

Power Quality UPS services and support information

Service Matters.



EATON

Powering Business Worldwide

A hand holding a white marker points to a whiteboard. The whiteboard has handwritten text in blue ink. The text includes a bulleted list: 'Power quality products', 'Enhanced offering', and 'SUPP'. Below the list, the word 'CRITICAL' is written in large, bold, black letters.

- o Power quality products
- o Enhanced offering
- o SUPP

CRITICAL

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Welcome

As a new UPS product owner, we are thrilled to put out the welcome mat for you. Your purchase includes a level of warranty coverage for your new Eaton UPS, including MySupport. It is extremely important for you to understand this coverage and then evaluate your options for a long-term plan that keeps your UPS functioning at its highest levels of performance for many years.

The old adage, "If it ain't broke, don't fix it" may be feasible in some circumstances, but applying it to the maintenance of a UPS can have devastating consequences. Because you rely upon your UPS to deliver continuous power without disruption, proper service is a critical component to ensuring optimal performance from a UPS while minimizing the risks of downtime.

This brochure briefly outlines the benefits of MySupport and some of the basic concepts of service, and it is designed to help you make an informed decision about long-term coverage for your Eaton UPS.

If you have any questions about your UPS or your service coverage, please visit us online.

www.eaton.com/UPSservices

In the United States **1.800.843.9433**



MySupport

Be a part of the next generation in interactive support!

Eaton's new MySupport portal provides enhanced support capabilities and unparalleled information access to registered users. When you register for MySupport, you'll gain access to a wealth of support:

- Schedule preventive maintenance and other service requests online at your convenience
- Self-service capabilities available at your fingertips
- Robust comprehensive history search
- Receive confirmation e-mails for appointments, and revise or change appointment times online in real time

Register now!

www.eaton.com/mysupport

You will need your Registry ID to complete your enrollment

For more information about MySupport:

Phone

1.800.843.9433 option #4

E-mail

mysupport_administrator@eaton.com

The benefits of a preventive maintenance plan for your UPS.

Implementing a preventive maintenance service plan for your UPS is much like completing routine repairs and inspections on your vehicle. Not only is completing scheduled maintenance recommended by every auto manufacturer, but the findings can help detect a wide range of ailments under the hood *before* they become serious issues.

The most common causes of UPS failures

There are numerous reasons why a UPS fails. The most common causes are:

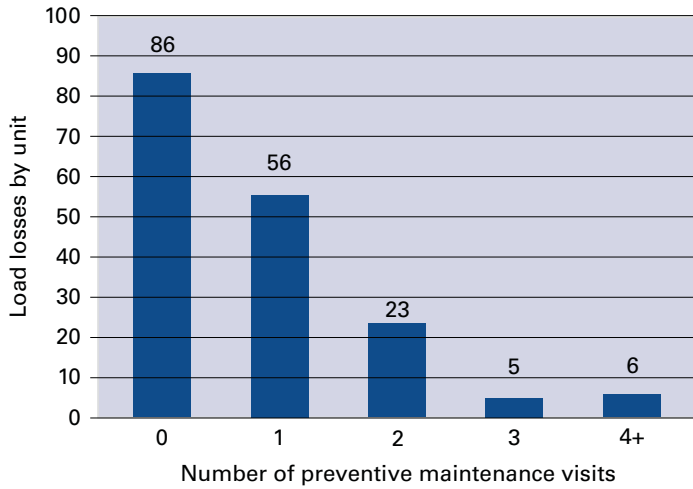
- 1. Batteries.** Studies show that a leading cause of UPS failures is bad batteries, with temperature and cumulative discharges cited as the primary culprits.
- 2. Fans.** Some fans fail because of their own electrical or mechanical limitations, or when their ball bearings become dried out. Fans may perform well for more than 10 years of continuous use, while others run for only short periods before locking up for mechanical reasons.
- 3. DC caps.** Like batteries, electrolytic capacitors degrade over time. When a capacitor fails, there might not be any immediate visible effects.
- 4. Transient spikes.** Damage may be caused to the input side of the UPS (filter/rectifier) when a transient spike occurs.



What is your risk of UPS failure?

