Eaton Concurrent Services

Eaton single-phase UPSs come with factory warranty coverage (varies by model) that typically includes parts and labor for electronics, 7x24 Customer Reliability Center triage and 7x24 technical support access. To extend the term of the base factory warranty and expedite service delivery, you should recommend a concurrent service plan.



1. **Extended Warranty (Depot Exchange) recommended for UPSs below 5 kVA or non-hardwired units - return to factory for exchange.** When your customer notifies Eaton about a defective unit, Eaton ships a replacement unit overnight. Upon receipt of the new UPS, the customer returns the defective unit to Eaton via ground shipment. The freight for both units is paid by Eaton. There is a 7 year cap on depot exchange units from date of shipment , this effects all aftermarket depot exchange service plans.
2. **Onsite service and repair (Flex Plans) recommended for UPSs 5 kVA and above - upgrade 2 year factory warranty for 7x24 next day or 8-hour response for up to 5 years of onsite coverage.** Onsite service is a standard 7x24, next day or 8-hour (based on availability) response level of coverage – for detailed information, visit: www.eaton.com/upsservices

The following features can be added to guarantee unparalleled UPS performance:

- **Comprehensive coverage of the UPS and batteries**; if external (EBM) batteries exist coverage for EBM's must be purchased to match UPS coverage.
- **PredictPulse remote monitoring:** To learn more, activate or arrange a 90-day free trial of PredictPulse, visit Eaton.com/PredictPulse
- **Onsite startup**
- **Annual UPS and/or battery preventive maintenance**

Depot Exchange Concurrent Part Numbers

Part Numbers	Description	VA Range	Applicable UPS Models
5SW5Y-0949UC	5YR UPS, Ext Warranty Depot Exchange	1-950	5S. 5SC
5SW5Y-1399UC	5YR UPS, Ext Warranty Depot Exchange	951 - 1400	5S, 5SC
5SW5Y-1749UC	5YR UPS, Ext Warranty Depot Exchange	1401 - 1750	5S, 5SC
5SW5Y-0950UC	5YR UPS, Ext Warranty Depot Exchange	1 - 950	5P, 5PX
5SW5Y-1400UC	5YR UPS, Ext Warranty Depot Exchange	951 - 1400	5P, 5PX
5SW5Y-1750UC	5YR UPS, Ext Warranty Depot Exchange	1401 - 1750	5P, 5PX
5SW5Y-2500UC	5YR UPS, Ext Warranty Depot Exchange	1751 - 2500	5P, 5PX
5SW5Y-3000UC	5YR UPS, Ext Warranty Depot Exchange	2501 - 3000	5P, 5PX
5SW5Y-1750BC	5YR EBM, Ext Warranty Depot Exchange	1 - 2200	EBM for 5PX
5SW5Y-3000BC	5YR EBM, Ext Warranty Depot Exchange	2201 - 3000	EBM for 5PX
9SW3Y-0700UC	3YR UPS, Ext Warranty Depot Exchange	1 -700	9SX, 9PX, Ferrups non hard-wired
9SW3Y-1000UC	3YR UPS, Ext Warranty Depot Exchange	701 - 1000	9SX, 9PX, Ferrups non hard-wired
9SW3Y-1500UC	3YR UPS, Ext Warranty Depot Exchange	1001 - 1500	9SX, 9PX, Ferrups non hard-wired
9SW3Y-2200UC	3YR UPS, Ext Warranty Depot Exchange	1501 - 2000	9SX, 9PX, Ferrups non hard-wired
9SW3Y-2500UC	3YR UPS, Ext Warranty Depot Exchange	2001 - 2500	9SX, 9PX, Ferrups non hard-wired
9SW3Y-3000UC	3YR UPS, Ext Warranty Depot Exchange	2501 - 3000	9SX, 9PX, Ferrups non hard-wired, Ferrups FX

Depot Exchange Concurrent Part Numbers (cont.)

