

Eaton PowerTrust Value™ Service Plan Scope of Work Attachment R-27

This scope of work is shared by the power quality equipment types listed in the below table. Note the applicable features vary by type of equipment being contracted and additional scopes of work may be required. All checks or processes may not be applicable to all equipment types or models.

Contractor will provide scheduled and emergency services portal-to-portal 8:00AM to 5:00 PM Monday-Friday (alternatively described as “5X8 Service”) excluding all holidays observed by Contractor. Following Customer’s request for Service, Contractor will arrive at the location of the Covered Equipment the next business day. This service plan’s contracted period of maintenance and on-site response time may not be optionally changed or upgraded.

Equipment Type	Corrective Maintenance Coverage	Electronics Preventive Maintenance	Battery Preventive Maintenance	eNotify Remote Monitoring	Tech Support	Discounts
Eaton UPS	Yes	Yes	No	Yes	Yes	No
Eaton DC	Yes	Yes	No	No	Yes	Yes
Eaton PDU/PDR/RPP/STS	Yes	Yes	No	No	Yes	No
Flywheel	Yes	Yes	No	No	Yes	No
Non Eaton equipment (MVS)	Yes	Yes	No	No	Yes	No

- 1. Corrective Maintenance Coverage:** Inspection and repair of the electronic portion of the UPS (or other equipment type), or “Power Module” shall be performed as needed during the contracted period of maintenance at no extra charge to Purchaser. Remedial maintenance provided by Contractor shall include, and be expressly limited to, maintenance to the Power Module, travel expenses, all necessary parts replacement, adjustments and repairs. If the Purchaser maintains Eaton spare parts at the maintenance site, Contractor may, at its option, use those spare parts in the performance of Corrective Maintenance. Contractor shall replace the spare parts, which it so uses. **Exclusions:** certain wear parts are excluded from corrective coverage including external batteries and full capacitor replacement. All Corrective Maintenance to Battery System, if any, will be in accordance with battery manufacturers’ warranty or separate agreement, if any. For Flywheel coverage: any failure due to lack of recommended bearing replacement, vacuum pump replacement (or “major maintenance” per manufacturer recommendation) will not be included under corrective maintenance coverage and will be billable at current time and material rates. Eaton 9390 and 9395 UPS models will have a special policy on capacitor replacements: DC link capacitors are eligible for inspection and repair at no extra charge (excludes AC capacitors).
- 2. Electronics Preventive Maintenance:** One (1) annual 5x8 **UPS (or other equipment type) Power Module Preventive Maintenance** – Calibration of all metering and protective features. Functional testing of all transfer conditions. Inspection of online performance and equipment history. Examination of interfaces to other Powertrain equipment. Visual check on batteries and battery environment. Written evaluation providing a record of equipment performance. A Contractor will perform the Preventive Maintenance at the time requested by Purchaser during the CPM. For Flywheel: major maintenance is excluded and is sold separately upon request per

recommended interval. See **Attachment R-2, UPS Power Module Preventive Maintenance Scope of Work.**

3. **eNotify Remote Monitoring & Diagnostic Service:** Contractor will provide Remote Monitoring Service. This service will only be available if customer provides and supports a CAT5 LAN/Ethernet cable connected to an email server (along with necessary IP addresses to facilitate one-way connectivity). Contractor will notify Purchaser contact when a major alarm occurs. A monthly UPS Monitoring Summary Report will be sent electronically via email to customer contact. Not available on all products or models.

Contractor's obligation shall be to perform remote monitoring start-up and validation of the remote monitoring system.

By permitting remote monitoring, End User acknowledges that Contractor may collect certain company specific (including information about End User that may be proprietary or confidential) and aggregate information about the End User's use of, and interaction with, the Product ("Company Specific Information" and "Aggregate Information" respectively). Contractor will not disclose Company Specific Information to third parties without end-user's written consent unless such Company Specific Information has been stripped of all identifiable, proprietary or confidential information ("Anonymized Information"). Anonymized and Aggregate Information may be used by Contractor for analysis and trending purposes and disclosed to third parties for purposes of comparisons and reliability reporting.

Remote monitoring shall include a monthly report summarizing alarms and important data relevant to UPS, battery or system performance. Contractor makes no warranty regarding, and has no obligation with respect to, the accuracy, completeness or omissions of any data, analysis or recommendation contained within this report. The End User must use reasonable judgment in interpreting this data and contact his or her local Eaton® sales representative or Contractor Technical Support with any questions.

4. **7x24 Technical Support:** technical support via telephone or email to Contractor shall be available to answer product or support questions.
5. **Customer Web Account Access:** Contractor will provide Purchaser with web-based access to account information and site service records. Access will be password restricted for maximum security of Purchaser records. A history of service performed, as well as scheduled service calls will be available.

The Purchaser shall, from the commencement date of the Service Agreement, maintain the UPS Power Module in accordance with the published operating specifications for the Power Module at the time of purchase. The Purchaser shall, unless otherwise specified in the Service Agreement, maintain the Battery System in strict accordance with the Battery System manufacturer's recommended maintenance guidelines.

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