

# PredictPulse Insight new customer installation

Congratulations on your purchase of Eaton's PredictPulse™ Insight or PredictPulse Insight Plus remote monitoring and predictive analytics service. Below is some information describing the steps Eaton will be taking in the coming weeks to install this new service on your Eaton UPS devices and some common questions and contacts in case you need more information.

## Pre-installation

Eaton PredictPulse specialists will contact you to confirm details regarding your UPS, connectivity hardware, and network. They'll also be able to answer any questions you may have before an on-site visit is scheduled with an Eaton technician to activate PredictPulse. Typically, we already know a lot about your UPS, but we will want to ensure your network is able to transmit the outbound e-mails, so we may need details from your IT mail administrator or network specialist, as well as their assistance activating your PredictPulse account.

## Installation

Once you and Eaton are ready to proceed, your local Eaton field technician will be assigned a PredictPulse Onboarding service request; scheduled for the date and time agreed to with the PredictPulse specialist during the pre-installation process. Typically, the installation is done during business hours, but can be scheduled for after-hours, if needed. During the installation, the UPS may need to be placed in maintenance mode if the unit requires a UPS firmware update, something the PredictPulse specialist will discuss with you during the pre-installation process.

Here are several key steps the Eaton technician will be taking during the installation:

1. Verify and upgrade the UPS and connectivity card firmware as needed
2. Inspect and record the battery, capacitor, fan, and air filter for age, condition, and function.
3. Activate the battery test for battery health monitoring
4. Configure and verify PredictPulse telemetry between your UPS and Eaton cloud servers

## Post-installation

After the Eaton technician has completed your installation, they will be able to assist you with accessing your PredictPulse dashboard and they can help you to download the mobile app to your phone. Post-installation, you'll also receive a welcome e-mail from your PredictPulse specialist that will go over the details of your dashboard and mobile app.

Your PredictPulse dashboard will display new parametric data every 15 minutes or any time an alarm is sent. Alarms are communicated in real time, appearing in your dashboard and mobile app within 2 minutes. Urgent alarm events are reviewed by Eaton specialists 7x24, with the goal to call you within 15 minutes of the event. Through your dashboard, you may also setup alternative notification methods such as e-mail or SMS text, in addition to setting up a contact list by inviting other users to your PredictPulse account.

When PredictPulse Insight identifies a component at risk of failing, an Eaton specialist will validate the predictive alert. If the alert is deemed to be valid, a PredictPulse Insight Inspection will be scheduled with your local technician to verify the component's health and test its condition prior to making any replacement decision. Based on your PredictPulse Insight coverage, you may have replacement included for the capacitors and fans. With prepaid replacement coverage, Eaton automatically replaces all components where PredictPulse and the technician confirm the components are close to failure or end of useful life. PredictPulse Insight can also be purchased without the prepaid replacement coverage, so once the technician confirms the components are close to failure or end of useful life, you will be quoted the costs of proactively replacing the parts.

The primary benefit of PredictPulse Insight is to proactively identify and replace components before they fail, saving you time and money.

## Questions

Please contact PredictPulse technical support at 800.843.9433, option 2, option 5 or [predictpulseoperations@eaton.com](mailto:predictpulseoperations@eaton.com)

For more information, please visit:  
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