



Powering Business Worldwide

November 19th, 2025

Santa Barbara Sheriff
4434 Calle Real
Santa Barbara, CA 93110

Re: Eaton UPS Equipment

Dear Ms. Farley,

For your records and information: As the original equipment manufacturer (OEM), and an ISO9001 certified supplier, Eaton Corporation (formerly: "Eaton Electrical Inc." and "Powerware") is the provider of factory-supported, factory trained, factory authorized and factory certified service for your critical UPS (Uninterruptible Power Supply) equipment. We also partner with our manufacturer's agents to offer our services.

Eaton offers power quality services for its UPS products, as well as for related equipment such as power distribution units (PDUs), batteries, alternative energy devices and Cutler-Hammer switchgear.

Eaton is the only authorized provider of service support with the Eaton developed proprietary service software for 3-phase Eaton UPS products. Eaton does not train, certify or support independent third party service providers to deliver or service Eaton UPS and power quality products.

No other service supplier is authorized to possess Eaton proprietary (copyrighted) software, repair documentation, processes or materials. Eaton's manufacturer's representative for Southern California is Ramtek. Ramtek quotes Eaton services on our behalf.

Advantages to buying UPS services from Eaton include:

- Eaton trains its 240 field technicians to be experts on the products it built 15 years ago and builds today.
- Parts are stocked with the field technicians to maximize our first time fix rate and resolve problems fast.
- Eaton provides firmware updates included with contract during scheduled maintenance.
- When emergencies occur our customer support and field service employees will professionally diagnose and resolve your problem.
- Eaton has a 7x24 Customer Reliability Center to answer your calls and technical support, and a 7x24 parts logistics and remote monitoring team to ship parts and respond to critical alarms globally.
- Preventive maintenance allows our techs to thoroughly test, inspect for worn parts, install firmware updates and calibrate when needed so the UPS meets Eaton's most current operating specification.
- Safety and insurance resources to protect you against the unexpected: every field technician has the OSHA, IEEE and NFPA tools, personal protection equipment and training to comply with arc flash and electrical safety so you, your employees and Eaton employees avoid unsafe conditions.

Eaton Corporation



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- Eaton is committed to flawless service execution: We survey every customer for satisfaction, drive continuous improvements and employ Six Sigma and Eaton Quality programs.

Eaton puts all of our replacement parts through a thorough testing regiment to insure quality. Eaton is the only immediate source for original equipment parts.

Should you have further questions, or need further assistance of any kind, please do not hesitate to call on me. Thank you for this opportunity to be of service.

Sincerely,

Robert Bokma
Western Regional UPS
Service Sales Manager
Eaton Corporation
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RobertPBokma@eaton.com