

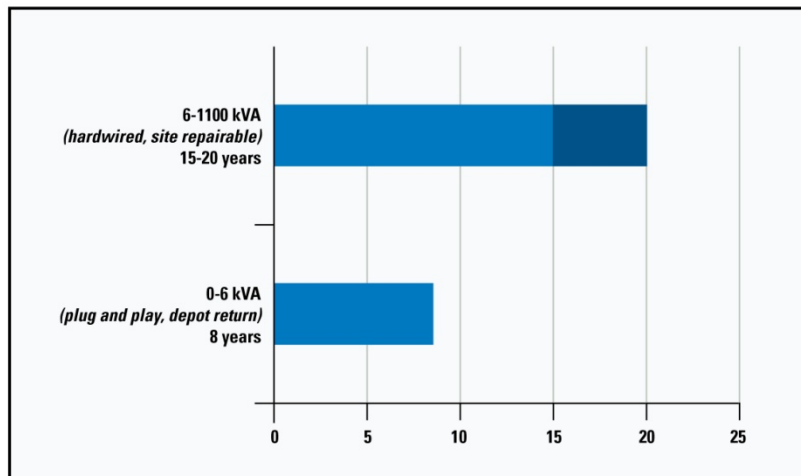
## Frequently Asked Questions: End of Service Life (EOSL) Program

### What exactly is the EOSL program?

EOSL is Eaton's process of controlling and communicating the service and support life cycle management for power quality hardware. Eaton offers service support for hundreds of current and legacy UPS models. The primary objectives of EOSL are:

1. Maximize service life cycle for Eaton products no longer manufactured
2. Enable customers to manage product replacement and support decisions
3. Facilitate orderly life cycle transitions through all four phases of product life cycle

### Average UPS product life



Assumes battery replacements every four to five years.

### Definitions:

**End of life (EOL):** the date a product stops being manufactured or is available from Eaton for purchase is declared end of life (EOL)

**End of Service Life (EOSL):** Products no longer manufactured after End of Life (EOL) enter EOSL status based on support agreement eligibility and age of product; four distinct EOSL phases exist culminating in a withdrawal of support and customer's replacing a product.

**Average product life:** varies by product type; smaller UPS products below 6kVA and not hard-wired have an average useful product life of 8 years (with battery refresh) and larger products have an average useful product life of 15 to 20 years (with battery and capacitor refreshes).

**Support agreement:** Eaton offers extended warranties for small products with return-to-depot advanced exchange as well as on-site field service support contracts.

**Single-phase UPS:** Products generally designed to be connected to a standard plug-in 120V outlet (may be hardwired or use higher voltages) and range between 300 VA and 20 kVA; Smaller products can be shipped back to Eaton for repair or replacement and larger or hard-wired products are typically serviced on-site by Eaton field technicians.

**Three-phase UPS:** Products generally 10kVA and above with hardwired (connected by an electrician) that are serviced on-site by Eaton field technicians and have 15 to 20 year average product life.

**What are these four phases of the product life cycle?**

1. **Active: Full support** - Begins when the UPS is introduced for sale, and enjoys the highest level of support and maintenance. Comprehensive support agreements and field service bulletins are released as needed during the Active: Full Support phase.
2. **Mature: Best efforts** - When a product is End of Life and no longer manufactured, and parts become more difficult to obtain, it is moved to Mature: Best Efforts. Single phase products may move to this phase within several years from End of Life, yet larger products (three phase) may not move to a Best Efforts status for 12 or more years after End of Life. This one to two year period gives customers a chance to plan an orderly transition from one product to the next.
3. **Retired: No contract coverage** - Parts and labor support agreement plans are no longer available from Eaton. Support is limited to preventive maintenance, battery replacement and time and material. During this phase, technical support is available, but maintenance is extremely limited.
4. **EOSL: Obsolete** - Eaton discontinues all support and parts are no longer stocked.

**What unit(s) does this EOSL announcement affect?**

For complete listing of EOSL units and recommended replacement units, please see the most current official Eaton EOSL table: [www.eaton.com/pq/eosl](http://www.eaton.com/pq/eosl).

**Why were these units selected for EOSL?**

In an effort to provide our customers with state-of-the-art power protection, maximum uptime and improved product reliability, Eaton has declared these products as EOSL systems. These units are older and of an obsolete technology. Obtaining parts for these units can be quite difficult. Therefore, it is in the best interest of our customers for these units' service life to end.

**What does an EOSL designation mean for me as a customer?**

EOSL is simply a notification intended to make you aware of the status of your unit(s) and to allow the time to determine your specific service and product replacement needs/strategy.

**Can customers with EOSL systems who are not currently under a service contract, sign up for a service plan now that their system has been designated EOSL?**

Yes, until the end of the Mature: Best Efforts phase.

**Can current service contract customers renew their existing contract(s) on EOSL systems?**

Yes. Existing customers can keep and renew their current plan through the end of the Mature: Best Efforts phase for their model until January 1 of the calendar year of Retired: No Contract Coverage phase (example: renewal contracts can be valid through Dec. 31, 2014 if the model has a Retired: No Contract Coverage date of 2015). There is no additional cost to continue a contract on an EOSL unit.

**I have been approached by a third-party service provider who tells me that despite Eaton's EOSL announcement, they can service my unit indefinitely.**

Eaton has unsurpassed experience when it comes to the parts availability and acquisition process for its units. If Eaton is unable to obtain new replacement parts, a third-party service provider is certainly not positioned to secure these parts either. In most instances these vendors will sign a maintenance contract, take a customer's money, and when a breakdown occurs and they are unable to obtain parts or return the unit to operational status, they will void the contract, leaving the customer with an inoperative UPS—scrambling to solve their own problem. This is why Eaton provides a reasonably lengthy EOSL notification timeframe to allow for a customer to assess their needs, analyze replacement strategies, budget for new systems, and maintain peace of mind that their existing unit will be maintained and ready until their new unit is up and running. No third-party organization can come close to this full spectrum of service and support.

**Is Eaton offering any incentives, promotions or special pricing for EOSL-affected customers?**

Yes. Eaton wants our customers to replace affected products with new Eaton technology and has prepared a variety of pricing and warranty offers for service contract customers.

**Is there a main point of contact or information number I can call or email if I have questions not covered or requiring clarification?**

The best contact is your Eaton service sales product sales professional that handles your account. You can obtain the closest service or product sales contact by calling 800-843-9433, option 5, and requesting the sales team.

**Primary Contact:**

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