

EATON

Powerware

PowerTrust™ UPS Service Plans featuring eNotify Remote Monitoring

Product Focus



Features

- Comprehensive depot or on-site Powerware® UPS parts and labor coverage
- eNotify Remote Monitoring
- Expedited emergency response or repair/replace delivery
- 7x24 Customer Reliability Center, technical support and factory certified technicians
- Supports most Powerware UPS models

Compatible with:

- Powerware 9120 UPS
- Powerware 9125 UPS
- Powerware 9140 UPS
- Powerware 9155 UPS
- Powerware 9170+ UPS
- Powerware BladeUPS®
- Powerware 9355 UPS
- Powerware 9330 UPS
- Powerware 9390 UPS
- Powerware 9315 UPS
- Powerware 9395 UPS

PowerTrust Service Plans

Eaton® offers a wide range of services for Powerware uninterruptible power systems (UPSs) to maximize reliability and protect your investment. With proper maintenance, Powerware UPS models can deliver 20 or more years of reliable power. Eaton field engineers are trained not only on starting, commissioning and repairing UPS, PDU and related power quality infrastructure, but also to provide customer satisfaction in demanding environments.

- Eight, four, and two-hour expedited response for on-site contracts (where available)
- Parts inventory stocked on technician vans to meet most needs

- 7x24 or 8x5 emergency and scheduled maintenance coverage
- Flawless execution commitment to operational excellence ensuring customer satisfaction

Most customers purchase extended warranties, or support agreements, to guarantee expedited response during emergencies. Powerware UPS products are designed for high efficiency and reliability, but batteries and other electrical components are subject to wear and eventually will fail. Trust the same experts who designed and started your Powerware UPS to deliver continuous maintenance.

Warranty vs. PowerTrust support agreements

Most Powerware UPS models come with a one-year or two-year limited warranty. However, warranty coverage generally doesn't include expedited on-site response or prepaid freight the same way a PowerTrust Service Plan does. Certain Powerware UPS models may include eNotify with a Service Protection Plan for the first year, but only a PowerTrust plan includes both preventive and emergency coverage with eNotify monitoring and access to Eaton's priority response team.

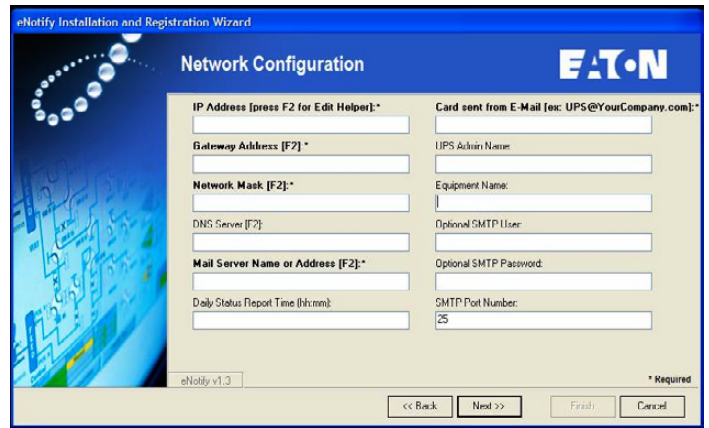
FACT: Eaton has over 1,000 field engineers, support specialists and technicians in North America with 24-hour access to factory design engineers during escalated emergencies.

eNotify Version 2.0 Remote Monitoring

All PowerTrust Service Plans include eNotify Remote Monitoring via Web/SNMP cards and an e-mail connection. The eNotify monitoring features 7x24 real-time monitoring of 100+ UPS and battery alarms, with technical experts to respond immediately—resolving many issues remotely. Monthly e-mail reports detail UPS performance and alarm history.

