



Emergency Procedures and Protocols

Note: Procedures will vary according to make/model/build of UPS equipment as well as the layout of the one-line of the facility and bypass layout. Procedures can also vary due to the nature and circumstances of the issue.

Pre-Site Arrival

1. Establish Contact and prepare for immediate site response.
2. Conduct Troubleshooting checklist over the phone.
3. If issue is resolved schedule site visit for next possible date.
4. If issue is not resolved continue to prepare for site arrival.
5. Gather operations/owner manual and parts.
6. Prepare equipment/tool checklist.
7. Consult route to site.

Site Arrival

1. Meet with on-site contact and determine course of action.
2. Read Display and Troubleshoot.
3. Conduct internal visual inspection.
4. Determine problem and possible causes.
5. Coordinating with end user, place unit in bypass and proceed to troubleshoot.
6. Repair problem, procure parts or take other appropriate action.
7. Place unit back on line and monitor operation.
8. Conclude visit and prepare service report detailing problems, solutions and any long range actions that might help eliminate future failures.