



The nation's leader in power protection and backup power equipment, *Critical Systems Services, Inc. (CSSI)* continually provides unsurpassed sales and service from a team of professionals working together to deliver dependable and proficient expert services for Mission Critical Centers.

Critical Systems Services is a nationwide provider of power quality solutions designed to increase the availability and uptime of any mission-critical application or process, from a simple desktop PC to a large Data Center. *Critical Systems Services* products have been the choice of the nation's largest and most demanding companies and organizations. Always ready to satisfy new needs, *CSSI* has today become a leading power-protection provider.

We've gained the trust of some of the most data-dependent, high profile names in many industries. Through our extreme technical abilities and hard-earned reputation we have kept that trust because of the genuine commitment to our valuable customers. It's critical to us that we honor and exceed our agreements with our clients.

Why do business as usual, when you can go do business better? Everyday, companies are making the switch to *Critical Systems Services* for a national service contract for their critical power equipment. Our customers put faith in us delivering superior products and excellent service.

Critical Systems Services focuses on providing comprehensive maintenance services on critical power equipment and creative and sensible solutions to critical power problems. Being an independent service provider enables *CSSI* to provide systems specifically designed for each individual application.

- *Uninterruptible Power Supply (UPS)*
- *Battery Replacement*
- *Preventive Maintenance*
- *24/7 Emergency Services*
- *DC Power Plants*
- *Power Conditioners*
- *Static Transfer Switches (STS)*
- *Turn-Key Installations*
- *Transient Voltage Surge Suppressor (TVSS)*
- *Power Distribution Units (PDU)*
- *Battery Recycling*
- *Equipment Trade-In*
- *Systems Start-up / Shut-down*
- *Parallel / Redundant Configurations*
- *Battery Monitoring Systems*
- *Remote Alarm Notification Systems*
- *Automatic Transfer Switch (ATS)*
- *Equipment Rental / Lease Options*

- APC
- Liebert
- MGE
- Powerware (Eaton)
- GE (General Electric)
- Chloride
- Mitsubishi
- Toshiba
- United Power
- Cyberex
- PDI
- Argus
- Cellwatch
- IntelliBatt
- Sensaphone
- Server Technology

Critical Systems Services has joined forces with APC as a **Certified Reliability Provider**



Benefits of Choosing Critical Systems Services

Peace of Mind—It comes from knowing that our power solution plan takes care of the things your organization cares about most.

Reliability—You will be in business when the competition is not because our disaster avoidance plan will reduce the impact of unknown vulnerabilities and potential problems.

A Smart Investment—Our recommendations will help you to spend less time on your infrastructure support system and more time supporting your core business.

Protection—Your system will be supported when you are not there. We supply the best service management for all aspects of your infrastructure.

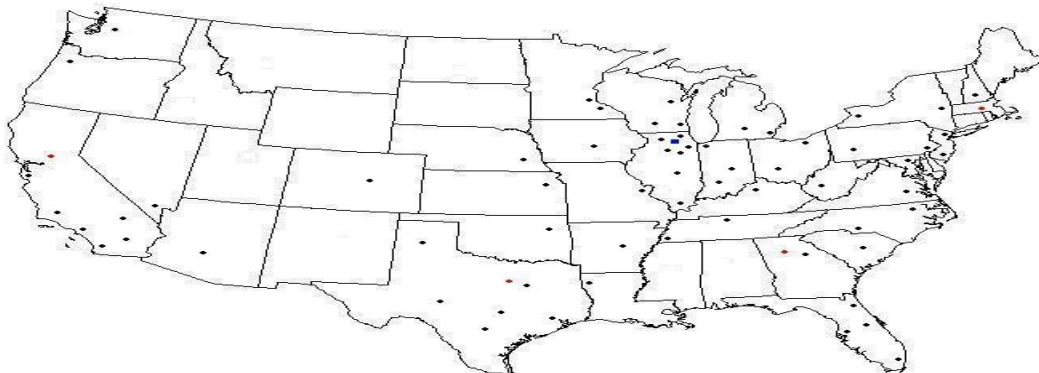
Engineering and Design

We deliver a complete turnkey power back-up and redundancy plan that encompasses a host of innovative power solutions. Designed by *Certified Power Quality Specialists*, our plan addresses an organization's critical power needs for greater reliability, cost efficiencies, safety and risk extenuation.

System Design—A proper design is critical to the pre-installation process. With so many options available, numerous questions need to be answered such as power quality, room layouts, space, floor loading, and room environment. Our experience guides you through the design so that all facility infrastructure issues are thoroughly addressed prior to product procurement and installation.

Data Center Services—At CSSI, we deliver a complete Data Center infrastructure solution-either in the initial build out or the upgrade/remodel of the key functional area. We bring to a project the ability to deliver a total data center room where you simply add your computer and networking gear into a fully protected environment.

Field Service Engineers strategically positioned ensures the managing and monitoring of multiple systems in multiple locations. Prior to corresponding a national service contract, the business development team identifies target service locations to secure standard deliverables.





