

# MAINTENANCE CONTRACT PACKAGES

## “UPS” and “BATTERIES”

Our UPS maintenance plans offer the flexibility to choose the level of service needed to ensure that risks and costs are minimized. They all include regular maintenance visits and you can choose the level of response time that you need to suit your business requirements.

A service plan can ensure critical component degradation is identified and that repairs or replacements are carried out before a fault occurs. This helps to maximize the reliability of your UPS.

We have also compiled three distinct service packages to match different types of maintenance needs and budgets. Whichever package you choose, you can rest assured it delivers power security & reliability that will keep your core business running.

### Maintenance Service Packages:

Service Descriptions	“BasicCare”	“PlusCare”	“PremiumCare”
Routine Inspection & Preventative Maintenance	4 Visit/Year	4 Visit/Year	4 Visit/Year
Out of hours preventative maintenance visit during night, week-end, and holidays	No	No	Included
Emergency Call-Out Service Response Time to Site within 3 Hours	No	No	Included
Battery Maintenance & Testing	Included	Included	Included
Autonomy Battery Testing	No	Included	Included
Emergency Call-Out Service Response Time to Site Within Next Working Day	No	Included	Included
Emergency Call-Out Service Outside Working hours.	No	No	Included
Repair Labor & Service	No	Included	Included
Original Spare Parts Replacement	No	No	Included
Consumable Spare Parts, Fans, Capacitors and Air Filter	No	No	No
UPS Transportation Service To & From Komax Service Centre	No	Included	Included
Battery Replacement	No	No	No
10% Discount on Spare Parts	No	No	Included
10% Discount on Batteries Replacement	No	No	Included

### Remarks:

- Autonomy battery testing service is included to PlusCare & PremiumCare customers by using site load, when so it is necessary required by using a dummy load bank, the Client shall bear the cost of the dummy load bank rental which will be quoted upon request.
- If spare parts arrangement takes more times for PremiumCare customers, one standby emergency UPS system or equivalent or higher capacity should be arranged until repaired UPS can be installed.
- UPS faulty Fans, and Air Filter replacement is not included and shall be replaced after completed it is expected three years design life which starts from the UPS initial commissioning date or recent replacement date and shall be Charged on actual to the customer.
- UPS AC/ DC capacitors is not included and shall be replaced after completed it is expected seven years design life which starts from the UPS initial commissioning date or recent replacement date and shall be charged on actual to the customer.
- UPS spare parts & battery replacement price list available for customers and will be quoted upon request.

**KOMAX**  
ANNUAL  
MAINTENANCE  
CONTRACT

On-Site Service | Preventative Maintenance | Emergency Service | Repair Service | Spare Parts Support | Battery Replacements  
Standby Replacement | Moves, Storage, Removal & Disposal Services