

SERVICES

# **CIM** ***Maintenance Contracts***

Maintenance of your UPS equipment



# An independent manufacturer

## The benefit of a specialist

Founded in 1922, SOCOMEC is an industrial group with a workforce of 3000 people. Our core business - the availability, control and safety of low voltage electrical networks with increased focus on our customers' power performance.



CORPO 308 A

### The culture of independence

The SOCOMEC Group's independence ensures control over its own decision-making, respecting the values advocated by its own family shareholders and shared by its employees.

With around 30 subsidiaries located on all five continents, SOCOMEC pursues international development by targeting industrial and service applications where the quality of its expertise makes all the difference.

### The spirit of innovation

As undisputed specialists in UPS systems, mains supply changeover, power conversion and measurement, SOCOMEC dedicates nearly 10% of its turnover to R&D. As a result the Group can achieve its ambition of always being one technological step ahead.

### The vision of a specialist

As a manufacturer with complete control over its technological processes, SOCOMEC is quite unlike the more general providers. The Group is constantly improving its fields of expertise in order to offer its clients increasingly customised, appropriate solutions.

### A flexible manufacturing structure

Backed by two European centres of excellence (France and Italy), the Group also benefits from competitive production sites such as Tunisia and locations in the major emerging markets (India and China).

These sites have all implemented a system of continuous improvement based on Lean Management principles, and are therefore in a position to provide high levels of quality, and meet the deadlines and cost requirements expected by customers.

### The focus on service

Our manufacturer's expertise naturally extends to a complete range of services designed to facilitate the research, implementation and operation of our solutions. Our service teams have built their reputation on reassuring guidance, flexible skills and reactivity.

### Responsible growth

As a Group which is open to all cultures and firmly committed to human values, SOCOMEC promotes employee initiative and commitment. Working relationships are based on the idea of partnerships and respect for shared ethics. Through the company's commitment to achieving harmonious, lasting development, SOCOMEC fully embraces its responsibilities not only towards its shareholders, employees, customers and partners, but also towards society as a whole and its environment.

SOCOMEC has been a signatory to the Global Compact since 2003.





# For availability of your energy needs

## The guarantee of a better service

We know just how important the availability of high-quality energy is to your business, which is why we give you access to the

wide-ranging expertise of our different specialists. The management of your infrastructure is co-ordinated by an equipment tracking information system.



## Guaranteed response times

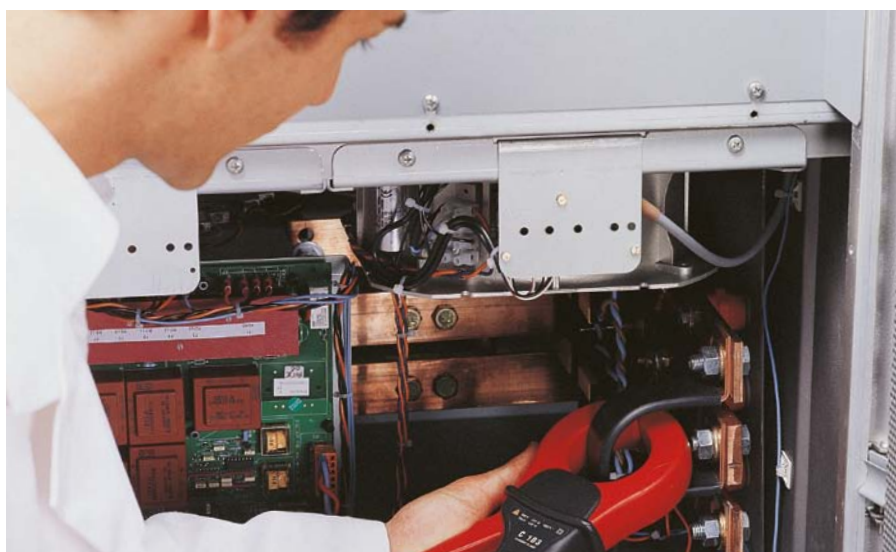
The support network at your disposal: proximity, specialist personnel and spare parts stocks mean that we can contractually guarantee you a response time which is compatible with your operating constraints, 24 hours a day.



## Parts availability

The various original parts and components available in our stock ensure that your faulty equipment is rapidly

restored to normal operation, while preserving its original performance and reliability.



