



It is imperative that UPS Preventive Maintenance is performed on a regular basis. The aim of the Metartec service policy is to prevent problems before they occur. Proper care and regular maintenance will help to avoid unnecessary downtime, saving you time and money.

## What Metartec's Maintenance offers you.....

- Supply a range of maintenance plans to suit every customer requirement from simple repair, through to 24/7/365 days a year service contracts with guaranteed response times to every site.
- Every service customer of Metartec has access to our 24/7 customer support hot-line.
- Customised online software that will check and maintain your UPS system automatically on a regular basis, without the need for constant scheduling and call requesting.
- All customers will have access to a network of OEM qualified engineers. These engineers have the capability to maintain all leading UPS units in the market place and supply excellent after sales service.
- Access to our stock holding of parts for established critical power systems. We can supply replacement parts with a rapid response, keeping equipment downtime to a minimum.

**Further details on Metartec's Maintenance policies are available within**

**[www.metartec.com](http://www.metartec.com)**

**or alternatively call**

**GB Tel: 0845 64 39 772**

**NI Tel: 0845 50 40 444**

## Metartec's Standard Maintenance Packages

Metartec's 3 standard maintenance packages can be tailored upon request.

	Ultimate Cover	Part Comprehensive	Service Only
Maintenance visits	Yes	Yes	Yes
Guaranteed response to faults	Yes	Yes	Yes
24 x 7 Technical support line	Yes	Yes	Yes
Extranet hosting of information	Yes	Yes	Yes
Labour for Call Outs	Yes	Yes	Low Internal Rate
Parts for repair	Yes	Discounted Rate	Low Internal Rate

### Extranet Service:

All maintenance customers will have access to our online extranet via a website portal where they can view:

- Maintenance results for UPS and Batteries
- Maintenance contract details
- Outstanding quotes for ad hoc repairs and battery replacements (if applicable)
- Date of contract renewal
- Next maintenance visit
- UPS service visit request by e-mail with reminder of visit

At a glance Metartec's extranet service provides our customers with instant access to maintenance reports and updates.

### Call-Out Contacts

#### Normal working hours

Mon to Fri 9AM – 5PM  
NI: 0845 50 40 444  
GB: 0845 643 9772

#### Outside normal working hours

Mon to Fri 5PM – 9AM,  
Weekends and Bank Holidays  
0845 643 9798