



Service Contract

PowerWalker service contracts are designed to offer a preventive maintenance plan tailored to your individual needs and service-requirements. From initial visits, commissioning and on-site maintenances, our service contracts not only extend the life of the PowerWalker products but ensure their maximum performance.

“When it comes to power protection, don’t leave anything to chance”

Our authorized service partner is available 24/7 to consult you and organize necessary remedial actions. With the contract in place you get peace of mind and a simple course of actions to follow in case of any concern related to the UPS system. In an unlikely event of a failure we commit to bring back the system to operation within hours.

With one of the three service package options you choose the level of coverage and protection that makes the most sense for your business.





Features and Benefits

Silver



BWT-B2-C

Duration

- 2 years

Scope

- Initial Visit
- On-Site Repair

Service Time

- 24/7 Service Hotline
- 5 days / 13h Repairs
- Arrival within 8h

Gold



BWT-A3-C

Duration

- 3 years

Scope

- Initial Visit
- On-Site Repair
- Scheduled Maintenance Visit

Service Time

- 24/7 Service Hotline
- 5 days / 13h Repairs
- Arrival within 8h

Platinum



BWT-P3-C

Duration

- 3 years

Scope

- Initial Visit
- On-Site Repair
- Scheduled Maintenance Visit

Service Time

- 24/7 Service Hotline
- 7 days / 24h Repairs for 365 days a year
- Arrival within 4h
- Repair within 8h

All contracts are extendable by 1 year at a time including discounts for out of warranty spare parts and batteries. For detailed info please visit <https://bwt.powerwalker.com>.





Details of Services

Code	Service Package:	BWT-B2-C	BWT-A3-C	BWT-P3-C
VD	Contract Duration	2 years	3 years	3 years
WE	Warranty (excluding batteries)	2 years	3 years	3 years
WB	Warranty for batteries	2 years	2 years 30% discount for 3rd year	
HL	Service desk availability and problem reception	7 x 24 7 days a week, 24 hours a day, 365 days per year		
SZ	Service times	5 x 13 Monday to Friday between 7:00 and 20:00 (excluding public holidays)	5 x 13 Monday to Friday between 7:00 and 20:00 (excluding public holidays)	7 x 24 7 days a week, 24h a day
TR	Technical Response time	60 minutes for a call back from a qualified technician		
TA	Technician Arrival time on site	Within 8h during covered hours		Within 4h
IZ	Fix time	Within 12h during covered hours		
IV	Initial visit prior installation	Yes	Yes	Yes
MV	Scheduled Maintenance Visits		1 per year	1 per year

Code	Service Package Extension:	BWT-BE-C	BWT-AE-C	BWT-PE-C
VD	Contract Duration	1 year	1 year	1 year
WE	Warranty (excluding batteries)	25% discount for spare parts	40% discount for spare parts	40% discount for spare parts
WB	Warranty for batteries	20% discount	30% discount	30% discount
HL	Service desk availability and problem reception	7 x 24 7 days a week, 24 hours a day, 365 days per year		
SZ	Service times	5 x 13 Monday to Friday between 7:00 and 20:00 (excluding public holidays)	5 x 13 Monday to Friday between 7:00 and 20:00 (excluding public holidays)	7 x 24 7 days a week, 24h a day
TR	Technical Response time	60 minutes for a call back from a qualified technician		
TA	Technician Arrival time on site	Within 8h during covered hours		Within 4h
IZ	Fix time	Within 12h during covered hours		
IV	Initial visit prior installation	N/A	N/A	N/A
MV	Scheduled Maintenance Visits		1 per year	1 per year





Additional Services

Commissioning

We recommend using our professional commissioning service for Uninterruptible Power Supplies. After the initial visit, which covers site survey and reporting, our qualified team will proceed to the installation and configuration of the UPS system. Please contact us in advance to discuss the scope of work, your requirements, signaling integration and other application-specific topics.

Battery Replacement

Even for the best batteries that we offer, the due replacement time inevitably comes. You can arrange a hassle-free replacement of the batteries with a help of our certified team. With a service contract in place, we offer discounts for the purchase of batteries. We will also take care of the disposal of the old batteries.

