## Service highlights



## Power Quality services and support

Performing factory-recommended preventive maintenance on your UPS and battery system is critical for optimal performance and continued reliability. As the original equipment manufacturer, Eaton provides world-class service delivery that is second to none, including:

- Preventive maintenance and support services
- · Remote monitoring services
- · 24x7 dispatch, technical support and emergency response available at 800.843.9433
- 240 Eaton factory-trained field technicians
- Start up and commissioning
- · Load bank testing
- Thermographic inspection
- · Power quality monitoring
- UPS upgrades (kVA, Energy Saver) System, firmware)
- Full replacement services with certified parts
- · First responder and operational training



- Power infrastructure assessments
- · Design assistance
- · Product customization



- Fair market value recovery
- Environmentally responsible recycling



Update

- Battery replacements (year 4-6)
- Capacitor replacements (year 6-8)
- ESS/VMMS upgrade
- · kVA upgrade



· Factory witness testing · Assembly and startup · Electrical installation

Install

- (IT resellers)
- · Load bank testing



Maintain

- Service agreements
- · Preventive maintenance · Parts and labor coverage
- Response (2, 4, 8 hours)
- · Firmware and FSB updates
- IR scanning
- · Spare parts kits
- · PQ metering

FATON Powering Business Worldwide

· IPM software installation

We have services to help you across the life of your UPS—from planning for a UPS to its retirement. Here's what we recommend at each stage.

Monitor

PredictPulse

remote monitoring · Cellwatch remote monitoring

## By the numbers: Eaton Service



99% on-time arrival rate

99% overall customer satisfaction >10
years average
tenure
of Eaton field
technicians

70%
portion of U.S.
that Eaton offers
a four-hour
response time

12,480
Number of factory
training hours per year
for Eaton field
technicians

Zero
electrical injuries
from 2010 to 2015
thanks to annual
safety training

**\$10 million:** Value of certified parts in our warehouse to back up field technicians

16 weeks: Minimum classroom and lab training time for a new Eaton field technician

**1 year:** Amount of mentoring in the field for new technicians

## 16 seconds:

Average speed of answering phone calls

91%: Customer retention rate

>3,000: Average number of emergencies successfully responded to annually

>40,000: Number of preventive maintenance visits completed annually

>240: Number of Eaton field service, technical and FAST technicians in the U.S.

**78%:** First time fix rate (repairs are complete in 24 hours)

>\$4 million: Value of inventory Eaton field technicians carry

For more information, please visit **Eaton.com/UPSservice** 



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