

BROCHURE

Maintenance contracts

for Uninterruptible Power Supply



When **energy** matters

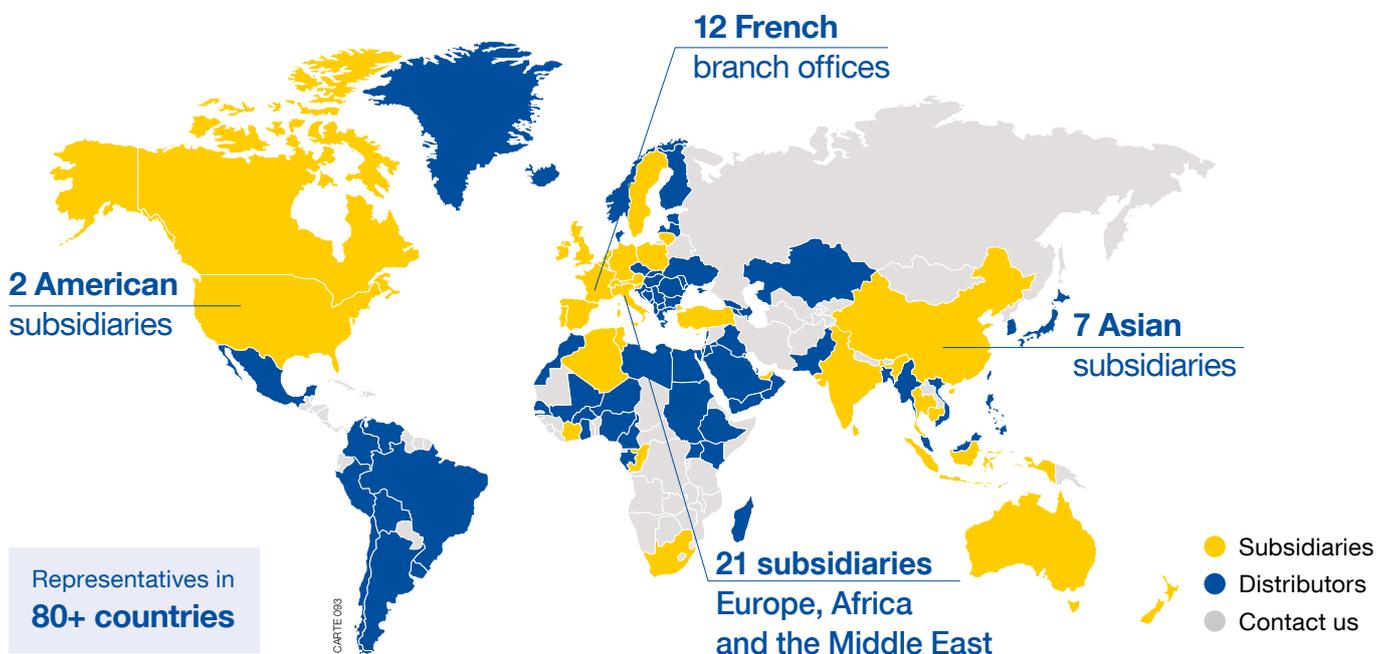
 **socomec**
Innovative Power Solutions

From a traditional manufacturer to a partner that's ever closer to you.

For over 100 years, Socomec experts have been committed to providing our customers with an unrivalled experience. Proximity is rooted in the company's values, and at the heart of its approach is the belief that technology should serve people, not the reverse. That's why, at Socomec, we believe that the key to delivering an unparalleled customer experience lies in combining the best of both worlds.

When human expertise...

Just as the digital element ensures efficiency, the human touch brings understanding and empathy. Our services team is your partner "par excellence", capable of advising you on the maintenance of your Socomec equipment and providing a solution to your needs in accordance with current environmental standards and procedures.



On-site service management



113,000

service operations per year
(mainly preventive visits)

98%

Service Level Agreement
compliance rate

Technical hotline network



25+

languages spoken

4

advanced technical support centres

115,000+

incoming calls handled per year

Certified expertise



9,000+

hours of technical
training undertaken
every year (product,
methodology
and safety)



...& digital innovations...

