

BPC Service & Support

Service, Maintenance, Rental & Training

A black and white photograph of a technician wearing a white hard hat and a dark t-shirt. The technician is seen from the back, working on a complex piece of electrical equipment with many wires. The t-shirt has the slogan 'Keep the Power on' printed on it, with 'Power' in red and 'Keep the' and 'on' in white.

Keep the Power on

Choosing the right backup power supply can be a long and costly process, but once you have found a suitable system, longevity is essential.

The investment made to ensure your critical equipment is supported does not stop at installation. A reliable and efficient UPS or Static Inverter is only the start to ensure you gain full expected life from your power supply, regular maintenance is vital.

BPC's commitment is to achieve the highest levels of customer satisfaction by providing real solutions that work reliably and meet your specific needs. All BPC products are backed by a superb after sales service providing comprehensive emergency breakdown and spares support.

BPC's devotion is reflected in the enduring quality of its products and is matched by an equally lasting commitment to customer care.

BPC Virtual Service

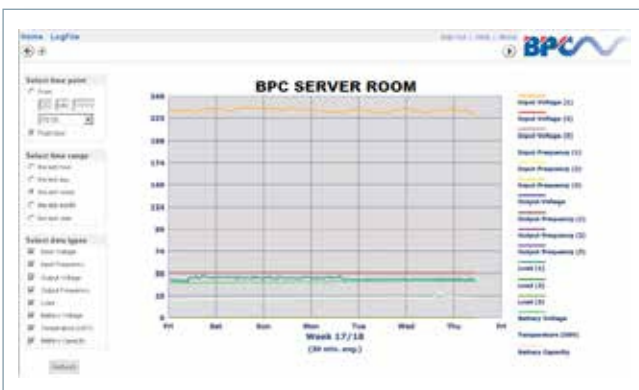
24/7 Remote Monitoring Solution

BPC Virtual Service continuously communicates with a BPC UPS or Static Inverter to provide a 24/7 monitoring solution anywhere in the world. All communication transfers to the UK based control centre where the data is analysed by experienced and qualified BPC engineers.

If an anomaly or fault should occur, the BPC controller will investigate and determine what action should be taken. The controller will mobilise an engineer or make contact with a local based service partner and provide all necessary details to report direct to the customer.

Virtual Service provides the highest customer security by ensuring one way communication with the site. The power device requires only a BPCVS-SNMP card connected directly to the local network to allow monitoring.

All of the Virtual Service communication to the BPC Control Centre is transmitted purely by email as the SNMP card sends an email package of data every 10-16 minutes. This secure connection is completely controlled via the site and removes BPC from any access to secure data.



The Virtual Service system has the ability to monitor multiple Power Devices:

- UPS Systems
- Static Inverters
- Batteries
- Static Transfer Switches
- Generators
- Environmental Sensors
- DC Systems

Key Benefits:

- 24 hour continuous monitoring and management of your power device
- Business critical loads protected by dedicated and highly skilled personnel
- Prevention and early detection before fault occurs
- Ideal for mission critical systems and unmanned sites
- Annual reports provide in depth details of readings and events

REPORTING

Depending on the level of Virtual Service required, annual or monthly reports are provided which detail the captured readings and events. BPC Virtual Service can capture the following data:

- Input Voltage
- Input Frequency
- Battery Voltage
- Battery Temperature
- Battery Capacity
- Autonomy Time
- Load Percentage
- Output Voltage

