

Who owns your power risk?

“Your UPS is in place, but is anyone protecting it? Ask the right questions and choose the right partner.”

If you have a UPS or power continuity solution but lack reliable support, it's time to ask the right questions and choose the right partner.

Every business should be confident and assured that a power event won't impact operational continuity but there is more to a power puzzle than just having the right equipment in place.

Power systems are only as reliable as the people and processes behind them. If your critical infrastructure protections are in place but you're unsure who can support them, you could be exposed to extended downtime, warranty issues or costly failures.

Before you make your next move, consider the questions every business should be asking when selecting a new power assurance partner.



Key questions to ask when choosing a power partner

“Are your technicians/engineers qualified and certified?”

Having the right equipment isn't enough. Your systems need manufacturer-trained technicians/engineers who are certified for the equipment you have. Your UPS and battery systems are expensive, essential assets. Without ongoing expert care, their reliability is at risk – and so is your business.

Is ongoing preventive maintenance in place?

Planned, regular maintenance can extend the average time between failures by up to 20 times. Ask about service frequency, response times and how the partner tracks and reports maintenance across your fleet of UPS systems.

Can they provide rapid response when it matters?

When a fault occurs, downtime costs money. Who will answer the call? How quickly can they triage and resolve an issue? Do they have the right tools, local parts, knowledge and manufacturer support to deliver results on-site immediately?

Why UPS Power Solutions

At UPSPS we focus on safe, effective, long-lasting and tailored back up power solutions and nothing else. As the long-proven industry leader, we combine people, expertise and resources to ensure your “without power” solution is not just installed, but protected, maintained, and assured:

Stock and spare parts held in Auckland, Wellington and Christchurch.

Largest headcount of manufacturer-trained, electrically registered UPS engineers in NZ trained and qualified across multiple brands.

Do they hold stock and spare parts locally?

Immediate access to replacement parts is critical for continuity and reduce Mean Time To Repair. A partner with local stock across multiple NZ locations and supported by manufacturer certification can dramatically reduce repair time and operational risk.

Will they manage your UPS lifecycle and total cost of ownership?

A solution isn't just about uptime today; it's about long-term assurance. Your partner should be able to provide lifecycle management, budget forecasting, access to manufacturer support and cost assurance over the lifetime of your investment.

Are you confident your power protection is fit for purpose?

Business operations and processes are ever evolving and so must your “without power” solution. Is the UPS that you had installed 4 years ago still fit for purpose? Do you have experts that are familiar with your operation and can identify and advise when your power and runtime requirements change?

Certified service providers capable of handling warranty and emergency situations for Eaton, APC by Schneider Electric and ABB equipment.

Preventive maintenance, lifecycle planning and reporting tailored to your operational needs. Turnkey project management from supply, installation, commissioning and life cycle maintenance.

We solve your power puzzle, giving you peace of mind that your systems will perform when you need them most. Contact Us today to solve your power puzzle.



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FAQ

KEEP ASKING
THE RIGHT
QUESTIONS

Q How often should my UPS and battery systems be serviced? ↓

Q What does a preventive maintenance program typically include? ↓

Q How do I know if my maintenance provider is using the correct procedures and tools? ↓

Q Can my service provider support real-time monitoring and alerting of my equipment? ↑

A UPSPS holds the largest headcount of manufacturer-trained UPS engineers in New Zealand. All are certified and experienced on multiple brands. This ensures that regardless of your equipment model, our service team has the right knowledge to maintain, troubleshoot and optimise your systems.

Q Are they trained for emergency situations or complex system failures? ↓

Q How many engineers are available locally to respond if something goes wrong? ↑

A UPSPS maintains engineers in Auckland, Wellington, and Christchurch, assuring local coverage and rapid deployment anywhere in New Zealand.

Q What parts and stock are held to support me in the event of a product failure? ↓

Q Who will answer my call when I need assistance day or night? ↓

Q Who will help me if my equipment fails inside warranty? ↓

If you have other questions relating to the unique power protection needs of your operation, take a look here. If you still can't find the missing pieces of your power puzzle contact our UPS experts.

