Eaton 9355 UPS
10–30 kVA

Scalable. Compact. Flexible.



Powering Business Worldwide

Agility, scalability and space efficiency—with greater standard runtime

The Eaton 9355 is a small-size, three-phase uninterruptible power system (UPS) that delivers superior power protection for the ever-expanding loads in today's space-constrained data centers.

The double-conversion topology of the 9355 means that it protects IT infrastructure from all of the most common power problems to give data center managers greater peace of mind. The 9355 also offers an industry-leading combination of flexibility, scalability and power density—all in an innovative, high-efficiency package.



The 9355's sleek, end-of-row tower design is available in 10 kVA and 20 kVA configurations, upgradeable to 15 kVA and 30 kVA, respectively, and offers the smallest footprint of any comparable UPS. Standard internal batteries often eliminate the need for costly and space-consuming external battery cabinets.



An on-board power distribution module gives data center managers additional flexibility by helping to preserve valuable rack space and making the rack-based environment truly plug and play. This module can be configured for hardwired output or with a variety of output receptacles, reducing site preparation and installation expenses.



Up to four 9355 UPSs can be paralleled for either redundancy or extra capacity using Eaton's patented Powerware Hot Sync paralleling technology. Powerware Hot Sync also enables wireless paralleling in the event of a communications failure, providing the industry's only truly redundant paralleling solution.

The 9355's space-efficient design and outstanding performance and reliability make it perfect for corporate, telecom, healthcare, banking, industrial and retail applications. Combined with Eaton's world-class warranty and service plans, expert technical support and broad selection of options—and backed by 40 years of R&D excellence—the 9355 UPS is the ideal power protection solution for small data centers.

Product snapshot

Power rating:	10, 15, 20 and 30 kVA at 0.9 power factor (three-phase)
Form factor:	Small-footprint tower, black
Topology:	Double conversion
Battery backup:	Up to 22 minutes typical, extendable up to three hours
Input voltage:	208/120 V or 220/127 V
Output voltage:	208/120 V or 220/127 V 480 V: 120/208 V or 600 V: 120/208 V with input isolation transformer (at 60 Hz only)
Frequency:	50/60 Hz auto-sensing
Dimensions:	10 kVA and 15 kVA two-high configuration: 32.2" H x 12.0" W x 32.5" D 10 kVA and 15 kVA three-high configuration: 47.8" H x 12.0" W x 32.5" D 20 kVA and 30 kVA: 66.0" H x 20.0" W x 34.0" D

Eaton 9355 UPS features and benefits

- Compact tower form factor offers up to 75% smaller footprint and 13% more power capacity than comparable UPSs for industry-leading power density
- All-in-one design with internal batteries and integrated power distribution module with maintenance bypass switch delivers a complete power protection solution in one box for simplified installation
- Double-conversion topology provides complete power protection, isolating valuable IT equipment from most common power problems
- High 0.9 output power factor for more real power in less space
- Internal batteries on all standard configurations support up to 350% more runtime than comparable UPSs
- Scalable 10 kVA and 20 kVA configurations can be upgraded to provide 50% more power without additional hardware
- On-board, plug-and-play power distribution module allows for hardwired output and 15 different output receptacle options, enhancing flexibility and reducing installation costs
- Patented Powerware Hot Sync paralleling technology enables paralleling of up to four 9355 UPSs for additional capacity or redundancy
- Microprocessor-controlled ABM technology with innovative three-stage charging technique extends the useful life of UPS batteries and optimizes battery recharge time
- Power management software suite includes applications for remote UPS monitoring, management and shutdown to help ensure system and data integrity





10 kVA or 15 kVA



20 kVA or 30 kVA with additional extended runtime cabinet

Premium power protection

With the 9355 UPS, data center managers can safely eliminate the effects of electrical line disturbances and guard the integrity of their systems and equipment. The 9355 is a true double-conversion, three-phase system that can be used to prevent loss of valuable electronic information and minimize equipment downtime.

- The 9355 UPS continually monitors incoming electrical power and removes the surges, spikes, sags and other irregularities that are inherent in commercial utility power
- Working with a building's electrical system, the 9355 UPS supplies the clean, consistent power required by sensitive electronic equipment for reliable operation
- During brownouts, blackouts and other power interruptions, internal batteries provide emergency power to safeguard operation

Self-diagnosis
The 9355 UPS constantly monitors its own operation—such as voltage, temperature and function of internal components—and sends an alarm or takes action if it detects a potential problem.

Self-correction
If the 9355 UPS senses a problem, it instantly transfers the power path to a bypass source with zero interruption in power. When the alarm condition passes, the 9355 automatically reverts from bypass to normal power.

The 9355 UPS features a four-button graphical LCD that provides useful information such as load status, events, measurements and settings.

Advanced battery management

The 9355 UPS offers innovative technologies to maximize the health and service life of its internal and external batteries.

- ABM technology uses a unique three-stage charging technique that significantly extends battery service life and optimizes recharge time when compared to traditional trickle charging
- Temperature-compensated charging monitors battery temperature and adjusts the charge rate accordingly, which properly charges the battery and greatly extends battery life
- An integrated battery management system tests and monitors battery health and remaining lifetime, providing user notification to guide preventive maintenance

Eaton's UPS batteries are field replaceable. One person, working alone, can easily replace a battery without disrupting data center operations or power to protected equipment.

Maximum runtime, minimum footprint

The 9355 UPS provides industry-leading power density and a 75% footprint reduction versus comparable UPS solutions. All standard 9355 configurations incorporate internal batteries to provide up to 350% more runtime and offer 13% more capacity at equivalent VA ratings. Extended runtime allows the 9355 UPS to power this extra capacity nearly four times longer without additional hardware, eliminating the need for costly and space-consuming external battery cabinets.

