

TERMS OF USE/LEGAL NOTICE/END-USER LICENSE AGREEMENT

PredictPulse™ Monitoring Services

Revised: October 4, 2019

Eaton Corporation (“Eaton” or “us” or “we” or “our”) owns and operates the PredictPulse™ Monitoring site (“Site”) and PredictPulse™ Monitoring Service (“PredictPulse Service”). The following Terms of Use/Legal Notice/End-User License Agreement (“TOU”) govern the use of the Site and our PredictPulse Service (collectively, the “Services”). Other sites, content or online services owned or controlled by Eaton may have their own terms of use and should be reviewed.

IMPORTANT, PLEASE READ THESE TOU CAREFULLY BEFORE INSTALLING OR OPERATING THE PREDICTPULSE SERVICE, AND/OR BEFORE ACCESSING OR USING THE SITE. THESE TOU ARE A BINDING LEGAL CONTRACT BETWEEN THE ENTITY YOU REPRESENT (THE “AUTHORIZED PARTY”) AND EATON, TOGETHER WITH ITS AFFILIATED ENTITIES, SUBSIDIARIES, AND HOLDING COMPANIES. BY CLICKING THE “ACCEPT” BUTTON BELOW, OR BY USING THE SERVICES, THE AUTHORIZED PARTY IS AGREEING TO BE BOUND BY THESE TOU. THE AUTHORIZED PARTY’S RIGHT TO USE THE SERVICES IS LIMITED BY APPLICABLE LAWS IN ITS JURISDICTION. IF THE AUTHORIZED PARTY DOES NOT ACCEPT THESE TOU, DO NOT CLICK THE “ACCEPT” BUTTON AND DO NOT ACCESS THE SITE, INSTALL/ENABLE THE PREDICTPULSE SERVICE, AND/OR USE THE SERVICES IN ANY WAY.

Eaton may also offer promotions, sweepstakes, contests, services or features that have their own terms, and to the extent any portion of those special terms conflict with these TOU, such special terms will govern for that specific portion.

The Services are intended for adults 18 years of age or older. By accessing the Services, you represent that you are 18 years of age or older.

Authorization

You represent and warrant that you are legally able to enter into these TOU on behalf of an Authorized Party as a legal agreement/contract. You represent that you are a representative of such Authorized Party, and that you have the authority to bind the Authorized Party to these TOU.

Description of the Site and PredictPulse Service

The purpose of the PredictPulse Service is to provide remote monitoring of the Authorized Party’s data center infrastructure devices to manage critical alarm events, expedite repairs and mitigate downtime. The PredictPulse Insight Service includes monitoring and predictive analytics to predict the risk of component failure, verification visits to inspect and replace components and asset optimization to improve efficiency and reduce costs.

Any sale of the PredictPulse Service by Eaton shall be governed solely by Eaton's standard selling policy T-0 Service Agreement – Terms and Conditions and Scope of Work, Attachment R-32, R-36 or R-37 ("Service Agreement"), or solely by the standard terms and conditions of Eaton's applicable affiliate, unless otherwise agreed to in writing. Eaton hereby expressly rejects any and all additional or different terms, irrespective of where contained, and no such different or additional terms shall form part of this contract or be binding on Eaton. In case of any conflict between these TOU and the Service Agreement, the terms and conditions of the Service Agreement shall control.

The purpose of the Site is to provide information on a user's data center infrastructure devices, service history, other authorized users, alarm and health data and real-time status of subscribed devices.

Information contained on the Site or provided through the Services is provided for informational purposes and for the Authorized Party's internal business purposes only. The Authorized Party agrees that it will only use the Services for their intended purposes, and not for other commercial ventures without first seeking approval from Eaton.

Eaton is not responsible for the conduct of any other user, including any other Authorized Party, which may interact with the Authorized Party you represent, regardless of whether it is done through the Services.

The Authorized Party uses the Services at its own risk. The Authorized Party is responsible for making sure that the Services can properly integrate and work with the Authorized Party's computer system/network. Eaton is not responsible for any harm or damages to the Authorized Party or anyone else as a result of using the Services. While Eaton will do its best to keep the Services up to date and working properly, Eaton does not represent or warrant that the Services will accurately predict and identify issues in every situation. Please note that the PredictPulse Service includes the use of outbound-only email services. Eaton cannot guarantee that information sent over the Internet is fully secure, and therefore the transmitted information may be intercepted by others before it reaches Eaton. Eaton does not represent or warrant that it is responsible for the security of information sent over the Internet.

