

Service matters

EATON

Powering Business Worldwide



Welcome

As a new UPS owner, we would like to extend you a warm welcome. Your purchase includes a level of warranty coverage for your new Eaton UPS. It is extremely important that you understand what this coverage includes and then evaluate your options for a long-term plan that will help keep your UPS functioning at the highest levels of performance for many years.

The old adage, 'If it isn't broken, don't fix it' may ring true in some circumstances, but applying it to the maintenance of a UPS can have devastating consequences. Because you rely on your UPS to deliver continuous power without disruption, proper servicing is critical in ensuring optimal performance from your UPS while minimising the risk of downtime.

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 us online.

www.eaton.com/powerquality

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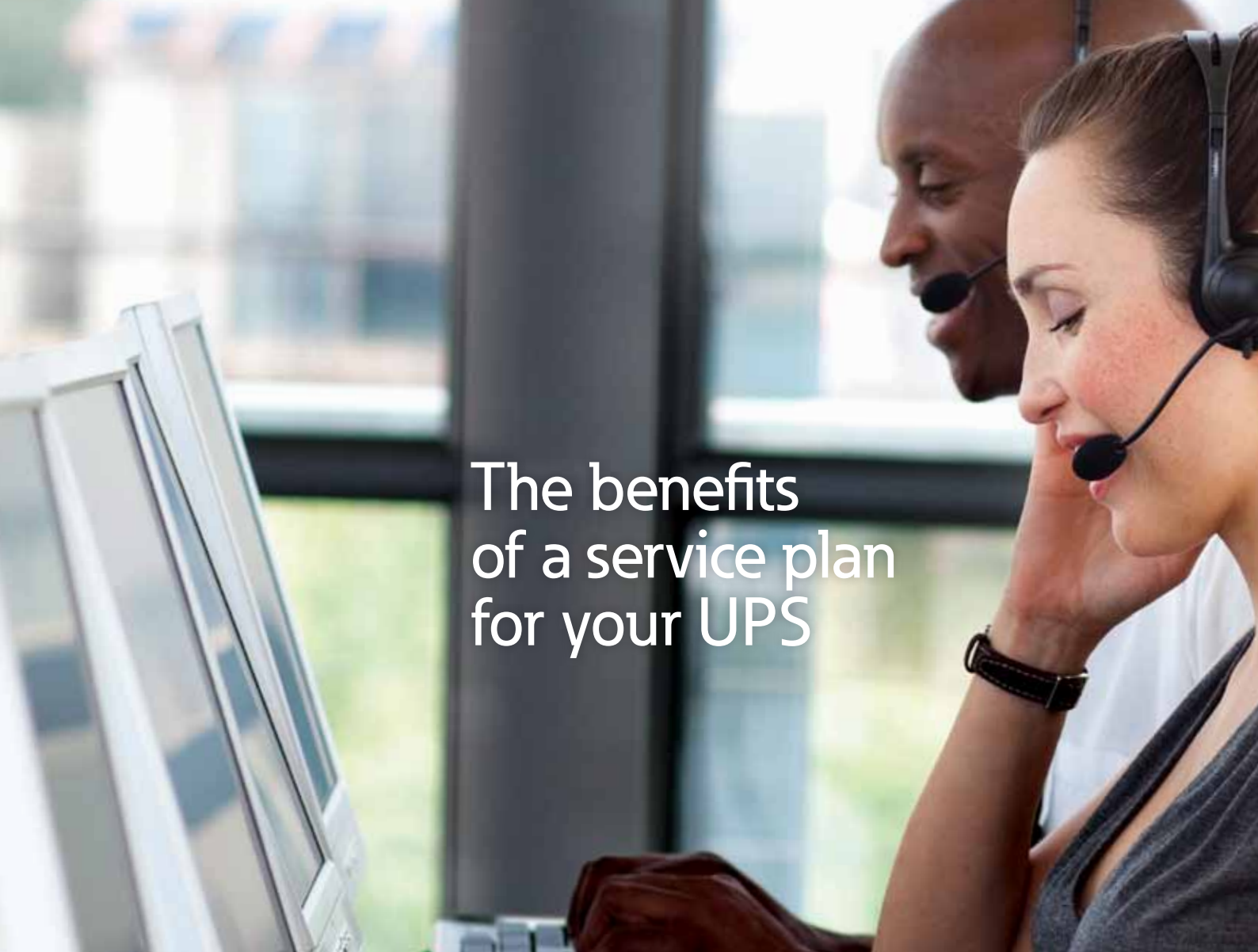
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- Products
- Service
- Soft



ELECTRICAL

UNID POWER



The benefits of a service plan for your UPS

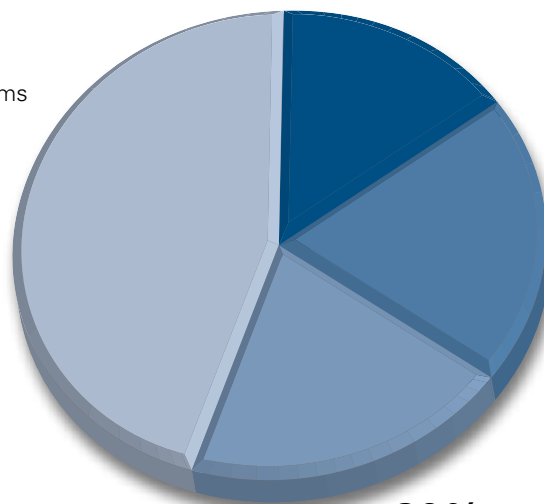
Your UPS, acting as an interface between the mains and sensitive applications, supply the load with continuous, high quality electrical power, regardless of the status of the mains and preventing the risk of system failures.

