

Powerware series

Eaton UPS service



EATON

Powering Business Worldwide



Eaton field technicians are highly trained to deal with battery installation, maintenance, replacement and disposal

More protection. More choice. More value.

Eaton Corporation designs uninterruptible power systems (UPSs) to ensure high reliability in the most demanding applications. UPSs condition power to protect against power quality hazards, as well as provide continuous backup power during outages. Because of the critical nature of backup power, UPSs are among the most complex electronic power quality devices made.

Like an automobile, UPS products require preventive maintenance to ensure optimal performance, including inspecting, testing, calibrating and updating software. Batteries, fans, capacitors and other wear items require replacement. A recent UPS failure analysis conducted by Eaton found that a lack of preventive maintenance increased the chance of losing power (or a “load

loss”) by nearly four times. Achieving power protection with any UPS involves choosing the right service offering and UPS service provider. With proper maintenance, Eaton UPSs can exceed 20 years of useful life.

Eaton offers power quality services for its UPS products, as well as for related equipment such as power distribution units (PDUs), batteries, alternative energy devices and Cutler-Hammer switchgear. Eaton also services products from legacy brands including Powerware, Exide Electronics, Best Power, IPM, Deltec and Lortec. Eaton has more than 40 years of experience designing and servicing industry-leading UPSs for government, healthcare, industrial and data center applications.

Choosing the right protection for your UPS

Selecting the right UPS service is simple. Small products can be serviced with an extended warranty that allows an advance exchange of your unit with a refurbished UPS. We’ll even pay the freight.

Larger UPS models (with hardwired connections) and small models are serviced on-site from Eaton’s dedicated team of field technicians. Service offerings can be purchased for coverage during normal business hours (5x8) or around the clock (7x24). Response time—the amount of time between the request for an on-site technician visit and our arrival time at your location—ranges from the next business day to windows of eight, four and two hours (subject to availability).

Eaton services are available as tiered support agreements, individually or as billable time and material (T&M) requests. Typical UPS services include:

- Startup and commissioning
- Parts and labor coverage for electronics and/or batteries
- Preventive maintenance for electronics and/or batteries
- Battery replacement coverage and disposal
- Remote monitoring alarm service (eNotify, battery)
- Spare part kits
- Field upgrades to add features or more power capacity
- PowerChain Management® audits
- T&M emergency, standby and replacement requests

eNotify Remote Monitoring

Eaton developed the eNotify Remote Monitoring service to complement our rapid response support agreements. With eNotify, a UPS communicates real-time alarms and daily health status enabling Eaton to manage critical alarm events. When needed, Eaton dispatches a field technician and confirms the arrival time so customers gain peace of mind and rapid resolution.

eNotify Features

- 7x24 monitoring of alarms for both UPS and battery systems
- Uses outbound-only e-mail transport for security and reliability
- Fast diagnosis and notification of critical alarms
- Monthly customer summary report of trended activity and overall health

Custom Eaton UPS Services

- PowerTrust Ultra asset management for battery monitoring and replacement
- Eaton-branded batteries
- Extended warranty
- Load bank testing
- Extended commissioning / Easy Capacity (load) Test
- Infrared scanning and thermography
- Turnkey installation
- Remanufactured equipment
- First responder training courses
- Audits, power quality studies and pre-site assessments

From basic to premium packaged support agreements, Eaton has the widest range of services to meet the specifications of any budget. Eaton offers rapid response, power quality expertise, relevant training, spare parts, and safety programs, which combine to deliver the next generation in UPS service and power reliability. Contact a sales or support professional today at 800.843.9433 or 919.870.3028. You can also visit our Web site at www.eaton.com/UPSservices.

eNotify Remote Monitoring reports are sent from the UPS to Eaton customer support experts



Eaton UPS Support Agreement Features

Eaton Service Plans	PowerTrust Value	ProActive	PowerTrust	PowerTrust Preferred	Flex
Part and Labor for Electronics	●	●	●	●	Custom Service Contracts
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	One per year	○	One per year	○	
7x24 UPS Preventive Maintenance Visit	○	One per year	○	Two per year	
Battery Preventive Maintenance Visit	○	○	One per year	Two per year	
eNotify Remote Monitoring Service	●	●	●	●	
Discounted Spare Parts & Upgrade Kits & T&M		30%	30%	30%	

● Included features ○ Optional features

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 the customer’s needs.

Continual classroom and laboratory training prepares Eaton field technicians to be productive in the field





Eaton field technicians carry a stock of the most commonly needed parts to make repairs as quickly as possible

Flexible service choices

Eaton packaged on-site support agreements combine parts and labor coverage (corrective maintenance), response time, scheduled preventive maintenance and value-added features such as eNotify Remote Monitoring and discounts on optional spare part kits.

- PowerTrust™ Value
- ProActive
- PowerTrust
- PowerTrust Preferred
- Full battery coverage

Support agreements can include:

- Priority response and guaranteed response time
- 7x24 technical support access
- 7x24 customer support: scheduling and dispatch
- eNotify Remote Monitoring
- Discounts on spare part kits, field upgrades and T&M services

Eaton understands that you have choices when purchasing a UPS and selecting a service provider. Flex support agreements enable you to custom tailor a service plan to fit your exact needs beyond our standard packages.

Flex support agreement features

- Parts and labor coverage as 5x8 or 7x24, next business day, eight-, four- and two-hour response times
- Extended warranties, or parts and labor coverage for up to three years from installation
- Preventive maintenance with response time only, with no parts and labor coverage (billed as T&M with a pre-approved blanket purchase order)
- eNotify can be purchased separately

Rapid emergency response

Eaton is recognized for its industry-leading UPS service support and staff. Service excellence means consistently delivering a solution quickly and on time. Customers surveyed responded that they buy UPS service from Eaton because of the following three factors:

1. Eaton offers the fastest response during emergencies
2. Eaton equips its factory trained technicians with parts able to inspect and repair
3. Eaton delivers on its promises and delivers the services for which you pay

Advantages to buying UPS services from Eaton include:

- Eaton trains its field technicians to be experts on all of its products, from the ones manufactured 15 years ago to those built today.
- Parts are stocked with field technicians to maximize our first-time fix rate and resolve problems fast.
- When an emergency occurs, Eaton customer support personnel and field technicians professionally diagnose and resolve your problem.
- Eaton offers a 7x24 Customer Reliability Center to answer calls and provide technical support, plus a 7x24 parts logistics and remote monitoring team to ship parts and respond to critical alarms globally.
- Eaton delivers excellent preventive maintenance in which field technicians thoroughly test, inspect for worn parts, install firmware updates and calibrate when needed, ensuring the UPS meets the most current operating specifications.
- Every Eaton field technician has the OSHA, IEEE and NFPA tools, personal protection equipment and training to comply with arc flash and electrical safety so you, your employees and Eaton employees avoid unsafe conditions.
- Eaton is committed to flawless service execution and we survey every customer for satisfaction, to drive continuous improvements and employ Six Sigma and Eaton quality programs.

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