

March 2022

**Important Product Bulletin**  
**Eaton 9PXM, CTO Number 9PXM08xxxxx and 9PXM12xxxxx**  
**Eaton 9PXM Product Accessories, 730-06185 and 730-06196**  
**Customer Notification**

Eaton has identified a potential nonconformance with the following 9PXM and 9PXM Accessory part numbers (the “Products”).

- Eaton UPS Catalog Numbers 9PXM12xxxxx and 9PXM08xxxxx
- Eaton Universal Power Module (UPM) Part number 730-06185, Catalog number 9PXMSPPM
- Eaton Supercharger Part number 730-06196, Catalog number 9PXMCHGR

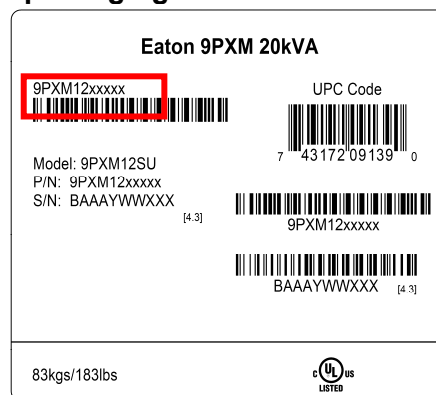
The Product’s firmware design in revisions 1.24 and below (UPS) and revision 1.06 and below (UPM/Supercharger) allows for a risk of diminished critical load support. The product may become affected under specific conditions with the most common scenarios being 1) Applications involving near instantaneous phase shifts 2) Rapid cycling between battery and utility 3) Applications involving a variable load undergoing a large load step.

It is important all 9PXM part numbers are updated to the latest firmware revision to maintain system compatibility and optimal performance.

Products delivered between October 2018 and March 2022 are potentially affected. Products can be identified using the information displayed in Figures 1-6.

You are receiving this notification because records indicate you received a Product.

**Figure 1: Part Number on the UPS packaging**




**Figure 2 Part Number on the UPS**

<b>EATON</b>	INPUT	OUTPUT : 60 Hz, L1-N-L2+PE	Patent Number:
Model: 9PXM12SU	L-N/L-L	L-N/L-L	Patent Pending Number:
<b>P/N: 9PXM12xxxxx</b>	110/220V ~: 100A, 60Hz 1 Ø 3W+PE	110/220V~: 20000VA/18000W PF 0.90	
S/N: BAAAYVVVXXX	120/208V ~: 100A, 60Hz 2 Ø 3W+PE	120/208V~: 20000VA/18000W PF 0.90	
	120/240V ~: 100A, 60Hz 1 Ø 3W+PE	120/240V~: 20000VA/18000W PF 0.90	
	127/220V ~: 100A, 60Hz 2 Ø 3W+PE	127/220V~: 20000VA/18000W PF 0.90	

**CAUTION** ⚠ 120V --- : 175A

FOR USE IN A CONTROLLED ENVIRONMENT. REFER TO MANUAL FOR ENVIRONMENTAL CONDITIONS. MAXIMUM AMBIENT 40°C.  
EN CAS D'UTILISATION EN ATMOSPHERE CONTROLÉE, CONSULTER LA NOTICE TECHNIQUE. TEMPERATURE MAXIMUM 40°C.  
ANLAGE NUR IN EINEM KONTROLLIERTEN UMFELD BENUTZEN. INFORMATIONEN ÜBER DIE IDEALEN UMWELTBEDINGUNGEN FÜR DIE USV-ANLAGE LESEN SIE BITTE IM BEDIENERHANDBUCH NACH. MAXIMALE AUBENTEMPERATUR 40°C.  
PARA USO EN UN AMBIENTE CONTROLADO. HAGA REFERENCIA AL MANUAL RELATIVO A CONDICIONES AMBIENTALES. TEMPERATURA AMBIENTE MÁXIMA DE 40°C.  
PER UN USO CORRETTO IN UN AMBIENTE CONTROLLATO RIFERIRSI AL MANUALE. TEMPERATURA AMBIENTE 40°C.



**Figure 3 Part Number on the Universal Power Module (UPM) packaging**


**Eaton 9PXM**

Catalog Nb:9PXM Power Module      UPC Code

**P/N:730-06185-00**

REV:00      S/N:R286YWWSSS

14.5Kg / 31.9 lb  
Made in Taiwan



**Figure 4 Part Number on the Universal Power Module (UPM)**

**EATON**

Model:9PXM Power Module

**730-06185-00**

S/N: R286YWWSSS      REV:00

Input :

120/208V~: 20A, 60Hz, 2Ø3W+PE  
110/220V~: 20A, 60Hz, 1Ø3W+PE  
120/240V~: 20A, 60Hz, 1Ø3W+PE  
127/220V~: 20A, 60Hz, 2Ø3W+PE  
120V --- : 40A

Output : 60Hz, L1-N-L2+PE


120/208V~: 4000VA/3600W/16.6A  
110/220V~: 4000VA/3600W/18.2A  
120/240V~: 4000VA/3600W/16.6A  
127/220V~: 4000VA/3600W/15.8A

Made in Taiwan

Eaton Electrical Services and Systems






For Replacement Batteries and Factory Authorized Service **R286YWWSSS**


United states:1.800.356.5737 or 1. 919.845.3683  
Canada:1.800.461.9166 ext 260  
ALL other countries:Call your local service representative



