



Vertiv™ Service Capability



Service Offering

Manage the health of your entire critical infrastructure with a service partner who can offer you business continuity. Exactly the level of protection delivered by Vertiv™.



Proactive equipment maintenance reduces downtime and extends equipment life which in turn maximizes return on investment and increases system availability.

Vertiv supports entire critical infrastructures with an extensive service offering, enhancing network availability and ensuring total peace of mind 24/7.

Our approach to servicing critical infrastructure covers all aspects of availability and performance, from single power and cooling equipment to entire mission-critical systems.

Installation, start up, commissioning, site assessments, battery maintenance, replacements, upgrades, retrofits, 24/7 emergency service and remote monitoring and diagnostics are just a selection of the services that contribute to guaranteeing business continuity.

Local Resources

With the broadest, most comprehensive service presence in the industry and Customer Engineers dedicated to servicing Latin America, Vertiv ensures that your business is protected 100% of the time and that assistance is close by whenever needed.

Our Customer Response Center professionals are also on hand 24 hours a day to provide assistance in real-time.

Prompt Response

A supply of critical parts ready for deployment allows Customer Engineers to respond to requests in record time, guaranteeing a premium first-time fix-rate in the unlikely event of a fault.

Expertise & Training

Vertiv service engineers are trained, experienced professionals who undergo intensive training during the year. All service engineers are certified according to country specific as well as international regulations and standards.

Service Contracts

Regular service of business critical infrastructure provides uptime assurance and reduces the total cost of ownership over the life of equipment.

A service contract ensures that infrastructure is regularly maintained in order to avoid unexpected and costly downtime. Vertiv service contracts cover all technologies and can be tailored to suit individual business needs.



Vertiv™ Servicing Critical Infrastructure

24/7 Emergency Service

Response and resolution for minimized downtime

- Factory trained expert engineers available 24/7
- Guaranteed on-site response time.

Cooling System Services

Optimized system performance

- Commissioning and site acceptance testing
- Preventive maintenance
- Emergency services
- On-site repair capabilities
- Upgrades and replacements
- Assessments and testing

AC Power Services

Increased system availability

- Commissioning and site acceptance
- Preventive maintenance
- Emergency services
- On-site repair capabilities
- Upgrades and replacements
- Assessments and testing
- Power distribution unit testing and maintenance.