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

45%
Supply problems

15%
Human error

20%
Equipment failure



Example of hourly failures

- Mobile telephones – 40 kEuros
- Airline reservation systems – 90 kEuros
- Credit-card transaction – 2.5 MEuros
- Automotive assembly line – 6 MEuros
- Stock market transactions – 6.5 MEuros

20%
Nuisance tripping
(circuit breaker, etc.)



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

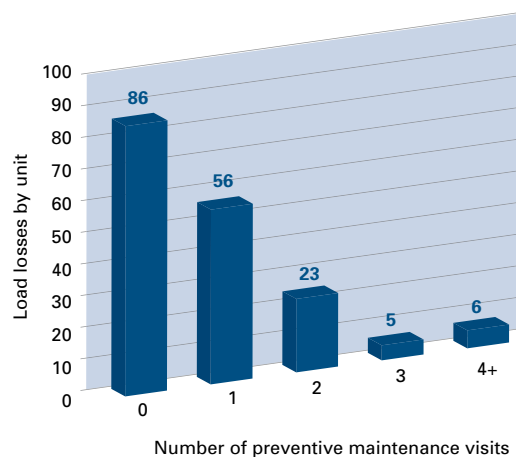
The most common causes of UPS failures are:

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?

As the chart below illustrates, routine 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.

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.



UPS load losses versus number of preventive maintenance visits carried out in previous year.



The basics of UPS service

The process of selecting a UPS service plan for reliable power applications can range from a very complex decision to simply ascertaining what is available or recommended. Selecting a service plan for a UPS to ensure continuous power over a typical life cycle can also be a relatively easy process.

The following five questions will help you select the best coverage for your UPS and its application.

1. What type of UPS service do I need?

- **On-site repair** is primarily for large UPS products. Contact your local Eaton service centre. A field technician will be sent to your site to diagnose and repair any electrical or battery-related faults.
- **Depot exchange repair or replace** is primarily for small UPS products. Contact Eaton, and then arrange for the UPS to be shipped to a repair facility. We will return the repaired unit or a refurbished unit to you.
- **Advance swap depot exchange** is primarily for small UPS products. Contact Eaton and we will advance ship your refurbished unit to you.

2. Do I buy a support agreement, extended warranty or should I pay as I go?

- **Support agreements**, or service contracts, usually combine parts and labour coverage (electronics, batteries or both), at least one or more UPS preventive maintenance inspections annually, and a combination of coverage hours and arrival response time. Plans can be tailored to meet almost any need.
- **Extended warranty** may also be purchased for many UPS products. A warranty commonly covers specified parts and labour, such as electronic components for a fixed period of time, but it will not include 7x24 coverage or arrival response times. In addition, warranties will not include preventive maintenance, although extra services can be purchased in addition to a warranty extension.
- **Time and material (T&M)** service is a pay-as-you-go approach where, you can contact Eaton in the event of equipment failure and we will arrange for a technician to conduct the repair. T&M can be done either via depot repair or on site, depending on the type of product. T&M can be expensive, depending on the equipment in question. In addition, the uncertainty of knowing when a field technician will arrive can make T&M an unacceptable service solution for some customers. Eaton's support agreement (contract) customers always take priority, which may mean that in T&M response times can be up to five days for non-contract customers, depending on the product and location.

3. What should be covered?

- **UPS batteries, parts and labour coverage.** Often the leading cause of failure, batteries generally need to be replaced every five years or less.
- **Preventive maintenance.** During an annual preventive maintenance visit, a field technician will inspect, test, calibrate and upgrade any UPS or battery components, while ensuring factory-specified performance.
- **Remote monitoring.** Remote monitoring allows Eaton to monitor the performance of the UPS and battery system in order to expedite repairs and proactively analyse the system for potential problems prior to failure.

4. How much service do I need, and how fast do I want my service delivered?

- **Around-the-clock or continuous service** is called **7x24 coverage**. A field technician will respond or deliver service around the clock, including weekends and holidays.
- **5x8 coverage** is limited to standard business hours, i.e. Monday to Friday, 8 am to 5 pm. If a problem occurs, it will be resolved within these hours.
- **Eight, four, two hour or next-business-day response** defines how quickly the field technician arrives after you have requested a service visit. For some situations, response time can be very important as it determines how quickly the field technician can begin resolving a problem.

