

Contact us

Online
Chat!

8am to
6pm EST

EatonCare/GCSS Contact List

Pre-sales support 800.356.5794

Product and Contact Order Management Services

Phone: Menu option 1

Fax: 800.565.3969

E-mail: OrderEntryPowerQuality@Eaton.com

Hours: 8am to 6pm EDT, Monday through Friday

Sales Engineering Services

Phone: Menu option 2

Fax: 828.651.0544

E-mail: InsideSalesEngineerUPS@eaton.com

Chat: www.eaton.com/chat

Hours: 8am to 6pm EDT, Monday through Friday

Stock Returns/Exchanges (non warranty)

Phone: Menu option 4

Fax: 619.661.7562

E-mail: SalesRMA@eaton.com

Hours: 11am to 6pm EDT, Monday through Friday

Post-sales support 800.356.5737

Field Support Scheduling Services

Phone: Menu option 1

Fax: 919.654.7145

E-mail: SinglePhaseServiceSupport@eaton.com

Hours: 24x7x365

Online Field Service Scheduling Services

Web: www.eaton/mysupport.com

Technical Support Services

Phone: Menu option 2

E-mail: SinglePhaseTS@eaton.com

Hours: 8am to 7pm EDT, Monday through Friday
(After-hours calls route to 24x7 scheduling services)

Battery and Parts/RMA Order Management Services

Phone: Menu option 3

Fax: 919.431.6350

E-mail: GSLCparts@eaton.com

Hours: 8am to 5:30pm EDT, Monday through Friday
(After-hours calls route to 24x7 scheduling services)

Batteries Order Management Services

Phone: Menu option 4

Fax: 919.431.6220

E-mail: BatteryOrder@eaton.com

Hours: 7am to 7pm EDT, Monday through Friday

Contract Renewal Order Management Services

Phone: Menu option 5

Fax: 800.228.1899

E-mail: InsideServiceSales@eaton.com



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