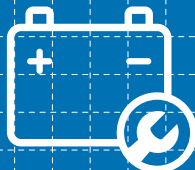
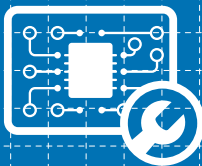
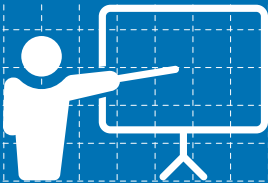
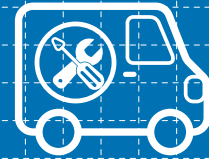
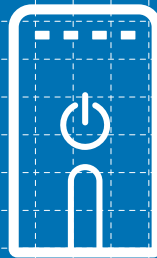
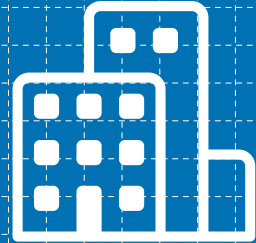
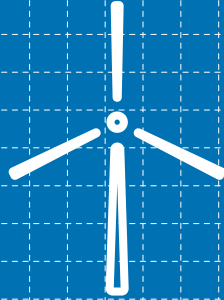




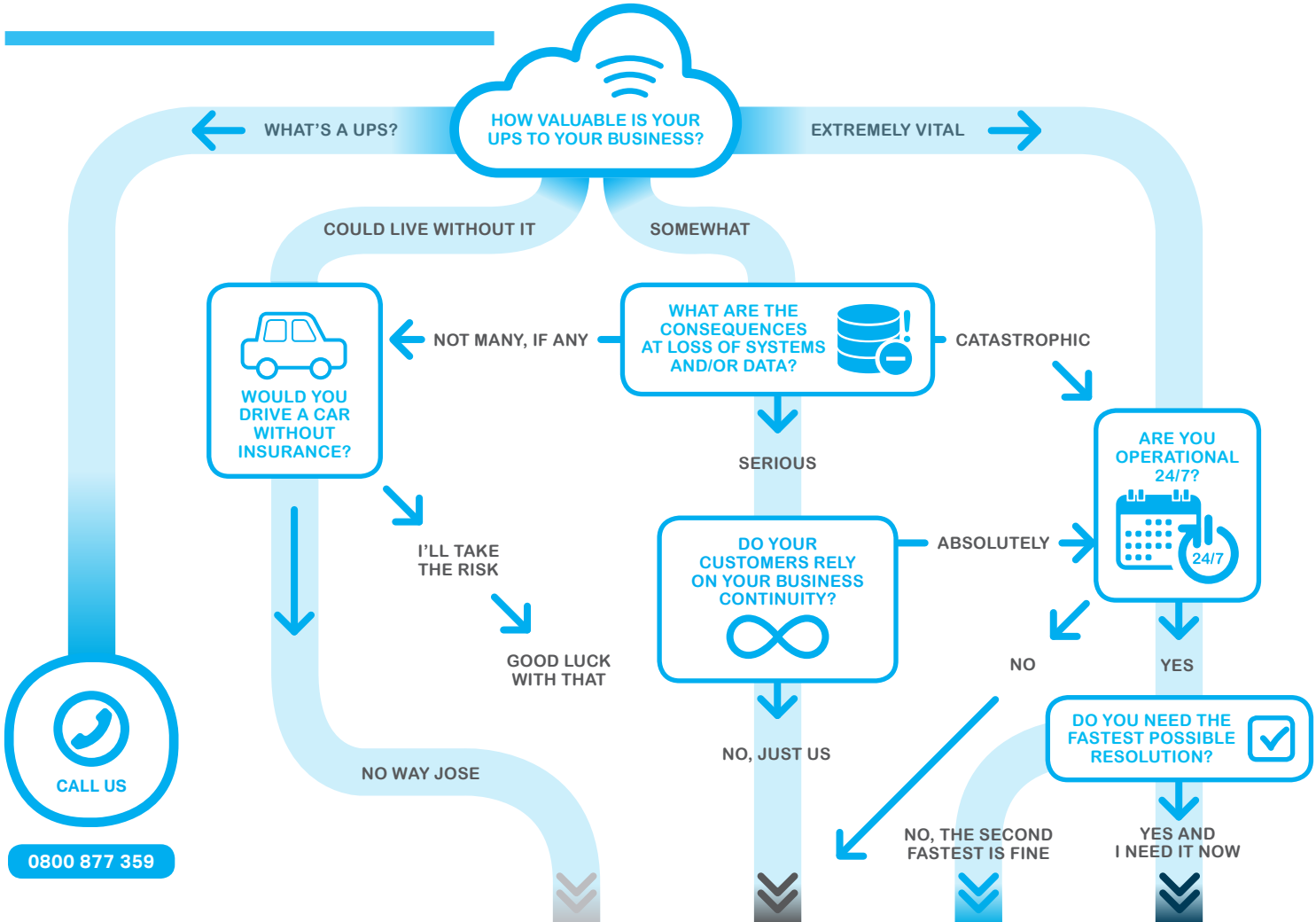
**YHI (NEW ZEALAND) LTD**  
*A subsidiary of YHI International Limited*

# SERVICE PLANS



# BENEFITS OF COVERAGE WITH YHI

As one of the leading National UPS Service Providers in the critical power industry, we offer a range of service plans designed to meet your needs and provide peace of mind that you have support when you need it most. These include many beneficial advantages at no additional fee including.



