

SERVICE DIVISION

Power Systems & Controls, www.pscpower.com, located in Richmond, Virginia, has been in the business of designing and manufacturing power conditioning equipment and servicing these products in the U.S. and globally since 1965. The strength of **PS&C** has been and continues to be our talented team of engineers and highly trained and experienced service technicians. (Please visit our website to review **PS&C's** complete line of power conditioning equipment)

***PS&C** has an extensive background of servicing customers who have "mission critical" operations which mandates that secondary and tertiary **back-up power systems** continue to operate when grid power is lost.*

The Service Division is a full service organization that offers a vast range of **Power Quality Services** in addition to the support and **Training** needs of the customer. **PS&C** associates are very committed to customer needs - whether it be factory or on-site training on equipment operation, system updates, technical support (telephonic or on-site) or maintenance visits. **PS&C** believes in providing complete customer satisfaction long after delivery and throughout the life of our products.



POWER QUALITY SERVICES

- Infrared Analysis – find trouble before it finds you
- Power Quality Survey – see what your equipment sees
- Ground Grid Assessment – avoid trouble with micro electronics
- Load Bank Testing – great PM assistance
- Vibration Analysis – motor and generator specialists
- Portable UPS – bring the UPS to the problem

TAILORED TRAINING

Our Service Division offers Training Courses, based on a customer's specific requirement. Standard levels of Training are Maintenance, User, and Remedial.

Training of personnel is provided at **PS&C's** main factory or at our customer's facility. Many clients prefer to send their personnel to the factory for "witness testing & training" prior to equipment delivery; however, if not practical, training for operators and maintenance personnel can be accomplished on-site during commission and start-up or thereafter.

TECHNICAL SUPPORT

Technical support for customers is provided seven days a week, 24 hours a day through our service hotline. **PS&C** guarantees that one of the Field Service Engineers will be at the other end of the phone – every time. Based on 50 years of experience with installed systems in the U.S. and in over 150 countries, the average length of time to repair a PS&C UPS is typically less than one hour. If for any reason a problem has not been resolved in four hours, the "PS&C Escalation Policy" is automatically invoked which elevates the issue to the next level of management. This additional visibility and focus demonstrates that "PS&C Management" is serious about Uptime and that we support our customers every step of the way. At the conclusion of every service trip, a detailed report is generated, whether a standard PM visit or a trouble call. The customer is given a copy and **PS&C** retains one for analysis and future reference.

MAINTENANCE CONTRACTS

PS&C designs, engineers and manufactures products to the highest quality standards with minimum maintenance requirements. However, maintenance contracts are available with multiple option levels to provide our customers a wide choice of services.

- T&M Contract – Call **PS&C** when needed
- PM Level B Contract – Preventive Maintenance twice a year
- PM Level A Contract – Preventive Maintenance four times a year
- FM Contract – Everything is Covered

SPARE PARTS

PS&C maintains a large inventory of parts in various locations around the world. We guarantee spare parts for the PS&C fleet machines will be available for 30 years from Purchase. OEM parts not fabricated by **PS&C** are sourced from global companies which assures the customer that replacement parts are readily accessible anywhere in the world.