

BPC Service & Support

Service, Maintenance, Rental & Training

A black and white photograph of a technician wearing a white hard hat and a dark t-shirt. The technician is seen from the back, working on a complex piece of electrical equipment with many wires and components. The t-shirt has the slogan 'Keep the Power on' printed on it, with 'Power' in red and 'Keep the' and 'on' in white.

Keep the Power on

Choosing the right backup power supply can be a long and costly process, but once you have found a suitable system, longevity is essential.

The investment made to ensure your critical equipment is supported does not stop at installation. A reliable and efficient UPS or Static Inverter is only the start to ensure you gain full expected life from your power supply, regular maintenance is vital.

BPC's commitment is to achieve the highest levels of customer satisfaction by providing real solutions that work reliably and meet your specific needs. All BPC products are backed by a superb after sales service providing comprehensive emergency breakdown and spares support.

BPC's devotion is reflected in the enduring quality of its products and is matched by an equally lasting commitment to customer care.

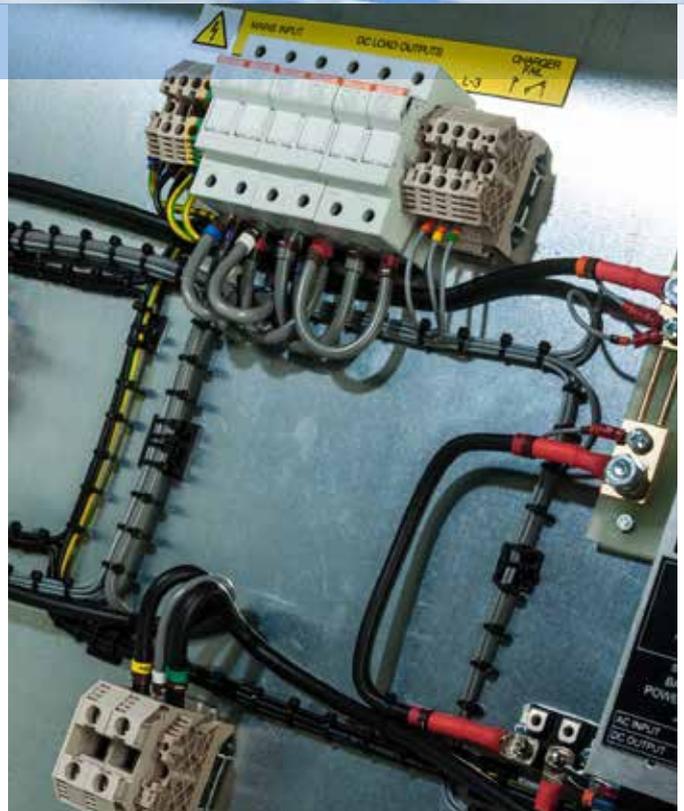
Why Choose BPC?

ENGINEER EXPERTISE

BPC have some of the most able and talented power protection engineers in the business. A wide span of industry experience backed by an extensive knowledge on the latest technologies allows BPC to offer a high level of service on not only BPC products but also third party equipment.

APPROVALS & ACCREDITATIONS

BPC's high level of service is backed by the approval and accreditations attained. Certified in ISO9001:2008 quality procedures, Verification of Manufacturer's Testing (VMT) certification, Contractors Health and Safety Assessment Scheme (CHAS) and Safe Contractor approved, showing health and safety principles.



Pre-Sales Support

SYSTEM DESIGN

BPC are able to offer system design to meet with all your exact requirements regardless of the size or complexity of your application. They can tailor a solution to suit both your commercial and technical requirements by utilising either modified commercially off the shelf products or custom built as a bespoke design.

SITE SURVEYS

Carried out by a BPC engineer or a BPC approved installation engineer, a Site Survey will provide all of the information on the work necessary for the installation of the UPS. This can include all site preparation, remedial building work and the provision of air conditioning in addition to electrical services.

Post sales, this service is provided to ensure all aspects are inspected and noted to ensure smooth and efficient off load and positioning of the equipment is carried out.

HEALTH CHECKS

It is extremely important to carry out regular checks on your UPS & Battery Systems to ensure you have complete protection at all times.

BPC can carry out a general health check on your current UPS and battery installations and the inspection is designed to be none intrusive and pose no risk to the protected loads.

The engineer will carry out visual checks on the UPS, examine and record all measured parameters such as:

- Input voltages
- Input currents
- Output voltages
- Output currents
- Output frequency
- Percentage load
- Battery voltage
- Charge current
- Internal temperature

Alarm logs will also be inspected and recorded and batteries will be checked for cracking, swelling, signs of leakage, overheating etc.

