

DC11 – York – UPS Service and Firmware Upgrade

As part of our commitment to quality and continual improvement, iomart will be conducting a UPS service, which includes battery impedance testing and Firmware version update. These works are scheduled for the 3rd March 2026.

This is critical to the continued operation of the Uninterrupted Power Supplies and ensures the units function correctly in an incident scenario.

What will happen?

There will be a series of checks and inspections completed by the combined personnel carrying out the work:

- Check the UPS units are operating fault free.
- Conduct planned maintenance on x4 UPS units (Impedance and Service tasks).
- Commence preparation for Firmware upgrade.
- Check Site Generator is running and operating correctly off load.
- Shutdown the UPS units and confirm site power is being fed from mains supply.
- Open each UPS Input and Output breakers and confirm units are isolated.
- Confirm site is stable and no alarms / warnings exist.
- Conduct Firmware upgrade on all UPS units – approx. 1-2hr.
- Restart UPS and transfer load from external bypass (Mains supply) to online operation.
- Verify the UPS returns to normal operation with no alarms and is supporting site load.
- Shutdown Generator and return to standby condition
- Take UPS Load readings, confirm accuracy with PDU and IT Loads.

Following reinstatement to normal operation, the combined team will carry out plant checks to ensure there are no alarms present and that all systems are operating as normal.

When will the work be carried out?

The maintenance period will be on the 3rd March 2026, from 0900 to 1700hrs. The work duration is expected to take approximately 4 to 6 hours.

Who will be completing the work?

The work will be supervised by the iomart Management team and our specialist contractors “Riello” will be conducting the works.

Will I experience downtime?

As with any type of maintenance there is a risk of downtime, however, the initial service works can be conducted without any impact or risk of loss to redundancy. The final procedure: firmware upgrade, will be carried out on mains supply, with our site Generator running as a planned back up, in case of loss of mains power. If there is a sudden loss of power, you will experience an outage of 1-2sec, before mains supply is re-instated, however, the task is expected to be non-service impacting.

Regards,

iomart Communications Team.