



START-UP SERVICE

Start-up is an essential service for getting off to a good start with your new equipment. By following our Standard Site Acceptance Test procedures, you can be assured that your system performs to your requirements. This service provides a proactive platform to avoid potential electrical problems. Start-up service is designed to provide thorough inspection before energization of the equipment to verify full functionality and warranty certification. A certified field service technician or engineer will perform start-up service for the equipment and a report will be generated for distribution to the customer and the interested parties.

Scope of Work

- Validate installation integrity
- Perform preliminary checks
- Perform pre-energize checks
- Perform logic power-up test
- Operational tests including
- Calibrate if necessary
- Record final measurement
- Verify system configuration
- Evaluate remote monitoring needs
- Evaluate training needs
- Complete start-up report

Service Features

- On-site service
- Trained certified test engineer or technician
- Travel and living expenses
- 24x7 telephone support
- On site orientation of the operating staff
- Discount spare parts
- Spare parts stock and replacement option
- Review trouble shooting guide in the manual
- Options for 24/8/4-hour response

Key Factors

- **Start-up service is required for warranty validation**
- Installation of the equipment must be completed by the owner before requesting a start up service
- Preliminary start-up questionnaire must be completed and returned to SSC before the start-up
- Allow a two week lead time in service scheduling



TWO STAR SERVICE

EXTENDED WARRANTY SERVICE

Staco Energy warrants its products to be free from defects in material and workmanship for a specific period from the start-up date. During this period Staco Service Center will bear the cost and expense incurred in connection with the diagnosis, repair and or of any defective unit or part. Covered expenses consist of travel and accommodation including applicable shipping costs to the end user's site or location. ServiStar Extended Warranty and upgrade options purchased concurrently with the equipment offers a security extension beyond our standard warranty. All standard warranty services are performed Monday through Friday, 8 a.m. to 5p.m. local time, exclusive of SSC observed holidays.

Service upgrades can be purchased during the warranty year and coverage can be extended to five option years past the original equipment expiration date.

Scope of Work

- On- site Service
- Diagnose fault
- Perform repair work
- Perform logic power-up test
- Perform operational tests
- Calibrate if necessary and record final measurement
- Complete test report
- Advice on preventive measures

Service Features

- 24x7 telephone support
- Emergency cover 24x7x365
- 24/8/4-hour response time option
- Trained certified test engineer or technician
- Travel and living expenses
- Discount spare parts
- Spare parts stock replacement
- Priority scheduling
- Emergency repair labor included
- Parts / Material included

Key Factors

- **Upgrading option is available only when the equipment is still under warranty**
- Upgrading options include; nights and weekend coverage, 24/8/4 hours on site response, annual PM visit
- Test report will be generated for submission to the customer and interested parties

SERVISTAR®



THREE STAR SERVICE

BREAK & FIX SERVICE

Some facilities need the same comprehensive coverage, security and assurance of a guaranteed on-site response but do not have the ability to shut down for a regular preventive maintenance check. Three Star Service is provided in two tiers—Silver Star and Gold Star for any emergency or failure without the annual preventive maintenance service.

Scope of Work

- On-site Service
- Diagnose fault
- Repair broken down unit
- Perform logic power-up test
- Perform operational tests
- Calibrate if necessary and record final measurement
- Complete start-up report
- Preventive measures to avoid the recurrence

Service Features

SILVER STAR

- 24x7 Telephone support
- Emergency cover 24x7x365
- Discount spare parts
- Travel and living expenses
- Spare parts stock replacement
- Priority scheduling
- 24-hour guaranteed on-site response

GOLD STAR

- 24x7 Telephone support
- Emergency cover 24x7x365
- Parts/material included
- Travel and living expenses
- Spare parts stock replacement
- Priority scheduling
- 24-hour guaranteed on-site response

Key Factors

- **No preventive maintenance visit included under this option**
- Upgrade for response time 8/4 hours available in selective areas
- Test report will be generated for submission to the customer and interested parties



SERVISTAR®

FOUR STAR SERVICE

PREVENTIVE MAINTENANCE SERVICE

ServiStar adds an annual preventive maintenance checkup of your equipment to ensure that the equipment is operating at its best. During the checkup, any potential problem is identified and fixed before a crisis occurs. Our all inclusive comprehensive plan is available in three tiers—Bronze Star, Silver Star and Gold Star—for any emergency. This provides you peace of mind that an authorized factory-trained technician will be on site to address your problems within a matter of hours.

Scope of Work

- Annual PM visit
- On-site equipment audit
- Check potential issues
- Visual examination of batteries
- Complete repair work
- Review alarm status and history
- Calibrate if necessary and record final measurement
- Perform operational & logic power-up tests
- Complete service report
- Preventive actions proposal

Service Features

BRONZE STAR

- 24x7 telephone support
- Travel and living expenses
- Trained certified test engineer or technician
- Discount spare parts
- Labor discount on emergency/repair

SILVER STAR

- 24x7 telephone support & emergency cover
- Travel and living expenses
- Priority Scheduling
- Trained certified test engineer or technician
- Discount spare parts
- Emergency repair/ labor included
- 24-hour guaranteed on-site response time

GOLD STAR

- 24x7 telephone support & emergency cover
- Travel and living expenses
- Priority scheduling
- Trained certified test engineer or technician
- Parts and material replacement
- Spare parts stock and replacement
- Emergency repair/labor included
- 24-hour guaranteed on-site response time

Key Factors

- One annual PM visit is included with this service
- 8/4-hour response time available in selective areas
- Corrective actions outside the scope of the plan will be included in the report

SERVISTAR®



FIVE STAR SERVICE CUSTOMIZED SERVICE

Five Star service plan under ServiStar offers packages uniquely tailored to match your equipment criticality, budget and application. In addition to our current service options, provision for tailored pre-Installation consultancy, commissioning support, advanced spare parts kits, battery monitoring and replacement, power quality site surveys, infrared thermo scan, and other related professional services such as equipment reliability service can be negotiated within this program. This program is available only for equipment that is currently under warranty or ServiStar program.

Scope of Work

- ServiStar Program option +
- Equipment Reliability Inspection Service
- Network Systems Integration Service
- Load Bank Test
- Battery Analysis and Replacement
- Factory Training
- Up to 5 Year Service Plans
- Infra Red / Thermo Scan Service
- Power Quality Survey
- Commissioning Support Service
- Pre-Installation Consultation Survey
- Site Coordination Survey
- On-site Training
- Spare Parts & Reliability Enhancement Service

Key Factors

- **Program available only during original warranty or ServiStar service plan**
- Two weeks' notice will be required to schedule this category of services
- For some services access to all electrical panels in the area will be required by the service field engineer
- Test report will be generated for submission to the customer and interested parties

SERViSTAR[®]

MISSION STATEMENT

Our Vision

To delight customers with world class services as the leading company providing tailored power solutions in fast moving environments.

Our Mission

To provide "Best in Class" tailored service solutions that are easy, modular and consistent, thus meeting our customers' needs and exceeding their expectations.

Our Values

- Commitment to Quality and Customer Satisfaction
- Professional Excellence and High Performance
- Growth, Profitability and Reliability
- Consciousness of Community and Environmental Needs



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