
9 Series Single-Phase UPS Warranty

Effective July 1st, 2023, Eaton 9PX and 9SX single-phase UPS product lines are backed by a 3-year manufacturer's warranty, excluding lithium-ion models. Other exclusions apply.

9SX and 9PX lead-acid 3-year factory warranty

- Covers units purchased on or after July 1st, 2023
- Comprehensive coverage of UPS and internal batteries for 3 years
- Telephone technical and connectivity support
- Includes depot exchange in the event of failure:
 - Customer returns unit to Eaton
 - Eaton ground ships replacement
 - Eaton covers freight to customer

Optional service plan upgrades available:
(sold separately)

Advanced exchange

- Available in 3 or 5-year plans
- Upgrades factory warranty to advanced exchange support in the event of failure:
 - Eaton ships a replacement unit overnight (freight included)
 - Customer then returns the defective unit to Eaton in overnight packaging (freight included)

On-site service

- Available in 2, 3 or 5-year plans
- Eaton certified technician provides on-site corrective maintenance visit with 7x24 coverage, next day or 8-hour response (response time based on regional availability)

Preventive maintenance, assembly, startup, and monitoring plans

Contact pre-sales support to discuss additional service plans before purchase:
CPDSalesEngineering@Eaton.com or 800-356-5794 option 2

For warranty and technical support, contact:

Post-sales technical support: SinglePhaseTS@Eaton.com or 800-356-5737 option 2

Service and warranty order fulfillment: UPSParts@Eaton.com or 800-356-5737 option 3

Eaton.com/UPSServices

Sales bulletin applicable for United States and Canada.
See warranty statement for additional details. Other terms apply.