

Even the most superior Power Systems need to be maintained and Eaton have a team of experts to do just that. With over 40 years experience in training field technicians and providing the highest quality of service and support around the clock, Eaton have the capabilities to support all of your business requirements.

To complement this, Eaton boasts one of the largest Service Divisions of any power protection company in the country, providing not only one of the most comprehensive ranges of UPS products in the industry, but the best service and support as well.

Our engineers and authorised service partners, based at locations throughout the UK, combined with our extensive stock of spares, ensures that our strict targets on response time to site and repair are adhered to. Our engineers are factory trained not only on all Powerware equipment, but also on most UPS, Generator and Battery brands in the UK enabling Eaton to offer comprehensive support on virtually all your power related equipment.

With a reputation for engineering excellence, supported by our dedicated internal team, managing call logging, customer delivery and logistics, Eaton ensures that whatever and whenever your requirements, we are able to offer you a total package. From the design and manufacture to testing, installation and maintenance, Eaton ensures your business maintains the continuity you require at all times.

### Fully Comprehensive Powerware & Multi Vendor Service Contracts

Components Included	Standard	Enhanced	Premium
Labour	Included	Included	Included
Parts*	Included	Included	Included
Response Time	NBD	6hr	4hr
Access to 24 hr call centre	No	Included	Included
Hours of Response	9am-5pm	7x24x365	7x24x365
Maintenance Visits	1 per annum	1 per annum	1 per annum
Parts Exclusion Discount	Yes	Yes	Yes
Parallel Unit Discount	Yes	Yes	Yes
Multi Unit Discount	Yes	Yes	Yes
Multi Year Discount	Yes	Yes	Yes
Remote Monitoring**	No	Yes with annual fee	Yes

\* Battery replacement and associated costs are not included. For Multi Vendor contracts parts are included to a value of £100

\*\* Set up charges will apply to all Remote Monitoring requirements, for Multi Vendor Remote Monitoring please contact your local Service Sales representative

NB. Eaton is able to cover a large proportion of Multi Vendor Units, however please contact your service sales representative to confirm availability of contracts for specific UPS's



## Fully Comprehensive Generator Service Contracts

Powerware's generator service provides an end to end solution, allowing you to have one point of contact for all your Power Support units. Reliability depends upon regular maintenance and service by experienced engineers. Powerware's service facility is designed to meet that requirement maintaining any make of generator set in standby condition.

Powerware is able to provide you with flexible service contracts, our service department can offer contracts on most manufacturers generators owing to the extensive training that our engineers receive.

Components Incl.	Enhanced	Enhanced Plus
Labour	Incl.	Incl.
Parts	Incl.*	Incl.*
Response Time	6hr	6hr
Access to 24 hr call centre	Incl.	Incl.
Hours of Response	9am-5pm	7x24x365
Maintenance Visits	2 per annum	2 per annum

\* to a value of £100

## Fully Comprehensive Battery Service Contracts

Although batteries are sold with a variety of published life spans, the fact is some batteries demonstrate a useful life of as little as three to five years. There are several factors that contribute to the shortened life span of a battery, including number of discharges, depth of discharges, environmental conditions and lack of regular maintenance. Battery performance is critical to your power systems, and Eaton offers a comprehensive set of battery services specifically designed to minimise the risk of system downtime and provide you with peace of mind.

## Battery Update Service

With battery update you can refresh your UPS instead of risking critical loads on weak batteries. Providing a total battery replacement solution Eaton will provide:

- Installation of new batteries
- Check of charging voltage
- Ground Freight
- COSHH Approved battery disposal and recycling

## Battery Additions

When you initially purchased your UPS system, you probably planned for the right amount of battery back-up time, however with environmental changes and higher demands on power systems your requirements may change over time. Eaton can provide you with the best solution to carry you through longer power outages, or heavier load requirements

## Battery Preventative Maintenance

Preventative maintenance maximises up-time and extends battery life by eliminating problems before they occur. For whatever reason a battery may fail, the best time to find out is during a preventative maintenance visit, not during a power failure. Powerware battery preventative maintenance can be tailored to meet your needs. Features include:

- Measure of cell voltage levels
- Total battery terminal voltages
- Visual inspections for leaks or bad cells
- Spot checks for connection torques
- Inspection of battery environment
- Written inspection report of test results and recommendations for corrective action