

# AFTERMARKET SERVICES

## Your Single-Source Partner for Mission Critical Reliability

Mission Critical Group (MCG) simplifies aftermarket support with end-to-end service, including maintenance, testing, commissioning, decommissioning, repairs, and emergency response – delivered by one trusted partner for seamless coordination and maximum uptime. Backed by over 1 million square feet of U.S.-based manufacturing, MCG combines domestic production strength with nationwide service coverage to keep mission critical operations running without delay.

### > AFTERMARKET SERVICE OFFERINGS

#### Field Services

- Construction and installation technical field support
- NETA ATS and MTS Testing
- Load-banking and emergency generator support
- UPS, STS, and Battery System L1-L5 and IST / CX support
- Maintenance shutdowns, temporary power, and emergency services
- Startup, installation, and warranty service
- Refurbished and rental equipment solutions
- Commissioning and performance verification
- Ongoing technical support and emergency response

#### Operations & Maintenance

- Remote operations and alarm automation
- Predictive and preventative maintenance programs
- Spare parts and battery programs
- Supplemental staffing and fault review
- Decommissioning and lifecycle support



### > WHY PARTNER WITH MCG?

- **Single-Source Solution:**  
MCG removes the hassle of multiple vendors by managing all planning, equipment, installation, and ongoing service
- **OEM Independence:**  
Service and repairs without waiting on factory schedules
- **National Coverage:**  
Experienced field technicians across the U.S.
- **Proven Reliability:**  
Trusted across data centers, utilities, heavy industrial, healthcare, and other mission critical environments

### > OUR CORE SERVICE PILLARS

- **Professional Services:**  
Design / design assist, engineering, product selection / specification, arc-flash, coordination, power quality, feasibility studies, and system testing
- **Connected Services:**  
Industrial controls, software integration, programming, monitoring, testing & commissioning
- **Aftermarket Services:**  
Startup, installation, warranty, refurbished equipment, rental, predictive & preventative maintenance, and decommissioning
- **Project Management Office (PMO) Services:**  
Centralized oversight for schedules, budgets, and project execution