

Eaton EMEA UPS services and support

Service matters

EATON

Powering Business Worldwide



A world-class support structure

As an industry-leading UPS provider, at Eaton we're constantly working to ensure that our service standards meet your needs precisely. Our trained service team is on hand 24/7 to minimise risks by detecting and addressing problems before they happen. In EMEA, this service network consists of more than 120 field engineers who receive comprehensive, up-to-date training on the latest products and technologies.

We confidently guarantee the experience and know-how of our servicing resources to provide a dedicated support package which helps to ensure your equipment is running safely, reliably, sustainably and energy-efficiently at all times.

This brochure briefly outlines some of the basic concepts of service. It is designed to help you make an informed decision about long-term coverage for your Eaton UPS.

If you have any questions about your UPS or your service coverage, please visit our website to find your local service centre.

www.eaton.eu/upsservice





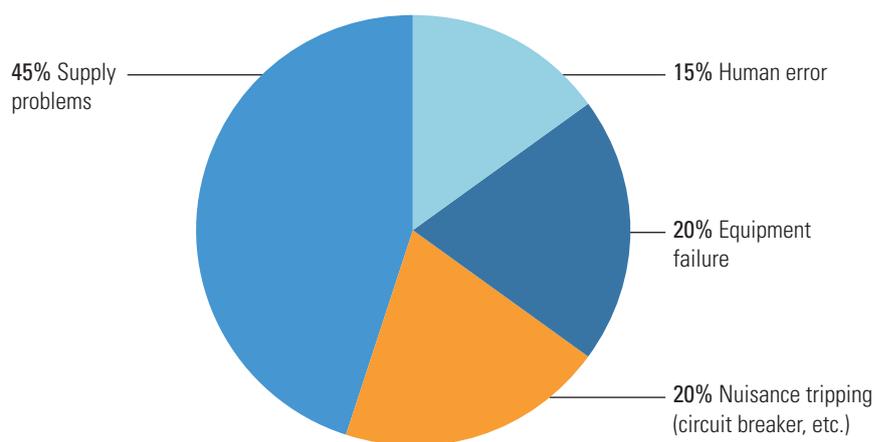
The benefits of a service plan for your UPS

Implementing a service plan for your UPS is much like completing routine repairs and inspections on your vehicle.

Scheduled maintenance is recommended by every vehicle manufacturer and the findings can help detect a wide range of ailments under the bonnet before they become serious issues.

Your UPS supplies the load with continuous, high quality electrical power, regardless of the status of the mains and preventing the risk of system failures.

Here you can see origin and cost of system failures due to electrical supply.



Example of hourly failures

Mobile telephones – 40 kEuros

Airline reservation systems – 90 kEuros

Credit-card transaction – 2.5 kEuros

Automotive assembly line – 6 MEuros

Stock market transactions – 6.5 MEuros



Why a UPS service plan matters

An effective preventive maintenance strategy can be one of the most cost-effective measures you can take to ensure the ongoing health of both your critical equipment and your overall business.

The most common causes of UPS failures are:

1. **Batteries** - Studies show that bad batteries are a leading cause of UPS failures, with temperature and cumulative discharges cited as the primary culprits.
2. **Fans** - Some fans fail because of their own electrical or mechanical limitations, or when their ball bearings become dried out. Some fans may withstand as much as 10 years of continuous use, while others run for only short periods before locking up for mechanical reasons.
3. **DC caps** - Like batteries, electrolytic capacitors degrade over time. When a capacitor fails, there might not be any immediate visible effects.
4. **Transient spikes** - The input side of the UPS (filter/rectifier) may be damaged when a transient spike occurs.

How high is your risk of UPS failure?

Positive preventive maintenance significantly reduces the probability of a load loss event. Without proper maintenance, many UPSs fail prematurely because critical components, such as batteries and capacitors, wear out from normal use.



Why choose Eaton?

Choosing Eaton as your UPS service provider brings a wide range of benefits. Having your UPS serviced by the manufacturer ensures you benefit from our technical expertise and approved spare parts throughout the complete life time of your machine.

UPS placement

We help you select the best operating environment for your UPS.

Installation

Our service technicians will help you with installing and programming your UPS system. We also provide the necessary connectivity to your own monitoring system or Eaton's remote monitoring.

Commissioning/User training

Before your system is commissioned, we thoroughly check UPS connectivity and ensure your UPS will reliably protect your IT or production system against all types of electrical disturbances. We start up your UPS system and provide user training.

