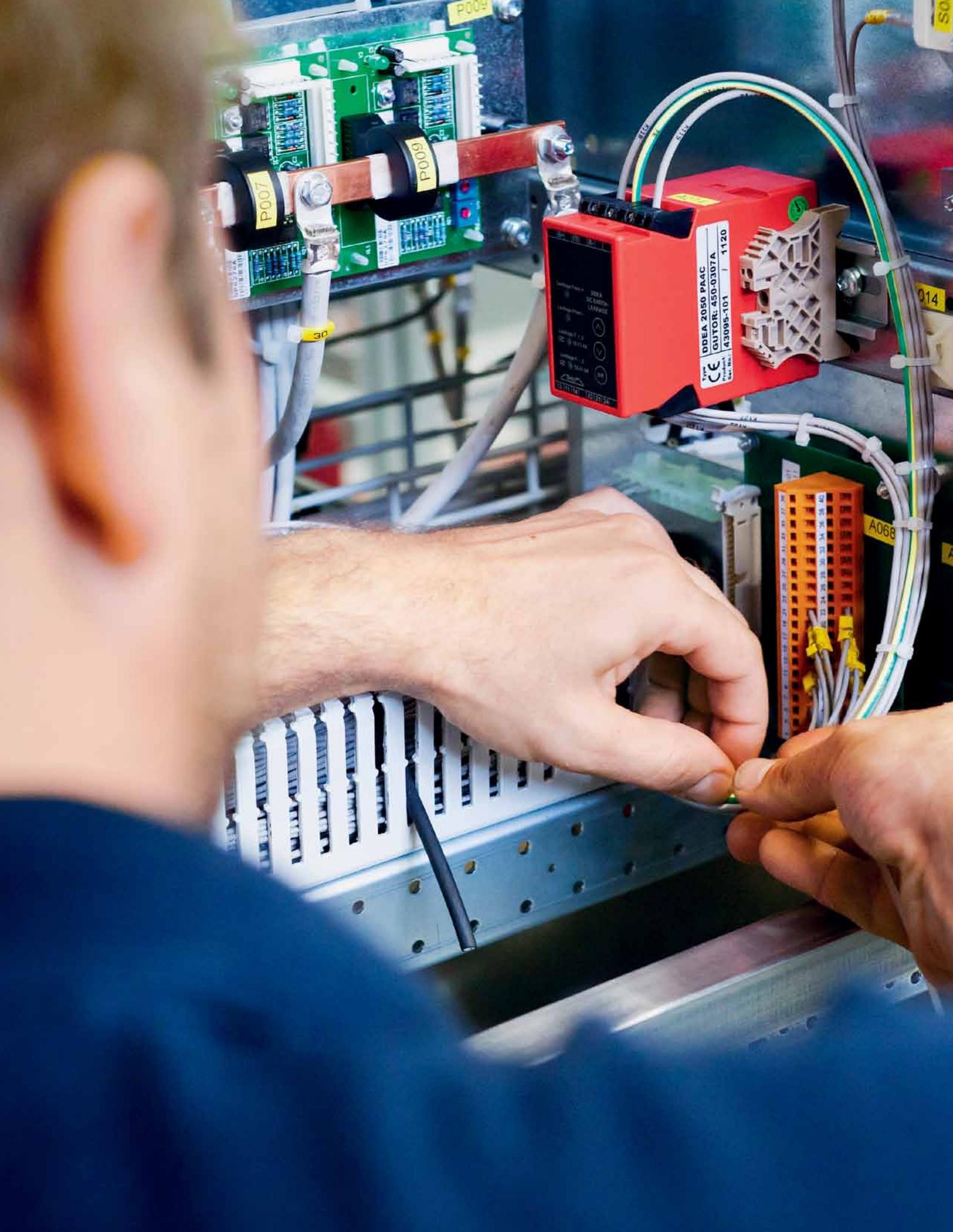


# Customer Service

Enjoy 24/7 peace of mind with flexible service offerings from Schneider Electric.





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# Our comprehensive range of services

As one of the world's leading Uninterruptible Power Supply (UPS) manufacturers, we not only focus on providing quality products, we also make sure that customers can count on professional and comprehensive support starting from day one. Particularly with regards to after-sales support, we attach great importance to dedicated and reliable customer service. Consequently, we attend to your individual needs.

