

Service Contract

PowerWalker service contracts are designed to offer a preventive maintenance plan tailored to your individual needs and service-requirements. From initial visits, commissioning and on-site maintenances, our service contracts not only extend the life of the PowerWalker products but ensure their maximum performance.

"When it comes to power protection, don't leave anything to chance"

Our authorized service partner is available 24/7 to consult you and organize necessary remedial actions. With the contract in place you get peace of mind and a simple course of actions to follow in case of any concern related to the UPS system. In an unlikely event of a failure we commit to bring back the system to operation within hours.

With one of the three service package options you choose the level of coverage and protection that makes the most sense for your business.





Features and Benefits



Duration

2 years

Scope

- Initial Visit
- On-Site Repair

Service Time

- 24/7 Service Hotline
- 5 days / 13h Repairs
- Arrival within 8h

Gold



Duration

3 years

Scope

- Initial Visit
- On-Site Repair
- Scheduled Maintenance Visit

Service Time

- 24/7 Service Hotline
- 5 days / 13h Repairs
- Arrival within 8h

Platinium

BWT-P3-C

Duration

• 3 years

Scope

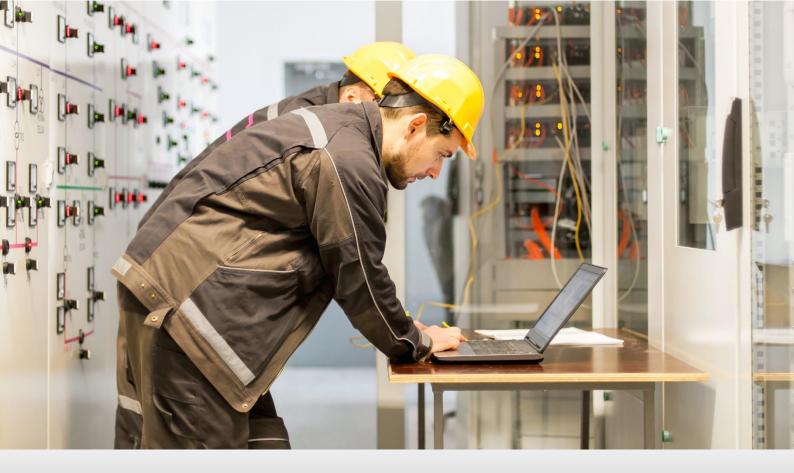
- Initial Visit
- On-Site Repair
- Scheduled
 Maintenance Visit

Service Time

- 24/7 Service Hotline
- 7 days / 24h Repairs for 365 days a year
- · Arrival within 4h
- Repair within 8h

All contracts are extendable by 1 year at a time including discounts for out of warranty spare parts and batteries. For detailed info please visit https://bwt.powerwalker.com.