Maintenance contract

A maintenance contract is the best way to ensure your business continuity and prolong the life of the equipment. It includes, among other things, 24/7 telephone support, regular preventive service, rapid-response repairs as needed and optional remote monitoring of your UPS.

Preventive maintenance

Regular servicing efficiently ensures the secure operation of your UPS and prolongs the life of your equipment. Preventive maintenance includes professional servicing according to factory specifications, battery testing, reporting and recommendations.

Telephone support

Eaton's technical support is at your service to answer any questions you may have. Telephone support 24/7 is included in all maintenance agreements.



Service contracts

At Eaton, we like to keep things simple. So, we have compiled three distinct service plans to match different types of maintenance needs and budgets - **Safe, Advance and Power.**

Whichever plan you choose, you can rest assured it will deliver power security and reliability that will keep your business running.

Safe	Advance	Power	
		✓	Availability
		✓	Efficiency
	✓	✓	Performance
✓	✓	✓	Value for money
✓	✓	✓	Reliability

Make sure you keep going

This maintenance contract includes all the essential services you need to keep your UPS system and your business running safely.

Gives you more financial benefits

Advance contract gives you the same level of service as Safe, but with additional benefits. Because travel and labour are included in the package price, you can draw up your annual service budget more accurately.

Allows you almost to forget about power

The flagship of Eaton service packages gives you complete peace of mind regarding power security. If you opt for a Power contract you will have the expert Eaton service team at your disposal at any time of the day every day of the year.



What's included...

Standard features	Safe	Advance	Power
One preventive maintenance visit per year (during normal working hours)	✓	✓	✓
Technical Updates	✓	✓	✓
Hotline	✓	✓	✓
Repair Service (within working hours)	✓	✓	
Repair Service 24/7			✓
Discount on Labour	✓		
Travel & Labour included		✓	✓
Discount on Spares	✓	✓	
Spare Parts included (excludes batteries except under warranty)			✓
Emergency Service response, travel to site within 8 hours (Normal working hours)	✓	✓	
Emergency Service response, travel to site within 8 hours 24/7			✓

Additional Options	Safe	Advance	Power
Additional preventive maintenance visits	✓	✓	✓
Remote monitoring	✓	✓	✓
Batteries replacement included	✓	✓	✓
Discount on Batteries	✓	✓	✓
Emergency Service response 2 hours 24/7	✓	✓	✓
Emergency Service response 4 hours 24/7	✓	✓	✓
Emergency Service response 6 hours 24/7	✓	✓	✓
Emergency Service response 8 hours 24/7	✓	✓	
Spare Parts included (excludes batteries except under warranty)	✓	✓	
Emergency Service response 2 hours (within working hours)	✓	✓	
Emergency Service response 4 hours (within working hours)	✓	✓	
Emergency Service response 6 hours (within working hours)	✓	✓	



Remote monitoring with Eaton SmartQmmunicator

SmartQmmunicator is a complementary remote monitoring service, supervised by trained Eaton product technicians overseeing the performance of your Eaton UPS and battery systems. Eaton technicians can identify problems before they became load loss events, saving you money while increasing power reliability and reducing downtime.

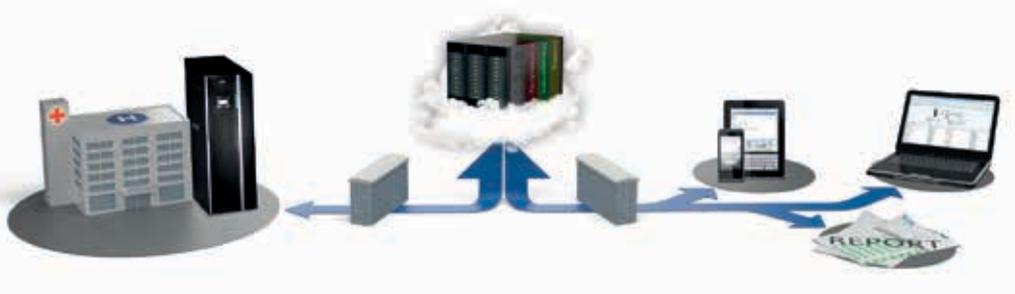
Available in either wireless and Ethernet models, the SmartQmmunicator is equipped with firewall-secure technology, enabling a secure and encrypted remote connection. In the event of incorrect UPS performance, the SmartQmmunicator notifies your IT-department and an Eaton service technician, who will then take action according to your service level agreement.

