

Services and support overview

Eaton Single Phase UPS Services

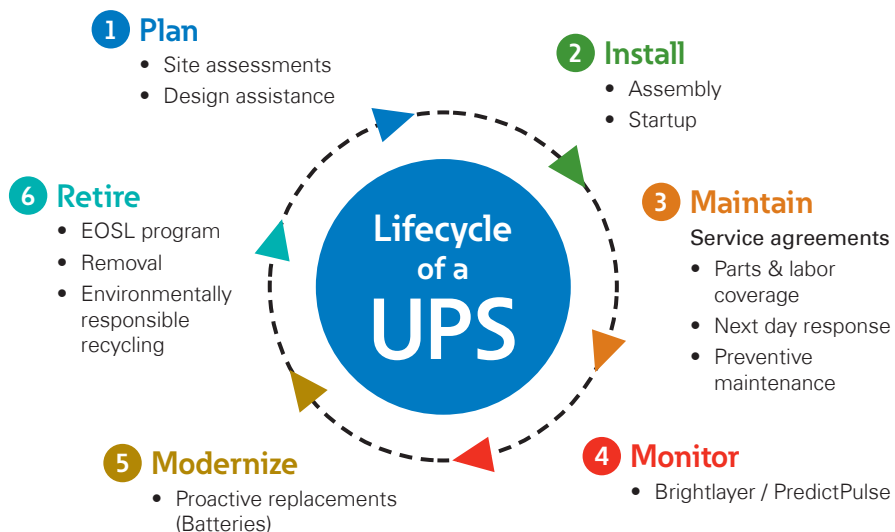
EATON

Powering Business Worldwide

Eaton Single Phase UPS Services

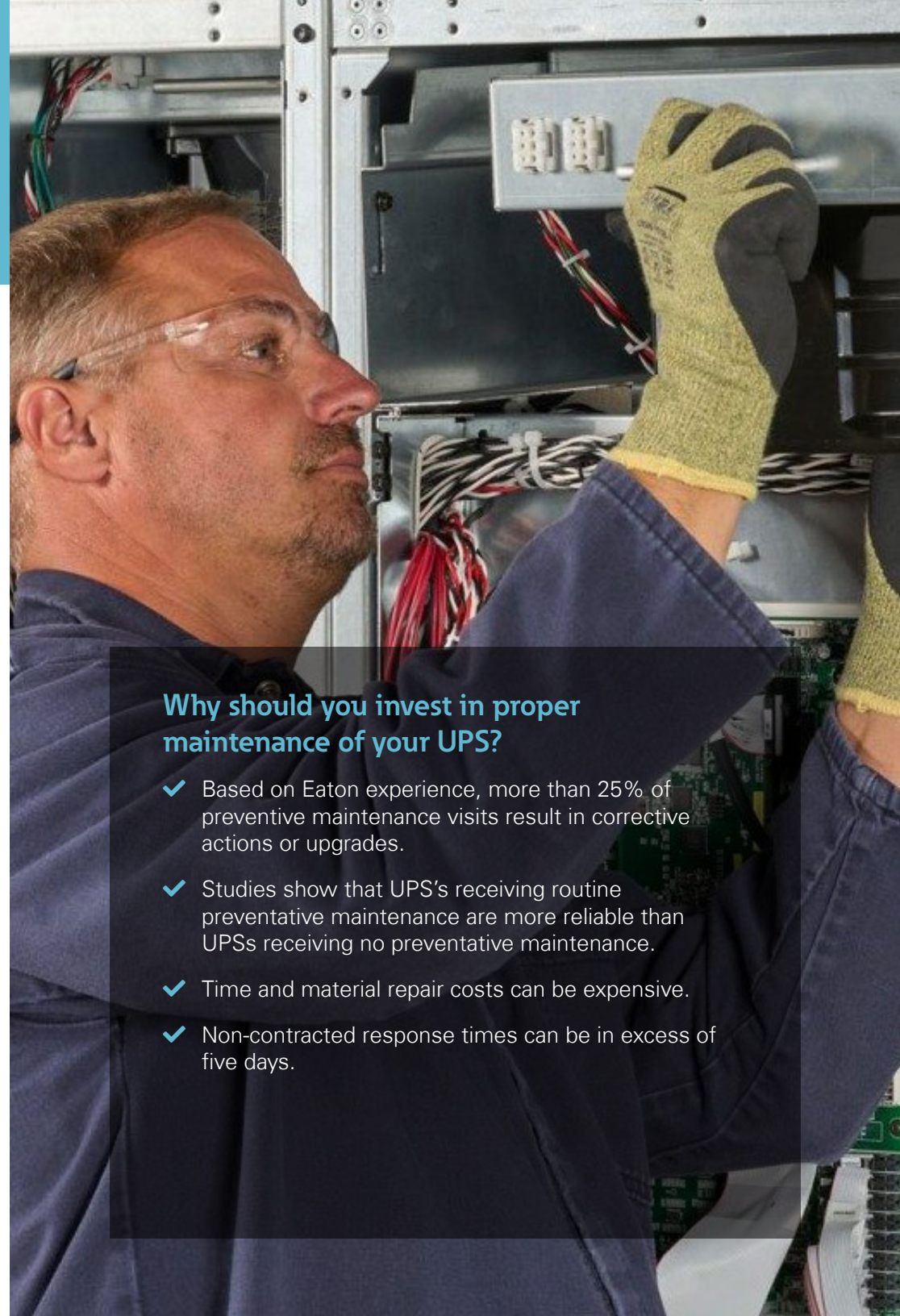
Purchasing an uninterruptible power supply (UPS), however big or small, is an investment in your business or organization. Here's everything you need to know about the service and support we offer so you can make the most of your UPS for many years to come.