Part Numbers	Description	VA Range	Applicable UPS Models
9SW3Y-6000UC	3YR UPS, Ext Warranty Depot Exchange	3001 - 6000	9SX, 9PX, Ferrups non hard-wired
9SW3Y-11000UC	3YR UPS, Ext Warranty Depot Exchange	6001 - 11000	9SX, 9PX, Ferrups non hard-wired, 9PXM 8-slot
9SW3Y-18000UC	3YR UPS, Ext Warranty Depot Exchange	11001-20000	9SX, 9PX, Ferrups non hard-wired, 9PXM 12-slot
9SW3Y-3000BC	3YR EBM, Ext Warranty Depot Exchange	1 - 3000	EBMs for 9SX, 9PX, FERRUPS non hardwired, Ferrups FX
9SW3Y-18000BC	3YR EBM, Ext Warranty Depot Exchange	3001-18000	EBMs for 9PX, FERRUPS non hardwired, 9PXM EBC-8-slot or EBC-12- slot
9SW5Y-0700UC	5YR UPS, Ext Warranty Depot Exchange	1 - 700	9SX, 9PX, FERRUPS non hard-wired
9SW5Y-1000UC	5YR UPS, Ext Warranty Depot Exchange	701 - 1000	9SX, 9PX, FERRUPS non hard-wired
9SW5Y-1500UC	5YR UPS, Ext Warranty Depot Exchange	1001 - 1500	9SX, 9PX, FERRUPS non hard-wired
9SW5Y-2200UC	5YR UPS, Ext Warranty Depot Exchange	1501 - 2000	9SX, 9PX, FERRUPS non hard-wired
9SW5Y-2500UC	5YR UPS, Ext Warranty Depot Exchange	2001 - 2500	9SX, 9PX, FERRUPS non hard-wired
9SW5Y-3000UC	5YR UPS, Ext Warranty Depot Exchange	2501 - 3000	9SX, 9PX, FERRUPS non hard-wired, Ferrups FX
9SW5Y-6000UC	5YR UPS, Ext Warranty Depot Exchange	3001 - 6000	9SX, 9PX, FERRUPS non hard-wired
9SW5Y-11000UC	5YR UPS, Ext Warranty Depot Exchange	6001 - 11000	9PX, FERRUPS non hard-wired, 9PXM 8-slot
9SW5Y-18000UC	5YR UPS, Ext Warranty Depot Exchange	11001-20000	9PX, FERRUPS non hard-wired, 9PXM 12-slot
9SW5Y-3000BC	5YR EBM, Ext Warranty Depot Exchange	1 - 3000	EBMs for 9SX, 9PX, FERRUPS non hardwired, Ferrups FX
9SW5Y-18000BC	5YR EBM, Ext Warranty Depot Exchange	3001-18000	EBMs for 9PX, FERRUPS non hardwired, 9PXM 8-slot, 9PXM EBC-8-slot

Onsite Service Concurrent Part Numbers (Flex Plans)

