MAINTENANCE SUPPORT

NATIONWIDE POWER PROTECTION

PowerControl

CertaUPS HUAWEI BORRI legrand®

PowerControl

WHAT TO EXPECT

POWER CONTROL LTD OFFERS NATIONWIDE SERVICE AND MAINTENANCE ON ALL UPS SYSTEMS, GENERATORS AND OTHER ASSOCIATED ITEMS SUCH AS BATTERIES AND AIR-CONDITIONING.

Our vast experience and knowledge of multiple UPS brands and technologies makes us the preferred organisation for many leading UK companies. We provide the most comprehensive and cost effective care available in the UK, which means that our clients covered for all eventualities.

With a dedicated, in-house team of highly trained field engineers and a 24hour technical call centre, we are able to provide a nationwide service with rapid, industry leading, response times.

Our flexible care packages start with entry level contracts with routine visits through to all inclusive maintenance agreements that guarantee minimum response times to callouts, parts, labour and out of hours works.

WHY CHOOSE
PowerControl

Our extensive expertise and knowledge of the power protection industry has positioned the company as one of the most influential and reliable backup power solution providers in the UK.

Our engineers receive ongoing training to ensure that they have up-to-the-minute technical skills to continuously provide a first-class service. All of our engineers are fully accredited to the highest engineering standards.

The company's vast experience and knowledge of multiple UPS brands and technologies makes Power Control the preferred organisation for many leading UK companies.

UPS CONTRACT SOLUTIONS

GIVING YOU INVALUABLE PEACE OF MIND
FLEXIBLE, COST EFFECTIVE SERVICE PLANS

Our wide range of maintenance services means that we can develop comprehensive bespoke service packages for all types of businesses and customer requirements.

We offer maintenance and service options for most UPS brands and other associated server room equipment including battery supply, replacement, installation and disposal, electrical installation, air conditioning services, generator servicing and load bank testing.

ACCREDITATIONS

NICEIC APPROVED CONTRACTOR

safecontractor APPROVED

ecs electrotechnical certification scheme

CHAS®

Constructionline
Part of Capita plc

IMMEDIATE RESPONSE

Our team of highly trained engineers are strategically located around the country to guarantee rapid onsite response and are fully equipped to undertake emergency reactive maintenance if required.

The company also has one of the largest UPS spare parts holdings in the UK, which means that it is able to rectify most problems with a single site visit.

Our customers benefit from our dedicated 24 hour call centre, which is operated by a team of technical engineers qualified to give immediate initial diagnosis of faults and offer step by step phone assistance.

Complementing this service is our sophisticated in-built telemonitoring software service used to remotely monitor UPS systems. The software supplies our service centre with UPS alarms, measurements, status information and event logs 24/7. This allows us to have an engineer working on the problem immediately, even before you are aware of the fault yourself.

OUR STANDARD UPS SUPPORT PACKAGES

BRONZE

9AM-5PM MONDAY – FRIDAY (EXC BANK HOLS)

Same day response to emergency calls logged before 10am; next working day for calls logged thereafter
Freephone emergency callout number
24 hour UPS technical support
All travel and labour costs for reactive maintenance included
Level 1 Spares included (first fix repair per unit up to £200) - excludes consumables
One preventative maintenance visit per annum (during Normal Working Hours) - 6kVA and above

SILVER

8AM-8PM MONDAY – FRIDAY (EXC BANK HOLS)

Same day response to emergency calls logged before 10am; next day response for calls logged thereafter
Freephone emergency callout number
Out of Hours emergency callout number
24 hour UPS technical support
All travel and labour costs for reactive maintenance included
Level 1 Spares included (first fix repair per unit up to £200) - excludes consumables
One preventative maintenance visit per annum (during Normal Working Hours) - 6kVA and above

GOLD

24 HOURS, 7 DAYS A WEEK

8 clock hour response to emergency callouts
Freephone emergency callout number
Out of Hours emergency callout number
24 hour UPS technical support
All travel and labour costs for reactive maintenance included
Level 1 Spares included (first fix repair per unit up to £200) - excludes consumables
One preventative maintenance visit per annum (during Normal Working Hours) - 6kVA and above

PLATINUM

24 HOURS, 7 DAYS A WEEK

4 clock hour response to emergency call outs (best endeavours)
All travel and labour costs included
Freephone emergency callout number
Out of Hours emergency callout number
24 hour UPS technical support
All travel and labour costs for reactive maintenance included
All parts included - excludes batteries and consumables
One preventative maintenance visit per annum (during Normal Working Hours) - 6kVA and above

AVAILABLE UPGRADES INCLUDE:
4 or 6 hour response / Next business day installation or replacement
Out of hours service / Additional service

TAILORED

24 HOURS, 7 DAYS A WEEK

Our industry leading flexibility means that we are able to offer reliable, cost effective maintenance support to sites all over the country.

To ensure there is minimum disruption to business, we work closely with all of our clients at every stage to make sure that works are carried out at the most convenient times for our clients.

All of our maintenance support options include regular health checks, guaranteed response times, an assignment of parts, callout travel and labour.

