# Don't toss it –
# Ship It
## to Eaton

# Eaton UPSgrade Program

## Program at a Glance

### Take advantage of the Eaton UPSgrade program when replacing your old UPS.

Let Eaton handle recycling and disposal of your old units. We even take care of the shipping to the recycling center. Certain products are not eligible. Please see the list of products that do not apply:

UPSgrade Excludes: **3-Phase:** 9355, 93E, 93PM, 9395, 3 Phase Power Distribution (PDU, RPP, STS, EMS,) and BladeUPS; **Non-UPS products:** Rack PDU (ePDU), Eclipse Surge and other surge devices, Racks/Enclosures and accessories, network connectivity solutions (not installed in a UPS), Replacement Batteries/Battery Packs.

## UPSgrade terms and conditions:

### Entitlement

There is no limit to the number of old UPS's that each customer can trade in. UPSgrade is also available on equivalent competitors offering.

### Packing Instructions for the UPS being sent back to EATON

For EATON Pick-Up:

- Customer shall disconnect the batteries and pack the UPS for easy pick-up by EATON's shipping agent at the scheduled time. ‡
- The EATON shipping agent will only accept UPS that are preboxed in accordance with the specifications set out on the shipping page.
- The customer must label the return UPS container with the customer contact details as well as the unique authorization number in order to validate their claim. This information is provided in the acknowledgement e-mail by EATON.
- Dimensions and weight of preboxed UPS must be specified prior to issuing labels
- Larger requests over 150lbs or request with multiple UPS must be palletized and wrapped for transportation. Dimensions and weight must be provided prior to scheduling.

For any questions contact **UPSparts@Eaton.com** or call **(800) 356-5737** Opt 3

### Warranties

In the event any of the above warranties is breached, Customer agrees to indemnify, defend and hold harmless EATON, its officers and employees from and against all third party demands for any loss, claims, actions, damages, liabilities, costs and expenses (including legal fees) relating to or arising from such breach.

For any questions contact **DITTechsupport@eaton.com** or call **(800) 356-5737** Opt 2, Opt 1, Opt 1

**FATON**
*Powering Business Worldwide*

POWER *ADVANTAGE* ®
Partner Program

## ⚠ IMPORTANT NOTE

UPSgrade requests are **ONLY** available for deals that you have marked as having won in the PA portal. If you do not have any registered deals that are marked as Won, you will not see the option to request an UPSgrade for any deals.

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## STEP 1 - LOGIN AND NAVIGATE TO VIEW REGISTERED DEALS

Visit the PowerAdvantage® website at **www.poweradvantage.eaton.com** and register for the program if you have not already done so. Login to the site and click "View Registered Deals" under the Deal Registration tab on the blue menu bar.
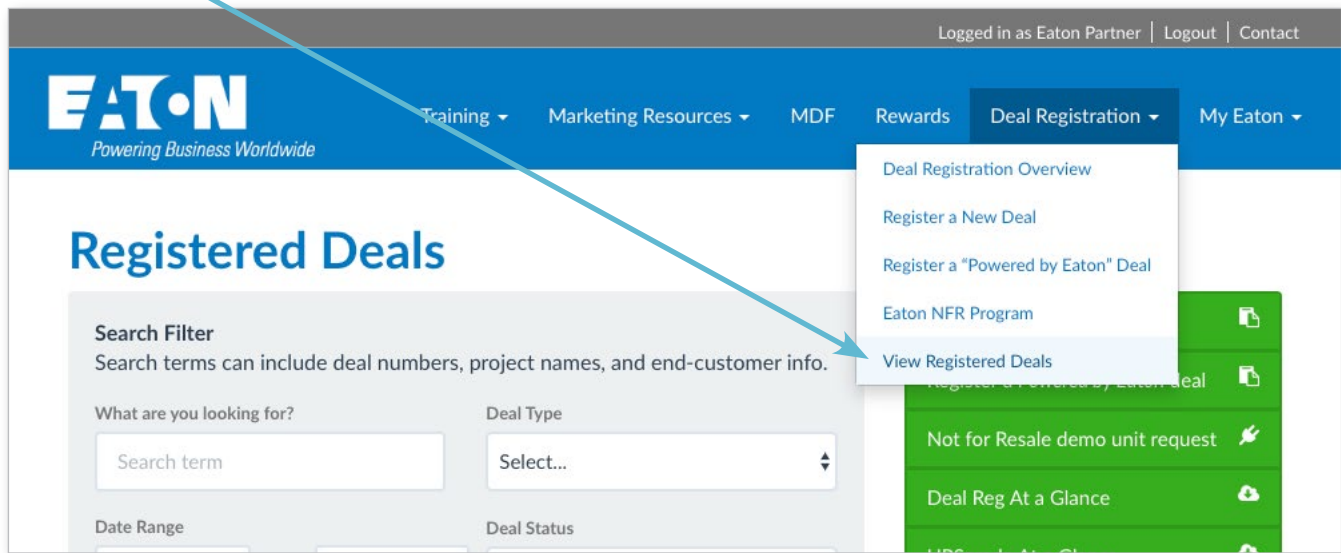


