



OUR SERVICES



Reliable power for a sustainable world

[www.riello-ups.co.uk](http://www.riello-ups.co.uk)

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Riello UPS have sponsored the Ducati Corse MotoGP team since 2007

# Content

Introduction	<b>4</b>
Commissioning	<b>5</b>
Electrical installation	<b>6</b>
Battery installation	<b>7</b>
Full maintenance options	<b>8</b>
TeleNetGuard	<b>9</b>
Generators	<b>10</b>
Switchgear & Air-Conditioning	<b>11</b>
Battery testing	<b>12</b>
Thermal imaging	<b>13</b>
Critical power and Energy surveys	<b>14</b>



**Central to what we offer is the value we place on service. It's what sets us apart.**

By adopting a consultative approach and 'service' ethic, we genuinely enable our customers to achieve the ultimate in power protection for their business. Leading-edge technology, developed for today's operating environments, coupled with our unequalled ability to offer a truly turnkey solution, packaged together with a comprehensive menu of services and service options, enables us to add real value.

**It's what we're known for – and here's the proof...**

From electrical installation and commissioning to on-going maintenance and product training, we cover all the bases along the road to achieving cost-effective power continuity solutions that will take you from where you are today into the future.

# Commissioning



No matter how technically advanced your chosen UPS, or how experienced the installation team, commissioning is a critical time as your preferred solution is finally verified and integrated into operational systems.

Riello UPS provides a comprehensive commissioning service for all of its products. We make and thoroughly check any final connections, power up the system and hand it over, in perfect working order, to your infrastructure management team.

As you'd expect from a leading supplier, your Riello UPS commissioning engineer will also brief you thoroughly on basic operation of the UPS, and generator where applicable so that you are confident – not only about how it works but that it will work when needed. This includes monitoring via TeleNetguard and NetMan SNMP interfaces where applicable.

We always ensure you get the most out of our advanced Riello technology. Our commissioning service means you'll enjoy complete reassurance that the new system has been correctly installed and is protecting your business.

Whether it's a self connect 'plug-in' product or hard-wired UPS, our commissioning process is the final vital link between innovative technology and years of business protection.



**When it comes to your power supply management, we won't leave anything to chance.**

Decades of power protection and supply management expertise are only as good as the quality of electrical installation that links your solution to the rest of your physical infrastructure. With so much at stake, there's simply no place for sub-standards – that's why so many astute end-users like you choose a Riello electrical installation certified to stringent NICEIC standards.

Your Riello electrical installation covers all the necessary electrical supplies, cables, distribution boards and MCBs required to safely connect and power the UPS, generator, bypass and other ancillaries – as well as cable 'tails' for connection when the UPS is commissioned – on-time and within-budget.

For your convenience, and to reduce the impact on your business, electrical installation can be completed on a 24/7 basis, inside or outside normal working hours. Furthermore, for many Riello UPS products, convenient fixed price installations help you budget for power supply management more accurately.

Whether we're working on a new installation or servicing an existing one, your Riello UPS team always provides the highest quality electrical installation work using engineers who are qualified to the latest standards required by IEE regulations. And of course, to make sure that we fully understand your needs and always offer the most suitable solution, your Riello electrical installation work is subject to an easy-to-understand quotation based on a comprehensive preliminary site survey.

# Battery installation



**Riello is registered with the Environment Agency under the Control of Pollution (Amendment) Act 1989 – for the transportation of waste batteries and is licensed to dispose of them.**

Batteries lie at the heart of your UPS solution. As with the electrical installation, the quality of battery technology, and its fitting, really can make the difference between keeping your operation running and the business-breaking catastrophe of unplanned downtime.

Some Riello UPS installations come with built in battery packs, which will have been installed at the factory following Riello's strict quality assurance standards. For many applications, however, batteries and their associated cabinets, racking and breakers will need to be installed onsite. When it comes to building racks and getting the required batteries into place, nothing defeats Riello ingenuity and dedication to meeting end-users' needs. It's one of those things that really sets us apart.

