

CIM ***maintenance contracts***

Maintenance of your UPS equipment

FOR THE AVAILABILITY OF YOUR ENERGY NEEDS



Switch to *Green Power* energy

 **socomec**
Innovative Power Solutions **UPS**

SOCOMEC Group: a **manufacturer** at your **service**



An established manufacturer

Incorporated in 1922, SOCOME C is an industrial group with a workforce of 2,300 people.

Our independence allows us to have long-term vision and complete control of any decisions affecting our development.

The company is organised into two independent divisions: SOCOME C SCP, experts in switching components and protection solutions, and SOCOME C UPS, specialists in critical system power supply.

The company's standard turnover, operating profit and net profit are all showing steady growth.

These figures allow the company to make prudent yet ambitious plans for the future: plans which guarantee profitability and which also aim to capture new market share, namely by setting up new subsidiaries worldwide.



Renowned expertise

Having already received the Award for Customer Service Excellence from Frost & Sullivan, the Best Practices Group, SOCOME C UPS recently won a further prize, the 2006 Innovation Award.

This prestigious accolade was presented in recognition of the company's ability to propose innovative solutions and, among other things, for the integration of its dynamic energy storage system **VSS⁺ DC**, which replaces batteries in **DELPHYS** UPS systems.



SOCOME C UPS
UPS from 400 VA to 4800 kVA



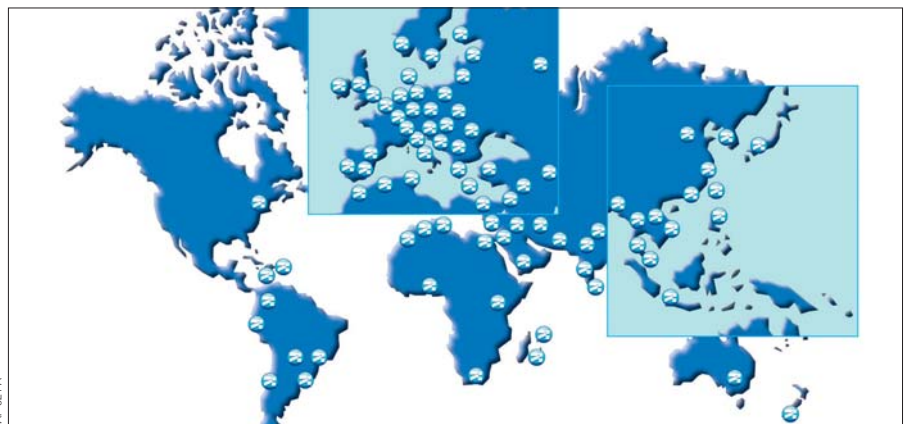
SOCOME C SCP
Switching and Protection Systems

An organisation focused on customer satisfaction

Our equipment is designed and produced to meet ISO 9001:2000 standards. SOCOME C UPS systems provide you with a fully protected electrical power supply and first-rate service.

A worldwide presence

With a strong international presence in over 70 countries and subsidiaries in 17 countries, SOCOME C is a major player in the global electrical equipment market.



MAP 021 A

The guarantee of a better service

We know just how important the availability of high-quality energy is to your business, which is why we give you access to the wide-ranging expertise of our different specialists. The management of your infrastructure is co-ordinated by an equipment tracking information system.



Parts availability

The various original parts and components available in our stock ensure that your faulty equipment is rapidly restored to normal operation, while preserving its original performance and reliability.



Guaranteed response times

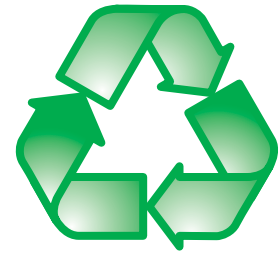
The support network at your disposal: proximity, specialist personnel and spare parts stocks mean that we can contractually guarantee you a response time which is compatible with your operating constraints, 24 hours a day (with a Preventative Maintenance Visit PMV contract).



Respect for the environment

We realise that, as a manufacturer, we play a leading role in the protection of the environment and, as such, we are actively involved in the development of regulations and standards.

This guarantees that we will always respond to the demands of legislation concerning the disposal of used components, in full compliance with recycling procedures.



Managing your operating costs

Our different contract packages enable you to pick and choose services to suit your needs (parts, labour, response times), giving you total

control of your operating costs with no surprises on your invoice.

Preventative maintenance

As with all equipment, the security appliances which power your critical systems need to be regularly maintained so that they can function as efficiently as possible.

Preventative maintenance allows you to prevent any malfunctions and extend your equipment life. Consequently, you will also see an improvement in the MTBF (mean time between failures) of your installation.

