

**Eaton Power Quality**  
5 year managed service



## Eaton managed services

At Eaton, we engineer all of our products with reliability in mind so you can depend on clean, uninterrupted power—avoiding costly unplanned downtimes. Our managed services gives you complete peace of mind with delivery, electrical installation, on site-commissioning, on-going service and maintenance provided by a team of fully qualified and Eaton trained electrical engineers.

### **Our 5 year managed service includes:**

- 5 year product warranty
- Unpacking UPS/batteries
- Installation of rack supports (if applicable)
- Installation of UPS
- Final electrical connections<sup>1)</sup>
- Installation of additional batteries and accessories
- Assistance with software configuration
- Testing
- Commissioning
- Customer training
- Removal and safe disposal of old equipment<sup>2)</sup>
- Registration of product warranty on customer's behalf
- Management of warranty process
- One preventive maintenance performed in the 5-year period
- Management of warranty RMA procedure for quick and easy product replacement in event of product failure.
- On site response to fault calls



<sup>1)</sup>Final electrical connections between the UPS/MBS and local isolation. Max Cable length supplied is 5 metres. Point of Connection (input and output) must be certified by a qualified electrician prior to Eaton arrival on site (proof required)

<sup>2)</sup>Old UPS System and associated batteries only which are being replaced by the new system. Equipment to be removed must be detailed to Eaton Prior to engineer attendance.



*Powering Business Worldwide*

To find out more contact your Eaton Account Manager or the Eaton Sales Support team on 01753 608 750, or email [UKITSales@Eaton.com](mailto:UKITSales@Eaton.com)