



Value-Added Services
for Operational Success



Value-Added Services for Operational Success



Load Bank Testing and Equipment Rentals

Whether you are in need of rental equipment to test your power system or a team of technicians to test the system for you, Universal Global Services has you covered. Select testing equipment from our inventory of load banks and associated gear, or work with a UEC engineer to customize your own test plan to suit your individual needs.



Meter Services

Factory trained and certified technicians will provide comprehensive on-site meter commissioning that includes meter inspection, programming and detailed documentation. Our technicians will program CPM meters and offer optional integration or retrofit services to your BMS or DCIM for any and all meters located within your facility.



Startup and System Certification

Certified technicians inspect and validate that the installation meets factory standards, ensuring ongoing reliability and compliance with facility safety requirements. Successful completion of system startup will increase your standard factory warranty by one year.



Engineering Studies

Understanding the dangers and implementing a safety program is imperative to maintaining a safe work environment. Our professional engineers will conduct comprehensive facility electrical studies and recommend corrective actions, confirming your systems reliability and compliance with government and safety requirements.



On-Site Installation Support

On-site installation support begins by scheduling a site trip during your system installation. All work is performed by certified technicians- including review of installation best practices prior to the job, visual inspection of safe system installation, contractor installation oversight, and inspection and verification of functionality after rework.



On-Site Product Training

Certified technicians will provide a comprehensive training course curriculum that meets our high factory system standards, ensuring ongoing reliability of the system while also emphasizing operational safety. This course curriculum takes place in both a classroom and on-site with equipment.



Extended Warranty and Enhanced Service Plans

Ensure that your equipment investment is always covered. Select from an extended factory warranty or one of our many Enhanced Service Plans to meet your organizational requirements.



Indicates service will increase duration of product warranty

For more information, download the detailed Statement of Work documents at:

<http://downloads.uecorp.com/services/>





Load Bank Testing

Our factory trained and certified technicians will deliver up to 100% of the rated system amperage at a unity power factor and at the client's specified burn-in duration.

- Final visual inspection of safe system installation and verification of correct feed wiring
- Validate meter operation and communication under load (if applicable)
- *Testing will result in one additional year of product warranty*

Infrared Scanning

Our thermography certified technicians will identify thermal anomalies, extending equipment lifecycle and ensuring optimal system performance, facility safety and operational sustainability.

- Thermal imaging of all Busway joints
- Thermal imaging of all end feed units
- Deliver detailed thermography report and photos

Load Bank Rentals

Reliable source for load bank rental equipment delivered to site when you need it.

- Flexible weekly and monthly rental contracts available
- Rent load banks, cable sets and/or plug-in adapters to test your system



Our load bank and IR technician teams will fully commission any Starline project through load banking and thermography services.

- Load bank testing in combination with infrared scanning by our certified technicians will confirm busway installation integrity and system operational performance
- Proactive inspection, diagnosis and reporting enables you to identify potential issues and take corrective action prior to system energization
- Our service team can provide enhanced service plans that include periodic IR scanning based upon your internal maintenance program

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Meter Programming

Our factory trained and certified technicians will safely and efficiently program meters. Prior to the programming service, work with a dedicated professional to create a custom programming plan.

- Inspection and comprehensive verification of meter functionality
- Custom programming of set points and communication protocol settings
- On-site labeling of all meters to customer specifications
- Optional network cabling to all Starline CPM devices available

Meter & Temperature Sensor Retrofit

It has never been easier to add metering and temperature sensing to your existing Starline installation, or upgrade legacy metering products. Allow our factory certified technicians to add branch circuit, end feed power or thermal monitoring to your system. Our solution includes:

- All required hardware, including CTs
- Field modifications of products to add meters
- Functional meter testing
- Meter programming and configuration



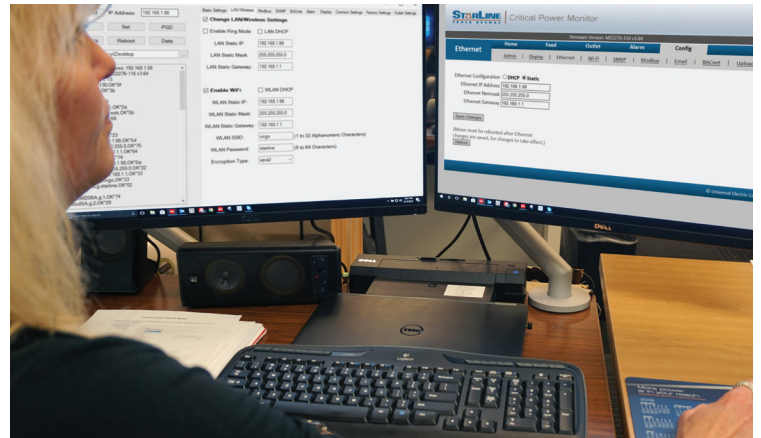
Benefits

Take advantage of our full suite of meter programming and retrofit services to realize the following:

- Our on-site technicians will program meters quickly to meet every commissioning deadline
- Real-time data delivers the analytics to make better operational decisions
- Specify set-points to create customized and meaningful dashboards
- Analyze data for more predictable maintenance schedules

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Startup and System Certification

Our service team is dedicated to your project's success. The system certification process helps mitigate the issues and risks associated with startup by proactively inspecting, testing and reporting on Starline Track Busway, Plug-In Raceway and Critical Power Monitor (CPM) products.

