



September 12, 2019

To whom it may concern,

This letter has been furnished in support of Active Power: A Division of Piller Power Systems, as the provider for maintenance services and service support agreements on the Active Power UPS equipment (s/n: AP00224) located at:

Chalmers P Wylie VAMC
420 N James Rd
Columbus OH 43219-1834
USA

Active Power is the sole manufacturer of Active Power UPS equipment and parts. The bearing type and grease composition combination that is used in Active Power equipment is proprietary from the bearing vendor.

Active Power does not warrant failures which occur from or are related to unauthorized parties servicing Active Power equipment. In order to maintain warranty on Active Power equipment, all maintenance and repair work must be performed by an Active Power certified service engineer. Active Power does not train or certify engineers/companies to work independently on Active Power equipment.

If additional information is required, please feel free to contact Nathan Wilkes with our Service Operations Department at 512-744-9253.

Sincerely,

Robert Blackwood
Regional Service Manager