License

Eaton grants the Authorized Party a limited, revocable, non-exclusive, non-assignable, and non-sublicenseable right and license to install, enable, access and/or use the Services for its internal business purposes only and in a manner that is consistent with the other terms in these TOU ("License"). Eaton reserves the right to terminate this License for any or no reason and at any time without notice to the Authorized Party including, but not limited to, for breach of any term contained in these TOU. If this License is terminated, it is the Authorized Party's responsibility to stop any device-based data transmissions to Eaton through the Services. An Authorized Party which has had its License terminated may contact Eaton using the contact information in these TOU for assistance in stopping such device-based data transmissions. However, Eaton does not have the technical capability to remotely stop any device-based data transmissions.

The Authorized Party may not use any part of the Services to establish any independent data files, databases, compendiums or any other reference materials.

Changes

Eaton reserves the right to modify these TOU at any time without prior notice. The Authorized Party should visit the Site from time to time to review the current TOU. By using the Services subsequent to any modification of these TOU, the Authorized Party agrees to be bound by such modification(s). Eaton will highlight any change(s) to these TOU for 30 days after such change(s) is/are made.

Eaton reserves the right, in its sole discretion and without notice or reason, to update, modify, change, delete or discontinue the Services, or otherwise revoke any and all access to and/or use of all or part of the Services and any information contained on or provided through the Services.

Passwords/Username Security

In order to perform certain actions on the Site or through the Services, the Authorized Party will need to set up a Services account with a username and password. The Authorized Party is responsible for maintaining the confidentiality of the Authorized Party's username and all passwords, and for ensuring that each password is used only by employees granted access to the Site on the Authorized Party's behalf (each such employee, an "Authorized User"). The Authorized Party agrees to notify Eaton if any password is lost, stolen, disclosed to an unauthorized party, or otherwise may have been compromised. The Authorized Party agrees to immediately notify Eaton at predictpulsesupport@eaton.com or 800-843-9433 (US) of any unauthorized use of the Authorized Party's Services account or any other breach of security in relation to the Services known to the Authorized Party. The Authorized Party is entirely responsible for any and all activities that occur under the Authorized Party's account. Eaton shall have no liability for any loss or damage arising from the Authorized Party's failure to comply with these requirements. If Eaton suspends or terminates the Authorized Party's Services account under these TOU, the Authorized Party acknowledges that all information and content associated with such Services account will no longer be available to the Authorized Party.

The Authorized Party may cancel its Services account at any time by contacting predictpulsesupport@eaton.com.

Administrative Privileges

Any administrative privileges granted to the Authorized Party for the Site are subject to the following restrictions: (1) no personally identifiable information of any person that the Authorized Party and/or its Authorized Users obtain as a result of administrative privileges may be provided to any person or entity without the prior written permission of Eaton; (2) administrative privileges granted may be used only to the extent required to satisfy the purpose for which Eaton granted the Authorized Party those privileges; and (3) the Authorized Party shall promptly notify Eaton of any changes to the relationship between the Authorized Party and any Authorized User.

Confidential Information

All information provided on the Site is Eaton's confidential information. The Authorized Party agrees that it shall not use or disclose Eaton's confidential information without the prior written consent of Eaton, except to share it with the Authorized Party's employees who have a need to know the information and are bound by a duty of confidentiality covering the information that is at least as restrictive as the obligations in these TOU.

Except for personally identifiable information, the use and disclosure of which is addressed in the [Privacy Policy](#) for the Services, any and all information and content provided by the Authorized Party to Eaton is provided on a non-proprietary and non-confidential basis, regardless of whether the information or content is marked or otherwise identified as confidential or proprietary. The Authorized Party agrees that Eaton has a royalty-free, perpetual, irrevocable, worldwide, non-exclusive right and license to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, perform, and display any provided information or content for the purpose of operating and/or marketing the Services or any related services rendered by Eaton. This license includes any right of publicity rights that may be present in the provided information or content.

