

PROTECT YOURSELF FROM BUDGET BLOWOUT WITH FAN AND CAPACITOR REPLACEMENT

One of the most important ways to manage uninterruptible power supply (UPS) costs is to keep up with parts replacement. Fans and capacitors are two of the most overlooked – and most crucial – components of your UPS system. Malfunctions result in emergency repairs and business interruption each year.

These issues are 100% preventable with a little planning.



Fan facts

Fans cool “heat sinks” in both the rectifier and inverter sections of your system. Faulty fans can cause temperature problems, load loss or even complete operations failure. Fans dissipate heat from SCRs, IGBTs and power modules. A single IGBT can cost upward of \$1,200 if it's destroyed by heat.

Capacitor care

Capacitors are part of an electric filter that improves the power quality of your unit. If you're operating with deteriorated capacitors, you're adding stress to the whole system. This can cause load damage. Capacitor failure may also ruin battery strings – another costly repair. A severe capacitor failure can result in fire, adding the cost of cleanup and productivity loss. It's also important to consider the hidden costs of operating with a “run until failure” approach; poorly performing capacitors affect harmonics, which means higher utility bills.



Smart steps for big savings

Proactive maintenance is smart maintenance. DC Group services all makes and models of UPS equipment built since the 1980s. We do this by maintaining the largest parts inventory in the industry, including OEM-discontinued and rare parts. DC Group makes it easy to get proactive with our complimentary PowerTools Suite™ of asset management software and a dedicated account manager to keep you on track. Contact us to get started!

Proper fan and capacitor care adds up to real savings. Call DC Group today to get on schedule.

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INTRODUCING DC GROUP'S POWERTOOLS SUITE™

Discover the industry's most innovative critical power management solution. Every day, the software in this suite helps people manage their equipment with unprecedented efficiency and ease. Find out what power management should be.

Our all in one fully mobile-friendly suite is complimentary to DC Group clients.



D-Tech is the only critical power maintenance reporting platform of its kind. After a service visit, most companies send you a flat PDF report. With D-Tech, your maintenance data is stored and streamlined in a robust, *interactive* database. Use your data to create reports, discover trends, analyze events and budget maintenance out to 10 years into the future. The D-Tech database is accessed at three points: by the DC Group account manager, by the engineer and by the client for continuously updated information and seamless communication. Put your critical power maintenance data to work for you with D-Tech.



Standing guard 24/7, Site Sentry monitors unlimited uninterruptible power supply (UPS) units. It's the only secure remote monitoring solution in the industry; Site Sentry encrypts and authenticates all data (the same security protocol used by banks) and protects firewall integrity by using a proxy agent.



SmartKey represents a quiet revolution in the industry. It gives our engineers unprecedented access to the "operating systems" of UPS units. With it, we're the only company able to offer OEM-level service at independent prices. You're up and running in record time, skipping downtime and additional OEM costs.

Head to dc-group.com/discoverpowertools

for a video on the PowerTools Suite™ or contact us with your questions.

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DO MORE WITH YOUR DATA

Most uninterruptible power supply (UPS) service reports are a flat PDF or static web page. When DC Group developed D-Tech™, we took regular service reporting and hit hyperdrive.



D-Tech is the only critical power maintenance reporting platform of its kind. Most companies send you a PDF after your critical power service; you can't do much with the report but file it and forget it. With D-Tech, all your critical power maintenance data is stored and streamlined in an interactive database. Generate reports, analyze key data, create budgets out to 10 years into the future and much more. D-Tech is also the only service reporting system accessed at three points: by the DC Group account manager, by the engineer and by the client. This means continuous up-to-date information, seamless communication and easier workdays for you.

D-Tech is complimentary with your DC Group contract, and you can take it all on the go – the full-featured D-Tech app has everything you need for mobile site management.

Service checks: Technicians upload reports on the spot after each service visit.

Reporting: Easily search and organize all service reports. Download data for your own reporting.

Trending: Equipment trending shows voltages at the time of each service so you can compare voltages and predict peak usage and other patterns.

Searching: Use the search function to get an update on the most specific piece of equipment or entire sites.

Proactive maintenance: Use the UPS consumables screen to forecast maintenance/replacement out to 10 years – from the smallest parts to entire UPS units. Account managers work with you through D-Tech to keep your proactive maintenance on track.

D-Tech is the ultimate database tool for proactive planning and budgeting. Discover how to put your critical power reporting data to work for you.

For more info about D-Tech™ and the PowerTools Suite™ head to dc-group.com/powertools or contact us with your questions.

