

A comprehensive package of service support to ensure optimum UPS operation.

### Service Plans To Support:

- > Patriot®
- > Patriot Pro II
- > Fortress®
- > Fortress.TeleCom™
- > Axxium™ Rackmount
- > Axxium Pro
- > Best® 610
- > FERRUPS®
- > UNITY/I® Single-Phase
- > UNITY/I Three-Phase

### BestServ Customizable Plans

Best Power-exclusive BestServ plans complement our standard limited warranties with custom-tailored UPS service support. BestServ plans also provide complete, post-warranty support solutions for all types of UPS systems and applications.

- > **Platinum Plan:** designed for higher-end and hardwired UPS systems – typically over 3kVA – featuring *the very first high-availability on-site* plan in the power protection industry to offer start-up service, preventive maintenance, enhanced on-site repair response including on-site replacement parts and quarterly system status updates. (see reverse side for details)
- > **Silver Plan:** designed for higher-end and hardwired UPS systems – typically over 3kVA – featuring start-up service, preventive maintenance and on-site repair. (see reverse side for details)
- > **Bronze Plus Plan:** designed for modular and hardwired UPS units, featuring start-up service and same-day shipping of replacement parts or modules. (see reverse side for details)
- > **Bronze Plan:** designed for lower-end and line cord units – typically under 3kVA – and in most cases feature unit replacement. (see reverse side for details)
- > **Copper Plan:** designed for higher-end and hardwired UPS systems – typically over 3kVA – featuring on-site repair. (see reverse side for details)

### BestServ Options

Best Power offers a complete range of standard service offerings including start-up service, preventive maintenance, replacement parts and batteries, global field service and product training workshops.

**Start-up Service** - Start-up Service includes a Best Power-authorized service technician who inspects the UPS installation, performs initial unit start-up and provides operation training for on-site staff.

**Preventive Maintenance** - Preventive Maintenance inspections and testing proactively ensure proper and efficient UPS operation.

**Replacement Parts** - Replacement parts and batteries are available for expedited shipment to reduce downtime...allowing your Best Power technician or customer maintenance personnel to repair the unit. Best Power replacement parts and batteries are designed and manufactured to provide optimum operation and runtime.

**Global Field Service** - Globally-based, factory-trained technicians can provide you with professional start-up, maintenance and repair.

**Product Training Workshops** - Product training courses provide you or your maintenance personnel with enhanced skills in operating and troubleshooting your Best Power UPS.

### BestServ Standard Features

Every Best Power UPS is backed by a professionally-staffed, Worldwide Service Help Desk and comprehensive warranties.

**Worldwide Service Help Desk** - Our trained staff offers a seven-day-a-week, 24-hour-a-day Worldwide Service Help Desk to provide an open line for prompt technical assistance.

**Comprehensive Warranties** - Best Power backs its products with our standard two-year limited warranty against factory workmanship defects; plus our exclusive "Double Lifetime" limited warranty provides factory repair of our single-phase UPS products due to damage from lightning strikes at no charge, and pays up to US\$25,000 for damage to your connected equipment resulting from a spike or surge. (U.S. and Canada only)

### BestServ Options

Choosing the right BestServ plan for your UPS is as important as choosing one at all. The chart below serves as a guide to help you understand which plans are advanced, standard, and basic to support your Best Power UPS.

Product Line	Platinum	Silver	Bronze Plus	Bronze	Copper
Patriot® & Patriot Pro II	A	A	A	S	B
Fortress® 750VA - 2250VA	A	A	A	S	B
Fortress.TeleCom™ 750VA - 2250VA	A	A	A	S	B
Axxium™ Rackmount 1000VA - 3kVA	A	A	A	S	B
Axxium Pro 3kVA - 18kVA	A	A	S	B	B
Best® 610 700VA - 3kVA	A	A	A	S	B
Best 610 6kVA - 10kVA	A	S	B	B	B
FERRUPS® 500VA - 3.1kVA	A	A	A	S	B
FERRUPS 4.3kVA - 18kVA	A	S	B	B	B
UNITY//® Single-Phase	A	S	B	B	B
UNITY// Three-Phase	A	S	B	B	B

A = Advanced    S = Standard    B = Basic

### BestServ Features

Best Power offers a comprehensive package of BestServ service plans, designed to fit your needs. The chart below details the specific features of each BestServ plan.

BestServ Feature	Platinum	Silver	Bronze Plus	Bronze	Copper
4-hour on-site response	X				
On-site repair (7 days a week, 24 hours a day)	X				
Remote system monitoring	X				
Account reviews	Quarterly				
Replacement parts on site	X				
Proactive battery replacement	X				
Start-up service (Monday-Friday, 8-5)	X	X	X		
Unit preventive maintenance	Quarterly*	Annually**			
Battery preventive maintenance	Semi-annually	Annually**			
On-site repair (Monday-Friday, 8-5)		X			X
Next-day delivery of units, parts and/or batteries	X	X	X	X	X
Full battery replacement	X	X	X	X	X
Worldwide Service Help Desk	X	X	X	X	X
Connectivity support	X	X	X	X	X

#### Contact factory for custom plans

\* Initial Unit Start-up serves as the first Quarterly Unit Preventive Maintenance.

\*\* Initial Unit Start-up serves as Annual Preventive Maintenance during the first year of operation.



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