

PowerCare[®] Services

General Features and Benefits

PowerCare Services are the most comprehensive service program in the power protection industry, designed solely to keep you in power. From the Powerware Plus 6 all the way up to the largest Series 3000 system, we have designed PowerCare services for easy access and one stop shopping with your requirements in mind. If you expect the best, if you expect more, if you expect power performance excellence, PowerCare is the answer. Any time you choose PowerCare you get:

Over 140 highly trained, highly motivated Customer Support Engineers, strategically located across the continental U.S. What this means is:

- We are there, where you need us. Our CSEs and offices are located such that over 85% of our installed customer locations are within 100 miles of a service location. (That's just 2-3 hours away). In fact, our service locations are located such that we are within 4 hours transit of 98% of our customer locations.
- We are there, when you need us. With such coverage across the country, we can respond fast. In fact, our national average response time has decreased every year, and is now below 4 hours for most contracted customer locations.

Factory trained Customer Support Engineers, equipped with the latest documentation, tools, and test equipment. This means:

- We have the right tools for the right job, and most important, less downtime. We can fix it right, and fast, the first time.
- We can give an explanation of what we did. Many times an expert explanation of the repair is required. The factory training each CSE receives periodic training giving him or her the ability to diagnose, repair, and explain in depth the process.
- We train, retrain, and then we keep training. Training never stops with our CSEs. A new CSE will receive over 20 weeks of in-factory class and lab training and in-field supervised on the job training in his or her first year. And we invest many more weeks each year in refresher training so that each CSE remains sharp and is able to provide the faster fix available. This increases our speed to repair and lowers your downtime.
- The most up to date engineering documentation. Our CSEs are continually updated with the latest documentation from our engineering group. They are able to make the latest engineering changes to your equipment including performance, reliability, and safety enhancements. We keep up to date so we can keep you up to date.
- The latest test equipment and less equipment downtime. We keep our CSEs equipped with the latest test equipment from power disturbance analyzers to digital oscilloscopes.

A service parts network comprised of 7 distribution centers and over 100 separate CSE stocking locations, managing over 8 million dollars of service inventory. This means:

- Less Downtime; We have the right part in the right place at the right time. Our mean time to repair is less than one hour because of service parts stocking philosophy.
- Less cost and hassle for you. You don't have to order or stock massive amounts of spare parts for your UPS. We stock our service vehicles such that 85% of all needed materials is within the easy reach of the CSE. The remaining material is located at District or National Stocking Locations.

A team of Raleigh based and in-field Technical Support Engineers. What this means is:

- Less downtime, especially in situations where the problem is not easily defined or solved.
- Up to date field changes. The Technical Support Team supports the CSEs with service bulletins and technical information bulletins to be incorporated in you equipment. These include performance, reliability, and safety enhancements.

FAST response to field problems and FAST escalation of unresolved issues. FAST is fast. Exide Electronics, through PowerCare, is the first UPS servicer, to put high level technical expertise where its needed: in the field near our customers. Our Fast Action Support Team (FAST) is comprised of a regionally located staff of the most highly experienced engineering technicians. What this means is:

- Less downtime. The FAST members are strategically located near our customers. Should a problem occur which cannot be handled by the Customer Support Engineer, there is no need to dispatch engineering staff from the headquarters location. The same level of expertise that designed your system is now near to aid in any equipment or equipment interface problem.
- Visibility to your problems. The regionally located FAST members will allow automatic escalation of unresolved issues, so that the right expertise is put where it is needed. FAST. PowerCare and FAST: an unbeatable combination that enables Exide Electronics to maintain a leadership role in meantime-to-repair and guaranteed systems availability.

A national dispatch number, so that no matter where you are, you are only one phone call away from us. This means:

- Faster response to your critical needs. By using one dispatch system for the entire country, we can route the closest CSE to your site.
- It easy and inexpensive to get us. Our national dispatch number is toll free, and it works in all 50 states.
- Faster repairs. With a central dispatch system, the most qualified service engineer is dispatched for your particular equipment or problem.
- Easy escalation on unresolved service issues. Should the service engineer encounter something that he cannot quickly resolve, the issue is escalated automatically to the next most qualified individual.

