

PowerTrust Ultra Features

For Powerware 9390, 9315, and 9330 UPS

- UPS remote monitoring with Web-based reports and notification of critical alarms and corrective actions
- One (1) UPS preventive maintenance per year, including on-site inspection of batteries
- Individual battery monitoring equipment (CellWatch), installation, and startup
- Remote battery monitoring of Cellwatch system
- 7x24 parts and labor coverage for UPS and 10% partial battery replacements (optional)*
- Weekly online remote battery preventive maintenance reports with online access and notification of critical alarms and corrective actions
- Preferred customer service priority
- 30% discount on upgrades
- 7x24 technical support

Eaton offers the industry's most comprehensive coverage and premium service plans, with options tailored to your unique needs. Enjoy a new level of added confidence, knowing that your UPS and batteries are optimized for peak performance delivering continuous, high-quality power to your critical systems and applications.

Downtime is not an option. And just one bad battery can bring down an entire UPS system.

Talk to a Powerware Service Sales Representative today to ensure you have the most comprehensive protection for your UPS and batteries.

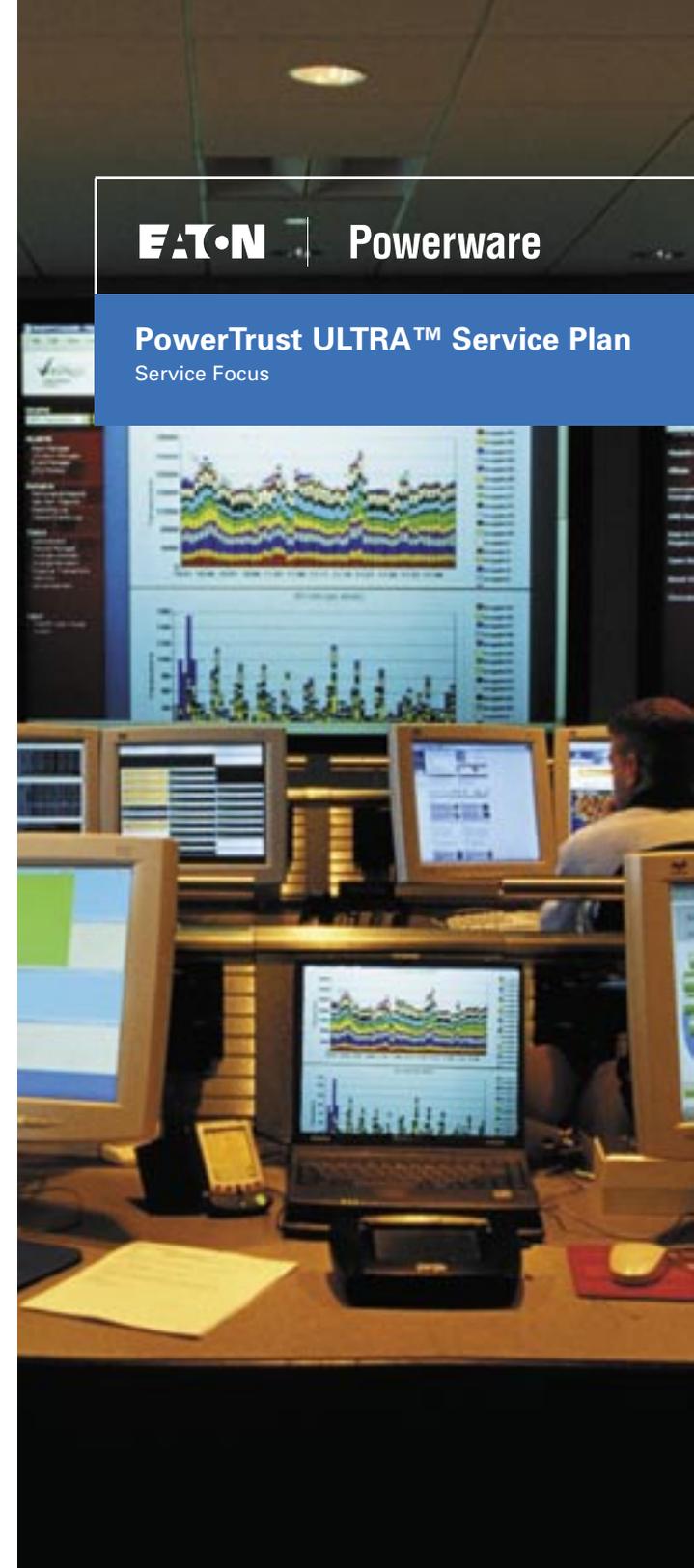


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PowerTrust ULTRA™ Service Plan
Service Focus

