

Chapter 1 Eaton Service Contracts

Eaton Service contracts help to provide the added insurance that the reliability of your critical power systems is intact. By following our stringent maintenance procedures, Eaton's factory trained Customer Support Engineers provide the added assurance for the availability of critical systems, thereby maximizing the company's profitability. See below for further details.

1.1 The Service Promise

With factory-trained technicians in every major city in North America, Eaton can respond rapidly and provide on-site assistance in emergency down time situations. Eaton provides telephone support 24 hours a day, 7 days a week with a direct line to Service (1-800-843-9433).

1.2 Preventive Maintenance

During a preventive maintenance visit, Eaton technicians inspect, test, calibrate, update and clean components, as well as update software as applicable. You'll receive a report at the end of the visit detailing the results of the inspection and specific recommendations for remedial actions, proactive replacements, and upgrades.

1.3 Eaton Provides Flexibility and Commitment

- We understand that service plans are not "one size fits all." That's why we offer a broad range of service options, designed to meet the varied requirements and applications of businesses of all shapes and sizes. Eaton can modify your contract on variables such as number of PM visits per year, scope of coverage, response time and length of contract.
- Eaton employs 250+ field technicians with an average tenure of more than ten years. Eaton CSEs are experts on Eaton products and receive ongoing product training and certification. Our technicians have expertise in power, electrical engineering, software and connectivity, batteries, UPSs and related products, and can deliver advanced troubleshooting and a reduced mean time to repair.
- When you rely on an Eaton service plan, rest assured that every factory-trained field technician stocks a solid inventory of parts to remedy emergencies.

1.4 Time and Materials

In most cases the customer will be covered by startup service or Maintenance Contracts, however, there may be times when the customer needs Eaton service and lacks the benefits that these two packages provide. Therefore, Eaton provides Time and Material coverage for those in need of our customer support engineers.

1.5 Spare Parts Kits

Spare parts are available. Contact your sales representative or Eaton support (see).

Table 1. Spare Parts Kits for PowerPak PDU

Qty	Spare Parts Kit Components	Option		
		A	B	C
5	Assorted Fuses			
1	Control Power Transformer			
5	South-co Panel Retainer			
5	South-co Panel Clip			
5	South-co Panel Fastener			
5	South-co Panel Washer			

Table 1. Spare Parts Kits for PowerPak PDU (Continued)

Qty	Spare Parts Kit Components	Option		
		A	B	C
2	Panel Guide			
2	Panel Latch			
2	Panel Slide Latch			
1	WaveStar® Data Acquisition Card			
5	Emergency Power Off Assembly			
1	WaveStar® Color Monitor			
1	WaveStar® Contractor Board			
1	Complete Set of Ribbon Cables (6)			
1	BCMS Board			
1	Data Module Transformer			
1	Split Core Hot Fix Board with 6 CT's			