## STEP 2 - FIND A DEAL THAT YOU HAVE WON THAT YOU WISH TO REQUEST AN UPSGRADE FOR

UPSgrade requests are only available for deals that you have marked as having won. If you have previously updated the status of a deal to "Won" and see the option to UPSgrade in your list of deals, skip to Step 4.

Otherwise, use the filters to search for your deal select a deal from the list that you wish to work with and click the Update button.
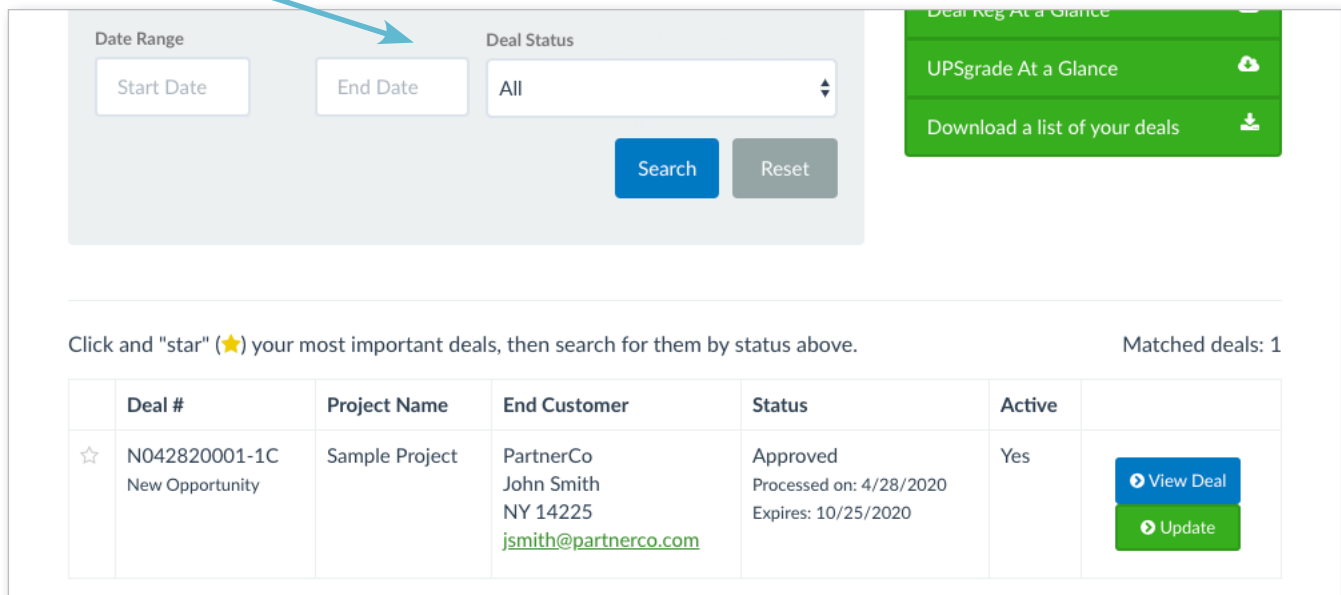
## STEP 3 - MARK THE DEAL AS WON

A detail view will open where you can mark the deal as won or lost. Click "Won" and add an optional comment. Finally, click to close this view.



## STEP 4 - REQUEST UPSGRADE

On the list of registered deals, you should see an UPSgrade button for the deal that you marked as Won. Click to open the UPSgrade request form.
If you do not see your deal, use the filters to show either All deals or deals with a status of Won.

# STEP 5 - COMPLETE THE UPSGRADE REQUEST FORM

When the UPSgrade view opens, complete the form to request a return label.  Some fields in the "Return Package From" area may be pre-filled but check to make sure all the information is correct.  Note that the email address entered here is where the return label will be sent to.



Complete the Package and Shipment Details section.  Enter the item description and weight for each package being shipped and click Add.



When all information has been entered, click Save to close the UPSgrade request view.  At this point, the request process is complete and the return label will be generated and sent to the email address entered in the request form.