ALERTS

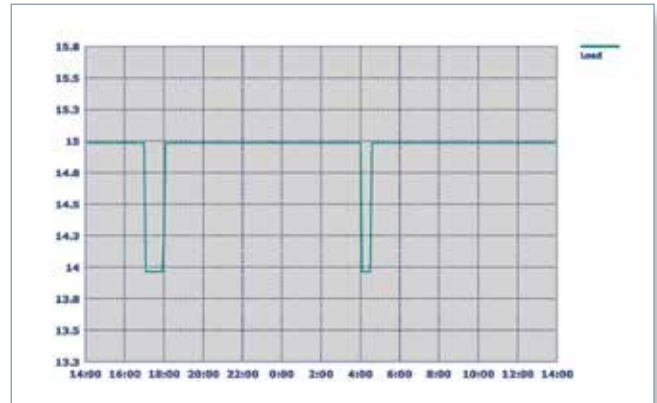
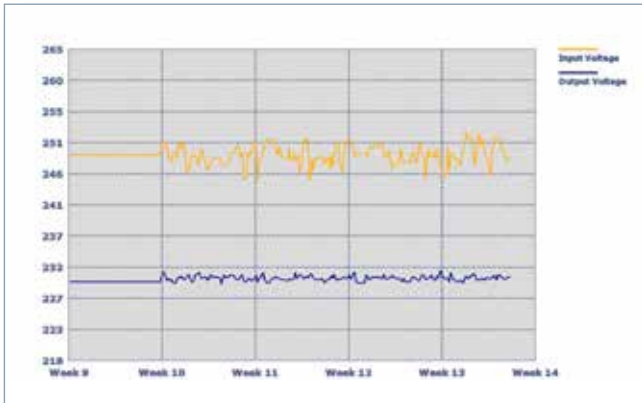
The email transfer system is called the Power Heart-Beat. The virtual service control centre is continuously monitoring the steady pulse being sent by the power device. If the power device heart-beat stalls or stops, the BPC controller is made aware and contacts the necessary party to investigate.

COMPLETE SERVICE PACKAGE

BPC Virtual Service works in tandem with your existing service contract and Battery Analysis and Care System (BACS), improving service levels and mean time to repair, by allowing the engineer to arrive on site with the correct equipment and spares.

Advanced Power Conversion Solutions

Example screenshots of BPC Virtual Service.

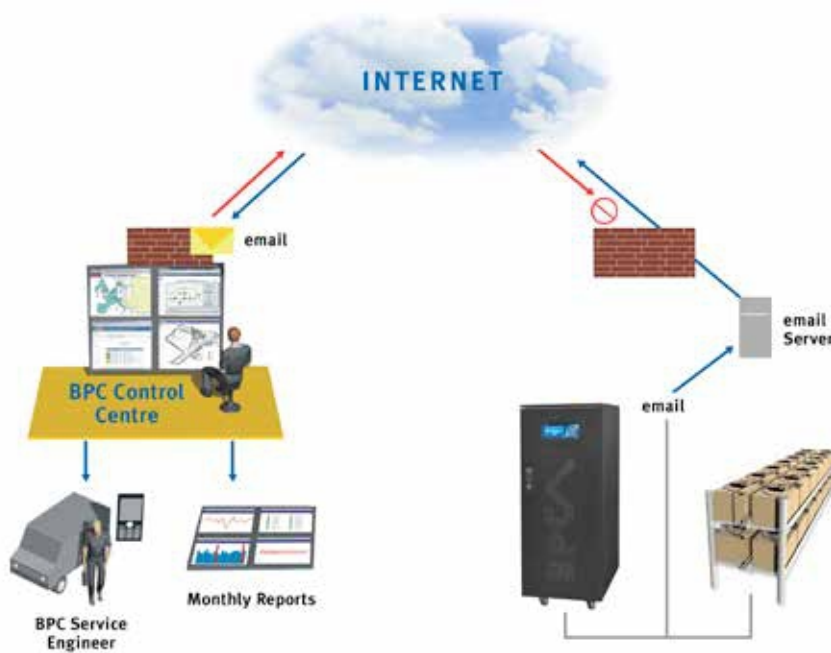


Various parameters can be measured and analysed over user set time periods.



Virtual Service Site Viewer.

Virtual Service monitoring a rack of batteries using the BPC BACS system. This image shows an alarm on high temperature batteries.



Advanced Power Conversion Solutions

The BPC Group

BPC is an international company operating for 20 years globally, with partners and distributors located around the world.