Self-installing eNotify 2.0

A quick start guide and self-installation wizard tool is available on both the Software Suite CD disk included with most Powerware UPS models or online at: www.powerware.com/enotify/. This self-installation process takes as little as 10 minutes to complete and enables new customers to enjoy a 90-day free trial period prior to purchase of any PowerTrust Service Plan (included at no charge with a Service Protection Plan with specific Powerware UPS models during the first year).



eNotify 2.0 Self-Installation Wizard

eNotify UPS critical alarms include:

- UPS output power will turn off after the configured delay period
- Low battery alarm present
- UPS hardware fault detected
- UPS battery completely discharged
- UPS inverter fault detected
- UPS internally bypassed
- UPS output has been turned off
- UPS shutdown imminent alarm condition exists
- The failure of one or more fuses has been detected
- A relay, contactor, or breaker has failed

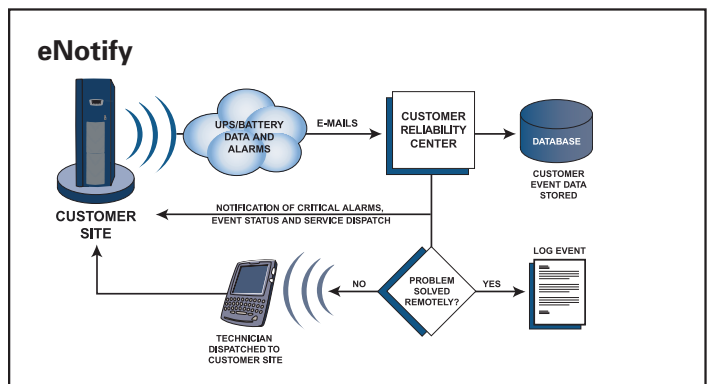
Proactive monitoring is included as well. Eaton's technical experts check for anomalies of incoming parametric or event data logs upon receipt of status or event e-mails. If an anomaly is detected, an Eaton analyst further studies the data for possible impending failures and takes appropriate action.

The eNotify service provides you with monthly reports detailing the ongoing health of your Powerware UPS. The Customer Monitoring Report delivers information on your unit's voltages, loads, and external factors such as temperature and humidity, depending on the model. Additionally, the report provides information about the attached batteries and system availability. All of these factors contribute to the Relative Health Index (RHI) score that allows you to compare your unit's health relative to Eaton's optimum Powerware UPS operating levels.

Remote monitoring offers you peace of mind that Eaton is watching your Powerware UPS 7x24 and will combine its technical resources and field technicians as needed to quickly respond to critical alarms.

Connectivity requirements

eNotify Remote Monitoring requires a ConnectUPS Web/SNMP Card with an Environmental Monitoring Probe (EMP) and a compatible UPS. The ConnectUPS Web/SNMP cards are network cards for Powerware UPS models that enable the remote monitoring and provide HTTP, SNMP, SMTP, WAP, Telnet, SSL, SSH compatibility and advanced RS-232 communications.



eNotify 2.0 uses a standard e-mail server connection and one-way (outbound only) e-mail to communicate daily heartbeat parametric or alarms as needed to Eaton.

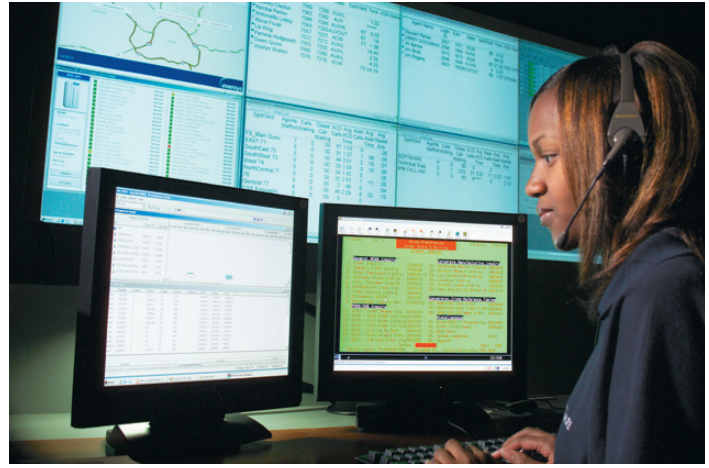
Visit www.powerware.com/enotify for a 90-day free trial of Eaton's eNotify Remote Monitoring.

Flexibility

PowerTrust Service Plans are available in a variety of packages that combine parts and labor for the UPS electronics, batteries or both. All PowerTrust Service Plans include Eaton's eNotify Remote Monitoring, enabling Eaton service technicians to remotely monitor your UPS and battery using one-way e-mails and notify you 7x24 of any critical alarm. Support agreements can be configured for practically any situation and can add Eaton's battery monitoring technology to solve the leading cause of UPS load losses—bad batteries.

