

## Field Service Programs for the S4K Industrial (6 & 10 KVA models) and the S5K Series

These programs are for Domestic coverage (valid only within the continental United States and Canada); additional travel expenses may be billed to customers with site locations more than 150 miles from a major metropolitan area.

### S4K Industrial – 6 & 10 KVA Models

Catalog Number	Description
<b>Domestic Only (Monday - Friday, 8am - 5pm)</b>	
SUS4K061UM	Start-Up (Included) for 6 KVA
SUS4K101UM	Start-Up (Included) for 10 KVA
MS4K061PM85	Service Plus for 6 KVA
MS4K101PM85	Service Plus for 10 KVA
MS4K061ES	Service Plus1 for 6 KVA
MS4K101ES	Service Plus1 for 10 KVA
<b>Domestic Only (7 Days, 24 hrs/day)</b>	
SUS4K061UM24	Start-Up (Included) for 6 KVA
SUS4K101UM24	Start-Up (Included) for 10 KVA
MS4K061PM24	Service Plus for 6 KVA
MS4K101PM24	Service Plus for 10 KVA
MS4K061PR	Service Plus1 for 6 KVA
MS4K101PR	Service Plus1 for 10 KVA

### S5K Modular

Catalog Number	Description
<b>Domestic Only (Monday - Friday, 8am - 5pm)</b>	
SUNFI001MF	Start-up Service
SUNFIP01MF	Service Plus
SUNFIP11MF	Service Plus1
<b>Domestic Only (7-Days/Week, 24 Hrs/Day)</b>	
SUNFI00124	Start-up Service
SUNFIP0124	Service Plus
SUNFIP1124	Service Plus1

#### Start-Up

Expands the warranty to include remedial onsite labor for the full warranty period and provides the customer with a guaranteed 6 hour on-site response for emergency service. Start-up includes one site trip within the United States and Canada by a Global Service customer engineer after the UPS has been installed. The site trip includes the following services for each

UPS system: non-powered inspection, UPS electrical and operational checkout, full parts and labor for any remedial work required on the UPS, and customer operation training at time of start-up. Two plans are offered: Monday through Friday, 8 a.m. - 5 p.m. (included in cost of S5K Modular, and 6 & 10 KVA S4K UPS), and 7 days/week, 24 hours/day (optional).

**Note:** Any additional trips by the customer service engineer as a result of a site not ready for start-up may result in an additional cost to the customer.

#### Service Plus

Expands standard start-up (as defined above) to include one preventive maintenance (PM) service site trip within the 48 contiguous states. The PM must be scheduled during the second year warranty period and must be performed based upon the plan selected. The PM will include the following services for each UPS system: consult with personnel responsible for the equipment, visually inspect internal sub-assemblies and major components, check all mechanical connections for tightness and heat discoloration, clean any foreign material and dust from internal compartments, check status of all alarm circuits, calibrate equipment to manufacturer's specifications, check the normal operation of the system, check battery transfer/discharge and perform a short duration battery run, perform any required engineering field changes, return unit to operational service with normal load then verify the output. Two plans are offered: Monday through Friday, 8 a. m. - 5 p.m., and 7 days/week, 24 hours/day.

#### Service Plus1

Expands standard start-up (as defined above) to include two preventive maintenance (PM) service site trips within the 48 contiguous states. The warranty period is expanded an additional year (per quantity ordered, up to 3 may be purchased). Each PM must be scheduled at the beginning of each new year of the warranty period and must be performed based upon the plan selected. The PM will include the following services for each UPS system: consult with personnel responsible for the equipment, visually inspect internal sub-assemblies and major components, check all mechanical connections for tightness and heat discoloration, clean any foreign material and dust from internal compartments, check status of all alarm circuits, calibrate equipment to manufacturer's specifications, check the normal operation of the system, check battery transfer/discharge and perform a short duration battery run, perform any required engineering field changes, return unit to operational service with normal load then verify the output. Two plans are offered: Monday through Friday, 8 a. m. - 5 p.m., and 7 days/week, 24 hours/day.

**Note:** ServicePlus1 must be purchased within six (6) months of purchase.