



Customer
Address 1
Address 2
Address 3

Date

IMPORTANT UPDATE APC/MGE SERVICE SUPPORT

Dear *****

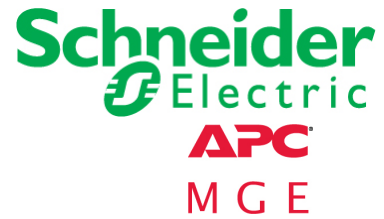
We are keen to keep you updated on changes that take place within the APC/MGE Service Department. As always we continually work to enhance the service we provide for your UPS installation and the associated critical equipment.

Recently we have reviewed our service partner network to ensure our partners have the required people, processes, training and tools to meet our standards as an APC / MGE certified service partner.

We are pleased to confirm that ON365 continue to be a valued APC / MGE Certified Service Partner demonstrating the highest standards in terms of delivery and capability for the APC / MGE product range.

Please be aware that all 3rd Party companies that are not part of our Service Partner program who may approach you to provide a Service Contract on your APC/MGE equipment do not have the following support from us.

- 24x7 Access to technical support from APC / MGE
- 24x7 Access to APC/MGE Spare parts
- 24x7 Access to APC/MGE on site engineering support
- Access to APC/MGE Licensed Software to enable fault finding and maintenance procedures to be carried out
- Access to technical upgrade and product alert information.
- Engineers certified and trained by APC/MGE to work on APC/MGE equipment this includes



Comet 3000	Galaxy 3000
Galaxy PW	Galaxy IGBT
Galaxy	Galaxy 5000
Galaxy 7000	Galaxy 9000
Alps 4000	EPS 2000
Silcon	Symmetra LX
Symmetra PX / PX2	Symmetra MegaWatt
SUVT / ISVT	APC ISX
Smart UPS VT	Upsilon Static Transfer Switch
Galaxy Static Transfer Switch	
Sine Wave (Active Harmonic Filter)	
ISX Central / Capacity Manager / Change Manager	
Netbotz V2 / V3	
In Row Cooling (RC, RP, RD and SC)	
In Room Cooling	

We thank you for your continued business and we will continue to strive to provide the best possible service level for your APC/MGE equipment.

Should you have any questions or require additional information please contact me.

Best regards

Richard Irwin

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