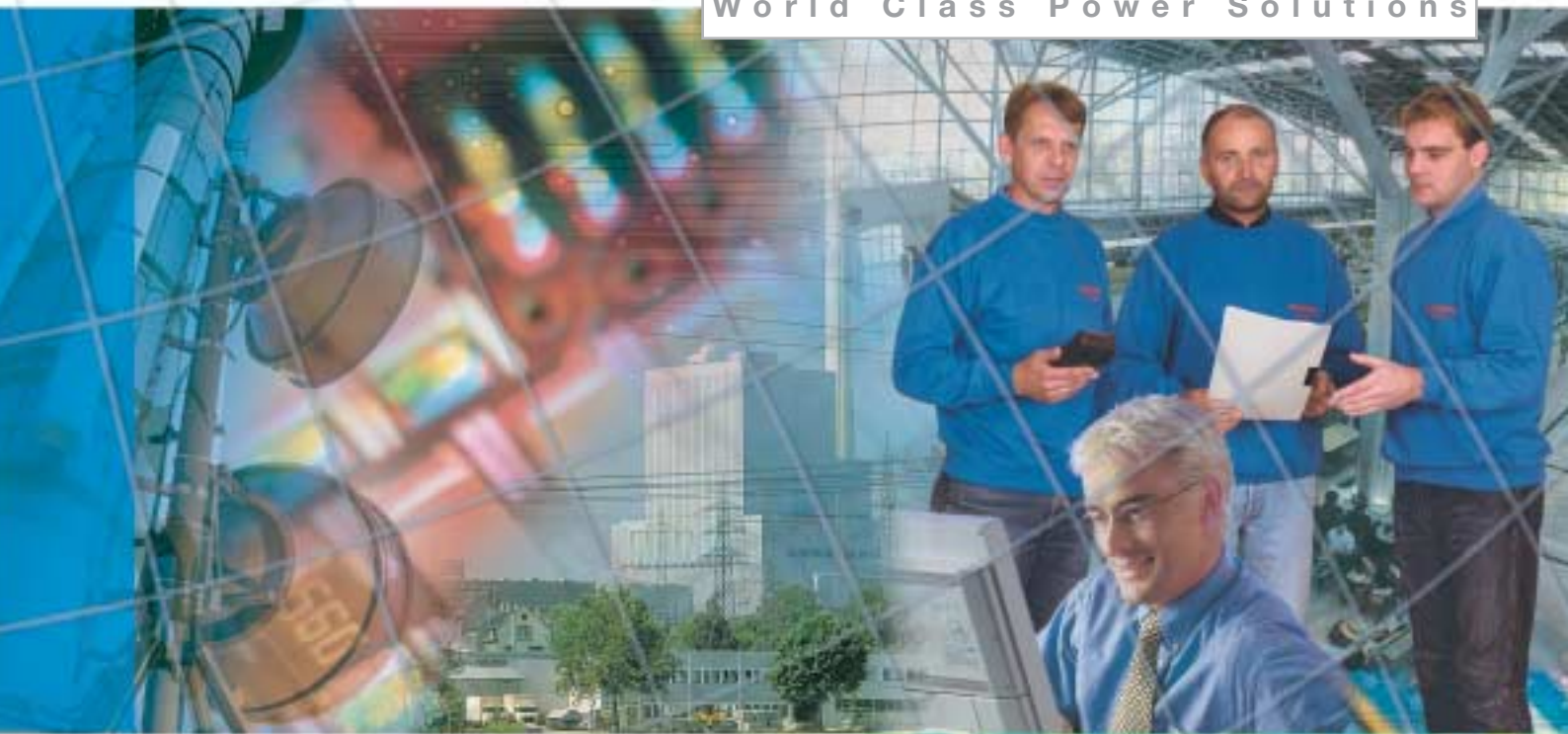


BENNING

World Class Power Solutions



Service Support

Benning provides highest safety combined with high economic efficiency, reliability and highest comfort – 365 days a year



