

SUPPORT & MAINTENANCE

KEEP YOUR POWER INFRASTRUCTURE IN GOOD HANDS



Master Power Technologies understands how essential it is to keep your business moving and ensuring minimal downtime for our clients. Which is why our after-sales service technicians are here to take care of all your concerns, 24/7/365.

Specialised backup power equipment requires ongoing, periodic maintenance after warranties have expired. Master Power Technologies has access to parts, and trained personnel required to maintain or repair virtually any power equipment.

Our factory trained team of technicians are capable of dealing with virtually any repair or breakdown to ensure that the backup power solutions deliver the highest standard of performance and reliability.

SERVICE OFFERINGS:



Maintenance &
Service Level
Agreements



Emergency
Technical
Support



Commissioning &
Installation



UPS and Battery.
Testing



Training



Site Audits



MAINTENANCE & EMERGENCY TECHNICAL SUPPORT:

Master Power Technologies is proud to offer industry leading maintenance services and is known as one of the most reliable emergency technical support service providers for backup power solutions. We offer clients a wide range dependable service level agreement (SLA's) to protect your infrastructure.

From UPS systems to generators, batteries and rectifiers or power distribution and automation, we service and maintain across all brands. Master Power Technologies is the most convenient partner to prevent and to manage breakdowns of your power infrastructure.

Staying online is critical, contact Master Power Technologies and enjoy the peace of mind that your back-up power investment and business is protected against power outing or power surge.

COMMISSIONING & INSTALLATIONS:

This is a critical step to ensure the setup and operation of your back-up power solution runs efficiently. Our expert team will assist you to select and install the correct back-up power infrastructure for your unique needs. Master Power Technologies has more than 21 years' experience in the industry and are dedicated to finding solutions that improves efficiencies, saves you money whilst increasing availability and reliability.

UPS TESTING

Master Power Technologies designed and constructed a 1000 kVA test centre to test our UPS solutions. The test centre minimalizes, to the greatest possible extent, any chance of downtime and tests to the standards applied by the original manufacturers, whilst also meeting IEC standards. The computerised testing procedures are fully automated. The centre is the only one of its kind in the Southern Hemisphere and required significant investment in automation.

UPS Test Centre Benefits and Features:

- All relevant data, including wave forms, are stored.
- At the end of the testing process, a comprehensive report is provided. The report includes all data collected during the tests such as wave forms, oscillographs showing wave form deviations at the point of load test, harmonic distortion, and voltage deviations.
- Ability to test new-product releases from suppliers and demonstrate the technical capabilities of products to clients.
- Witness tests can be performed for clients who wish to verify that the equipment they have purchased meets the technical specifications stated by the manufacturer.
- Complies with IEC standards.
- The Test Centre has a permanently installed 1000kVA generator set to provide the power necessary for load testing of the UPS units.
- It has permanent load banks of 650kVA with the ability to expand load testing capacity to 1300kVA.
- Units can be tested individually or in parallel.
- Busbar reticulation allows capacity up to 2500A.



TRAINING

To ensure that clients receive the major benefits from their installed power solutions, Master Power Technologies has invested in a training centre to upskill our technical staff and those of our clients. The control and switching of today's sophisticated power solutions may seem complicated and the reliability of the system can be affected if incorrect switching is made. It is therefore of the utmost importance that technicians and client operators fully understand how to operate the equipment at their sites.

The training courses will emulate the client site and provide simulated fault situations with step-by-step visual instructions on how to switch sections of the system. Other training includes in-house Health and Safety courses, new product training to sales and support staff and induction training for new staff.

Training centre clients can obtain Master Power Technologies Certification on the correct use of secure power solutions in their operations. The centre also ensures that our service engineers maintain and extend their high levels of expertise.

Please note that due to Covid-19 pandemic, all training has been postponed to 2022.

YOUR EXPERTS IN
**BACK-UP POWER
SOLUTIONS**
MASTER POWER
TECHNOLOGIES