If our standard maintenance packages do not meet exact requirements, we can add or remove services to develop cost effective maintenance plans to best suit your business and budgets.

We also offer multi-year contracts at special discounted prices.

GENERATOR MAINTENANCE

AS A LEADING POWER SOLUTIONS PROVIDER, POWER CONTROL LTD IS ONE OF THE MOST TRUSTED GENERATOR MAINTENANCE PARTNERS IN THE UK.

We provide anything from a one-off service visit to an annual maintenance support contract and our engineers are experienced in working with all makes and models of generators.

OUR SERVICES:

- On-site servicing
- Generator maintenance options
- Premium cover
- Standard cover

By choosing our generator support, customers can benefit from having a single point of contact for all power protection projects and electrical requirements, which will ultimately deliver substantial cost savings.

We have both electrical, electro mechanical and electronic engineers available around the clock and are able to offer comprehensive maintenance agreements for the majority of genset brands. These include:

Cummins Power Generation
SCANIA
Perkins
aggreko
DSE
JOHN DEERE
SDMO
F G WILSON
SCORPION
SISU
aksa POWER GENERATION
POWER SOLUTIONS INMESOL
HIMOINSA THE ENERGY

OUR GENERATOR CONTRACTS

WE HAVE DEVELOPED TWO SEPARATE LEVELS OF COVER, STANDARD AND PREMIUM. PLEASE SEE BELOW A BREAKDOWN OF WHAT IS INCLUDED IN EACH COVER OPTION.

Although these options may suit most requirements, some businesses may require further services to be incorporated into their contract, including load bank testing, guaranteed response re-fuelling, fuel cleaning, generator rental and remote monitoring.

We also offer multi-unit and multi-year contracts for both UPS systems and generators. These contracts are subject to special discounts.

STANDARD

12 month service contract
One minor service
One major service
Normal working hours technical support
Emergency call out cover during normal working hours
Next working day response
Initial emergency callout to individual faults included
Consumables used on service visit charged extra to contract
(engine oil, oil filter, fuel filter etc.)

PREMIUM

12 month service contract
One minor service
One major service
Normal working hours technical support
Emergency call out cover 24hrs, 365 days per year
4 hour response to emergency calls
24 hour emergency callout facility
Initial emergency callout to individual faults included
Consumables used on service visit charged extra to contract
(engine oil, oil filter, fuel filter etc.)

BATTERY WORKS

Our far reaching experience in the battery field means that we can undertake work on all leading manufacturer's batteries and are able to source the best-suited replacement for your existing set.

Customers can be further reassured by Power Control's large UK stock holding, which means that it can offer rapid response in an emergency.

UPS BATTERY INSTALLATION AND REPLACEMENT

Power Control's battery replacement service includes everything from an initial site survey and battery calculations through to delivery and installation of the new batteries.

At Power Control we believe that battery design is integral to the efficient operation of your backup power solution. Our battery experts are highly skilled in bespoke battery rack design.

We understand that every installation is different and as such, each installation requires skilled workmanship and detailed planning. We pride ourselves on our attention to detail and ability to bring to together all critical elements that make up an efficient battery build including load, required autonomy, isolation methods, temperature conditions and rack style.

It is this precision and dedication to maximising operational efficiency that has earned Power Control its nationwide reputation for first-class battery design and build services.

BATTERY TESTING

In order to achieve maximum battery life, regular maintenance on batteries is essential. Regular battery checks will detect any battery weaknesses early on, which could prevent the need for costly entire battery set replacements or even worse a failure.

Frequent battery health checks will also give peace of mind that the power protection solution will operate exactly as it should when needed.

Our specialist battery engineers carry out a range of routine maintenance services including:

- Close examination of physical battery condition
- Assessment of connections to UPS
- Individual cell inspection
- Environment checks (temperature of battery room and air flow)
- Voltage readings
- Impedance tests
- Predictive condition testing

BATTERY DISPOSAL

POWER CONTROL IS A REGISTERED ELECTRICAL WASTE SERVICE PROVIDER AND DISPOSES OF DISCARDED BATTERIES IN ACCORDANCE WITH THE ENVIRONMENTAL AGENCY'S WEEE DIRECTIVE.

UPS battery disposal is a vital service and failure to comply with EU regulations can result in a hefty fine. We safely remove any old or recently replaced batteries and arranges for collection to ensure the protected and environmentally friendly disposal of any sealed lead acid batteries.

MAINTENANCE SUPPORT SERVICES

OUR SUPPORT SERVICES INCLUDE:

- UPS service & generator maintenance
- Battery maintenance, replacement, testing and disposal
- DC rectifier maintenance
- A/C service and maintenance
- Fire suppression service and maintenance
- Computer room maintenance
- Remote monitoring
- AC and DC load bank testing
- Relocation services
- UPS & generator hire services
- Thermal imaging surveys
- Site surveys
- Electrical surveys
- Efficiency audits
- Electrical installation and testing
- Commissioning
- Electro chemical battery testing are subject to special discounts
- Life cycle reports
- Suitability reviews

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