



# START-UP SERVICE 3-PHASE MODULAR UPS SYSTEMS

SERVICE PART NUMBER: C3P11000

Eligible Models and Upgrades	Coverage
3-Phase Modular UPS	SM020KAMFA and SM040KAMFA Standard Systems. Includes system configurations up to maximum number of Power Modules in UPS Cabinet and Battery Modules in Primary Battery Cabinet
	Performed during normal business hours (Monday - Friday 8 am to 5 pm) within USA (Contiguous 48 States) and Canada
Service Upgrade Options	Additional Battery Cabinets
	Advanced Programming and Integration
	Customized Operator Training
	Service performed outside of normal business hours (Monday - Friday 8 am to 5 pm)
	Technician travel to Alaska and Hawaii

## Overview

The CyberPower Start-Up Service for 3-Phase Modular UPS systems provides a full system validation of system installation and a review of operation performance. The completion date of the Start-Up Service activates the warranty coverage and management of optional service plans. The Start-Up Service includes the following:

- A CyberPower-certified service technician will come on-site to perform the complete scope of work.
- Inspection and start-up deliverables to validate system performance.
- Basic system operator training after start-up and the system is validated.
- 24-hour Monday through Friday technical support and warranty coverage.

## Exclusions from this Service Scope of Work

The following situations or identified services are not included in this standard service offering:

- System assembly, installation, wiring, local permits, site clean-up.
- Correction of cabling problems or wiring resulting in incorrect phase rotation.
- Removal or service of other currently installed equipment or components.

# START-UP SERVICE DETAILS

Topic	Description
Defined Scope and Pricing	Includes on-site technician labor and travel expenses
Scheduling and Arrival	A date and time for the start-up will be based on the customer's requirements during standard business hours. Upgrades to 24/7 scheduling are available.
Certified Service Technician	Service technician is certified by CyberPower to meet the requirements for safety and product knowledge to perform the system start-up service.
System and Site Review	Inspect the system for damage and ensure installation was done correctly. Confirm the site meets environmental requirements for operation and placed in a serviceable location.
Installation Safety Check	Confirm the circuit breakers are properly sized. Verify the wiring to and from the circuit breakers is correct and the ground electrode conductor is installed correctly, if applicable. The incoming voltages will be checked to match system specification. Verify phasing and phase rotation.
Battery Modules Inspection	Measure and record the ambient temperature. Record the battery configuration and battery serial numbers where applicable.
Wiring Review	Inspect and verify the power, communications, and controls wiring is terminated correctly.
System Start-Up	Power on the system to verify functionality in all applicable modes of operation in accordance with manufacturer specifications. The communication options will be verified for proper configuration.
Voltage Check	Confirm system output voltage is within defined specifications. Verify proper output waveform regulation and where applicable, verify internal battery voltages within defined specifications.
Bypass Check	Test and ensure static and maintenance bypass functions operate correctly.
LCD Control Panel	Test and ensure all operator control panel functions and readings perform accurately.
System Function Tests and Demonstration	Verify the system output voltage and waveform are within system specifications. Confirm the accuracy of control panel readings. Demonstrate all the applicable system operation modes to appointed customer representative(s).
Battery Load Test	The service technician will remove input power to the UPS to simulate an outage and verify the unit is operating as designed.
System Operator Training	After completion of the system start-up service, the service technician will provide basic system operator training for on-site operators.
Start-Up Service Report	A service report will be provided to the customer as a record of system baseline data, services performed, and documentation of official system start date.

# PROJECT PLAN AND DELIVERY

The services, delivery planning and schedule details are provided by CyberPower to the customer.

## Scheduling

CyberPower will coordinate with the end user to set up an appointment for the start-up service.

## Location

CyberPower will receive the service address from the end user, including specific site information where appropriate.

## Service Completion

CyberPower will have completed the scope of the service when all activities are delivered as written in this document or the service is terminated for other reasons within the CyberPower customer agreement for this service.

# RESPONSIBILITIES – CYBERPOWER & CUSTOMER

## CyberPower Responsibilities

- Arrival and services performed on the scheduled service date.
- Start-up service performed to manufacturer requirements.
- Operate and test the system in all modes.
- Provide basic operator training.
- Record observed technical issues.
- Provide the customer with a signed copy of the completed service form(s).

## Customer Responsibilities

- Provide information about any special on-site conditions that could impact the completion of the service. Included but not limited to site access requirements, security clearance requirements, union rules, vehicle access, loading dock access, elevator options, or other special situations.
- Any special site conditions must be reviewed with CyberPower for agreement and needs to be noted in the customer purchase order.
- Provide dates and times for the service to be performed. The service dates and times can be rescheduled up to five days before the service is going to be performed.
- Provide on-site point of contact(s) for scheduling, site access, and to be present during the time of service.
- Ensure the system assembly and installation is completed, including all electrical wiring and cabling, is connected prior to the service technician's arrival.
- Ensure site system personnel are present for operator training.
- Not apply power to the UPS until the service technician has verified proper installation.

# CYBERPOWER TERMS & CONDITIONS

- This is a standardized service with a fixed price and applies to customer site locations with standard site and product access. Any special site requirements or conditions may require a custom quote. Contact CyberPower's sales prior to placing a purchase order.
- All services performed on-site will occur during normal business hours (Monday - Friday 8 am to 5 pm). If scheduling needs to be done outside of normal business hours, please contact CyberPower's sales and application engineering for a custom quote.
- All on-site services are performed by a CyberPower-certified service technician.
- System components and parts may arrive in advance of the service technician's visit and must be safely stored in the customer's receiving storage area.
- If safe system components, parts storage and staging cannot be provided in advance of the service technician's visit, please contact CyberPower's sales prior to placing the purchase order for a custom quote to have special "service technician internal delivery" handling charges added.
- The equipment being installed must be operated or stored in an environment that meets manufacturer defined specifications.
- Upon completion of the service, the service technician will provide a signed checklist of all the services performed.
- CyberPower's standard service terms and conditions apply.
- [Lifetime Limited Warranty SMUPS10-40kW.pdf](#)