



UNINTERRUPTIBLE POWER SYSTEMS NX MODELS SCOPE OF SERVICE

3-YR EXTENDED WARRANTY OPTION

- Provides on-site repair service.
- Includes labor and travel expenses within 50-km radius from Emerson's service office.
- Excludes airfare and accommodation expenses.
- Service schedule is available 24x7, 7 days/wk.
- Includes 100% parts coverage including internal batteries but excluding air filters.
- Response time is within 4-hr from time of call and within the 50-km radius from Emerson's service office.
- Includes preventive maintenance service on UPS. Frequency is defined by each MU.
- PM is performed by Emerson's certified and authorized personnel.
- PM schedule is within office-hour (0900-1800).
- Includes battery inspection.
- Available on-line technical phone support.
- Access to customer service hotline.
- Subject to all terms and conditions as noted in Emerson sales and service agreement.

FEATURES AND BENEFITS

- Worry free and have peace of mind on your asset management.
 - It gives you fixed and predictable maintenance budget.
 - Protects you from any repair price and parts price increase.
 - No maintenance expense surprises for you.
 - Guaranteed available service and support priority from Emerson or from authorized service provider.
- Less hassle
 - No more repetitive PR, PO, evaluation, approval and processing just to get your equipment fixed.
 - No time and effort needed to plan for maintenance budget.
 - You don't have to wait for your service quotation before you can proceed on a service purchase.
- Low total cost of ownership for you.
- It acts like an insurance policy for you.
- 1-yr or 3-yr warranty coverage depending on what you choose or purchase.
- Full parts coverage.
- Parts shipping cost included.
- Available customer hotline.
- Available technical phone support.
- Restore your equipment into functioning condition through return and replacement or on-site service depending on the product you purchase.



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3-YR EXTENDED WARRANTY OPTION

UPS Full Preventive Maintenance Service

1. Perform a temperature check on all breakers, connections, and associated controls. Repair and/or report all high temperature areas.
2. Perform a complete visual inspection of the equipment including subassemblies, wiring harnesses, contacts, cables, and major components. Check air filters for cleanliness.
3. Check module(s) completely for the following (if applicable):
 - Rectifier and inverter snubber boards for discoloration.
 - Power capacitors for swelling or leaking oil.
 - DC capacitor vent caps that have extruded more than 1/8".
4. Record all voltage and current meter readings on the module control cabinet or the system control cabinet.
5. Measure and record harmonic trap filter currents.
6. Check the inverter and rectifier snubbers for burned or broken wires.
7. Check all nuts, bolts, screws, and connectors for tightness and heat discoloration.
8. Check fuses on the DC capacitor deck for continuity (if applicable).
9. With customer approval, perform operational test of the system including unit transfer and battery discharge.
10. Calibrate and record all electronics to system specifications.
11. Install or perform Engineering Field Change Notices (FCN) as necessary.
12. Measure and record all low-voltage power supply levels.
13. Measure and record phase-to-phase input voltage and currents.
14. Review system performance with customer to address any questions and to schedule any repairs.

NOTE 1: Preventive Maintenance usually requires a shut-down to ensure electrical connection integrity.

NOTE 2: Customer should check air filters monthly for cleanliness and replace as necessary.

NOTE 3: Above maintenance does not include System Control Cabinet, Power Tie, Breaker Cabinets, Load Bus Sync or Maintenance Bypass Cabinets.

Battery Inspection Service - Performed During the UPS Annual PM Service

1. Check integrity of battery cabinet (if applicable).
2. Visual inspection of the battery cabinet and/or room to include:
 - Check for NO-OX grease or oil on all connections (if applicable).
 - Check battery jars for proper liquid level (if flooded cells).
 - Check for corrosion on all the terminals and cables.
 - Examine the physical cleanliness of the battery room and jars.
3. Measure and record DC bus ripple voltage (if applicable).
4. Measure and record total battery float voltage.

NOTE: The Battery Inspection Service listed above is only a visual inspection and is not intended to replace a full preventive maintenance program for the battery system.