

Warranty and Support Policy

Flexible power solutions, Inflexible performance.



Power Is 


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 around 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, Bhubaneshwar, 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

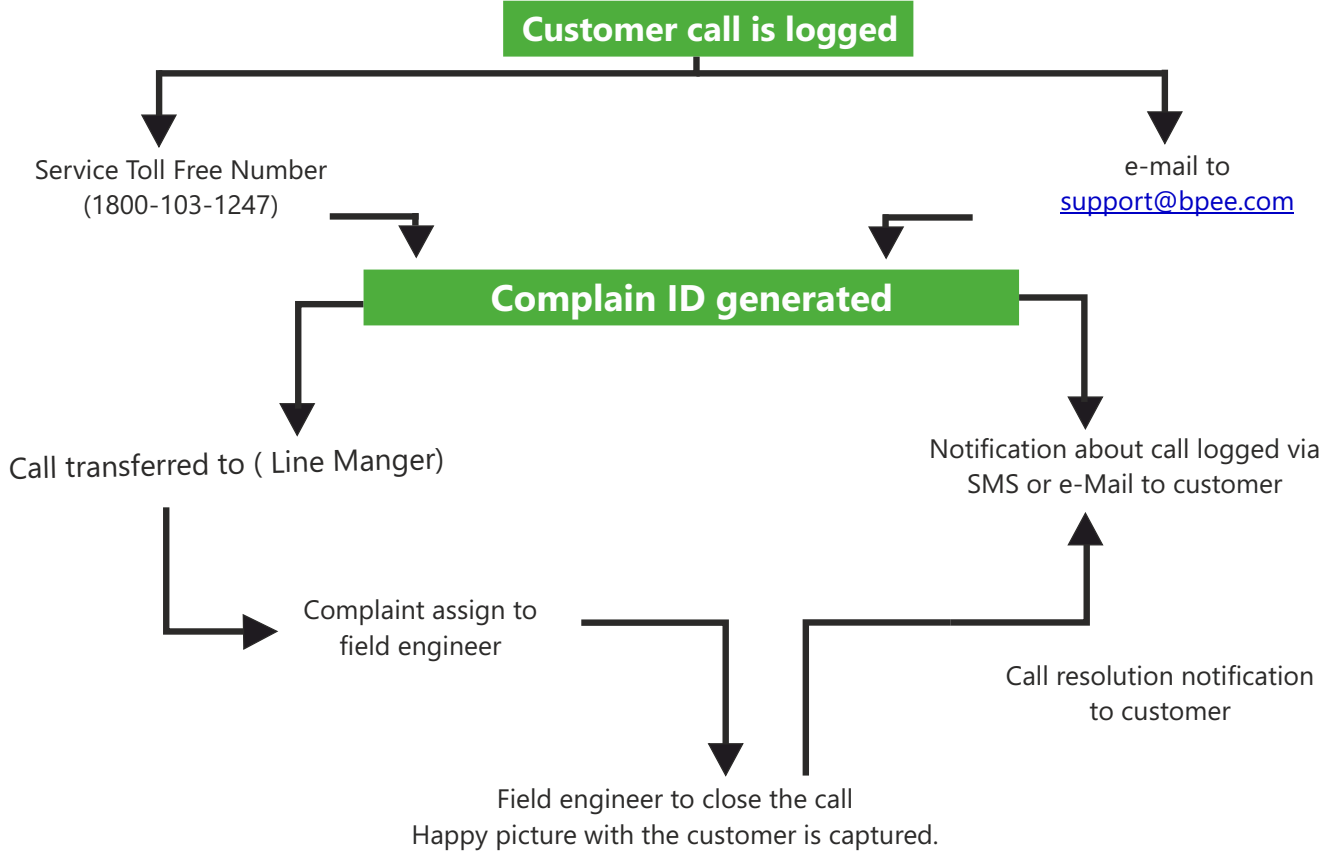
Efficient and Quick Resolution Process

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.



