



Eaton 9E UPS service and extended warranty

As a UPS manufacturer and service provider, Eaton® offers the highest level of technical expertise and quality support, and delivers exceptional advantages no competitor can match.

The Eaton 9E UPS includes a comprehensive best-in-class onsite parts and labor factory warranty with eNotify remote monitoring service.

Eaton 9E UPS warranty

The 9E UPS limited factory warranty includes:

- One year of electronic parts
 - Battery coverage includes two years parts and one year labor
- Six months of labor coverage (extends to one year of coverage when Eaton performs UPS startup)
- One year of eNotify remote monitoring (requires purchase of a network card)

9E startup options

Any single 9E UPS with internal batteries can be self started. All other configurations and 9E models with accessories require startup by Eaton personnel. Startup services include one year of labor, compared to the six months that comes with the self started option. Our factory field technicians will inspect, test and energize the 9E and its accessories, as well as provide operator training.

Additional 9E services and warranty extensions

Regular UPS maintenance dramatically improves reliability and performance while significantly reducing downtime. To keep the 9E operating at peak performance, you have options from basic preventive maintenance (PM) to extended warranties, including:

- Startup service (standard business hours 8x5, anytime hours 24x7)
- UPS PM with internal battery PM (anytime hours 24x7)
- External battery PM (anytime hours 24x7)
- Three-year warranty extension, parts and labor coverage, electronics and battery (standard business hours 8x5 with next business day response, anytime hours 24x7 with four-hour response)*
- Three-year warranty upgrade, parts and labor coverage, electronics and battery (24x7 startup service, anytime hours 24x7 with four-hour response*, UPS PM and eNotify remote monitoring)
- Three-year external battery warranty extension, parts and labor coverage



Powering Business Worldwide

eNotify remote monitoring

Eaton's eNotify remote monitoring provides you with 24x7 real-time alarm monitoring and trends the overall health of your 9E UPS and batteries. Trained Eaton technicians manage the system and provide you with an extra set of eyes on your system. eNotify works with most other monitoring software and can be easily self-installed. eNotify includes:

- Monitoring of 100+ UPS and battery operating data points and trends
- Daily heartbeat checks ensuring regular communication between the customer and Eaton's support center via one-way, outbound emails
- Monthly Customer Monitoring Report (CMR) sent to as many as six (6) site contacts via email
- Email notification of significant alarms, diagnostics and technician dispatch as needed, resolution and recommendations
- Monitoring of battery discharge, temperature and humidity levels to help prevent battery failure
- 24 x 7 phone, text or email notification sent on critical events

To learn more please visit eaton.com/enotify

Eaton delivers service advantages no other competitor can, including:

- More than 240 factory-trained field technicians across North America with expert knowledge on Eaton products
- Field-stocked parts for rapid emergency response and best-in-class first-time fix rate
- Deep support infrastructure of 24x7 dispatch, remote technical support, factory engineers and other experts
- Extensive safety training program

Eaton 9E UPS services

Eaton service plans	9E warranty extension	9E warranty upgrade
Parts and labor for electronics	●	●
Parts and labor for internal batteries	●	●
Parts and labor for external batteries	○	○
8x5 Startup	○	
24x7 Startup	○	●
8x5 Onsite corrective maintenance	●	
24x7 Onsite corrective maintenance	○	●
Next-business-day response	●	
4-hour response	○	●
8x5 UPS preventive maintenance visit		●
24x7 UPS preventive maintenance visit	○	○
Battery preventive maintenance visit	○	●
eNotify remote monitoring service		●

● Included ○ Optional

To find out more, please contact your Eaton sales representative or visit eaton.com/UPSservices

To learn more about and interact with the Eaton 9E UPS, please visit eaton.com/9E

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* Four-hour response is available in the top 70 US markets; go to eaton.com/upsservices to verify zip code response time availability; for remote locations beyond 100 miles from a field tech travel charges will apply.

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