Standard 10 kVA and 20 kVA capacity models can also be upgraded to 15 kVA and 30 kVA, respectively, providing 50% more power without additional hardware and no increase in footprint.

The 9355's small footprint requires only three to six square feet of floor space, enabling easy data center space-planning and preserving valuable raised-floor real estate.

Industry-leading scalability and redundancy

Today's critical applications require redundancy for ultimate reliability—and the 9355 UPS delivers. Eaton's innovative Hot Sync technology and optional maintenance bypass parallel tie cabinet work together with the 9355 to provide an advanced, cost-effective UPS paralleling system.

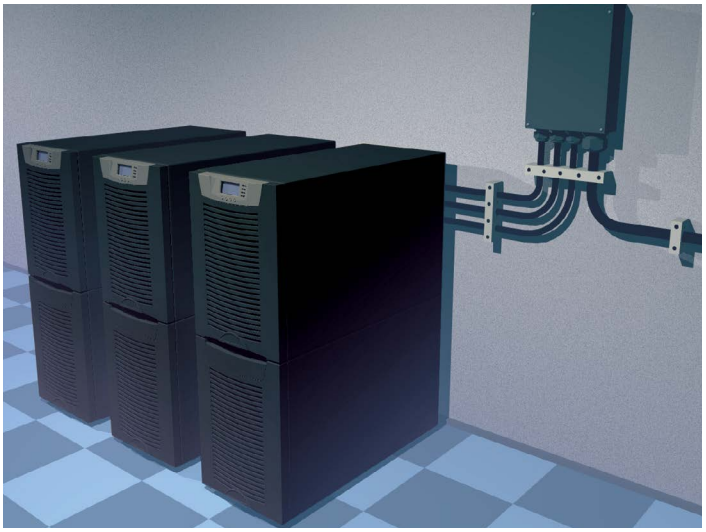
The patented Hot Sync technology enables system load sharing, allowing any UPS module in the system to serve as a backup for any other module. Hot Sync's wireless paralleling capability also ensures system stability in the event of a communications failure.

Using a wall-mounted maintenance bypass parallel tie cabinet, data center managers can easily parallel up to four 9355 UPSs for either redundancy or capacity. UPSs can be quickly added to the pre-installed parallel tie cabinet and brought online in minutes, and individual UPSs can be isolated and swapped out for maintenance—significantly reducing installation and maintenance expenses.

Most other paralleling systems on the market use a top-down configuration in which the master fails when any subsidiary module fails. With Eaton's unique approach, each UPS is independent, yet synchronized with the others, to prevent any single point of failure and help eliminate costly downtime.

Additional paralleling benefits include:

- Scalability, from 15 kVA to 60 kVA or 30 kVA to 120 kVA using one parallel tie cabinet
- N+3, N+2 or N+1 redundancy, from 10 kVA to 90 kVA in a compact footprint—typically in a smaller footprint than a single large UPS
- Redundant battery systems, with each parallel UPS containing its own internal batteries

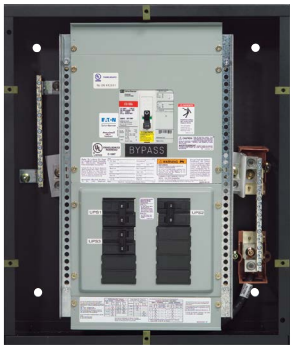


Up to four 9355 UPSs can be paralleled for capacity or redundancy—typically in a smaller footprint than a single large UPS

Parallel tie cabinet



Front



Rear

Power distribution

Flexible, integrated power distribution

An on-board power distribution module (PDM) gives the 9355 UPS the flexibility necessary to adapt to the diverse and continually changing data center environment. This integrated PDM allows data center managers to preserve valuable rack space.

The PDM can be configured to feature a user-selectable mix of NEMA® and IEC output receptacles, helping to reduce site preparation and installation costs. These high-density, high-amperage receptacles support blade servers, network switches and other power-hungry IT equipment.

The PDM's circuits are clearly labeled while branch circuit breakers provide branch circuit protection and on/off operation for groups of receptacles. Other features include a maintenance bypass switch that allows the data center manager to service the 9355 UPS without shutting down the connected loads to increase availability, reduce mean time to repair and maintenance costs, and lower total cost of ownership.

Simplified rack-based power distribution options

The 9355's on-board PDM is compatible with Eaton's enclosure power distribution units (PDUs), providing maximum flexibility in distributing power throughout the facility or data center.

Rack PDUs are available in space-saving 0U-vertical and 1U-horizontal configurations, making them ideal for high-density rack environments.

Rack PDUs allow users to meter, monitor, switch, sequence and manage branches or individual outlets.



Integrated PDM



Rack PDUs simplify power distribution by reducing the number of cables to manage and the distribution points to monitor

Additional 9355 UPS options

Options cabinets

For maximum flexibility, Eaton offers four options cabinet models for the following applications:

- Options cabinet with a maintenance bypass switch (MBS) that provides wrap-around bypass for UPS maintenance or service without shutting down the load
- Options cabinet with both MBS and input isolation transformer that allows operation from a 208 V, 480 V or 600 V, 60 Hz source (input transformer in single-feed systems or bypass transformer in dual-feed systems)
- Options cabinet for dual-feed systems that provides a second input from a 208 V, 480 V or 600 V, 60 Hz source
- Options cabinet with an output isolation transformer for 480 V loads

Wall-mount maintenance bypass panels

Eaton offers a comprehensive line of optional wall-mounted maintenance bypass panels (MBPs) compatible with the 9355 UPS. The wall-mounted bypass panel is used to bypass the UPS during maintenance or servicing, providing wrap-around bypass for UPS service without shutting down the load. And for more flexible power distribution, these MBPs can be equipped with surge protection and provisions for 36 poles of distribution utilizing Eaton's breakers.

