



Eaton's mission is to improve the quality of life and the environment through the use of power management technologies and services. We provide sustainable solutions that help our customers effectively manage electrical, hydraulic, and mechanical power – more safely, more efficiently, and more reliably. Eaton's 2020 revenues were \$17.9 billion, and we sell products to customers in more than 175 countries. We have approximately 92,000 employees. For more information, visit [Eaton.com](https://www.eaton.com).

Eaton UPS services

# UPS and battery services

performance, reliability,  
and peace of mind





## Minimising the impact of outages with reliable UPS

Mission critical activity is heavily dependent on the constant supply of clean power. Outages and downtime can be both disruptive and expensive. An uninterruptible power supply (UPS) is therefore an invaluable investment for any business, providing reliability and peace of mind, as well as improving your bottom line.

Most businesses will experience a power outage at some point and, while it's unlikely to last for very long, the impact it can have on a business's operating systems can be significant. A halt to production capability, a fall in employee productivity, and the loss of data can all prove costly. One widely cited report suggests that an hour without power can cost SMEs an average 1100\$/930€<sup>1</sup>, while one in six datacentre managers reported losses of over \$1m/€840,000 due to outages.<sup>2</sup> The impact on critical infrastructure such as healthcare, energy production, and defence, can be catastrophic.

In the event of an outage, a UPS backup will switch from mains supply to batteries, enabling mission critical activities to continue until regular power supplies are returned.

With machinery continuing to run, and devices remaining connected to the network, a UPS means business as usual. No data will be lost, employees can carry on working, and critical services can still be delivered.

But, like all electronic and electrical equipment, a UPS needs regular maintenance to ensure it can provide power when it's most needed. Performing factory-recommended UPS preventative maintenance is critical for optimal performance and continued reliability, extending the life of your UPS and minimising the risks of outages and downtime, and the potential associated costs.

### Did you know that:

**930 €** is the average SME cost of **1 hour** power outage

## Increasing the performance of UPS systems

Through its extensive channel network, Eaton offers a range of extended warranties, service plans, battery replacements, and secure remote monitoring services for both its plug-and-play and hardwired UPS, in a power

range of up to 200kVA. The different options available mean you can choose the method that will best safeguard the performance and reliability of your equipment, and ensure you avoid future UPS failures.

### Eaton's services for UPS allow you to:

#### Secure your business continuity

- Priority access to Eaton's technical expertise
- A fast response when you need it most

#### Enjoy peace of mind

- Ensure optimal performance of your UPS assets
- Solutions available from original equipment manufacturers throughout the whole UPS lifecycle

#### Make the most of your investment

- Fixed rate service schedule allows you to budget more accurately

<sup>1</sup> Open Access Government - Power cuts in Britain: the battle businesses face – November 2018

<sup>2</sup> Computer Weekly - Costs incurred by 'major' datacentre outages continue to rise, Uptime Institute research shows – July 2020

# Remote monitoring services

Eaton Cyber Secured Monitoring complies with rigorous cybersecurity processes, requirements, and testing standards. As a software-as-a-service (SaaS) web application, it can run either on a secured cloud or on your own local network.

## Benefits include:

- **Total protection against failures**
  - Continuous remote monitoring by a specialist Eaton team, with Cyber Secured Monitoring\*
  - Alerts in case of failure or critical alarm
  - Preventive battery notifications
- **Full visibility of the UPS fleet at a glance**
  - UPS remote monitoring portal

Connecting to your devices without any compromise to security and availability, it enables services such as remote monitoring, early anomaly detection, and health reporting.

- **Improved reliability by responding to early signs of degradation**
  - Real time UPS diagnostics
- **Proactive maintenance investment optimisation**
  - Periodical health reports of UPS fleet performance with Eaton recommendations

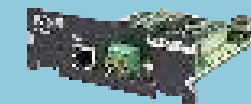
<sup>4</sup>During normal working hours in the country where the UPS is installed, and excluding Saturdays, Sundays, and public holidays

## Connected

Flexible remote monitoring service for 1ph Eaton UPS – whether it's under warranty or not

Connected is available in packages of **5, 10, 25, 50, and 100 licenses**.

- Each license provides 1 year of Cyber Secured Monitoring.
- The price is the same whatever the 1-phase UPS.
- It can be acquired at any time during the UPS life



Connected runs in any supported Eaton single phase UPS equipped with a Gigabit Network Card or an Industrial Gateway Card, with secure wireless options available.

## Connected Warranty+1

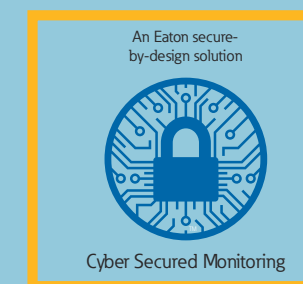
## Connected Warranty+3

Total peace of mind with remote monitoring and a warranty extension of one or three additional years

Included 2 services in 1. The offer combines **Cyber Secured Monitoring** with **Warranty+1** or **Warranty+3**, for a total protection and peace of mind.

