

Eaton Power Quality Services Line Card



- ✓ **First Responder & Operational Training**
- ✓ **Power Quality Monitoring**
- ✓ **Thermographic Inspection**
- ✓ **Load Bank Testing**
- ✓ **UPS Upgrades**
(KVA, Energy Saver System, Firmware)
- ✓ **Multi Vendor Services**
(support for other manufacturer products)
- ✓ **Start-Up and Commissioning**
- ✓ **240 Eaton Factory-trained Field Technicians**
- ✓ **Preventive Maintenance and Support Services**
- ✓ **Remote Monitoring Services**
- ✓ **Factory Certified Replacement Parts**
- ✓ **Eaton Replacement Batteries**
- ✓ **24/7 Dispatch, Technical Support and Emergency Response available at 800.843.9433**



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Greater
reliability



Cost
efficiencies



Effective use
of capital



Enhanced
safety



Risk
mitigation

Eaton Service Facts

- Average number of emergencies successfully responded to annually > 5,000
- Average speed of answering phone calls = 16 seconds
- First-time fix rate = 75% (2010)
- Overall customer satisfaction = 99% (2009)
- Customer retention = 88% (2010)
- Average tenure of Eaton field technicians = 10.2 years
- Number of preventive maintenance visits completed annually >30,000
- Number of factory training hours in 2009 for Eaton field technicians = 12,480 hours
- Customer requested arrival time met = 99%
- Eaton field technicians carry over \$258,000 worth of field inventory backed up by \$10 million of certified parts in our warehouse
- Eaton receives 120 critical eNotify alarms each month
- Most important contributor to UPS load loss: not having any preventive maintenance in prior year (400% increased probability)
- Training time for a new Eaton field technician = minimum of 16 weeks of classroom and lab training, and up to one year of mentoring in field
- Eaton 2010 OSHA total recordable case rate (TRCA) = 1.26



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