

ASCO PowerQuest® Maintenance Services

The performance of an ASCO PowerQuest Critical Power Management System is vital to your business. ASCO CPMS Maintenance Services are the most cost-effective way to keep systems up-to-date, minimize equipment downtime, and maintain compliance with industry and regulatory standards. Maintenance service agreements ensure that ASCO can provide timely security patches, adjustments, and preventive maintenance.



PowerQuest CPMS Maintenance Framework

- **Adaptive** – Keeps systems compatible with emerging business and technical requirements. Whether it's updating an Operating System or alarm settings, or adding and removing equipment, our services address evolving facility needs.
- **Perfective** – Adjusts settings and functions to optimize system operation. Manages storage capacity and synchronizes device timing to improve system performance.
- **Corrective** – Detects and corrects errors to increase system compliance and efficiency. ASCO experts diagnose faulty hardware, troubleshoot device communications, and execute repairs.
- **Prescriptive** – Protects CPMS equipment from potential vulnerabilities, predicts problems, and recommends solutions. From security updates to software patches, ASCO foresight provides peace-of-mind.



ASCO MAINTENANCE SERVICES MAXIMIZE THE VALUE OF POWERQUEST CPMS

Enhanced Reliability

Periodic inspections and maintenance assure top performance and increase service life. ASCO corrects minor issues before they cause major problems.

Security & Compliance

ASCO evaluates threats, installs security patches, and updates application software. These services help protect critical power assets and support compliance with industry codes and standards.

24x7x365 Support

ASCO's Integration Specialists and Technicians are trained to meet customer demands. ASCO service teams work around-the-clock to maximize CPMS availability.

Scope of Services

ASCO assigns a dedicated PowerQuest CPMS Integration Specialist to each site. All CPMS service agreements include the following emergency and technical support services:

- Support via Phone, Email, and ASCO's web-based Support Ticketing System
- 24 x 7 Emergency Support
- Periodic Remote Inspection and Service
- Available On-Site Service
- Remote Troubleshooting
- Software Updates
- Discounted Parts and Labor
- Priority Access to ASCO Factory Parts Inventory

During the first consultation, our Specialist will recommend maintenance routines to update systems, detect anomalies, and prevent malfunctions. Thereafter, an ASCO Integration Specialist or Technician will provide remote or on-site services as recommended. All ASCO Integration Specialists and Technicians are trained and employed directly by ASCO. Maintenance events include the following baseline tasks:

✓	Verify proper communication between CPMS network switches
✓	Verify proper communication between CPMS servers and each monitored device
✓	Verify CPMS server and workstation performance
✓	Review facility power quality data using history logs
✓	Verify Global Position System synchronization and Network Time Protocol settings
✓	Check time synchronization across devices
✓	Backup databases, server images, and network configuration settings
✓	Manage configuration of alarms, settings, reports, and more
✓	Clean and inspect servers, server racks, network panels, workstations, and metering panels
✓	Monitor and record network utilization and packet loss trends
✓	Identify login attempts by unauthorized users
✓	Install application and operating system updates and security patches
✓	Test CPMS UPS Battery under load, if applicable
✓	Run diagnostic tests for operating system and network hardware
✓	Provide an ASCO Performance & Diagnostic Report for each service event

ASCO Integration Specialists can recommend specific services to maximize the performance and value of ASCO CPMS for every facility. To learn more, contact ASCO at 800-800-ASCO or servicesales@ascopower.com.