PowerTrust Ultra™ Service Plan

Quality service and quick response time are often the most sought-after features when selecting a UPS for mission-critical applications. PowerTrust Ultra is an integrated, 5-year service plan that combines bumper-to-bumper UPS and battery coverage (optional), remote monitoring, diagnostics, reporting, and preventive maintenance to keep your Powerware UPS system functioning at optimum levels at all times. It merges Eaton's comprehensive battery services with world-class UPS services that customers expect from their UPS manufacturer.

Benefits of PowerTrust Ultra

- Provides end-to-end system remote monitoring of both UPS electronics and batteries
- Reduces the costs associated with downtime potential, maintenance overtime costs, and the need for emergency, overnight shipping rates
- Covers UPS electronics with the option for 10% partial battery replacement coverage
- Leverages remote monitoring data collection and analysis to offer proactive services, reducing costs and increasing reliability



Preventive Maintenance

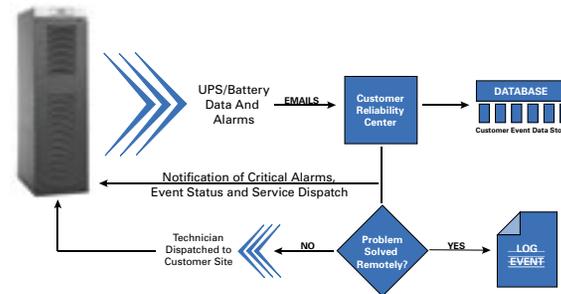
PowerTrust Ultra offers a single point of contact for end-to-end system monitoring, predictive analysis, and service of UPS and battery management services with Powerware factory-trained and certified experts. Technicians have access to the latest firmware and calibration software to ensure that UPS and batteries operate at maximum levels all of the time. Predicting failure in advance not only reduces UPS and battery downtime but also ensures optimal timing of full string battery replacements.

Remote Monitoring and Diagnostic Services

PowerTrust Ultra includes Powerware eNotify Remote Monitoring and Diagnostic Service with Web/SNMP cards and an email connection. eNotify features around-the-clock monitoring of over 100 UPS and battery alarms with technical experts available for immediate response—resolving many issues remotely. Monthly email reports provide detailed information on UPS and battery performance as well as alarm history.

Eaton Expertise

With over 40 years of industry experience, Eaton's Powerware services organization offers worldwide technical support and on-site technicians to back Powerware's UPS and batteries. The state of art Customer Reliability Center (CRC) is staffed around the clock and watches your entire system to make sure your systems stay up and business stays open.



One bad battery in a string can cause a downtime event and battery string level monitoring may not detect the problem early enough to prevent a load loss. Eaton's Powerware battery monitoring system monitors key performance indicators—temperature, float level, cycling impedance, voltage, and other factors—for each individual battery to provide adequate time to detect and replace a bad battery, mitigating the risk of downtime.

Corrective Maintenance

PowerTrust Ultra offers premium corrective maintenance coverage insuring bumper-to-bumper coverage if UPS or battery problems arise.

Cost Reductions

With 24x7 monitoring, PowerTrust Ultra can reduce the costs associated with load losses, potential maintenance overtime costs, and the need for emergency, overnight shipping rates. Discounts are offered on special replacement part kits, upgrades, and product enhancements.

Online Service History

With Eaton's PowerTrust Ultra plan, you will have access to your account information and site service records online. A history of the service that has been performed as well as recommended scheduled service calls is available to allow you to proactively plan for your UPS, battery, and monitoring equipment maintenance.

Maximum Availability through Dedicated Support

Delivering continuous support to a wide array of industry sectors including telecom, IT, industrial, financial, and government institutions, the Customer Reliability Center (CRC) handles up to 12,000 customer calls each month, offering Eaton's complete line of power system services 24 hours a day, seven days a week, 365 days a year. The Customer Reliability Center enables Eaton technical service representatives to perform remote monitoring and troubleshooting quickly and efficiently, deploying field technicians worldwide from one centralized location. Our technical staff is also available via telephone or email to respond to your product support questions and concerns.