



CRITICAL POWER SOLUTIONS

# EVERPOWER™ SERVICE

## RELIABLE SERVICE PARTNERSHIP

A crucial part of ensuring that your uninterruptible power supply (UPS) is functioning at its highest reliability is partnering with a trusted service provider.

A partnership with our team ensures that your equipment is properly maintained, and prevents your business from going dark.



DON'T LET YOUR BUSINESS GO DARK®

## WHY CHOOSE US?

In addition to having the most reliable critical power system on the market, you need the right partnership with a trusted service provider. This ensures that your critical infrastructure is properly supported, not only by the right equipment but also the service maintenance it needs to be as strong as possible.

Who better to trust with your equipment than the very company that manufactures it? We understand the importance of up-time for your operations, and our services are specifically designed to optimize the performance of all equipment from our EverPower UPS line.

By choosing an EverPower contract plan, you receive a wide range of benefits and services delivered by our experienced and knowledgeable technicians. Our contract plans offer exclusive advantages such as discounts on parts, and priority response times during critical emergencies.

### HIGHLIGHTS



TECH SUPPORT

Our knowledgeable team is your resource, and is here to answer any questions you may have about your equipment and find a solution- be it remote troubleshooting or sending a technician onsite.



EMERGENCY SERVICE

Each contract option has an accelerated response time for emergencies, ensuring that you and your business are prioritized when you need it most.



SPARE PARTS DEPOT

With our 24/7 shipping capabilities and 12 locations around the country, you have Uninterrupted Peace of Mind when it comes to sourcing parts for your equipment.



BATTERIES

Our service team performs annual maintenance; repairs, and replacements; and each tier of our maintenance contract offers a discount on batteries.

## EVERPOWER™ SERVICE CONTRACTS

	CONTRACT OPTIONS			NO CONTRACT
	GOLD	SILVER	BRONZE	TIME AND MATERIAL
24/7 Technical Support/ callback (30 minutes)	✓	✓	✓	
Emergency Response Time (Onsite)	4 hours	6 hours	8 hours	best effort
Emergency Service	✓	✓	35% discount	standard price
After Hours Emergency Service	✓	45% discount	35% discount	standard price
Preventative Maintenance Scheduling	24/7	normal hours	normal hours	standard price
Access to Nationwide Spare Parts Depot	✓	✓	✓	
Remedial Parts	✓	50% discount	35% discount	standard price
Fans (5 year replacement cycle)	35% discount	25% discount	15% discount	standard price
Caps (15 year replacement cycle)	35% discount	25% discount	15% discount	standard price
Fuses/ Breakers	35% discount	25% discount	15% discount	standard price
Batteries	discounted	discounted	discounted	standard price
Labor Rates for Scheduled Support	discounted	discounted	discounted	standard price

✓ = included

## \*ESTIMATED COST SAVINGS



\*Savings are based on a service contract plan compared to a pay as you go approach over 5-years for a 9900B UPS with two strings of batteries. Costs include preventative maintenance, replacement of lifecycle parts, and unlikely remedial repairs.



## WHAT OUR PARTNERS SAY

"We have a real good relationship with Mitsubishi. Whenever we have questions, they get responded to right away. I think you guys do a great job of responding in a timely manner, [and] dealing with issues."

– Jonathan Markum, Logistics Project Engineer, SourceBlue

"It was just an email and a phone call. Having a relationship like that with Mitsubishi, especially when it's a critical problem and [knowing that] they're going to react to your needs... we're appreciative of [that]."

– Robert Pohodich, Critical Infrastructure Engineer, DataBank

"[They] keep our sanity and have met every unrealistic schedule... in our job, we need a partner like that."

– Jim Cline, Facility Manager, Defense and Security

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## EVERPOWER™ SOLUTIONS



### UPS Systems

Mitsubishi Electric's Everpower solutions feature precision engineered highly reliable uninterruptible power supplies integrated with a portfolio of battery technologies and comprehensive services to support mission critical operations.

## CRITICOOL® SOLUTIONS



### DX Cooling Systems

Mitsubishi Electric's cooling technology is the product of decades of experience in mission critical applications with innovative equipment and systems that run efficiently and reliably, 24/7. Our modular designs are also easy to install and operate.






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## ABOUT US

Based in Pittsburgh, PA, the Critical Power Solutions Division (CPSD) for Mitsubishi Electric US is a business unit of [Mitsubishi Electric Power Products, Inc. \(MEPPI\)](http://MitsubishiElectricPowerProducts.Inc.(MEPPI)).

Mitsubishi Electric manufactures and delivers purpose-built uninterruptible power supplies and IT cooling solutions -backed by decades of expertise and innovation- to maximize uptime for North America's critical facilities.

CPSD's operations include Project Application Engineering, Design Engineering, Service & Support, Manufacturing & Warehousing, Quality, Sales and Marketing.

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