A Quality of Service driven management team. Every single decision we make relating to our PowerCare Service Products or the support system, is based on our Quality of Service program results. How and where we spend each cent, and exactly how much we spend on service infrastructure, is based on the feedback we receive from these customer satisfaction surveys. What this means is:

- You have a corporate ear. As a PowerCare customer, you will automatically, and free of charge, participate in the PowerCare Quality of Service program. Following each service visit of any kind, a survey will be mailed to you from our Raleigh headquarters. Following the return to our Raleigh headquarters, the response you give us is reviewed all the way up to the President and CEO.
- Instant action. Any responses, less than "Satisfactory", initiate an immediate response from the appropriate District Service Manager. It is his responsibility, not only to correct any problem, but to put into place, and follow up, an action plan to see that the problem cannot occur again.
- Instant attention. This is not a shallow, "look good, feel good" program. All Customer Support staff members' pay increases, sales incentives, and bonuses are based on these aggregate scores. Needless to say, this program, and the results thereof, get a lot of attention.

PowerCare[®] Start Up Service

Features and Benefits

A PowerCare Start Up is an essential service for getting off on the right track with a new piece of equipment. By following our Standard Site Acceptance Test procedures, you can be assured that your UPS system performs to your requirements. PowerCare Start-Up features:

Start-up and on-site testing, available at your convenience, of the UPS System is included in PowerCare Start Up. Following the start up, a complete report of all test results is provided. This means that:

- A thorough mechanical inspection of the UPS and Battery System is performed to insure no physical damage has occurred in shipment or installation.
- A complete Standard Site Acceptance Test is performed which insures you that when we finish, the equipment is operating per the advertised specifications and is ready for application of your critical load.
- We perform complete systems testing. This insures you that the UPS System interfaces properly with peripheral equipment, and give you the peace of mind that when we finish, all is well.
- You have an audit trail of your equipment's performance back to the installation. Not only will you have written proof that the UPS is performing properly, but that the installation is correct, and all equipment interfaces per design.

Automatic warranty registration. When we do the start up, you are assured that all pertinent site, equipment, and technical data is entered into our service information system. What this means is:

- We're in touch; you're in touch. If there are urgent engineering upgrades, you'll be advised of them.
- Special service offers. We have periodic discounts and special offers (even free services) to our enrolled customers. You will want to know about them.

Operational training. Following a PowerCare Start Up, our factory trained Customer Support Engineers will provide the equipment user or his designee, with comprehensive training on the operation and rudimentary maintenance of his new equipment. What this means is:

- No uncertainty. Anyone who has taken ownership of new piece of equipment, whether it is a car, or something as complex as a UPS System, knows the meaning of apprehension. With a PowerCare Start-Up, you rest assured that you and your staff will know when the equipment is functioning properly, and what to do if you think it is not.
- No mystery maintenance. We will instruct you in the basics of operational maintenance. Whether it is changing an air filter, or a lamp, it won't be a mystery.

PowerCare[®] Plus Pak Service

Features and Benefits

PowerCare Plus Pak provides start up and on site testing of your equipment. This comprehensive program must be purchased with the equipment and covers your service needs for two full years, or longer as an option! With start-up and unlimited service calls' the Plus Pak is the ideal way to purchase PowerCare with your PowerWare. PowerCare Plus Pak features:

Minimum two (2) years labor, expenses & parts, longer as an option. Unlimited service calls during the period. This means:

- There will be no extraneous charges during the initial years of equipment operation.
- It will be easy to budget for equipment maintenance costs for the first years of equipment operation.
- There will be no delay in, or need for approval for service purchases, and less wait time and downtime.
- Funds can be freed for other user purchases, such as spare parts.
- You can save up to 40% by buying your PowerCare Services when you buy your UPS equipment.

By purchasing the Plus Pak with a period of maintenance upgrade to 7 X 24, you are now covered around the clock if you need emergency service (7 days a week by 24 hours a day). What this means is:

- That failures after hours, or on weekends will not result in excessive downtime.
- As a service contracted customer, there is priority given when it comes to dispatching a service call.
- Just one after hours or weekend call can save money over an overtime time and material charges.