Intellectual Property and other Eaton Property

Other than the exceptions referenced in these TOU and noted elsewhere, all content provided through the Services is the property of Eaton including, but not limited to, all trade names, service marks, trademarks, logos, text, data, documents, messages, pictures, images, video, audio, graphics, links, software and its underlying code, domain names, or other electronic files (referred to hereafter as "Eaton Content").

Certain elements of the Services including, but not limited to, text, graphics, photos, images, video, audio, color selections, organization and layout, are copyright protected under United States and international copyright laws. Any Eaton Content protected by intellectual property laws may not be copied, republished, posted, modified, edited, transmitted, distributed, used to create derivative works of, or reverse engineered without permission, except that the Authorized Party may print out one copy of each Site page solely for non-commercial or educational use. No right, title or interest in any Eaton Content is transferred to the Authorized Party as a result of accessing, downloading, or printing Eaton Content from the Site. The Authorized Party is required to retain all copyright and other proprietary notices on any documents contained on the Site or through the Services. No information, data, documents, or records found on the Site or through the Services shall be made available as part of another website, app or online location, whether by hyperlink, framing on the internet or otherwise, without the express written consent of Eaton.

The Authorized Party acknowledges that the Authorized Party has no right, title or interest in or to the Site, the PredictPulse Service, and/or any Eaton Content.

EATON and PREDICTPULSE are trade names and/or marks owned exclusively by Eaton. The Authorized Party shall not use any trade names or marks that are confusingly similar without the

prior written consent of Eaton, which may be withheld in its sole discretion. Nothing in these TOU and nothing found on the Site or through the Services shall be construed as a license to use any of Eaton's trademarks, patents, or other intellectual property rights.

There may be other content located on the Services that is not owned by Eaton, and the Authorized Party should respect those property rights as well. All rights not expressly granted herein are reserved to Eaton.

Services Availability

The Services are generally available, but Eaton does not represent and warrant that the Services will be available at all times. Services may occasionally be unavailable due to planned maintenance or unexpected outages.

Third Party Links

The Services may contain links to external sites, apps or other online locations ("Third Party Links") not controlled and/or affiliated with Eaton. If the Authorized Party uses these Third Party Links, it will leave the Site and may no longer be receiving the Services. Eaton provides these Third Party Links only as a convenience. Eaton is not responsible for the content available through the Third Party Links including, without limitation, links displayed on such linked sites, apps or other online locations. Any Authorized Party accesses any linked content at its own risk.

The display of Third Party Links are not meant to imply that Eaton guarantees, approves, recommends, or endorses the linked sites, apps or other online locations or any information, content and/or products or services available through the Third Party Links. The links are not meant to indicate any association with Eaton. Eaton is not responsible or liable for any Third Party Links nor does Eaton warrant that the linked sites, apps or other online locations or any goods, services, or information available through Third Party Links are current, accurate, or error-free. If an Authorized Party uses the Third Party Links, it will be subject to the terms of use, privacy, and other policies applicable to those sites, apps or other online locations.

Prohibited Conduct

In connection with the Authorized Party's access to and/or use of the Services, the Authorized Party agrees not to:

- Violate any laws or regulations.
- Upload/post anything that imposes an unreasonable or disproportionately large strain on Eaton's network or computer infrastructure.
- Engage in any behavior that is designed to hack into or gain unauthorized access to protected areas of the Services and/or Eaton's computers, servers or networks, and/or any computers or systems used by other users of the Services.
- Upload/post anything that could destroy, damage, or impair any portion of the Services or any computers, systems, hardware, or software used by Eaton or other users.

- Make unauthorized attempts to modify any information stored on the Services.
- Make attempts to defeat or circumvent security features, or to utilize the Services for any purpose other than its intended purposes.
- Upload/post any unsolicited or unauthorized advertising, promotional materials, spam emails, chain letters, pyramid schemes, or any other form of such solicitations.
- Use any automated technology such as a robot, spider, or scraper to access, scrape, or data mine the Services.
- Provide false or misleading information when signing up for a Services account or otherwise upload/post any false or misleading information or content through the Services.

