

# EMERGENCY CALL-OUT

Telecoms DC Power Paramedics with 24/7 response!

**CPS AUXILION**  
SUPPORTING DC POWER

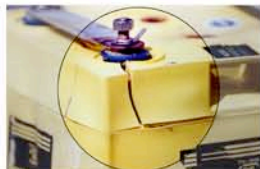
The team at CPS Auxilion has been supporting and maintaining telecoms DC power systems across the UK and Europe for over 30 years, gaining a reputation for an unparalleled depth of technical expertise.

We maintain a 365-Day, 24 Hour Call-Out Service, with 4 hour response throughout the United Kingdom mainland.

## KEY FEATURES:

1. 24/7 Cover
2. 4 hr response anywhere in the UK
3. Unrivalled industry knowledge leads to faster resolution
4. Experienced Support Desk operators can identify the fault by phone
5. Unrivalled stock of critical spares
6. Temporary power if needed until permanent solution in place
7. If a rectifier fails, remote diagnostics can have you up and running - immediately

**If you want to avoid this kind of disaster - talk to us about our ground-breaking Routine Maintenance services**



**If you're not on contract don't worry - you can still call us.**

## Emergency Callout Escalation Procedure

Technical Help and Assistance for DC / AC "No Break" Power Systems, and Standby Batteries:

For site visits or for technical assistance please call our 24 Hour Help Desk Phone **01444 257779**

In the event that the Office is unmanned, please listen to the recorded message advising the number of the On-Call Engineer.

The date and time of all calls to this number are logged.

If your call is not of an urgent nature, please leave a message.

In the event that no contact is made through the above number, please ring the numbers listed below until contact is made:

07703 117110

01444 236076

## In order to make a Site Visit we require the following information:

Fault Number or Purchase Order Number wherever possible

Full name and address, postcode and site code of the company or site

A site contact and telephone number

The manufacturer and type of equipment and fault symptoms

Fax a copy of the fault log, or works instruction sheet to 01444 870692

On receipt of your call a unique Job Number will be allocated.

## Other Company Numbers:

Sheila A M Blackmore 07703 654708

Richard Boreham 07703 654709

Fred Carr 07703 654710

Bill Lawrence 07703 654711

Chris Zimmer 07703 654712

## Temporary Power

CPS Auxilion engineers are equipped with the appropriate equipment to be able to get you up and running immediately.



Rectifier or battery failures can put you at risk of serious damage to your business. A mains failure while your backup power is down the consequences could be dire.

CPS Auxilion engineers can help you avoid that risk with temporary cover.



These batteries were collected from a recently visited site. They were ready to explode - already having swollen to such an extent that they were pushing out of line on the stand. Temporary power was supplied to support the system in case of a mains failure until the arrival of permanent replacements.

