

NUMERIC[®]

A Group brand |  legrand[®]



WHEN CONTINUITY IS NON-NEGOTIABLE.

WE'VE GOT YOU COVERED.

NEW ENERGY
TO POWER



SERVICE AT A GLANCE

When power continuity is vital to your business, service can't be an afterthought. Numeric's service portfolio is built to ensure uninterrupted continuity throughout your system's entire lifecycle—from the initial installation to the final upgrade.



Installation & Commissioning

Professional site surveys and flawless installation.



Extended Warranty

Get protection past the factory warranty—flexible 1-3-year terms.



Annual Maintenance Contracts

Choose from Protect Plus or Protect Ultra plans with regular preventive maintenance and priority response.



Battery Solutions

VRLA and Lithium-ion battery options with professional guidance, installation, and replacement services.



Battery Health Monitoring System

24x7 cell-level monitoring with predictive analytics and proactive alerts.



Remote UPS Monitoring

Real-time diagnostics, ongoing performance tracking, and comprehensive reporting.



Customer Excellence Centre

24x7 digitalised support hub with automated service routing.



Virtual Remote Assistance

Get instant, secure remote support for quicker troubleshooting and reduced downtime.



Value-Added Services

Power Quality Audits, Energy Audits, and Electrical Infrastructure Health Audits.

ABOUT NUMERIC SERVICE

True certainty comes from the people, expertise, and trustworthy presence that support every moment of uptime. Numeric's Service Team unifies these strengths as one fully accountable service partner.

Our Experience:



33

service stores



40+

years serving critical power needs



17

warehouses



1 Million+

pan-India installations

HOW NUMERIC SERVICE WORKS

Certainty demands service that prevents issues and owns them when they happen. Numeric delivers this through five clear commitments.



Proactive Service

Regular preventive maintenance and early problem detection keep your systems running smoothly and help prevent costly downtime.



Customer-Focused

Every business has unique requirements. Our service plans are customisable to match your specific operational needs and budget.



Full Accountability

End-to-end responsibility for your power protection systems with transparent communication and documented service records.



End-to-end Solutions

From initial installation through ongoing maintenance to equipment modernisation, we manage your entire power protection infrastructure.



Technology-Enabled

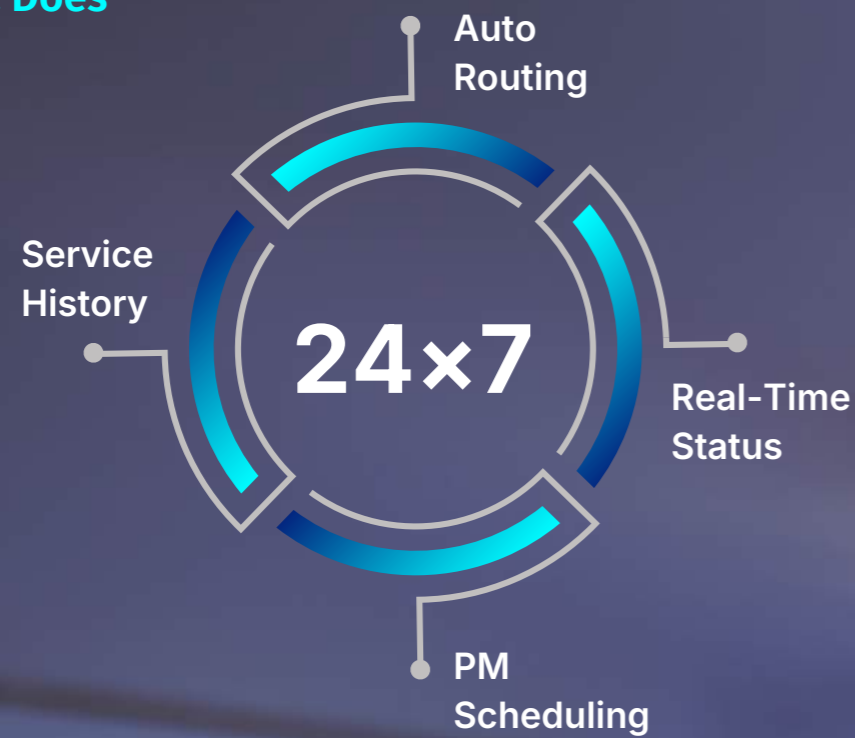
The Customer Excellence Centre integrates CRM automation, Virtual Remote Assistance, and live diagnostic data to ensure every call is routed, tracked, and resolved efficiently.



