

Critical Power Supply

Service Agreements

Emergency call-out & preventative service visits for your UPS and IPS

An IPS service agreement from Bender will provide the following...

- Annual verification of IPS function
(in accordance with HTM, IEE, SGN7 and IEC 60364-7-710)
- Functional test IPS/EDS Systems
- Visual Inspection
- Verification of supplementary bonding
- Medical IT transformer leakage current measurement
- Alarm History review and downloads
- Original factory tested parts and labour
- Factory trained technicians
- System review plus free LAN connection survey
- Agreements can be customised to include operating theatre control panels

Call **01229 480123** or email service@bender.org.uk to get your contract in place



A UPS service agreement from Bender/CPS can provide the following...

- Rapid response emergency callout
- 24 hour 7 days a week service availability
- Preventative maintenance visits
- Parts and Labour cover - No hidden costs
- Factory trained technicians using factory tested spare parts
- Replacement batteries or complete UPS systems available from UK stock
- Optional dial-up monitoring and diagnosis
- Ongoing software upgrades
- Service Indicator reset
- Agreements can be customised to suit your exact requirements

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Make a good system into a great investment!



IPS and UPS Maintenance

The decision to purchase and install a Bender Isolated Power Supply or Uninterruptible Power Supply from CPS shows your commitment to patient safety and the peace of mind that reliable power can provide - is well worth maintaining.

Your 'Power Insurance'...

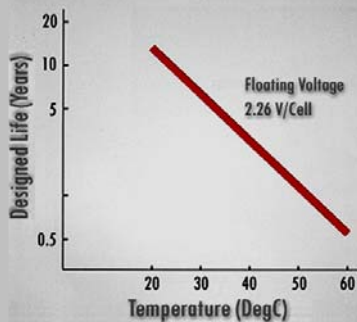
An IPS and UPS are your 'power insurance' so it makes good economic sense to have on-going service support. A modest annual investment can ensure that your equipment is maintained regularly to guarantee optimum performance and availability when it is needed.



Like any sophisticated equipment, an IPS/ UPS system will only continue to perform perfectly with a programme of regular and thorough maintenance. By subscribing to an all-inclusive service agreement you can eliminate small problems that can eventually lead to major catastrophes.

Is it worth the Risk?

Batteries are the heart of any UPS system but lack of maintenance combined with high ambient temperatures can cause drying out of sealed batteries, gassing during recharging and premature battery failure. In extreme circumstances ageing or faulty battery cells can ignite and cause fire, smoke damage and localised release of fire suppression systems. Regular maintenance can identify and eliminate these risks.



Typically in any UPS, an ageing cooling fan can lead to stress and overheating of electronic components and premature failure of the system. This type of problem might not be discovered until the mains supply fails as the load may have been transferred over to bypass.

Can you *afford* not to?

Take a minute to consider what effect it would have if your emergency backup power failed when it was most needed.



- NHS and Private Health
- Operating Theatres, General & Special Wards
- Life Support and Special Care Baby Units
- Blood Analysis
- Ambulance Control
- Bedside Services



Surgeons Control Panels
Isolated Power Systems

What will a **Service Agreement** provide?

Bender and CPS engineers have experience of supporting and servicing UPS and IPS systems for over 60 years and can therefore offer you and your client the best support for our equipment.



We have a network of engineers covering the UK providing contracts inclusive of parts and labour, both during and after the warranty period. All Bender/CPS engineers are fully trained on the entire range and carry an extensive kit of spare parts to all site visits, ensuring a high repair rate and avoiding the need for return visits.

Maintenance generally falls into two main categories, preventative and remedial. These are both carefully planned into the agreements offered by Bender/CPS.

Customise your Agreement...

Service agreements can often be adapted to suit specific customer requirements in respect of response times and the need to carry out preventative maintenance at pre-arranged times when customer work loads are less critical.



Spares Support...

One of the most important parts of any service programme is the availability of spare parts.

You can be rest assured that an extensive range of spares are always stocked and readily available at our UK factory.

Third Party Support?

As a dedicated organisation, all Bender/CPS engineers concentrate primarily on support of our own products, since we recognise the fact that the best and most reliable service of any equipment is really only available from the manufacturer or accredited distributors.

Third party maintenance organisations can rarely offer the level of support necessary for such sophisticated equipment and almost certainly, factory tested spare parts will not be stock items. First time repairs are unlikely with third party organisations so put your faith in Bender and CPS.

don't take risks...take a service agreement!