

PredictPulse Insight new customer installation

Congratulations on your purchase of Eaton's PredictPulse™ Insight or PredictPulse Insight Plus infrastructure remote monitoring and predictive analytics service. Below is some information describing the steps Eaton will be taking in the coming weeks to install this new service on your Eaton UPS devices and some common questions and contacts in case you need more information.

Pre installation

Eaton PredictPulse specialists will contact you to confirm details regarding your equipment, connectivity hardware, network and to answer any questions before arranging for an Eaton technician to visit your location to activate PredictPulse. Typically we already know a lot about your UPS but we will want to make sure your network is all set to transmit the outbound emails, so we may need details from your IT mail administrator or network specialist. You should already have the required Eaton connectivity card and monitoring probe (EMP), but we'll verify that these are in place or add them to your installation.

Network information

Customer email address, name (used for activation process):

IP Address of card:

Email server name:

DNS: Gateway: Subnet:

SMTP Relay enabled? Y N

Contact for mail server/network: Name/phone/email:

Installation

Once Eaton and you are ready to proceed your local Eaton field technician will be assigned a PredictPulse Onboarding request and will contact you to confirm a convenient date and time to setup your new service. Typically this is done during business hours and requires the UPS to be placed in maintenance mode so we can safely complete the firmware upgrades and inspection process. Here are several key steps Eaton will be doing:

1. Verify and upgrade UPS and connectivity card firmware as needed to transmit the c predictive data
2. Inspect and record the battery, capacitor, fan, air filter and electronic power module for age, condition and function
3. Activate battery test for battery health monitoring
4. Configure and verify PredictPulse telemetry between your UPS and Eaton cloud servers

Post installation

The Eaton technician will explain or assist you with activating your new PredictPulse dashboard, mobile app and answer any questions you have. The technician will activate each UPS for PredictPulse using your email address as your user name. You will receive an email from Eaton linking you to Eaton's portal, my.eaton.com, so you can set up a password and complete the setup and access your dashboard. This can be completed in under ten minutes and involves an additional step of getting a temporary password before you create a permanent password.

Your new PredictPulse data will display new parametric data every 15 minutes or any time an alarm is sent. Alarms are sent immediately and will appear in the dashboard or mobile app in less than 2 minutes. Critical alarm events get reviewed by Eaton specialists 7x24 and Eaton will call you within 15 minutes regarding dispatching a technician or next steps. You may request alternative notification methods like email or an escalation list if you have peers added to your PredictPulse service.

When PredictPulse Insight identifies a component at risk of failing an Eaton specialist will validate the predictive alert before communicating with your local Eaton technician to arrange an inspection maintenance window. The PredictPulse Insight Inspection enables a trained technician to verify the component and test its condition prior to making any replacement decision. Based on your PredictPulse Insight coverage you may have replacement coverage for the capacitors, fans or batteries. With prepaid replacement coverage Eaton automatically replaces all components where PredictPulse and the technician confirms the components are close to failure or end of useful life. PredictPulse Insight can be purchased without the prepaid replacement coverage, so once your technician confirms the components are close to failure or end of useful life you would be quoted the costs of proactively replacing the parts. In most cases the technician will have the parts, except for batteries, available to complete this proactive replacement immediately or when convenient.

The primary benefit of PredictPulse Insight is to proactively identify and replace components before they fail saving you time and money.

Contacts

PredictPulse technical support: 800/843-9433, option 2, option 5
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For more information, please visit:
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