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# Eaton UPS Flex Service Plan Response Only Adder Coverage Scope of Work Attachment R-31

This scope of work is shared by the power quality equipment types listed in the below table. Note the applicable features vary by type of equipment being contracted and additional scopes of work may be required. All checks or processes may not be applicable to all equipment types or models.

Equipment Type	Corrective Maintenance Coverage	Electronics Preventive Maintenance	Battery Preventive Maintenance	eNotify Remote Monitoring	Tech Support	Discounts
Eaton UPS	No	No	No	No	Yes	No
PDU/PDR/RPP/STS	No	No	No	No	Yes	No
Flywheel	No	No	No	No	Yes	No
Non Eaton equipment (MVS)	No	No	No	No	Yes	No

When customer must purchases one or more annual on-site UPS Power Module Preventive Maintenance inspections during of the same contract duration, Contractor will provide:

- Response Only Adder** - Response Adder enables expedited response, with any actual time and material costs billable per Eaton’s X-1 T&M rate schedule (pay as you go). Response Adder is available in 4-hour, 8-hour and 24-hour increments; response is defined as the interval between a request for on-site service and arrival time of an Eaton® field technician.

Response Only Adder is invoked for non-scheduled, emergency requests. Routine, scheduled maintenance typically does not involve expedited response. This special coverage is appropriate for sophisticated customers desiring rapid on-site access to Eaton’s field technicians and are prepared to financially self insure for all billable parts and labor involved in time and material events. Response Only Adder excludes all time and material, travel and related costs; a 4-hour minimum labor charge shall apply to all T&M billable events. This Response Adder coverage replaces the standard X-1 T&M Rate Schedule two or five day response time (depending on the UPS kVA size).

- Blanket T&M Pre-Approval** - A blanket T&M approval provides a pre approved purchase order and authorization process to expedite billable emergency requests. Upon contract execution, all identified contract and additional non-covered (non contract) UPS devices will be identified and registered along with a customer approved and controlled authorization process (e.g., work orders and specified customer employees or agents) to facilitate orderly emergency service requests.

The steps to execute this Blanket T&M Pre-Approval process include:

- Identify a site inventory of all devices, with model description, serial number and physical site address
- Purchase a Response Only Adder or Flex contract
- Define the authorization process (documentation, password, work order, etc.) and individuals with pre-approval to make either verbal or written requests for Eaton T&M services



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4. Define what, if any, not-to-exceed dollar amount per request should apply to this Blanket T&M Pre-Approval. In some cases, an unlimited or high dollar limit may result in situations where the billable repair may exceed the residual product value. If a low dollar limit is used, authorization to exceed the pre-approved amount may result in delays.
  5. In all cases, once this process is approved, an authorized T&M request shall be deemed approved and eligible for invoicing to a customer without further order forms or purchase orders (subject to compliance with the standard pre defined process and completion of the T&M services).
3. **7x24 Technical Support:** technical support via telephone or email to Contractor shall be available to answer product or support questions.

The Purchaser shall, from the commencement date of the Service Agreement, maintain the UPS Power Module in accordance with the published operating specifications for the Power Module at the time of purchase. The Purchaser shall, unless otherwise specified in the Service Agreement, maintain the Battery System in strict accordance with the Battery System manufacturer's recommended maintenance guidelines.

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