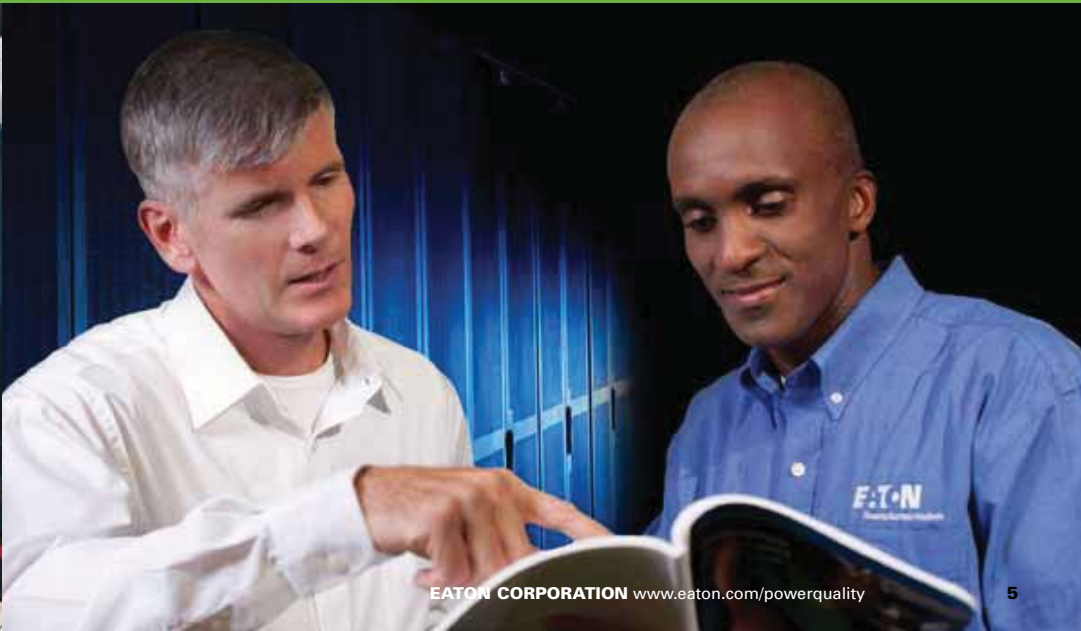
As the chart below illustrates, routine preventive maintenance significantly reduces the probability of a load loss event.

Without proper maintenance, many UPSs fail prematurely because critical components, such as batteries and capacitors, wear out from normal use.



Eaton UPS load losses by preventive maintenance visits delivered in prior year.

An effective preventive maintenance strategy can be one of the most cost-effective measures you can take to ensure the ongoing health of both your critical equipment and your overall business. Because regular maintenance practices so dramatically improve the UPS reliability and performance, while notably deterring downtime, preventive maintenance is an essential component of an end-to-end solution to keep your critical networks operating at peak performance in the face of multiple threats.



The ABCs of UPS service.

Selecting a UPS service plan for reliable power applications can range from a very complex decision to simply ascertaining what is available or recommended. Selecting a service plan for a UPS to ensure continuous power over a typical life cycle can also be a relatively easy process.

To select the best coverage for your UPS and its application, consider the following five questions:

1. What type of UPS service do I need?

- **On-site repair** is primarily for large UPS products. Contact Eaton's Dispatch, Customer Care Center, and a factory-trained field technician arrives at your site to diagnose and repair electronic or battery-related problems.
- **Depot exchange repair or replace** is primarily for small UPS products. Contact Eaton, and then ship the UPS to a repair facility. We will return the repaired unit or a refurbished unit to you.
- **Advance swap depot exchange** is primarily for small UPS products. Contact Eaton and we will advance ship your refurbished unit to you.

2. Do I buy a support agreement, extended warranty or pay as I go?

- **Support agreements**, or service contracts, usually combine parts and labor coverage (electronics, batteries or both), at least one or more UPS preventive maintenance inspections annually and a combination of coverage hours and arrival response time. Plans can be tailored to meet most any need.
- **Extended warranty** may also be purchased for many UPS products. A warranty commonly covers specified parts and labor, such as electronic components for a fixed period of time, but it will not include 7x24 coverage or arrival response times. Nor will warranties include preventive maintenance, although extra services can be purchased in addition to a warranty extension.
- **Time and material (T&M)** service is a pay-as-you-go approach where once something breaks, you can contact Eaton and we will schedule a technician to conduct the repair. T&M can be done either via depot repair or on-site, based on the type of product.



T&M can be expensive, depending on what needs to be repaired. In addition, the uncertainty of knowing when a field technician will arrive can make T&M an unacceptable service solution for some customers. Eaton's support agreement (contract) customers always take priority, resulting in T&M response times of up to five days, based on the product and location for non-contract customers.

3. What should be covered?

- **UPS electronics parts and labor coverage.**
- **UPS batteries, parts and labor coverage.** Often the leading cause of failure, batteries generally need to be replaced every five years or less.
- **Preventive maintenance.** A preventive maintenance visit allows a field technician to annually inspect, test, calibrate and upgrade any UPS or battery components, while ensuring factory-specified performance.
- **Remote monitoring.** Remote monitoring allows us, the manufacturer, to view the UPS and battery system to expedite repairs and proactively look for potential problems prior to failure.