Periodic visits

Depending on the contract chosen, you will receive periodic visits for:

- mechanical inspection
- electrical inspection
- dust removal
- battery inspection
- software updating
- electronics testing
- environmental checks

A report will be given to you after each repair.



Corrective maintenance

As an installation gets older, it is more likely to malfunction and require specialist repairs. Your maintenance contract allows you to benefit from:

- fast, priority repairs
- a choice of response lead time according to your operational needs: 6-hour or next working day
- assistance 24 hours a day, 365 days a year (dependant on contract)
- guaranteed response times everywhere in UK.

A PMV (Preventative Maintenance Visit) report will be given to you after each repair.



Servicing on request

We offer you various services, in addition to contractual benefits, to meet your developing needs throughout the life-cycle of your installations:

- replacement of consumable parts (battery, fan, capacitor)
- moving your equipment
- industrial emission control
- UPS leasing
- implementing ready-to-run installations
- expert advice and recommendations for your high-quality installation
- measurements and tests with or without charging bench
- thermographic inspection of your high-quality distribution system
- harmonics audit
- additional training sessions for installation operators

Service Hot-line

The **CIM** hot-line offers priority access to customers with a maintenance contract.

It provides technical support to protect your high-quality power supply equipment.

A specialist team of electricians, electrical engineers and IT engineers is on hand to respond to all your operational queries.



APPLU 1373 A

SITE 102 A

Adapted solutions

We tailor our services around your operating constraints. This means that for each of your contracts, we provide you with adapted solu-

tions to match your expectations. Our Silver, Gold and Platinum solutions meet your needs by protecting and securing the

electrical supply to your sensitive applications (office, automation, servers, data-processing centres, NICT, security...)

CONTRACTS

	SILVER	GOLD	PLATINUM	PLATINUM PLUS
MPS - preventative maintenance visit (standard*)	included	included	included	included
Battery check	included	included	included	included
Hardware & Software update	included	included	included	included
Labour and mileage (corrective maintenance)	—	included	included	included
Spare Parts	—	—	included	included
Hot-line availability	working hours	working hours	working hours	24h/365d
RTS - Response time to site**	next working day	next working day	next working day	6h**
Additional MPS	optional	optional	optional	optional
MPW - preventative maintenance within weekend working hours	optional	optional	optional	optional
MPN - preventative maintenance out of normal weekday working hours	optional	optional	optional	optional
Availability: Standard week / RTS: 6h	optional	optional	optional	—
Availability: 24h/365d / RTS:12h	optional	optional	optional	—
Availability: 24h/365d / RTS: 6h	optional	optional	optional	included
T.SERVICE	optional	optional	optional	optional

* during normal working hours

** to verify the service nationwide coverage



The expertise of a **design manufacturer**

Since 1968, SOCOMEC has been developing quality products which aim to provide you with a high quality, secure supply of electrical energy. Our teams know what your business needs and will make full use of their expertise in fields such as electronic components, integrated circuits, operating logics and industrial software engineering.



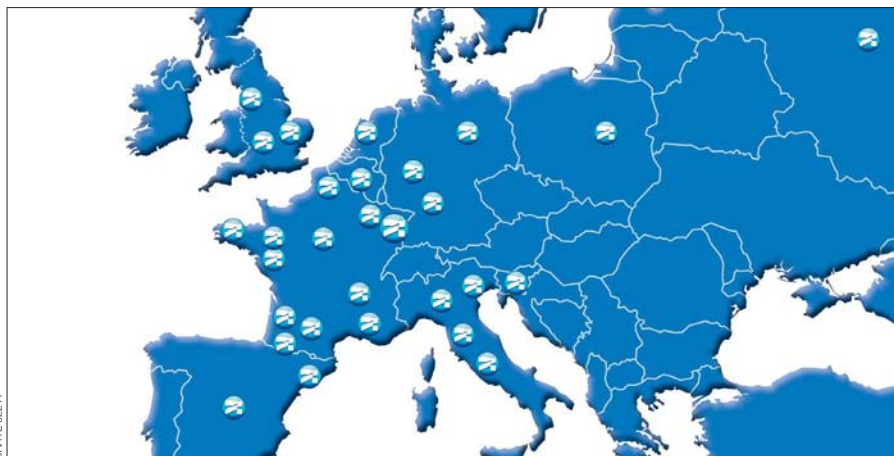
Expert **on-site** maintenance

The technicians and engineers we dispatch to service your equipment are specialists in high-quality energy sources (UPS and rectifiers). The technological know-how which enables them to repair the latest and most advanced equipment is regularly updated.



Rapid intervention wherever you are

Our European and worldwide presence ensures that you will always have SOCOMEC specialists close to your site, for a fast and efficient response.



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