SERVICE PLANS	BRONZE	SILVER	GOLD	PLATINUM
Comprehensive Coverage	–	Included	Included	Included
Corrective Maintenance	8/5	8/5	24/7	24/7
Parts & Labour for Electronics	–	–	Included	Included
Parts & Labour for Batteries	Optional	Optional	Optional	Optional
Guaranteed Emergency Response Times	–	–	Included	Included
Next Business Day Response	Included	–	–	–
2, 4 or 8 Hour Response Coverage Available	Next Business Day	8 hour	4 hour	2 hour
UPS Preventive Maintenance	Annual 8/5	Annual 8/5	Semi-annual 24/7	Quarterly 24/7
Sealed Battery Preventive Maintenance	Annual 8/5	Annual 8/5	Semi-annual 24/7	Quarterly 24/7
Flooded Battery Preventive Maintenance	Optional	Optional	Optional	Optional
Additional Preventive Maintenance	Optional	Optional	Optional	Optional

# 1 BRONZE LEVEL

Bronze Level Service Plans are the most economical solution for those desiring coverage and reliability from their UPS, and for those who need to balance risk management and budget consciousness



**Next Day Emergency Response** Provides priority response time to your emergency service calls 5 days a week during normal business hours.



**UPS Preventive Maintenance Visit** Provides one Preventive Maintenance Visit of the UPS electronics ensuring optimal system performance, scheduled on a 8/5 basis.



**Battery Preventive Maintenance Visit** Provides one annual inspection of your Battery System's health assuring you maximum uptime, scheduled on an 8/5 basis.

# 2 SILVER LEVEL

Silver Level Service Plans are an affordable option for those requiring increased responsiveness and protection against unexpected repair costs with the addition of 8/5 repairs.



**8/5 Corrective Maintenance Coverage** Provides full corrective maintenance and *includes repair materials, labour* and related expenses for the repair of unexpected failures in the UPS electronics, scheduled at your convenience.



**8hr Response Coverage Guarantee** Provides 8hr Response to your critical service call. We offer 4 hour Response Time upgrades in many locations. 8/5 call-outs and labour included.



**UPS Preventive Maintenance Visit** Provides one Preventive Maintenance Visits of the UPS electronics ensuring optimal system performance, scheduled on an 8/5 basis.



**Battery Preventive Maintenance Visit** Provides one annual inspection of your Battery System's health assuring you maximum uptime, scheduled on a 8/5 basis.

# 3 GOLD LEVEL

Gold Level Service Plans include 24/7 support and increased preventive maintenance service to provide early detection of problems.



**24/7 Corrective Maintenance Coverage** Provides for full corrective maintenance and *includes repair materials, labour* and related expenses for the repair of unexpected failures in the UPS electronics, scheduled at your convenience.



**4hr Response Coverage Guarantee** Provides 4hr response to your critical service call. We offer 2 hour Response Time upgrades in many locations. 24/7 call-outs, parts and labour included. Batteries and consumables excluded.



**UPS Preventive Maintenance Visit** Provides two Preventive Maintenance Visit of the UPS electronics, ensuring optimal system performance, scheduled at your convenience.



**Battery Preventive Maintenance Visit** Provides two inspections of your Battery System's health assuring you maximum uptime, scheduled at your convenience.

# 4 PLATINUM LEVEL

Platinum Level Service Plans are our premier service level, designed with our mission critical customers in mine who demand frequent preventive maintenance and high-level customer support.



**24/7 Corrective Maintenance Coverage** Provides full corrective maintenance and *includes repair materials, labour* and related expenses for the repair of unexpected failures in the UPS electronics, scheduled at your convenience.



**2hr Response Coverage Guarantee** Provides 2hr response to your critical service call. 24/7 call-outs, parts, labour, batteries and consumables included.



**UPS Preventive Maintenance Visit** Provides four Preventive Maintenance Visits of the UPS electronics, ensuring optimal system performance, all scheduled at your convenience.



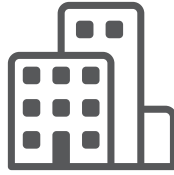
**Battery Preventive Maintenance Visit** Provides four inspections of your Battery System's health assuring you maximum uptime, all scheduled at your convenience.

# FEATURES INCLUDED WITH EVERY SERVICE PLAN



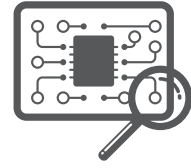
## Customer Care

One of our knowledgeable and competent team will respond to support your UPS needs and requirements



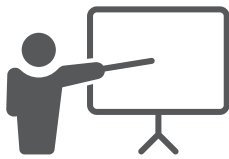
## Regional Warehousing

Operational normal working hours and Callout Service available



## Electronic Service Reporting

Preventive Maintenance results delivered electronically, accurately and on time



## Training and Technical Support

Certified industry professionals supporting field operations with extensive knowledge of all major OEM models



## Customer Satisfaction

We are focused on delivering the highest level of service, consistently and effectively



## Preferred Customer Rates

Discounted Labour and Parts for non-contracted services

---

**PO Box 97-116 Manukau City**

**Email: [powersystems@yhi.co.nz](mailto:powersystems@yhi.co.nz)**

**Freephone: 0800 877 359**



### Auckland

Phone 09 250 0000

Fax 09 279 2452



### Tauranga

Phone 07 572 3391

Fax 07 574 9123



### Christchurch

Phone 03 338 3125

Fax 03 943 3961



### Hamilton

Phone 07 847 0526

Fax 07 847 8714



### Wellington

Phone 04 569 6485

Fax 04 569 6486



### Dunedin

Phone 03 455 0280

Fax 03 456 3732



**YHI (NEW ZEALAND) LTD**  
*A subsidiary of YHI International Limited*

[www.powersystems.co.nz](http://www.powersystems.co.nz)