On completion of the inspection, BPC will advise the customer of any immediate concerns and a full report will be provided.

After Sales Support

INSTALLATION & COMMISSIONING

All BPC installations are carried out by approved engineers who are experts in the installation of UPS and related equipment. If required, BPC can provide a managed turnkey service which provides for delivery to site and all associated installation electrical and building work. All BPC installations are compliant with current regulations and full certification will be issued on completion.

BPC are able to meet with all your exact requirements regardless of the size or complexity of your application. A solution can be tailored to suit both your commercial and technical requirements by utilising either modified commercially off the shelf (COTS) products or custom built as a bespoke product.

BPC have a dedicated team of managers and engineers who can provide a total solution from surveying your site through to complete commissioning of the system.

It is vital that your UPS or Static Inverter is fully commissioned to ensure it is installed and running correctly. Commissioning by a trained engineer will check the performance of the system whilst also checking the environment is suitable to achieve maximum service life.



MAINTENANCE & SERVICE PLANS

Any power protection equipment is an investment for any sized company and having the reassurance that your equipment is maintained to ensure full life expectancy is key.

BPC can offer a range of maintenance agreements all with 24 hour telephone support. Agreements vary in price depending on the level of support and response time required. Options from next working day to 4 clock hour responses are available nationwide. BPC can be very flexible to suit customer requirements whether it is an additional annual visit or strategic spare part requirements.

With the knowledge and experience to support third party equipment it is now even easier to choose BPC as your service provider, allowing us to support all your equipment at site regardless of quantity, size, make or model, ensuring a high level of support and one single point of contact.

Supported Brands include:

- Emerson
- Chloride
- Liebert
- APC/Schneider
- Merlin Gerin
- Riello
- Gamatronic
- Powerwave
- Eaton
- Coopers
- SIEL
- Salicru
- JSB
- Menvier
- Best Power

HAZARDOUS WASTE DISPOSAL

Due to tight regulations within England and Wales on the transport of batteries that are at the end of their life, BPC Energy are fully equipped to offer complete removal and replacement services. BPC are registered upper tier waste carriers for the safe transportation of batteries with the Environment Agency in England & Wales. Registration No. CB2U66604

RENTAL OPTIONS

BPC have launched a UPS rental scheme for those specific requirements where mains supply power backup is required for limited periods of time.

A range of the latest technology UPS, from 6kVA up to 80kVA, including modular redundant systems are kept in immediate readiness to be delivered to site to suit a variety of eventualities such as relocation, planned maintenance or emergencies.

Various battery backup times are also available ranging from nominal 10 minutes to several hours. Rental can be as short as one month or as long as required, with special reductions for longer periods, and include commissioning and decommissioning of the units. If required, installation and battery assembly can also be arranged.

As you would expect from a company with BPC's reputation for service and support, all the rental UPS systems are backed by an inclusive next working day fully comprehensive support plan, which can be enhanced to 4 or 8 hour response times.

Rental services may be required during the following circumstances:

- Temporary situations, during exhibitions, seminars, road shows or refurbishments
- During planned power interruptions, when building work is taking place
- While an upgrade is planned and the load is increased
- May be more suitable to hire than purchase at the time
- Mission-critical activity is occurring
- During the start up period of your new business
- To see whether a long-term investment of a UPS would be appropriate for your business

International Training Course in Dubai, UAE



TRAINING COURSES

BPC offers fully flexible training courses to suit any specific requirement of our customers. Our quality training courses are led by highly experienced and knowledgeable BPC engineers available to answer any query and offer full technical assistance and guidance throughout.

Courses are generally held at our comprehensive headquarters in the UK offering a mixture of both classroom and workshop facilities in order to allow for all aspects of theory and practical training. However, as the BPC Group is an international company with offices and distributors across the world, we can offer fully tailored courses to take place around the globe.

The courses can last anywhere between one day to a week depending on the course content, and on successful completion

of the course a certificate will be awarded to each participant certifying proficiency.

BPC can also offer free technical seminars, independently certified by the Chartered Institute of Building Service Engineers to conform to CPD guidelines, ideally suited for consultants and electrical engineers. Offered anywhere across the UK, a specialist trainer can visit your site for a 1 hour seminar to cover topics including UPS fundamentals, UPS topologies, UPS maintenance and battery management.