We're embracing the digital transformation to evolve beyond our traditional heritage and become even closer to you. In addition, we proudly support our customers in their sustainability journey, ensuring that our digital services contribute to a greener and more eco-friendly future.

Socomec UPS digital services



Active listening for a better understanding

Real-time data collection on equipment status provides a better understanding of how it is used, with the resulting analyses being used to identify early signs of failure ultimately helping to:

- reduce unplanned downtime
- optimise maintenance costs
- extend equipment life.

Instant alerts for rapid response

Real-time alerts help to identify problems quickly and minimise downtime. As a result, maintenance teams can plan interventions more effectively, reducing the impact on production and operations.

Remote diagnosis and troubleshooting for restoration in record time

Connectivity makes it possible to automate processes and operate equipment remotely. As a result, on-site interventions are only triggered when necessary, improving both operational efficiency and cost management.



1,000+
connected
UPS



15
countries with
connected UPS



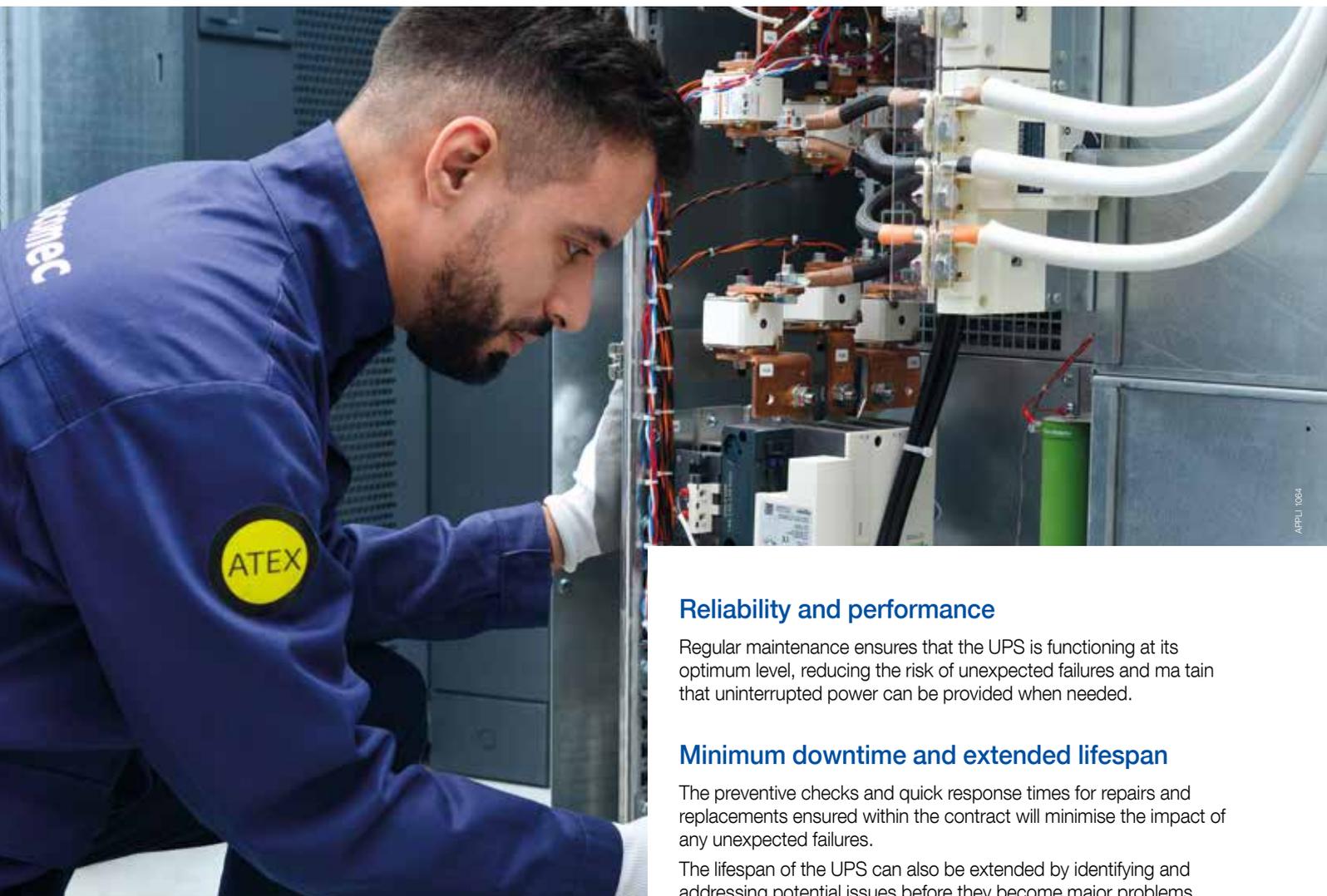
600+
UPS Health Check report
sent to customers