CUSTOMER EXCELLENCE CENTRE

Certainty demands that help is always within reach. Numeric's Customer Excellence Centre (CEC) is your 24x7 digitalised support hub for every service need.

What the CEC Does



Contact Information



04843103266
04844723266



+91 93619 07552



24 hours a day,
7 days a week



www.numericups.com



Automated service routing to nearest technician



Complete service history & documentation



Preventive maintenance scheduling



Real-time status updates throughout the service process



Virtual Remote Assistance for instant support

VIRTUAL REMOTE ASSISTANCE (VRA)

In critical environments, waiting is often the biggest risk. Virtual Remote Assistance (VRA) connects you to a Numeric expert within minutes – via secure video – so problems are diagnosed and resolved without waiting for a site visit, even on low bandwidth connections.

VRA is India's first video-based remote troubleshooting technology of its kind in the UPS service segment.

HOW VRA WORKS



Call CEC

Call the Customer Excellence Centre any time



Get Video Link

Secure link works on any phone, tablet or PC



Problem Solved

Expert sees what you see and guides you to resolution

WHEN VRA HELPS



Alarm Troubleshooting



Maintenance Guidance



Pre-Visit Assessment



Low Bandwidth Ready



Quick Diagnostics



Minor Service Call

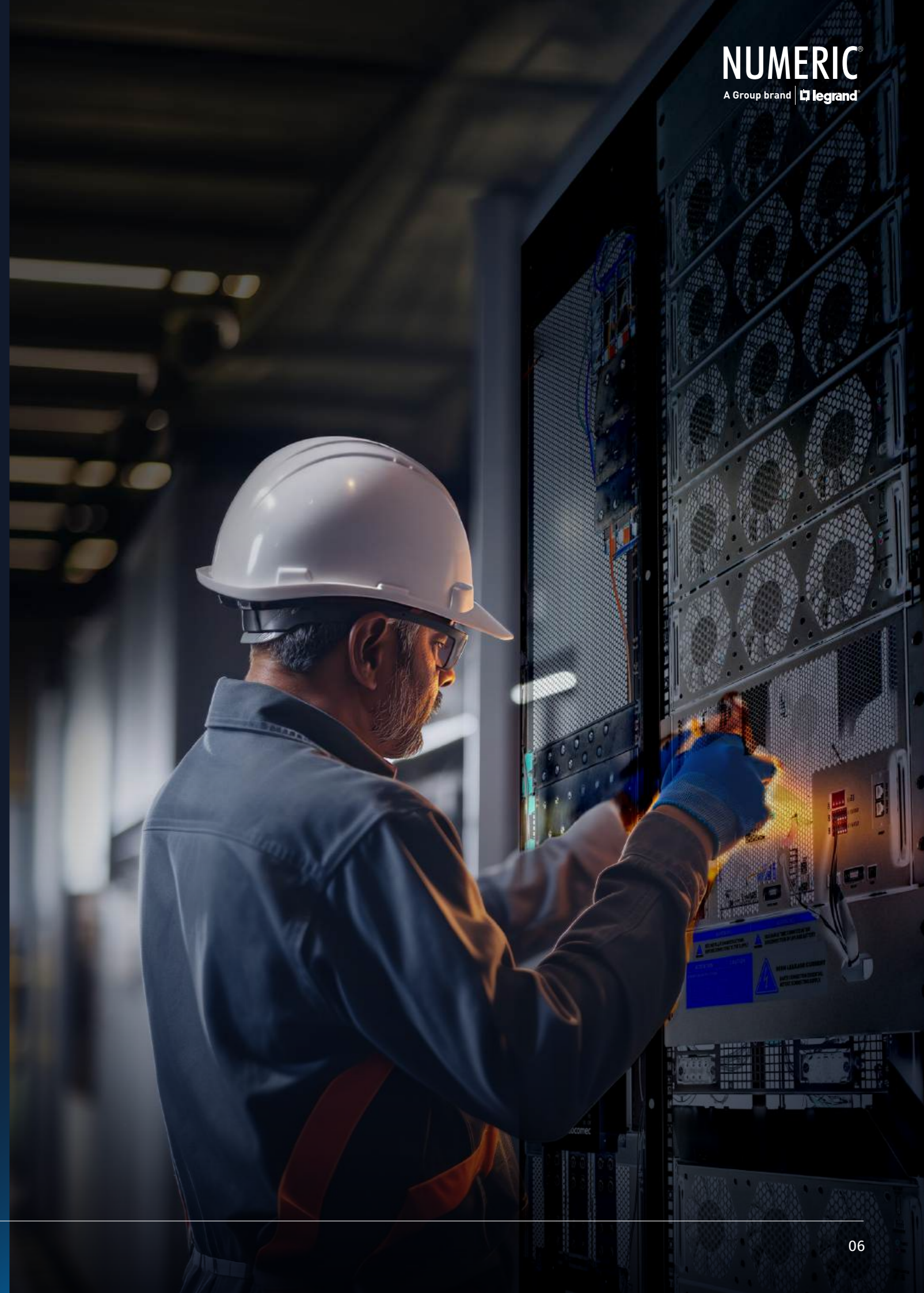


INSTALLATION & COMMISSIONING

Every Numeric installation follows a defined commissioning process — covering site readiness, electrical verification, product checks, and load confirmation before handover.

- | | | |
|----------------|--|---|
| General | <ul style="list-style-type: none"> ✓ Packing list verified for no transit damage ✓ Adequate cross-ventilation in the UPS room verified ✓ Site verified as safe from water ingress, fire risk, and direct sunlight | <ul style="list-style-type: none"> ✓ Cables and breakers verified against specifications ✓ Power on/off procedure demonstrated to the customer |
| Input | <ul style="list-style-type: none"> ✓ Input voltage and frequency verified within specification ✓ Generator capacity verified as sufficient for UPS load | <ul style="list-style-type: none"> ✓ Earthing continuity tested and verified ✓ Energy meter capacity verified for the installed load |
| Product | <ul style="list-style-type: none"> ✓ PCB and transformer condition inspected & confirmed satisfactory ✓ Any site-specific modifications completed prior to installation | <ul style="list-style-type: none"> ✓ Front panel LED/LCD indicators verified normal ✓ Cooling fans operating at rated speed ✓ Output voltage verified within specification |