Proven warranty and support services

Customers consistently rank Eaton services No. 1 in quality. Eaton's comprehensive, world-class service solutions are designed to improve costs, uptime, reliability, power quality and safety. And with 300+ customer service engineers in North America and 1,200 international authorized service providers, Eaton has more service personnel than any other UPS manufacturer.

The standard factory warranty covers:

- System warranty: One year parts / 90 days labor
- Battery warranty: Two years parts / 90 days labor

Each 9355 UPS comes with standard 5x8 factory-authorized startup service and 5x8 service support, including labor for 12 months (contiguous U.S. locations only).

Extensive service options for enhanced reliability

For support beyond the warranty period, Eaton offers enhanced service options including on-site startup, corrective and preventive maintenance, battery solutions, training, remote monitoring and factory spare parts and upgrades. Customizable three-phase UPS services packages allow customers to select the plan that provides the right combination of system uptime, convenience and value.

Service plans

Eaton 9355 UPS service plans	PowerTrust Value	ProActive	PowerTrust	PowerTrust Preferred	Flex contracts
Parts and labor for electronics	●	●	●	●	Custom service contracts
Parts and labor for batteries	○	○	○	○	
5x8 on-site corrective maintenance	●				
7x24 on-site corrective maintenance		●	●	●	
Next business day response	●				
Eight-hour response		●	●	●	
Four-hour response (where available)		○	○	○	
Two-hour response (where available)		○	○	○	
5x8 UPS preventive maintenance visit	One per year	○	One per year		
7x24 UPS preventive maintenance visit	○	One per year	○	Two per year	
Battery preventive maintenance visit	○	○	One per year	Two per year	
PredictPulse remote monitoring service	●	●	●	●	
Discounted spare parts kit, T&M and upgrades		30%	30%	30%	

● Included feature
○ Optional

Connectivity and manageability

Enhanced communication capabilities

The 9355 UPS is equipped with a variety of standard communications features for network connectivity and remote management applications, including:

- RS-232 serial port
- Two X-Slot communication bays
- Relay output contacts
- Two programmable signal inputs
- Remote emergency power-off (REPO)
- Remote monitoring device (RMD)

Easy network connectivity and monitoring

Industrial Gateway-X2 card (INDGW-X2)
The INDGW-X2 integrates SNMP, HTTP/Modbus® and BACnet capabilities while supporting gigabit-speed networks for broad compatibility and compliance with gigabit-only data centers. It includes enhanced cybersecurity aligned with UL 2900-1 and IEC 62443-4-2 standards—featuring stronger encryption, configurable password policies and X.509 PKI. Additional features include a battery-backed real-time clock with NTP synchronization, expanded memory for improved performance and data storage, advanced management through a RESTful API over HTTPS and secure SMTP for reliable email alerts.

X-Slot industrial relay card
The X-Slot industrial relay card provides Form C relay contacts (5 A at 250 V) for integrating UPS units into security and alarm systems and delivering signal information to remote monitoring devices. It supports SNMP, HTTP, SMTP, WAP and Telnet, and features a terminal block design for manual wire connections. The terminal block supports 250 Vac or 30 Vdc at 5 A with a wire size range of 16–24 AWG.

Relay interface cards
The relay interface card for the X-Slot enables remote UPS shutdown and provides isolated dry-contact Form C relay outputs for utility failure, low battery, UPS alarm/OK and on bypass.

EMP 2
The Environmental Monitoring Probe Gen 2 (EMP 2) offers temperature, humidity and dry-contact monitoring, while adding support for daisy-chaining up to three probes per host for greater top-to-bottom rack-level data. The EMP 2 also monitors two user-provided contact devices, such as smoke detectors or open door sensors, and can be placed up to 50 meters from the network card using standard CAT5 cabling.



Power Xpert® meters
Power Xpert meters combine state-of-the-art technology with next-generation power diagnostics, data trending and performance benchmarking with a twist-and-click LCD display.

PredictPulse™ and Brightlayer™



Eaton's Brightlayer Data Centers suite delivers real-time visibility, advanced analytics and proactive management across both power and IT infrastructure. By aggregating data from connected UPS systems, it provides a unified view of performance, energy usage and asset health—enabling smarter capacity planning, faster diagnostics and predictive issue detection that help prevent downtime. Its centralized monitoring, automated alerts and lifecycle insights strengthen overall system resilience and ensure your UPS operates at peak efficiency throughout its service life.

Learn more at
Eaton.com/BrightlayerDataCenters

PredictPulse remote monitoring service, part of Eaton's Brightlayer Data Centers suite, provides 24/7 remote monitoring of your Eaton UPS systems, giving Eaton power experts the insight to detect issues early and act on your behalf. With advanced diagnostics and predictive analytics, PredictPulse helps reduce risk and minimize downtime by identifying problems before they impact your equipment.

Learn more at
Eaton.com/PredictPulse

Model selection guide (10 kVA and 15 kVA)

Power rating (kVA/kW) [1]	Description	Input/output voltage	Base runtime	Dimensions (H x W x D in inches)	Weight (lb) [2]	Catalog number [3]
10/9	Two-high w/32 battery	208/208	8	32.2 x 12.0 x 33.5	373	**KA1011100000010**
10/9	Three-high w/64 battery	208/208	22	47.8 x 12.0 x 33.5	609	**KA1012100000010**
10/9	Two-high w/32 battery	220/220 [4]	8	32.2 x 12.0 x 33.5	373	**KA1011200000010**
10/9	Three-high w/64 battery	220/220 [4]	22	47.8 x 12.0 x 33.5	609	**KA1012200000010**
10/9	Three-high w/32 battery and input isolation transformer	480/208	8	47.8 x 12.0 x 33.5	577	**KA1013400000010**
10/9	Three-high w/32 battery and input isolation transformer	600/208	8	47.8 x 12.0 x 33.5	577	**KA1013600000010**
15/13.5	Two-high w/32 battery	208/208	4	32.2 x 12.0 x 33.5	373	**KA1511100000010**
15/13.5	Three-high w/64 battery	208/208	13	47.8 x 12.0 x 33.5	609	**KA1512100000010**
15/13.5	Two-high w/32 battery	220/220 [4]	4	32.2 x 12.0 x 33.5	373	**KA1511200000010**
15/13.5	Three-high w/64 battery	220/220 [4]	13	47.8 x 12.0 x 33.5	609	**KA1512200000010**
15/13.5	Three-high w/32 battery and input isolation transformer	480/208	4	47.8 x 12.0 x 33.5	577	**KA1513400000010**
15/13.5	Three-high w/32 battery and input isolation transformer	600/208	4	47.8 x 12.0 x 33.5	577	**KA1513600000010**

