



Powering Business Worldwide

Eaton PowerTrust Value™ Service Plan Scope of Work (SOW) Attachment R-27

The terms and conditions in this SOW are in addition to and are incorporated by reference into the T-0 Service Agreement – Terms and Conditions (“Service Agreement”). Terms that are capitalized in this SOW shall have the same meaning ascribed to them in the Service Agreement, unless stated otherwise in this SOW. In case of any conflict between this SOW and the Service Agreement, the terms and conditions of this SOW shall control.

This SOW 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.

Contractor will provide scheduled and emergency services portal-to-portal 8:00AM to 5:00 PM Monday-Friday (alternatively described as “5X8 Service”) excluding all holidays observed by Contractor. Following Customer’s request for Service, Contractor will arrive at the location of the Covered Equipment the next business day. This service plan’s contracted period of maintenance and on-site response time may not be optionally changed or upgraded.

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

- Electronics Corrective Maintenance Coverage:** Inspection and repair of the electronic portion of the UPS (or other equipment type), or “Power Module” shall be performed as needed during the contracted period of maintenance at no extra charge to Customer. Remedial maintenance provided by Contractor shall include, and be expressly limited to, maintenance to the Power Module, travel expenses, all necessary parts replacement, adjustments and repairs. If the Customer maintains Eaton spare parts at the maintenance site, Contractor may, at its option, use those spare parts in the performance of Corrective Maintenance and shall replace the spare parts, which it so uses, at no cost to the Customer. **Exclusions:** certain wear parts are excluded from electronics corrective coverage including batteries and full capacitor replacement. All Corrective Maintenance to Battery System, if any, will be in accordance with battery manufacturers’ warranty or separate agreement, if any. For Flywheel coverage: any failure due to lack of recommended bearing replacement, vacuum pump replacement (or “major maintenance” per manufacturer recommendation) will not be included under corrective maintenance coverage and will be billable at current time and material rates. Eaton 9390 and 9395 UPS models have a special policy on capacitor replacements: DC electrolytic capacitors are eligible for inspection and repair at no extra charge (excludes oil filled AC and DC capacitors). In the 9390 and 9395 models, only the oil filled AC and DC capacitors will be recommended for replacement cycles.



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2. **Electronics Preventive Maintenance:** One (1) annual 5x8 **UPS (or other equipment type) Power Module Preventive Maintenance** – Calibration of all metering and protective features. Functional testing of all transfer conditions. Inspection of online performance and equipment history. Examination of interfaces to other Powertrain equipment. Visual check on batteries and battery environment. Written evaluation providing a record of equipment performance. A Contractor will perform the Preventive Maintenance at the time requested by Customer during the CPM. For Flywheel: major maintenance is excluded and is sold separately upon request per recommended interval. See **Attachment R-2, UPS Power Module Preventive Maintenance Scope of Work.**
3. **Battery Corrective Maintenance Coverage (Limited to 9155 UPS and BladeUPS):** Inspection and repair of the internal battery portion of the UPS (or other equipment type), or “Internal Battery” shall be performed as needed during the contracted period of maintenance at no extra charge to Customer. Remedial maintenance provided by Contractor shall include, and be expressly limited to, maintenance to the Internal Battery, travel expenses, all necessary parts replacement, adjustments and repairs. External battery coverage, if applicable, must be purchased separately if external batteries or battery cabinets exist.
4. **PredictPulse™ Remote Monitoring & Management Service** - Contractor will provide remote monitoring service of subscribed Customer Equipment. The PredictPulse™ remote monitoring service includes the collection of status, alarm, and performance information and data from network-connected Covered Equipment, and the analysis and monitoring of such information and data to provide alarm notifications and reports to Customer. See **Attachment R-32, PredictPulse Remote Monitoring Service Scope of Work.**
5. **7x24 Technical Support:** technical support via telephone or email to Contractor shall be available to answer product or support questions.

The Customer 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 Customer 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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