| Battery | <ul style="list-style-type: none"> ✓ Open-circuit voltage measured for each battery block | <ul style="list-style-type: none"> ✓ Charging voltage and current verified against specification |
| Load | <ul style="list-style-type: none"> ✓ Load type & capacity confirmed against purchase order | <ul style="list-style-type: none"> ✓ Load current measured and confirmed within rated capacity |

Footnote: Indicative checks only. Full commissioning documentation provided at handover.



EXTENDED WARRANTY

When equipment is built for certainty, its protection should be too. Extended warranty keeps your UPS under the care of the team that knows it best.

Coverage is provided by factory-trained engineers using genuine parts and consumables, with unlimited service calls and 24×7 access to the Customer Excellence Centre.

Available in 1, 2, and 3-year extensions to your standard warranty period.



ANNUAL MAINTENANCE CONTRACTS (AMC)

Power certainty needs predictable care. Annual Maintenance Contracts keep maintenance structured, response times defined, and lifecycle costs under control.

Why Consider an AMC



Predictable costs:

Fixed annual fee instead of variable repair bills



Regular maintenance:

Scheduled visits covering UPS internals, blower servicing, and electrical checks, for early fault detection



Priority service:

Faster response times when you need help



Automated scheduling:











Handles all maintenance coordination



Extended equipment life:

Professional care improves longevity

AMC PLANS AT A GLANCE

Service Plan Comparison	Protect Plus	Protect Ultra
 Contract Period	1-3 years	1-3 years
 Preventive Maintenance	2 visits/year	4 visits/year
 Emergency Calls	Unlimited	Unlimited
 Response Time (Single-Phase)	6 hours	4-6 hours
 Response Time (Three-Phase)	4 hours	2-4 hours
 Call Logging	24x7	24x7
 Service Hours	Mon-Sat (8am-6pm)	24x7x365
 Parts Coverage	Yes	Yes
 Consumables	Chargeable	Included*
 Battery Health Check	During PM	During PM

* Consumables included for UPS systems under 4 years old

VRLA BATTERY SOLUTIONS & SERVICES

What Numeric Provides



Battery Selection Guidance

We understand your load and backup needs, then recommend the battery that's right for your application.



Certified, Genuine Products

Only manufacturer-approved batteries — tested, trusted, and built to deliver their full rated life.



Professional Installation

Our engineers handle racking, cabling and commissioning — handing over a system configured to spec and ready to protect.