The previous list of prohibitions is not exclusive. Eaton reserves the right to terminate the Authorized Party's access to the Services for any violation of these TOU.

By accepting these TOU, the Authorized Party waives and holds harmless Eaton from any claims resulting from any action taken by Eaton during or as a result of Eaton's investigation and/or from any actions taken as a consequence of investigations by either Eaton or law enforcement related to the Authorized Party's use of the Services.

Dispute Resolution/Choice of Law

THE AUTHORIZED PARTY AGREES THAT any and all disputes relating to these TOU, the Site, the PredictPulse Service, and/or any other goods or services offered on the Site or through the Services are governed by, and shall be interpreted in accordance with, the laws of the State of Ohio (USA), without regard to any conflict of laws provisions.

THE AUTHORIZED PARTY HEREBY IRREVOCABLY AND UNCONDITIONALLY CONSENTS to submit to the exclusive jurisdiction of the federal and state courts in the State of Ohio (USA) for any litigation arising out of or relating to these TOU or the use of the Site.

THE AUTHORIZED PARTY HEREBY IRREVOCABLY AND UNCONDITIONALLY CONSENTS to waive any objection to the venue of any such litigation in State of Ohio (USA) courts.

THE AUTHORIZED PARTY HEREBY IRREVOCABLY AND UNCONDITIONALLY AGREES not to plead or claim in any State of Ohio (USA) court that such litigation brought therein has been brought in an inconvenient forum.

Disclaimer of Warranties

TO THE EXTENT PERMITTED BY LAW, EATON AND/OR ITS AFFILIATES MAKE NO EXPRESS OR IMPLIED WARRANTIES, REPRESENTATIONS OR ENDORSEMENTS WHATSOEVER WITH RESPECT TO THE SITE, THE PREDICTPULSE SERVICE, OR ANY GOODS OR SERVICES OFFERED ON THE SITE OR THROUGH THE SERVICES.

TO THE EXTENT PERMITTED BY LAW, EATON AND/OR ITS AFFILIATES PROVIDE ALL INFORMATION AVAILABLE THROUGH THE SERVICES ON AN "AS IS" AND "AS AVAILABLE" BASIS AND EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND,

(EXPRESS, IMPLIED, STATUTORY OR OTHERWISE) INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, SECURITY, COMPLETENESS, TIMELINESS, ACCURACY, APPROPRIATENESS, FITNESS FOR ANY PARTICULAR PURPOSE, FREEDOM FROM COMPUTER VIRUSES, TITLE AND NON-INFRINGEMENT.

TO THE EXTENT PERMITTED BY LAW, THIS DISCLAIMER OF WARRANTIES APPLIES TO THE PREDICTPULSE SERVICE, ANY CONTENT AVAILABLE THROUGH THE SERVICES, AND ANY OF EATON'S PRODUCTS OR SERVICES OFFERED ON THE SITE OR THROUGH THE SERVICES. EATON AND/OR ITS AFFILIATES DO NOT WARRANT THAT THE FUNCTIONS OR CONTENT OFFERED ON THE SITE OR THROUGH THE SERVICES WILL BE UNINTERRUPTED, TIMELY OR SECURE.

TO THE EXTENT PERMITTED BY LAW, EATON AND/OR ITS AFFILIATES DO NOT WARRANT THE ACCURACY OR COMPLETENESS OF THE SERVICES. TO THE EXTENT PERMITTED BY LAW, EATON AND/OR ITS AFFILIATES DO NOT WARRANT ANY OF THE FOLLOWING: (1) THAT THE SERVICES AND/OR CONTENT ON THE SITE WILL BE ERROR-FREE; (2) THAT ANY ERRORS IN THE SERVICES WILL BE CORRECTED; (3) THAT THE SERVICES WILL BE COMPATIBLE WITH ANY SYSTEM; OR (3) OR THAT THE SERVICES ARE FREE OF WORMS, VIRUSES, MALWARE, TROJAN HORSES, OR OTHER HARMFUL OR DISABLING COMPONENTS.

