



Powering Business Worldwide



SERVICE PART NUMBER: **W02D-PMB1**

Preventive Maintenance, Select 5-16 kVA Non-Parallel UPS, 2-Unit Minimum, USA, Normal Business Hours

Keep your UPS in peak condition! UPS systems with preventive maintenance are much less likely to experience downtime. Our comprehensive service helps prevent breakdowns, extend equipment lifespan and reduce your cost of ownership.

A Tripp Lite certified technician will visit your site, clean and inspect your UPS, test for functionality and check for adverse environmental conditions. At the conclusion of service, the technician will provide a written report detailing work completed and recommendations for any additional corrective action required.

FEATURES & BENEFITS

Includes:

- On-site service during normal business hours for select 5-16 kVA non-parallel UPS systems
- Travel and labor by Tripp Lite certified technician in USA (lower 48 states)
- Inspection, cleaning, evaluation and testing of UPS systems
- Recommendations to correct installation or environmental problems noted
- Detailed report of work completed and action items not covered by service
- Log of serial numbers and UPS locations to aid asset management

Important Notes:

- Customer must complete pre-work checklist before scheduling service
- Service is available for a minimum of 2 units within a 30-mile radius; order one service part per unit
- If service requires multiple days, they must be consecutive
- Does not include configuration of network management card/software

See Statement of Work for more information.

Questions about this Preventive Maintenance?



Call Us

+1 (773) 869-1776



Email a Service Specialist

techsupport2@eaton.com



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SERVICE SPECIFICATIONS

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| Service Type | Preventive Maintenance |
| Service Details | One-Time, On-Site Service |
| Product Coverage | Single-Phase UPS |
| Product Coverage Details | Select 5-16 kVA Non-Parallel UPS, 2-Unit Minimum |
| Scheduled Service Hours | Normal Business Hours (M-F, 9AM - 5PM) |
| Geographic Coverage | US (Lower 48 States) |
| Emergency On-Site Service | No |
| Preventative Maintenance | Yes |
| Number of Preventative Maintenance Visits | 1 |
| Travel Included | Yes |
| Labor Included | Yes |
| Parts Coverage | No |
| Battery Replacement Included | No |

Service availability varies by product and region. In addition, your product's warranty may include terms and conditions not described here. Refer to the warranty statement or contact Eaton for more information. More detailed information on UPS Services is available on Eaton's website.

<https://tripplite.eaton.com/support/services-3phase-ups>

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