

Power Is 



Warranty and Support Policy

Flexible power solutions, Inflexible performance.



Power Is 

BPE[®]
Strategic Power Solutions



BPE UPS are highly reliable and efficient products are backed by a highly responsive and dependable field and factory trained services personnel.

Your business runs round the clock. With 24x7 technical support team, BPE is dedicated to protecting your investments.

Service overview

- 24/7 Service support
- Factory-trained service personnel
- Safety practices at every step
- Single window access for technical and commercial solutions
- On line support for customer available

All India Service Network

**Customer Service Support
Call Center Working Hours
10am-6pm**

**Service engineers are
deployed on short notice**

Service support strategy

Accurately understand customer needs and then take the necessary steps to guarantee that the product or service was delivered as promised.

Strategic power solution

Capacity & backup time – are not the only criteria for selection of suitable sizing, when it comes to UPS: Understanding Site conditions, availability of phases, frequency of power outages, space availability, application know how, serviceability are some other critical parameters while determining the uptime.

S.NO	LOCATIONS	RESPONSE TIME	RESOLUTION TIME*	MAINTENANCE TYPE
1	Class A Locations*	Within 24 Hrs.	Within 48 Working Hrs.	On-site maintenance
2	Class B & Class C Locations*	Within 24 Working Hrs.	Within 48 Working Hrs.	Carry-in Warranty to BPE Service Centers at Class A Locations
3	Schools at Class A & Class B locations & Institutional / Large account at single location (>50 UPS)*	Within 24 Working Hrs.	Within 48 Working Hrs.	On-site maintenance, as per PO, Pre-approved terms.

LOCATION CLASSIFICATION		
CLASS A LOCATIONS	CLASS B LOCATIONS	CLASS C LOCATIONS
Delhi, Noida, Gurgaon, Faridabad, Ghaziabad, Ludhiana, Jalandhar, Chandigarh, Kolkata, Bhubaneswar, Patna, Jamshedpur, Lucknow, Kanpur, Agra, Jaipur, Indore, Mumbai, Pune, Nagpur, Ahmadabad, Guwahati, Hyderabad, Chennai, Cochin, Bangalore, Raipur, Bhopal, Coimbatore, Vijayawada, Siliguri, Ranchi.	Locations not mentioned in Class A Locations and excluding inaccessible areas like Leh& Ladakh, Lakshadweep, Andaman Nicobar, North Eastern locations and interior of J&K. or any disturbed area.	Inaccessible areas like Leh& Ladakh, Lakshadweep, Sabarimala (Kerala), Andaman Nicobar, North Eastern locations and interior of J&K or any disturbed area.

SERVICE WINDOW - Monday to Friday & Saturday (1st & 3rd) :10 am to 6 pm, all hours are working hours and excluding Public / National Holidays. Toll Free no: 1800 1031 247, Mobile: +91 9310995859, [Email: support@bpee.com](mailto:support@bpee.com)

Effective and Quick Mobile App Customer Support:

At BPE, we are committed to providing exceptional service to our valued customers. As part of our ongoing efforts to enhance your experience, we have implemented an internal mobile application dedicated to tracking and resolving customer complaints promptly and efficiently.