Part Numbers	Description	VA Range	Applicable UPS Models
WFLN72XX-2509UC	2 YR UPS onsite 7x24 Next Day Response	1 - 2500	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WFLN72XX-6009UC	2 YR UPS onsite 7x24 Next Day Response	2501-6000	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WFLN72XX-11000UC	2 YR UPS onsite 7x24 Next Day Response	6001-11000	9PX, FERRUPS non hard-wired, 9PXM 8-slot
WFLN72XX-18000UC	2 YR UPS onsite 7x24 Next Day Response	11001-20000	9PX, FERRUPS, 9PXM 12-slot
WEBN72XX-7000BC	2 YR EBM onsite 7x24 Next Day Response	1 - 7000	EBMs for 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WEBN72XX-11000BC	2 YR EBM onsite 7x24 Next Day Response	7001-11000	EBMs for 9PX, FERRUPS non hardwired, 9PXM 8-slot, 9PXM EBC-8-slot
WEBN72XX-18000BC	2 YR EBM onsite 7x24 Next Day Response	11001-20000	EBMs for 9PX, FERRUPS, 12 Slot, 9PXM EBC-12-slot
WFL872XX-2509UC	2 YR UPS onsite 7x24 8 hr Response	1 - 2500	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WFL872XX-6009UC	2 YR UPS onsite 7x24 8 hr Response	2501-6000	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WFL872XX-11000UC	2 YR UPS onsite 7x24 8 hr Response	6001-11000	9PX, FERRUPS non hard-wired, 9PXM 8-slot
WFL872XX-18000UC	2 YR UPS onsite 7x24 8 hr Response	11001-20000	9PX, FERRUPS, 9PXM 12-slot
WEB872XX-7000BC	2 YR EBM onsite 7x24 8 hr Response	1 - 7000	EBMs for 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WEB872XX-11000BC	2 YR EBM onsite 7x24 8 hr Response	7001-11000	EBMs for 9PX, FERRUPS non hardwired, 9PXM 8-slot, 9PXM EBC-8-slot
WEB872XX-18000BC	2 YR EBM onsite 7x24 8 hr Response	11001-20000	EBMs for 9PX, FERRUPS, 12 Slot, 9PXM EBC-12-slot
WFLN73XX-2509UC	3 YR UPS onsite 7x24 Next Day Response	1 - 2500	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WFLN73XX-6009UC	3 YR UPS onsite 7x24 Next Day Response	2501-6000	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WFLN73XX-11000UC	3 YR UPS onsite 7x24 Next Day Response	6001-11000	9PX, FERRUPS non hard-wired, 9PXM 8-slot
WFLN73XX-18000UC	3 YR UPS onsite 7x24 Next Day Response	11001-20000	9PX, FERRUPS, 9PXM 12-slot
WEBN73XX-7000BC	3 YR EBM onsite 7x24 Next Day Response	1 - 7000	EBMs for 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WEBN73XX-11000BC	3 YR EBM onsite 7x24 Next Day Response	7001-11000	EBMs for 9PX, FERRUPS non hardwired, 9PXM 8-slot, 9PXM EBC-8-slot
WEBN73XX-18000BC	3 YR EBM onsite 7x24 Next Day Response	11001-20000	EBMs for 9PX, FERRUPS, 12 Slot, 9PXM EBC-12-slot
WFL873XX-2509UC	3 YR UPS onsite 7x24 8 hr Response	1 - 2500	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WFL873XX-6009UC	3 YR UPS onsite 7x24 8 hr Response	2501-6000	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WFL873XX-11000UC	3 YR UPS onsite 7x24 8 hr Response	6001-11000	9PX, FERRUPS non hard-wired, 9PXM 8-slot
WFL873XX-18000UC	3 YR UPS onsite 7x24 8 hr Response	11001-20000	9PX, FERRUPS, 9PXM 12-slot
WEB873XX-7000BC	3 YR EBM onsite 7x24 8 hr Response	1 - 7000	EBMs for 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WEB873XX-11000BC	3 YR EBM onsite 7x24 8 hr Response	7001-11000	EBMs for 9PX, FERRUPS non hardwired, 9PXM 8-slot, 9PXM EBC-8-slot
WEB873XX-18000BC	3 YR EBM onsite 7x24 8 hr Response	11001-20000	EBMs for 9PX, FERRUPS, 12 Slot, 9PXM EBC-12-slot
WFLN75XX-2509UC	5 YR UPS onsite 7x24 Next Day Response	1 - 2500	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WFLN75XX-6009UC	5 YR UPS onsite 7x24 Next Day Response	2501-6000	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WFLN75XX-11000UC	5 YR UPS onsite 7x24 Next Day Response	6001-11000	9PX, FERRUPS non hard-wired, 9PXM 8-slot
WFLN75XX-18000UC	5 YR UPS onsite 7x24 Next Day Response	11001-20000	9PX, FERRUPS, 9PXM 12-slot
WEBN75XX-7000BC	5 YR EBM onsite 7x24 Next Day Response	1 - 7000	EBMs for 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WEBN75XX-11000BC	5 YR EBM onsite 7x24 Next Day Response	7001-11000	EBMs for 9PX, FERRUPS non hardwired, 9PXM 8-slot, 9PXM EBC-8-slot

Depot Exchange Concurrent Part Numbers (cont.)