5. How long should I plan for a UPS to last, and how much should service cost?

- Large UPS products usually have a 15-20 year lifespan.
- Small UPS products can last 10 years or longer, but they are often replaced much sooner.
- All UPS product life expectancies can be maximised or extended via routine preventive service, part replacements and upgrade or modification kits.
- The total cost of ownership (TCO) varies widely based on the size of the UPS, the amount and type of batteries, the quantity and type of services desired, and the application. Basic warranty coverage may cost five to ten percent of the product purchase price and a comprehensive, premium support agreement could exceed 35 percent of the product purchase price per year.

The answers to these five questions are not always clear. Eaton's trained service sales specialists and channel partners will be happy to answer your questions and recommend a service solution tailored for your situation and budget.

Why choose Eaton?

Choosing Eaton as your UPS service provider brings a wide range of benefits.

UPS placement

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

Installation

Our service technicians will help you in 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 service 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 system.

Preventive maintenance

Regular servicing efficiently ensures the secure operation of your UPS and prolongs the service 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 whatever you wish to enquire. Telephone support 24/7 is included in all maintenance agreements.

Battery check and replacement

The batteries are the most crucial part of your UPS system. As they age over time, they need to be replaced in a timely fashion. Because of the special construction of the UPS system and batteries, it is important that UPS bypass, battery replacement, adjustments and testing of both the UPS and the batteries are performed professionally and with total responsibility. We only use approved and thoroughly tested batteries. Old batteries are recycled or destroyed in strict compliance with environmental regulations.

System updates

We analyse the load and operability of your UPS system during each service call. You get a report of recommended changes and suggestions for improvement. This allows you to avoid the risks inherent in an obsolete or underdimensioned power protection system.

Spare parts

We guarantee the rapid availability of a full range of spare parts from our European spare parts centre. We only use factory approved original parts.

Eaton remote monitoring service

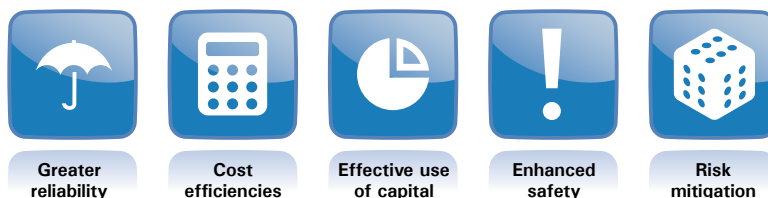
When you enter a maintenance agreement, your UPS may be connected to Eaton's 24/7 remote monitoring service. The duty technician is informed of any anomalies in real time and will take corrective action immediately.

Eaton's UPS services provide customers innovative, cost-effective and high-reliability solutions for their power quality needs.

High reliability provided by:

1. Field technicians with expert knowledge of Eaton products.
2. Direct deal with the factory.
3. Quick response by access to more than 120 field technicians in EMEA Region.
4. Access to spare parts inventory maintained by technician.
5. Reputation of being an outstanding service provider who delivers on promises.
6. Strong commitment to fulfill our customers' needs.
7. Ability to manage downtime risk and avoid financial losses resulting from power disruption.
8. Access to a single service provider for battery replacements, upgrades, and other life cycle and service needs.
9. Value-for-money service.

Eaton Services benefits:



Eaton service contracts

At Eaton, we do our best to make it as simple as possible for you to choose the right UPS equipment to match your power protection needs. That's why we have compiled three distinct service plans to match different types of maintenance needs and budgets. Whichever plan you choose, you can rest assured it will deliver power security and reliability that will keep your business running.

			•	Availability
			•	Efficiency
		•	•	Performance
•	•	•	•	Value for money
•	•	•	•	Reliability
Safe	Advance	Power		
<p>Makes sure you keep going This maintenance contract includes all the essential services you need to keep your UPS system and your business running safely.</p>	<p>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.</p>	<p>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 Power contract you will have the expert Eaton service team at your disposal at any time of the day each day of the year.</p>		

Eaton service contracts

Standard features	Safe	Advance	Power
One preventive maintenance visit per year (during normal working hours)	•	•	•
Technical Updates	•	•	•
Hotline	•	•	•
Repair Service 5x8	•	•	•
Repair Service 7x24			•
25% Discount on Labour	•		
Travel & Labor included		•	•
25% 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 (7x24)			•

Main options	Safe	Advance	Power
Additional preventive maintenance visits	•	•	•
Remote monitoring	•	•	•
Batteries replacement included	•	•	•
25% Discount on Batteries	•	•	•
Emergency Service response 2 hours (7x24)	•	•	•
Emergency Service response 4 hours (7x24)	•	•	•
Emergency Service response 6 hours (7x24)	•	•	•
Emergency Service response 8 hours (7x24)	•	•	
Spare Parts included (excludes batteries except under warranty)	•	•	
Emergency Service response 2 hours (5x8)	•	•	
Emergency Service response 4 hours (5x8)	•	•	
Emergency Service response 6 hours (5x8)	•	•	



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