# Maintenance contracts

## Preventive maintenance

As with all equipment, the security appliances which power your critical systems need to be regularly maintained so that they can function as efficiently as possible.

Preventive maintenance allows you to prevent any malfunctions and extend your equipment life. Consequently, you will also see an improvement in the MTBF (Mean Time Between Failures) of your installation.

## Corrective maintenance

As an installation gets older, it is more likely to malfunction and require specialist repairs.

Your maintenance contract allows you to benefit from:

- fast, priority repairs,
- a choice of response lead time according to your operational needs: 2 hours or 4 hours,

- assistance 24 hours a day, 365 days a year (dependant on contract),
  - guaranteed response times.
- A PMV (Preventive Maintenance Visit) report will be given to you after each repair.



## Periodic visits

Depending on the contract chosen, you will receive periodic visits for:

- mechanical inspection,
- electrical inspection,
- dust removal,
- battery inspection,
- software updating,
- electronics testing,
- environmental checks.

A report will be given to you after each visit.

## Servicing on request

We offer you various services, in addition to contractual benefits, to meet your developing needs throughout the life-cycle of your installations:

- replacement of consumable parts (battery, fan, capacitor),
- implementing ready-to-run installations,
- expert advice and recommendations for your high-quality installation,
- measurements and tests with or without charging bench,
- thermographic inspection,
- Power Quality audit,
- additional training sessions,
- UPS rental.

## Managing your operating costs

Our different contract packages enable you to pick and choose services to suit your needs (parts, labour, response

times), giving you total control of your operating costs with no surprises on your invoice.

## Service Hot-line

The CIM hot-line offers priority access to customers with a maintenance contract. It provides technical support to protect your high-quality power supply equipment.

A specialist team of electricians, electrical engineers and IT engineers is on hand to respond to all your operational queries.



SITE 102 A

## Adapted solutions

We tailor our services around your operating constraints. This means that for each of your contracts, we provide you with adapted solutions to match your

expectations. Our **Non-comprehensive** and **Comprehensive** solutions meet your needs by protecting and securing the electrical supply to your sensitive

applications (office, automation, servers, data-processing centres, NICT, security...)

SERVICE DESCRIPTION	Non-comprehensive	Comprehensive
Standard Preventive Maintenance Visit (PM)	x	x
Labour and transport	x	x
Spare Parts*		x
24/7 Call Center	x	x
2h - Response time to site during working hours	x	x
4h - Response time to site out of working hours	x	x
Additional MPS	optional	optional
PMN - preventive maintenance out of normal weekday working hours	optional	optional
PMW - preventive maintenance within weekend & Public Holiday	optional	optional
2h - Response time to site out of working hours	optional	optional
Annual shutdown stand-by standard	optional	optional
LINK-UPS - Remote monitoring	optional	optional

\*Batteries, Fans & Capacitors excluded

SINGAPORE Time block	
Working hours	Mon-Fri 08:30 - 18:00
PM: Preventive Maintenance	Mon-Fri 08:30 - 18:00
PMN: Preventive Maintenance Night	Mon-Fri 18:01 - 08:29
PMW: Preventive Maintenance Weekend	Fri-Mon 18:01 - 08:29



# Trust the specialists

## For guaranteed operational continuity

### The expertise of a design manufacturer

Since 1968, SOCOMEC has been developing quality products which aim to provide you with a high quality, secure supply of electrical energy. Our teams know what your business needs and will make full use of their expertise in fields such as electronic components, integrated circuits, operating logics and industrial software engineering.



### Expert on-site maintenance

The technicians and engineers we dispatch to service your equipment are specialists in high-quality energy sources (UPS and rectifiers). The technological know-how which enables them to repair the latest and most advanced equipment is regularly updated.



# Our sales and service network

## Rapid intervention wherever you are

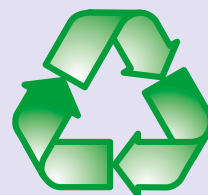
Our European and worldwide presence ensures that you will always have SOCOMEC specialists close to your site, for a fast and efficient response.



## Respect for your environment

We realise that, as a manufacturer, we play a leading role in the protection of the environment and, as such, we are actively involved in the development of regulations and standards.

This guarantees that we will always respond to the demands of legislation concerning the disposal of used components, in full compliance with recycling procedures.



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