...create a perfect symbiosis.

Why choose a service contract?

Choosing a service contract for your UPS ensures the performance of your equipment and optimises its lifecycle with regular servicing, while keeping costs under complete control.



Manufacturer's maintenance that makes a difference

Whatever the issue, our internal escalation process from local specialist support teams up to corporate R&D and expert engineering teams, gives us access to different levels of expertise to respond as quickly as possible. Our service teams are trained and provided with certified equipment to provide the highest levels of expertise.

Reliability and performance

Regular maintenance ensures that the UPS is functioning at its optimum level, reducing the risk of unexpected failures and maintain that uninterrupted power can be provided when needed.

Minimum downtime and extended lifespan

The preventive checks and quick response times for repairs and replacements ensured within the contract will minimise the impact of any unexpected failures.

The lifespan of the UPS can also be extended by identifying and addressing potential issues before they become major problems.

Maximum peace of mind

Our experts schedule preventive maintenance work on your equipment and provide assistance in the event of a breakdown. As a consequence, you can stay focused on your core activities.

Precise budget control

Preventive visits and operations are included in the contract. Moreover, this formula is more cost-effective than paying for individual repairs or replacement parts when something goes wrong.

How does it work?

Our service contracts are tailored to customer needs, taking into account individual operational constraints, business processes and the unique level of criticality associated with specific applications.

3 standard packages

SILVER ★

The ideal plan for preventive maintenance: inspection visits, access to the Socomec office hours hotline (8 - 5) and response times within 24 hours.

GOLD ★★

Prevent and cure: this package includes everything from the Silver plan and also covers labour and travel costs when responding to breakdowns.

PLATINUM ★★★

The PLATINUM plan includes spare parts, labour and travel. For the most critical applications, an optional 24/7 hotline and on site response time of up to 4 hours* are available.

* Depending on the equipment's area and location.

A set of options to tailor your contract

Because every situation is different, our package plans are flexible and you can choose to add services on demand.

		SILVER	GOLD	PLATINUM
Preventive maintenance	Annual preventive maintenance visit ⁽¹⁾	•	•	•
	Preventive replacement of consumables (fans and capacitors)	-	-	option
Technical support	Hot-Line 8 - 5 + response to site by next working day	•	•	•
	Hot-Line 24x7 + response to site in 6 hours	option	option	option
Corrective maintenance	Labour from Socomec specialist (onsite & remote)	-	•	•
	Original spare parts	-	-	•
	Ready-to-use spare power brick/module onsite	option	option	option
Digital services ⁽²⁾	Remote surveillance 24x7 by experts <ul style="list-style-type: none"> • Annual Health Check report • Proactive alarm management 	•	•	•
	Remote operation by experts [Patented technology] <ul style="list-style-type: none"> • Remote response and diagnosis within 2 hours • Remote troubleshooting⁽³⁾ 	•	•	•
	SoLive Mobile App <ul style="list-style-type: none"> • Asset monitoring • Alarm notification 	•	•	•
	Secured Connection to Cloud Services <ul style="list-style-type: none"> • End to end encrypted • SNMP push only from UPS to Socomec's Cloud • Access to the UPS only through secured App and USB dongle 	•	•	•
	Predictive replacement of consumables (fans and capacitors) ⁽⁴⁾	option	option	option

•: included.

