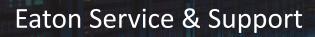
Critical Power Solutions Division



UPS & Battery Services



Uniquely positioned to offer advanced, product based solutions, to support your uninterruptible power supply needs.

24 Hour Emergency Service | **\$** 1-800-843-9433

UPS Start-Up Services

- Startup and Commissioning
- Installation Support & Supervision
- Training (Factory and Onsite)
- Power Quality Testing and Monitoring
- Load Bank Testing
- Infrared Scanning

Advanced Support

- Regional Technical Support Engineers Available 24/7
- 24/7 Call Center
- 24/7 Parts Center

Upgrades & Monitoring

- KVA Upgrades
- Power Factor Upgrades
- Capacitor Upgrades
- eNotify Remote Monitoring Service
- Power Vision and Web Cards

Power Distribution - Switchgear Services

- Over 400 PDS Service & Consulting Personnel
- Circuit Breaker / Relay Testing
- Transformer Testing
- Switchgear Preventative Maintenence
- PLC Control and Load Shedding
- Generator & Motor Control
- Retrofits / OEM Replacement / Upgrades

UPS & Battery Maintenence Coverage

- 7x24 Emergency Response
- UPS Preventative Maintenence
- Full Labor and Parts Coverage
- Battery Testing and Replacement
- Authorized Firmware Upgrades

Onsite Support

- Over 200 Customer Support Engineers
- Strategically Located in the United States
- Factory Trained Technicians
- Factory Authorized Parts
- Local Parts' Inventories
- UPS and Battery Service History and Analysis

Eaton

- Eaton Technicians have Direct Access to Manufacturing and Engineering
- Switchgear Sales and Service Division
- Eaton UPS Brand Names Include Exide, Best Power, IPM and Deltec

Power Distribution - Consulting / Advising

- Power System Studies, Design & Analysis
- Arc Flash Studies and Training
- Power Quality / Harmonic Analysis
- New Substation Design & Construction
- Ground Grid Design & Testing
- Power System Audit & Efficiency Studies



Eaton UPS & Battery Services

Strategic Locations in the United States for Local Customer Support

Contact:

R.C. Merchant & Co., Inc. 23735 Research Drive Farmington Hills, MI 48335 Mollie Merchant mmerchant@rcmerchant.com 248-476-4600