BPC Virtual Service

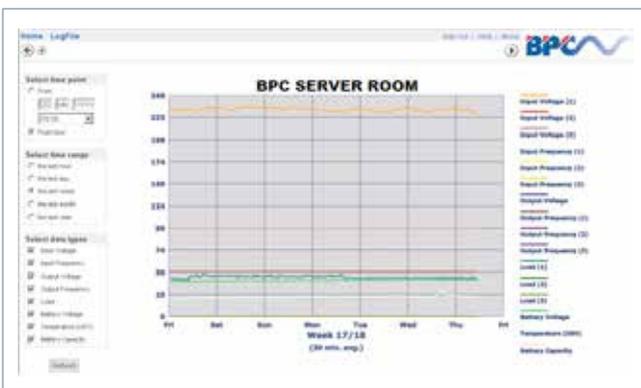
24/7 Remote Monitoring Solution

BPC Virtual Service continuously communicates with a BPC UPS or Static Inverter to provide a 24/7 monitoring solution anywhere in the world. All communication transfers to the UK based control centre where the data is analysed by experienced and qualified BPC engineers.

If an anomaly or fault should occur, the BPC controller will investigate and determine what action should be taken. The controller will mobilise an engineer or make contact with a local based service partner and provide all necessary details to report direct to the customer.

Virtual Service provides the highest customer security by ensuring one way communication with the site. The power device requires only a BPCVS-SNMP card connected directly to the local network to allow monitoring.

All of the Virtual Service communication to the BPC Control Centre is transmitted purely by email as the SNMP card sends an email package of data every 10-16 minutes. This secure connection is completely controlled via the site and removes BPC from any access to secure data.



The Virtual Service system has the ability to monitor multiple Power Devices:

- UPS Systems
- Static Inverters
- Batteries
- Static Transfer Switches
- Generators
- Environmental Sensors
- DC Systems

Key Benefits:

- 24 hour continuous monitoring and management of your power device
- Business critical loads protected by dedicated and highly skilled personnel
- Prevention and early detection before fault occurs
- Ideal for mission critical systems and unmanned sites
- Annual reports provide in depth details of readings and events

REPORTING

Depending on the level of Virtual Service required, annual or monthly reports are provided which detail the captured readings and events. BPC Virtual Service can capture the following data:

- Input Voltage
- Input Frequency
- Battery Voltage
- Battery Temperature
- Battery Capacity
- Autonomy Time
- Load Percentage
- Output Voltage

ALERTS

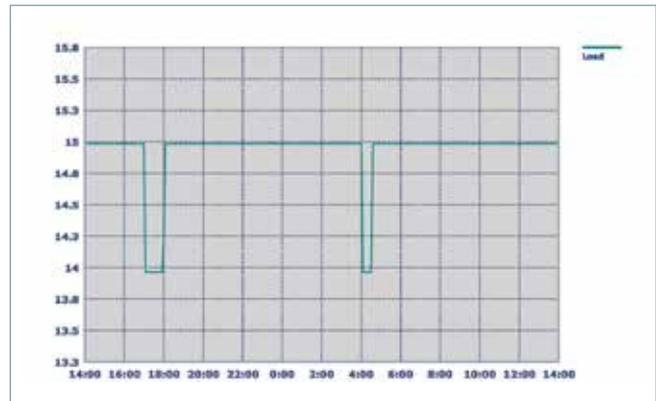
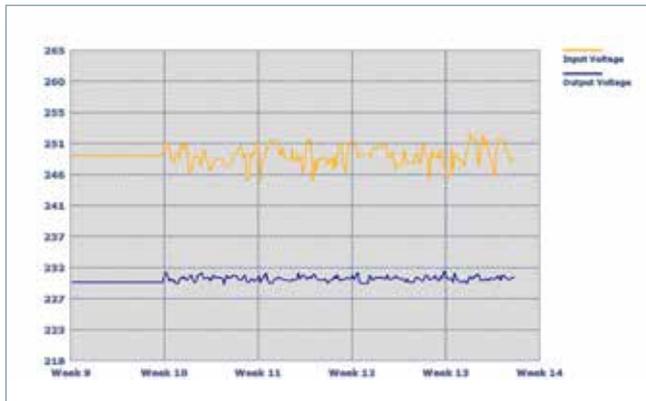
The email transfer system is called the Power Heart-Beat. The virtual service control centre is continuously monitoring the steady pulse being sent by the power device. If the power device heart-beat stalls or stops, the BPC controller is made aware and contacts the necessary party to investigate.

COMPLETE SERVICE PACKAGE

BPC Virtual Service works in tandem with your existing service contract and Battery Analysis and Care System (BACS), improving service levels and mean time to repair, by allowing the engineer to arrive on site with the correct equipment and spares.

