

# Best practices to handle electrical equipment during a disaster

## Actions to take if you have advance notice of a weather or environmental emergency:

### Do

- Locate the model number and serial number of your UPS from the nameplate or front panel display, and register it for “my support” to get immediate, prioritized response
- Locate the “emergency power off” (EPO) switch, and instruct personnel on when it should be used
- Check your UPS’s “alarm history” log for any outstanding alarms that can be corrected before the event occurs
- Copy the phone number for Eaton service (800-843-9433) from the card affixed to the front of your UPS and keep it where you can quickly find it
- Locate the operators’ manual for your UPS and move it to a safe location, where it can easily be referenced

### Don't

- Never allow untrained, unfamiliar personnel to operate the UPS system (except for EPO)
- Don't block doors to the UPS room or equipment room; maintain physical access
- Don't shut down HVAC systems (which could allow UPS or batteries to overheat)
- Don't shut off the UPS unless you're certain that power should be removed from your mission-critical equipment (fire or flood is imminent)

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## In case of water damage:

### Do

- Find the model number on your UPS and register it for “my support” to get immediate response
- Contact the Eaton services team to have an assessment of the damage and determine the process(s) required to return the equipment to service
- Open input, bypass, and battery breakers feeding the UPS if it's come in contact with water
- Replace any Eaton UPS or battery that's come in contact with water even when it is cleaned and thoroughly inspected, as it's considered unreliable
- Test any UPS batteries that didn't come in contact with water (i.e., not addressed by the above statement), but have been left in a non-charging state for more than three days, to determine overall performance and reliability
- Replace any circuit boards that come into contact with water

### Don't

- Don't attempt to energize any equipment that has come into direct contact with water
- Don't touch any UPS that's wet
- Don't operate maintenance bypass or maintenance wrap breakers if the panel is wet
- Don't energize any Eaton power switching apparatus, regardless of the application voltage level, that's been exposed to or in the immediate proximity of water (fresh, brackish or salt) until a thorough inspection has been performed to determine the extent of damage

## In case of fire:

### Do

- Press the EPO button to remove all power associated with the UPS, including battery backup power, if flames threaten or trap any personnel or begin to burn the data center equipment
- Call 911 immediately, no matter how small the fire
- Exit the premises ASAP

### Don't

- Don't pour water on a UPS or battery fire
- Don't hesitate to press the EPO button if you feel you're in danger from a fire
- Don't touch the metal cabinet of the UPS or battery if smoke is seen

## Maintenance issues (generators didn't work):

### Do

- Attempt to re-crank the generator manually
- Reclose the manual or automatic transfer switch, and allow utility power to feed the UPS, (if utility is available)
- Verify that the UPS is no longer operating from its battery (by checking the front display)
- Consider shutting down any non-essential devices immediately if the UPS is on battery and the generator doesn't start

### Don't

- Don't attempt to place the UPS in bypass or maintenance bypass



Call Eaton to learn about how you can have your plan in place **BEFORE** a disaster happens.

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