

BENNING

Services	★ Basic	★★ Medium	★★★ Premium
Travel to and from the customer's premises for annual preventive maintenance	✓	✓	✓
Preventive maintenance including thermography	✓	✓	✓
Installation of firmware updates	✓	✓	✓
Using the technical system support (24/7 hotline)	–	✓	✓
Warranted arrival time after max. 24 hours at the customer's premises	–	✓	✓
Provision of spare parts (throughout Germany) to minimize the time to repair	–	✓	✓
20 % discount on all possibly required services (recovery)	✓	✓	–
20 % discount on all possibly required spare parts (except for the battery)	✓	✓	–
All possibly required services for recovery included*	–	–	✓
All spare parts required for maintenance included (except for the battery)*	–	–	✓
Additional "Plus" option (battery capacity test acc. to DIN)	optional	optional	optional

* Fault causes due to third parties or force majeure are excluded.

We would be pleased to prepare an individual service and maintenance contract for you.

The maintenance activities to be carried out basically include the following:

- Cleaning of the system to preserve its function
- Testing of all system components as well as of electrical and mechanical connections
- Creating and analyzing thermographic images
- Testing and, if required, correction of all system parameters
- Testing of operating modes
- Testing of interface adaptation
- Optimization via firmware updates
- Testing of battery availability with connected loads or by means of a capacity test according to DIN (depending on the type of contract)
- Detailed documentation of all maintenance results

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ISO 9001

ISO 14001

ISO 50001

SCC[®]



BENNING service

When it comes to proactive prevention and elimination of faults, put your trust in BENNING as one of the world's leading manufacturer of AC and DC power supplies. First-class support, spare parts and expert knowledge – however, wherever and whenever you like.



Completely safe! Benefit from the advantages of BENNING's 360° Service Card.

BENNING

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BENNING

World Class Power Solutions

Excellent Technology, Efficiency and Quality

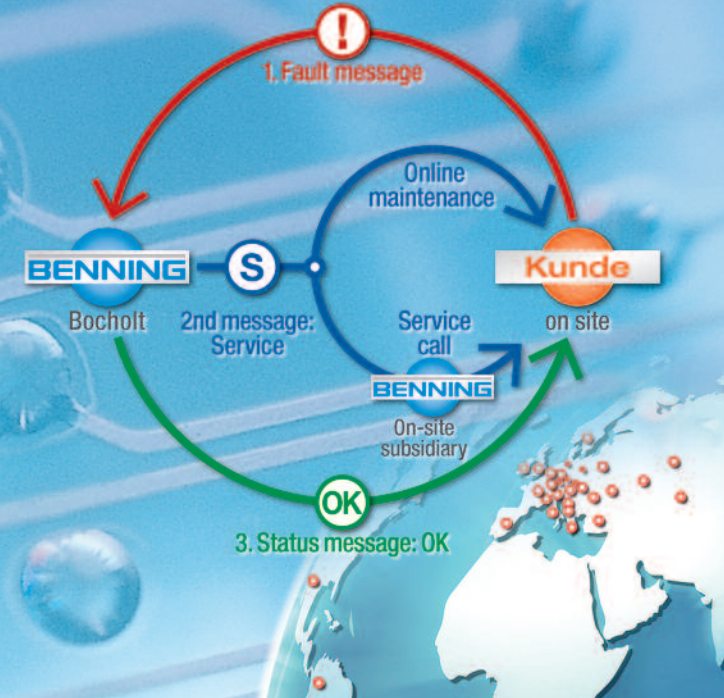


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Proactive 360° service

- Training
- Maintenance, inspection, corrective maintenance
- 24/7 hotline and monitoring

With BENNING Proactive 360° service your processes are perfectly prepared for the challenges of today and for the opportunities of tomorrow



Your power supply system can be monitored and controlled continuously via remote access.

Ensuring the continuity of operational processes

Today, business and operational processes strongly depend on uninterrupted power supplies because even failures lasting only a few seconds might have serious consequences for the productivity, reputation and profitability of a company.

In order to prevent such damages, a high-quality preventive service and maintenance concept is required.

Among other things, “preventive” or “pro-active” means that your power supply system can be monitored and controlled continuously via remote access. In case of any anomalies, it might be sufficient to make some system settings via remote access or to install firmware updates.

If an impending potential problem cannot be eliminated, a service technician will be sent automatically and pro-actively on the customer’s behalf – without a phone call being necessary – who will carry out corrective maintenance, observing specified response and arrival times to restore system operation on site.



360° service for maximum process reliability and profitability

Proactive service, preventive maintenance and service concepts	Increased availability, lower risk
Flexibly and individually customizable service packages (contract options)	Full cost control, no over-investment
Customer proximity thanks to a global service network with more than 25 subsidiaries	Rapid response times and easy access to support
One single partner for all your power supply requirements	Easy communication, clear agreements
Maximum system availability and minimized downtimes	Quick and assured ROI (Return on Investment)