Because we install batteries all the time, you can also rest assured that, as for the rest of your power protection system, installation is only done to the highest standards – and subsequently verified during commissioning.

As at every stage of specification, installation and commissioning, our priority is the minimisation of costly downtime. That's why battery installation can be arranged inside or outside your normal working hours. And when your UPS is in operation, a comprehensive range of battery services (including battery maintenance plans, battery care, load bank testing and safe disposal of old batteries) is available.

# Full maintenance options



SILVER

12

working hours

GOLD

8

working hours

PLATINUM

4

clock hours

To protect your power protection investment, it's vital that someone undertakes preventive maintenance regularly. What then could be more convenient, or more logical, than appointing the designer and manufacturer of your system to do routine maintenance?

By their very nature, uninterruptible power supplies and standby power systems include parts that will age during their service life. What's more, the greater your reliance on your UPS, the greater the importance of regular maintenance.

At some point, every power protection device will probably alarm due to a service issue. That's when the correct level of support will earn its keep; with the benefits you need, and not those you don't. In warranty or out of warranty (maintenance plans are available for both), with Riello's acclaimed backup you can avoid costly under – or over-specification of support – while guaranteeing you peace of mind from the knowledge that your system is in the most capable hands.

Because different businesses have different needs, you can choose between several convenient service levels. Depending on this, you'll benefit from our Silver (12 working hours), Gold (8 working hours) or Platinum (same day-just 4 clock hours) maintenance plans. These are guaranteed response times – not just someone's 'best endeavours'. More importantly, you'll negate the cost and inconvenience of unplanned downtime and enjoy the peace of mind that comes from emergency call out, free on-site repair or swap out, planned battery replacements and much more.

# TeleNetGuard



Imagine how reassuring it is when Riello engineers are onsite. Riello TeleNetguard is like having your very own dedicated support team onsite 24/7, constantly watching over your UPS and standby power infrastructure, carrying out regular dial-up Health Checks, and always ready to generate customer-determined alarm responses that get your business out of trouble before you know you're in it.

The TeleNetguard system is completely compatible with our acclaimed PowerShield3 monitoring and control software. It uses local telephone lines to interrogate your Riello UPS devices and check on their operating logs and system status. Your team enjoys the benefit of convenient management data, sent directly to them by email or phone. And of course, if the UPS reports an alarm condition, our service centre is immediately notified and a dedicated customer response activated.

TeleNetguard software provides the remote UPS supervision that stops minor issues developing into major ones and allows you and your team to focus on other business priorities – as well as enjoying a great night's sleep! What's more, TeleNetguard isn't just reactive – experienced Riello monitoring technicians can anticipate and mitigate infrastructure threats before they cost you valuable time, money and resources.



From telecommunications, transportation through to medical applications, UPS battery power can keep your business operating during short-term outages. For longer-term disruptions, you'll probably want to supplement your UPS installation with generator sets for standby power supply. Naturally, this keeps emergency lighting, security applications and other critical systems running even when there is a mains power failure.

As a leading equipment and service provider in power supply management, Riello UPS provides, installs and maintains a wide range of AC generators to give you even greater peace of mind in an uncertain power supply world.

As you'd expect, Riello high-quality diesel and gas generator sets are extremely flexible and can be supplied as a prime power source, as a standby solution, or as part of a complete turnkey UPS system. Today or tomorrow, whatever your standby power needs, we have a solution to meet them.

You trust Riello UPS to service and maintain your UPS installation. Similarly, it makes sense to choose a Riello on-site maintenance plan and emergency call out cover for your Riello generator.

# Switchgear and Air-Conditioning



## Switchgear

From the most straightforward installation to the special requirements of make-before-break switching sequences required for a true 'no break' supply, Riello UPS has the expertise to deliver the cost-effective solution and priceless peace of mind you need. Switchgear is an integral part of a power protection system – with the capacity to literally 'make or break' the integrity of a UPS installation. And as with so many aspects of power protection, it's only when the going gets tough (and business continuity, along with your reputation, is on the line) that you're likely to discover whether your switchgear is up to the challenge.

