



## **UPS Parts Coverage**

The ability to resolve UPS issues is sometimes accompanied by the need for parts to repair the unit and get it back to proper working order.

Some questions that frequently come up from UPS owners is “How can I obtain parts?” or “Do we have to go to the manufacturer for parts?” This is a very legitimate concern and we feel the customer should be educated on how parts are sourced and accessed by Tru - Power as well as the manufacturer to get a clear illustration of the differences.

### **The Manufacturer**

The first point that should be clarified is how the manufacturers source and assemble UPS systems. Most owners are unaware of the fact that most UPS manufacturers do not manufacture their own parts. In fact, most of the components are sourced from other companies and then inventoried or assembled by the UPS manufacturer.

Accessing parts readily is also an important factor in regards to parts coverage. Manufacturers service representatives are often limited in their ability to access parts. Meaning, they are restricted to accessing parts solely from the manufacturer. In turn, lead time, availability, and shipping are dependant on the current status of the manufacturer’s inventory and work load.

Furthermore, older units considered to be outdated by the manufacturer are in some cases no longer supported. We will address this issue below.

### **The Tru-Power Difference**

A common misconception is that 3<sup>rd</sup> party organizations do not have access to parts from the manufacturer. This could not be more untrue. Not only are there laws preventing manufacturers from withholding parts to non-affiliated companies, if one were to investigate, one would find that a large percentage of parts sales from the manufacturers are generated from these non-affiliated companies. In fact, Tru-Power Corp. holds open accounts with various UPS manufactures and all accounts are in good standing.

Being in operation since 1981, over the years we have developed a vast network of 3<sup>rd</sup> party service organizations and parts warehouses throughout the country. The minute we determine the lead time or availability of a part from a manufacturer is not acceptable to the customers needs we can begin to channel our part needs through our network of suppliers. Keeping this point in mind, we also have a unique access to parts for older UPS models that, as stated above, are typically no longer supported by the manufacturer.

Summing up the points outlined here, our long tenure in the industry has enabled us to have a number of diverse means in which to access and supply the appropriate parts for our customers.