

Eaton UPS PowerTrust EXPRESS Service Plan Scope of Work (SOW) Attachment R-28

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.

Equipment Type	Corrective Maintenance Coverage	Electronics Preventive Maintenance	Battery Preventive Maintenance	PredictPulse Remote Monitoring	Tech Support	Discounts
Eaton UPS	Yes	No	No	Yes	Yes	Yes

Coverage for PowerTrust™ EXPRESS Service Plan shall be depot repair or replace, advance swap and next business day shipping.

1. **Corrective Maintenance Coverage:** Diagnosis via remote monitoring or telephone and depot repair or replacement of the electronic portion of the UPS, or “Power Module” and 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 Power Module and battery, freight expenses, all necessary parts replacement, adjustments and repairs. All travel and on-site visits shall be billable at prevailing time and material rates only upon authorization from End-User.
2. **Advance Swap and Next Business Day Freight:** Upon confirmation by Contractor of a covered part failure (or eligible event), Contractor shall advance ship via next business day freight a replacement part or component for End-User installation. End-User shall return the replaced part or component to Contractor at Contractor expense within 30 days.
3. **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.**
4. **7x24 Technical Support:** technical support via telephone or email to Eaton 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



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Battery System in strict accordance with the Battery System manufacturer's recommended maintenance guidelines.

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