

service solutions



EXCEEDING EXPECTATIONS

Over the years, SEPS' high performance standards have set the pace for the power protection industry. With its commitment to building long term partnerships, SEPS is distinguished by its outstanding service philosophy focused on your 100% satisfaction.

In today's world, uptime is critical and most businesses need to achieve an annual network reliability factor of 99.999% for data accessibility. SEPS, with more than 50 years of field experience and leadership in power protection, helps businesses achieve this goal by offering a broad range of services and equipment designed to protect you through and through.

Exceptional Service Standards

- ▶ **24/7 support for answers when you need them fast**
- ▶ **Technicians who are trained and certified to manufacturers' standards**
- ▶ **Knowledgeable, live assistance – no recorded or automated messages**
- ▶ **Flexible maintenance and performance plan options**
- ▶ **On-site response options to accommodate your needs**
- ▶ **Extensive inventory of equipment for timely, accurate delivery**
- ▶ **Toll-free service hotline for your convenience**
- ▶ **Free phone support to SEPS' customers**

The prevailing attitude at SEPS is to do whatever needs to be done to satisfy and help customers. Right from the start, SEPS strives to be your power partner. Accurate assessments and professional response are reasons why so many customers turn to SEPS for service and support.



SEPS' technical support and maintenance agreements keep Belt Railway Company's standby power at peak performance.

– Charlie Ridgeway, Belt Railway Company

When you can't afford to sacrifice uptime, you can't afford shortfalls in power protection. SEPS has a wide variety of service offerings to make the installation and operation of your equipment worry-free.

PowerLink®

PROFESSIONAL INSTALLATION

Proper installation of power protection equipment today can save you costly downtime later. PowerLink® installation service ensures that all systems are GO! There are no short cuts – only exacting workmanship and installations that meet manufacturers' specifications.

Our service starts with a thorough site survey followed by a written plan of action. Once you have agreed on the plan of action, SEPS will install your equipment without hassle, using only the highest quality materials and following national, state and local fire and safety codes. Our service is complete once the equipment is running and you are completely satisfied!

PowerCare ProSM

PROFESSIONAL SERVICES

Trained and certified service technicians help you keep your system up and running. From system startup to long term maintenance and support, SEPS is always available and accessible.

A toll-free service hotline gives you quick and easy access to a team of service experts. Contact SEPS for all of your service needs.

- ▶ Startups
- ▶ Performance Checks
- ▶ Repair Service
- ▶ Emergency Service
- ▶ Battery Testing
- ▶ Power Audits
- ▶ System Expansions

PowerCare PlusSM

PERFORMANCE PLANS

Your data and network are vital to your operation. Protect your equipment and operation with a performance plan from SEPS.

Flexible and customizable plans allow you to receive top priority service from one of the industry's strongest service organizations. Contact SEPS to discuss a plan that fits your needs.

- ▶ Maintenance Plans
- ▶ Repair Plans
- ▶ Parts Plans
- ▶ Exchange Plans
- ▶ Monitoring Plans

Survey results show that 99.36% of SEPS' customers are satisfied with their service experience.



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