

**Press Information**  
For Immediate Release

## Thamesgate Achieves Riello UPS Certified Engineer Status

**Thamesgate has become one of the first UK service companies with engineers approved under a new certification programme from Riello UPS. Called ‘Certified Engineers’ the initiative is designed to protect Riello UPS clients from ‘rogue traders’ and ensure the right levels of support are channelled through a network of authorised service partners.**

To achieve their Certified Engineer status, five Thamesgate personnel recently completed and passed a range of comprehensive training courses at Riello UPS’ UK facility. The courses covered commissioning, battery build, fault-finding and preventative maintenance. At the end of the course, each engineer was issued with a personalised and uniquely numbered ID card.

As part of the program, Riello UPS has published a website ([www.riello-engineer.co.uk](http://www.riello-engineer.co.uk)). Here potential and existing Riello UPS users can check the certification status of any engineer or company who say they are trained and authorised to provide service on Riello UPS systems. To prevent registration migration, the ID cards and identification numbers are tied to both the Certified Engineer and the company that sent them on the course. The program also covers access to spares. The issue of any approved spares is also controlled by Riello UPS to prevent their supply to unauthorized engineers and/or non-approved companies.

“We have always valued our partnership with Riello UPS,” commented Nick Watkins, Thamesgate Managing Director. “We are fully committed to the new Certified Engineer program and look forward to helping clients with Riello uninterruptible power supplies enjoy years of reliable service through routine preventative maintenance and access to the right spares.”

Leo Craig, General Manager at Riello UPS Ltd commented: “As a UPS manufacturer we have always pursued an ‘open-protocol’ and resisted ‘locking-out’ our systems with annual software licenses or dongle protection. Our approach is more competitive and allows Riello UPS customers to choose where they place their service business. The new Certified Engineer program helps them to do so safely.”

(ends – 320 words)

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Thamesgate Interiors Ltd trading as Thamesgate Group, VAT Registration Number: 824 6957 94, Company Registration Number: 4937912, UTR Number: 6774401146



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### Photograph Available



### Boilerplate Information

#### Thamesgate Group

For over ten years the Thamesgate Group has designed, installed and maintained resilient power systems and energy management solutions. The Group is a leading UK and London based electrical contractor, manufacturing and UPS service organisation supplying a unified engineering approach through four specialist divisions covering electrical contracting, datacentre environments, energy storage and manufacturing services.

More information: <http://www.thamesgate.com> or <http://www.ecopowersupplies.com>

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#### Riello UPS Ltd

Riello UPS is the UK subsidiary of Riello RPS SpA, Europe's leading manufacturer of uninterruptible power supplies from 400VA to 6MVA. The UK subsidiary operates across the UK and Eire from its headquarters in Wrexham and a further facility in Hitchin. From an acquisition in 2003 the company has grown into one of the UK's top three brands of uninterruptible power supplies.

More information: Website: [www.riello-ups.co.uk](http://www.riello-ups.co.uk)

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