



Comprehensive Maintenance Solutions

For AC/ DC battery Back Up Systems

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| SERVICE SOLUTIONS

Maintenance

- UPS maintenance contracts
- Charger maintenance contracts
- Inverter/Converter maintenance contracts

Onsite

- Site survey
- Installation and commissioning
- Load bank testing
- UPS relocation and disposal
- Deployment of makeshift equipment

- Flexible Service Plans
- Load bank testing,
- Equipment rentals for emergency deployments

| ENGINEERING SOLUTIONS FOR TOTAL POWER PROTECTION

At LIVELINE, our core business is the design, engineering, manufacturing, testing installation and maintenance of secure power protection systems such as UPS systems, Battery chargers, Inverter/converter units at our ISO 9001 & 14001 certified plant in Kolkata. We also offer the most comprehensive and cost-effective service plans available, ensuring your power protection systems are expertly maintained on a regular basis and delivered by our trained engineers and support staff to maintain your business loads up & running trouble free.

UPS MAINTENANCE CONTRACTS

LIVELINE maintenance programs offer the flexibility to choose the level of service needed to ensure that risks and costs are minimized. They all provide regular maintenance visits and you can choose the level of service time you need to suit your business requirements. To maximize the reliability of your back up systems such as UPS, Battery chargers, Inverter/Converter units, a service plan from LIVELINE also ensures critical component degradation is identified and that repairs or replacements are carried out before a fault occurs. Immediate spares availability is assured through our extensive spares inventory.

Features

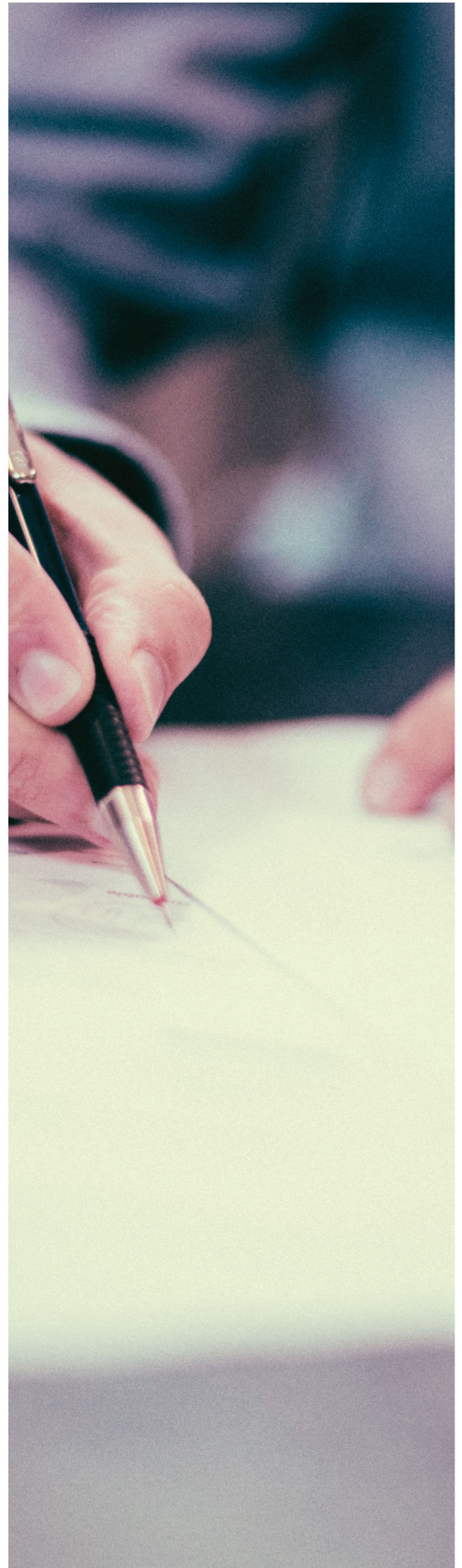
- Routine inspection and preventative maintenance
- Emergency call-out options including guaranteed speed of response, 24 hours a day, 365 days a year
- Battery maintenance
- Comprehensive and non-comprehensive plans
- 24X7 coverage plans

Key benefits

- Comprehensive plans competitively priced optimizing UPS availability – with Guaranteed response times to site – we're there when we say we'll be there 24/7 telephone support for an instant response to your service needs.
- Extensive network of trained field service engineers.
- Service for a wide range of UPS brands .
- Support contracts tuned precisely to each installation, so you only pay for the service level you need.
- Remote monitoring options to complement telephone support.
- Extensive spare parts inventory ensuring maintenance and repairs are carried out without delay.