The old adage "If it isn't broken, don't fix it," may be feasible in some circumstances, but applying it to the maintenance of a UPS can have devastating consequences. Why? Because you rely on your UPS to deliver continuous power without disruption. Proper service is critical to ensuring optimal performance while also minimizing the risks of downtime and extending the life of your UPS. Eaton's single phase UPS service offerings have you covered for the lifecycle of the UPS, from planning to retiring the equipment.



Why should you invest in proper maintenance of your UPS?

- ✓ Based on Eaton experience, more than 25% of preventive maintenance visits result in corrective actions or upgrades.
- ✓ Studies show that UPS's receiving routine preventative maintenance are more reliable than UPSs receiving no preventative maintenance.
- ✓ Time and material repair costs can be expensive.
- ✓ Non-contracted response times can be in excess of five days.



Why choose Eaton?

Deep support structure

A key component of any service plan is the peace of mind knowing Eaton will be there when you need it, regardless of the time of day or issue. In addition to providing highly trained technicians, Eaton contracted customers also have access to a host of additional resources, including:

- **Dedicated team of professionals**

We offer you round-the-clock access to our power experts.

- **Deep Technical Knowledge**

Our technical support teams have expertise in power, electrical engineering, software and connectivity, batteries, UPSs, and related products.

- **Service delivery**

Contracted customers receive Eaton's priority scheduling for emergency calls and other services.