All India Service Network

North Region	States	Cities	Authorized Service Provider(ASP)	Direct Service Engineer
N1	Delhi NCR	New Delhi		✓
		Noida & Greater Noida		✓
		Gurugram		✓
		Ghaziabad		✓
		Faridabad	✓	
		Meerut		✓
		Sonipat	✓	
		Palwal	✓	
		Bhiwadi	✓	
N1	Haryana	Karnal	✓	
		Panipat		✓
		Ambala	✓	
		Sonipat		✓
		Hisar	✓	
		Panchkula	✓	
		Yamuna Nagar	✓	
		Kaithal	✓	
		Kurukshetra	✓	
N1	Rajasthan	Jaipur		✓
		Jodhpur		✓
		Udaipur		✓
		Ajmer	✓	
		Jaisalmer	✓	
		Bikaner	✓	
		Kota		✓
		Chittorgarh	✓	
		Bundi	✓	
		Sri Ganganagar	✓	
		Bharatpur	✓	

North Region	States	Cities	Authorized Service Provider(ASP)	Direct Service Engineer
N2	Punjab	Ludhiana		✓
		Jalandhar	✓	
		Amritsar		✓
		Patiala		✓
		Bathinda	✓	
		Chandigarh		✓
		Pathankot	✓	
		Firozpur	✓	
		Moga	✓	
		Kapurthala	✓	
		Batala	✓	

N2	Jammu and Kashmir	Srinagar		✓
		Jammu		✓
		Anantnag	✓	
		Udhampur	✓	
		Pahalgam	✓	
		Poonch	✓	
		Katra	✓	

N2	Himachal Pradesh	Shimla		✓
		Dharamshala	✓	
		Chamba	✓	
		Baddi	✓	
		Manali	✓	✓
		Hamirpur	✓	
		Solan	✓	
		Kangra	✓	
		Kullu	✓	
		Dalhousie	✓	
		Palampur	✓	
		Kasauli	✓	
		Mandi		✓

North Region	States	Cities	Authorized Service Provider(ASP)	Direct Service Engineer
N3	Uttarakhand	Dehradun		✓
		Haridwar		✓
		Nainital	✓	
		Rishikesh	✓	
		Haldwani		✓
		Roorkee	✓	
		Mussoorie	✓	
		Rudrapur	✓	
		Pithoragarh	✓	
		Almora	✓	
Ramnagar	✓			

N3	Uttar Pradesh	Lucknow		✓
		Prayagraj		✓
		Kanpur		✓
		Agra		✓
		Varanasi		✓
		Bareilly		✓
		Moradabad	✓	
		Aligarh	✓	
		Jhansi	✓	
		Gorakhpur		✓
		Saharanpur	✓	
		Mathura	✓	
		Ayodhya	✓	
Muzaffarnagar	✓			

N3	Madhya Pradesh	Bhopal		✓
		Indore		✓
		Jabalpur		✓
		Gwalior		✓
		Ujjain		✓
		Katni	✓	
		Bhind	✓	
		Shivpuri	✓	
		Itarsi	✓	
		Gwalior		✓
		Pattan	✓	
Neemuch	✓			

Central

Central	Chhattisgarh	Bilaspur		✓
		Korba	✓	
		Bhilai	✓	
		Raigarh		✓
		Jagdalpur	✓	
		Raipur		✓
		Durg	✓	

East Region	States	Cities	Authorized Service Provider(ASP)	Direct Service Engineer
E1	West Bengal	Kolkata		✓
		Durgapur	✓	
		Asansol	✓	
		Siliguri		✓
		Bardhaman	✓	
		Kharagpur		✓
		Malda	✓	
		Midnapore	✓	
		Bolpur	✓	
		Hooghly	✓	
		Bankura	✓	
		Kalyani	✓	
		Birbhum	✓	
E1	Jharkhand	Ranchi		✓
		Jamshedpur		✓
		Dhanbad	✓	✓
		Bokaro Steel City	✓	
		Hazaribagh	✓	
		Deoghar	✓	
		Dumka	✓	
		Daltonganj	✓	
		Koderma	✓	
		Gomoh	✓	
		Madhupur	✓	
E1	Bihar	Darbhanga		✓
		Nalanda	✓	
		Munger	✓	
		Arrah	✓	
		Bhagalpur		✓
		Patna		✓
		Gaya		✓
		Muzaffarpur	✓	
		Saharsa	✓	
		Bettiah	✓	
		Sasaram	✓	
		Begusarai	✓	
		Madhubani		✓
		Sitamarhi	✓	
		E2	Odisha	Bhubaneswar
Cuttack	✓			
Rourkela	✓			
Sambalpur				✓
Puri	✓			
Balasore				✓
Brahmapur	✓			
Bhadrak	✓			✓
Paradeep	✓			
Dhenkanal	✓			
Angul	✓			
Keonjhar	✓			
Sunabeda	✓			
Jharsuguda	✓			