We will communicate with you right through the service process, proactively managing your service visits and organizing the best time to visit to minimize any disruption.

All this not only ensures your power protection system will guarantee your business continuity but assures your peace of mind.



BATTERIES

Battery replacement and upgrade We supply and fit batteries of all types into all models of UPS and secure power systems. KUP also offers a battery replacement programme for a wide range of battery supported products. We can supply a replacement UPS battery compatible with your AC UPS, DC equipment, emergency lighting and generator starting batteries A key benefit of regular battery maintenance is the early detection of weak battery blocks. As they are such a critical part of a power protection system, replacement of weak battery blocks should therefore take place before they fail. If a UPS replacement battery is not purchased, a weak or faulty battery will compromise the integrity of the whole power protection system.

On site services

Site survey

KUP's experienced team of engineers are able to provide a free site survey, to offer you a choice of power protection solutions tailored to your requirements and budget.

The free survey is offered during normal working hours within our service network covers area.

A typical UPS site survey will last around 1-2 hours depending on the size of the installation. Full recommendations and quotations will be provided after the survey has been completed.

KUP endeavors to assess the following areas during the survey:

- Load size
- Physical location and environment
- Suitability for existing UPS and battery installation
- Delivery route and logistics requirements
- Remote monitoring requirements
- Ongoing maintenance and technical support requirements
- General programme of works and preferred installation timeframe

Installation and commissioning

Both UPS and generators must be properly installed and commissioned to ensure a long and trouble-free working life. Whilst small less sophisticated UPS systems simply plug into a standard mains socket, larger UPS systems – must be electrically installed and commissioned by skilled and qualified professionals. Likewise with generators; larger standby generator systems should be professionally installed and commissioned. Additionally, a generator must be properly matched with all other power equipment for continuous power to be guaranteed.

As a leading generator supplier, our project team will work closely with you, from start to finish, ensuring your UPS and/or generator installation is commissioned safely, on time and with minimal disruption to your business.

Our factory trained, highly skilled fieldservice engineers will commission and test the complete power protection system. They work in accordance with factory-issued commissioning procedures and written method statements and provide full commissioning certification for warranty validation.

Key benefits :

- Full project management including site assessment, delivery and positioning
- Organisation of any electrical and mechanical work required
- Extensive network of trained field service engineers
- Certification to BSI



Load bank testing

Comprehensive commissioning procedures and the regular testing and maintenance of UPS systems and batteries go a long way towards ensuring the integrity of a power protection system. However, there is only one certain way of establishing that all the components of the system will function correctly together and perform as intended when required – load bank testing.

Fully loading the power support system stresses all components. It is clearly preferable to identify potential weaknesses under controlled conditions rather than to wait until the system is supporting a critical load. It is also cost effective to acquire this service and the expertise and experience of a professional, specialist service provider.

Load bank testing is the provision and connection of an electrical load to a power supply, often a UPS, in order to simulate the client's load and prove the integrity of the overall system.

Load bank testing ascertains the performance of the UPS, and of the entire electrical supply infrastructure including cabling, switchgear, generator and fuses. A load bank can also be used to discharge batteries as an effective, accurately and relatively low cost method of determining battery autonomy.

Key benefits

- Mobile AC/DC load banks of any size
- Engineer-controlled tests carried out to individual requirements
- Battery autonomy and integrity testing
- Out-of-hours testing to suit the client's operational requirements

UPS relocation and disposal

Relocation

If you have a requirement for a UPS to be relocated either to a different room within the same building or to a brand-new location, KUP can assist you.

The relocation of a UPS involves the decommissioning, safe transportation and recommissioning of the UPS, associated batteries and electrical switchgear. Using trained engineers and our highly experienced logistics team, KUP can assist with this. Should you require help with the associated electrical works, we can accommodate this using one of our electrical contractor service partners.

UPS disposal

If you have a requirement to dispose of a UPS, can assist with a wide range of UPS brands.

Using trained engineers and our highly experienced logistics team, we can carry out the disposal of the UPS and associated batteries. Our engineer will ensure that the UPS is safely decommissioned ready for our logistics team to pack and palletize the UPS and batteries for transportation and disposal.



LIVELINE ELECTRONICS

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All information contained in this brochure are subject to change without prior notice.

Our systems are manufactured in an ISO9000 & 14000 certified plant.

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Doc no : LL/SMP/C/2021/Rev-0