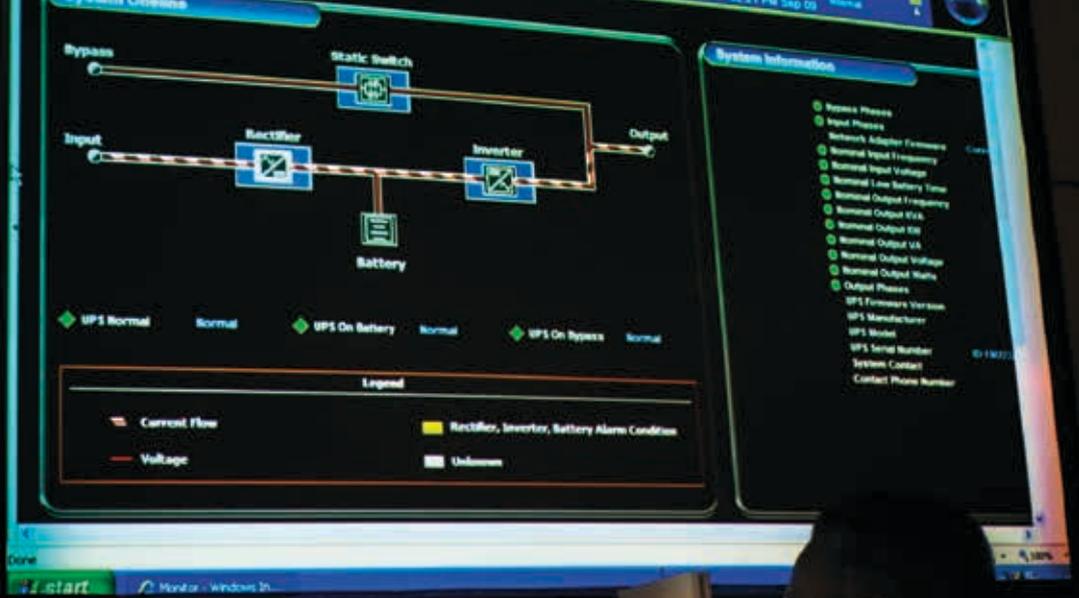
Supported UPS

9000 - Plus5xx	9390
9150 - PWWF - PWA40	9395
9120	Blade UPS
9125	5P, 5PX
913x	9P, 9PX
9305 - PWPM	93E, 93PM
9x55	Pulsar UPS

Please check our website for more details on the service levels and information on suitability for your UPS.

The SmartQmmunicator Network





Move to a 24/7 Remote Service

Thanks to SmartQmmunicator, we can offer a new service plan which is both faster and greener: GreenCare.

This plan is designed to provide the highest level of service to cover your needs and offers you the full peace of mind.

GreenCare includes*

- 24/7 System Monitoring by an Eaton specialists
- 24/7 Repair service by an Eaton specialists
- 100% spare parts and labour coverage
- Intervention within 8 hours or less in case of emergency
- Monthly Eaton Health Index Report of the System
- 2 or more physical maintenances in 5 years

*Availability of the GreenCare is country-dependent. Please contact your Eaton service office to check the local agreements.



Distributed services for smaller UPS

Eaton offers a range of warranties and service extensions through our distribution network to cover products up to 60 kVA. The different options available mean you can choose the most beneficial method to safeguard your equipment performance and reliability.

Warranties extensions for UPS/ePDU	Warranty+	Warranty5	Warranty Advance
Peace of mind for	3 years	5 years	3 years
Standard exchange	✓	✓	
Professional help-line	✓	✓	✓
One maintenance visit last year			✓
One on-site intervention (in case of breakdown)			✓
Back/delivering faulty product logistic costs included	✓	✓	
Covering electronic & batteries	✓	✓	
Emergency Service response, travel to site within 8 hours			✓

Services for running UPS/ePDU	Extend	Intervention	Battery+
Peace of mind for	1 year		
Standard exchange	✓		
Professional help-line	✓	✓	✓
One on-site intervention for commissioning or preventative maintenance		✓	
Standard replacement old batteries			✓



To find out more, contact your local Eaton office at
www.eaton.eu/electrical/customersupport



Eaton is dedicated to ensuring that reliable, efficient and safe power is available when it's needed most. With unparalleled knowledge of electrical power management across industries, experts at Eaton deliver customised, integrated solutions to solve our customers' most critical challenges.

Our focus is on delivering the right solution for the application. But, decision makers demand more than just innovative products. They turn to Eaton for an unwavering commitment to personal support that makes customer success a top priority.

www.eaton.eu/upsservice

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Publication No. BR161011EN / CSSC-579
November 2017

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