Key Features of Our Complaints Resolution App

Swift Issue Identification

Real-Time Tracking

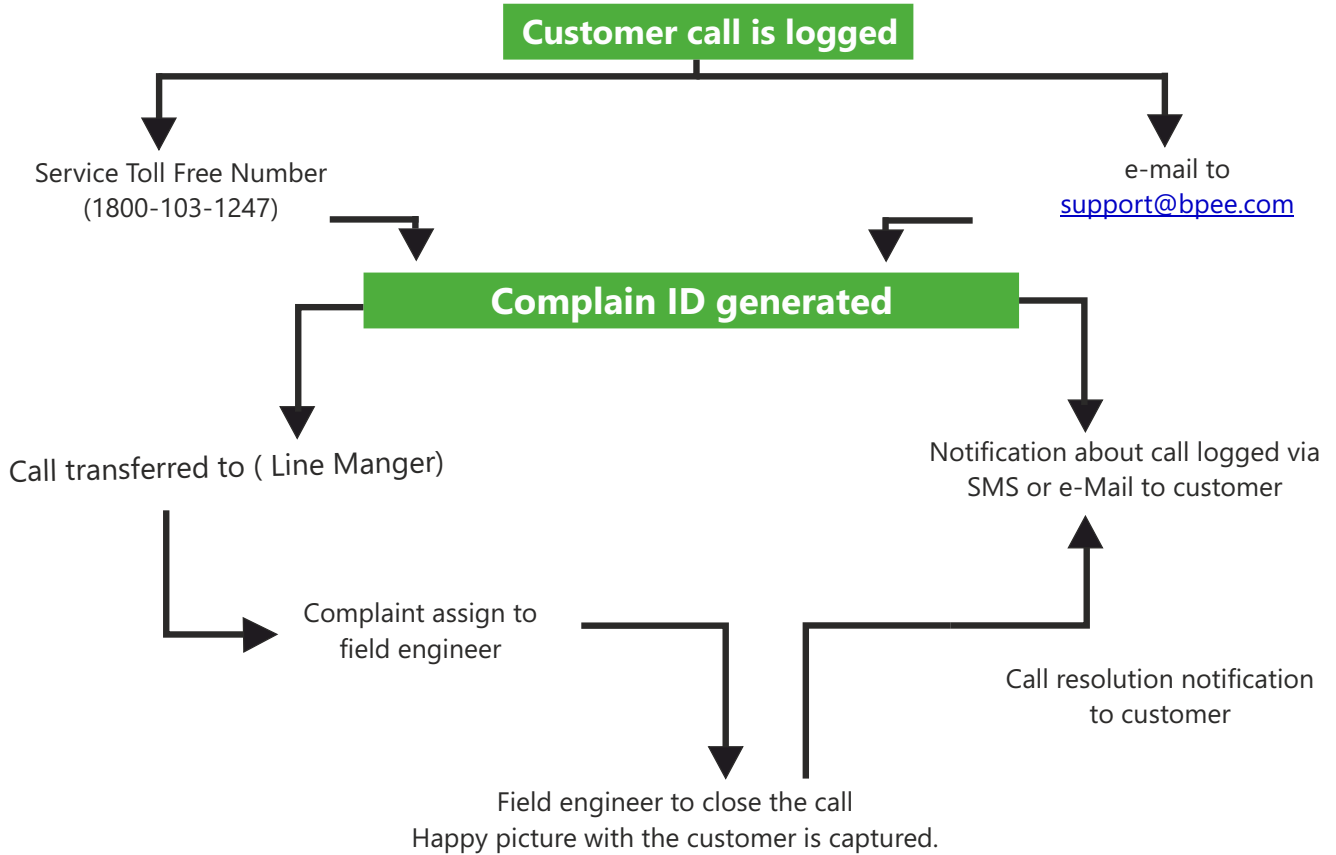
Efficient and Quick
Resolution Process

Quality Assurance

Internal Mobile app customer support levels

- PAN India service support
- Line Manager Support
- Field Engineer support

Service delivery process



Also telephone-based technical support and advice given.

Resolution & uptime

- Quick accurate diagnosis via internal mobile application
- Quick replacement decision
- Repair the defective unit

Some milestones achieved

- Maintaining > 100000 UPSs - PAN India
- Supporting > 15000 + UPSs installed in rural India
- > 50,000 UPSs supported under warranty at any point in time - PAN India
- > 18,000 UPSs under AMC maintenance besides the above

What we do

Our relationships with customers are based on respect and integrity we delight them with our product and services by using the effective applicable technology, processes and continuous innovation.