[1] 50/60 Hz auto-sensing.

[2] Add 47 lb for two-high configurations or 50 lb for three-high configurations to determine shipping weight.

[3] An input neutral is required for all configurations unless the input isolation transformer is used. For parallel systems, change the fifth catalog number digit to a 2 and include parallel tie cabinet.

[4] 220 V units are wye connected 220/127 V input and 220/127 V output, three-phase, four-wire plus ground.

Model selection guide (20 kVA and 30 kVA)

Power rating (kVA/kW) [1]	Input/output voltage	Feed	Base runtime [2]	Dimensions (H x W x D in inches)	Weight (lb) [3]	UPS catalog number [4]	Options cabinet(s)
20/18	208/208	Single	18	66.0 x 20.0 x 34.1	1160	**KB2013100000110**	None
20/18	208/208	Single [5]	18	66.0 x 40.0 x 34.1	1695	**KB2013100000110**	**KBT001100000010** [6]
20/18	208/208	Dual [5]	18	66.0 x 60.0 x 34.1	2230	**KB2013100000110**	**KBT001100000010** **KBT002100000010** [6]
20/18	220/220 [7]	Single	18	66.0 x 20.0 x 34.1	1160	**KB2013200000110**	None
20/18	480/208	Single	18	66.0 x 40.0 x 34.1	1695	**KB2013100000110**	**KBT001200000010** [6]
20/18	480/208	Dual	18	66.0 x 60.0 x 34.1	2230	**KB2013100000110**	**KBT002200000010** **KBT001200000010** [6]
20/18	600/208	Single	18	66.0 x 40.0 x 34.1	1695	**KB2013100000110**	**KBT001300000010**
20/18	600/208	Dual	18	66.0 x 60.0 x 34.1	2230	**KB2013100000110**	**KBT001300000010** [6] **KBT002300000010**
20/18	480/480	Single	18	66.0 x 60.0 x 34.1	2230	**KB2013100000110**	**KBT001200000010** [6] **KBT003200000010**
30/27	208/208	Single	11	66.0 x 20.0 x 34.1	1160	**KB3013100000110**	None
30/27	208/208	Single [5]	11	66.0 x 40.0 x 34.1	1695	**KB3013100000110**	**KBT001100000010** [6]
30/27	208/208	Dual [5]	11	66.0 x 60.0 x 34.1	2230	**KB3013100000110**	**KBT001100000010** [6] **KBT002100000010**
30/27	220/220 [7]	Single	11	66.0 x 20.0 x 34.1	1160	**KB3013200000110**	None
30/27	480/208	Single	11	66.0 x 40.0 x 34.1	1695	**KB3013100000110**	**KBT001200000010** [6]
30/27	480/208	Dual	11	66.0 x 60.0 x 34.1	2230	**KB3013100000110**	**KBT001200000010** [6] **KBT002200000010**
30/27	600/208	Single	11	66.0 x 40.0 x 34.1	1695	**KB3013100000110**	**KBT001300000010**
30/27	600/208	Dual	11	66.0 x 60.0 x 34.1	2230	**KB3013100000110**	**KBT001300000010** [6] **KBT002300000010**
30/27	480/480	Dual	11	66.0 x 60.0 x 34.1	2230	**KB3013100000110**	**KBT001200000010** [6] **KBT003200000010**

[1] 50/60 Hz auto-sensing.

[2] All models include internal batteries.

[3] Add 50 lb to determine shipping weight.

[4] An input neutral is required for all configurations unless the input isolation transformer is used. For parallel systems, change the fifth catalog number digit to a 2 and include parallel tie cabinet.

[5] With isolation transformer.

[6] Contains on-board maintenance bypass.

[7] 220 V units are wye connected 220/127 V input and 220/127 V output, three-phase, four-wire plus ground.

Battery backup times (in minutes)