## **Our product-related service program includes:**

- > On-site installation supervision and commissioning (to ensure proper integration of your UPS into important processes)
- > Regular maintenance of critical systems components and batteries (to ensure the long-term reliability of your processes)
- > Other customized maintenance packages

We are pleased to provide you with an in-depth overview of the Schneider Electric™ customer service program.

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# Service contracts

A service contract is a formal, mutually-agreed-upon, binding contract between Schneider Electric and a client. In the contract, we make a commitment to provide services over a fixed time period, and at fixed rates or a yearly fee. These services include technical support, preventive maintenance, and repair.

Gutor offers three standard service contracts. These are:

- > Call-off service contract
- > Preventive-plus service contract
- > Preventive-ultra service contract

Each contract entails a different degree of coverage. For further information, refer to the table below.

- > Peace of mind
- > Knowledgeable service
- > Continuous customer support
- > Reduced risk of system failure
- > Easy budgeting for customers
- > Easy maintenance organization
- > Facilitated access to site  
(annual site passes and security permits)
- > Prompt sales response time
- > Prompt service response time
- > Special service and training rates
- > Professional recommendations made by the OEM  
(e.g., 9m new products and upgrades)
- > Client's maintenance crew stays up-to-date with operational expertise
- > Warranty extensions (optional)

## The benefits of a service contract

Scope of work	Call-off	Preventive plus	Preventive ultra
<b>customer support</b>			
24/7 hotline	●	●	●
technical support	●	●	●
<b>preventive maintenance</b>			
annual visual check of system and battery	●	●	●
annual mechanical check of system and battery	●	●	●
annual alarms and LED check	●	●	●
annual replacement of parts with limited operational life-time (if applicable) including the required parts (fans, capacitors, RAM2 and PSU)	●	●	●
battery discharge test including rental of load-bank	●	●	●
<b>corrective maintenance</b>			
troubleshooting and repair services (upon request)	●	●	●
spare parts required for repair or stock (upon request)	●	●	●
<b>additional items</b>			
sales reponse time (up to 72 hours)	●	●	●
service reponse time (up to 72 hours)	●	●	●
software updates (to latest revision)	●	●	●
upgrades (network management card, battery monitoring, etc)	●	●	●

- Product or service included in annual fee
- Product or service performed upon request, at additional cost, offered on a case by case basis

# Installation supervision and commissioning

The installation supervision and commissioning processes ensure the correct installation and functionality of UPSs and their batteries.

It includes the following inspections:

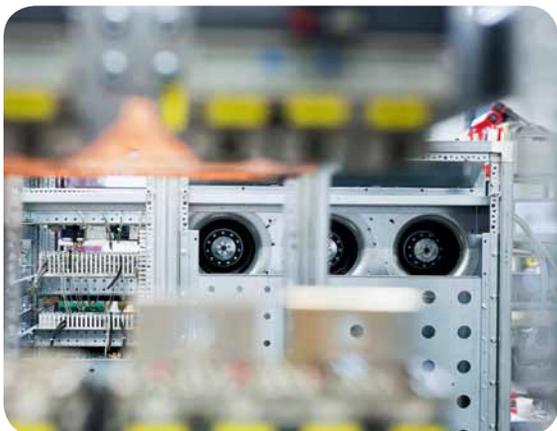
- > The UPS location and its environment
- > The UPS system and battery banks
- > All UPS power and control wiring connections
- > All battery wiring connections
- > Internal power and communication components
- > System checks such as recording input and output measurements
- > Battery bank discharges and voltage measurements on an individual cell basis
- > If necessary, some If needed, calibration adjustments to tailor to site conditions

## Why do you need a Schneider Electric engineer?

- > Gain access to of the Schneider Electric guarantee and guarantee extension
- > Ensure your guarantee isn't void by improperly performed service from unauthorized parties
- > Rely on engineers who are well-trained and certified specialists with years of experience in this field
- > Receive service that is of high quality and promised via globally approved standards
- > Receive proper documentation, such as the Site Acceptance Test and Customer Field Service Reports
- > Facilitate future troubleshooting and technical support because your UPS is permanently stored in our database
- > Receive hands-on training to site crew and maintenance personnel responsible for these systems

## Spare parts

Gator UPSs have proven to last as long as 20 years or even longer. We achieve this degree of success by offering clients spare parts throughout this period. Spare parts are categorized into three groups: start-up, critical, and consumables spares. Accordingly, we highly recommend clients maintain a stock of the start-up and critical spare parts, to ensure faster recovery times.