(1) Remote preventive visits are possible with certain UPS models. Contact us for more information.

(2) Available for UPS equipped with a Net Vision network card and connected to Socomec's cloud.

(3) Upon end-user confirmation, a Socomec specialist will be available to activate a direct-to-machine temporary remote connection in order to perform an in-depth diagnosis and carry out troubleshooting where possible. This service is available for certain UPS models. Contact us for more information.

(4) Only available for the three-phase UPS DELPHYS XL and MODULYS XL. Contact us for more information.

Preventive maintenance visit

Maintenance contracts include one annual preventive maintenance visit by qualified technicians. These visits include inspection testing and the cleaning of UPS components, helping to prevent problems before they occur and extending the lifespan of the equipment.



APFLI 1087



THE DIGITAL ADVANTAGE: DO IT REMOTELY!

Say goodbye to unnecessary travel expenses. Our remote preventive maintenance visit option allows you to maintain optimum quality by having a virtual visit every year, with an in situ visit just once every 3 years*. This reduces the need for on-site visits, ensuring cost-efficient maintenance without compromising on the quality of service.

* Remote preventive visits are possible with certain UPS models. Contact us for more information.

Hotline & SLA

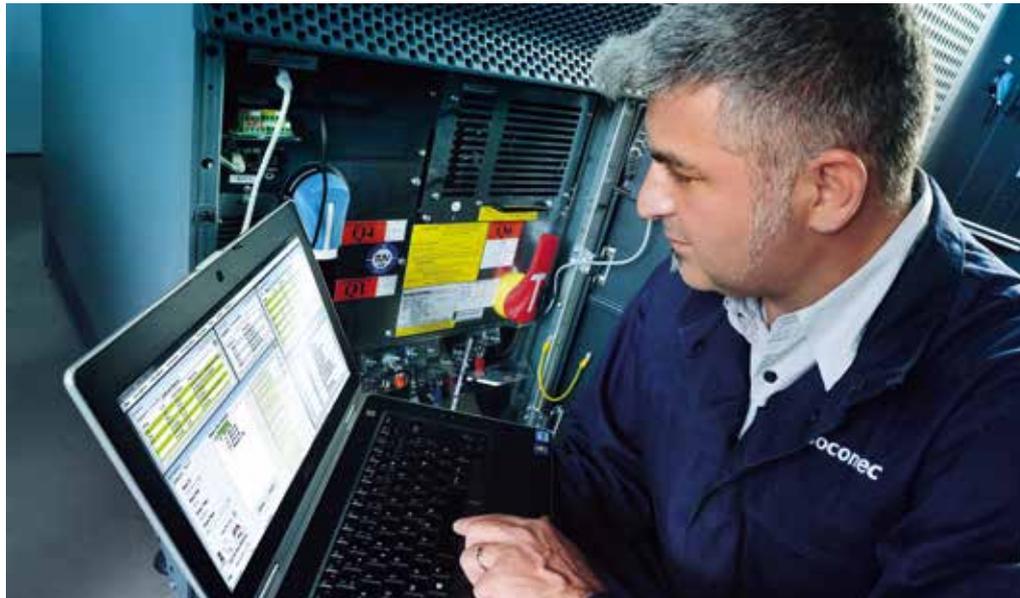
The hotline offers priority access to customers with a maintenance contract, providing technical support to protect your high-quality power supply equipment. A specialist team of electricians, electrical and IT engineers is on hand to respond to all your operational queries and provide a rapid response to site when remedial action is needed.



THE DIGITAL ADVANTAGE: 1st technician response within 2 hours

When an anomaly occurs, time is of the essence. Socomec Service specialists are automatically notified by the system and a remote technical engineer will be available to establish a temporary direct-to-UPS connection. In the shortest possible time - within 2 hours - our engineer will find out exactly what's wrong and, when possible, resolve it at a distance.