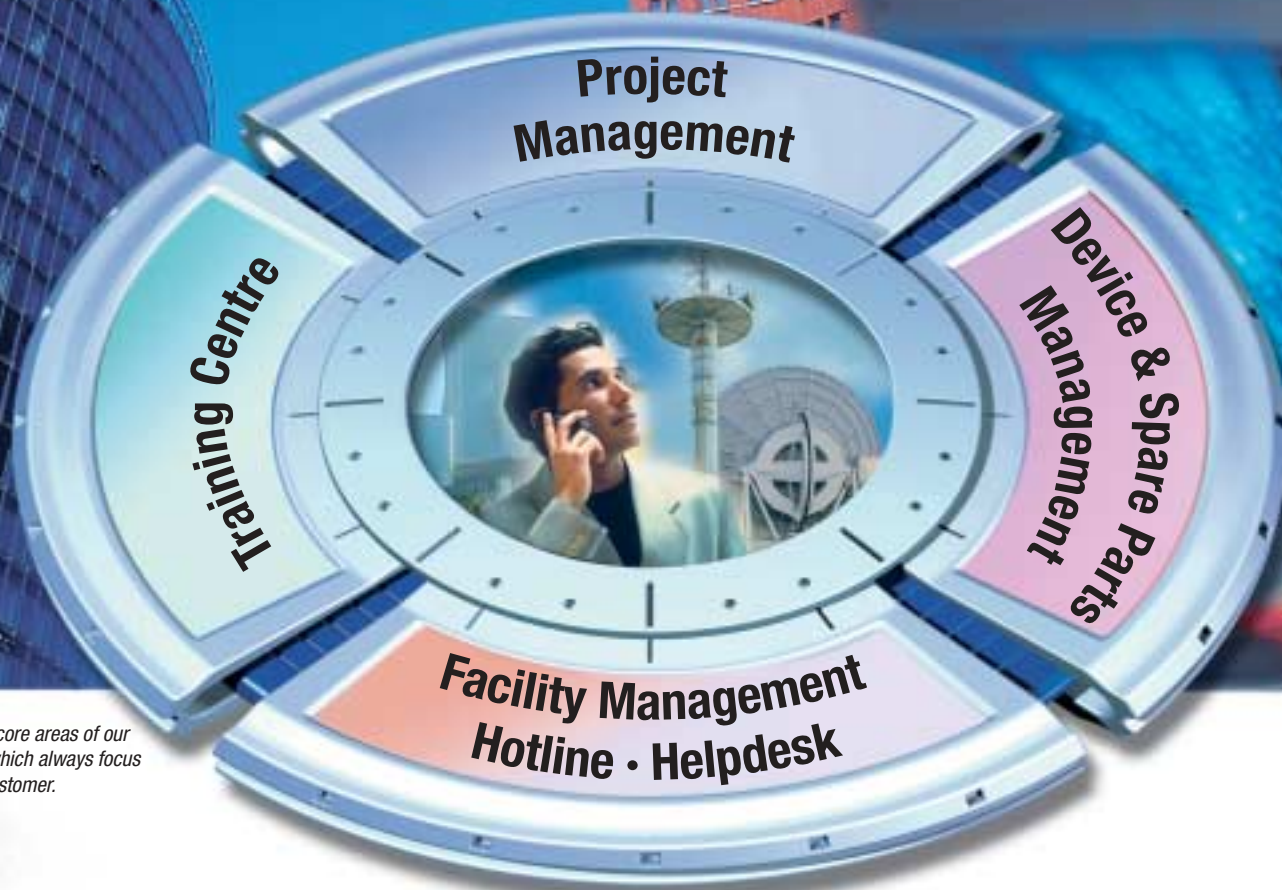
Service - around... ...our customers' wishes

High-quality systems and reliable service

Today, the reliable supply with electric energy is taken for granted. Systems for automation, energy distribution, telecommunication and data technology absolutely require a protected power supply. Almost all central control and monitoring electronics have to be protected against failures of the

public mains by means of battery-operated stand-by power supply systems.

Benning can not only deliver these systems, but can also offer a service support covering all aspects from installation to maintenance in order to ensure perfect system reliability.



