

December 2020

Important Product Bulletin
Eaton 9PXM, CTO Number 9PXM08xxxxx and 9PXM12xxxxx
Eaton 9PXM Product Accessories, 730-06185 and 730-06196
Customer Notification

Eaton has identified a potential issue with the following 9PXM and 9PXM Accessory part numbers (the “Affected Products”):

- Eaton UPS Catalog Numbers 9PXM12xxxxx and 9PXM08xxxxx – Firmware version 1.20 and below
- Eaton Universal Power Module (UPM) Catalog Number 730-06185 – Firmware version 1.04
- Eaton Supercharger Catalog Number 730-06196 – Firmware version 1.04

An issue in the Affected Products’ firmware design can create a low risk of load loss or reduced performance in such products under specific sequential sets of circumstances with the most common scenario occurring when the UPS loses utility power while in Standby or Bypass mode.

Potentially Affected Products were delivered between October 2018 and September 2020, and Affected Products can be identified using the information displayed in Figures 1-6 below.

You are receiving this notification because records indicate you received a potentially Affected Product.

Figure 1: Part Number on the UPS packaging

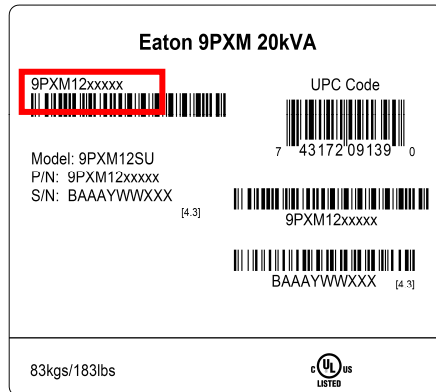


Figure 2: Part Number on the UPS

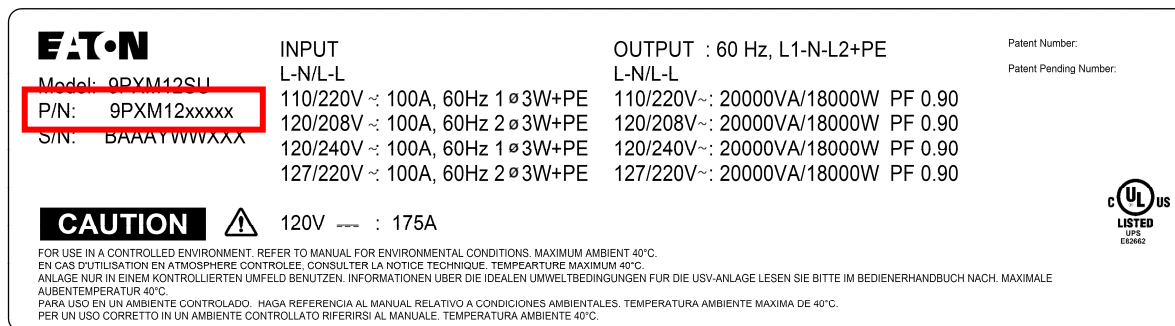


Figure 3: Part Number on the Universal Power Module (UPM) packaging

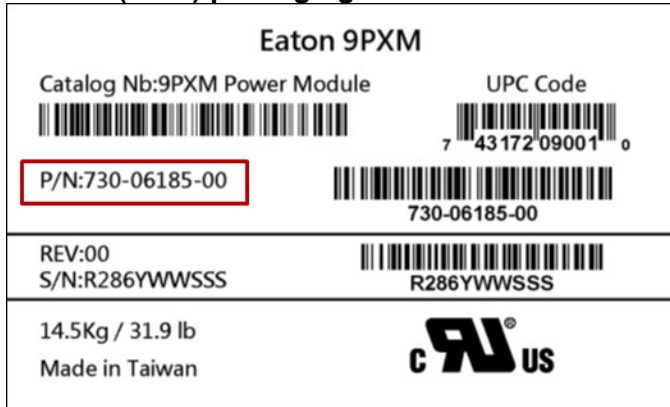


Figure 4: Part Number on the Universal Power Module (UPM)

