



START UP SERVICE 3-PHASE MODULAR UPS SYSTEMS

SERVICE PART NUMBER: C3P11000

Eligible Models and Upgrades	Coverage
3-Phase Modular UPS	SM020KAMFA, SM040KAMFA Standard Systems. Includes system configurations up to maximum number of Power Modules in UPS Cabinet and Battery Modules in Primary Battery Cabinet
	Performed during normal business hours (M-F 8 to 5) within USA (Contiguous 48 States)
Service Upgrade Options	Additional Battery Cabinets
	Advanced Programming and Integration
	Customized Operator Training
	Service performed outside of normal business hours (M-F 8 to 5)
	Technician travel to Alaska and Hawaii

Overview

The CyberPower Start Up Service for 3-Phase Modular UPS systems provides a full system operation performance and validation review. The completion date of the Start Up Service activates the warranty coverage and management of optional service plans. The Start Up Service includes the following:

- CyberPower certified service technician on-site to perform complete scope of work.
- Perform all system inspection and start-up deliverables to validate system performance.
- Provide system operator training after start-up and system is validated.
- Activates 24/7/365 technical support and warranty coverage.

Exclusions from this service Scope of Work

The following situations or identified services are not included in this standard service offering.

- System assembly, installation, wiring, local permits, site clean-up.
- Correction of cabling problems or wiring resulting in incorrect phase rotation.
- Removal or service of other currently installed equipment or components

START UP SERVICE DETAILS

TOPIC	DESCRIPTION
Defined Scope and Pricing	Includes on-site technician labor and travel expenses.
Scheduling and Arrival	Technician arrival is coordinated for a date and time to meet with the appointed customer contact during standard service hours. Upgrades to 24/7 scheduling are available.
Certified Field Engineer	Field Service Technician is certified by CyberPower to meet the requirements for safety and product knowledge to perform the system start up service.
System and Site Review	Inspect the system for handling damage, proper installation. Confirm site meets operation environment requirements and service access.
Installation Safety Check	Confirm circuit breakers are properly sized. Verify wiring to and from the circuit breakers is correct and ground electrode conductor is installed correctly, if applicable. Incoming voltages will be checked to match system specification. Phasing and phase rotation will be verified.
Battery Modules Inspection	Measure and record ambient temperature. Record battery configuration and battery serial numbers where applicable.
Wiring Review	Inspect and verify power, communications, and controls wiring is terminated correctly.
System Start Up	System will be powered on to verify functionality in all applicable modes of operation in accordance with manufacturer specifications. Communication options will be verified for proper configuration.
Voltage Check	Confirm system output voltage is within defined specifications. Verify proper output waveform regulation and where applicable, verify internal battery voltages within defined specifications.
Bypass Check	Test and ensure static and maintenance bypass functions operate correctly.
LCD Control Panel	Test and ensure all operator control panel functions and readings perform accurately.
System Function Tests and Demonstration	System output voltage and waveform verified within system specifications. Accuracy of control panel readings verified. Demonstration of all applicable system operation modes with the appointed customer representative(s).
Battery Load Test	Technician will remove input power to the UPS to simulate an outage and verify the unit is operating as designed.
System Operator Training	After completion of system start up service, the Service Technician will provide basic system operator training for onsite operators.
Start Up Service Report	Provided to customer for record of system baseline data, services performed, and documentation of official system start date.

Project Plan and Delivery

Services delivery planning and schedule details provided by CyberPower to customer.

Scheduling

- Set dates determined and agreed upon by CyberPower and customer.

Location

- Address for onsite service, including specific site information is provided and approved by CyberPower and the customer.

Service Completion

- CyberPower will have completed the scope of this service when all activities are delivered as written in this document or the service is terminated for other reasons within the CyberPower customer agreement for this service.

RESPONSIBILITIES - CYBERPOWER & CUSTOMER

CyberPower Responsibilities

- Arrival and service performed on scheduled service date.
- Perform Start Up service to manufacturer requirements.
- Operate and test system in all modes.
- Perform Operator Training.
- Record any observed technical issues.
- Provide completed and signed service form(s) to customer.

Customer Responsibilities

- Provide information about any special site conditions that could impact successful service delivery such as site access requirements, security clearance needs and process, union requirements, vehicle access, loading dock status and access, elevator status, or other special situations.
- After review and agreement with CyberPower, special site conditions must be documented on the customer purchase order.
- Provide acceptable dates and times for service technician arrival and service to be performed.
- Provide onsite point of contact(s) for scheduling, site access, and during time of service.
- Ensure system assembly and installation is completed, including all electrical wiring and cabling is connected prior to Field Engineer arrival.
- Ensure site system personnel are present for Operator Training.
- Power is not applied to the UPS until the technician has verified proper installation.

CYBERPOWER TERMS & CONDITIONS

- This is a standardized service with a fixed price and applies to customer site locations with standard site and product access. Any special site requirements or conditions may require a custom quote. Contact CyberPower application engineering prior to placing a purchase order.
- All services performed onsite will occur during normal business hours (8 am to 5 pm) Monday – Friday. Should different onsite scheduling be required, please contact CyberPower service sales or tech support for a custom quote.
- All onsite services performed by a CyberPower certified service technician.
- System components and parts may arrive in advance of the service technician visit and must be safely stored in the customer’s receiving storage area.
- If safe system components, parts storage and staging cannot be provided in advance of the service technician visit, please contact CyberPower service sales or tech support prior to placing the purchase order for a custom quote to have special “service technician internal delivery” handling charges added.
- The equipment being installed must be operated or stored in an environment that meets manufacturer defined specifications.
- Upon completion of service, the certified service technician will provide a signed document checklist of all services performed.
- CyberPower standard service terms and conditions apply.