key factors:

1. Schedule routine maintenance: this signi cantly reduces the risk of UPS or battery failure. UPS and batteries that receive two Preventive Maintenance (PM) visits per year have a signi cantly less chance of failure compared to those systems that do not. The philosophy can hold true to other equipment in your data center. These PM s can increase the longevity of your equipment and even improve ef ciencies and energy consumption.
2. Creating a standardized checklist or procedure: as addressed earlier, having procedures in place ensures accountability among your team your service provider is certainly included in this process. Your service technician should have a game plan established before they even walk into your data center. The manufacturers recommended maintenance schedule should play a role in these procedures as well.
3. Enforcing your established procedures: as an example, quarterly maintenance work should be conducted every three months. If a service falls outside of the scheduled window (for various reasons, schedule availability, site issues, etc), your equipment would fall outside of these procedures and should be serviced in a timely fashion.
4. Service provider follow up: this includes proper documentation and data behind each PM. By measuring and benchmarking your systems performance, you can better gauge the data and take necessary measures when appropriate. Having documentation behind each PM provides the historical data for trending analytics or identifying unsafe operating conditions. It can also serve as a tool for your team to gauge your overall data center performance while maximizing uptime and reducing costs.
5. Remote monitoring: this software package should be available for your equipment. A remote monitoring package provides your team the ability to monitor your system in between PM visits. The packages can vary in offerings but are pertinent for UPS and battery maintenance. Once they approach the end of life expectancy, your battery system can rapidly decline and may need increased attention to monitor the readings. Once they approach life expectancy (three to ve years) they should be replaced appropriately.
6. Safety: last but certainly not least. Your Data Center has a number of potential hazards that can impact the safety of your team. Your team should be aware of these hazards when performing maintenance. This is when a specialized UPS service technician can pay dividends by utilizing a regular PM schedule.

These are just a few main points but the underlying theory is that your service provider should play an integral role with your team, everything from preventive maintenance, 24 x 7 emergency support, and corrective service. Take time to evaluate your speci c needs and concerns when selecting a service provider. The manufacturer s recommendation is a good place to start but have a set of questions prepared when interviewing potential service providers. A good set of questions could be:

Where is your closest technician to my data center?
Are your technicians trained by the manufacturer?
How often do your technicians attend updated training courses?
How much experience do your technicians have in dealing with

PLANT MAINTENANCE: YOUR UPS SERVICE PLAN

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mission critical equipment?

- Do you have emergency support and access to critical spare parts?
- Do you have an internal support system designed to keep our facility running at optimal conditions?

Your particular questions can vary depending on your specifications and needs but the above list provides a general guideline.

In your critical environment, continuity is a top priority. Utilizing a regular maintenance schedule keeps your systems up to date and can provide the reliability needed in today's marketplace. By taking a proactive approach to your data center maintenance and using the above guidelines, you place your Data Center on the right path to ensuring reliability, maximum uptime and increased efficiencies.

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