Highly skilled technicians

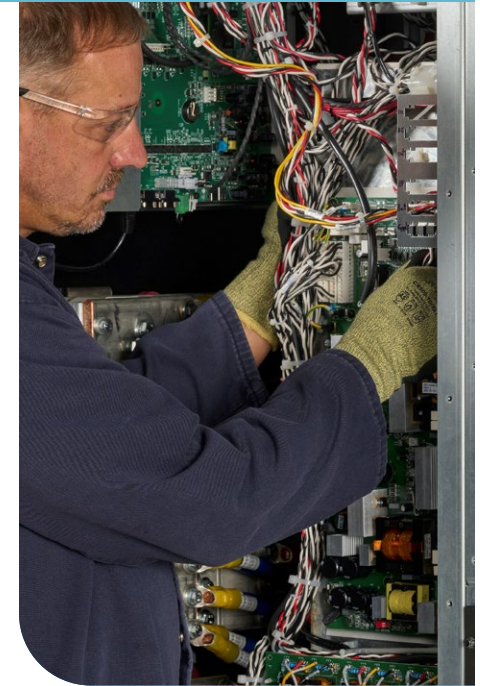
A major differentiator for Eaton Service is our extensive network of factory-trained field technicians across the U.S.

Our technicians receive ongoing product training and certification. They also have constant exposure to Eaton UPS products and legacy brands, including Powerware, Exide Electronics, International Power Machines (IPM), Best Power, Deltec, Lortec and Fiskars. Because of their familiarity with these systems, Eaton field technicians deliver advanced troubleshooting and reduced downtime.

Service offerings

We offer a full suite of services for any customer need, including:

- Advanced depot exchange plans
- On-site plans
- Start-up and assembly
- Preventative maintenance
- Emergency time and material services



"Their service and their relationship with their customer is their biggest value, absolutely, compared to the competitors that I've dealt with. The service organization of Eaton is one of their strongest points."

– **Ray Parpart**, Director,
Data Center Strategy & Operations at University of Chicago

Dependable
power
protection

Committed
to supporting your
uptime needs

Trustworthy
advice and
recommendations

Eaton Single Phase UPS Service Agreements

| Eaton Service Plan Features | Factory Warranty | Extended Warranty – Depot Exchange | Onsite Service-Flex Plan |
|--|------------------|------------------------------------|--------------------------|
| Comprehensive coverage of the UPS and internal batteries | ● | ● | ● |
| Advanced exchange of replacement UPS, batteries or accessory, next business day freight prepaid | | ● | ● |
| 7x24 Technical support and dispatch | ● | ● | ● |
| Connectivity support | ● | ● | ● |
| 7x24 Onsite Corrective Maintenance with Eaton factory trained field technician | | | ● |
| Next-Business-Day Response | | | ● |
| 8-Hour Response (where available) | | | ⓪ |
| PredictPulse Remote Monitoring Service, monthly reports, alarm notification and expedited response | | ⓪ | ⓪ |
| 7x24 Onsite Startup | | ⓪ | ⓪ |
| 7x24 UPS and Battery Preventive Maintenance Visit | | ⓪ | ⓪ |
| 7x24 Assembly and Set-Up Service (unpack, rack install, cable) | | ⓪ | ⓪ |
| Battery replacement service | | ⓪ | ⓪ |

● Included feature ⓪ Optional feature

To verify onsite single phase response availability, refer to the Service Technician Response Time estimator on Eaton's UPS Service website [Service technician | Response time estimator | Eaton](#)

U.S. warranty and support features included with new products

Our UPS and battery systems are backed by a standard factory warranty, so you know you're getting the performance and reliability you need. See below for the specific warranty coverage for your UPS.

| Warranty | 9PX, 9SX | 9PXM | 5S, 5SC, 5P, 5PX | SmartPro | SMX | SU |
|--|----------------------------|---|---|----------------------------|----------------------------|----------------------------|
| Limited Factory Warranty | 3 years from purchase date | 2-year parts, 90 days onsite labor from purchase date | 3 years from purchase date with warranty registration | 3 years from purchase date | 2 years from purchase date | 2 years from purchase date |
| 24x7 technical support access | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Depot Exchange | ✓ | ✓ | ✓ | | | |
| Lifetime load and protection guarantee | ✓ | ✓ | | ✓ | | ✓ |
| PredictPulse remote monitoring | ✓ | ✓ | | | | |

For complete details and references, visit Eaton.com/SinglePhaseService.



For more information, please contact your Eaton sales rep.