West Region	States	Cities	Authorized Service Provider(ASP)	Direct Service Engineer
W1	Maharashtra	Mumbai		✓
		Pune		✓
		Nagpur		✓
		Thane		✓
		Latur		✓
		Navi Mumbai	✓	
		Solapur	✓	
		Amravati	✓	
		Kolhapur	✓	
		Beed		✓
		Ratnagiri	✓	
		Akola	✓	
		Jalgaon		✓

W2	Gujarat	Surat		✓
		Vadodara		✓
		Rajkot	✓	
		Gandhinagar		✓
		Jamnagar	✓	
		Bhavnagar	✓	
		Junagadh	✓	
		Morbi	✓	
		Porbandar	✓	
		Dwarka	✓	
		Ankleshwar	✓	
		Ahmedabad	✓	✓
		Vapi	✓	

W3	Goa	Panaji		✓
		Vasco da Gama	✓	

South Region	States	Cities	Authorized Service Provider(ASP)	Direct Service Engineer
S1	Telangana	Hyderabad		✓
		Warangal	✓	✓
		Karimnagar	✓	
		Sangareddy	✓	
		Secunderabad		✓
		Nalgonda	✓	
		Adilabad	✓	
		Ramagundam	✓	
S2	Tamilnadu	Chennai		✓
		Madurai	✓	✓
		Coimbatore		✓
		Tiruchirappalli		✓
		Salem	✓	
		Vellore	✓	
		Kanyakumari		✓
		Tirunelveli	✓	
		Viluppuram	✓	
		Tiruppur	✓	
		Ooty	✓	
		Krishnagiri	✓	
S2	Andhra Pradesh	Amaravati	✓	
		Visakhapatnam		✓
		Vijayawada		✓
		Tirupati	✓	
		Kakinada		✓
		Guntur	✓	✓
		Kurnool		✓
		Rajahmundry	✓	
		Anantapur	✓	
		Kadapa	✓	✓
		Nellore	✓	✓
		Vizianagaram	✓	
		Srikakulam	✓	
		S3	Karnataka	Bengaluru
Hubli	✓			✓
Mangalore	✓			
Mysuru	✓			
Shivamogga	✓			
Gulbarga	✓			
Davanagere	✓			
Ballari	✓			
Vijayapura	✓			

S4	Kerala	Thiruvananthapuram	✓	
		Kochi		✓
		Calicut	✓	
		Thrissur		✓
		Wayanad	✓	
		Alappuzha	✓	
		Kannur	✓	
		Kottayam	✓	
		Malappuram	✓	
		Palakkad		✓
		Kovalam	✓	
S5	Puducherry	Puducherry		✓

North East

States	Cities	Authorized Service Provider(ASP)	Direct Service Engineer
Arunachal Pradesh	Itanagar	✓	
Assam	Guwahati		✓
	Silchar	✓	
	Dibrugarh	✓	
Meghalaya	shillong	✓	
Manipur	Imphal, Bishnupur, Moirang	✓	
Mizoram	Lunglei, Aizawal	✓	
Nagaland	Kohima, Dimapur	✓	
Tripura	Agartala, Dharmanagar	✓	

ZONE	Escalation Matrix (West Bengal)			
EAST 1		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Dinesh Maity	Mousumi Banerjee	Subash ch Mohanty
	Mob. No	8240214505	9330295859	9310195859
	E-Mail ID		mousumi@bpee.com	subash@bpee.com
	Escalation Matrix (Bihar)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Pankaj Kumar	Tarun Kumar	Subash ch Mohanty
	Mob. No	9835130499	8527865859	9310195859
	E-Mail ID		tarunk@bpee.com	subash@bpee.com
	Escalation Matrix (Jharkhand)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Pushkar	Tarun Kumar	Subash ch Mohanty
Mob. No	6201375254	8527865859	9310195859	
E-Mail ID		tarunk@bpee.com	subash@bpee.com	
EAST 2	Escalation Matrix (Odisha)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	SRIKANT SAHOO	Tarun Kumar	Subash ch Mohanty
	Mob. No	9337795859	8527865859	9310195859
WEST 1	Escalation Matrix (Maharashtra)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Vikas B Arote	Sumit Dahiya	Subash ch Mohanty
	Mob. No	(08422952133	9310291407	9310195859
WEST 2	Escalation Matrix (Gujarat)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Harinath Dash	vivekk@bpee.com	Subash Mohanty
	Mob. No	8460448848	8130803344	9310195859
CENTRAL	Escalation Matrix (Chatishgargh)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	vivekk@bpee.com	vivekk@bpee.com	Subash Mohanty
	Mob. No	8130803344	8130803344	9310195859
SOUTH 1	Escalation Matrix (Ap / Telengana)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Rahul Kumar	Dhirendra Tiwari	Subash Mohanty
	Mob. No	9620832844	8130953344	9310195859
	E-Mail ID	rahulk@bpee.com	dhirendrat@bpee.com	subash@bpee.com