Start-up and on-site testing of the UPS System (available 8a-5p, M - F). This means that:

- A thorough mechanical inspection of the UPS and Battery System is performed to insure no physical damage has occurred in shipment or installation.
- A complete Standard Site Acceptance Test is performed which insures you that when we finish, the equipment is operating per the advertised specifications and is ready for application of your critical load.
- We perform complete systems testing. This insures you that the UPS System interfaces properly with peripheral equipment, and give you the peace of mind that when we finish, all is well.
- You have an audit trail of your equipment's performance back to the installation. Not only will you have written proof that the UPS is performing properly, but that the installation is correct, and all equipment interfaces per design.

Automatic warranty registration. When we do the start up, you are assured that all pertinent site, equipment, and technical data is entered into our service information system. What this means is:

- We're in touch; you're in touch. If there are urgent engineering upgrades, you'll be advised of them.
- Special service offers. We have periodic discounts and special offers (even free services) to our enrolled customers. You would want to know about them.

Operational training. Following a PowerCare Start Up, our factory trained Customer Support Engineers will provide the equipment user or his designee, with comprehensive training on the operation and rudimentary maintenance of his new equipment. What this means is:

- No uncertainty. Anyone who has taken ownership of new piece of equipment, whether it is be a car, or something as complex as a UPS System, knows the meaning of apprehension. With a PowerCare Start-Up, you rest assured that you and your staff will know when the equipment is functioning properly, and what to do if you think it is not.
- No mystery maintenance. We will instruct you in the basics of operational maintenance. Whether it is changing an air filter, or a lamp, it won't be a mystery.

Five year full battery coverage option (for our cabinets) or for other battery systems, administration of the battery manufacturer's warranty . This means:

- Peace of mind for you. A PowerWare cabinet battery system can cost 20 to 50 percent of the cost of the UPS electronics. With the five year optional coverage for line-up-and-match cabinets, you are protecting from losing a most important investment.
- You have a one-stop shop for all UPS related services. Whether rectifier, inverter, or battery, we are available to help.

One Performance Check scheduled during the second year. This means:

- You won't see us only when there is a problem. We will visit your installation and make sure all is well.
- With a Performance Check, more than just the equipment will be inspected. We will look at the entire installation, and we will consult with you, the user, to correct or allay any concerns you have.
- Peace of mind during the period when you are getting used to owning and operating a new UPS.
- We will provide you a written report, telling you exactly what we did, and more importantly what you need to do to get the most out of your new UPS.

Discounted service labor & parts pricing beyond program coverage. This means:

- Spare parts can be purchased anytime during agreement coverage for 30% percent off list price. For the average "B" Level Spare Parts Kit, the savings alone will pay for more than one year of service coverage.
- Should you need service which is outside the coverage of this agreement, such as corrective maintenance for acts of God or accidental abuse or misuse, the labor and parts charges will be low.

Response time for service calls normally within 8 period of maintenance hours. What this means is:

- You can bank on us being there when you need us.
- Less equipment downtime and less interruption to your normal business operation.
- Peace of mind, that we mean what we say, and you don't have to worry about when we will be there.
- We are serious about the continued operation of your business, and dedicated to fast response to your needs.

PowerCare[®] Respond Plus Service

Features and Benefits

PowerCare Respond offers comprehensive coverage for your UPS equipment. It allows you to budget completely for your annual service needs. PowerCare Respond features:

1 year labor, repair-related expenses & repair material, with unlimited service calls within the terms of the agreement. This means:

- Easier planning. There will be no extraneous charges during the first year of equipment operation.
- Less financial hassles. It will be easy to budget for equipment maintenance costs for the first year of equipment operation.
- Fast dispatches. There will be no delay in, or need for approval for service purchases, and less downtime.
- Funds can be freed for other user purchases, such as spare parts.

One Performance Check scheduled during the year. This means:

- You won't see us only when there is a problem. We will visit your installation and make sure all is well.
- With a Performance Check, more than just the equipment will be inspected. We will look at the entire installation, and we will consult with you, the user, to correct or allay any concerns you have.
- Peace of mind during the period when you are getting used to owning and operating a new UPS.
- We will provide you a written report, telling you exactly what we did, and more importantly what you need to do to get the most out of your new UPS.

