

After Market Services

■ ■ TECHNICAL SUPPORT

PECO II Field Service is available 24 hours a day, 7 days a week by calling 1-888-317-1216. For technical inquiries that are not emergencies, the Field Service department may be contacted via email at pecotechservices@peco2.com.

In addition to emergency and general repairs, PECO II Field Service also offers:

- ▶ Preventative maintenance programs for all brands of power equipment
- ▶ Site commissioning, test and turn-up services for completed installations and re-commissioning
- ▶ Grounding audits and repair
- ▶ Battery testing and diagnosis
- ▶ Thermographic scanning of AC & DC connections
- ▶ Inventory audits and database management tools
- ▶ Load analysis
- ▶ Spare parts kits
- ▶ Technical and product-specific training
- ▶ Advanced warranty replacements
- ▶ Factory and field repairs
- ▶ Refurbishment programs



■ ■ IN-HOUSE REPAIR & WARRANTY SERVICE



PECO II performs in- and out-of-warranty repair for PECO II and other power products. Services include component level troubleshooting, board repair, system repair and system test. Product testing and repair includes both bench testing and automated test environments (ATE). To return a product to the factory for repair or request an advance replacement, please request a Return Material Authorization (RMA) number by contacting pecotechservices@peco2.com, or by calling 1-888-317-1216.

Product Repair

All product repairs are made by PECO II technicians and carry a 90-day warranty.

Advance Replacement

Same-day shipment is available for components that need to be immediately replaced in the field.

Refurbishment Programs

A cost effective alternative for field replacements. Products are completely refurbished and tested to factory requirements.

■ ■ TRAINING

PECO II offers technical training on DC power systems, as well as general instruction on components of a DC network such as batteries, grounding and N+1.

COURSES OFFERED INCLUDE:

Fundamentals of Telecom Power (Lecture Only)

This course is intended for the beginner. It covers the major elements of DC power used in the telecommunications industry. 1 Day

General Telecom Power (Lecture Only)

This in-depth course is intended for those with some DC power experience. It covers all of the elements of DC power used in the telecommunications industry. Examples of subjects covered: rectifiers, N+1, distribution cable gauge calculations, AC overview for inverter operation, etc. 2 Days

Valve Regulated and Flooded Lead-Acid Batteries (Lecture Only)

This course covers the operation, maintenance, testing and troubleshooting of lead-acid batteries used in the telecommunications industry. Battery nomenclature and components are also covered. ½ day

DC Power Grounding Recommendations (Lecture Only)

This course offers grounding recommendations for telecom central offices and cellular sites. The course references existing standards and real world experiences to illustrate "best practice" methods. 1 Day

N+1 Redundancy (Lecture Only)

This course covers N+1 Redundancy for current limited and constant power rectifiers. It will dispel traditional thinking and eliminate errors inherent to N+1 calculations. ½ day

HANDS-ON PRODUCT TRAINING COURSES:

- ▶ Power Systems
- ▶ Distribution Bays
- ▶ Rectifiers



SCHEDULING

Courses can be scheduled by contacting PECO II Technical Training at (419) 468-7600. Classes are held Monday through Friday, excluding holidays. Preferred enrollment is 5 to 12 students per class. Custom course development can also be requested by calling the number above.

LOCATION

Training can take place at PECO II's Training Facility located in Galion, Ohio, or at a customer specified location. Due to the nature of hands-on training, it is recommended that training take place at the PECO II facility where students can interact with the power equipment, as well as witness simulations of various outage and alarm conditions.