

EAT•N

Powerware

Powerware® ProActive Service Plan

Product Focus



Service Plan

- 7x24 Corrective maintenance coverage
- One 7x24 preventive maintenance on-site inspection (major PM)
- Annual power protection audit
- 7x24 Advanced Response Service remote monitoring
- Web access to account information and service activity
- 30% discount on spare part kits, upgrades and time and material charges

Eaton® goes above and beyond your expectations with this proactive, rather than reactive approach to service. You've come to expect a standard warranty. Now you can raise your expectations.

More than just a warranty

The Powerware ProActive Service Plan is more than just a warranty; it's the most comprehensive service coverage in the industry. With standard warranty coverage you may be faced with downtime. With the ProActive Service Plan, we prevent potential downtime by taking steps ahead of time.

This plan delivers:

- No surprising UPS maintenance expenses
- Early detection and response to critical power problems
- Service delivered at your convenience
- Valuable performance data
- A service plan to prevent power problems, not just fix them
- Remote monitoring service via modem, notification of critical alarms and monthly summary report

- 7x24 access to technical support and on-site factory trained technicians
- Maximum responsiveness and system uptime

Above and beyond

The ProActive Service Plan delivers services above and beyond a standard warranty, including:

7x24 Corrective maintenance coverage

In the unlikely event of an unscheduled service need, you are covered by:

- Full on-site corrective maintenance coverage of your UPS, including materials, labor and expenses (batteries not included)
- Guaranteed eight-hour response time for remedial service for equipment; Optional four-hour response time is available
- Service available seven days a week, 24 hours a day

Discounts on upgrades

Contract customers enjoy discounts on kVA upgrades, spare part kits, time and material rates and, most importantly, priority service status for expedited response during emergencies.

Annual power protection audit

Assures power protection meets your growing application needs by providing:

- Annual assessment of power protection capacity
- Verification of load configuration
- Detailed report of system power protection

7x24 Advanced Response Service remote monitoring

Assures maximum uptime and responsiveness:

- Remote monitoring technology enables early detection of system alarms
- Technical support professionals diagnose system status
- Customer support engineer immediately dispatched for on-site problem resolution

Web access to account information and service activity

Easy and secure access to service data through the internet:

- Detailed log of service activity
- Upcoming service schedules

Enhanced protection for your UPS applications

Quality products deserve quality service coverage. From the day your equipment is installed and placed into service, Eaton is there to keep you in power. With Eaton's ProActive Service Plan, factory-trained service technicians provide on-site care for your UPS from the moment it begins supporting your mission-critical applications.

Eaton delivers on-site support from a base of more than 300 engineers in North America and 950 certified international service providers. These engineers support all brands manufactured by Eaton and other best of class power products.

Due to continuing service improvement programs, specifications are subject to change without notice.

UNITED STATES
8609 Six Forks Road
Raleigh, NC 27615 U.S.A.
Toll Free: 1.800.356.5794
or 919.872.3020

www.powerware.com

CANADA
Ontario: 416.798.0112
Toll free: 1.800.461.9166

LATIN AMERICA
Argentina: 54.11.4343.6323
Brazil: 55.11.3616.8500
México: 52.55.5488.5252

EUROPE/MIDDLE EAST/AFRICA
Denmark: 45.3686.7910
Finland: 358.94.52.661
France: 33.1.6012.7400
Germany: 49.0.7841.604.0
Italy: 39.02.66.04.05.40
Norway: 47.23.03.65.50
Sweden: 46.8.598.940.00
United Kingdom: 44.1753.608.700

ASIA PACIFIC
Australia: 61.2.9878.5000
New Zealand: 64.0.3.343.3314
China: 86.21.6361.5599
HK/Korea/Taiwan: 852.2745.6682
India: 91.11.2649.9414 to 18
Singapore/SEA: 65.6825.1668

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