Warranty+1

Warranty+3



Connected Warranty+1

Connected Warranty+3



Connected Warranty+1 and Connected Warranty+3 run in any supported Eaton single phase UPS equipped with a Gigabit Network Card or an Industrial Gateway Card, with secure wireless options available.

Eaton Extended Warranties can be bought only during a standard or extended warranty period. **The services are renewable within up to seven years of total warranty coverage, including the standard warranty period.**



## Extended Warranties

### Warranty+1

### Warranty+3

Extend your warranty by one or three additional years

These services cover both electronic parts and batteries, and offer you peace of mind for an additional one or three years on top of the standard warranty for a product.<sup>3</sup>

During the extended period, the warranty coverage includes:

- **A standard UPS replacement**
- Shipping costs
- Access to a professional helpline during working hours

### Warranty Advance

A higher level of service for hardwired UPS for a total of three years

**Warranty Advance provides a higher level of service than a standard warranty over three years, and includes:**

- **One on-site intervention** in the case of breakdown during the first two years
- **One maintenance visit** in the final year, in case no intervention due to breakdown was needed before this
- **Emergency response** – arriving at site within eight hours<sup>4</sup>
- A professional, customised helpline during working hours
- Technical updates
- 25% discount on spare parts and batteries during the second and third year

<sup>①</sup>Batteries are covered for failure only, not reduced autonomy

<sup>②</sup>During normal working hours in the country where the UPS is installed, and excluding Saturdays, Sundays, and public holidays



## Service in situ

### Intervention

This service allows you to purchase an on-site intervention by an Eaton technician for a UPS commissioning or a maintenance visit, and includes access to a professional helpline, offering support and enabling you to book an intervention.

The Intervention service can be bought from an Eaton reseller at any time during the lifespan of your UPS.

#### Commissioning includes:

- Provide the training in respect of the use of the relevant UPS
- Check the cable sections and thermal circuit breaker
- Verify installation condition and security
- Provide the customer with the prevailing industry standard advice on the operation of the UPS
- Render all reasonably necessary assistance in diagnosing faults and, as far as reasonably possible, in restarting the UPS.

#### Benefits:

- Safety - service performed by an Eaton trained technician
- Reliability improve UPS reliability and performance - while reducing downtime
- Availability professional Eaton training enabling you to run basic operations on the UPS

# Battery replacement

Batteries are the heart of any UPS system, and we want to make sure yours are always operating in the best possible condition.

The single, most important element of UPS performance is battery quality. That's why Eaton offers a line of qualified premium batteries for use with our UPS models. As new batteries are introduced, we apply a proven qualification process, extensively testing them with Eaton UPS to verify they meet or exceed intended application specifications in order to

**To ensure the ongoing optimum performance of your UPS, Eaton offers two battery replacement services:**

## Easy Battery +

*Exchange used batteries for a complete batteries tray*

This service offers a complete batteries tray with which to exchange your used batteries, making the whole battery exchange process much quicker and safe than swapping batteries one by one.

**Both services offer:**

- High-speed efficient service, regardless of site location
- Standard replacement of old batteries
- Installation guide and safety instructions for handling new batteries

supply maximum backup runtime.

Eaton's battery design maintains runtime, even after multiple discharges, giving you the confidence that your batteries will perform as expected, and keep your applications up and running. With no need for special harnesses, Eaton batteries are easy to install, saving time and money when compared to competitive battery solutions.

## Battery +

*New batteries for single phase UPS*

This service provides you with new loose batteries for your offline UPS.

# More information and how to register your service

**Registering a product or a service** with the Eaton database will allow you to manage your installed UPS base and enjoy rapid and high-quality service.

- **New and existing warranty customers** should register their service within 30 days at <https://www.pqproductregistration.eaton.com>
- **Find the available service options in your country** with our service selector at <https://content.eaton.com/en-gb-Eaton-UPS-services-selector>

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.

Disruption to an organisation's power supply is considered one of the biggest risks a business can face today. A reliable UPS is essential to ensuring continuity in the event of an outage, and minimising the impact it could have on productivity, profitability, and security.

Eaton's range of extended warranties, service plans, battery replacements, and remote monitoring services afford you peace of mind, knowing that should your organisation experience such an outage, your UPS system will ensure business continue as usual.

**For more information** on any of these services or to **contact an Eaton service centre**, please visit [www.eaton.eu/upsservice](http://www.eaton.eu/upsservice)

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.

<https://www.eaton.com/gb/en-gb/services.html>