



magellan
power

**CUSTOMER
SERVICE &
SUPPORT**



“ TO ENSURE
FUNCTIONING AND
PROGRESSION OF
INDUSTRY THROUGH
CONTINUOUS RELIABLE
POWER ”

OUR PURPOSE

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MAGELLAN POWER SERVICE CONTRACTS

A Service Contract is a formal, mutually agreed binding agreement between Magellan Power and its customer, in which Magellan makes a commitment to provide services over a fixed time period, and at fixed rates/yearly fee. These services include technical support, preventive maintenance and repair.

WHICH SERVICE CONTRACTS ARE AVAILABLE?
Magellan Power offers three standard service contracts. These are:

- MPS Support
- MPS Standard
- MPS Premium

BENEFITS OF HAVING A SERVICE CONTRACT

Having a service contract is beneficial in more than one way, including:

- ✓ Peace of mind.
- ✓ Knowledgeable service.
- ✓ Continuous customer support.
- ✓ Reduced risk of system failure.
- ✓ Easy budgeting for customers.
- ✓ Easy organisation of maintenance.
- ✓ Facilitated access to site (annual site passes and security permits).
- ✓ Prompt sales response time. Special service and training rates.
- ✓ Professional recommendations made by the OEM (new products, upgrades).
- ✓ Clients maintenance crew stays up-to-date with operational know-how.
- ✓ Warranty extensions (optional).

MAGELLAN SERVICE CONTRACT

| SCOPE OF WORK | MPS SUPPORT | MPS STANDARD | MPS PREMIUM |
|--|-------------|--------------|-------------|
| Customer Support | | | |
| 24/7 hotline | ● | ● | ● |
| Technical support | ● | ● | ● |
| Preventative Maintenance | | | |
| Annual visual check of system and battery | ○ | ● | ● |
| Annual alarms and LED check | ○ | ● | ● |
| Annual replacement of parts with limited operational life-time (if applicable) Including the required parts (fans, capacitors etc). | ○ | ○ | ● |
| Battery discharge test | ○ | ○ | ● |
| Including rental of load bank | ○ | ○ | ● |
| Additional Items | | | |
| Service response time (up to 72 hours) | ● | ● | ● |
| Software updates (up to 72 hours) | ○ | ○ | ● |

- Product or service included in annual fee.
○ Product or service performed upon request, at additional cost, offered on a case by case basis.



INSTALLATION & COMMISSIONING

What is installation & commissioning?

This process ensures the correct installation and functionality of AC & DC UPS systems and their corresponding batteries.

IT INCLUDES THE FOLLOWING PROCEDURES:

- ✓ Visual inspection of the UPS location and its environment.
- ✓ Visual inspection of the UPS system and battery banks.
- ✓ Inspection of all UPS power and control wiring connections.
- ✓ Inspection of battery condition.
- ✓ Inspection of all battery wiring connections.
- ✓ Inspection of internal power and communication components.
- ✓ Performing system checks, recording input and output measurements.
- ✓ Discharging the battery bank and recording voltage measurements on an individual basis.
- ✓ If necessary, some calibration adjustments are performed to adapt to site conditions

WHY USE A MAGELLAN POWER ENGINEER?

Magellan Power engineers are well trained and certified specialists in Magellan products. Magellan engineers have experience with manufacturing and factory testing of the equipment.

As Magellan is a designer and manufacturer of AC and DC UPS, Magellan Service Engineers are experts in service and repair of Magellan products and third party UPS systems.



MAINTENANCE

Preventative maintenance ensures essential checks and tests are performed on a regular schedule, for safe and reliable operation of UPS systems. This also covers materials.

WHAT IS INCLUDED?

Preventative maintenance includes visual and functional checks made on the system and battery. It also necessitates the replacement of parts with limited operational lifetimes.

WHY AND WHEN TO REPLACE BATTERIES?

The lifetime of batteries varies between 4 and 20 years, depending on the type of battery, ambient conditions and degree of maintenance. A lack of maintenance leads to a shortened service life. Eventually, the battery bank will no longer be capable of supplying power to the load, and must therefore be replaced.

