

SERVICES

# Cyberex® Power Protection Services

## Extended warranty and maintenance programs



Cyberex equipment services offers a range of options to meet your industry specific needs. Our extended warranty and upgrade options, purchased concurrently with the equipment, offer a security extension beyond our standard warranty.

A variety of service plans offer choice and flexibility.

To schedule service call:  
800 CYBEREX  
(292 3739)

Plans include an all-inclusive coverage option for any emergency or failure, with the added peace of mind that an authorized, factory trained technician will be on site to address your problem within a matter of hours. With such a variety of options, our plans offer an economical solution to satisfy your field support needs, however demanding your requirements or budget may be. The service matrix outlines the characteristics associated with each plan.

### Customized solutions to meet your requirements

In addition to our current service options, we also offer customized packages to meet your specific requirements. Contact our service team to develop a service package uniquely tailored to your equipment criticality, budget, and application.

### Spare parts

Having parts on site can reduce repair time by more than 50%. Regardless of your coverage level, we recommend that you keep spare parts in stock. Depending on your uptime needs, we offer spare parts kits in multiple levels. For every ten (10) units covered by a plan, we recommend stocking a minimum of one (1) comprehensive kit to ensure adequate parts availability and protection.

### Services overview

- Consultation with the personnel responsible for the operation and care of equipment
- Complete visual inspection of all equipment including:
  - Internal sub-assemblies
  - Wiring harnesses
  - Contactors
  - Cables
  - Other major components
- Thorough examination of the equipment's electrical components
- Measure input/output voltages and currents and record on preventative maintenance data report
- Measure all power supplies and record on preventative maintenance data report
- Check equipment while under normal load and recalibrate when necessary
- Measure battery unit voltage and record on preventative maintenance data report (if applicable)
- Train new personnel on the operation of equipment
- Record all activities on service order form
- Equipment condition report to be given to site supervisor for evaluation



**Procedures below shall require equipment shutdown and power removal**

- Inspect all wire connections and re-torque when necessary
- Check all connections for tightness and heat discolorations and make corrections where necessary
- Operate all toggle functions of input/output breakers to verify proper operation
- Clean any foreign material and dust from internal compartments
- Perform operational evaluation of the equipment
- Perform any field changes as required
- Return all equipment to operation under normal load

**Comprehensive preventative maintenance checklist by product available upon request.**

Characteristics	Extended Warranty	Break/fix		Preventative Maintenance		
	Warranty Upgrade	Premier	Ultimate	Basic Plus	Supreme	Elite
Annual PM visit, 24x7				X	X	X
Travel and living expenses	X	X	X	X	X	X
Priority scheduling	X	X	X	X	X	X
24x7 telephone support	X	X	X	X	X	X
24x7 emergency coverage	X	X	X	O	X	X
15% discount, spare parts	X	X	X	X	X	X
Parts replacement	X		X			X
Spare parts stock replacement		X	X		X	X
Emergency/repair labor included	X	X	X		X	X
Labor discount, emergencies/repairs				X		
24-hour on-site guaranteed response	O	X	X		X	X
8-hour guaranteed response	O	O	O		O	O
4-hour guaranteed response	O	O	O		O	O

X = Included O = Optional

**Power Protection**

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**Additional information**

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