



Bender UK Ltd

Low Mill Business Park, Ulverston | Cumbria LA12 9EE
01229 480123 | info@bender-uk.com
www.bender-uk.com



UPS Maintenance Packages by Bender UK

preventative, responsive, flexible

The decision to purchase and install an Uninterruptible Power Supply from Bender UK already demonstrates a commitment to business & process continuity, risk management and compliance.

Like any sophisticated electronic equipment, a UPS system will only continue to perform reliably with a programme of regular maintenance. By subscribing to a maintenance agreement package from Bender UK you can eliminate small problems that can eventually lead to major outages causing data loss, equipment damage, market reputation or even loss of life for Group 2 medical applications.

Bender UK has been supplying and maintaining UPS solutions for 25+ years and is a major provider to the NHS and the private healthcare sector offering the best possible support for a range of UPS solutions. We benefit from direct partnerships with established UPS manufacturers providing access to a network of engineers currently managing a UPS service portfolio of well over 2500+ UPS systems throughout the UK & Ireland covering both preventative and responsive requirements 24-7. Customers with service agreements in place benefit from defined, prioritised service levels to ensure rapid service provision in line with expectations.

Customised to suit budget, site & application

Maintenance generally falls into two main categories, **preventative** and **responsive**. These are both carefully planned into service agreements offered by Bender. A modest annual investment can ensure that your UPS system is maintained regularly to guarantee optimum performance, design life and most importantly, ensure system availability when it is needed. Agreements from Bender can be adapted to suit specific customer requirements in respect of response times, parts and labour cover or the need to carry out preventative maintenance at pre-arranged dates and times when site loads are less critical.

'OEM/Approved' & 'Multi-Vendor' Options

Due to our accredited UPS partnerships and multi-vendor capability we offer the ability to support a wide range of UPS solutions. Although the level of cover is brand dependant, support includes preventative visits, call out facilities and service reports with observations and recommendations. With our continued commitment to flexibility for our customers, it is also possible to offer a combination of "OEM/Approved" and "Multi-Vender" package approach to enable Bender UK to be the single point of contact for all your UPS maintenance needs.

Spares Support

One of the most important parts of any service programme is to have spare parts readily available, regardless of warranty status. We can provide options to enable full access to an extensive stock of official spare parts, installed by fully trained and approved engineers. Some consumable components would be carried when we visit site ensuring a quick fix and avoiding return visits.





Battery Care & Maintenance

Although not officially classed as spares, the batteries are as important as the UPS they support. Any supply disturbances that fall outside the UPS input capability or a complete supply failure, the system will be reliant on the battery system being healthy, charged and available. All batteries have a life expectancy specified by the manufacturer, usually 5, 10 or 15 years. The 'design life' of a battery doesn't always match 'service life' and relies on several factors, including environment, temperature, maintenance program, number of discharge cycles, charging regime etc.

As part of our maintenance programs Bender will monitor your battery installation physically during planned preventive visits and from office records to help reduce premature failure and highlight any risk to the critical load in advance. Replacement battery blocks and complete systems can be supplied without any delay either based on like for like performance or resized to a revised load profile.

Maintenance Cover Options

	OEM / Approved	Multi-Vendor
Preventative Visit(s) to suit	✓	✓
Fully Intrusive Diagnostic & Fault Finding	✓	✓
Call Out Facility	✓	✓
Technical Support	✓	✓
OEM Approved Engineers	✓	✗
Battery Testing & Replacements	✓	✓
Direct Access to Parts	✓	✓
Access to Service Software	✓	✓
Firmware Updates & Calibration	✓	✓
Clearing Service Alarms	✓	✓
Maintenance Reports & Recommendations	✓	✓

✓ Yes, but capability is brand dependant, please speak with our service team for more details

	Maintenance During Warranty	Maintenance Outside Warranty
Preventative Visit(s) to suit	✓	✓
Call Out Facility	✓	✓
Technical Support	✓	✓
Parts Cover	Included within warranty	*Optional
Normal Hours Call Out Labour Cover	Included within warranty	Optional
Out of Hours Call Out Labour Cover	Optional	Optional

*Optional Yes, but capability is brand dependant, please speak with our service team for more details. Excludes consumables e.g. fans & cap

For Preventative & Reactive Maintenance, 1 off Service Visits, Battery Replacements, Upgrades or Testing, please contact our service team at servicesales@bender-uk.com to discuss your requirements.