Additional features of specific PowerTrust Service Plans include:

- Access to service site history on www.powerware.com
- Power Protection Audit to inspect the UPS environment
- Discounts on upgrades and spare part kits
- Contract priority status to meet contracted response arrival time
- Jar-level battery remote monitoring, enabling Eaton experts to diagnose individual battery failure and expedite replacement as needed
- Full battery coverage to replace batteries as needed or completely at predefined intervals



PowerTrust Service Plans for large Powerware UPS models

The PowerTrust ULTRA support agreement combines comprehensive parts and labor coverage with Eaton's new battery monitoring technology. Battery monitoring technology, preventive maintenance and battery replacement coverage features can be added to any plan. The PowerTrust Express is a depot plan tailored for the Powerware BladeUPS model with depot repair/replace advance swap and eNotify Remote Monitoring.

POWERWARE THREE-PHASE UPS SERVICE PLAN FEATURES

	POWERTRUST ULTRA	POWERTRUST PREFERRED	POWERTRUST VALUE	POWERTRUST EXPRESS
ON-SITE SERVICES				
Powerware Three-phase UPS Models				
Powerware BladeUPS ¹			X	X
Powerware 9355 UPS		X	X	
Powerware 9390 UPS	X	X	X	
Powerware 9315 UPS	X	X	X	
Powerware PDU/RPP ²			X	
Powerware 9395 UPS	X	X	X	
Coverage				
Electronics	X	X	X	X
Battery	Optional	Optional	Optional ¹	X
Hours	7x24	7x24	7x24	8x5
Response ³	8HR	8HR	8HR	next bus day
Features⁴				
UPS ⁵	1 - 7x24	2 - 7x24	1 - 8x5	1 - 8x5
Battery ⁵	0	2 - 7x24	1 - 8x5	0
Remote Monitoring	eNotify, battery system	eNotify	eNotify	eNotify
Discounts ⁶	30%	30%	15%	0%

1. Powerware BladeUPS warranty and service plans coverage includes both electronics and batteries.
2. Powerware PDU/RPP eNotify is available October 2007 (requires PowerXpert Gateway Card).
3. Response may optionally be upgraded to four-hour or two-hour where available.
4. Service plans include 7x24 technical support, Web site service history and contract priority.
5. PMs (preventive maintenance) are per year and can be upgraded or added to any plan.
6. Discounts refer to spare part kits, feature upgrades.

PowerTrust Gold Plan Services for single-phase Powerware UPS

Eaton's PowerTrust Gold Plan services provide up to five years of bumper-to-bumper UPS coverage with maximum responsiveness. The PowerTrust Gold Plan delivers added assurance that critical equipment and information is protected and includes Powerware eNotify Remote Monitoring (Series 9 UPS).

PowerTrust Gold Plans offer comprehensive coverage for the entire UPS, including standard batteries. When corrective maintenance is required, an overnight carrier delivers replacement components and your original components are picked up from your location. For added convenience, Eaton pays for all freight.

Additional Features of specific PowerTrust Gold plans* include:

- Comprehensive coverage for entire UPS, including standard batteries
- Toll-free number for technical support
- Replacement UPS or module delivered to your location by overnight carrier
- On-site startup
- Annual unit and battery preventive maintenance

* See service plan features below for details



Powerware UPS compatibility

PowerTrust Gold Plans are available with all Series 9 (online) single-phase Powerware UPS solutions

POWERWARE SINGLE-PHASE UPS SERVICE PLAN FEATURES

	POWERTRUST GOLD	POWERTRUST GOLD PLUS	POWERTRUST ON-SITE GOLD	POWERTRUST SITE GOLD PLUS
	EXPEDITED EXCHANGE SERVICES		ON-SITE SERVICES	
Start-up service ¹		X	X	X
UPS preventive maintenance ²				X
Battery preventive maintenance ²				X
24-Hour Response ³			X	X
On-site corrective maintenance ¹			X	X
eNotify Remote Monitoring ⁴	X	X	X	X
Expedited delivery of replacement parts, modules, and batteries	X	X	X	X
Standard battery coverage	X	X	X	X
Telephone technical support	X	X	X	X
Connectivity support	X	X	X	X

1. On-site service (start-up and corrective maintenance) is 7x24 for Series 9 products.

2. Initial startup serves as the annual preventive maintenance during the first year of operation; subsequent preventive maintenance is scheduled on request from customer beginning in second year of operation.