Why take chances? When you choose Riello UPS you share our expertise in switchgear – and all supporting components of your power supply solution. Because we always design switchgear into the system from the start (and because our name is on the panel) you can be sure that the quality of switching solutions is consistent with the rest of your installation – perfectly integrated for years of reliable operation as it works with your UPS and standby power systems to protect your business-critical hardware and data.

## Air-Conditioning

The optimum UPS installation will balance power requirements with the cooling and air-conditioning needed to maintain the correct operating environment in your UPS plant room.

If additional air-conditioning or other environmental adjustments are required to maintain the reliability of your UPS installation, it's reassuring to know that Riello experience extends into this area too. And because of the close interrelationship between UPS plant and environmental controls, it makes complete sense for any additional air-conditioning to be designed in conjunction with the rest of the installation.

Because we have an in-depth understanding, and practical experience, of the interaction between air-conditioning and UPS systems, we're ideally placed to advise on the most suitable combination of both. What's more, as part of our consultative sales and specification process, it is often possible to design a UPS solution that delivers the power performance and resilience you need – without incurring extra air-conditioning and environmental management costs.



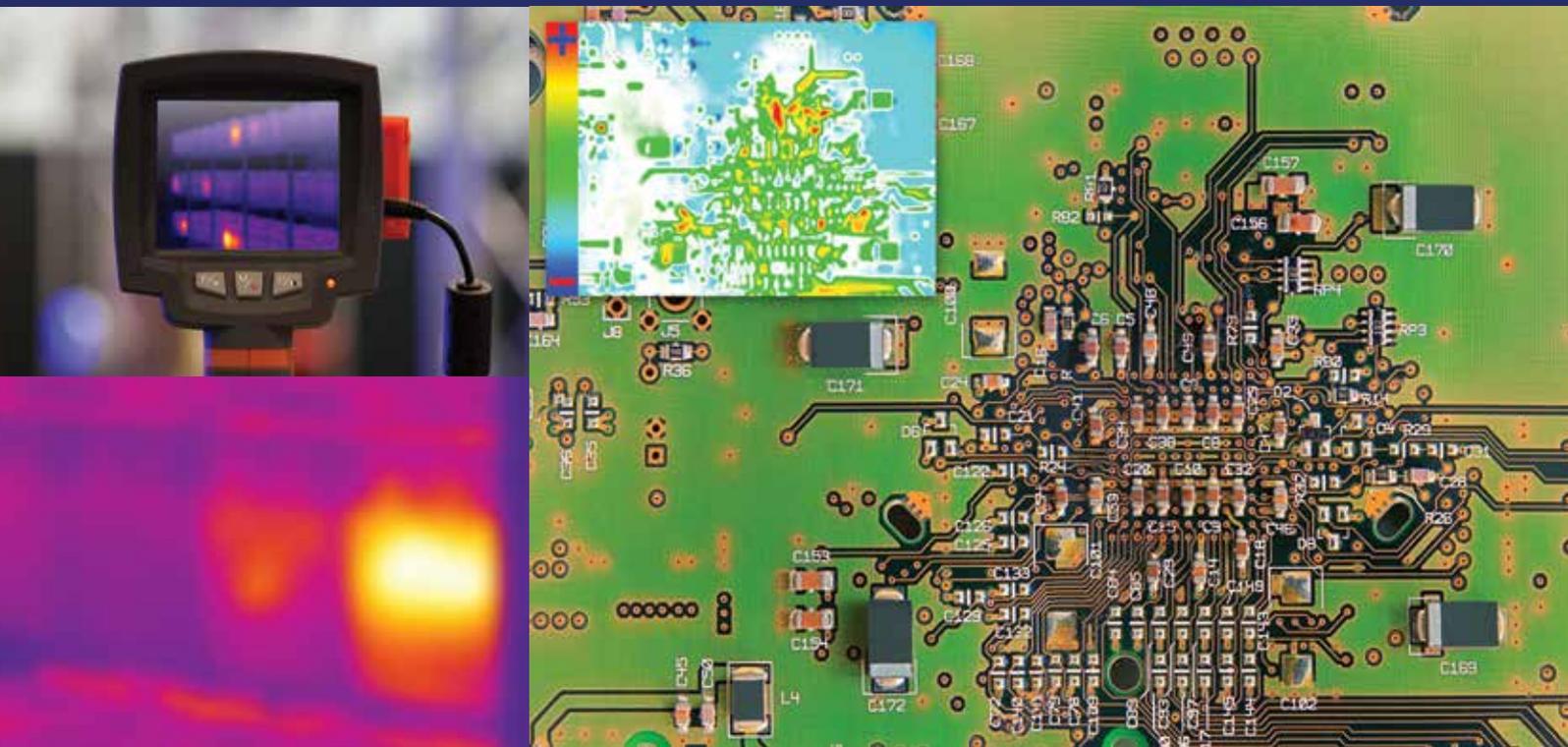
Even with the latest battery technology, innovative design and sound engineering, UPS batteries will eventually deteriorate – especially if they've been doing their job properly – protecting your infrastructure from power supply disruption.

