

## Intergy Service Includes:

- ▶ 7x24 Corrective Maintenance Coverage
- ▶ 7x24 Preventive Maintenance (DC Electronics)
- ▶ Web Access to Account Information and Site Service Activity

# Intergy ProActive Service Plan

## Service for DC Power Systems...Above & Beyond Your Expectations



Factory trained and authorized service technicians care for your Intergy system from the moment it begins supporting your mission-critical application.

### Protection for your Intergy System: More Than Just a Warranty

The Intergy ProActive Service Plan is more than just a warranty; it is the most comprehensive service coverage in the industry. With standard warranty coverage you may be faced with downtime. However, with the ProActive Service Plan we prevent potential downtime by taking steps ahead of time.

#### This plan delivers:

- ▶ No surprising maintenance expenses
- ▶ Early detection and response to critical power problems
- ▶ Service delivered at your convenience
- ▶ Maximum responsiveness and system uptime
- ▶ A service plan to prevent power problems, not just fix them

Powerware Global Services goes above and beyond your expectations with this proactive, rather than reactive approach to service. You've come to expect a standard warranty. Now you can raise your expectations.

The ProActive Service Plan delivers services above and beyond a standard warranty, including:

#### 7 x 24 Corrective Maintenance Coverage

In the unlikely event of an unscheduled service need, you are covered by:

- ▶ Full on-site corrective maintenance coverage of DC power electronics including materials, labor and expenses (excluding batteries)
- ▶ Guaranteed eight-hour response time for remedial service for equipment within 100 miles of a Powerware Global Services established service location (including all major metropolitan areas

and more).

- ▶ Optional four-hour response time is available for equipment within 50 miles of an established service location.

#### 7 x 24 Preventive Maintenance – (DC Electronics)

Our service providers perform thorough testing during the inspection of your system including:

- ▶ Annual electronics preventive maintenance – (DC electronics) incorporating visual and electrical examinations.
- ▶ Written evaluation providing you a historical record of your equipment performance
- ▶ More frequent preventive maintenance schedules are available to meet your specific critical application needs.

#### Web Access to Account Information and Site Service Activity

Easy and secure access to service data through the Internet:

- ▶ Detailed log of service activity
- ▶ Upcoming service schedules

Powerware Global Services delivers on-site support from a base of more than 250 US technicians and 950 certified international service providers. These technicians support all brands manufactured by Invensys Powerware Division, including Best Power, Deltec, Exide Electronics, Hawker, Industrial Power Management (IPM), Intergy, Lortec, and Powerware. Please contact your local service sales manager or Global Services for more information.

*Specifications subject to change without notice.*

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