APPLI 762



CORRECTIVE MAINTENANCE



APPLI 1085

In the event that intervention is necessary, the chosen contract level is crucial. Each level (Silver, Gold, Platinum) provides different coverage, from labour to original spare parts support.

The choice of contract depends on the criticality of your equipment, your budget, available internal resources and tolerance for downtime risk.

Our experts can assist you in assessing your specific needs and guide you through the selection of the most suitable solution.

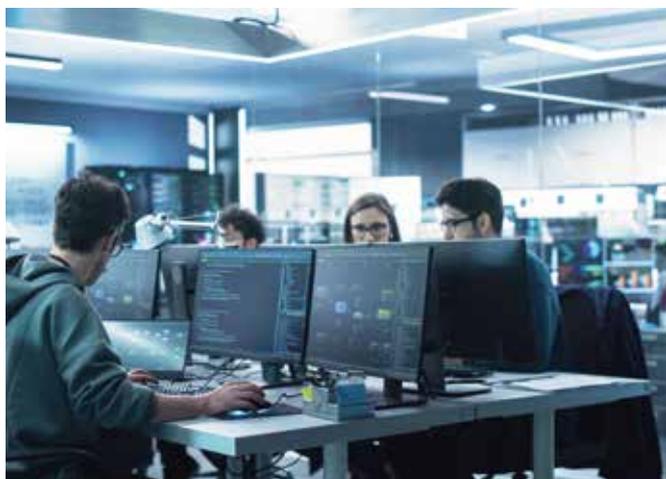
When human expertise meets digital intelligence to enhance your UPS management.

The synergy between human and digital services enables us to adopt a more comprehensive and responsive approach, making our range of services more powerful and effective. That's why connected functionalities are natively included in your contract – without charge.

1 Monitor and detect anomalies in real time...

... yourself...

With the **SoLive mobile application**, you can monitor the status of your UPS anytime, anywhere - and receive real-time notifications of any anomalies to improve your responsiveness.



... or let us do it for you!

Don't have the time or resources to monitor your equipment continuously? Let our experts do it for you. With **SoLink, Socomec's 24/7 remote monitoring service**, if the UPS values go outside the authorised range, the nearest Socomec Service Centre receives the alert signal, identifies the problem, alerts you and, if necessary, triggers an on-site intervention.

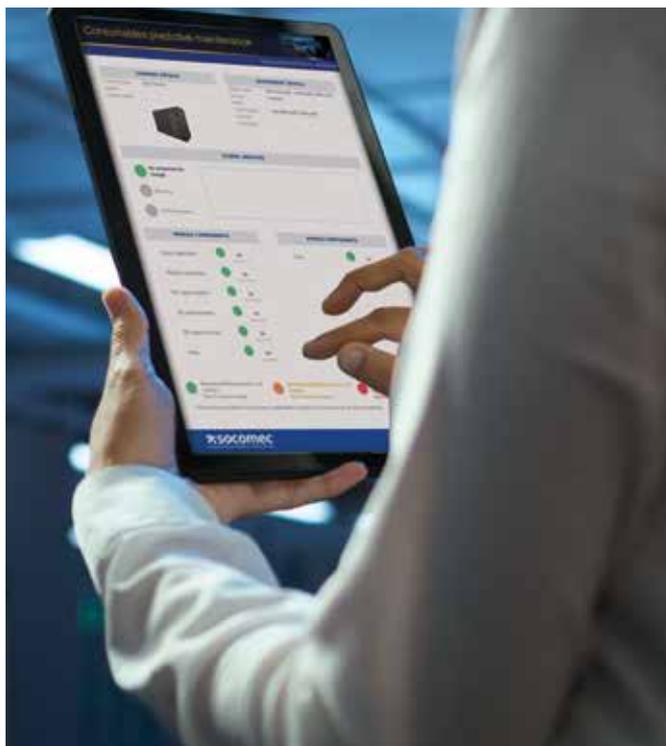
2 Act in record time

Thanks to our **remote diagnostics and troubleshooting service**, our experts can connect to your UPS on demand to carry out tests and diagnostics in total security. Say goodbye to complicated planning: on-site visits are only activated when necessary, guaranteeing that problems are resolved in a single intervention.



