

Field Service Programs for the S4K4UC/6UC Industrial and S5KC Series

These programs are for Domestic coverage (valid only within the continental United States and Canada); additional travel expenses may be billed to customers with site locations more than 150 miles from a major metropolitan area.

S4K4UC/6UC Industrial Start-Up Programs

Start-Up includes one site trip within the contiguous 48 states by a factory trained technician. Any additional trips by the customer service engineer as a result of the site not being ready for start-up may result in additional costs to the customer. The site trip includes the following services for one UPS module:

- Rack construction, installation or re-configuration with UPS accessories.
- Installation includes mounting and start-up of new UPS and internal batteries (excludes hard-wired applications).
- Services performed by factory trained technician.
- Services performed 24x7, excluding national holidays within the 48 contiguous states.

S5KC Modular Start-Up Programs

Start-up services should be ordered as a separate line item at the time of purchase. S5KC Series UPS sold with start-up Services are provided with a 2 year parts and labor warranty. Please refer to the following information for a menu of start-up options and please choose the appropriate start-up service required. If start-up is not ordered and performed, please note that this will reduce your warranty period to two years of parts and, 90 days labor.

A separate Preventative Maintenance Only plan is available in addition to the standard Start-Up plan.

Service Programs - S4K4UC/6UC and S5KC Series

Preferred service level options include 6-hour on-site response, 24x7 within 150 miles of nearest service centers. 24x7 emergency service includes parts (including internal batteries), labor, and travel. Also includes one (1) Preventive Maintenance (PM) visit per year, scheduled at the customer's convenience (24x7).

Essential service level options include 6-hour on-site response, 24x7 within 150 miles of nearest service centers. 24x7 emergency service includes parts (including internal batteries), labor, and travel. Also includes one (1) Preventive Maintenance (PM) visit per year, scheduled by the customer for M-F 8AM-5PM.

Basic service level options include 6-hour on-site response, 24x7 within 150 miles of nearest service centers. 24x7 emergency service includes parts (excluding internal batteries), labor, and travel. Preventive Maintenance (PM) not included and is not available if the Basic Service plan is selected.

Field Service Programs for the S4K4UC, S4K6UC Industrial and S5KC Series

S4K4UC and S4K6UC Industrial Start-Up Programs

Catalog Number	Description
Domestic Only (7-Days/Week, 24 Hrs/Day)	
SUS4K061U7	6 kVA Start-Up
SUS4K101U7	10 kVA Start-Up

S4K4UC and S4K6UC Industrial Service Programs

Preferred Service (w/ 1 PM)	
Catalog Number	Equipment
MUUS4K06PR1	S4K4U6000C
MEUS4KBATPR1	S4K144BATC & S4K288BATC
MUUS4K10PR1	S4K6U10KC

Essential Service (w/ 1 PM)	
Catalog Number	Equipment
MUUS4K06ES1	S4K4U6000C
MEUS4KBATES1	S4K144BATC & S4K288BATC
MUUS4K10ES1	S4K6U10KC

Basic Service (PM not available)	
Catalog Number	Equipment
MUUS4K06BA0	S4K4U6000C
MEUS4KBATBA0	S4K144BATC & S4K288BATC
MUUS4K10BA0	S4K6U10KC

1 PM Only (Mon–Fri, 8 am – 5 pm)	
Catalog Number	Equipment
MS4K061PM85	S4K4U6000C
MS4KBAT1PM85	S4K144BATC & S4K288BATC
MUUS4K10PM85	S4K6U10KC

1 PM Only (7–Days/Week, 24 Hrs/Day)	
Catalog Number	Equipment
MS4K061PM24	S4K4U6000C
MS4KBAT1PM24	S4K144BATC & S4K288BATC
MUUS4K10PM24	S4K6U10KC

S5KC Start-Up Services

Catalog Number	Equipment
SUS5KCXXMF	S5KC Start-Up Monday-Friday 8-5
SUS5KCXX24	S5KC Start-Up 7x24
SUPS5KCXXMF	S5KC Start-Up Plus M-F 8-5 w/1PM over initial warranty period
SUPS5KCXX24	S5KC Start-Up Plus 7x24 w/1PM over initial warranty period

PM = Preventative Maintenance

S5KC Modular Service Programs

Contact Technical Services to obtain the catalog number for any of the Preferred, Essential or Basic Services (catalog number depends on the S5KC configuration).

X = Number of Power/Charger Modules (#1 through #6)

YY = Number of Battery Modules (#01 through #07)

Catalog Number	Service Program
MUUS5KCXPRYY	Preferred Service
MUUS5KCXESYY	Essential Service
MUUS5KCXBAYY	Basic Service
MS5KC1PM24	PM Only (7-Days/Week, 24 Hrs/Day) for all configurations

Note: Service programs are valid for one year.

Mouser Electronics

Authorized Distributor

Click to View Pricing, Inventory, Delivery & Lifecycle Information:

SolaHD:

[SUS5KCXXMF](#) [SUS4K061UM](#) [SUS4K061U7](#) [SUPS5KCXX24](#) [SUPS5KCXXMF](#) [SUS5KCXX24](#) [SUNFI00124](#)