THE AUTHORIZED PARTY ASSUMES THE ENTIRE COST OF ANY AND ALL NECESSARY REPAIRS IN THE EVENT THE AUTHORIZED PARTY EXPERIENCES ANY LOSS OR DAMAGE ARISING FROM THE USE OF THE SERVICES OR ANY RELATED GOODS OR SERVICES. TO THE EXTENT PERMITTED BY LAW, EATON AND/OR ITS AFFILIATES MAKE NO WARRANTIES THAT THE AUTHORIZED PARTY'S USE OF THE SERVICES WILL NOT INFRINGE THE RIGHTS OF OTHERS AND ASSUMES NO LIABILITY FOR SUCH INFRINGEMENT.

IF THE AUTHORIZED PARTY IS DISSATISFIED WITH THESE TOU OR THE SERVICES, THE AUTHORIZED PARTY'S SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USING THE SERVICES.

IF THE AUTHORIZED PARTY IS DISSATISFIED WITH ANY GOOD OR SERVICE OFFERED ON OR THROUGH THE SERVICES, TO THE EXTENT PERMITTED BY LAW, THE AUTHORIZED PARTY'S SOLE AND EXCLUSIVE REMEDY IS TO DISCONTINUE USING THE SERVICES.

Limitation of Liability

TO THE EXTENT PERMITTED BY LAW, IN NO EVENT WILL EATON OR ITS OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES, AGENTS, LICENSORS, REPRESENTATIVES, ATTORNEYS AND/OR BUSINESS PARTNERS, NOR ANY PARTY INVOLVED IN THE CREATION, PRODUCTION OR TRANSMISSION OF THE SERVICES, BE LIABLE FOR ANY DAMAGES OF ANY KIND WHATSOEVER, INCLUDING, BUT NOT LIMITED TO, ANY DIRECT, SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL, STATUTORY, PUNITIVE, ACTUAL, LIQUIDATED, EXEMPLARY OR OTHER DAMAGES, INCLUDING LOSS OF

PROFITS, LOSS OF REVENUE, LOSS OF DATA, LOSS OF PRODUCTION, LOSS OF GOODWILL, BUSINESS INTERRUPTION OR LOSS OF USE, PAIN AND SUFFERING, EMOTIONAL DISTRESS OR SIMILAR DAMAGES, EVEN IF EATON AND/OR ANY OF THE AFOREMENTIONED PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, ARISING OUT OF: (1) THE USE OR INABILITY TO ACCESS AND/OR USE THE SERVICES OR ANY RELATED GOODS OR SERVICES; (2) ANY TRANSACTION CONDUCTED THROUGH OR FACILITATED BY THE SERVICES; (3) ANY CLAIM ATTRIBUTABLE TO ERRORS, OMISSIONS OR INACCURACIES IN THE SERVICES; AND/OR (4) ANY OTHER MATTER RELATING TO THE SERVICES, ANY GOOD OR SERVICES OFFERED ON THE SITE OR THROUGH THE SERVICES, AND/OR ANY LINKS PROVIDED THROUGH THE SERVICES.

TO THE EXTENT PERMITTED BY LAW, IN NO EVENT WILL THE COLLECTIVE LIABILITY OF EATON OR ITS OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES, AGENTS, LICENSORS, REPRESENTATIVES, ATTORNEYS, AND/OR BUSINESS PARTNERS, OR ANY PARTY INVOLVED IN THE CREATION, PRODUCTION OR TRANSMISSION OF THE SERVICES, TO ANY PARTY, REGARDLESS OF THE TYPE OF ACTION WHETHER IN CONTRACT, TORT, OR OTHERWISE, EXCEED THE GREATER OF \$100.00 OR THE AMOUNT THE AUTHORIZED PARTY PAID TO EATON AND/OR THE AFOREMENTIONED PARTIES FOR THE APPLICABLE GOOD OR SERVICE OUT OF WHICH THE LIABILITY AROSE.

THE DISCLAIMERS AND LIMITATIONS ABOVE DO NOT APPLY TO THE EXTENT PROHIBITED BY APPLICABLE LAW.