Part Numbers	Description	VA Range	Applicable UPS Models
WEBN75XX-18000BC	5 YR EBM onsite 7x24 Next Day Response	11001-20000	EBMs for 9PX, FERRUPS, 12 Slot, 9PXM EBC-12-slot
WFL875XX-2509UC	5 YR UPS onsite 7x24 8 hr Response	1 - 2500	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WFL875XX-6009UC	5 YR UPS onsite 7x24 8 hr Response	2501-6000	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WFL875XX-11000UC	5 YR UPS onsite 7x24 8 hr Response	6001-11000	9PX, FERRUPS non hard-wired, 9PXM 8-slot
WFL875XX-18000UC	5 YR UPS onsite 7x24 8 hr Response	11001-20000	9PX, FERRUPS, 9PXM 12-slot
WEB875XX-7000BC	5 YR EBM onsite 7x24 8 hr Response	1 - 7000	EBMs for 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
WEB875XX-11000BC	5 YR EBM onsite 7x24 8 hr Response	7001-11000	EBMs for 9PX, FERRUPS non hardwired, 9PXM 8-slot, 9PXM EBC-8-slot
WEB875XX-18000BC	5 YR EBM onsite 7x24 8 hr Response	11001-20000	EBMs for 9PX, FERRUPS, 12 Slot, 9PXM EBC-12-slot

Add on Services

Part Numbers	Description	VA Range	Applicable UPS Models
0005NXXX-6009UC	Onsite UPS PM 7x24, First Unit	1 - 6000	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
0005NXXX-11000UC	Onsite UPS PM 7x24, First Unit	6001-11000	9PX, FERRUPS non hard-wired, 9PXM 8-slot
0005NXXX-18000UC	Onsite UPS PM 7x24, First Unit	11001-20000	9PX, FERRUPS, 9PXM 12-slot
0005N2XX-6009UC	Onsite UPS PM 7x24, Second Unit	1 - 6000	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
0005N2XX-11000UC	Onsite UPS PM 7x24, Second Unit	6001-11000	9PX, FERRUPS non hard-wired, 9PXM 8-slot
0005N2XX-18000UC	Onsite UPS PM 7x24, Second Unit	11001-20000	9PX, FERRUPS, 9PXM 12-slot
AS00NXXX-6009UC	Scheduled UPS Assembly Service 7x24	1 - 6000	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
AS00NXXX-11000UC	Scheduled UPS Assembly Service 7x24	6001-11000	9PX, FERRUPS non hard-wired,
AS00NXXX-18000UC	Scheduled UPS Assembly Service 7x24	11001-20000	9PX, FERRUPS FX
SU05NXXX-6009UC	Onsite 1P UPS Startup 7x24, First Unit	1 - 6000	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
SU05NXXX-11000UC	Onsite 1P UPS Startup 7x24, First Unit	6001-11000	9PX, FERRUPS non hard-wired, 9PXM 8-slot
SU05NXXX-18000UC	Onsite 1P UPS Startup 7x24, First Unit	11001-20000	9PX, FERRUPS, 9PXM 12-slot
SU052XXX-6009UC	Onsite 1P UPS Startup 7x24, Second Unit	1 - 6000	5P, 5PX, 9SX, 9PX, FERRUPS, Ferrups FX
SU052XXX-11000UC	Onsite 1P UPS Startup 7x24, Second Unit	6001-11000	9PX, FERRUPS non hard-wired, 9PXM 8-slot
SU052XXX-18000UC	Onsite 1P UPS Startup 7x24, Second Unit	11001-20000	9PX, FERRUPS, 9PXM 12-slot

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