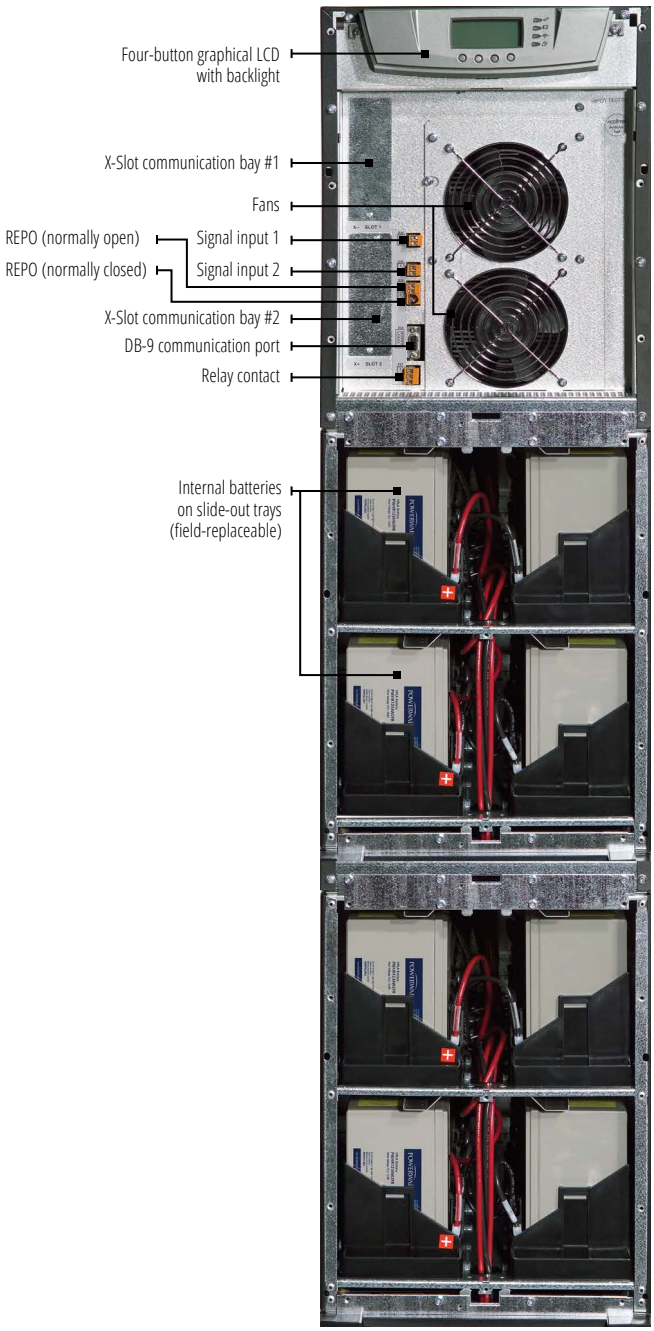
10–15 kVA backup times

VA	Watt	UPS + internal 32 battery	Extended battery module (EBM)				UPS + internal 64 battery	Extended battery module (EBM)		
			(1) EBM 64	(2) EBM 64	(3) EBM 64	(4) EBM 64		(1) EBM 96	(2) EBM 96	(3) EBM 96
15000	13500	5	23	43	65	89	13	43	77	113
14500	13050	5	24	45	68	93	14	45	81	119
14000	12600	5	25	47	72	97	15	47	84	125
13500	12150	6	26	49	75	102	16	49	88	130
13000	11700	6	28	52	78	106	17	52	92	136
12500	11250	6	29	54	82	111	18	54	96	142
12000	10800	7	30	57	86	116	19	57	101	149
11500	10350	7	32	59	90	122	19	59	106	156
11000	9900	7	33	62	94	129	20	62	111	164
10500	9450	8	35	66	100	136	21	66	117	174
10000	9000	8	37	70	106	144	23	70	124	184
9500	8550	9	40	74	112	153	24	74	132	196
9000	8100	10	42	79	120	163	26	79	141	209
8500	7650	11	46	85	129	175	28	85	152	225
8000	7200	12	49	92	139	189	30	92	164	242
7500	6750	13	53	100	151	205	32	100	178	263
7000	6300	15	58	109	164	224	35	109	194	286
6500	5850	16	64	119	180	245	39	119	212	314
6000	5400	18	70	131	198	270	43	131	234	346
5500	4950	20	78	145	220	300	47	145	259	383
5000	4500	22	87	162	245	334	53	162	289	428
4500	4050	25	97	182	276	376	59	182	325	—
4000	3600	29	110	207	313	426	67	207	369	—
3500	3150	33	127	238	359	—	77	238	423	—
3000	2700	38	148	277	418	—	90	277	—	—
2500	2250	46	176	329	—	—	107	329	—	—

20–30 kVA backup times

VA	Watt		Extended battery cabinet (EBC)		
		UPS + internal 1 battery	Internal battery + EBC 36	Internal battery + (1) EBC 72	Internal battery + (2) EBC 72
30000	27000	11	31	56	89
29000	26100	11	33	58	90
28000	25200	12	35	60	93
27000	24300	12	38	62	95
26000	23400	13	40	65	98
25000	22500	14	43	68	101
24000	21600	14	46	71	103
23000	20700	15	48	74	106
22000	19800	16	51	76	109
21000	18900	17	53	79	111
20000	18000	18	56	82	114
19000	17100	19	58	85	117
18000	16200	20	62	88	120
17000	15300	22	66	92	130
16000	14400	24	71	96	142
15000	13500	26	75	101	154
14000	12600	28	79	105	166
13000	11700	31	84	110	178
12000	10800	35	88	114	201
11000	9900	38	94	119	256
10000	9000	42	101	134	251
7500	6750	58	117	188	347
5000	4500	90	188	294	543

Note: Backup times are approximate and may vary with equipment, configuration, battery age, temperature, etc.



Front view of three-high module with cover off

Technical specifications for 10 kVA and 15 kVA ❶

Power

Ratings	10 kVA/9 kW and 15 kVA/13.5 kW at 0.9 power factor
Topology	Double conversion

Electrical input

Nominal input voltage	208/120 V or 220/127 V three-phase 400 V models also available
Input voltage range	–5%, +10% from nominal at 100% load without depleting battery
Operating frequency	50/60 Hz (45 Hz to 65 Hz)
Input power factor	>0.99 typical, >0.96 frequency converter
Input current distortion	5% THD

Electrical output

Nominal output voltage	208/120 Vac, 220/127 Vac
Output voltage regulation	±1% static; ±5% dynamic at 100% resistive load change, <1 ms response time
Efficiency	91%, typical
Heat dissipation (BTU/hr)	*10 kVA models:* 3798 at 208 V and 220 V input 6294 at 480 V and 600 V (with input isolation transformer) *15 kVA models:* 5122 at 208 V and 220 V input 8134 at 480 V and 600 V (with input isolation transformer)

