

Desktop and server UPS service plans from Eaton

Regular maintenance practices dramatically improve UPS reliability and performance while significantly reducing susceptibility to downtime events. As a result, a quality service plan is an essential part of ensuring your UPS performs reliably. In turn, you need a service provider that understands exactly how your UPS operates. In addition, a service provider also needs to offer the highest quality of technical expertise, deep resources and necessary parts. By selecting Eaton® as your service provider for your Eaton UPS you receive unparalleled support and expertise.

What kind of a warranty do I get with my Eaton UPS?

The first step to selecting the right service plan is understanding the warranty coverage that comes with your Eaton UPS. Warranty specifics and duration vary with each Eaton UPS, but typical warranty coverage on a new product includes:

- Parts and labor for electronics
- 7x24 Customer Reliability Center triage
- 7x24 technical support access

(For the specific coverage for your UPS, please visit the applicable product page on www.eaton.com/powerquality or reference the warranty information included with your unit.)

What are my options?

The second step to selecting the right service plan is evaluating your extended coverage options. Eaton recommends that smaller UPS products (below 5kVA) generally can be repaired at a depot, while products over 5 kVA should be serviced on-site via on-site field technicians. Service plan options are essentially offered in the following two categories:

1. Advance exchange depot repair

First, you notify Eaton about a defective unit. Eaton then ships a replacement unit to you via overnight shipment (freight paid by Eaton). Upon receipt of the new UPS, you ship the defective unit to Eaton via ground shipment (freight paid by Eaton).

2. On-site service and repair

By providing preventive UPS and battery maintenance, a qualified, trained field technician is the single best resource to ensure continued worry-free operation of your UPS. On-site service plans vary by unit and have different levels of coverage. You may also add features (such as preventive maintenance) to your service plan. Some of the features of these on-site service plans include:

- Comprehensive coverage of UPS and batteries
- Telephone technical support
- eNotify Remote Monitoring
- Connectivity support
- Expedited delivery of replacement parts, modules and batteries

- On-site start-up
- On-site corrective maintenance
- Next day 24-hour response
- Annual UPS and/or battery preventive maintenance

Why choose Eaton?

Eaton delivers advantages that no other provider can, including:

- More than 240 factory-trained field technicians across North America with expert knowledge of Eaton UPS products
- A wide range of warranties, preventive maintenance programs and service contracts
- Readily available parts or rapid product replacement
- Deep support infrastructure of design engineers, technical support and other experts to complement our field resources
- Extensive safety training program



Powering Business Worldwide

5130, 9130, 9135, Evolution, Evolution S, EX, MX, EX RT

Factory warranty

Factory Warranty Features	5130*, 9130, 9135, Evolution, Evolution S, EX, MX, EX RT
Duration of warranty	2 yr.
Comprehensive coverage of UPS and standard batteries	✓
7x24 Customer Reliability Center triage and support	✓
7x24 Telephone Technical support access	✓
Connectivity support	✓



Eaton 9130 rackmount and tower UPS

* The Eaton 5130 has a standard three-year factory warranty when registered online at www.eaton.com/pg/register

Summary of service plans

Service Plan Features	Warranty+ Extended Warranty Depot Repair	Single-Phase Flex On-Site	PowerTrust On-Site
Comprehensive coverage of UPS and standard batteries	✓	✓	✓
7x24 Customer Reliability Center triage and support	✓	✓	✓
7x24 Telephone Technical support access	✓	✓	✓
eNotify Remote Monitoring ¹		✓	✓
Connectivity support	✓	✓	✓
Expedited delivery of replacement parts, modules and batteries	✓	✓	✓
On-site start-up ²		✓	✓
On-site corrective maintenance ²		✓	✓
Next-day 24-hour response ²		✓	✓
Annual UPS preventive maintenance ⁴			✓
Annual battery preventive maintenance ⁴			✓

1. eNotify Remote Monitoring service requires web card and EMP, not included in PowerTrust and Flex contract price.

