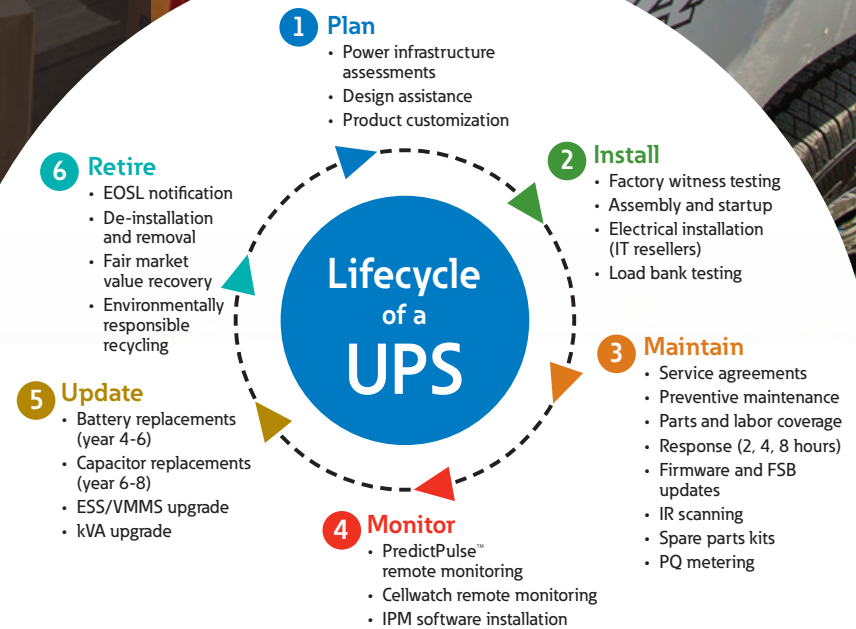


## Power Quality services and support

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



Powering Business Worldwide

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.

# 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](http://Eaton.com/UPSservice)