



Get in contact with us and we can provide a solution that suits you.



Service and Maintenance  
**Harland ProtectUPS®**



Harland Simon UPS Ltd | Unit 2 Europa Business Park | Kingston | Milton Keynes | MK10 0BD  
01908 565656 | enquiries@hsups.co.uk | harlandsimonups.com



harland simon  
power solutions







# UPS & Generator Support Service and Maintenance



Supporting a wide array of industry sectors, Harland Simon UPS is committed to providing the highest standard of UPS and generator support.

By recognising that your Power Protection Equipment purchase is only the beginning, we focus on providing the best in comprehensive service solution packages to help ensure your UPS and generator continues to supply the uninterrupted power you need.

## Warranty

All Harland Simon UPS products are covered by a comprehensive warranty including parts, - labour and transport.

## Warranty Upgrade

During the warranty period the level of cover can be upgraded to a full UPS and generator service solution package at a reduced cost. At a discounted rate your warranty could be upgraded to any of our packages to give greater protection when you need it most.

## Service and Maintenance

Ensuring that your Power Protection Equipment is regularly maintained is vital, as failure can be critical, disrupting the running of a department or the entire business. Choose from a range of standard service solution packages or alternatively enhance your choices with a service solution specially formulated to meet your needs.

## UPS and Generator Installation

Our qualified and experienced electrical engineers can provide you with a complete range of electrical services. By working closely with our customers we provide expert advice and practical skills to build a system meeting specification on budget. All electrical work is performed in accordance with the 18th edition NIC EIC regulations.

## Battery Services

As part of your preventative maintenance or perhaps a one off visit, on-site battery testing can give accurate battery life span predictions allowing you to manage your budgetary costs. Battery supply, replacement and builds are performed by qualified UPS engineers providing complete battery support.

## Design

Once a decision has been made to procure a UPS system we provide on-site assistance to design and build a Power Protection System, from initial consultation and site survey, - decommissioning, specialist shipment and electrical installation, your project engineer will get you where you need to be.

## Relocation

Successful businesses do not stand still. Relocation and restructuring have become a familiar part of business. As part of that process, it may be prudent to re-engineer a current UPS resource. Harland Simon UPS can provide real solutions to your expansion issues.

## Disposal

In today's environment conscious world, disposing of redundant power protection equipment can be quite a task. Harland Simon UPS will provide a quick and easy solution which meets safety and environmental criteria. We can offer disposal certificates.

## UPS Service Solution Packages

Includes	Bronze			Silver			Gold		
	Standard	Safe	Plus	Standard	Safe	Plus	Standard	Safe	Plus
Preventative Maintenance	✓	✓	✓	✓	✓	✓	✓	✓	✓
Firmware Upgrades	✓	✓	✓	✓	✓	✓	✓	✓	✓
Parts		✓	✓		✓	✓		✓	✓
Travel/Labour			✓			✓			✓
24/7 Support	✓	✓	✓	✓	✓	✓	✓	✓	✓
Clock/Working Hours	8C/12W			6C/8W			4C		

## Enhanced Choices

•Extra preventative maintenance visits • Extended warranty •Swap-out contract •Power quality analysis •Battery analysis

## Generator Service Solution Packages

Solution	Preventative Maintenance per Annum	Clock/Working Hours Response to Fault Calls	365 x 24 x 7	All Parts/Labour Charged Separately (Unless Under Warranty)	Access to 24 Hour Support Line
Gen 4	2	4	✓	✓	✓
Gen 6	2	6	✓	✓	✓
Gen 8	2	8	✓	✓	✓

All generator contracts can cater to your needs.

## Enhanced Choices

•Extra preventative maintenance visits •Extended warranty •All parts and labour warranty •Emergency refuelling