Test-Based Replacement Advice

We test before we recommend — giving you clear guidance on when to replace, so failure never comes as a surprise.



Fast Delivery from Local Stock

Inventory positioned across the country means quick turnaround when you need a replacement.



Responsible Battery Recycling

End-of-life batteries are collected and disposed of responsibly through Numeric's buyback programme, in full regulatory compliance.

LITHIUM-ION BATTERY SOLUTIONS & SERVICES

Lithium-ion batteries provide superior energy density, faster charging, and a significantly longer service life — making them the ideal upgrade from VRLA batteries in mission-critical environments.

3-5x

Longer Service Life

Vs. standard VRLA — with high cycle durability

Fast

Charge Recovery Speed

Quicker return to full capacity after discharge

Zero

Maintenance Required

Throughout the entire lifecycle

Smart

BMS Intelligent Protection

Enhanced safety & wide temperature tolerance

Key Customer Benefits

What switching to Li-Ion means for your business



Lower Operating Costs

Fewer replacement cycles and zero maintenance expenditure cut total cost of ownership significantly over the battery's lifetime.



Better Lifecycle Value

A longer service life and lower TCO make Li-Ion a superior long-term investment compared to repeated VRLA replacement cycles.



Higher Reliability

Stable, consistent backup performance for critical applications — no capacity degradation surprises, no unplanned downtime.











Eco-Friendly & Sustainable

Highly recyclable chemistry and fewer replacements over time reduce environmental impact and support sustainability targets.

BATTERY HEALTH MONITORING SYSTEM (BHMS)

A single weak cell can bring down an entire battery bank. BHMS monitors every cell, every parameter, continuously, giving you the visibility to act before a problem becomes an outage.

Battery Health Monitoring System – Key Highlights

-  Real-time monitoring
-  Early warning alerts
-  Automated reporting
-  Predictive battery life estimation
-  Remote connectivity
-  Advanced analytics
-  Smart dashboard view
-  Enhanced reliability & safety

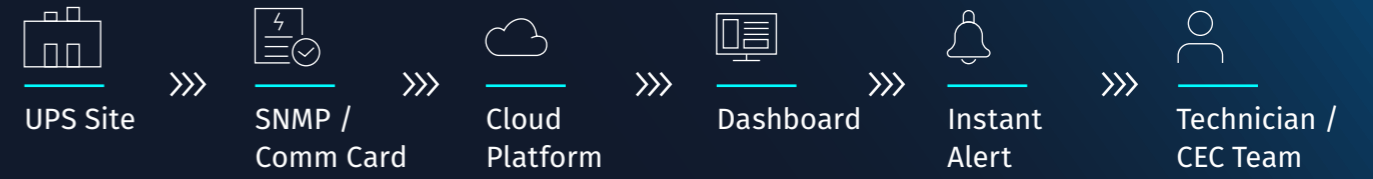


REMOTE UPS MONITORING

A UPS that isn't monitored is one you can't fully trust. Numeric's remote monitoring gives you continuous visibility into every system — so your team sees problems before they become failures.



How It Works



What It Delivers



Prevent Unplanned Outages

Continuous monitoring catches anomalies early — before they cascade into downtime.



Visibility Across Every Site

All UPS units — regardless of location — visible from a single dashboard, at any time.



Data-Driven Maintenance Scheduling

Performance trends flag issues early, enabling proactive service scheduling.



Audit-Ready Records

Timestamped event logs and performance reports available on demand.

VALUE-ADDED SERVICES



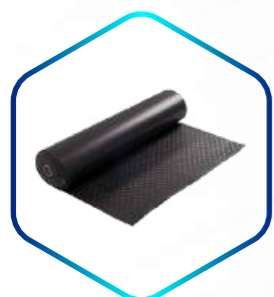
Bus Bar Box

Custom-designed to maximise space efficiency and simplify power distribution cabling.



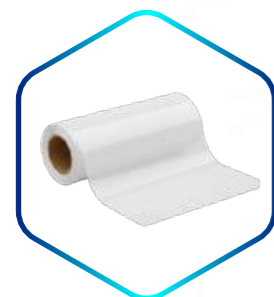
Base Frame

Vibration-free, stable foundations designed to extend the lifespan of high-end UPS systems.