Battery

Battery type	9 Ah, sealed, lead-acid, maintenance-free
Battery runtime	See battery backup time chart
Battery replacement	Field-replaceable
Charger	Default is 3.4 A per battery string. Charger current is configurable from 0.5 A to 25 A per string with an overall maximum of 34 A (limited by input current)
Start-on-battery	Allows start of UPS without utility input

General

Diagnostics	Full system self-test at startup
UPS bypass	Automatic on overload or UPS failure
Parallel for redundancy	Yes, using Powerware Hot Sync technology and capacity
Dimensions and weights	See model selection table
Overload (normal operation)	150% for 5 sec / 125% for 1 min (online), 110% for 10 min

Communications

LCD display	Graphical LCD with blue backlight
LEDs	(4) LEDs for notice and alarm
Audible alarms	Yes
Communication ports	(1) RS-232, (1) relay contact, (1) REPO, (2) environmental input
Communication slots	(2) X-Slot communication bays
Power management software	Download from **Eaton.com/IPM**

Environmental

Operating temperature	50 °F–104 °F (10 °C–40 °C), 45 °C with 7.5% derating; Optimal battery performance: 77 °F (25 °C)
Storage temperature	32 °F–77 °F (0 °C–25 °C); Recommended battery storage: 59 °F–77 °F (15 °C–25 °C)
Relative humidity	0–95%, noncondensing
Audible noise	< 56 dBA at 1 m (noiseless room) typical
Altitude	6561 ft (2000 m) without derating

Certifications

Safety certifications	cULus (UL 1778 5th Edition, CSA C22.2 No. 107.3)
EMC compliance	47 CFR Part 15/ICES-003 Class A
Quality	ISO 9001:2015, ISO 14001:2015
Surge	ANSI C62.41 Category B3, IEC 61000-4-5
Markings	cULus

❶ Due to continuous product improvements, program specifications are subject to change without notice.

Technical specifications for 20 kVA and 30 kVA ❶

Power

Ratings	20 kVA/18 kW and 30 kVA/27 kW at 0.9 power factor
Topology	Double conversion

Electrical input

Nominal input voltage	208/120 V, 220/127 V +10, –15% 480/277 V, 600 V (480+600 with transformer) 400 V models also available
Operating frequency	50/60 Hz (45 Hz to 65 Hz)
Input power factor	0.99 typical
Input current distortion	<5% THD

Electrical output

Nominal output voltage	208/120 Vac, 220/120 Vac, 480/227 Vac with output transformer
Output voltage regulation	±1% static; ±4% dynamic with 100% step load recovery within 1 ms response time
Efficiency	91%, typical
Heat dissipation (BTU/hr)	*20 kVA models:* 6762 at 208 V and 220 V input 10,450 at 480 V and 600 V (with input isolation transformer) *30 kVA models:* 9220 at 208 V and 220 V input 13,831 at 480 V and 600 V (with input isolation transformer)

Battery

Battery type	9 Ah, sealed, lead-acid, maintenance-free
Battery runtime	See battery backup time chart
Battery replacement	Field-replaceable
Charger	Default is 8 A

General

Diagnostics	Full system self-test at startup
UPS bypass	Automatic on overload or UPS failure
Parallel for redundancy	Yes, using Powerware Hot Sync technology for redundancy and capacity
Dimensions and weights	See model selection table
Overload	150% for 5 sec / 125% for 1 min (online), 110% for 10 min

Communications

LCD display	Graphical LCD with blue backlight
LEDs	(4) LEDs for notice and alarm
Audible alarms	Yes
Communication ports	(1) RS-232, (1) relay contact, (1) REPO, (2) environmental input
Communication slots	(2) X-Slot communication bays
Power management software	Download from **Eaton.com/IPM**

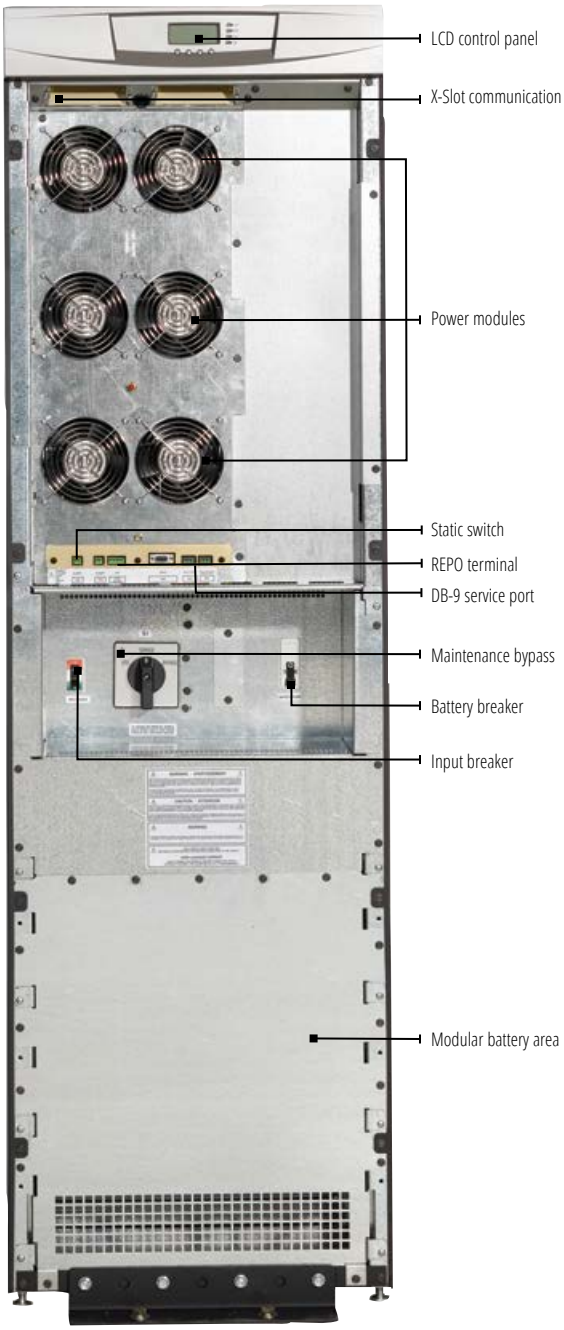
Environmental

Operating temperature	50 °F–104 °F (10 °C–40 °C), 45 °C with 7.5% derating; Optimal battery performance: 77 °F (25 °C)
Storage temperature	32 °F–77 °F (0 °C–25 °C); Recommended battery storage: 59 °F–77 °F (15 °C–25 °C)
Relative humidity	0–95%, noncondensing
Audible noise	< 58 dBA at 1 m depending on load
Altitude	6561 ft (2000 m)

