



Service Portfolio Statron

Key strengths

- ▶ Favoured maintenance contracts
- ▶ Easy accessible customer support contact
- ▶ Preventive maintenance and spares availability
- ▶ System checks and inspections
- ▶ Motivated people

Customer benefits

- ▶ Reduced operational expenses
- ▶ Solution oriented, flexible multichannel support
- ▶ Extended lifetime reliable operation of the system
- ▶ Fast and easy review of your power solution
- ▶ Fast and uncomplicated way of solving problems

Our complete worldwide Service Portfolio

Statron is your partner in UPS solutions. Not only with reliable products, we furthermore take care that your systems operate reliably with a long lifetime. Consequently, our Service Portfolio range covers all relevant tasks, this being Installations & Commissionings, Maintenance & Service, Education & Trainings, Service Contracts, System Checks, Modifications & Refitting, Spare Parts and Repairs. All available worldwide and with a focus on high quality and being cost effective.



You can count on us!
We provide all the support that is necessary for a long and safe operation of your UPS system.



Installations & Commissionings

Professional installations and commissionings are of crucial importance for the long-term serviceability of UPS systems. Statron offers the installation and commissioning of every Statron UPS system worldwide. This service

is performed by trained technicians and specialists. Only installation and commissioning by Statron staff guarantees a complete warranty for the system.



Maintenance & Service

UPS systems play an important role in the security of power supplies. To ensure system availability over many years, the UPS systems need to be maintained regularly. In addition to upholding availability, regular maintenance increases the life span of the system.

Statron UPS systems generally have low wear. In order to guarantee

the usual reliability and availability, however, certain components should be exchanged preventively after a few years. Continuous improvements may require new software versions or hardware components. During maintenance by Statron experts, the use of the respectively necessary and current version is given.



Education & Trainings

To avoid injuries and property damage as well as costly production and work interruptions, well-trained employees around the operation of the UPS systems are very important. Statron therefore offers various training and further education opportunities.

These can be carried out at the Statron training facilities with existing test systems or directly at the customer's site. In the Statron courses, participants learn how to handle the UPS systems used in the respective project safely and professionally.



Service Contracts

The necessary maintenance measures of a UPS system may vary depending on the application and load. Due to decades of experience, the technically correct and cost-effective maintenance is only guaranteed by a specialist from Statron. In order to avoid expensive dependencies, Statron offers the tailored maintenance

contracts "BASIC", "PLUS" and "PREMIUM". The standardized maintenance contracts cover the demand for most systems and applications. They represent an ideal price-performance ratio. Specific maintenance contracts can be arranged for special requirements. Here too, Statron pays attention to a balanced price-performance ratio.



System Checks

The reliability and long-term availability of customer UPS systems is the main focus of Statron, whether it's Statron's own or third-party equipment. That's why Statron offers manufacturer-independent system checks.

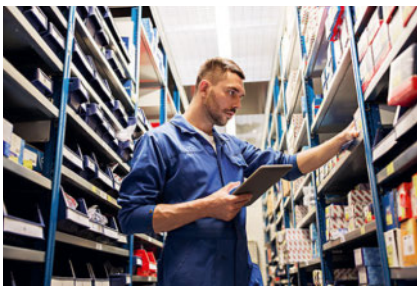
This includes power input measurements, battery checks or system checks of various other control parameters that are relevant to the state of the UPS system.



Modifications & Refitting

The requirements for a UPS system may change over time. This can be, for example, adjustments in the data connection, a changed output power of the UPS or the extension of the autonomy time. Depending on the upgradability of the UPS system, a changed require-

ment does not necessarily mean a new purchase. Often, the existing system can be inexpensively modified or extended. Statron has a great deal of experience in the expansion of UPS systems.



Spare Parts

The high flexibility of the UPS systems as well as project-specific individual versions make it impossible to keep all spare parts in all configurations and variants permanently in stock worldwide. Since a fast response time in case of failure is immensely important, Statron recommends to keep the most important spare parts in stock close to the UPS system. A Statron specialist will be happy to advise you during the project planning or after purchasing the UPS system about the right spare part package, which can then be offered cost-effectively.

Of course, Statron not only offers spare parts during the product's offer period, but also after expiry of the current series for a specific period of time for the respective systems.

The spare parts include battery cells or blocks. Statron will gladly assist you with replacement of material, installation, recommissioning as well as the proper disposal of used batteries.



Repairs

Despite careful selection of all installed components, a well thought-out design, high production and test requirements with the best quality standards, defects can never be completely avoided. Statron stands behind its products and services and offers in this case, of course,

a professional and inexpensive repair. Statron specialists are happy to help with the repair of stationary systems on site. For modular or mobile systems, the defective components can also be sent in for repair.