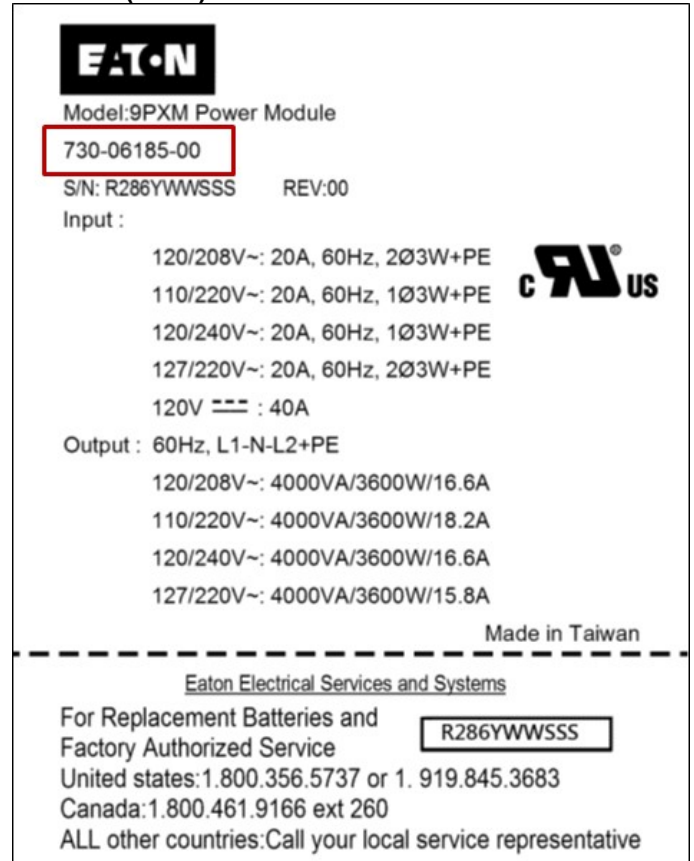


Figure 5: Part Number on the Supercharger packaging

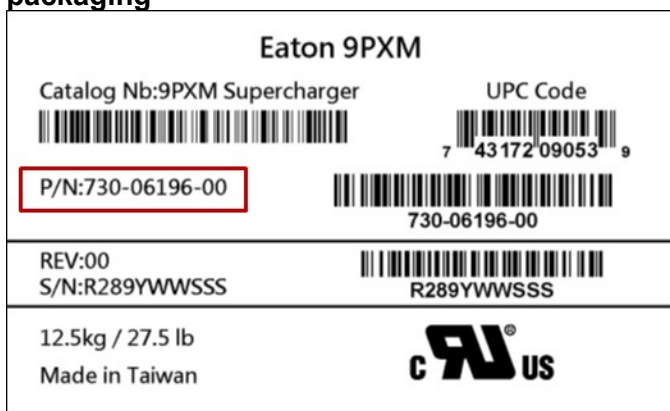
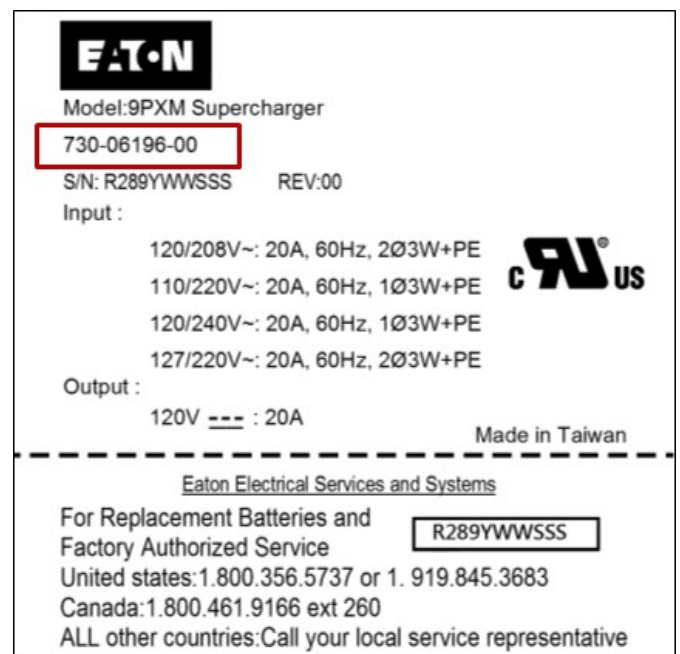


Figure 6: Part Number on the Supercharger



WHAT YOU NEED TO DO:

1. Identify potentially affected UPS units by looking for Part Number 9PXM12xxxxx or 9PXM08xxxxx on the carton, as shown above in Figure 1, or the label on the UPS, as shown above in Figure 2.
2. Use the display to go to the Menu/Identification/CSB Firmware as shown below in Figure 7. If the UPS CSB firmware is any version besides version 1.22.0004, your UPS is an Affected Product and the UPS CSB firmware should be updated (reference Affected Product Remediation section below).