Certifications

Safety certifications	cULus (UL 1778 5th Edition, CSA C22.2 No. 107.3)
EMC compliance	EN 50091-2 Class A
Quality	ISO 9001:2015 and ISO 14001:2015
Markings	cULus (same as smaller units)

❶ Due to continuous product improvements, program specifications are subject to change without notice.



20/30 kVA UPS

PDM with mechanical bypass switch
(10 kVA and 15 kVA models)

NEMA output receptacle(s) ❶ quantity	Breaker ampere rating	Voltage	Receptacle code 2	Number of phases	Catalog number digit position(s) to enter the "receptacle code"
(1) L15-30R	30	208	2	3	9, 10 or 11 only
(1) L21-20R	20	208/120	3	3	9, 10 or 11 only
(1) L21-30R	30	208/120	4	3	9, 10 or 11 only
(2) 5-15R	15	120	A	1	9, 10, 11, 12
(2) 5-20R UL	20	120	B	1	9, 10, 11, 12
(2) 6-15R	15	208	D	2	9, 10, 11, 12
(2) 6-20R	20	208	E	2	9, 10, 11, 12
(2) L5-15R	15	120	F	1	9, 10, 11, 12
(1) L5-20R*	20	120	G	1	9, 10, 11, 12
(1) L5-30R*	30	120	H	1	9, 10, 11, 12
(2) L6-15R	15	208	I	2	9, 10, 11, 12
(1) L6-20R*	20	208	J	2	9, 10, 11, 12
(1) L6-30R*	30	208	K	2	9, 10, 11, 12
(1) L14-20R*	20	120/208	L	2	9, 10, 11, 12
(1) L14-30R*	30	120/208	M	2	9, 10, 11, 12
Blank panel	—	—	X	—	9, 10, 11, 12
(2) IEC320-C13 (120 V)	20	120	N	1	9, 10, 11, 12
(2) IEC320-C19 (120 V)	20	120	P	1	9, 10, 11, 12

❶ The combined quantities of LOCKING receptacles (denoted by *) must not exceed four per unit.1. Arrange receptacle codes in numerical-alphabetical order in digits 9–12 of the catalog number. Example 1: A PDM with an L21-20, an L14-30 and Qty 2 IEC320-C19 would have digits 9–12 of the catalog number arranged as "3MPP". Example 2: A PDM with a 5-15R, an L6-30 and an L14-30 would have digits 9–12 of the catalog number arranged as "AKMX". Please be sure to utilize the "X" designation for any of the four total slots not populated.

Options (10 kVA and 15 kVA)

Description	Input/output voltage	Dimensions (H x W x D in inches)	Weight (lb) ❶	Catalog number
Two-high line and match battery module (64 batteries)	—	32.2 x 12.0 x 30.2	480	**103004192-5501**
Three-high line and match battery module (96 batteries)	—	47.8 x 12.0 x 30.2	710	**103004193-5501**
Wall-mount remote EPO switch	—	4.5 x 4.5 x 4.5	3	**103006244**
Zone 4 seismic mounting kit	—	—	—	**103004194-5501**
Spare parts electronics module	—	—	—	**744–A4553**
10 kVA to 15 kVA upgrade	—	—	—	**103004657**
Upgrade to a parallel UPS module three-breaker MBP	—	—	—	**UP08N-PAR1**
15 kVA wall-mount bypass panels (non-matching)				
9355 15 kVA wall-mount parallel tie cabinet, one-breaker MBP (225 A bus, 225 A neutral, (1) 225 A MBP and (4) 80 A MOBs); does not include single maintenance isolation switch (MIS) ❷	208/208	36.0 x 20.0 x 5.8	75	**124100020-001**
9355 wall-mount parallel tie cabinet with MIS breaker (225 A MBP, 225 A MIS and (4) 80 A MOBs) ❷	208/208	60.0 x 20.0 x 5.8	300	**124100020-002**
9355 15 kVA three-breaker MBP (100 A bus, 200 A neutral and 60 A MBP, MIB, MIS, 65 kAIC)	208/208	48.0 x 20.0 x 5.8	120	**124100027-001**
9355 15 kVA three-breaker MBP with integrated 120 kA SPD (100 A bus, 200 A neutral and 60 A MBP, MIB, MIS, 65 kAIC)	208/208	60.0 x 20.0 x 5.8	120	**124100027-002**
9355 15 kVA three-breaker MBP with 36-pole distribution panel (Eaton GHB 65 kAIC)	208/208	72.0 x 20.0 x 5.8	210	**124100027-003**
9355 15 kVA three-breaker MBP with integrated 120 kA SPD and 36-pole distribution provisions (Eaton GHB 65 kAIC)	208/208	90.0 x 20.0 x 5.8	225	**124100027-004**
9355 15 kVA three-breaker MBP with 36-pole distribution provisions (Eaton QHBW 22 kAIC)	208/208	72.0 x 20.0 x 5.8	210	**124100027-006**
9355 15 kVA three-breaker MBP with 36-pole distribution provisions (Eaton BAB 10 kAIC)	208/208	72.0 x 20.0 x 5.8	210	**124100027-007**
9355 15 kVA three-breaker MBP with integrated 120 kA SPD and 36-pole distribution provisions (Eaton QBHW 22 kAIC)	208/208	90.0 x 20.0 x 5.8	225	**124100027-008**
9355 15 kVA three-breaker MBP with integrated 120 kA SPD and 36-pole distribution provisions (Eaton BAB 10 kAIC)	208/208	90.0 x 20.0 x 5.8	225	**124100027-009**

❶ This is a net weight; please add 40 lb for shipping weight of panels and 50 lb for panels with panelboard provisions.