**Figure 5 Part Number on the Supercharger packaging**

**Figure 6 Part Number on the Supercharger**

<b>Eaton 9PXM</b>	
Catalog Nb:9PXM Supercharger 	UPC Code  7 43 172 09053 9
<b>P/N:730-06196-00</b>	 730-06196-00
REV:00 S/N:R289YWWSSS	 R289YWWSSS
12.5kg / 27.5 lb Made in Taiwan	

<b>EATON</b>	
Model:9PXM Supercharger	
<b>730-06196-00</b>	
S/N: R289YWWSSS	REV:00
Input :	
120/208V~: 20A, 60Hz, 2Ø3W+PE	
110/220V~: 20A, 60Hz, 1Ø3W+PE	
120/240V~: 20A, 60Hz, 1Ø3W+PE	
127/220V~: 20A, 60Hz, 2Ø3W+PE	
Output :	
120V --- : 20A	Made in Taiwan
-----	
<u>Eaton Electrical Services and Systems</u>	
For Replacement Batteries and Factory Authorized Service	<b>R289YWWSSS</b>
United states:1.800.356.5737 or 1. 919.845.3683	
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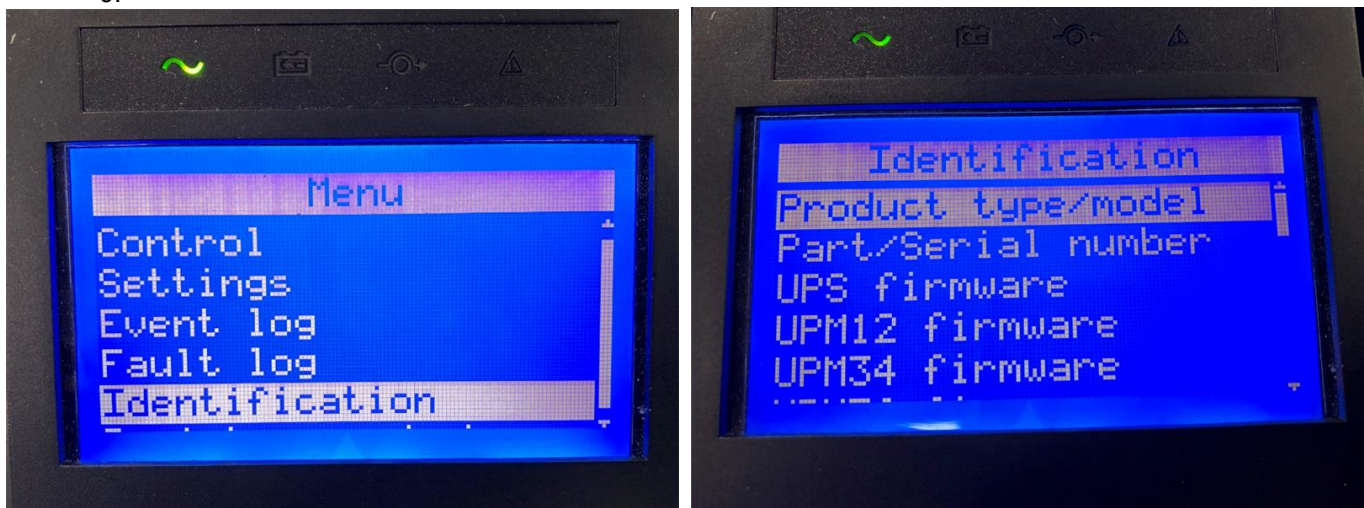
**WHAT YOU NEED TO DO:**

1. Identify potentially affected UPS units by looking for Part Number 9PXM12xxxxx or 9PXM08xxxxx on the carton, as shown above in Figure 1, or the label on the UPS, as shown above in Figure 2.
2. If the unit is already installed use the display to go to the Menu/Identification/CSB Firmware as shown in Figure 7. If UPS CSB firmware is another revision besides **2.02.0001** then update the UPS CSB firmware.



**Figure 7: Display showing the latest update of UPS CSB Firmware Update this Photo**

3. Identify potentially affected Universal Power Modules (UPM) by looking for Part Number 730-06185 on the carton as shown above in Figure 3, or on the UPM as shown above in Figure 4.
4. Identify potentially affected Superchargers by looking for Part Number 730-06196 on the carton as shown above in Figure 3, or on the Supercharger as shown above in Figure 4.
5. If the UPM/Supercharger is already installed use the display to go to the Menu/Identification as shown in Figure 8. Select the appropriate device. If UPM/Supercharger is another revision besides **2.08.0001** then update both the UPM and Supercharger firmware. The display with firmware **2.08.0001** is shown in Figure 9.



**Figure 8: Display appearance when checking the UPM/Supercharger Firmware**



Figure 9: Display showing the latest update of UPM Firmware

**IF YOUR UNIT IS AFFECTED:**

1. Reach out directly to our Technical Support team for assistance on firmware updates:
  - a. **800-356-5737 Option 2 for Technical Support**
2. Update the UPS (products) yourself using the firmware available on our website:
  - a. Firmware website link
    - i. [Link](#)
  - b. Email [SinglePhaseTS@eaton.com](mailto:SinglePhaseTS@eaton.com) the serial numbers that have been updated

Eaton recognizes the inconvenience this potential nonconformance has caused and asks for your cooperation in completing the necessary steps set forth in this notice. Eaton is committed to providing safe and reliable products and we greatly appreciate your assistance in this matter.