

Field Service Programs for the S4K4UC/6UC Industrial and S5K Series

These programs are for Domestic coverage (valid only within the continental United States and Canada); additional travel expenses may be billed to customers with site locations more than 150 miles from a major metropolitan area.

S4K4UC/6UC Industrial Start-Up Programs

Start-Up expands the warranty to include remedial onsite parts and labor for 2 years (in lieu of the 2-year parts/depot labor included with the standard unit). Start-up includes one site trip within the contiguous 48 states by a customer service engineer, after the UPS has been installed. Any additional trips by the customer service engineer as a result of the site not being ready for start-up may result in additional costs to the customer. The site trip includes the following services for one UPS module: non powered inspection, UPS electrical and operation check out, full parts and labor for any remedial work required on the UPS or battery cabinets, and customer operation training at the time of start-up. Two plans are offered: Monday-Friday, 8 a.m. to 5 p.m. and 7 days/week, 24 hours/day.

Start-Up Plus includes the standard start-up as defined above plus one preventive maintenance (PM) service site trip within the contiguous 48 states. The PM must be scheduled during the two-year warranty period and during normal business hours (Monday through Friday, 8 a.m. to 5 p.m.). The PM will include the following services for one UPS module: consult with personnel responsible for the equipment, visually inspect internal subassemblies and major components, check all mechanical connections for tightness and heat discoloration, clean any foreign material and dust from internal compartments, calibrate equipment to manufacturer's specifications, check the normal operation of the system, check battery transfer/discharge and perform a short duration battery run, perform any required engineering field changes, return unit to operational service with the normal load and verify output power. Two plans are offered: Monday-Friday, 8 a.m. to 5 p.m. and 7 days/week, 24 hours/day.

S5K Modular Start-Up Programs

Start-Up is included in the cost of the S5K Modular UPS.

A separate Preventative Maintenance Only plan is available in addition to the standard Start-Up plan included in the cost of the S5K UPS.

Service Programs - S4K4UC/6UC and S5K Series

Preferred service level options include 6-hour on-site response, 24x7 within 150 miles of nearest service centers. 24x7 emergency service includes parts (including internal batteries), labor, and travel. Also includes one (1) Preventive Maintenance (PM) visit per year, scheduled at the customer's convenience (24x7).

Essential service level options include 6-hour on-site response, 24x7 within 150 miles of nearest service centers. 24x7 emergency service includes parts (including internal batteries), labor, and travel. Also includes one (1) Preventive Maintenance (PM) visit per year, scheduled by the customer for M-F 8AM-5PM.

Basic service level options include 6-hour on-site response, 24x7 within 150 miles of nearest service centers. 24x7 emergency service includes parts (excluding internal batteries), labor, and travel. Preventive Maintenance (PM) not included and is not available if the Basic Service plan is selected.

Field Service Programs for the S4K4UC, S4K6UC Industrial and S5K Series - continued

S4K4UC and S4K6UC Industrial Start-Up Programs

Catalog Number	Description
Domestic Only (Monday – Friday, 8am – 5pm)	
SUS4K061UM	6 kVA Start-Up
SUS4K101UM	10 kVA Start-Up
SUS4K061PM	6 kVA Start-Up Plus
SUS4K101PM	10 kVA Start-Up Plus
Domestic Only (7–Days/Week, 24 Hrs/Day)	
SUS4K061U7	6 kVA Start-Up
SUS4K101U7	10 kVA Start-Up
SUS4K061P7	6 kVA Start-Up Plus
SUS4K101P7	10 kVA Start-Up Plus

S4K4UC and S4K6UC Industrial Service Programs

Preferred Service (w/ 1 PM)	
Catalog Number	Equipment
MUUS4K06PR1	S4K4U6000C
MEUS4KBATPR1	S4K144BATC & S4K288BATC
MUUS4K10PR1	S4K6U10KC

Essential Service (w/ 1 PM)	
Catalog Number	Equipment
MUUS4K06ES1	S4K4U6000C
MEUS4KBATES1	S4K144BATC & S4K288BATC
MUUS4K10ES1	S4K6U10KC

Basic Service (PM not available)	
Catalog Number	Equipment
MUUS4K06BA0	S4K4U6000C
MEUS4KBATBA0	S4K144BATC & S4K288BATC
MUUS4K10BA0	S4K6U10KC

S4K4UC and S4K6UC Industrial Service Programs

1 PM Only (Mon–Fri, 8 am – 5 pm)	
Catalog Number	Equipment
MS4K061PM85	S4K4U6000C
MS4KBAT1PM85	S4K144BATC & S4K288BATC
MUUS4K10PM85	S4K6U10KC

1 PM Only (7 days, 24 hours)	
Catalog Number	Equipment
MS4K061PM24	S4K4U6000C
MS4KBAT1PM24	S4K144BATC & S4K288BATC
MUUS4K10PM24	S4K6U10KC

S5K Modular Service Programs

Contact Technical Services to obtain the catalog number for any of the Preferred, Essential or Basic Services (catalog number depends on the S5K configuration).

X = Number of Power Modules (#1 through #6)

YY = Number of Battery Modules (# 01 through #11)

Catalog Number	Service Program
MUUS5KXPRYY	Preferred Service
MUUS5KXESYY	Essential Service
MUUS5KXBAYY	Basic Service
MS5K1PM24	PM Only (7-Days/Week, 24 Hrs/Day) for all configurations

Note: Service programs are valid for one year.