Figure 7: Display showing the latest update of UPS CSB Firmware

3. Identify potentially affected Universal Power Modules (UPM) by looking for Part Number 730-06185 on the carton, as shown above in Figure 3, or on the UPM, as shown above in Figure 4.
4. Identify potentially affected Superchargers by looking for Part Number 730-06196 on the carton, as shown above in Figure 3, or on the Supercharger, as shown above in Figure 4.
5. Use the UPS display to go to Menu/Identification as shown below in Figure 8. Select the appropriate device. If the UPM/Supercharger firmware is any version besides version 1.06.0001, then your UPM/Supercharger is an Affected Product and both the UPM and Supercharger firmware should be updated (reference Affected Product Remediation section below). The UPS display with firmware version 1.06.0001 is shown below in Figure 9.

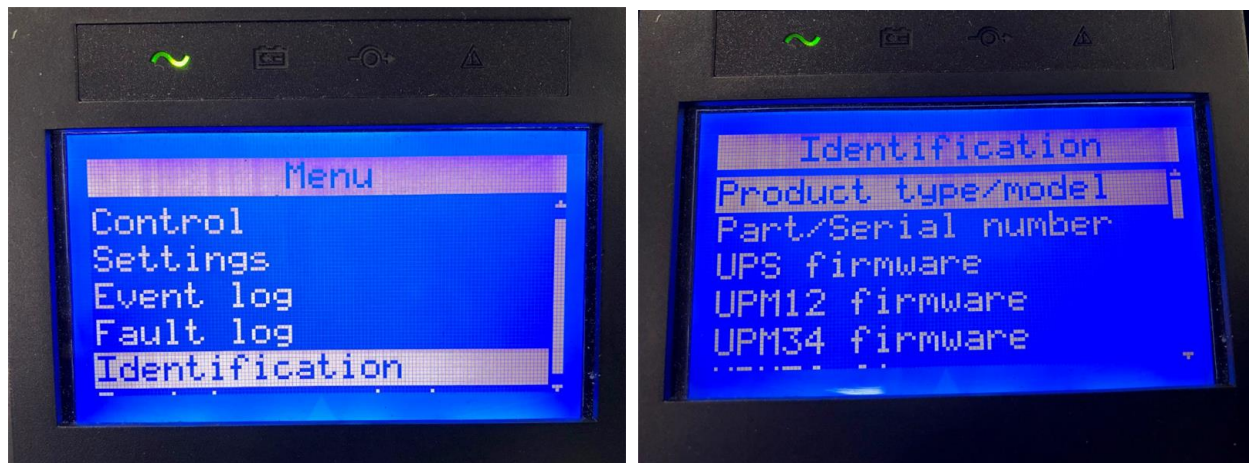


Figure 8: UPS display appearance when checking the UPM/Supercharger Firmware



Figure 9: UPS display showing the latest update of UPM Firmware

FOR AFFECTED PRODUCT REMEDIATION:

1. Reach out directly to our Technical Support team for assistance:
 - a. **1-800-356-5737 Option 2 for Technical Support**
2. Update the Affected Product(s) yourself using the firmware available on Eaton's website:
 - a. Click this [LINK](#) OR
 - b. Copy and paste this URL into your browser
 - i. <https://www.eaton.com/content/dam/eaton/products/backup-power-ups-surge-it-power-distribution/Firmware/eaton-9pxm-firmware.zip>
 - c. Email SinglePhaseTS@eaton.com the Affected Product serial numbers that have been updated.

Eaton recognizes the inconvenience this potential issue has caused and asks for your cooperation in completing the necessary steps set forth in this notice. Eaton is committed to providing safe and reliable products and we greatly appreciate your assistance in this matter.