



## DIAMOND MAINTENANCE - YOUR ULTIMATE INSURANCE

When downtime simply isn't an option, our Diamond UPS maintenance coverage guarantees your peace of mind. It provides unparalleled protection for your mission-critical equipment.

The pioneering plan is the UK's first to combine a rapid 4 clock hours Emergency Response Time with a promise to fix the fault within a further 8 hours of arriving on site. No ifs, no buts.

And if we fail to live up to those pledges, we'll put our money where our mouth is and give you a refund\*.

Diamond coverage goes above and beyond even the supreme support you receive with any of Riello UPS's other industry-leading maintenance contracts.

## WHAT DO I GET WITH DIAMOND UPS MAINTENANCE COVERAGE?

- A fully-certified engineer onsite within 4 hours of you first reporting the fault. 100% guaranteed.
- We'll fix the fault within 8 hours of us being on site.
- If the UPS is beyond repair, we'll replace it. And you'll get a refund if it takes longer than 8 hours, no questions asked.
- Receive round the clock protection from our Riello Connect remote monitoring service.

*\* 10% refund of the agreement value, plus a further 10% for each 24 hour period after the initial 8 hours until the UPS is either repaired and fully working, or replaced with a temporary UPS. Maximum refund amount limited to the total value of the agreement. T&Cs apply.*

