

Service & Support

Installation, Commissioning, Maintenance and Rental



A range of services including:

- ◆ Installation
- ◆ Commissioning
- ◆ Battery replacement
- ◆ Battery removal
- ◆ Rental
- ◆ Training
- ◆ Site Surveys

Established in 1979, PB Design has been supplying battery based standby power systems for critical applications for over 40 years. Our business extends beyond just class leading products as we can provide onsite installation, commissioning, battery replacement and site surveys as well as spares to ensure your system continues to perform for many years.

Regular maintenance is vital to ensure you get the expected life from your system. This is particularly important where the batteries are concerned. Dependent on the type of battery supplied, the charger system will outlive the batteries. You can easily expect to replace the batteries once, if not twice, within the life of the system. Battery maintenance needs to be performed on a regular basis to ensure the system

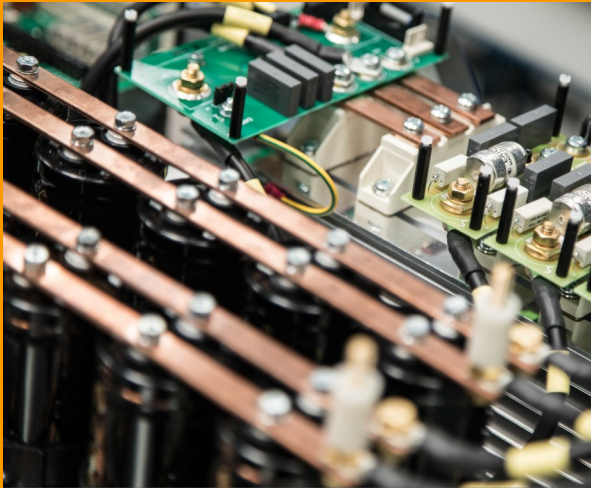
performs as required.

PB Design can offer a regular maintenance programme where we will test the health of the batteries to ensure your backup system is there when you need it. In addition we can offer installation and commissioning.



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Spares

We have records of our systems going back over 30-years and are able to offer spares in most circumstances. Our Service Department is on hand to assist with any spares requirements you may have.

Presales Support

We pride ourselves on offering the right solution for your application and can offer a number of presales support services.

Site Survey

Site surveys can be essential where complex works is required, particularly if an old system is being replaced. Our factory trained technicians can provide all the information necessary for the installation of charger system and batteries. This can include site preparation, review of assets and correct sizing of the charger.

System Design

At PB Design we pride ourselves on offering our customers the system that meets their needs whether this is a small 2A or a 300A dual charger system. Our technical sales engineers are on hand to walk you through the process. The system is then manufactured at our site in Clevedon and is typically available in under 12 weeks, depending upon the complexity.

Factory Acceptance Test (FAT)

Factory Acceptance Tests are offered at our manufacturing facility in Clevedon. This is sometimes a requirement to ensure the product has been manufactured in accordance with the customer's specification. FAT's can be carried out with the customer (or their representative) in attendance, remotely via Teams, Zoom etc. or even unattended if you wish.

Health Checks:

- ◆ Battery voltage
- ◆ Impedance check
- ◆ Input voltages
- ◆ Output voltages
- ◆ Alarms
- ◆ Temperature
- ◆ Battery capacity (via discharge test)

After Sales Support

Our after-sales support ensures your battery back-up system operates when you need it. It is important during the life of the product that both the charger and batteries are correctly maintained. Failure in a battery, for example, can be catastrophic in a critical application. Regular maintenance is vital to ensure your systems continue to operate when the power fails.

Installation & Commissioning

If you don't have the manpower, or are unsure about the requirements, we can offer installation and commissioning of our systems. This can include the installation of a simple wall mounted charger through to more complex dual systems with purpose built battery rooms.

All installations and commissioning are carried out by approved PB Design factory trained technicians.

Site Acceptance Test (SAT)

In addition to Factory Acceptance Tests (FAT) we can also offer Site Acceptable Tests, ensuring the system performs to specification.

Battery Replacement

PB Design can offer a range of replacement batteries from leading battery manufacturers

including Energys, Yuasa, Fiamm and Alcad. We can either just supply the batteries or we can offer a complete service where we safely remove and dispose of the old battery blocks from site.

Maintenance Plans

Our maintenance plans offer peace of mind when the charger systems and particularly the batteries require regular maintenance.

Rental

Keeping your battery charged during a charger 'swap out' is paramount in certain applications. We have a range of small portable chargers available for rental to ensure the battery is available when needed.

Training

'One size does not fit all' so we can provide tailored training courses that are designed around your product and application. Training courses can be carried out at our headquarters in Clevedon or at your premises.

Our courses are run by experienced and knowledgeable engineers who are on hand to answer any technical queries.





Batteries

We are proud to offer batteries from some of the leading manufacturers including EnerSys, Fiamm, Yuasa and Alcad. Our technical sales engineers are available to talk you through the options. For larger installations we may recommend a site survey.

Where batteries are at 'end of life', it is important that all blocks are replaced.



Replacement Batteries

Where possible we will offer a direct replacement battery, if not, we will source a suitable alternative. When looking at replacement batteries consideration needs to be given to the block sizes and the battery links.

Battery Stands

For larger systems, where the battery is housed in a separate battery room PB Design can size and supply the battery stand.

Waste Disposal

We are licensed carriers of waste material and can remove any batteries that are 'end of life' from site.