Discounted service labor & parts pricing beyond program coverage. This means:

- Spare parts can be purchased anytime during agreement coverage for 30% percent off list price. For the average "B" Level Spare Parts Kit, the savings alone will pay for more than one year of service coverage.
- Should you need service which is outside the coverage of this agreement, such as corrective maintenance for acts of God or accidental abuse or misuse, the labor and parts charges will be low.

Response time for service calls normally within 8 period of maintenance hours. Upgradable to 4 hours as an option. What this means is:

- You can bank on us being there when you need us.
- Less equipment downtime and less interruption to your normal business operation.
- Peace of mind, that we mean what we say, and you don't have to worry about when we will be there.
- We are serious about the continued operation of your business, and dedicated to fast response to your needs.

PowerCare[®] Respond Service

Features and Benefits

PowerCare Respond Plus offers comprehensive coverage for your UPS equipment with a Performance Check during the year. It allows you to budget completely for your annual service needs. PowerCare Respond Plus features:

1 year labor, repair-related expenses & repair material, with unlimited service calls within the term of the agreement. This means:

- Easier planning. There will be no extraneous charges during the first year of equipment operation.
- Less financial hassles. It will be easy to budget for equipment maintenance costs for the first year of equipment operation.
- Fast dispatches. There will be no delay in, or need for approval for service purchases, and less downtime.
- Funds can be freed for other user purchases, such as spare parts.

Discounted service labor & parts pricing beyond program coverage. This means:

- Spare parts can be purchased anytime during agreement coverage for 30% percent off list price. For the average "B" Level Spare Parts Kit, the savings alone will pay for more than one year of service coverage.
- Should you need service which is outside the coverage of this agreement, such as corrective maintenance for acts of God or accidental abuse or misuse, the labor and parts charges will be low.

Response time for service calls normally within 8 period of maintenance hours, upgradable to 4 hours as an option. What this means is:

- You can bank on us being there when you need us.
- Less equipment downtime and less interruption to your normal business operation.
- Peace of mind, that we mean what we say, and you don't have to worry about when we will be there.
- We are serious about the continued operation of your business, and dedicated to fast response to your needs.

PowerCare[®] UPS PM Service

Features and Benefits

Whether purchased as a stand-alone service, or as adder to Respond or Plus Pak service, PowerCare UPS PM Service is ideal for the UPS owner who requires a more extensive inspection than our Performance Check might offer. PowerCare PM features:

One full preventive maintenance visit during the year. This entails a full check-out of the system, including performance of any mandatory engineering changes or modifications. Following each visit a report will be provided listing work accomplished and recommendations toward any corrective maintenance. This means:

- You won't see us only when there is a problem. We're there before any problem can occur.
- Less downtime and higher reliability. With a PM visit, the equipment will be visited regularly, and latent problems can be corrected. Correction of these problems can occur at the PM, or at a mutually convenient time. Potential problems are ferreted out, corrected, and recorded before they become cause for downtime.
- You have an audit trail. With our reports, you have a historical record of your equipment performance. If problems arise in the future, this information could be priceless.
- Performance improvements. With PowerCare PM, you get access to periodic performance and reliability upgrades. If these upgrades are not mandatory, you will be offered them on a fee basis. Otherwise they will be installed for you during the visit, or at another mutually convenient time.

Discounted service labor & parts pricing beyond program coverage. This means:

- Spare parts can be purchased anytime during agreement coverage for 30% percent off list price. For the average "B" Level Spare Parts Kit, the savings alone will pay for more than one year of service coverage.
- If you purchase the UPS PM service as a maintenance agreement, and not as a stand-alone service, you receive reduced time and material rates for any additional service you require during the period. Examples would include parts and labor for remedial maintenance visits, and spare parts kits for on-site stock.