SOUTH 2	Escalation Matrix (Tamilnadu)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Govarthanan	Akash Gaur	Subash Mohanty
	Mob. No	9566579194	9654338296	9310195859
	E-Mail ID	govarthanan@bpee.com	akashg@bpee.com	subash@bpee.com
SOUTH 3	Escalation Matrix (Karnatak)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Vikas Kumar singh	Akash Gaur	Subash Mohanty
	Mob. No	9546902431	9654338296	9310195859
	E-Mail ID		akashg@bpee.com	subash@bpee.com
SOUTH 4	Escalation Matrix (Kerala)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Govarthanan	Akash Gaur	Subash Mohanty
	Mob. No	9566579194	9654338296	9310195859
	E-Mail ID	govarthanan@bpee.com	akashg@bpee.com	subash@bpee.com
NORTH EAST	Escalation Matrix (Northeast)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Hari Mohan	Tarun Kumar	Subash Mohanty
	Mob. No	9101189022	8527865859	9310195859
	E-Mail ID		tarunk@bpee.com	subash@bpee.com
NORT 1	Escalation Matrix (Delhi NCR)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Ajay Kumar	Mukesh sharma	Subash Mohanty
	Mob. No	8527199046	9310595859	9310195859
	E-Mail ID	ajayk@bpee.com	mukesh @bpee.com	subash@bpee.com
	Escalation Matrix (Haryana)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Ajay Kumar	Mukesh sharma	Subash Mohanty
	Mob. No	8527199046	9310595859	9310195859
	E-Mail ID	ajayk@bpee.com	mukesh @bpee.com	subash@bpee.com
	Escalation Matrix (UP / UK / MP)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Ajay Kumar	Mukesh sharma	Subash Mohanty
	Mob. No	8527199046	9310595859	9310195859
	E-Mail ID	ajayk@bpee.com	mukesh@bpee.com	subash@bpee.com

NORTH 2	Escalation Matrix (Punjab)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Shivam Soni	Mukesh sharma	Subash Mohanty
	Mob. No	8130803344	9310595859	9310195859
	E-Mail ID	shivams@bpee.com	mukesh @bpee.com	subash@bpee.com
	Escalation Matrix (Himachal Pradesh)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Shivam Soni	Mukesh sharma	Subash Mohanty
	Mob. No	8130803344	9310595859	9310195859
	E-Mail ID	shivams@bpee.com	mukesh@bpee.com	subash@bpee.com
	Escalation Matrix (Jammu And Kashmir)			
		1st Level Escalation	2nd Level Escalation	3rd Level Escalation
	Name	Shivam Soni	Mukesh sharma	Subash Mohanty
	Mob. No	8130803344	9310595859	9310195859
	E-Mail ID	shivams@bpee.com	mukesh@bpee.com	subash@bpee.com

Call Login / Support Team

	1st Level Escalation	2nd Level Escalation	3rd Level Escalation for all 3phase UPS	4th Level Escalation
Name	Call Center	Vaibhav Shukla	Priyanshu Thakur	Subash Mohanty
Mob. No	18001031247	9310995859	9321195859	9310195859
E-Mail ID	support@bpee.com	support@bpee.com	priyanshut@bpee.com	subash@bpee.com

Pan India Escalation Matrix

Name	Sarita Juyal	Mukesh Sharma	Shelfa Koul	Subash Mohanty
Mob. No	93104-95859	93105-95859	9311195859	9310195859
E-Mail ID	sarita@bpee.com	mukesh@bpee.com	shelfa@bpee.com	subash@bpee.com

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

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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.



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