Performing factory-recommended preventive maintenance on your UPS and battery system is critical for optimal performance and continued reliability. As the original equipment manufacturer, Eaton provides world-class service delivery that is second to none, including:

- Preventive maintenance and support services
- Remote monitoring services
- 24x7 dispatch, technical support and emergency response available at 800.843.9433
- 240 Eaton factory-trained field technicians
- Start up and commissioning
- Load bank testing
- Thermographic inspection
- Power quality monitoring
- UPS upgrades (kVA, Energy Saver System, firmware)
- Full replacement services with certified parts
- First responder and operational training

Service highlights

**Lifecycle of a UPS**

1. **Plan**
   - Power infrastructure assessments
   - Design assistance
   - Product customization

2. **Install**
   - Factory witness testing
   - Assembly and startup
   - Electrical installation (IT resellers)
   - Load bank testing

3. **Maintain**
   - Service agreements
   - Preventive maintenance
   - Parts and labor coverage
   - Response (2, 4, 8 hours)
   - Firmware and FSB updates
   - IR scanning
   - Spare parts kits
   - PQ metering

4. **Monitor**
   - PredictPulse™ remote monitoring
   - Cellwatch remote monitoring
   - IPM software installation

5. **Update**
   - Battery replacements (year 4-6)
   - Capacitor replacements (year 6-8)
   - ESS/VMMS upgrade
   - kVA upgrade

6. **Retire**
   - EOSL notification
   - De-installation and removal
   - Fair market value recovery
   - Environmentally responsible recycling

We have services to help you across the life of your UPS—from planning for a UPS to its retirement. Here's what we recommend at each stage.
By the numbers: Eaton Service

- **99%** on-time arrival rate
- **99%** overall customer satisfaction
- **>10 years** average tenure of Eaton field technicians
- **70%** portion of U.S. that Eaton offers a four-hour response time
- **12,480** Number of factory training hours per year for Eaton field technicians
- **Zero electrical injuries** from 2010 to 2015 thanks to annual safety training
- **$10 million**: Value of certified parts in our warehouse to back up field technicians
- **16 weeks**: Minimum classroom and lab training time for a new Eaton field technician
- **1 year**: Amount of mentoring in the field for new technicians
- **16 seconds**: Average speed of answering phone calls
- **91%**: Customer retention rate
- **>3,000**: Average number of emergencies successfully responded to annually
- **>40,000**: Number of preventive maintenance visits completed annually
- **>240**: Number of Eaton field service, technical and FAST technicians in the U.S.
- **78%**: First time fix rate (repairs are complete in 24 hours)
- **>$4 million**: Value of inventory Eaton field technicians carry

For more information, please visit Eaton.com/UPSService