Not connected yet?

Discover the all-in-one package to access the full range of Socomec connected services and digitalise your day-to-day operations.



3 Anticipate and act at the right time

Looking to prevent unexpected failures and reduce costs?

Our real-time predictive maintenance service continuously monitors the condition of your UPS* components, such as AC/DC capacitors and fans, analysing their wear and performance. By accurately determining the optimal time for component replacement, maintenance is performed precisely when needed, preventing failures before they occur.

This proactive approach optimises UPS performance, minimises disruptions, and helps you control costs while extending equipment lifespan.

* Available for DELPHYS XL and MODULYS XL only.

Your data is always in safe hands.

Socomec has obtained the ISO/IEC 27001 certification, ensuring the security and homogeneity of our entire value chain. Our commitment to cybersecurity extends to our IoT products, which play a critical role in bridging networks and client infrastructures. Trust us to deliver optimal security measures and protect your data from potential cyberattacks.



To discover all our actions, or register to receive the latest cybersecurity notifications.

TECHNICAL PAPER

Cybersecurity



When energy matters | **socomec**
Innovative Power Solutions

Cybersecurity

Everything you need to know

Discover how we provide your secure and trusted connections through our cybersecurity technical note.



Compliant UPS



ULTIMATE

Fault tolerant power without compromise

Fully redundant architecture for maximum availability, minimum MTTR and risk free maintenance



MODULYS XS
5-20 kW



MODULYS GP
25-200 kW



MODULYS XM
up to 2 MW



MODULYS XL
200-1200 kW



STATYS
32-1800 A



SUPERIOR

Unrivalled power performance

Best in class and certified performance to optimise usage and Total Cost of Ownership



NETYS RT
1-10 kVA



MASTERY GP4
10-160 kVA/kW



DELPHYS XM
300-800 kW



DELPHYS XL
1000 & 1200 kVA/kW



DELPHYS MX Elite+
60-600 kVA



MASTERY IP+
10-80 kVA



PRIME

Trustworthy power

Reliable and cost effective protection to assure operational continuity



ITYS
1 to 10kVA



MASTERY BC+
10-160 kVA



DELPHYS BC
200-300 kVA



DELPHYS EF
80-200 kVA



CPSS Emergency 1.5-200 kVA

Socomec: our innovations supporting your energy performance

1 independent manufacturer

4,400 employees
worldwide

8 % of sales revenue
dedicated to R&D

400 experts
dedicated to service provision

Your power management expert



POWER
SWITCHING



POWER
MONITORING



POWER
CONVERSION



ENERGY
STORAGE



EXPERT
SERVICES

The specialist for critical applications

- Control, command of LV facilities
- Safety of persons and assets
- Measurement of electrical parameters
- Energy management
- Energy quality
- Energy availability
- Energy storage
- Prevention and repairs
- Measurement and analysis
- Optimisation
- Consultancy, commissioning and training

A worldwide presence

12 production sites

- France (x3)
- Italy (x2)
- Tunisia
- India
- China (x2)
- USA (x2)
- Canada

30 subsidiaries and commercial locations

- Algeria • Australia • Austria • Belgium • China • Canada
- Dubai (United Arab Emirates) • France • Germany
- India • Indonesia • Italy • Ivory Coast • Malaysia
- Netherlands • Poland • Portugal • Romania • Serbia
- Singapore • Slovenia • South Africa • Spain • Sweden
- Switzerland • Thailand • Tunisia • Turkey • UK • USA

80 countries

where our brand is distributed

HEAD OFFICE

SOCOMEK GROUP

SAS SOCOMEC capital 10 535 460 €
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100 years
OF SHARED ENERGY

socomec
Innovative Power Solutions