UPS battery design life is based on optimum site conditions and an expected number of charge/discharge cycles. That's why a battery with a five-year design life might require replacement during year four; with a 10-year design life, maybe within year seven. While many UPS and standby power systems test their batteries automatically, nothing beats periodic visual inspection and on-site testing by the system manufacturer.

The Riello UPS UK testing and replacement service provides regular on-site testing to assess and report on the performance and suitability of your battery sets. During testing we'll check and report on variables such as individual cell condition, total battery capacity and the remaining reliable operational life. Testing can be purchased as a one-off service or, for optimum protection, combined with a Riello UPS maintenance plan.

Once routine battery testing is in place, your installation will enjoy the peace of mind that comes from knowing your UPS batteries are being regularly checked and monitored. In fact, with Riello's battery testing service, you can forget about the problems that can result from a neglected battery set – unplanned downtime, worry and loss of reputation.

# Thermal imaging



Think about hotspots. Not the kind you jet off to with an easy mind knowing your UPS requirements are in Riello's safe hands, but the ones that can signal potential points of failure within your business critical electrical installation.

Allowed to develop uncorrected, hotspots can cause minor irritation (including the most frustrating labour and budget-sapping intermittent problems) or major plant downtime.

The good news is that hotspots don't have to go unidentified and unresolved. Riello built its reputation on innovative product and service design. No surprise then, that you can enjoy the benefits of our thermal imaging service – identifying those actual or potential hotspots and arranging appropriate corrective action before they cause more serious (and more costly) problems.



## So, what could a Riello UPS energy survey tell you about your business?

Quantifying the threats to your critical power supply is a big step towards mitigating the risks. Armed with accurate survey information, you are ideally placed to work with Riello UPS to develop a cost-effective solution that will help keep your business running today and tomorrow.

The Riello UPS Technical Energy Consultant (TEC) team are experts in the role power protection plays in business continuity planning. Through a range of PowerUPS services they can help you to design, install and manage a power solution from our wide range of uninterruptible power supplies and standby power systems, generators and automatic transfer switches.

Allied to this is the ability to undertake additional energy surveys to help you understand the cost implications of current and future energy strategies – and the implications for power supply management planning.

Whether you're new to Riello UPS or an existing customer planning further business development, a site survey is the perfect opportunity to discuss your energy, power supply management and standby power requirements with our Technical Energy Consultants (TECs) – professional project and electrical engineers who can help you get the most out of your energy supply and guide you through the selection, specification and installation of a UPS system, standby power or generator.

To ensure a quick, convenient response, the Riello UPS TEC team covers the whole of the UK and Eire.

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