IMPORTANT: Failure to perform preventative maintenance will result in failure of parts with limited operational lifetimes.

Consequently, the availability of the system will be jeopardized, and the load will be subjected to a potentially unreliable utility source, with no secure backup.

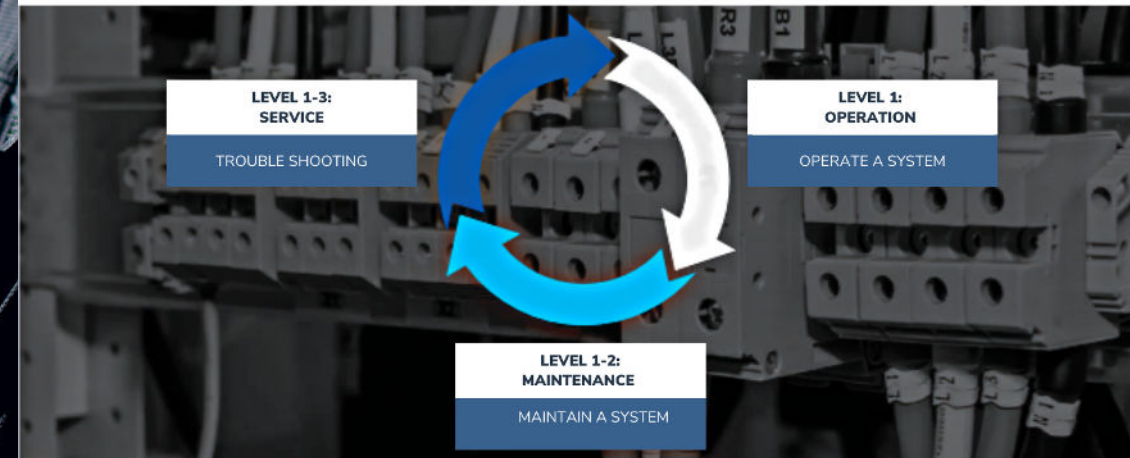
The best way to detect battery health is to perform regular battery discharge tests (even on maintenance free batteries).

AVAILABLE UPDATES AND UPGRADES:

- ✓ Software Update (to latest revision).
- ✓ Battery management system (BMS).
- ✓ Monitoring of individual battery cells.
- ✓ Early detection of weak battery cells.
- ✓ Network management card.
- ✓ Remote troubleshooting and analysis

CUSTOMER TRAINING

Magellan Power's AC and DC Uninterruptible Power Supply (UPS) systems are designed according to individual customer needs. The technical staff who service and maintain these systems receive customised training based on the specific requirements of the particular system installed on site.



WHAT ARE THE BENEFITS?

The service life of a UPS System can be prolonged and its failure rate reduced, if the system is well maintained. Information on how to operate and maintain a system is provided during a MPS training course. Furthermore, our Technical Support can handle a malfunction request quicker and more efficiently if the person on-site is properly trained. MPS offers the following training courses:

LEVEL 1: OPERATION

This course is comprised of two parts. The first theoretical part introduces the participants to the various system operating modes and provides information on how the system is built. In the second hands on part, the training instructor demonstrates to the participants how to operate the system in a safe and confident manner.

LEVEL 1-2: MAINTENANCE

Participants learn the important functions of the major UPS components. They also receive information regarding maintenance work and maintenance intervals. Upon completion of this course, participants are capable of resolving minor system errors.

LEVEL 1-3: SERVICE

Level 1-3 provides the training participants with instruction on how to analyze and clear system errors. In addition, the training instructor explains how the system can be calibrated. Upon completion of this course, participants are capable of performing most repair and maintenance work by themselves.



OTHER SERVICES OFFERED

Magellan Power keeps its main market in Australia to ensure the best service outcome for its customers. It differs from other providers as it manufactures locally in Australia, which means customers can access the engineers who assisted in designing and testing the product.

