

Power safety

Pro Care™ Services

Rely on the experts to reduce failure costs and increase system availability

Because AEG Power Solutions is a world class system provider, you can rely on a global network of 20 Services Centers supported by over 150 field engineers and more than 100 certified service partners around the world. From power solution selection to process installation and commissioning, our certified experts exceed your expectations. Their excellent service helps you achieve the lowest operating cost for your mission-critical power solution.

A Global Service Team renowned for its short response time and trouble shooting efficiency ensures the reliability of your installed power solution.

• Pro Care™ Start Commissioning

Have your system ramped-up by the most experienced service experts and benefit from the manufacturer warranty. Commissioned in compliance with the latest local and international electronic norms, your system is carefully checked and optimized to meet specific on-site power needs. You can rely on a team of certified specialists to provide full operating training and hands-on advice.

• Pro Care™ Preventive Maintenance

It is well known that scheduled, recurring preventive maintenance performed by accredited service experts is the most cost effective way to secure the full performance of your Protect Power Solution at all times. Through product services such as Pro Care™ Safe, Pro Care™ Excel and Pro Care™ Premium, your AEG Service Team provides total peace of mind by ensuring complete cost control, security and uninterrupted power supply for your most critical processes.

• Pro Care™ Safe

Pro Care™ Safe, an annual scheduled on-site preventive maintenance program, was developed to secure your system operations at all times. With over 50 functionality assessments and on-site numerical diagnostics, our service engineer experts do everything needed to keep your system operating at peak performance.



• Pro Care™ Excel

In addition to annual scheduled on-site preventive maintenance performed by our renowned service engineering team, Pro Care™ Excel includes replacement and on-site installation of all defective parts at no additional cost.

• Pro Care™ Premium

Pro Care™ Premium provides you with long-term piece of mind at a set price. Our service engineering team performs annual maintenance of your system and replaces all necessary parts and battery units at no additional cost.





Choose the right service maintenance contract for your power solution

	Pro Care Safe	Pro Care Excel	Pro Care Premium
Service Description	Annual scheduled on-site preventive maintenance	Annual scheduled on-site preventive maintenance including defective parts replacement	Annual scheduled on-site preventive maintenance including defective parts and battery replacement
Visual inspection	●	●	●
Functional assessments	●	●	●
Organic and inorganic contaminants removal	●	●	●
Battery efficiency examination	●	●	●
Computerized numerical diagnostic	●	●	●
Parameters adjustment and optimization	●	●	●
Same day repair upon customer approval	●	●	●
Maintenance protocol registration	●	●	●
Functional walk through	●	●	●
Software update	●	●	●
24/7 hotline	●	●	●
Complementary phone support	●	●	●
Standard work week hours	●	●	●
Includes travel expenses and on-site service engineers	●	●	●
Includes defective parts replacement ¹		●	●
Includes battery replacement ¹			●
Battery units replacement based on overall system lifetime			●
3-year service contract	●	●	●
Subscription at end of warranty period		●	●

¹ Excludes unrelated failures or acts of god