

# World-Wide Repair Service

The maintenance and repair of UPS systems, battery chargers, inverters, batteries, regulating transformers, and other equipment provided by Solidstate Controls, Inc. (SCI) may require assistance from one of our trained personnel. Although many problems can be resolved by calling our technical support desk, there are occasions when it is necessary to dispatch a technician to the site. Our technicians are competent, factory trained, and experienced in the installation and maintenance of all SCI equipment. For emergency situations, technicians are dispatched to your site within 24 hours of your initial call. Technical service rates and a listing of our world-wide client services locations are available upon request. This service is available for both in-warranty and out-of-warranty repair.

## S E R V I C E F E A T U R E S

- Pre-inspection interview with site personnel
- Equipment/system inspection to determine the nature of the problem
- Repair and/or replacement of parts
- Inspect equipment to verify repair is complete
- Post-inspection interview with site personnel to review problem resolution



Our technical service representatives are technically competent, factory trained, experienced in the operation, troubleshooting and repair of the equipment. When you order on-site services from SCI you can be sure that this representative is trained and authorized to perform the services as stipulated.

Our technical service representatives will furnish written reports to the purchaser that the equipment has been inspected, repaired and adjusted by them, or under their direction, and that it is ready for service. All this shall be done prior to placing the equipment on-line.

The duties of the technical service representative may include, but may not be limited to, the following:

- A. Inspecting, repairing, and testing the equipment after installation and directing any changes or adjustments required to assure proper operation.
- B. Instructing the client's personnel in the operation and general maintenance of the equipment.
- C. Providing post-commissioning modifications to systems.
- D. Providing services required to make repairs and/or replacement of defective parts.