- Confirm delivery and quality of all Starline system components
- Complete a visual inspection of installation confirming connections and critical components are in place and operating to factory specifications
- Confirm system grounding, phasing and continuity
- Perform insulation resistance tests and measurements of each busway system
- Deliver comprehensive system startup report and certification to the client

Benefits

All startup services are performed by Starline Factory Trained and Certified Technicians. Startup procedure satisfies NETA ATS and NEMA BU1.1 specifications.



- Our on-site technicians will rely on proven best practices and operational compliance standards to help meet your commissioning deadlines
- *Successful completion of system startup will increase your standard factory warranty by one year*

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Arc Flash Labelled Busway

Understanding the dangers of Arc Flash and implementing a safety program is imperative to maintaining a safe work environment. Rather than conducting a separate study, save time and money by using our Arc Flash Labelled Busway program.

Our Professional Engineers will conduct a customized Arc Flash Risk Assessment for your Busway while it is being built and the Busway will be delivered to your site with the proper Arc Flash report and safety labels at the time of installation. In addition to safety you can ensure your power distribution system is code-compliant prior to Level 5 integrated testing.

- Assessment from PDU through branch circuit
- Completed in parallel with product fabrication
- Studies completed by Professional Engineers
- Determine the minimum safe working radius and PPE required for live-work
- Labels and report provided and shipped with equipment



Benefits

- Save time and money by completing the hazard risk assessment in tandem with product fabrication
- Ensure workplace safety prior to system startup and throughout the product lifecycle
- Ensure local and national code compliance from day one

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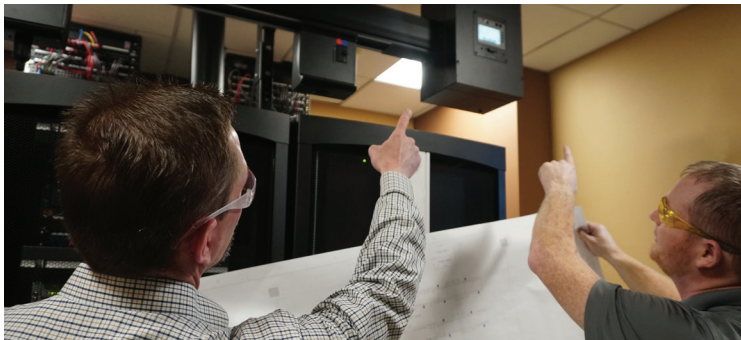
On-Site Installation Support

Our factory trained and certified Starline technicians will work alongside the installing contractor team. Our technicians will personally consult and advise during the installation process and utilize proven best practices to enable the safe and efficient installation of your Starline Track Busway system.

- Confirm equipment delivery and quality
- Contractor installation oversight and recommendations
- Visual inspection of proper system installation
- Expedited part replacement (if required)

Benefits

Our mission is to ensure that the Starline Track Busway system meets factory installation standards while also improving installer safety and efficiency.



- Proactively using a Starline Certified Technician increases the likelihood of meeting operational compliance and timeliness of installation deadlines.
- This Starline factory installation support standard is the first step in building a total facility lifecycle asset management program.
- Decrease installation time, eliminate on-site rework, and ensure safety, quality and system functionality.

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On-Site Product Training

A Starline factory trained and certified technician will provide a comprehensive system training course curriculum with a focus on safety and best practices for operation of your Starline Track Busway system.

Benefits

- Classroom Training
 - Operational safety
 - System and installation overview
 - Critical Power Monitor (CPM) training
- Hands-on Busway Training
 - Operational safety/PPE
 - System inspection
 - Plug-in unit installation
 - Best practices, care, and Q&A
- Proven course curriculum is thorough and effective in meeting Starline's rigorous installation and operational standards



- Whether you want to install the product faster, improve operator safety or learn best practices to care for your product, Starline's training program will cover all topics for your specific power distribution system

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Extended Warranty and Enhanced Service Plans



Choice of Extended Warranty or Enhanced: Silver, Gold or Platinum Service Plans	Extended 1, 2, 3, 4 years	Silver 1, 2, 3, 4 years	Gold 1, 2, 3, 4 years	Platinum 2, 3, 4 years
Repair or replacement of defective parts throughout life of service agreement	X	X	X	X
24/7 technical support hotline	X	X	X	X
Visual inspection of entire Busway system		X	X	X
Update firmware and verify all Starline CPMs		X	X	X
Basic thermal survey, "hot spot" findings with images		X		
Includes travel and expenses		X	X	X
One (1) service site visit per year		X		
Two (2) service site visits per year			X	X
Thermal imaging of all plug-in units			X	X
Thermal imaging of all Busway joints			X	X
Thermal imaging of all end feed units			X	X
Detailed and fully executed thermography report			X	X
Online portal for test reports & documentation			X	X
Spare parts inventory management program				X

Reduce business risk through extended warranty or enhanced service plans and improve safety, reliability, compliance and sustainability.

- Enable early detection of unexpected infrastructure maintenance that may require operational downtime
- Lifecycle asset management ensures business continuity and service plans can support your short and long-term business goals
- Enhanced Platinum Plan enables you to have the precise Starline product when you need it, to support your unexpected service instance

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Universal Electric Corporation (UEC), the manufacturer of Starline, has been a leader in power distribution since 1924. The company's founders led the way for many new technologies in the power distribution equipment industry. Today, this family tradition of innovation continues to pave the way for safer, more innovative and more reliable electrical power distribution systems. Visit www.StarlinePower.com for your flexible power solutions.

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