4. How much service do I need, and how fast do I want my service delivered?

- **Around-the-clock or continuous service** is called **7x24 coverage**. A field technician will respond or deliver service at any hour, including weekends and holidays.
- **5x8 coverage** is limited to standard business hours, Monday through Friday (8:00 AM to 5:00 PM). If a problem occurs, it will be resolved within these hours.
- **Eight-, four-, two-hour or next business day response** defines how quickly the field technician arrives after you have requested a service visit. For some situations, response time can be very important as it determines how fast the field technician can begin resolving a problem.

5. How long should I plan for a UPS to last, and how much should service cost?

- Large UPS products usually have a 15- to 20-year life span.
- Small UPS products can last 10 or more years, but they are often replaced much sooner.
- All UPS product life expectancies can be maximized or extended via routine preventive service, part replacements and upgrade/modification kits.
- The total cost of ownership (TCO) varies widely based on the size of UPS, amount and type of batteries, quantity and type of services desired and application. Very basic warranty coverage may cost five to ten percent of the product purchase price and a comprehensive, premium support agreement could exceed 35 percent of product purchase price per year.

The answers to these five questions are not always clear. Eaton has trained service sales specialists and channel partners available to answer your questions and recommend a service solution tailored for your situation and budget.

Overall Eaton customer
satisfaction with service

99%*

* 2009 Customer Survey

What are your choices?

Selecting a service provider for your UPS can be a complex decision based on the following choices:

Option 1: Eaton

Engaging in a service contract with Eaton means that you benefit from the extensive knowledge, capabilities and expertise of factory-trained field technicians who receive ongoing and in-depth training on Eaton UPS products. As a result, technicians are armed with the most up-to-date and comprehensive information pertaining to the functionality of the UPS, as well as access to the latest firmware and upgrade kits to maintain the highest level of performance from the UPS. Furthermore, the advanced troubleshooting capabilities of technicians translate to a reduced mean time to repair. In short, no one knows your UPS like Eaton's field technicians.

Option 2: Time and material (T&M)

Available at any time to all customers, T&M is typically charged per hour of labor, often with a minimum number of hours required. Charges are also generally more for after-hours and weekends, compared to normal business hours. Response time for T&M is typically "best effort" with no guarantee of arrival, as customers with existing service agreements are always given priority over T&M customers.

Option 3: Independent service provider

An independent service provider is a third-party organization that often offers a range of services for UPSs or power quality equipment. Although independent service providers are occasionally priced lower than a UPS manufacturer, they also have fewer resources available and may not be comprehensively trained on your particular UPS.



Eaton employs
experienced field
technicians

10
years

Average tenure
of Eaton field
technicians

13,000
hours

Field technical
training in 2009



Why should you choose Eaton?

There's a reason why 99 percent of existing Eaton service customers report that they are "very satisfied" or "satisfied" with their Eaton UPS service plan. According to a July 2009 survey, customers choose Eaton to service their UPS for the following benefits:

1. Field technician's expert knowledge of Eaton products
2. Ability to deal direct with the factory
3. Quick response by access to more than 240 field technicians
4. Access to field parts inventory maintained by technician
5. Increased reliability by having an experienced technician with factory training and technical support resources who focuses on a specific manufacturer's product
6. Reputation of being an outstanding service provider who delivers on promises
7. Commitment
8. Relationship with local field technician
9. Ability to manage risk of downtime and avoid financial costs of power disruption
10. Overall satisfaction with Eaton UPS service
11. Ability to have a single source for battery replacements, upgrades, life cycle and other service needs
12. Price for value



Deep support structure

A key component of any service plan is the peace of mind that help will be there when you need it, regardless of the time of day or the type of problem that is occurring. In addition to providing highly trained team members on-site, such as service engineers and regional technical support, Eaton service customers also have access to a host of additional support resources, including:

1. Dedicated team

As part of Eaton's commitment to deliver exceptional service, we offer you round-the-clock access to our dedicated team of professionals.

2. Technical support

Eaton's service plan customers have access to our most experienced technical support engineers with expertise in power, electrical engineering, software and connectivity, batteries, UPS, DC systems and related products.

3. Service delivery

To meet our service commitment for guaranteed response times, emergency and scheduled maintenance for service plan contract customers always takes priority over T&M customers.

4. Access to the parts you need

The ability to perform maintenance on your UPS means very little if you can't obtain the replacement parts you need. When you rely on an Eaton service plan, you can rest assured that every factory-trained field technician stocks a solid inventory of parts to remedy UPS emergencies.

Comprehensive range of service offerings

At Eaton, we understand that service plans are not "one size fits all." That's why we offer a broad range of service options, designed to meet the varied requirements and applications of businesses of all shapes and sizes.

Highly skilled technicians

A major differentiator that sets Eaton UPS service apart from competitors is Eaton's extensive service network of more than 240 factory-trained field technicians across the United States and Canada. With a reputation for excellence, Eaton's factory-trained field technicians are highly recommended to perform work on Eaton UPS products.

