

Service & Maintenance Capabilities

Keeping Critical Power Operational





SUPPORTING YOUR CRITICAL POWER SYSTEMS

Reliable service and maintenance are essential to protecting your business continuity. Riello UPS provides nationwide support for UPS systems and standby generators through our network of certified field service engineers, experienced technical specialists, and strategically managed spare parts.

Whether supporting planned maintenance or responding to emergency breakdowns, our focus is on minimising downtime, keeping critical infrastructure operational, and providing complete lifecycle support.



Tailored Coverage

Choice of Emergency Response Times and levels of support to match your specific needs and criticality of your operations



Nationwide Support

Full UK-wide availability thanks to 40 in-house engineers plus access to another 300 from Authorised Service Partners



Certified Engineers

All engineers are fully trained through our Certified Engineer programme, with many also being NICEIC qualified



Speedy Spare Parts

We hold the UK's largest stockholding of UPS and spares (£6.5m +) through our 4 sites and several other strategic locations

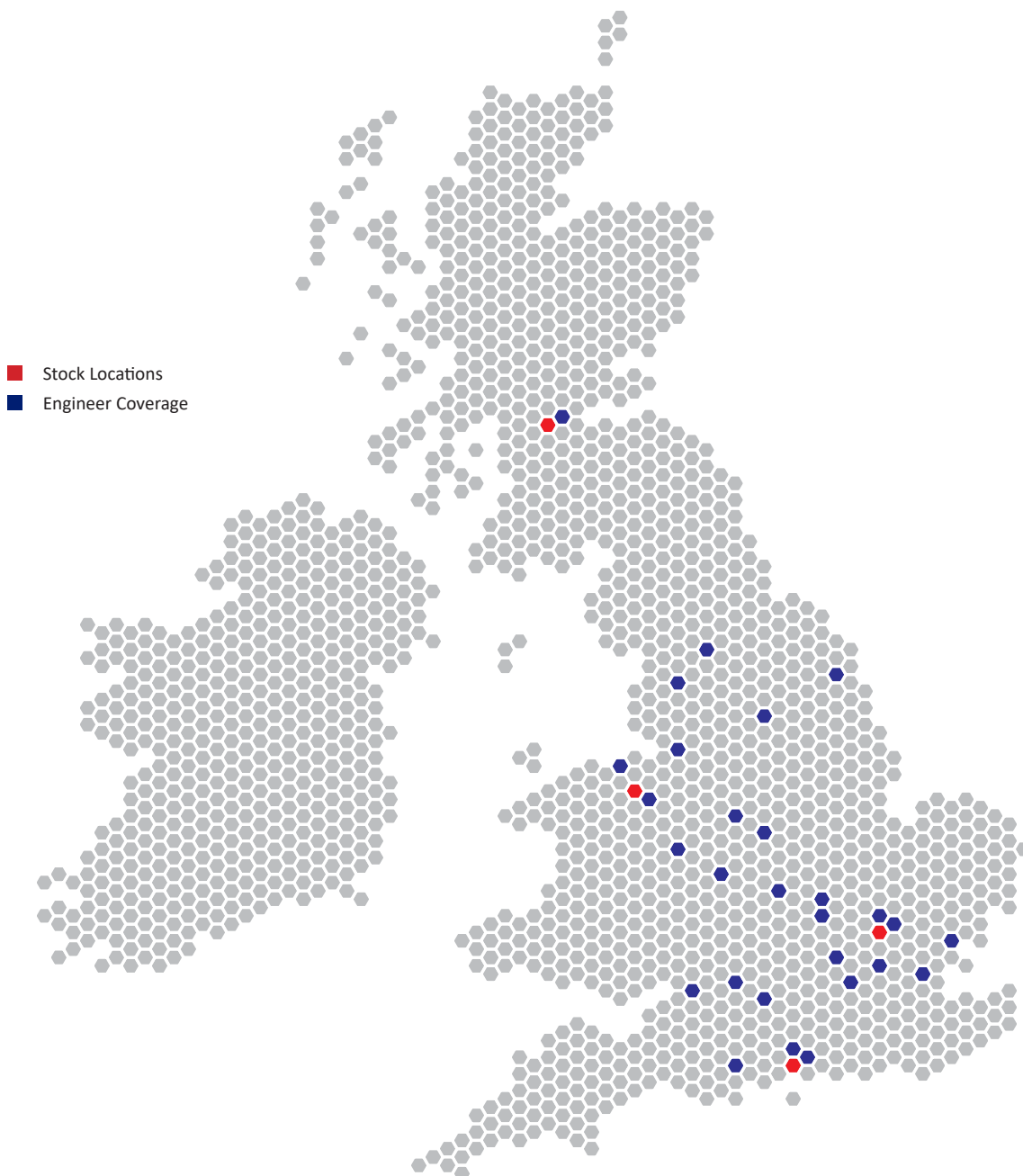


NATIONWIDE ENGINEERING SUPPORT YOU CAN RELY ON

When downtime strikes, every minute counts. That's why our UK-wide network of fully trained and certified engineers is strategically positioned to deliver rapid, reliable support wherever you operate.

