

Eaton lighting services

Service contract vs warranty



Eaton Lighting Services service contracts provide assistance through the network of national technicians. With a national presence that entails a broad network of experience with complex systems, Eaton is able to assist with anything from system improvements to recommendations for future layouts to training classes. Service contracts provide additional support to cover the system support opportunities that arise during a lighting system's lifetime. By utilizing a centralized remote team located in our Georgia office, Eaton is able to provide remote support for the majority of systems.

Remote Support and Programming

Remote support allows Eaton to leverage the first available technician from anywhere across the US to log into a customer's system and update/diagnose an issue. This national network of technicians allows for quicker response times and faster time to resolution. This allows service contract onsite support days to be utilized for more critical applications or possible emergency situations. Remote programming is limited to systems where network is enabled, these types of scheduled support items require additional detail to determine the scope of the change and type of change required.

Technical Phone Support

Eaton provides technical phone support as standard with all system sales. To contact technical phone support call 1-800-553-3879. Whether you have a service contract or a standard warranty, our technical phone support team is here to help.

Onsite Support

Eaton certified technician will provide support at the customer site. This onsite support is best suited for more complex configuration changes, systems without remote access and system audit work.

continued



Powering Business Worldwide

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Table

The table below shows what items are covered in the cost of the warranty vs. the service contracts.

○ denotes an additional charge would be required.

● means it is covered.

Support item	Covered	
	Warranty	Service Contract
Technical Phone Support	●	●
Remote Programming	○	●
Onsite Support*	○	●
Warranty Material Replacement	●	●
Labor Covered for Warranty Replacement	○	●
System Audit*	○	●
Customer Site or Remote Training	○	●
Emergency Response*	○	●
Travel Included in Pricing*	○	●

*Number of days available for onsite support varies by plan.

FAQs

Q: Is the factory warranty still valid if a service contract is not purchased?

A: Yes, the factory warranty will still be valid regardless of whether a service contract is purchased per the standard terms and conditions of sale.

Q: What is the difference between Technical Phone Support and Remote Programming?

A: Technical Phone Support walks through troubleshooting of system issues while Remote Programming provides the capability for system profile changes.

Q: Does buying an extended warranty offer the benefits of a service contract?

A: No, an extended warranty provides a longer timeframe for the standard warranty terms. The warranty terms remain consistent with the standard terms and conditions of sale unless explicitly stated by Eaton.

Q: Can service contracts be tailored to our sites' specific needs?

A: Yes, each service contract can be customized for a user's unique requirements.



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 Printed in USA
 Publication No. SP503005EN
 December 19, 2016

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