Details of Services

Code	Service Package:	BWT-B2-C	BWT-A3-C	BWT-P3-C	
VD	Contract Duration	2 years	3 years	3 years	
WE	Warranty (excluding batteries)	2 years	3 years	3 years	
WB	Warranty for batteries	2 years	2 years		
			30% discount for 3rd year	ır	
HL	Service desk availability and	7 x 24			
	problem reception	7 days a week, 24 hours a day, 365 days per year			
SZ	Service times	5 x 13	5 x 13	7 x 24	
		Monday to Friday	Monday to Friday	7 days a week, 24h a day	
		between 7:00 and	between 7:00 and		
		20:00 (excluding	20:00 (excluding		
	Tarketal Bases and the	public holidays)	public holidays)		
TR TA	Technical Response time Technician Arrival time on site	60 minutes for a call back from a qualified technician Within 8h during covered hours Within 4h			
IZ	Fix time	Within 8h during covered hours Within 12h during covered hours		Within 8h	
IV	Initial visit prior installation	Yes	Yes	Yes	
MV	Scheduled Maintenance Visits	165	1 per year	1 per year	
IVIV	Scheduled Maintenance Visits 1 per year 1 per year				
Code	Service Package Extension:	BWT-BE-C	BWT-AE-C	BWT-PE-C	
Code	Service Package Extension: Contract Duration	BWT-BE-C 1 year	BWT-AE-C 1 year	BWT-PE-C 1 year	
VD WE	Contract Duration Warranty (excluding batteries)	1 year 25% discount for spare parts	1 year 40% discount for spare parts	1 year 40% discount for spare parts	
VD WE	Contract Duration Warranty (excluding batteries) Warranty for batteries	1 year 25% discount for spare parts 20% discount	1 year 40% discount for	1 year 40% discount for spare	
VD WE	Contract Duration Warranty (excluding batteries) Warranty for batteries Service desk availability and	1 year 25% discount for spare parts 20% discount 7 x 24	1 year 40% discount for spare parts 30% discount	1 year 40% discount for spare parts	
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VD WE	Contract Duration Warranty (excluding batteries) Warranty for batteries Service desk availability and	1 year 25% discount for spare parts 20% discount 7 x 24	1 year 40% discount for spare parts 30% discount	1 year 40% discount for spare parts	
VD WE WB	Contract Duration Warranty (excluding batteries) Warranty for batteries Service desk availability and problem reception	1 year 25% discount for spare parts 20% discount 7 x 24 7 days a week, 24 hours	1 year 40% discount for spare parts 30% discount a day, 365 days per year	1 year 40% discount for spare parts 30% discount	
VD WE WB	Contract Duration Warranty (excluding batteries) Warranty for batteries Service desk availability and problem reception	1 year 25% discount for spare parts 20% discount 7 x 24 7 days a week, 24 hours 5 x 13	1 year 40% discount for spare parts 30% discount a day, 365 days per year 5 x 13	1 year 40% discount for spare parts 30% discount	
VD WE WB	Contract Duration Warranty (excluding batteries) Warranty for batteries Service desk availability and problem reception	1 year 25% discount for spare parts 20% discount 7 x 24 7 days a week, 24 hours 5 x 13 Monday to Friday between 7:00 and 20:00 (excluding	1 year 40% discount for spare parts 30% discount a day, 365 days per year 5 x 13 Monday to Friday between 7:00 and 20:00 (excluding	1 year 40% discount for spare parts 30% discount	
WB HL	Contract Duration Warranty (excluding batteries) Warranty for batteries Service desk availability and problem reception Service times	1 year 25% discount for spare parts 20% discount 7 x 24 7 days a week, 24 hours 5 x 13 Monday to Friday between 7:00 and 20:00 (excluding public holidays)	1 year 40% discount for spare parts 30% discount a day, 365 days per year 5 x 13 Monday to Friday between 7:00 and 20:00 (excluding public holidays)	1 year 40% discount for spare parts 30% discount 7 x 24 7 days a week, 24h a day	
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VD WE WB HL SZ	Contract Duration Warranty (excluding batteries) Warranty for batteries Service desk availability and problem reception Service times	1 year 25% discount for spare parts 20% discount 7 x 24 7 days a week, 24 hours 5 x 13 Monday to Friday between 7:00 and 20:00 (excluding public holidays) 60 minutes for a call bac Within 8h during covere	1 year 40% discount for spare parts 30% discount a day, 365 days per year 5 x 13 Monday to Friday between 7:00 and 20:00 (excluding public holidays) k from a qualified technicid hours	1 year 40% discount for spare parts 30% discount 7 x 24 7 days a week, 24h a day an Within 4h	
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Additional Services

Commissioning

We recommend using our professional commissioning service for Uninterruptible Power Supplies. After the initial visit, which covers site survey and reporting, our qualified team will proceed to the installation and configuration of the UPS system. Please contact us in advance to discuss the scope of work, your requirements, signaling integration and other application-specific topics.

Battery Replacement

Even for the best batteries that we offer, the due replacement time inevitably comes. You can arrange a hassle-free replacement of the batteries with a help of our certified team. With a service contract in place, we offer discounts for the purchase of batteries. We will also take care of the disposal of the old batteries.