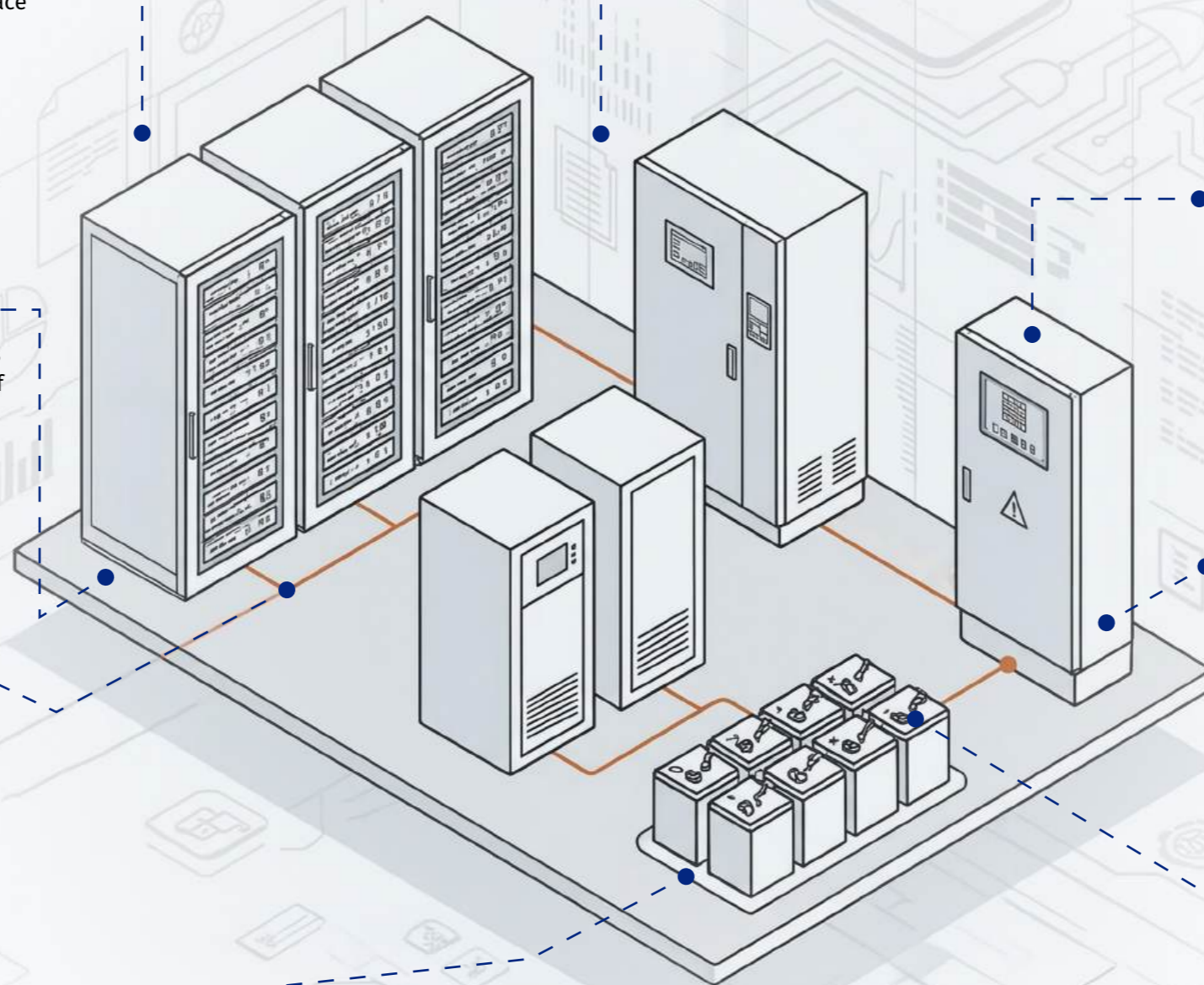
Rubber Mats & Safety Flooring

IS-compliant rubber mats providing essential electrical hazard protection for personnel.



GAR Film Sheet & Insulation Solutions

Heat-resistant and acid-leak protection for superior battery-to-rack safety.



Phase Sequence Corrector

Guarantees correct rotation and reduces downtime in 3-phase systems.



Customised Load-Side Transformers (K Rated)

Optimises efficiency and provides complete protection against harmonics.



Surge Protection Device

High-level defence against voltage surges and lightning-induced damage.



Battery Terminal Caps & Accessories

Fire-retardant covers that enhance human safety and provide a clean, organised finish to battery installations.



SCAN TO FIND OUR
NEAREST BRANCH

NUMERIC®

A Group brand |  **legrand®**

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