❷ 208/208 V input/output voltage. 225 A bus, 200 A neutral, (1) 225 A MBP and (4) 80 A MIS.

Note: Please specify preference for breakers.



Options cabinet



Wall-mount MBP

Communication options

Description	Product		Shipping		
	Dimensions (H x W x D in inches)	Weight (lb)	Dimensions (H x W x D in inches)	Weight (lb)	Catalog number
Industrial Gateway-X2 card (SNMP agent, HTTP/Modbus and BACnet)	Internal to UPS	1.0	3.0 x 10.0 x 12.0	3	**INDGW-X2**
Environmental monitoring device for Industrial Gateway-X2 UPS card	2.2 x 1.5 x 1.2	0.2	2.0 x 5.0 x 6.0	1	**EMPDT1H1C2**
X-Slot Industrial Relay Card (250 Vac, 5 A)	Internal to UPS	1.5	3.0 x 10.0 x 12.0	3	**103003055**
Remote monitoring display panel with PXGX card, wall power supply, internal battery, 1 ft network cable	1.0 x 4.0 x 6.0 (wall-mount)	2.0	5.0 x 10.0 x 12.0	5	**103003557**
Door contact sensor	1.2 x 1.1 x 1.1	0.2	2.0 x 5.0 x 6.0	1	**103005781**
Water leak detector 3 ft	1.2 x 1.1 x 1.1	0.2	2.0 x 5.0 x 6.0	1	**103005780**

Note: See additional sensors at Eaton.com/EMPGen2.

Options (20 kVA and 30 kVA)

Description	Input/output voltage	Dimensions (H x W x D in inches)	Weight (lb) ❶	Catalog number
Two-string line and match battery cabinet (36 batteries)	—	66.0 x 20.0 x 34.1	1105	**103005183**
Four-string line and match battery cabinet (72 batteries)	—	66.0 x 20.0 x 34.1	2060	**103004868**
Option cabinet containing maintenance bypass (no transformer)	208/208	67.0 x 20.0 x 34.1	205	**KBT000000000010**
Remote EPO switch (wall mounted)	—	—	—	**103006244**
Zone 4 seismic kit	—	—	—	**103004896**
Spare parts kit	—	—	—	**106711170**
20 kVA to 30 kVA upgrade	—	—	—	**103004901**
Upgrade to a parallel UPS module	—	—	—	**UP08N-PAR**
20 kVA and 30 kVA wall-mount maintenance bypass panels (non-matching)				
9355 30 kVA wall-mount parallel tie cabinet two-breaker MBP (400 A bus, 200 A neutral, (1) 350 A MBP and (4) 110 A MOBs)	208/208	48.0 x 20.0 x 5.8	225	**124100026-001**
9355 30 kVA wall-mount parallel tie cabinet with MIS breaker (350 A MBP, 350 A MIS and (4) 110 A MOBs)	208/208	57.0 x 24.0 x 11.3	250	**124100026-002**
9355 20 kVA and 30 kVA three-breaker MBP (225 A bus, 225 A neutral and 125 A MIB, 110 A MIS and MBP, 65 kAIC)	208/208	48.0 x 20.0 x 5.8	150	**124100028-001**
9355 20 kVA and 30 kVA three-breaker MBP with integrated 120 kA SPD (225 A bus, 225 A neutral and 125 A MIB, 110 A MIS and MBP, 65 kAIC)	208/208	60.0 x 20.0 x 5.8	250	**124100028-002**
9355 20 kVA and 30 kVA three-breaker MBP with 36-pole distribution panel (Eaton GHB 65 kAIC)	208/208	72.0 x 20.0 x 5.8	275	**124100028-003**
9355 20 kVA and 30 kVA three-breaker MBP with integrated 120 kA SPD and 36-pole distribution panel (Eaton GHB 65 kAIC)	208/208	90.0 x 20.0 x 5.8	300	**124100028-004**
9355 20 kVA and 30 kVA three-breaker MBP with 36-pole distribution panel (Eaton QBHW 22 kAIC)	208/208	72.0 x 20.0 x 5.8	275	**124100028-006**
9355 20 kVA and 30 kVA three-breaker MBP with 36-pole distribution panel (Eaton BAB 10 kAIC)	208/208	72.0 x 20.0 x 5.8	275	**124100028-007**
9355 20 kVA and 30 kVA three-breaker MBP with integrated 120 kA SPD and 36-pole distribution panel (Eaton QBHW 22 kAIC)	208/208	90.0 x 20.0 x 5.8	300	**124100028-008**
9355 20 kVA and 30 kVA three-breaker MBP with integrated 120 kA SPD and 36-pole distribution panel (Eaton BAB 10 kAIC)	208/208	90.0 x 20.0 x 5.8	300	**124100028-009**

❶ This is a net weight; please add 40 lb for shipping weight of panels and 50 lb for panels with panelboard provisions.

For a complete listing of communication options for all products, see Eaton's UPS Network Connectivity Cards Compatibility brochure.

Learn more at
Eaton.com/9355

Eaton
1000 Eaton Boulevard
Cleveland, OH 44122
United States
Eaton.com

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