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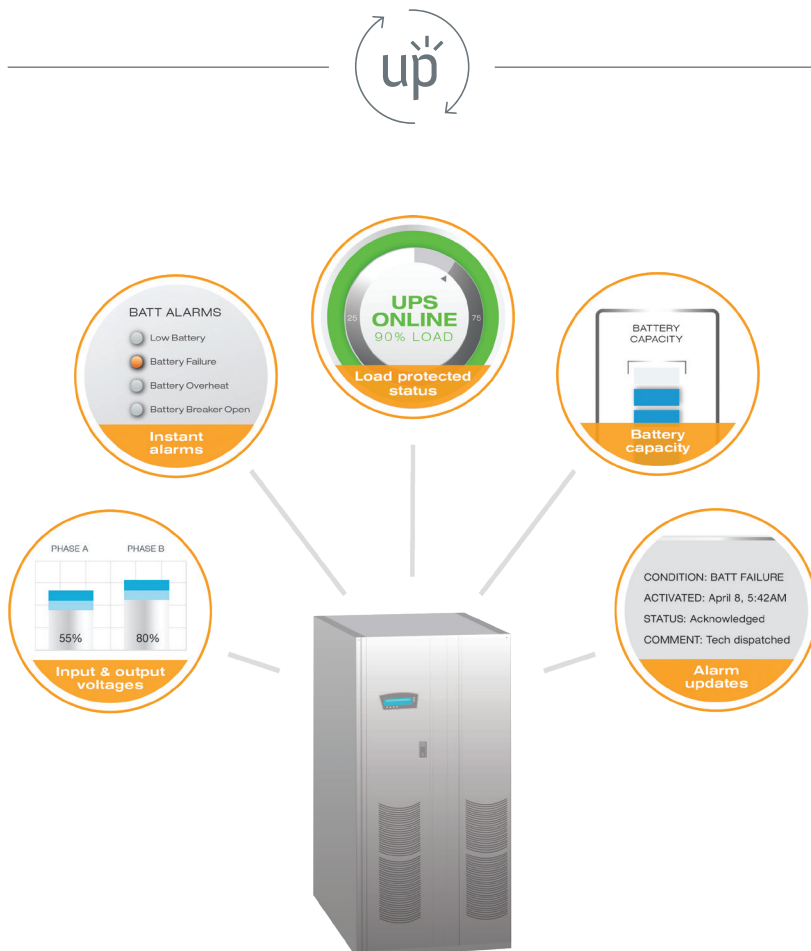
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THE VITAL STATS YOU NEED IN ONE INTUITIVE INTERFACE

Introducing the industry's only secure remote monitoring solution for critical power equipment.

Security for software-driven equipment is more important than ever – and that includes uninterruptible power supply (UPS) units. Site Sentry is the industry's first secure remote monitoring solution. It encrypts and authenticates all data – the same protocol used by banks. Additionally, Site Sentry bypasses your firewall with a proxy agent to protect firewall integrity.

Standing guard 24/7, Site Sentry gives you constant real-time stats on the health of your UPS units in a single intuitive interface. Monitor unlimited units, any time in any location. Get instant alerts by text, email or phone if there's an issue. Site Sentry is compatible with any UPS make/model with an SNMP card.



See it at a glance.
Get real-time data on:

Load protected status

Percent load on UPS

Loads balanced

Inverter component failures

Battery failures

Battery capacity

UPS temperature alarm

Input and output voltages

Alarm response status updates and
progress comments

Other custom diagnostics results
and alarms

For more info about Site Sentry™
and the PowerTools Suite™ head
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THE KEY THAT'S STARTING A REVOLUTION

There was a time when only original equipment manufacturers (OEMs) could interface with critical equipment.

That time is officially over.



Once again, the innovators at DC Group are quietly turning the industry on its head. Other independent service providers require additional OEM support. SmartKey gives our engineers full communication with the “operating systems” of uninterruptible power supply (UPS) units. This means you save the cost of OEM service and you’re up and running faster than ever. DC Group is the only company with the key to OEM-level support at independent prices.

SmartKey is a complete diagnostic and troubleshooting solution. With it, we can adjust firmware, change parameters, clear alarms, analyze root causes of issues and much more.

A few of the things we can do with SmartKey:

Program and calibrate all adjustable parameters of the UPS

Configure all circuit boards

Back up and restore control logic

Clear and reset all alarms

Configure battery setup parameters: number of strings, cells/string

Enable or disable battery options: continuous float mode, disable battery test and more

Configure the UPS reaction to building alarm inputs and set custom messages for building alarms

Enable or disable general UPS equipment options

Find out more about SmartKey™ and the PowerTools Suite™ of software solutions.

See our video at dc-group.com/discoverpowertools or get in touch with your questions.

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THE DC GROUP DIFFERENCE

DC Group is North America's #1 independent provider of critical power maintenance. We stand apart with 24/7/365 service across the U.S. and Canada, a massive parts inventory, experienced field service engineers and highly competitive pricing – generally saving clients 25% or more. Discover our unbeatable emergency response time, 100% service completion rate, and the innovative client software solution that's defining the future of power management.



Single-source convenience

Where others leave off, DC Group steps in. We service every make and model of UPS equipment built since the 1980s. We do this by maintaining the largest inventory of parts in the industry – more than 1 million components, including OEM-discontinued parts.



Experienced experts

DC Group engineers have a minimum of 5 years of OEM or military UPS experience and receive rigorous ongoing training. DC Group account managers work closely with clients to keep maintenance on a proactive track, further improving efficiency, savings and performance.



Groundbreaking software tools

DC Group's PowerTools Suite™ of proprietary software is the most comprehensive, proactive asset management solution available. Every day, these streamlined and intuitive tools deliver unprecedented efficiency and OEM-level service at independent prices. The suite is complimentary to DC Group clients.



Parts/OEM-discontinued specialists

DC Group has the largest inventory of UPS parts in the industry, including discontinued parts. This means you can replace when it makes sense for you, not when the OEM stops support.

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