TECHNICAL SERVICES

- Factory Acceptance Tests.
- On Site Repair.
- Factory Repair.
- Equipment Hire.
- Battery Disposal (VRLA, NiCAD, Lithium).
- Product Spares.
- Service of DC Systems.
- Service of Industrial UPS.
- Service of Commercial UPS.
- Service of Energy Storage

SITE AUDIT SERVICING

Magellan Power Services can step in at the very start of the project to assist in determining the best protection solutions. The Service team can help you better define the products needed in line with your technical and economic needs.

- Obtain a long-lasting installation in compliance with electrical standards.
- Ensure the safety of life and property.
- Reduce down time for equipment installation.
- Design an installation offering the best return on investment (compromise between initial investment and maintenance costs).
- Anticipate on future site upgrades without neglecting the existing installation.

SPARE PARTS

Magellan Power equipment is designed to last 25 years on site. Magellan achieves this by offering customers spare parts throughout the product lifetime. Magellan recommends the purchase of a spares kit to ensure critical spares are readily available when needed.

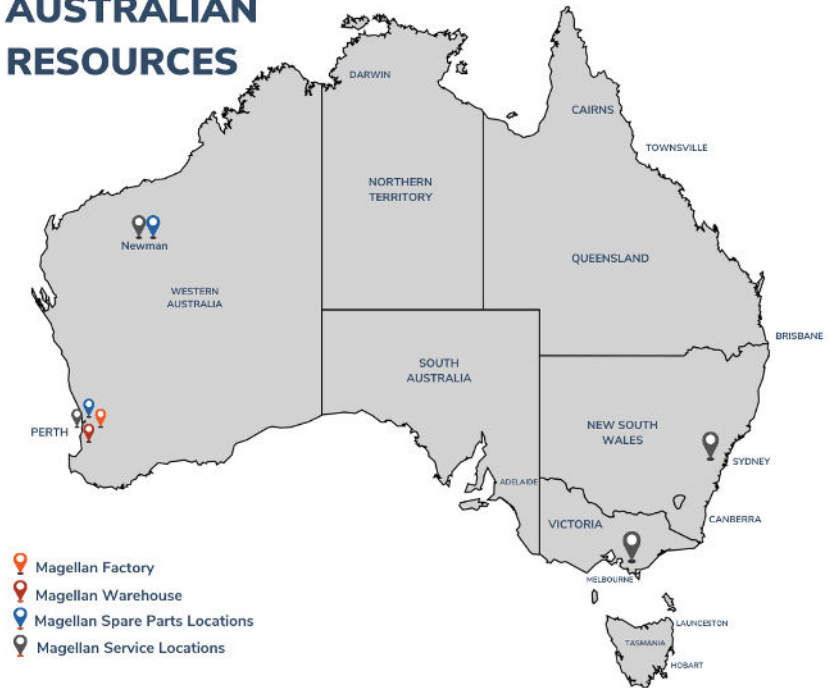
What are the benefits?

- ✓ Minimises potential downtime of a faulty system.
- ✓ Peace of mind.
- ✓ Inventory replenishment can be reduced.



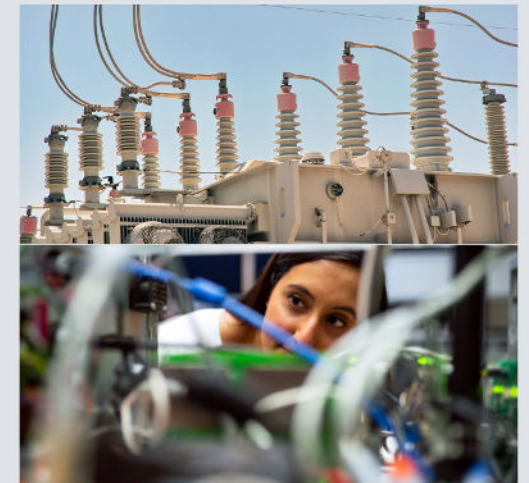
STRONG LOCAL SUPPORT

AUSTRALIAN RESOURCES



MPS AUSTRALIA

- Qualified Specialist Electricians and Engineers
- Regional Presence in Newman
- Manufacturing in Western Australia.





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