

Eaton UPS Services



We at Eaton do our best to make it as simple as possible for you to pick the right UPS equipment to match your power protection needs.

In the same vein, we have also compiled three distinct service packages to match different types of maintenance needs and budgets. Whichever package you choose, you can rest assured it delivers power security and reliability that will keep your core business running.

If you feel your chosen service package requires enhancement to comply with your needs, or you need a one-off service to solve a particular problem, you can choose individual services for a small fee. Below is a brief list of what we have to offer. Your Eaton representative will be delighted to tell you more.

	PremiumCare	PlusCare	BasicCare
One preventive maintenance visit/year (according to factory instructions; battery test, function test, alarm check-outs, cleaning, test report)	•	•	•
Technical updates	•	•	•
Repair service, 7 days per week, 24 hours per day (7x24)	•		
Repair service, 5 days per week, 8 hours per day		•	•
Hot-line assistance 24 hours	•	•	•
Spare parts included	•		
25% discount on spare parts		•	•
20% discount on battery replacement (standard batteries)	•	•	•
Emergency service, travel to site starts within 2 hours (round-the-clock service every day of the year)	•		
Emergency service, travel to site within 8 working hours		•	•
Travel time and costs included	•	•	
Repair labour included	•	•	
If unit under warranty 20% discount	•		
If unit under warranty 10% discount		•	



Powering Business Worldwide

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Site inspections: Consultative service that aims at securing the best possible operational environment for your UPS to ensure its fault-free operation.

Installation: Eaton's service engineers can help you set up and configure your entire UPS, including its connections to your monitoring system and, if desired, to FORS remote monitoring system.

Commissioning: Our service engineers help you start up your UPS and make sure it works as intended, performing all necessary checks before turning the system over to you.

Preventive maintenance: Equipment cleaning, inspection of installation and operation environment, mechanical inspection, measurements and adjustments, battery condition check, system check, event log analysis, necessary action and eventual repairs. Usually performed once a year, unless otherwise agreed.

Reports: After each maintenance visit, whether regular or emergency, you receive a full written report on the fault and steps undertaken to repair it.

24-hour telephone support: 24-hour, 365-days-a-year access to Eaton's support engineers for immediate help on your UPS system. Available free of charge to all BasicCare, PlusCare and PremiumCare customers.

ExpressChange: For "plug-and-play" units below 3 kVA, we offer the ExpressChange service. If a fault develops in your device, Eaton will replace the unit either permanently or for the time it takes to repair it.

Extended warranty: For a small fee, you can extend the warranty of your UPSs incrementally up to 2-3 years, depending on the product.

Power quality analysis: As time goes by, the loads on both your UPS and the mains may change. Eaton's service engineers can analyse the quality of the power being fed to your equipment and suggest remedies if necessary.

Battery analysis and replacement: Because batteries are the most important part of a UPS, we pay particular attention to their condition. Only rigorously tested, high-quality batteries are used in Eaton UPSs. Battery life is optimised through our ABM battery charging method. Eaton's service engineers keep your batteries as good as new, changing them when necessary and disposing of the old batteries in an environmentally sound fashion. When the batteries are changed, all cabling is also replaced to prevent problems through oxidation. Finally, the battery system is tested under normal operating conditions.



System upgrades: During maintenance visits, our service engineers analyse the load and performance of your UPS and, if necessary, suggest changes to accommodate new needs. You will never find yourself running an obsolete or undersized system.

Spare parts: Entering a Eaton service agreement guarantees you the use of only the best quality, factory-approved spare parts. Authorised Eaton's service representatives stock the most often needed spares, and their stocks are quickly replenished from Eaton's strategically located regional logistics centres. The cost of spares is included in the PremiumCare service option.

FORS (Full Online Remote Service): Your UPSs can link directly to Eaton's regional Service Centre via a modem. Remote monitoring software residing on Eaton's computers will keep an eye on your UPS status, sounding an alarm immediately if its monitored parameters are out of the ordinary. The remote monitoring system can only link into your UPS. It has absolutely no access to your business data. Alarms received through FORS is relayed by mobile phone to Eaton's duty engineer who takes action immediately. FORS is an ideal enhancement to your service package. Ask your Eaton representative for details.