If your valve regulated lead acid (VRLA) batteries have been in service for four or more years, it may be time to schedule an evaluation of their condition to ensure that your UPS system will provide the protection you require.

When a power outage occurs, even a single bad cell in a string of batteries could compromise your entire backup system and leave you without protection. Proactively replacing your batteries will help to keep your system running up to specifications and minimize the risk of downtime to your business operations.

Critical Systems Services, Inc. offers full-string replacement of battery systems, including expert installation of new cells and proper recycling of spent batteries.

Why Trust Battery Replacement To Anyone Else?

Critical Systems Services offers a complete range of replacement services to handle all of your new battery needs. In fact, we replaced several thousand battery strings and in excess of 178,000 batteries.

Our battery specialists are experts in all aspects of battery service and replacement. Replacement and installation services include both vented lead acid (VLA or “flooded”) and VRLA batteries.

We provide full compliance with all manufacturers’ and IEEE standards for removal of old batteries and installation of new cells, including the handling of all environmental / regulatory aspects of battery recycling.

Critical Systems Services Is Your Best Choice For Battery Replacement

Critical Systems Services offers “one-source” convenience for all your UPS and battery services. We deliver a level of trust and credibility that many service providers simply cannot guarantee. Our customer engineers are “up to date” with product training and field change notices on all power quality equipment. We can also manage the warranty process for you. You can count on us to know everything there is to know about your backup power system and its batteries. And, our distribution centers stock nearly \$1 million in battery inventory across our three warehouse locations.

- *C&D (Dynasty)*
- *CSB Battery*
- *EnerSys Genesis (Yuasa)*
- *Interstate Battery*
- *Powersonic*
- *Universal Battery*
- *Power Battery*
- *GNB (Sprinter)*
- *Gates (Hawker)*
- *East Penn (Deka)*
- *Panasonic*
- *Exide Battery*

and many more...



Service Quotation Questionnaire

Fax To: (847) 628-0248

Company:	
Address:	
City State Zip	
Contact Name:	
Contact Phone:	
Contact Fax:	
Contact Email:	
Manufacture:	
Make:	
Model No:	
kVA / kW Size:	
Serial No:	
Renewal Date(s):	
Battery Manufacture:	
Battery Model No:	
Battery Jars Qty:	
Battery Strings Qty:	
Battery Cabinets Qty:	
Preventive Maintenance:	<input type="checkbox"/> One-Time Only <input type="checkbox"/> Annual (1/yr) <input type="checkbox"/> Bi-Annual (2/yr) <input type="checkbox"/> Quarterly (4/yr)
Service Hours:	<input type="checkbox"/> Mon-Fri 8a-5p <input type="checkbox"/> Mon-Fri 24/7 <input type="checkbox"/> Mon-Sat 24/7 <input type="checkbox"/> Mon-Sun 24/7
Response Time:	<input type="checkbox"/> Next Business Day <input type="checkbox"/> Next Day <input type="checkbox"/> 8 Hour <input type="checkbox"/> 4 Hour
Parts Coverage:	<input type="checkbox"/> Billable <input type="checkbox"/> 25% Discount <input type="checkbox"/> 50% Discount <input type="checkbox"/> Parts Covered
Additional Notes / Options:	



New UPS System Questionnaire

Fax To: (847) 628-0248

Company:	
Address:	
City State Zip	
Contact Name:	
Contact Phone:	
Contact Fax:	
Contact Email:	
Output Rating:	_____ kVA rating _____ kW rating
Output Voltage:	<input type="checkbox"/> 120 volt <input type="checkbox"/> 208 volt <input type="checkbox"/> 240 volt <input type="checkbox"/> 480 volt _____ other
Output Current:	_____ amps rating _____ watts rating
Output Phases:	<input type="checkbox"/> single phase <input type="checkbox"/> three phase
Battery Runtime Required:	_____ 50% load (half) _____ 100% load (full)
Battery Type Required:	<input type="checkbox"/> High Rate VRLA <input type="checkbox"/> Flooded (wet cell) <input type="checkbox"/> Telecom _____ other
Input Voltage:	<input type="checkbox"/> 120 volt <input type="checkbox"/> 208 volt <input type="checkbox"/> 240 volt <input type="checkbox"/> 480 volt _____ other
Input Phases:	<input type="checkbox"/> single phase <input type="checkbox"/> three phase
Single or Dual Utility Feed:	<input type="checkbox"/> single feed <input type="checkbox"/> dual feed <input type="checkbox"/> dual feed for maintenance bypass
Equipment Only or Turn-Key:	<input type="checkbox"/> equipment only <input type="checkbox"/> turn-key installation (electrician required)
Expected Quantity Required:	
Type of Loads to be Powered:	
Equipment Environment:	<input type="checkbox"/> controlled <input type="checkbox"/> non-controlled (please explain) _____
New Application or Replacement:	<input type="checkbox"/> new application <input type="checkbox"/> replacing existing equipment
Projected Installation Date:	_____ / _____ / _____
Additional Notes / Options:	