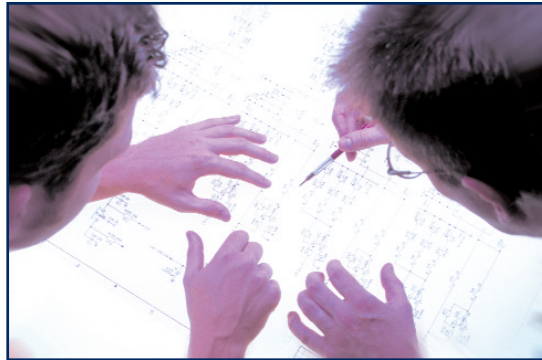


Powerware ProActive Service Plan

Service for UPS Systems...Above & Beyond Your Expectations

Powerware ProActive Service Plan Includes:

- ▶ 7x24 Corrective Maintenance Coverage
- ▶ 7x24 Annual Performance Check
- ▶ Annual Power Protection Audit
- ▶ 7x24 Remote Monitoring Advance Response Service
- ▶ Monthly UPS Performance Report
- ▶ Web Access to Account Information and Site Service Activity



Powerware Global Services goes above and beyond your expectations with this proactive, rather than reactive approach to service. You've come to expect a standard warranty. Now you can raise your expectations.

More Than Just a Warranty

The Powerware ProActive Service Plan is more than just a warranty; it's the most comprehensive service coverage in the industry. With standard warranty coverage you may be faced with downtime. With the ProActive Service Plan, we prevent potential downtime by taking steps ahead of time.

This plan delivers:

- ▶ No surprising UPS maintenance expenses
- ▶ Early detection and response to critical power problems
- ▶ Service delivered at your convenience
- ▶ Maximum responsiveness and system uptime
- ▶ Valuable performance data
- ▶ A service plan to prevent power problems, not just fix them

The ProActive Service Plan delivers services above and beyond a standard warranty, including:

7x24 Corrective Maintenance Coverage

In the unlikely event of an unscheduled service need, you are covered by:

- ▶ Full on-site corrective maintenance coverage of your UPS, including materials, labor and expenses (batteries not included)
- ▶ Guaranteed eight-hour response time for remedial service for equipment within 100 miles of a Powerware Global Services established service location (including all major metropolitan areas and more). Optional four-hour response time is available for equipment within 50 miles of an established service location
- ▶ Service available seven days a week, 24 hours a day

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7x24 Annual Performance Check

Ensures optimal system performance with:

- ▶ Annual assessment of UPS parameters
- ▶ Visual and electrical examination of system's condition and performance

Annual Power Protection Audit

Assures power protection meets your growing application needs by providing:

- ▶ Annual assessment of power protection capacity
- ▶ Verification of load configuration
- ▶ Detailed report of system power protection

7x24 Remote Monitoring Advance Response Service

Assures maximum uptime and responsiveness:

- ▶ Remote Monitoring technology enables early detection of system alarms
- ▶ Technical support professionals diagnose system status
- ▶ Customer Support Engineer immediately dispatched for on-site problem resolution

Monthly UPS Performance Report

Tracks major system events through:

- ▶ Advanced diagnostics by technical support specialists
- ▶ Monthly reporting on UPS performance tracked by remote monitoring

Web Access to Account Information and Site Service Activity

Easy and secure access to service data through the Internet:

- ▶ Detailed log of service activity
- ▶ Upcoming service schedules

Enhanced Protection for your UPS Applications

Quality products deserve quality service coverage. From the day your equipment is installed and placed into service, Powerware Global Services is there to keep you in power. With Powerware's ProActive Service Plan, factory-trained service technicians provide care for your UPS on-site from the moment it begins supporting your mission-critical applications.

Powerware Global Services delivers on-site support from a base of more than 250 U.S. technicians and 950 certified international service providers. These technicians support all brands manufactured by Invensys Powerware Division, including Best Power, Data Trax, Deltec, Exide Electronics, Hawker, Intergy, Lortec, Industrial Power Management (IPM), and Powerware. Please contact your local service sales manager or Global Services at 1- 800-843-9433 for more information.

Specifications subject to change without notice