

Staco Service Center

# ServiStar

## Field Service Program



Staco Service Center specializes in providing choice and flexibility by developing tailored solutions for preventive and remedial maintenance services for all of our products. Our factory trained technicians are available to provide professional services from project inception and design, commissioning, and care throughout the life of your product. In addition to providing tailored solutions for all of your applications; Staco Service Center provides consistent, reliable maintenance and support for each system. With ServiStar, a wide range of modular and customizable maintenance and power protection programs are available.

### Outstanding Service

- ServiStar can be tailored to meet your specific needs in addition to our current service options.
- ServiStar is a comprehensive field service program designed for maximum equipment availability.
- ServiStar provides security beyond our standard warranty.
- ServiStar covers preventive maintenance and all emergency repairs and related costs.
- ServiStar is built on a nationwide network of highly trained, motivated customer support engineers and technicians.
- ServiStar offers 7x24 telephone support and rapid on-site response for fast, reliable service.

**STACO**  
**ENERGY**  
**PRODUCTS CO.**

Your tailored power solutions provider

[www.stacoenergy.com](http://www.stacoenergy.com)

# SERVISTAR®

## Includes:

### **One Star** (Start-up Service)

Our factory trained service team member will start-up your new Staco Energy equipment after it has been installed by you or your contactor. This service includes an installation inspection, system activation and performance verification of the unit. One Star Service also includes operational training to familiarize you with the operating functions of the equipment.

### **Two Star** (Extended Warranty Service)

Our Extended Warranty and Upgrade options, purchased concurrently with the equipment, offer a security extension beyond our standard Warranty. The Extended Warranty provides you piece of mind that an authorized, factory-trained technician will be on site to address your problem within a matter of hours.

### **Three Star** (Remedial Breakdown and Repair Service—Contractual)

Staco Service Center provides this service for emergency cases where facilities do not have the ability to shut down for regular preventive maintenance work. Three Star Service ensures piece of mind by providing remedial service at a fixed cost and can be tailored to meet your service needs. Three Star Service is provided in two tiers without annual preventive maintenance— Silver Star and Gold Star.

### **Four Star** (Preventive Maintenance Service—Contractual)

This maintenance plan under ServiStar offers 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 plans are available in three tiers—Bronze, Silver and Gold—for any emergency. This package of service provides you complete peace of mind, knowing that an authorized factory trained technician will be onsite to address your problems within a matter of hours.

### **Five Star** (Customized Service—Contractual)

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

Characteristics	One Star (SU)	
Annual PM, 24x7		
Travel and Expenses	■	
Priority Scheduling	■	
24x7 Telephone Support	■	
24x7 Emergency Coverage		
Discount Spare Parts	■	
Parts/ Material Replacement		
Spare Part Stock Replacement	■	
Emergency/Repair Labor Included		
Labor Discount, Emergency/Repairs		
24-Hr On-site Guaranteed Response	○	
8-Hr On-site Guaranteed Response*	○	
4-Hr On-site Guaranteed Response*	○	

■ = Included ○ = Optional \* = Available on selective



### Time and Material Service

Customers, who elect not to purchase any plan offered under the ServiStar program, can opt for time and material service. Staco Service Center offers time and material (T & M) billable services for non-contracted customers. T & M Services include field upgrades, preventative maintenance checks, repair and emergency service. Services are invoiced on an hourly basis plus applicable zone travel charges and the material at the current price.

*Staff levels, service materials in stock, and location of service and support personnel are based primarily on the volume of equipment covered by service*

*agreements, and may affect your service level. This service carries no stated or implied response time, or limitation of expense exposure.*

### Spare Parts

Staco equipment is built for years of reliable performance under the most demanding conditions. Individual life expectancies of components can vary, thus reducing the equipment's optimal performance. When a component reaches the end of its life, the ability to reduce that impact and restore your critical systems back to the normal operating mode is vital.

Having a stock of spare parts at your finger tips to support your equipment is essential in maximizing the equipment life. The existence of on-site spares can reduce downtime by more than 50%, thus ensuring operational continuity for the supported system on which your company is dependent.

Regardless of your coverage level, we recommend that you keep spare parts in stock. This would minimize your downtime and you will have the security of system recovery. You can also benefit by locking in today's lead-time and pricing. Depending upon your uptime needs, we offer spare parts in two levels—start up and comprehensive kits.

### Battery Warranty

Battery Warranty is provided by the battery manufacturer. However, batteries supplied with your original equipment at the time of purchase are warranted by Staco for one full year. During that time, if a battery fails because of defect in materials or workmanship, we will replace it or repair it at no cost to you.

All battery warranties are dated from the time of shipment.

	Two Star (EW)	Three Star (B&R)		Four Star (PM)		Five Star	
		Silver	Gold	Bronze	Silver	Gold	Customized
				■	■	■	Contact Staco Sales Service Team at 866 261-1191 to develop a service package uniquely tailored to match your equipment criticality, budget and application.
	■	■	■	■	■	■	
	■	■	■	■	■	■	
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	○	○	○		○	○	
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# Staco Service Center Product Overview

Staco Service Center provides fast and reliable field services for all Staco products nationally and internationally.

## About Staco Energy Products Company

Since 1937, customers worldwide have been relying on Staco Energy Products Company to deliver voltage control and power quality solutions tailored to their needs.

As a leading power quality resource, we offer our customers world-class support; from our thorough applications assessment, to our ability to design and deliver a solution that is tailored to the specific needs of our customers; through delivery and commissioning.

Our professional, factory trained service team is in place to ensure that our customers' revenues are protected, and their investment provides them with many years of trouble free operation.

Staco develops total power solutions for OEM and end user applications.

**In addition to the FirstLine® UPS we offer a wide array of power quality products, including:**

- **Uninterruptible Power Supplies**
- **Power Conditioners**
- **Voltage Regulators**
- **Power Factor Correction and Harmonic Mitigation**
- **Active Harmonic Filters**
- **Variable Transformers**
- **Custom Engineered Test Sets**



**Contact Us:**  
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