ESCALATION MATRIX

Customer Support & Service Excellence

Level 0 | Helpdesk

Toll Free Number

☎ 18001031247

✉ support@bpee.com

Level 1 | Field Service

SOUTH

AP/Telangana
lmaptelangana@bpee.com

KERALA

lmkerala@bpee.com

KARNATAK

lmkarnatak@bpee.com

TAMILNADU

lmtamilnadu@bpee.com

NORTH

Delhi NCR
Lmdelhincr@bpee.com

Punjab

8146416949

UP/TTARKHAND

lmup@bpee.com

Rajasthan

Lmrajasthan@bpee.com

Madhya Pradesh

Lmmp@bpee.com

EAST

WEST BENGAL
lmwb@bpee.com

ODISHA

lmodisha@bpee.com

BIHAR

lmbihar@bpee.com

JHARKHAND

lmbihar@bpee.com

WEST

CHATTISHGARH
Immaharashtra@bpee.com

MAHARASTRA

Immaharashtra@bpee.com

GUJARAT

lmgujarat@bpee.com

Madhya Pradesh

Lmmp@bpee.com

Level 2 | Regional Service Manager

SOUTH

✉ scsouth@bpee.com

EAST

✉ sceast@bpee.com

WEST

✉ scwest@bpee.com

NORTH

✉ scnorth1@bpee.com

✉ scnorth2@bpee.com

Level 3 | Service Head

✉ escalation@bpee.com

✉ escalation.head@bpee.com

Level 4 | Service Director

✉ escalation.dir@bpee.com

AMC SUPPORT

National

✉ amcsupport@bpee.com,
✉ sumit.dahiya@bpee.com
✉ dhirendrat@bpee.com

Regional

✉ northamc@bpee.com | southamc@bpee.com
✉ eastamc@bpee.com | westamc@bpee.com



Best Power Equipments India Pvt. Ltd.

Corporate Office: G-201, 239, 240, Sector-63, Noida-201307

Registered Office: 812A, Shakuntala Building, 59, Nehru Place, New Delhi-110019

Singapore Office (BPE Singapore PTE. Ltd.): #19-03 High Street Centre 1 North Bridge Road
Singapore 179094,



www.bpee.com
marketing@bpee.com
Toll Free: 1800 103 1247

Standard Safety Instructions Electrical Work (Do's and Don'ts)

- Only qualified personal may do electrical work of any kind.
- Never remove lock out tags such as DANGER tags and DO NOT REMOVE tags.
- Do not operate the circuit breaker so marked.
- Do not use any electrical equipment in poor or unsafe conditions.
- Ensure that electrical leads are undamaged before use.
- On site try to keep all electrical leads above the floor clear of water and off wet ground.
- Only trained person is permitted to use/operate the UPS/Equipment.
- Do not use the equipment/UPS without the guards in place.
- UPS / Equipment to be kept in safe working order.
- Guards the UPS room to maintain un authorized intervention.
- Use safety of UPS/Equipment, personal protective at all time.
- Do not put any objects/Material on above or around of UPS and Batteries.
- Maintain Air conditioner for efficient cooling to ensure any abnormal temperature conditions.
- Do not allow any electrical works at UPS load without consent of UPS service team.
- Do Clean UPS Room periodically.
- Observe site conditioning and follow the regulations posted by site managers.
- Do arrange Fire-extinguisher in UPS/Equipment room.
- Do arrange Rodent Replant at UPS/Equipment room.
- Do arrange Proper Lighting at UPS room.

Corporate Office

G-240, Sector-63, Noida, Distt. Gautam Buddh Nagar
Uttar Pradesh -201307
☎ +91 120 4637000-029

International Office

India | Indonesia | Nepal | Nigeria | Philippines | Singapore |
South Africa | Taiwan | UAE | Uganda | Vietnam

 **Customer Care : 1800 103 1247**



Power Is  | 
Strategic Power Solutions
Best Power Equipments India Pvt. Ltd.



follow us on:    