

Lifelong Support for Your Generator

Vertiv™ have a dedicated Generator service team designed to provide lifelong reliable operation for all types of Generator equipment from any manufacturer. A range of proven standard service packages which can be tailored to virtually every specific customer requirement are available.

Unlike other elements of your critical power system, the standby Generator is usually on standby until called upon to support your critical application. Partnering with Vertiv offers planned preventive maintenance, system testing and emergency support services to ensure availability of required standby power.

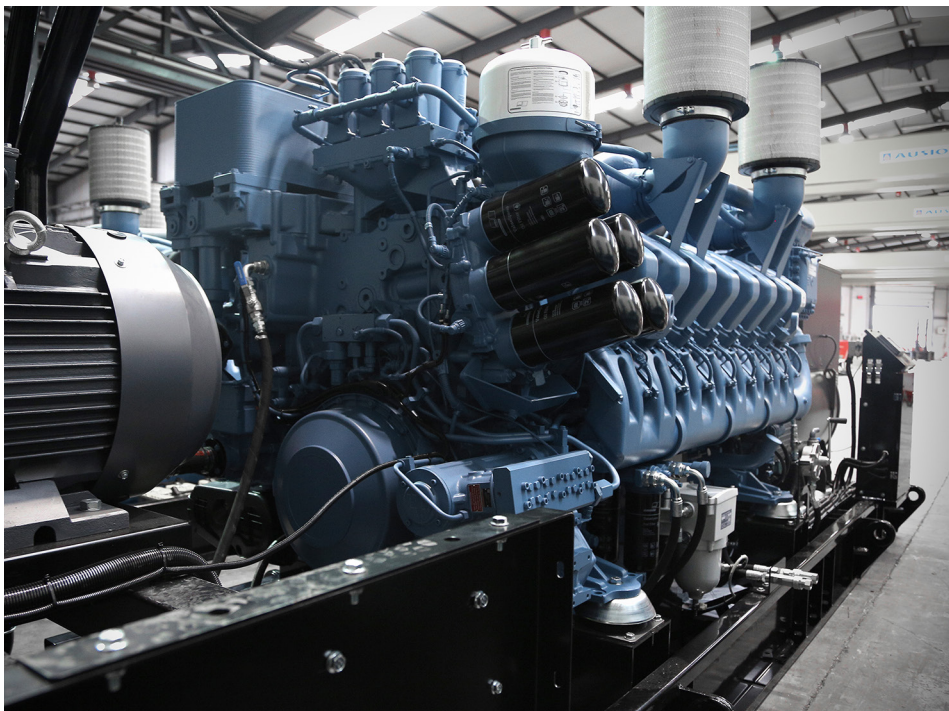
Planned Preventative Maintenance

Vertiv offers a complete approach to maintaining your Generators, with flexible service contracts that cover all aspects of the Generator installation, including: the prime mover, alternator, control system, fuel system, exhaust and air handling and cooling.

Our structured maintenance regimes ensure maximum availability - irrespective of the size or complexity of the Generator installation. Contracts can be tailored to suit the individual application and maintenance requirements of the total system.

Predictive Maintenance

Predictive maintenance is a growing element of the total service provision and is used to enhance standard preventive maintenance regimes, which includes: sample testing and trend analysis.



GENERATOR & SWITCHGEAR SERVICES

- Diesel Generator maintenance, repairs & testing
- Switchgear maintenance, repairs, upgrades & testing
- Diesel Engine fluid sampling & reporting
- Exhaust Systems installation & maintenance
- National maintenance contracts of Generators & Fire Pumps
- Supply of Fuel (we can provide excellent rates and cover all areas in the UK)
- Fuel Tank installations / modifications to meet current requirements including OFTEC Surveys
- Fuel Polishing (i.e. reconditioning of aged & contaminated Fuel)
- Mobile Generator / load bank connection points
- Temporary mobile Generators & equipment
- Installation of new Generator control panels & change-over systems
- New Generator installations

CONTACT US

For complete peace of mind, choose Vertiv

Contact our Service Team

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or visit [Vertiv.com/Generators](https://www.vertiv.com/Generators)

Load Testing

System tests are used to prove all the component elements of the critical power system and range from building load tests to full integrated system tests with reactive load banks up to 10 MVA.

Emergency Service Support

Whilst our contract services are designed to minimise the risk of unexpected generator faults, on the rare occasions they do occur, Vertiv is ready to deal with the problem in the most efficient and responsive manner. We operate a dedicated in-house 24/7 Service Desk manned 365 days per year by trained technicians who handle all emergency calls. A comprehensive range of reactive/emergency call-out services are available nationwide on a 24/7 basis. With over 45 dedicated generator service engineers and technical support staff working from service locations nationally, Vertiv has the largest dedicated service team in the UK.

Generator Repair and Replacement

The upkeep of your Generator equipment is paramount and Vertiv can provide you with the necessary support for spares, repairs and replacement equipment.

Planned Preventative Maintenance

Covering all of the major elements of a standby power Generator installation.

- Prime mover: 2 cylinder high speed (3000rpm) to 20 cylinder slow speed (500rpm)
- Alternator: up to 3500 kVA (LV and HV)
- Cooling systems: local and remote
- Exhaust systems
- Fuel systems: day tank and bulk storage
- Controls systems: including changeover and synchronising panels
- Starting systems: battery (lead acid / NiCad), compressed air

Scope of Service

- Inspection service
- Major service
- Service consumables

Load Testing

- Building load test - black building or integrated system testing
- Resistive load bank test - single/multi module system
- Reactive load bank test (up to 10 MVA) - single or parallel synchronised system

Predictive Maintenance

- Sample testing & trend analysis - lubricating oil/fuel/coolant
- Thermal imaging - Generator and associated switchgear
- Battery maintenance testing - large starting batteries

Emergency Service Support

- 24/7 National coverage for all Generator types/manufactures
- 24h Technical Support
- Guaranteed on site response times
- 91% First Time Fix Rate
- More than 185 items of stock carried on vans to enable First Time Fixes
- Temporary Generator Support where a fix cannot be achieved immediately
- Refueling for installed and temporary generators
- Spill control (oil/diesel/coolant)
- Detailed investigation report and full follow up from our dedicated Response Team



Maintenance and service support by a team of **45 highly trained engineers** across the UK



Achieving Service Excellence
our engineers achieve a **91% first-time fix rate** which is **11% higher** than the industry average



Certified Technical Engineers
6% of our engineers' working year is dedicated to training, this is **4 times** the industry average



Our engineer retention rate is **5% higher** than the industry average

UK Offices

Aberdeen

Alloa

Bedford

Chepstow

Sheffield

Southampton

Warrington