

Who Will Support & Refurbish Your UPS?



Many uninterruptible power supplies (UPS) are built to be rugged, reliable and to withstand years of tough use. But let's face it — even products built for punishing military and industrial environments are not going to last forever. When things go wrong, whether due to abusive conditions, human error or normal wear and tear, you'll have a decision to make. Do you go to the potentially large expense of purchasing a new UPS, or do you seek a repair or reconditioning solution? In today's economy, with capped or reduced budgets, the first choice may not even be an option.

This is why it's important that, before purchasing your UPS products, you make sure that the company you're buying from has the best support system in place. This support should take the shape of a return material authorization (RMA) department. Take note, they are not all created equal. The following is a guide to some of the characteristics and offerings you should look for.

Real RMA Departments For Real Problems

First off, make sure that your UPS provider actually has a true RMA department. This should be a team manned with trained technicians whose time is fully devoted to the assessment, repair and reconditioning of UPS units. Some companies might rely solely on product engineers, which is not only a potentially expensive approach but also stretches their talents thin and can lead to very long repair timelines.

Other companies might tout their phone support. This is fine as part of a solution, and certainly should be offered, but it doesn't provide the proper level of safety

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required for power supplies if it is the only solution. For example, customers should never take the cover off of their unit to fool around “under the hood.” There’s a danger of serious injury due to high voltage, not to mention jeopardizing any existing warranty protection. Look for an RMA department with long-term employees that utilize a well-documented process. This is a team that will work with you and your time constraints. In most cases, a well-appointed and managed department should be able to guarantee that a product is returned to you within a specified time limit.

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