



## Services FAQ

### What UPS models go with what service part number?

The cross-reference sheet will help to align which service part number corresponds to which UPS model. You can find the [reference sheet here](#).

### If I have EBMs (external battery modules), do they need their own service part numbers or do they fall under the UPS services?

If you have EBMs with your UPS, they need the same coverage as the UPS. Meaning, if your UPS has a Depot Exchange part number and you have EBMs, you need to quote the service part number for the Depot Exchange that's associated with the EBMs.

### Where are the part numbers loaded?

All part numbers are loaded at IT Distribution & CPQ.

### How do I quote these new services?

All new part numbers are loaded in CPQ for quoting. Please reach out to your Eaton salesperson or consult the reference guide for assistance.

### When will the current extended warranty part numbers expire e.g., WEXT?

September 30, 2023, the extended warranty part numbers will go end-of-life. Orders that are submitted prior to September 30 will be processed. After that date, any order that has the old part numbers will be cancelled and credited back, and a new PO with the new service part numbers will need to be submitted.

### Does this differ from the Eaton Service on similar models? If so, how?

The part numbers are unique to the Eaton Tripp Lite Series. However, the services that are offered are the same as what is being offered on the Eaton models – e.g., advanced depot exchange, onsite flex plans, startup/assembly, and preventative maintenance.

### Is it on-site or Advanced Depot Exchange service?

We have different options for Advanced Depot Exchange and onsite depending on what the customer wants.

# Eaton Tripp Lite Series Services FAQ cont.

## How do I initiate a service request?

For both the Depot Exchange and onsite plans, the end customer can reach out to Eaton's dispatch team with the serial number of the unit ready and the dispatch team will handle the call accordingly. You can reach the dispatch team here: 800-843-9433 Opt. 1 or [SinglePhaseServiceSupport@eaton.com](mailto:SinglePhaseServiceSupport@eaton.com)

## Can I choose 5x8 or 24x7 support?

The part numbers currently loaded at IT Distribution are 7x24, next business day response level.

## What is included/covered in the service?

	Factory Warranty	Advanced depot exchange	Onsite Contract
<b>Coverage of UPS &amp; Internal Batteries</b>	Yes - Included	Yes - Included	Yes - Included
<b>Term</b>	2/3 years (model dependent)	3 or 5 years (model dependent)	2, 3, or 5 years
<b>Telephone Tech Support</b>	Yes - Included	Yes - Included	Yes - Included
<b>Freight to/from Eaton to Customer</b>	Yes - Included	Yes - Included	N/A
<b>Next Business Day Ship/Receive</b>	No	Yes - Included	N/A
<b>Advanced Exchange</b>	No	Yes - Included	N/A
<b>Freight from Customer to Eaton</b>	No	Yes - Included	N/A
<b>Parts &amp; Labor</b>	N/A	N/A	Yes- Included

## How do customers buy service after buying a product?

The current offerings for Eaton Tripp Lite Series UPS models are concurrent only, meaning that services can only be sold at time of new product sales. The customer has 60 days after product purchase to buy concurrent services. Aftermarket services on the Eaton Tripp Lite Series models are coming soon.

## If onsite service is offered, will it be performed by the existing Eaton IFSEs or by other third parties?

Any Eaton service that is purchased will always be performed by an Eaton certified and trained technician. Eaton will not utilize third parties.

To learn more, please visit:  
[Eaton.com/SinglePhaseService](https://Eaton.com/SinglePhaseService)



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