## The three categories of spare parts:

- 1 Start-up spares:** We provide a set of recommended fuses and parts to be available during commissioning.
- 2 Critical spares:** Keep a set of parts in your on-site stock to help with troubleshooting and repair. These are the backup parts for anything that would cause a system shutdown upon failure.
- 3 Consumables:** This set is meant to replace parts that have a limited operational life and must be replaced at specific intervals. These are related to preventive maintenance and include fans, capacitors, RAM2 chips, batteries, power supply units, etc.

*For more information, refer to Chapter 7 of your owner's manual.*

## What are the benefits?

- > Minimize downtime.
- > Reduce maintenance planners' workload.
- > Ensure round-the-clock peace of mind.
- > Inventory replenishment can be reduced.

# Maintenance



**IMPORTANT:**  
Failure to perform preventive maintenance will inevitably result in failure of parts that have limited operational lifetimes. This can expose your load to an unreliable utility source without secure backup, thus jeopardizing availability.

## Preventive maintenance

Our preventive maintenance service ensures safe and reliable operation for your UPS. We perform regular service visits and cover the cost of materials.

### What is included?

Preventive maintenance includes visual and functional checks made on the system and battery. We also replace parts with limited operational lifetimes. For more information, please consult Chapter 7 of the owner's manual.

### How to plan ahead?

Below is an overview of the major parts that need regular replacement.

Parts	Replace every
Fans	5 years
Fan capacitors	5 years
AC & DC capacitors	9 years
RAM2 chip	9 years
DC current sensors	9 years
PSU	10 years

NOTE: Different conditions apply for systems installed at nuclear power plants.

### How to proceed?

The safest and most efficient way to proceed is to establish a service contract with Schneider Electric. For more information, refer to the "Service Contracts" section.

## Battery replacement

### Why and when to replace batteries?

Battery life varies between 4 – 20 years, depending on the type of the battery, ambient conditions, and degree of maintenance. Infrequent maintenance often leads to a shortened service life. Eventually, the battery bank will no longer be capable of supplying power to the load, and must be replaced.

The best way to detect weak batteries is to perform regular battery discharge tests (even on low-maintenance batteries). For more information, please consult Chapter 7 of the owner's manual.

## Updates and upgrades

- > Software update (to the latest version)
- > Battery management system (BMS)<sup>1</sup>
  - Individual battery cells monitoring
  - Individual battery cells charging
  - Weak battery cell early detection
  - Remote monitoring
- > Network management card (NMC)<sup>2</sup>
  - Remote monitoring of UPS system
  - Remote troubleshooting and analysis

# Customer training

Because we custom-design your Gutor™ UPS, we also provide customized training to handle the specific requirements of your system.

## What are the benefits?

Learning proper maintenance and operation helps you extend your UPS's service life and improve reliability. When you have trained staff on site, our technical support team can help you get it back online faster if your system malfunctions. Gutor offers two standard and three customized training courses:

## Standard training courses

### Gutor UPS Introduction

Get an introduction to our system network topologies and different configurations of UPS systems — intended for staff with no prior knowledge of UPS systems.

### Gutor System Maintenance

Learn different operating modes, how to operate your system, and how to perform maintenance work — intended for staff who need theoretical instruction on UPS operation and maintenance.

## Customized training courses

### Level 1: Operation, system principles, and practical exercises

In this two-part course, learn about different system operation modes and find out how the system is built. Then, learn how to operate your system safely and confidently.

### Level 1-2: Maintenance, hardware, settings, batteries, and troubleshooting

Learn how to monitor important UPS components and control your system properly. Receive training on performing maintenance work, including parts replacement. Upon completion, you will be able to handle basic system errors.

### Level 1-3: Configuration, calibration, and extensive troubleshooting

Find out how to analyze and repair system errors. Get detailed training on different system configurations and calibrations. Upon completion, you will be able to perform most repair and maintenance work yourself.



# Contact us



## Global service organization

Schneider Electric recognizes the importance of a global service network to support our globally operating customers. We provide you with a worldwide service network, an inventory of readily available spare parts, and trained service partners. For more details regarding our service programs, please contact the Schneider Electric Service Center nearest to you, as listed below.

### Headquarters Switzerland:

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