

Customer Services

Technical Help Desk

► 24 hours 7 days

Phone: (+64) 3 343 7448

or Email:

nz.customerservice@powerware.com

(response next business day)



The Intergy range of DC power products is backed by expert technical support and customer services. This includes installation and maintenance services, repairs and training courses.

The Intergy Customer Service Team offers a wide range of flexible and targeted service options designed to provide a full range of customer support services.

Experienced staff are available 24 hours a day on an international help line. They can provide expert advice on all Intergy products, as well as provide information on repairs and other services.

Design Services

Skilled technical staff can provide a full design for DC power equipment to specifically suit individual applications and sites. Using the modular and comprehensive range of Intergy product, a system can be easily designed for any application and for use anywhere throughout a network.

Advice is given on power equipment, capacity, functionality and battery requirements for installations.

On-Site Services

Installation and commissioning services are available for Intergy power systems anywhere in the world. Installation teams are made up of fully trained customer service engineers. Installation and commissioning of the Intergy DC power equipment can be either by providing supervision and assistance of local staff or by providing complete work crews.

Regional Repair Sites

If a phone call isn't enough and additional assistance is required, Regional Repair Sites, staffed by fully trained technicians, are located globally.

- Highly skilled technicians
- Access to engineering support
- Fast access to spare parts
- Rapid turnaround time

Customer Services

► Standard Warranty

Invensys Energy Systems offers all customers a comprehensive standard warranty on all Intergy products. This covers against defects in materials and manufacture for 12 months from the date of dispatch.

► Extended Warranty

The extended warranty option offers customers a choice of a 2, 3, 4, or 5 year warranty period from the date of dispatch with all other conditions as given in the standard warranty. Extended warranties can only be purchased at the time of original sale.

► Service Contracts

Invensys Energy Systems recognises that each customer has individual needs and requirements. Individually tailored Service Contracts are available so that customers can choose the ongoing service package that best suits their requirements. Services available include options such as unlimited out-of-warranty repairs, immediate replacement, on-site maintenance and battery testing and conditioning.

Please contact Intergy Customer Services for further information.

► Training Courses

The Intergy range of DC power systems is supported by a comprehensive customer training scheme that covers a wide range of topics. The training has been carefully designed to provide the right level of product knowledge and includes practical demonstrations and hands-on opportunities. Courses can be arranged at an Invensys Energy Systems location near you, or at your site. Courses can be tailored for individual requirements, and include practical demonstrations and full documentation.

Topics include:

- Installation and commissioning procedures
- Operations
- Routine maintenance

Please contact your local Intergy representative for further information.