

US Services: Eaton non-concurrent depot plan policy

This sales bulletin is to inform you that Eaton will no longer require the replacement of batteries prior to a depot plan being reinstated for single phase units. If there is a lapse in coverage that does not exceed one year from when the unit previously had factory warranty or a depot plan, the purchase of new batteries will not be required prior to the service plan being reinstated. The applicable single-phase UPS models are listed below for reference.

The 7-year limitation for depot plans is still in effect. This means that any single-phase unit that is 7-years in the field or younger is eligible for depot plan coverage. However, units older than 7-years must purchase new batteries to reinstate coverage through a depot plan or upgrade to an on-site Flex plan.

Depot plan eligible single phase UPS models:



5S



5SC



5PX



9SX



9PX



9PXM



FERRUPS

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