



# Service Handbook



# Welcome to ECEE UPS ServiceHandbook

ECEE is a leader in power protection, distribution and management solutions.

ECEE offers a comprehensive range of products and services designed to serve:

the power system needs of the industrial, institutional, government, utility, commercial, residential, IT and mission-critical markets .

ECEE's portfolio includes:

Uninterruptible power supplies (UPSs), Batteries, Stabilizer and IT Equipment..

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# Service overview

One of the best ways to protect your investment is by including a service plan.

Scheduled preventive maintenance can help detect a wide range of ailments before they become serious and costly issues.

UPSs are complex devices that perform several critical power conditioning and backup supply functions and are subject to failure.

Without proper maintenance, all UPSs will eventually fail over their useful life, since critical components like batteries and capacitors will wear out from normal use.

A good maintenance plan delivered by trained and experienced personnel can greatly minimize this risk of failure.

## Types of service agreements

- **Extended warranty (or basic warranty) :**

A warranty commonly covers specified parts and labor such as electronic components for a fixed period of time. Warranties may have limited response times or exclude features like scheduled preventive maintenance. The more services added to a warranty, the closer it becomes to a support agreement.

- **Support agreements, or service contracts,**

usually combine parts and labor coverage (electronics, batteries or both), one or more UPS preventive maintenance inspections annually, and a combination of coverage hours and arrival response time. Plans can be tailored to meet almost any need. Special features like remote monitoring, battery replacement insurance and spare part kits may also be added.

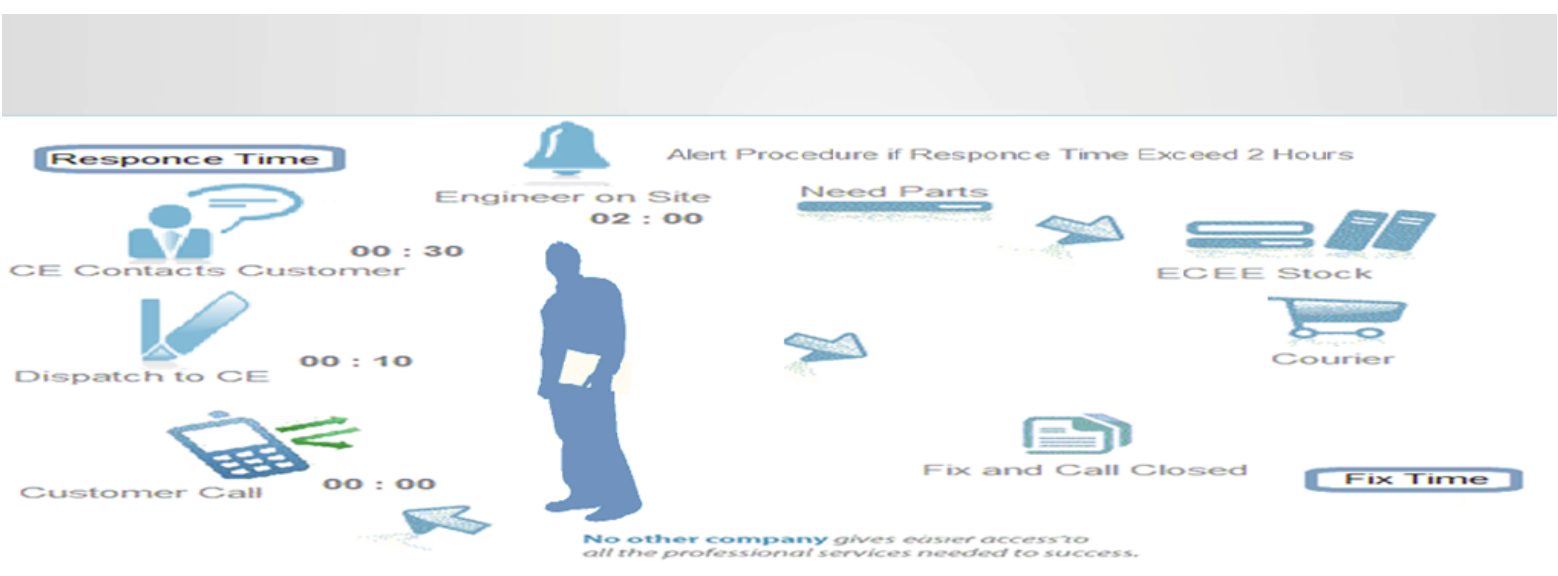


# Call Procedure

To achieve a call ECEE has a standard procedure in handling customer call.

on our service line:

002 0110 0700 533





# INSTALLATION SERVICES



Typically, with our team of experienced UPS Engineers we proficiently instalation service

our competitive maintenance contracts mean that you can reduce the total cost its easy to establish and we can organise a priority service schedule for your system.

we have a professional team of UPS engineer, qualified electricians ensure proper start up and after warrenty service.



# OUR SERVICE CENTER

A variety of different type of UPS service tools are available:

- power quality analyzer fluke 435
- Dual power dc power supply
- Function generator
- Digital oscilloscope
- Infrared thermal detector
- soldering work station
- Desoldering work station
- Fluke multimeter 179
- Fluke clamp 325