The four core areas of our service which always focus on the customer.

Customized solutions

Precise knowledge of your buildings, systems, installations and of your individual requirements allows us to offer customized service solutions.

Our innovative services distinguish by their profitability, efficiency and rapidity. Thus, we ensure that your systems always provide the power and capacity which you expect and which are typical for our BENNING products worldwide.

A partner for all areas of repair and maintenance

The BENNING service concept is based on the four core competencies Facility Management, Project Management, Device & Spare Parts Management and the Training Centre.

Thus, you will get a complete service which can concern either the systems we deliver or all your buildings and systems. Furthermore, we will be your reliable partner for all matters of maintenance.

Quality standard ISO 9001

BENNING has been certified by DQS according to ISO 9001. ISO 9001 stands for continuous quality in all areas, i.e. design, development, production, assembly, sales and customer service. It is a symbol for a company's philosophy of placing quality into the centre of its activities.

Facility Management

24 hours Hotline · Helpdesk

Facility Management

We offer complete service concerning every aspect of your building or your system.

We are your competent partner for all matters covering the manufacturing of your devices, their maintenance and the dismantling of these devices. The goal is maintaining your installations, systems and buildings and thus maintaining your availability. Therefore, we attach great importance to professional maintenance, inspection and service.



The monitoring of your system from the BENNING control centre offers rapid diagnosis. Thus, very often faults can be prevented before causing major damage.

Our support personnel have permanent access to all data required.

Hotline - 24 hours service, around the clock

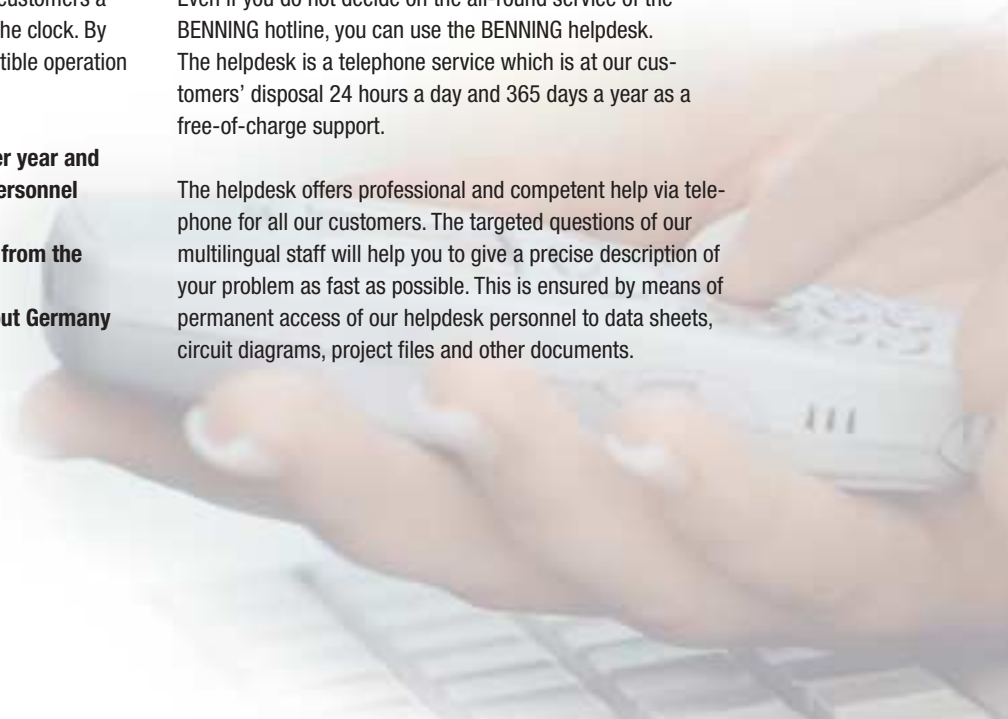
The Benning Hotline offers their contracting customers a reliable and prompt service support around the clock. By means of this service, you ensure uninterrupted operation of your power supply systems.