PowerCare[®] Battery PM Service

Features and Benefits

Whether purchased as a stand-alone service, or as adder to Respond or Plus Pak service, PowerCare Battery PM is a necessary component of any comprehensive maintenance plan for critical UPS equipment. The PowerCare Battery PM service includes:

For Flooded (or "wet") battery systems we will handle all needed preventive maintenance during the year by performing four (4) quarterly inspections of the battery system. This means:

- You are assured of having the battery power you need, when you need it. When you need it, is at the most critical time: when you utility power is not available.
- Less periodic maintenance hassles. A large flooded cell system requires a lot of attention. Without this periodic attention, expensive remedial maintenance, usually at the worst time, will be required. The longer a battery system goes without simple periodic maintenance, the more damage is done. PowerCare Battery PM Service saves you time and money.
- You have a permanent record of your battery's performance over the years. Since all batteries have a finite life, you can chart the performance of the system over its lifetime, and head off any serious problems.
- You protect your investment. A large flooded-cell high-performance battery system can cost almost as much as the UPS electronics to which it is connected. Why take chances with such a large investment.

For sealed (or Valve Regulated) battery systems we will handle all needed preventive maintenance during the year by performing one annual comprehensive inspection of the battery system. This means:

- You are assured of having the battery power you need, when you need it. When you need it, is at the most critical time: when you utility power is not available.
- Less periodic maintenance hassles. Some mistakenly refer to these type batteries as "maintenance free". This is a misnomer of the worst kind. Without periodic attention, expensive remedial maintenance, usually at the worst time, will be required. The longer a battery system goes without simple periodic maintenance, the more damage is done. PowerCare Battery PM Service saves you time and money.
- You have a permanent record of your battery's performance over the years. Since all batteries have a finite life, you can chart the performance of the system over its lifetime, and head off any serious problems.
- You protect your investment. A large valve-regulated high-performance battery system can cost half as much as the UPS electronics to which it is connected. Why take chances with such a large investment.

Battery system corrective maintenance provided on an "per-quote" basis and administration of the battery manufacturer's warranty. This means:

- You have a one-stop shop for all UPS related services. Whether rectifier, inverter, or battery, if you have PowerCare Battery PM Service along with your UPS service, we will take care of it all.
- If you have battery issues that qualifies for warranty credit, we will take care of the service, and make sure you get the most out of the warranty that you purchased.

PowerCare[®] Battery Update Service

Features and Benefits

Exide Electronics PowerCare Battery Update Service is a predictive maintenance service that provides the owner of our line-up-and-match SVR battery cabinets with a simple and economical means to regain the original protection time purchased for his UPS. Features include:

A proactive full in-field replacement of all aged battery cells including labor, cell material, and replacement related expenses, for one low price. What this means is:

- You don't have to shop around. If you attempted this yourself, you would find that there is no one-stop shop for this service. So less hassles on your part, by choosing the PowerCare Battery Update Service.
- You save money. Battery Update costs about half of what you would pay to have your battery replaced on an emergency basis. And it cost about half of what you would pay to buy and install a whole new cabinet, especially when you consider all the "other costs" like freight, rigging, old cabinet disposal and business disruption.
- No unplanned systems' downtime. We are out in front of your battery system's life cycle. This service is designed to be carried out before your battery surprises you, and with the minimum of site disruption.

EPA approved disposal of your old cells. And we can supply an audit trail to that approved disposal point if needed. What this means to you is:

- Peace of mind. With environmental laws getting stricter and penalties getting stiffer, why take a chance with some "fly-by-night" outfit that may not care about what happens to those old cells that you are responsible for. We care.

Installation and testing by an organization that knows service for critical applications battery systems. This means:

- You are dealing with a company whose name represents over 100 years of battery and battery service heritage. We understand batteries and what they mean to your systems' uptime.
- When we leave your site, following a Battery Update, you can rest assured that you have the same protection as on the first day of your UPS system's operation. To back that up, your new battery carries the same one year full warranty as that of your original battery.

PowerCare[®] KVA Upgrade Service

Features and Benefits

The PowerCare KVA Upgrade Service is a way to take advantage the built-in feature of every Powerware System: Field KVA upgradability. For one low price, owners of Powerware Systems can gain valuable critical power capability. Features include:

All labor, material, and upgrade related expenses to fully upgrade your Powerware System to a higher KVA rating. What this means is:

- More power for less money. Now you can protect more equipment, without buying another UPS.
- Less hassles for more UPS power. For one price, you gain more UPS power without the hassles of buying and installing more equipment.

Testing and set-up of your UPS after the upgrade. What this means is:

- Peace of mind. When we leave you rest assured that your UPS is operating properly and is set up and tested at its new KVA rating.