3. UPS must be within 100 miles of Eaton established service location to qualify for 24-hour response.

4. Web/SNMP Card and Environmental Monitoring Probe (EMP) must be purchased separately.

Customer Monitoring Report Overview

Sent via e-mail to as many as six site contacts, the eNotify monthly Customer Monitoring Report provides a summary of the top 10 performance and environmental parameters, battery events, availability percentage, and comparative status against recommended specification. This comprehensive report keeps you up to date on the current status of your UPS and battery system, enabling you to identify and avert potential problems. The eNotify service also adds a summary of critical alarms and service resolution detail to help track recent UPS and battery events.


Customer and UPS information

Report components

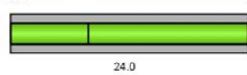
- Parametric readings
- Battery events
- Availability percentage
- Relative Health Index



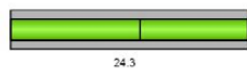
The eNotify monthly Customer Monitoring Report also includes a six-month trending of your UPS and battery system's Relative Health Index (RHI), and most-recent and next-scheduled site visits.



Temperature 23.0 26.0 Degrees C G



Humidity 21.0 27.0 Percent G



On-Battery Type


On-Battery <1 Minute	1.000	Each	G
On-Battery 1-4 Minutes	0.000	Each	G
On-Battery >4 Minutes	0.000	Each	G
Total On-Battery Events	1.000	Each	G

Full Battery Discharge 0.000 Each G

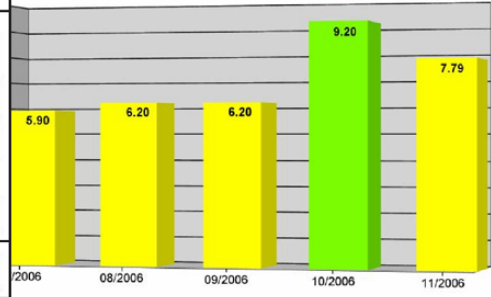
Time On-Battery 0 Hour(s) 0 Minute(s) 23 Second(s) Minutes G

Availability 100.000 Percent G

Monthly Relative Health Index 7.8500 Y



6 Month Relative Health Index Score



Month	RHI Score
07/2006	6.90
08/2006	6.20
09/2006	6.20
10/2006	9.20
11/2006	7.79

Index (RHI)
 Health Index (RHI)™ is a compilation of your system's 11 key parametric variables that are remotely monitored and recorded on Eaton's Remote Monitoring Services system. These combined variables as listed above are used at our Customer Reliability Center (CRC) to provide you with a single snapshot showing the relative health of your system.

Description	Number Of Occurrence	Date Time
Critical Events for the Period : 0		

Service Request(s)

Request ID	Service Code	Open Date	Completion Date	Status
1257315		11/28/2006	11/28/2006	COMPLETED
1256189		11/23/2006	11/27/2006	COMPLETED
1254238		11/15/2006	11/15/2006	COMPLETED
1253596		11/13/2006	11/13/2006	COMPLETED
1251462		11/10/2006	11/10/2006	COMPLETED

Service Request Type Codes and Descriptions

EMC	Emergency Maint Contract	CV	Customer Visit	SUS	STARTUP - 5 X 8
EMW	Emergency Maint Warranty	TS	Technical Services	SU7	STARTUP - 7 X 24
SMC	Scheduled Maint Contract	PMC	PM Contract		
SMW	Scheduled Maint Warranty				

Previous and Next Scheduled Events

Customer Monitoring Report

Customer Monitoring Report

Check Singapore updated phone number to say: 65.6825.1668
 Check Germany updated phone number to say:
 49.0.7841.604.0
 Separate New Zealand and Australia in address bar, adding
 new number for New Zealand: 64.0.3.343.3314. The Australia
 number is what was most recently there: 61.2.9693.9366.

UNITED STATES
 8609 Six Forks Road
 Raleigh, NC 27615 U.S.A.
 1.800.843.9433
 919.872.3020

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: 61.2.9693.9366
 New Zealand: 64.0.343.3314
 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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