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Example screenshots of BPC Virtual Service.



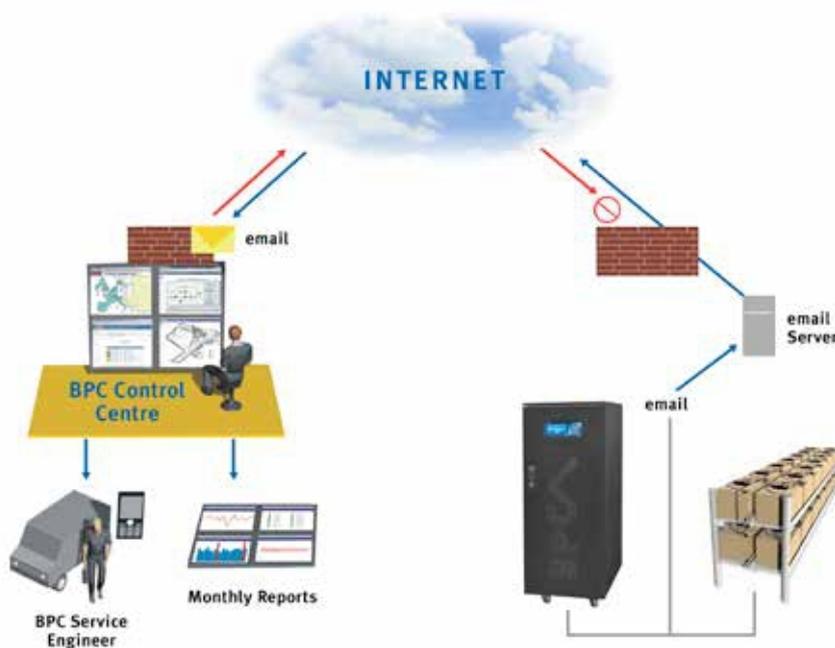
Various parameters can be measured and analysed over user set time periods.



No.	Vdc	Idc	Status	Voltage	Current	Temp	Remarks
1	10.40	1.12	OK	27.10	2.00	37.0	OK
2	10.40	1.00	OK	27.10	2.00	37.0	OK
3	10.40	1.00	OK	27.10	2.00	37.0	OK
4	10.40	1.00	OK	27.10	2.00	37.0	OK
5	10.40	1.00	OK	27.10	2.00	37.0	OK
6	10.40	1.00	OK	27.10	2.00	37.0	OK
7	10.40	1.00	OK	27.10	2.00	37.0	OK
8	10.40	1.00	OK	27.10	2.00	37.0	OK
9	10.40	1.00	OK	27.10	2.00	37.0	OK
10	10.40	1.00	OK	27.10	2.00	37.0	OK
11	10.40	1.00	OK	27.10	2.00	37.0	OK
12	10.40	1.00	OK	27.10	2.00	37.0	OK
13	10.40	1.00	OK	27.10	2.00	37.0	OK
14	10.40	1.00	OK	27.10	2.00	37.0	OK
15	10.40	1.00	OK	27.10	2.00	37.0	OK
16	10.40	1.00	OK	27.10	2.00	37.0	OK
17	10.40	1.00	OK	27.10	2.00	37.0	OK
18	10.40	1.00	OK	27.10	2.00	37.0	OK

Virtual Service Site Viewer.

Virtual Service monitoring a rack of batteries using the BPC BACS system. This image shows an alarm on high temperature batteries.



Advanced Power Conversion Solutions

The BPC Group

BPC is an international company operating for 20 years globally, with partners and distributors located around the world.

These regions include:

EUROPE

UK, France, Germany, Gibraltar, Ireland, Netherlands, Malta, Norway, Portugal.

MIDDLE EAST

Bahrain, Jordan, Kuwait, KSA, Lebanon, Oman, Qatar, UAE, Yemen.

AFRICA

Burkina Faso, Democratic Republic of the Congo, Egypt, Ethiopia, Kenya, Ghana, Libya, Nigeria, Rwanda, Sierra Leone, Sudan, Tanzania, Uganda, Zambia.

FAR EAST & ASIA

India, Pakistan, Sri Lanka.

To ensure a high level of pre and post-sales support is offered, BPC work closely with distributors, providing key commercial and technical training whilst providing competitive costing structures tailored to specific region markets, ensuring the most suitable BPC products are offered. We pride ourselves on long standing relationships with our partners which is reflected in the ongoing support provided locally.



The British Power Conversion Company

Authorised Distributor