

Why is this better than what is currently being done?

Currently your batteries are subjected to visual inspection and float voltage checks. These will highlight problems that may cause failure, but it is often possible to mask serious issues if voltage readings are looked at independently of the other checks that we are recommending. Examples of battery system failure are common place following service visits when the unit is suddenly put under load conditions, as internal corrosion has become very severe, yet the voltage readings show no signs of impending failure.

With this new offering this situation will become a thing of the past, and you will be able to rest assured that when required, your batteries are up to the task and will hold the load.

Let's face it, a UPS is only as reliable as the batteries that support it!

Offer Tables:

Available as One or Two Visits per Annum

- The readings taken will include Open circuit voltages, float voltages, milli-volts and impedance readings.
- Temperature and environment data in the room will be recorded on the worksheet to provide information for warranty purposes.
- Call out response times are 8 clock hours as standard.
- Where necessary any batteries found to be faulty will be linked out if safe to do so, or service sales will be notified and a quotation issued to cover the works required.
- Full detailed reports and graphs explaining battery condition and current status will be sent to the customer within 10-days.
- Any works required outside of normal hours would be subject to a separate quotation from Eaton service sales.



Comprehensive Battery Contracts

Although batteries are sold with a variety of published life spans, the fact is some batteries demonstrate a useful life of as little as three to five years. There are several factors that contribute to the shortened life span of a battery, including number of discharges, depth of discharges, environmental conditions and lack of regular maintenance. Battery performance is critical to your power systems, and Eaton Service offers a comprehensive set of battery services specifically designed to minimise the risk of system downtime and provide you with peace of mind.

Battery Impedance Testing

Historical data (as provided by Independent sources) has shown that up to 60% of all UPS failures were due to battery systems failing in times of need, and subsequent implementation of Battery Impedance Testing programmes have reduced call-outs to UPS failures by up to 50%.

This offering is designed to provide a realistic and real time view as to the condition of your battery systems, and whether they are achieving their operating requirements, giving you the confidence to know that they will support you in times of critical need.

By understanding the internal resistance levels of your batteries, and by regular monitoring to trend the natural ageing processes as they occur, we can provide clear guidance on performance, sustainability and most importantly of all, warning of forthcoming problems before they cause the loss of load.

So what do we do?

To test the battery we pass a pre-determined (by the battery manufacturers) AC current through the batteries, in blocks of up to 120v. The readings we take are Open Circuit Voltage, Float Voltage, Milli-volt readings and we monitor the temperature within the batteries immediate environment. We then take these readings and process them to determine the actual Impedance values, and produce a detailed graphical report that demonstrates the battery condition.

Once the report is generated, it is passed to one of our technical staff for evaluation before any comments are added to the report, which is then sent out to the customer.

It is generally recognised by the industry that 2-visits per annum provide a more detailed and clearer trend history for this type of procedure. However, one impedance test at the time of your UPS maintenance will save you the potential effects of a mains failure, that shows your batteries to have failed also.