Our UPS and generator maintenance plans include **contractually guaranteed emergency response times**, giving you the flexibility to choose the level of support that best matches the criticality of your operation. And with our nationwide engineering and spare parts coverage, you can be confident a certified engineer will arrive within your agreed response window.

Unlike a standard manufacturer's warranty, which is typically provided on a *best endeavours* basis, our maintenance plans provide the reassurance of guaranteed support when you need it most.



GUARANTEED UPS EMERGENCY RESPONSE TIMES



UPS MAINTENANCE COVERAGE OPTIONS

	Lite	Standard	Plus	Premium	Diamond
PMV	✓	✓	✓	✓	✓
Firmware Upgrades	✓	✓	✓	✓	✓
Emergency Response	✓	✓	✓	✓	✓
Labour	✗	✓	✓	✓	✓
Battery Replacement Labour	✗	✓	✓	✓	✓
Replacement Parts (excluding Batteries & Capacitors)	✗	✗	✓	✓	✓
On-Site Crash Kit	✗	✗	✗	✓	POA
Thermal Imaging	✓	✓	✓	✓	✓
Remote Monitoring	POA	POA	POA	POA	✓
Load Bank Testing	POA	POA	POA	POA	POA
Impedance Testing	POA	POA	POA	POA	POA



WHY CHOOSE RIELLO UPS MAINTENANCE?



24-7 Technical Support: our UK-based team is just a phone call away through a single dedicated hotline.



UPS Health-Checks: annual Preventive Maintenance Visit (PMV) by one of our fully-certified UPS engineers.



Rapid Response: 100% guaranteed emergency response (and even fix) times to suit your specific needs.



Free Software Updates: firmware upgrades automatically installed during every PMV so your system is up-to-date.



Fully-Certified UPS Engineers: all engineers (in-house and authorised service partners) must successfully pass a Certified Engineer training programme to prove their competence.



Thermal Imaging: cutting-edge thermal imaging technology included as standard during PMVs to accurately identify heat-related faults.



Speedy Spare Parts: we store replacement parts in several locations across the UK so they're with you as quickly as possible, often within hours of a fault first being reported.



Remote Monitoring: our cloud-based Riello Connect service gives you the added peace of mind of having a team of trained technicians monitoring your UPS system round-the-clock.



Onsite Crash Kits: flight cases full of key components and spares available for the most business-critical locations.



Optional Extras: our expert team offers a range of added-value services including load bank testing, impedance testing, and battery testing.



Clarity Over Consumables: apart from batteries and capacitors, all replacement parts and components are covered, including replacement fans.



Contract Control: unlike other providers, there are no automatic contract renewals – the choice is entirely yours.



No Hidden Costs: labour costs, including battery replacement labour, included provided it takes place during normal working hours (NB not for Lite plans).

Please note while many of these features are included as standard, some are optional or only available with specific maintenance plans. Check with our Riello UPS service team for further details.



GENERATOR MAINTENANCE COVERAGE OPTIONS

	Gold		Platinum		
	Lite	Standard	Lite	Standard	Plus
2 x Preventive Maintenance Visits	✓	✓	✓	✓	✓
Response Time	8 working hours	8 working hours	4 clock hours	4 clock hours	4 clock hours
Emergency Call Out	24/7	24/7	24/7	24/7	24/7
Technical Support	✓	✓	✓	✓	✓
Consumables (Coolant, Oil & Fuel Filters)	✓	✓	✓	✓	✓
Callout Labour & Travel	✗	✓	✗	✓	✓
Remote Monitoring	✗	✗	✗	✗	✓
Remedial Labour	✗	✗	✗	✗	✗
Replacement Parts	✗	✗	✗	✗	✗

ADDITIONAL GENERATOR SERVICES

As well as our ongoing standby generator maintenance plans, we also offer a comprehensive range of generator servicing and testing, including:



Load Bank Testing

Test under real-life conditions



Generator PMVs

Reduce risk of downtime



Fuel Polishing

Clean fuel means reliable power



Refuelling Contracts

Priority access to fuel



Fuel Sampling

Early detection of contamination



Generator Refurbishment

Maximise equipment lifespan