2. On-site startup and corrective maint service is 7x24.

3. Unit must be within 100 miles of Eaton established service location to qualify for 24-hour response

4. Initial startup serves as the annual PM service for the first year of operation. Subsequent annual PM services are scheduled on request from customer beginning in the second year of operation.

9140, 9155, 9170+ and FERRUPS

Factory warranty

Factory Warranty Features 9140, 9155, 9170+, FERRUPS

Duration of warranty	2 yr.
Comprehensive coverage of UPS and standard batteries	✓
7x24 Customer Reliability Center triage and support	✓
7x24 Telephone Technical support access	✓
Connectivity support	✓



Summary of service plans

Service Plan Features					Power Trust		PowerTrust	
	Gold	Gold Plus ¹	On-Site Gold	On-Site Gold Plus	Gold	Gold Plus	On-Site Gold	On-Site Gold Plus
Comprehensive coverage of UPS and standard batteries	✓	✓	✓	✓	✓	✓	✓	✓
7x24 Customer Reliability Center triage and support	✓	✓	✓	✓	✓	✓	✓	✓
7x24 Telephone Technical support access	✓	✓	✓	✓	✓	✓	✓	✓
eNotify Remote Monitoring ²					✓	✓	✓	✓
Connectivity support	✓	✓	✓	✓	✓	✓	✓	✓
Expedited delivery of replacement parts, modules and batteries	✓	✓	✓	✓	✓	✓	✓	✓
On-site start-up ³		✓	✓	✓		✓	✓	✓
On-site corrective maintenance ³			✓	✓			✓	✓
Next-day 24-hour response ⁴			✓	✓			✓	✓
Annual UPS preventive maintenance ⁵				✓				✓
Annual battery preventive maintenance ³				✓				✓

1. Gold and Gold Plus plans are not available with Eaton 9155, 9170+ and FERRUPS

2. eNotify Remote Monitoring service requires web card and EMP, not included in PowerTrust contract price. eNotify not available on FERRUPS.

3. On-site startup and corrective maint service is 7x24 for Series 9 and FERRUPS

4. Unit must be within 100 miles of Eaton established service location to qualify for 24-hour response

5. Initial startup serves as the annual PM service for the first year of operation. Subsequent annual PM services are scheduled on request from customer beginning in the second year of operation.

Factory warranty

Factory Warranty Features 3105, 5110, 5115, 5125

Duration of warranty	2/3 yr.*
Comprehensive coverage of UPS and standard batteries	✓
7x24 Customer Reliability Center triage and support	✓
7x24 Telephone Technical support access	✓
Connectivity support	✓



Some Eaton UPS models such as the Eaton 3105 offer a standard three-year factory warranty when the product is registered online.

* Three-year factory warranty applies when product is registered online at www.eaton.com/pg/register

Summary of service plans

Service Plan Features	Gold	Gold Plus	On-Site Gold	On-Site Gold Plus
Comprehensive coverage of UPS and standard batteries	✓	✓	✓	✓
7x24 Customer Reliability Center triage and support	✓	✓	✓	✓
7x24 Telephone Technical support access	✓	✓	✓	✓
eNotify Remote Monitoring ¹				
Connectivity support	✓	✓	✓	✓
Expedited delivery of replacement parts, modules and batteries	✓	✓	✓	✓
On-site start-up ²		✓	✓	✓
On-site corrective maintenance ²			✓	✓
Next-day 24-hour response ³			✓	✓
Annual UPS preventive maintenance ⁴				✓
Annual battery preventive maintenance ²				✓

1. eNotify Remote Monitoring service requires web card and EMP, not included in PowerTrust contract price. eNotify not available on 3105, 5110 and 5115

2. On-site startup and corrective maint service is 5x8 for Series 5 products

3. Unit must be within 100 miles of Eaton established service location to qualify for 24-hour response.

4. Initial startup serves as the annual PM service for the first year of operation. Subsequent annual PM services are scheduled on request from customer beginning in the second year of operation.