



Overview of Maintenance Service Plans Types

EFE - Effective Service Plan

This is a full service plan that is intended for critical environments and zero tolerance for downtime. The all inclusive plan includes priority 4 hour emergency response, comprehensive maintenance services and covered repairs under one umbrella price. With corrective maintenance included, you will receive quick turn around time for any faulty parts and replacement. The **Effective Service Plan** is also favorable for companies who need to stay on budget and maintain a fixed cost for emergency service and break/fix items.

EFI - Efficient Service Plan

This service plan is ideal for companies looking to reduce cost yet maintain emergency service support. The plan includes priority 4 hour emergency response and troubleshooting labor in the event of system failure or alarm condition. The **Efficient Service Plan** is generally a solid choice for equipment that is well maintained and in good operating condition. Also, if the life of the UPS and Battery system is less than five years of age then this plan may be well suited for your operation and budget.

ESS - Essential Service Plan

This is the most economical plan for companies that only require preventive maintenance inspections. This is specifically a great service plan for UPS and Battery systems that are under manufacturer warranty (typically the first year). The **Essential Service Plan** offers the least amount of service coverage, however, is still a vital service plan to ensure that your systems are operating to OEM specifications and are not subject to a potential failure. This plan is most appropriate for equipment that is not so critical or companies with limited budgets.

Choose a service plan that best fits your uptime requirements and budget!
(Any service plan can be modified)



Description of Maintenance Service Plan Types

EFE - Effective Service Plan

- Preventive maintenance inspection, 24/7
- 15 Minute Emergency Call Back
- 24/7 technical support and emergency response
- Service inspection report within 72 hours of service
- 4 hour emergency on-site response
- Emergency labor for troubleshooting and remedial repairs
- Parts, labor, travel and onsite time for remedial and emergency repairs are included*
- Web portal for equipment performance reports, invoices and quotes

NOTE 1: Individual and full battery or capacitor replacement labor or parts not included. Breakers and magnetic transformer parts not included. ePower Network will quote these items separately.

EFI - Efficient Service Plan

- Preventive maintenance inspection, 8am – 5pm, Mon.- Fri.
- 15 Minute Emergency Call Back
- 24/7 technical support and emergency response
- Service inspection report within 72 hours of service
- 4 hour emergency on-site response
- Emergency labor for troubleshooting and remedial repairs
- Web portal for equipment performance reports, invoices and quotes

NOTE 1: All parts will be quoted separately or billed at ePower Network's time and material rates.

ESS - Essential Service plan

- Preventive maintenance inspection, 8am – 5pm, Mon.- Fri.
- 24/7 technical support and emergency response availability
- Service inspection report within 72 hours of service
- Web portal for equipment performance reports, invoices and quotes

NOTE 1: All parts, labor, travel and onsite time for emergency response and repairs will be quoted separately or billed at ePower Network's time and material rates.