



LIFEnet

LIFE.net

Uninterruptible Power Supplies (UPS) provide the necessary technical resource to ensure continuity and quality of power supplies to mission critical systems. In order to obtain the protection required for mission critical loads, consideration has to be given to the power system layout, the technology, type of UPS and correct sizing of sources.

UPS are complex pieces of equipment that require regular ongoing maintenance to ensure maximum performance. Mains supply and distribution of UPS power are prone to faults and operator error. Therefore, power protection systems must be designed to be fault tolerant and maintainable whilst critical loads remain supported and operational. To ensure optimum maintainability, the power distribution system must be continually monitored.

LIFE.net is a bi-directional, 24-hour year round communications system for the management of UPS and power distribution systems.

For complete security and peace of mind, LIFE.net provides early warning of any alarm condition or out-of-tolerance status, allowing effective pro-active maintenance and fast incident response.

Monitor

Changes occur that affect the performance and integrity of a UPS. LIFE.net firmware provides 24 x 7 continuous monitoring of your mains supply and UPS operating parameters. Over 100 separate parameters are monitored for the latest UPS ranges.

At defined intervals, or at the activation of a particular alarm, your UPS will make a call to the LIFE.net Service Centre and pro-

vide a status report via modem link. A typical problem would include a change in temperature of the operating environment, resulting from an air-conditioning fault. Such an alarm condition will be detected and transmitted to the LIFE.net Service Centre, allowing immediate corrective action to be taken ensuring maximum continuity for your power supply.

By delegating the monitoring and maintenance of UPS and power distribution equipment to our teams of experts, an organization may limit on-site maintenance resources.

Analyse

Through comprehensive data collection and analysis, LIFE.net becomes not only a monitoring system but the focus of our integrated service offering. The detailed power quality management analysis provided by LIFE.net provides information on power quality trends.

By accessing the system, LIFE.net operators are able to view all events that have occurred during the full service life of the UPS. A clear and detailed synopsis of the causes of each condition combined with analysis of the exact sequence of alarm conditions allow LIFE.net operators to track long term performance trends, identify potential future problems and complete timely corrective action.

In the event of an emergency condition, at the customer's request we can dispatch a service engineer on-site. Using the fault finding function, service engineers benefit from clear and accurate analysis of the problem before arriving on-site. As a result, first time fix rates may be improved.

Examples of conditions requiring telephone intervention with the customer are:

- High battery temperature
- High UPS temperature
- Current overload
- Prolonged mains failure
- Manual intervention on the UPS such as the opening/closing of breakers, or the start/stop of the inverter

Examples of conditions requiring on-site service technician intervention are:

- Battery failure
- High temperature due to ventilation system failure
- UPS component failure

Support

LIFE.net provides 24-hour real-time monitoring of your UPS system, 365 days a year, by our experts in the Service Centre.

Each local Service Centre is connected via a network to the LIFE Master Monitoring Centre, which houses teams of skilled technicians.

The LIFE Master Monitoring Centre, situated in Bologna, Italy, remains in permanent connection with Service Centres worldwide and offers an important additional level of specialist support to LIFE.net operators worldwide.

Application engineers are permanently on hand to assist local LIFE.net operators in providing effective and dynamic local service response to meet the diverse needs of their customers. For those that need it, there is a unique 24/7 mains supply failure notification service, allowing immediate action such as load shedding or controlled shut-down.

Solution

In the event of an emergency condition occurring 24/7, your LIFE.net technical support desk receives an immediate emergency report for assessment.

Should an emergency condition arise the LIFE.net operator undertakes an immediate analysis to determine what follow-up action is required. The LIFE.net operator establishes personal contact with the customers' nominated representative and together they agree on an appropriate course of action. If necessary, the service engineer will complete an emergency site visit.

The tools offered by the system to resolve emergencies are:

- A two-way telecommunication link allowing real-time UPS remote diagnosis of all operating parameters.
- A full range of UPS sub-assembly measurement values are permanently monitored meaning many alarm conditions are resolved remotely without the need of a site visit.
- The LIFE.net Electronic Trouble Shooting. The ETS function is applied upon the receipt of an emergency report from your UPS. LIFE.net automatically generates a list of alarm conditions and provides a series of possible solutions, leading to the swift identification and resolution of all possible operating anomalies.

Report

When subscribing to LIFE.net, you receive a regular operational status report containing all of the relevant information relating to the performance of your UPS and have 24/7 access to expert power management via the LIFE.net technical support desk. The report is supplied at defined intervals and can be dispatched

via post or e-mail. This is a comprehensive demonstration that your UPS is operating successfully and remains under continuous remote surveillance.

The report contains a summary of all alarm events that have occurred, their frequency and duration for the entire monitoring period. For example, if the UPS has registered 10 alarm conditions of mains supply voltage outside limits, the customer is provided with clear evidence that the UPS has intervened to provide critical load protection for their power supply.

A further benefit of the LIFE.net system is SMS notification, giving you, the customer, immediate notification that an anomaly has occurred. Upon receipt of a call from the UPS, the LIFE.net Service Centre will automatically transmit a message through the GSM telephone network onto a maximum of three different users.

Alarms available through the SMS service are:

- Primary mains failure for a period > 3 minutes
- Mains power recovered
- Reserve line failure for a period > 10 minutes
- Load on reserve for a period > 15 minutes

Delegate your power management to the experts.

TECHNICAL FEATURES

UPS Compatible with LIFE.net

Single Phase Output UPS 5 to 20 kVA

Three Phase Output UPS 6 to 800 kVA

Common Output Cabinet

CROSS/CROSS Chassis

Telephone Line Characteristics

Standard

Analogue telephone line

Public telephone line or a line coming
from a central telephone exchange

Upon request

GSM dual band

24-hour Service Technician Connection

Available upon request

Periodic Call Intervals

Standard

Daily

Upon request

Hourly to every 2 days

Periodic Report Intervals

Standard

Monthly

Upon request

From 1 to 12 months

Report Dispatch Mode

Postal or electronic mail (selectionable)

Alarms available with SMS Service

Service available upon request

Primary mains failure for a period > 3minutes

Time configurable from 3 to 60 minutes

Mains power recovered

Fixed time of 10 minutes

Reserve line failure for a period > 10 minutes

Time configurable from 10 to 60 minutes

Load on reserve for a period > 15 minutes

Fixed time of 15 minutes



LIFEon



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Rev.1/05-2003