

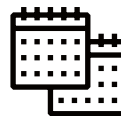
Know Your UPS

The Know Your UPS program offers the user of our products:

Understanding the user interface



Appropriate maintenance schedule



How to react when alarms pop up



Battery health



Interpret warning and alarm messages



Dos and don'ts



Emergency contacts and procedures



Basic settings



Advanced communication opportunities embedded
(SNMP messaging, iUPSGuard, remote panels)



Target audience: (maintenance crew, critical power infrastructure operators, facility management team, IT department personnel)





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01 More accurate customer support through the remote availability of configuration parameters and internal logs.

ABB UPS Services offerings range far beyond standard product support: from on-site services for risk-reducing installation and startup, to availability services to help you proactively reduce downtime and meet your service-level commitments. From installation to product retirement, warranty upgrades to remote monitoring, proactive care to 24/7 problem resolution, you can rely on ABB's UPS field service organization for all your electrical infrastructure support needs.

Our Service Portfolio

ABB services are designed to provide the life-long operation of all our UPS systems. We have a range of service offerings to meet your requirements. We are at home in all areas of industry and business life, specializing in solutions and services for your electrical infrastructure.

On-site & emergency services

- 24/7 Emergency hotline
- Installation
- Commissioning, start-up
- Repair, upgrade, retrofit
- Assessment, inspection, testing
- Online assistance
- Battery measurement/monitoring

Parts and repairs

- Spare parts supply
- Repair services
- Product replacement/return
- Equipment rentals
- Battery replacement

Contractual services

- Maintenance service contracts
- Remote Monitoring & Diagnostics
- Preventive, planned maintenance
- Resident technical services
- Upgrade management
- Project & site management
- Consultancy and audits

Training

- Training for operators
- Training for maintenance staff
- Product training
- Trainer-to-student and web-based training