Extensive product training and certification are the backbone of ongoing development of Eaton technicians. They not only participate in extensive product training and certification, but 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 extensive familiarity with these systems, Eaton field technicians deliver advanced troubleshooting and a reduced mean time to repair.



Warranty and service plan features included with new unit

Warranty ¹	9315		9390		9390IT		9355		9130 9135 9140 9170+ 9155		BladeUPS® FERRUPS® (tower and rackmount)		PDU & STS		RPP	
	9315	9395	9390	9390IT	9355	9130	9135	9140	9170+	9155	BladeUPS®	FERRUPS® (tower and rackmount)	PDU & STS	RPP		
Duration of warranty	1 yr	1 yr	1 yr	1 yr	1 yr	2 yrs	18 mos	2 yrs	1 yr	1 yr						
Start-up	✓ (7x24)	✓ (5x8)	✓ (5x8)													
Parts and labor for electronics	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓ (with purch of start-up)	✓		
7x24 Customer Reliability Center triage and dispatch	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓ (with purch of start-up)	✓		
7x24 technical support access	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓ (with purch of start-up)	✓		
MySupport Web access to account and service site history information (UPS only)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		
Depot exchange					✓	✓	✓	✓	✓	✓	✓	✓				
Lifetime load protection guarantee								✓			✓					

Service Protection Plan (1 yr)²

7x24 on-site corrective maintenance; parts and labor for electronics	✓	✓	To purchase additional services, please contact 800-843-9433													
Standard eight-hour response	✓	✓														
eNotify remote monitoring (w/ monthly monitoring summary report)	✓	✓														
Service priority status	✓	✓														



✓ Included

¹ The period covered in this warranty for product installed (and currently located) in the 50 United States and District of Columbia is 12 months from the date of product start-up or 18 months from date of product shipment, whichever occurs first, for parts coverage and 90 days from the date of product start-up for labor coverage. The period covered by this warranty for product installed (and currently located) outside of the 50 United States and District of Columbia is 12 months from the date of product start-up or 18 months from date of product shipment, whichever comes first, for parts coverage.

² The period covered by this service plan is 12 months from the date of product start-up or 18 months from the date of product shipment, whichever occurs first.

Eaton UPS support agreement features

Eaton Service Plans	PowerTrust Value	ProActive	PowerTrust	PowerTrust Preferred	Flex
Parts and labor for electronics	✓	✓	✓	✓	Custom service contracts available for purchase
Parts and labor for batteries	✓	✓	✓	✓	
5x8 on-site corrective maintenance	✓				
7x24 on-site corrective maintenance		✓	✓	✓	
Next business day response	✓				
8-hour response		✓	✓	✓	
4-hour response		✓	✓	✓	
2-hour response		✓	✓	✓	
5x8 UPS preventive maintenance visit	1 per year	✓	1 per year	✓	
7x24 UPS preventive maintenance visit	✓	1 per year	✓	2 per year	
Battery preventive maintenance visit	✓	✓	1 per year	2 per year	
eNotify remote-monitoring service	✓	✓	✓	✓	
Discounted spare parts, upgrade kits and T&M		30%	30%	30%	

 Included feature
  Optional feature

Eaton's most popular on-site UPS support plans come standard with the above features. Additional preventive maintenance visits can be added to any packaged plan. Flex support plans should be used whenever a standard packaged service plan doesn't exactly match your needs.

What do our customers say about our technicians?

We measure customer satisfaction on 100 percent of on-site visits and parts shipments via surveys to make sure that we maintain high performance standards. Customers frequently cite the outstanding performance of our field technicians. The following customer quotes are typical of the comments that we receive on a regular basis:

"Ken was extremely helpful and knowledgeable. This was the first time in my IT career where I had to implement the installation of a UPS unit. It was also the first time to have been so close to one. Without Ken's patience and knowledge, I would have remained clueless and unable to maintain our new UPS. Again, he was very, very helpful and I really appreciated him teaching me everything I needed to learn."

"James goes out of his way to make sure we're happy. He made two very long trips in two days to replace a battery on a weekend in five-degree weather. I have NEVER seen someone with this much dedication and attention to the customer. We cannot be happier with this kind of service and response."

"Andrew is very knowledgeable and conducts his PM in a very professional manner. He is always available and eager to help with any problems that surface. He explains everything in a very thorough manner and makes sure we understand whatever the situation is."

"Mr. Dennison always projects a positive attitude in his work and character. He shows complete confidence in his task at hand and answers any questions I may have. I completely have faith in his judgment and skills as it pertains to our equipment."

"Dale and Anthony are the best."

To read more customer testimonials:

www.eaton.com/UPSservices



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www.eaton.com/powerquality



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