Eaton UPS
Service Coverage Overview

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.

Additional Services

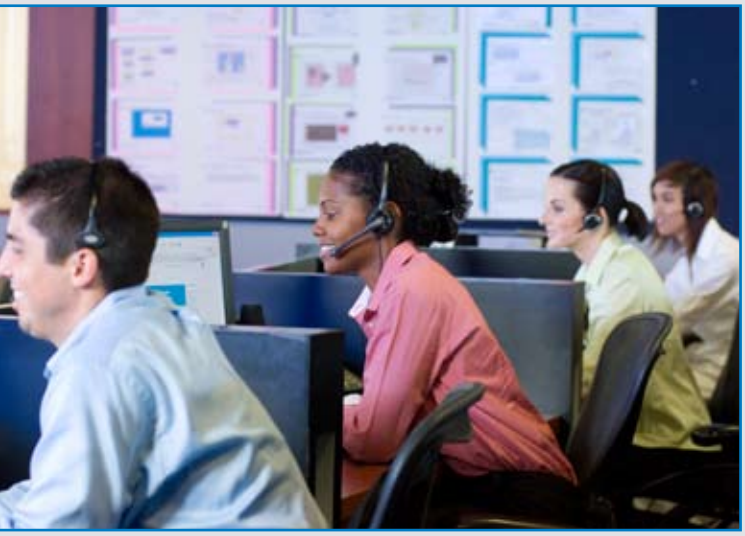
eNotify Remote Monitoring

With eNotify Remote Monitoring, you have trained Eaton service professionals available around the clock to monitor and respond to the needs of your mission critical UPS and battery system.

eNotify provides 7x24, real-time response to over 43 UPS and battery alarms, with immediate information about UPS and battery issues. When a significant event happens, there is immediate notification via phone, e-mail or pager. Our trained professionals can do remote troubleshooting and problem resolution, and if necessary, dispatch Eaton field technicians.

eNotify features:

- Monthly UPS monitoring summary reports
- Monitoring of 100+ UPS and battery operating data points and trends (via 43+ alarms)
- Notification of significant alarms, diagnostics and technician dispatch as needed
- Summary of alarms and heartbeat status



Getting connected

Remote monitoring for your Eaton UPS is provided through a Web/SNMP card and one-way, outbound LAN or Ethernet e-mail connection, or through a traditional modem and dial-up phone line. Through the remote connections, the system sends alarm, daily or weekly heartbeat, and other UPS and battery information to the Eaton Customer Reliability Center. Your sales consultant can order the modem or Web card and assist with the connectivity arrangements as part of your Eaton service plan coverage. For more information on eNotify, please visit www.eaton.com/enotify.

Specialized Services

We offer other specialized services to satisfy your power needs.

Other Services

- PowerChain Management® Audits
- Start-up and commissioning
- Load bank testing
- Training
- Engineering and installation
- Project management
- Monitoring
- Site audits
- Preventive maintenance
- Spare parts kits

Battery services

Improper battery maintenance is the number one cause of load loss. Eaton offers a comprehensive set of battery services designed to minimize the risk of system downtime and provide you with peace of mind.

Battery services include comprehensive testing of battery performance, analysis by leading battery experts, and complete cleaning and inspection. Battery replacements usually can be completed within hours of any preventive maintenance inspection, ensuring minimal risk and interruption to your power reliability.

Your Eaton sales consultant can tailor a battery plan for your specific needs. PowerTrust Ultra, for example, is an integrated five-year service plan that combines bumper-to-bumper UPS and battery coverage (optional), remote monitoring, diagnostics, reporting and preventive maintenance for large UPS models.

Field upgrades and product modifications

Eaton systems are designed to grow and expand with your power requirements. Most systems can be upgraded via a routine site visit, provided the power infrastructure is properly sized to accommodate the upgrade.

Modifications enable your Eaton UPS to take advantage of new features—software, connectivity or power system controls—which may not have been available at the time of your original purchase. Contact your Eaton sales consultant to explore what upgrades or modification kits are available for your system.

Multi-Vendor Services

Eaton can coordinate all of your power system service needs, regardless of manufacturer or product type. We can provide the convenience of a single contract and account manager to handle all of your preventive, corrective, emergency and contract needs for one location or many. No project is too large or small for our multivendor services programs.

www.eaton.com/UPSservices

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