



## NEW! Eaton's Power Protect Services

**Ensure critical business reliability on your IT equipment with comprehensive coverage by Eaton's Power Protect for our 5PX and 9PX models.**

Eaton's Power Protect covers our best-in-class UPS systems, with a comprehensive service package that protects your equipment for 5 years, includes installation of new equipment and removal of old equipment. These services are also combined with our exceptional predictive analytics software PredictPulse™ which will make your IT environment feel like its entirely protected.

Eaton's Power Protect is not your standard extended warranty. We have combined our 5-year onsite service plan where parts and labor are included, startup and assembly of new Eaton Uninterruptable Power Supply (UPS) equipment, and removal of the old equipment to take the guess work out what is needed, so your IT staff can focus on other tasks. We are also adding our PredictPulse™ software to give you peace of mind that your IT equipment is not only covered by an Eaton service plan, but power experts will be monitoring your Eaton Uninterruptable Power Supply (UPS) systems around the clock and are ready to act for you before unexpected issues arise.

### Benefits:

- ✓ Take the guess work out of the deployment & maintenance on the UPS equipment
- ✓ Peace of mind that your IT investment is protected by Eaton
- ✓ Access to UPS information by our Brightlayer PredictPulse™ software
- ✓ Environmentally friendly with the disposal of old equipment

### The Eaton Power Protect includes:

- ✓ 5-year onsite service plan, parts and labor included
- ✓ Startup and Assembly of new Eaton UPS equipment
- ✓ Removal & Disposal of old equipment
- ✓ PredictPulse™ remote monitoring services software (optional)



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# Power Protect Details

## Rules/Processes

- ✓ If UPS has external battery modules (EBM's), customer needs to add the EBM sku. (Example: PP75XXX-7000BC)
- ✓ If existing equipment is hardwired a licensed electrician is needed to decommission the unit prior to removal/disposal
- ✓ If the new UPS is hardwired, a licensed electrician is needed to commission the unit prior to startup/installation
- ✓ Customer can self-install PredictPulse™ or an Eaton technician can install if purchased.  
[Eaton PredictPulse Quick Start Guide](#)
  - If ordering PredictPulse™, then the units need a network card & environmental monitoring probe
- ✓ End Customer needs to complete Startup Checklist to trigger installation/startup.  
[Eaton - Startup Checklist](#)
- ✓ Eaton dispatch handles all service scheduling after checklist is completed, 1 (800) 843 9433.

## How to Schedule Installation/Start-up:

- ✓ All service activities are limited to three (3) hours per visit. Any time beyond three hours will be billed at time and material rates.
- ✓ The service activity must be scheduled after the system (UPS, Battery Cabinets, Power System, etc.) has been placed in the installation location. Start-up checklist must be completed in full and sent into Eaton  
[Eaton - Startup Checklist](#)
- ✓ Services outlined in this document apply to 5PX and 9PX models only.
- ✓ External battery cabinet servicing is not included but may be purchased separately.
- ✓ Scope of Work will be attached to all quotes

## Customer Responsibilities

1. Make dates available for scheduling service. All visits must be requested ten (10) business days in advance of need as requested on the startup form. [Eaton - Startup Checklist](#)
2. Provide an available and authorized point of contact(s), specific for the scope of work, for scheduling and coordination purposes.
3. Prior to time of scheduled work, provide site access including any customer required escort, security clearance, safety training and any requirements that will ensure immediate access.
4. Ensure all equipment has been delivered to specific installation location prior to the arrival of the technician.
5. Service may require shutdown of load to ensure electrical connection integrity. Equipment must be ready to disconnect upon arrival of technician.
6. If the work cannot be performed during scheduled time, notify Eaton service personnel at least 24 hours prior to scheduled event or risk being billed for the service. If a return trip is needed the customer will be billed accordingly.



If you are interested in a quote or to learn more, please reach out to your Eaton Rep



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