



Concurrent services

Eaton Tripp Lite series single phase UPS's come with factory warranty coverage (varies by model) that typically includes 7x24 Customer Reliability Center triage and 7x24 technical support access. To upgrade the term of the base factory warranty and expedite service delivery, you should include a concurrent service plan.

- 1. Advanced Depot Exchange recommended for UPSs below 5 kVA or non-hardwired units - return to factory for exchange.** When your customer notifies Eaton about a defective unit, Eaton ships a replacement unit overnight. Upon receipt of the new UPS, the customer returns the defective unit to Eaton via ground shipment. The freight for both units is paid by Eaton.
- 2. Onsite service and repair (Flex Plans) recommended for UPSs 5 kVA and above - upgrade 2 year factory warranty for 7x24 next day for up to 5 years of onsite coverage.** Onsite service is a standard 7x24, next day response level of coverage – for detailed information, visit: [Eaton.com/SinglePhaseService](https://www.eaton.com/SinglePhaseService)

The following features can be added to guarantee unparalleled UPS performance:



Comprehensive coverage

For UPS and batteries; if external (EBM) batteries exist, coverage for EBM's must be purchased to match UPS coverage.



Onsite startup

For UPS and batteries; Startup and/or assembly for the UPS and batteries



Annual services

Preventative maintenance offering for UPS and/or batteries

5 Year Advanced Depot Exchange Concurrent Part Numbers

Part Numbers	Description	VA Range	SMART	Applicable UPS Models			
				SMX	SU	EBM (Smart & SMX)	EBM (SU)
TL5SW5Y-0950UC	5YR UPS, Ext Warranty Depot Exchange	1 - 950	✓	✓			
TL5SW5Y-1400UC	5YR UPS, Ext Warranty Depot Exchange	951 - 1400	✓	✓			
TL5SW5Y-1750UC	5YR UPS, Ext Warranty Depot Exchange	1401 - 1750	✓	✓			
TL5SW5Y-2500UC	5YR UPS, Ext Warranty Depot Exchange	1751 - 2500	✓	✓			
TL5SW5Y-3000UC	5YR UPS, Ext Warranty Depot Exchange	2501 - 3000	✓	✓			
TL5SW5Y-1750BC	5YR EBM, Ext Warranty Depot Exchange	1 - 2200				✓	
TL5SW5Y-3000BC	5YR EBM, Ext Warranty Depot Exchange	2201 - 3000				✓	
TL9SW5Y-0700UC	5YR UPS, Ext Warranty Depot Exchange	1 - 700			✓		
TL9SW5Y-1500UC	5YR UPS, Ext Warranty Depot Exchange	701 - 1500			✓		
TL9SW5Y-2200UC	5YR UPS, Ext Warranty Depot Exchange	1501 - 2200			✓		
TL9SW5Y-2500UC	5YR UPS, Ext Warranty Depot Exchange	2201 - 2500			✓		
TL9SW5Y-3000UC	5YR UPS, Ext Warranty Depot Exchange	2501 - 3000			✓		
TL9SW5Y-6000UC	5YR UPS, Ext Warranty Depot Exchange	3001 - 6000			✓		
TL9SW5Y-3000BC	5YR EBM, Ext Warranty Depot Exchange	1 - 3000					✓
TL9SW5Y-18000BC	5YR EBM, Ext Warranty Depot Exchange	3001-18000					✓

3 Year Advanced Depot Exchange Concurrent Part Numbers

Part Numbers	Description	VA Range	SMART	Applicable UPS Models			
				SMX	SU	EBM (Smart & SMX)	EBM (SU)
TL9SW3Y-0700UC	3YR UPS, Ext Warranty Depot Exchange	1 - 700			✓		
TL9SW3Y-1500UC	3YR UPS, Ext Warranty Depot Exchange	701 - 1500			✓		
TL9SW3Y-2200UC	3YR UPS, Ext Warranty Depot Exchange	1501 - 2200			✓		
TL9SW3Y-2500UC	3YR UPS, Ext Warranty Depot Exchange	2201 - 2500			✓		
TL9SW3Y-3000UC	3YR UPS, Ext Warranty Depot Exchange	2501 - 3000			✓		
TL9SW3Y-6000UC	3YR UPS, Ext Warranty Depot Exchange	3001 - 6000			✓		
TL9SW3Y-3000BC	3YR EBM, Ext Warranty Depot Exchange	1 - 3000					✓
TL9SW3Y-18000BC	3YR EBM, Ext Warranty Depot Exchange	3001-18000					✓

2 Year Onsite Concurrent Part Numbers (Flex Plans)

Part Numbers	Description	VA Range	SMART	Applicable UPS Models			
				SMX	SU	EBM (Smart & SMX)	EBM (SU)
TLWFLN72XX-2509UC	2 YR UPS onsite 7x24 Next Day Response	1 - 2500	✓	✓	✓		
TLWFLN72XX-6009UC	2 YR UPS onsite 7x24 Next Day Response	2501-6000	✓	✓	✓		
TLWEBN72XX-7000BC	2 YR EBM onsite 7x24 Next Day Response	1 - 7000				✓	✓

3 Year Onsite Concurrent Part Numbers (Flex Plans)

Part Numbers	Description	VA Range	SMART	Applicable UPS Models			
				SMX	SU	EBM (Smart & SMX)	EBM (SU)
TLWFLN73XX-2509UC	3 YR UPS onsite 7x24 Next Day Response	1 - 2500	✓	✓	✓		
TLWFLN73XX-6009UC	3 YR UPS onsite 7x24 Next Day Response	2501-6000	✓	✓	✓		
TLWEBN73XX-7000BC	3 YR EBM onsite 7x24 Next Day Response	1 - 7000				✓	✓

5 Year Onsite Concurrent Part Numbers (Flex Plans)

Part Numbers	Description	VA Range	SMART	Applicable UPS Models			
				SMX	SU	EBM (Smart & SMX)	EBM (SU)
TLWFLN75XX-2509UC	5 YR UPS onsite 7x24 Next Day Response	1 - 2500	✓	✓	✓		
TLWFLN75XX-6009UC	5 YR UPS onsite 7x24 Next Day Response	2501-6000	✓	✓	✓		
TLWEBN75XX-7000BC	5 YR EBM onsite 7x24 Next Day Response	1 - 7000				✓	✓

Add on Services

Part Numbers	Description	VA Range	SMART	Applicable UPS Models			
				SMX	SU	EBM (Smart & SMX)	EBM (SU)
TLSU05NXXX-6009UC	Onsite 1P UPS Startup 7x24	1 - 6000	✓	✓	✓		
TLAS00NXXX-6009UC	Scheduled UPS Assembly Service 7x24	1 - 6000	✓	✓	✓		
TL0005NXXX-6009UC	Onsite UPS Preventative Maintenance 7x24	1 - 6000	✓	✓	✓		



To learn more, please visit:
Eaton.com/SinglePhaseService