



UPS SERVICE VISITS & HEALTH CHECKS

A UPS is like any other piece of equipment. Wear and tear over time is inevitable and without regular check-ups your unit's performance can easily become compromised, increasing the likelihood of failure and damaging downtime.

That's why it's crucial to have your UPS serviced regularly by a fully trained and certified engineer. Ideally, we'd advise at least 1 service visit a year.

Preventive Maintenance Visits (PMVs) are a key element of all ongoing Riello UPS maintenance agreements. But for customers not covered by a contract, we can also provide such service visits on an ad-hoc basis too.

Fully-certified UPS engineers will conduct a thorough inspection of your entire system, check all components, install the latest firmware updates, and advise you of any remedial actions to make sure your UPS is in its best possible condition.

WHAT'S INCLUDED IN A TYPICAL PMV?

- Visual test: a thorough inspection of the installed UPS system and battery set.
- Physical tests: a full review of electrical connections. Thermal imaging included as standard to detect heat-related issues.
- Mechanical tests: series of functional checks including recording electrical measurements and the system's operational state.
- Environmental tests and a complete check of the surroundings for potential problems such as dust or humidity.
- Download and comprehensive review of the UPS history logs.
- Installing any necessary firmware upgrades or software updates.
- Full reporting of any major or minor faults found during the PMV.
- Completion of the maintenance register.
- Our recommendations to improve operational reliability.