Indemnity

The Authorized Party agrees to indemnify, defend and hold harmless Eaton, including its officers, directors, employees, affiliates, agents, licensors, representatives, attorneys, and business partners ("Indemnified Parties"), from and against any and all claims, demands, losses, costs, damages, liabilities, judgments, awards, and expenses (including attorneys' fees, costs of defense, and direct, indirect, punitive, special, individual, consequential, or exemplary damages) Eaton or any of the Indemnified Parties suffer in relation to, arising from, or for the purpose of avoiding, any claim or demand from a third party that relates to the Authorized Party's use of the Services, the Authorized Party's breach of these TOU, the use of the Services by any person using the Authorized Party's account, or any violation of an applicable law or regulation by the Authorized Party. The Authorized Party's indemnification obligation shall survive the termination of these TOU.

For Authorized Parties in California

In compliance with California Civil Code § 1789.3, an Authorized Party residing in California has the right to contact Eaton with any complaints or to seek additional information. Such Authorized Party may email Eaton at predictpulsesupport@eaton.com. The Authorized Party may also call 800-843-9433 (US). For any physical documents, the Authorized Party may send mail to 8609 Six Forks Road, Raleigh, North Carolina 27615, United States.

If Authorized Parties in California have any questions or complaints about Eaton they may also contact The Complaint Assistance Unit of the Division of Consumer Services of the California Department of Consumer Affairs through writing at 400 R Street, Suite 1080, Sacramento, CA 95814, or by telephone at (916) 445-1254 or (800) 952-5210. Hearing impaired persons may call (916) 928-1227 or (800) 326-2297 via TTY device.

Services Privacy Policy

The Authorized Party's use of the Services is governed by the Services Privacy Policy located at 8609 Six Forks Road, Raleigh, North Carolina 27615, United States. The Services Privacy Policy is incorporated by reference into these TOU.

Miscellaneous

Eaton does not guarantee or promise that any opinions and/or recommendations offered on the Site or through the Services are accurate or will be helpful to any issue any Authorized Party may have. ANY RELIANCE ON ANY OPINIONS OR RECOMMENDATIONS OFFERED ON THE SITE OR THROUGH THE SERVICES IS DONE AT THE AUTHORIZED PARTY'S RISK.

THE AUTHORIZED PARTY AGREES THAT EATON IS NOT LIABLE to the Authorized Party or anyone else for any harm that might arise as a result of using and/or implementing in any manner any of the opinions or recommendations found on the Services.

Eaton is not responsible for any harm or damages of any kind that may occur to the Authorized Party due to any glitches, hacks, breaches or any other unauthorized access to Eaton's computer or network systems, including any Eaton hardware or devices, that may or may not result in the disclosure of personally identifiable information provided to us by an Authorized Party.

If any provision of these TOU is determined by a court of competent jurisdiction to be unlawful, void, invalid or for any reason unenforceable, that provision shall be deemed severable from these TOU and shall not affect the validity and enforceability of any remaining provisions, all of which will remain in full force and effect to the extent permitted by law.

These TOU constitute the entire agreement between Eaton and the Authorized Party with respect to the Services and supersede all prior communications, promises and proposals, whether oral, written, or electronic, between the Authorized Party and Eaton with respect to the Services.

If an Authorized Party violates any portion of these TOU, Eaton reserves the right, without an obligation to do so, to deny such Authorized Party access to the Site and/or disable that Authorized Party's PredictPulse Service. If Eaton terminates an Authorized Party's access to the Services, Eaton may also delete that Authorized Party's Services account. Eaton has the right to terminate any password-restricted account for any reason.

Eaton's failure to enforce any provision of these TOU is not a waiver of such provision.

The proprietary rights, disclaimer of warranties, representations made by the Authorized Party, indemnities, limitations of liability, and any other relevant language that is meant to remain in effect after this Agreement ends shall survive the termination of these TOU.

Eaton does not assume any liability or responsibility for the Authorized Party's use of the internet or the Services including, but not limited to, any change the Authorized Party's computer or related systems may sustain as a result of accessing the Services.

Certain software elements of the Site and/or PredictPulse Service may be subject to U.S. export laws and controls. As such, no software may be downloaded or exported to any country or foreign citizen that is under a U.S. embargo or that would otherwise violate U.S. law or regulations.

If the Authorized Party needs to contact Eaton for any reason not already specified in these TOU, please use the following contact information: Eaton Corp., 8609 Six Forks Road, NC 27615, 800-843-9433, predictpulsesupport@eaton.com