These regions include:

EUROPE

UK, France, Germany, Gibraltar, Ireland, Netherlands, Malta, Norway, Portugal.

MIDDLE EAST

Bahrain, Jordan, Kuwait, KSA, Lebanon, Oman, Qatar, UAE, Yemen.

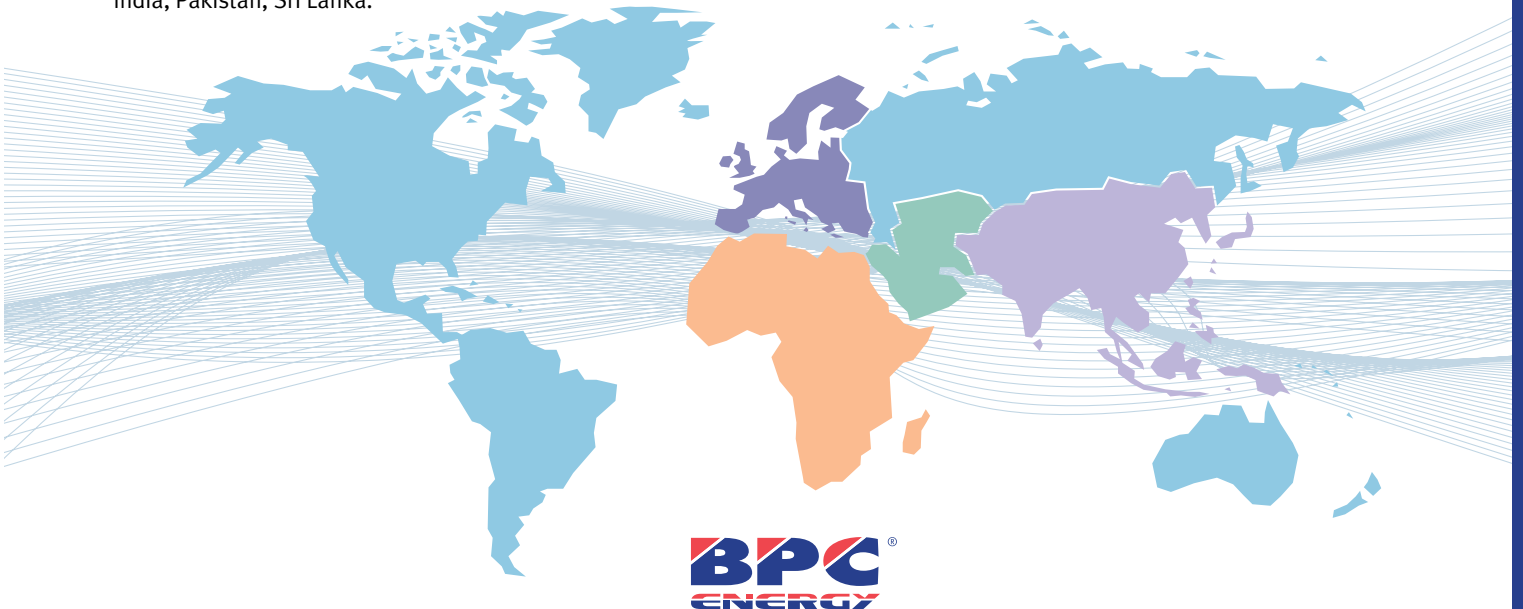
AFRICA

Burkina Faso, Democratic Republic of the Congo, Egypt, Ethiopia, Kenya, Ghana, Libya, Nigeria, Rwanda, Sierra Leone, Sudan, Tanzania, Uganda, Zambia.

FAR EAST & ASIA

India, Pakistan, Sri Lanka.

To ensure a high level of pre and post-sales support is offered, BPC work closely with distributors, providing key commercial and technical training whilst providing competitive costing structures tailored to specific region markets, ensuring the most suitable BPC products are offered. We pride ourselves on long standing relationships with our partners which is reflected in the ongoing support provided locally.



The British Power Conversion Company

Authorised Distributor