- **technical support 24 hours, 365 days per year and fault clearing service by our qualified personnel**
- **separate telephone number**
- **monitoring of the power supply system from the BENNING control centre**
- **fault clearing times of 6 hours throughout Germany by regularly trained service technicians**
- **contract-specific spare parts supply**
- **detailed report after fault clearance**

Helpdesk, service as defined by our customers

Even if you do not decide on the all-round service of the BENNING hotline, you can use the BENNING helpdesk. The helpdesk is a telephone service which is at our customers' disposal 24 hours a day and 365 days a year as a free-of-charge support.

The helpdesk offers professional and competent help via telephone for all our customers. The targeted questions of our multilingual staff will help you to give a precise description of your problem as fast as possible. This is ensured by means of permanent access of our helpdesk personnel to data sheets, circuit diagrams, project files and other documents.





Project Management Planning, control, documentation

Planning, control and implementation

On individual request of our customers, we provide the complete planning, control and implementation of installation and assembly projects.

The close cooperation with our customers ensures that deadlines are met and processes can be optimized.



Detailed planning and inspection of the building site are essential for the smooth running of the project.

The various local conditions relevant to installation require detailed project planning and a flexible service team.

For us, continuous support of the installation works goes without saying. The commissioning and its documentation are done by our qualified service personnel.

On request, the official acceptance is done on site with our personnel and the customer.



Many services – one partner

- **planning, control and implementation of installation and assembly projects**
- **coordination of deadlines**
- **building site inspection**
- **installation and/or extension of power supply systems**
- **regular feedback of working progress per email or SMS**
- **ensuring work implementation in compliance with statutory standards and regulations**
- **handing-over of the planned power supply system to the customer including the complete testing and measuring documentation**

Device and Spare Parts Management

Our team of qualified technicians ensures rapid and reliable execution of repair works. For this purpose, the most sophisticated testing and measuring devices are at our technicians' disposal.



In order to minimize your down times, we have a large range of spare parts available for you. The spare parts are stored in specific device warehouses, in so-called Rotomat systems and in high-bay warehouse systems.

Flexibility and short repair times

The BENNING Device and Spare Parts Management offers an optimum support of your products over the whole product lifetime.

For this purpose, the most sophisticated testing and measuring methods are available to our qualified technicians. This guarantees a rapid analysis of the occurring faults and ensures correct repair.

All this means flexibility and time saving which helps you to minimize needless down times.

Furthermore, we ensure prompt supply with spare parts by means of modern logistics. This service allows you to minimize your own spare part stock and to save costs.



Service points in Germany

- service point north in Hanover
- service point east in Leipzig
- service point south in Nuremberg
- service point west in Bocholt
- service point centre in Heidelberg



Training Centre

Operating safety by proper training

The BENNING Training Centre offers a large variety of training courses with the goal of ensuring high operating safety at the user's site. This comprises not only intensive product training of our own sales and service personnel throughout Germany and abroad, but also the training of our customers.

We offer training courses for a large variety of BENNING products:

- uninterruptible power supply systems (UPS)
- industrial power supply systems (Thyrotronic TDG II)
- remote monitoring systems (e.g. MCU 1000/2000+)
- traction charging rectifiers
- testing and measuring devices (BENNING 700)

Of course, we also offer individual, customized training courses for our customers.



Transfer of theoretical principles as a basis for practical operation

Operating a power supply system (Thyrotronic)

Training courses

The transfer of theoretical and practical knowledge is the basis for the safe handling of BENNING products. Depending on the mission of the persons to be trained, the intensity of the training content is orientated towards the following topics:

- proper operation and commissioning
- editing clear fault descriptions
- clearance of minor faults
- repair of BENNING devices down to the module level

Detailed documentation

For each training course, we provide you with a detailed documentation so that you can access this information in practical operation. The documents are published in German and English. They contain basic information and data sheets concerning the individual devices such as e.g. functional descriptions, circuit diagrams and precise instructions guiding the service technician when he/she is repairing the device.

Description of the components and their functions



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