

# Aftermarket Services

Your Single-Source Partner for Mission Critical Reliability.

## Overview

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.

## Services

### 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 rapid emergency response

### Operations & Maintenance

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



### Why MCG

- **Single-Source Solution:** One partner for planning, equipment, installation, and ongoing service
- **OEM Independence:** Service and repairs without factory-schedule delays
- **National Coverage:** Experienced field technicians deployed across the U.S.
- **Proven Reliability:** Trusted in data centers, utilities, heavy industrial, healthcare, and other mission critical environments

### Powering What's Next

MCG delivers end-to-end support for the entire power lifecycle — from expert engineering and controls integration to startup, maintenance, and modernization — all backed by a dedicated PMO that ensures every project is executed with precision, speed, and total accountability.



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