DC Power & ATS Services

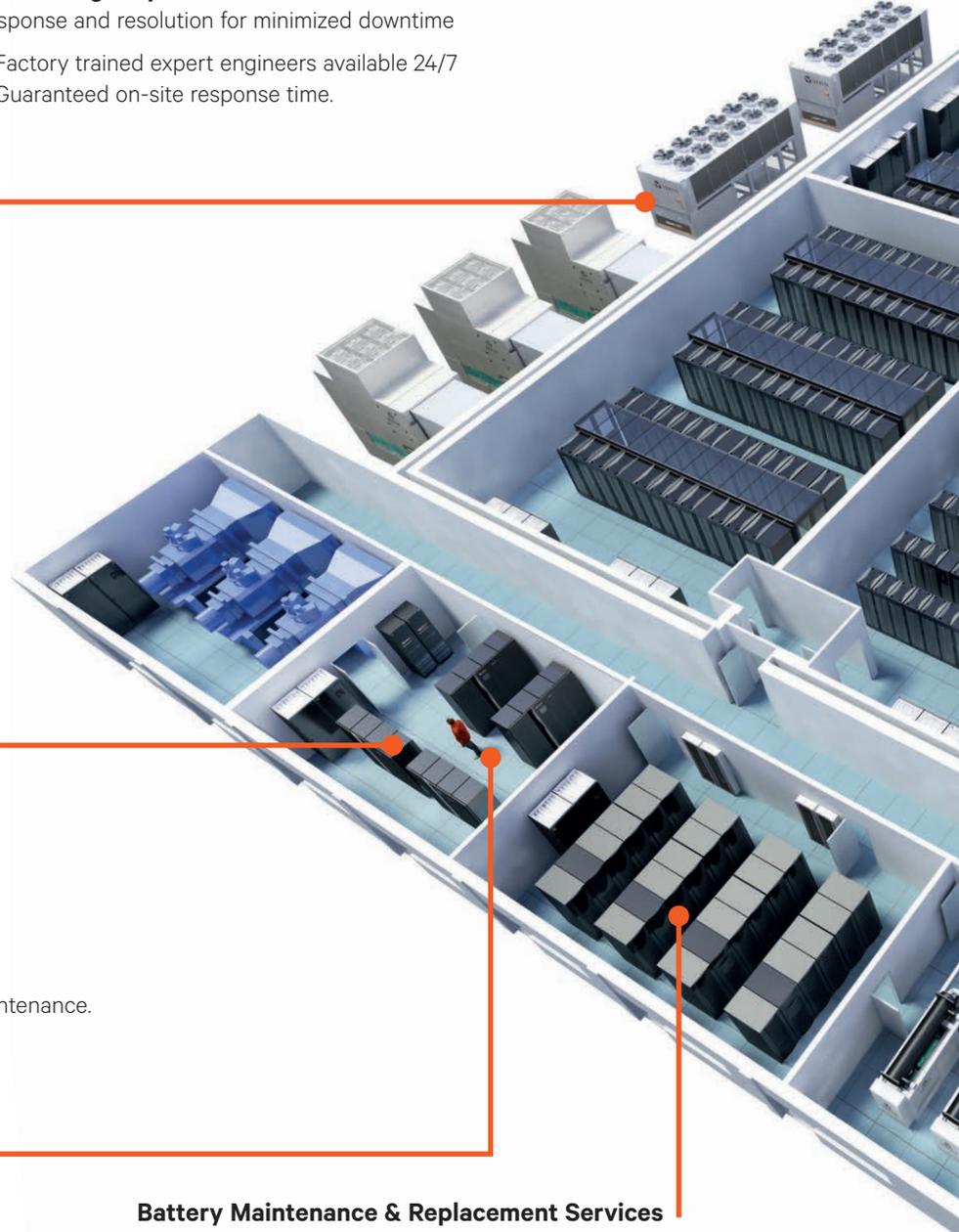
Increased system availability

- Preventive maintenance
- Emergency services
- Power plant, battery and equipment inspection
- Rectifier redundancy and battery reserve-time calculation
- Site and grounding audits
- Load sharing analysis
- Voltage drop and excessive heat inspection
- Thermography
- Lubrication and torque checks .

Battery Maintenance & Replacement Services

Preventive maintenance inspection and testing follows industry recognized standards, OEM specifications and requirements

- Battery load testing
- Battery health testing using Impedance, internal resistance or conductance - reliable and safe testing of battery aging status
- Full string replacements
- Expert installation of new cells
- Battery monitoring
- Certified disposal of used batteries
- Lubrication and torque checks
- Thermography.





Installation, Start Up & Commissioning

Complete turnkey capability

- Factory trained experts carry out professional installation
- Installation and pre-power checks
- Optimized hardware and software configurations
- Operational and functional testing.

Upgrades & Retrofits

Increased infrastructure life and optimized energy efficiency

- EC Fans enhance energy savings on installed equipment
- Vertiv ICOM Control enables communication capabilities of multiple units
- Programmed fan and capacitor replacements extend UPS service life.

Vertiv LIFE™ Services Remote Diagnostics

Maximized system availability via real-time diagnosis and resolution of operating anomalies

- 24-hour monitoring and service delivery by expert engineers
- Monitoring and trending of system data
- Diagnosis through expert data analysis allowing effective proactive maintenance and prevention of future anomalies
- Prompt alarm identification and resolution
- Alarm notification
- On-site corrective maintenance dispatching
- Customer reporting

**Vertiv Life Service is being launched within 2020*

Data Center Assessments

Complete infrastructure audits maximize system availability and enhance data center efficiency

- Airflow, heat and power assessments
- Temperature measurements
- Floor plan layout
- Reporting
- Recommendation.

Spare Parts

Delivering the fastest system recovery

- Extensive availability of spare parts
- Local stock for Premium VIP contracts

Service Contract Portfolio

The regular maintenance of the critical infrastructure which supports business operations is vital.

The most comprehensive insurance for business protection can be obtained with a service contract. From single equipment to entire critical infrastructure, Vertiv's complete range of services provide customers with service agreements tailored to meet individual business needs.

Vertiv's service offering ensures that customers can rely on continuous system availability, increased uptime, fast downtime recovery, minimized operating costs and maximized return on investment, while entirely protecting their assets.

Find below a map of our existing service contract offering:



Vertiv Latin America Standard contract map

 BASIC	 PREFERRED	 PREMIER
 Preventive Maintenance Fixed number of visits per year, during office hours, base offer 2 visits	 Preventive Maintenance Fixed number of visits per year, 7 X24, base offer 4 visits	 Preventive Maintenance Fixed number of visits per year, 7X24, base offer 6 visits
 Response Time If an anomaly occurs, CE visit is granted within next business day / 2-6 hours	 Response Time If an anomaly occurs, CE visit is granted within 2-6 hours	 Response Time If an anomaly occurs, CE visit is granted within 2-6 hours
 Labour Included The cost of labor is included, for emergency response Limited to 5 per year 8X5	 Labour Included The cost of labor is included, for emergency response Limited to 10 per year 7X24	 Labour Included The cost of labor is included, for emergency response unlimited per year 7X24
 Discount in Parts Included Some consumable for maintenance routine included ex: air filters	 Discount in Parts Included Some consumable for maintenance routine included ex: air filters	
		 Vertiv LIFE™ Services** Remote Diagnostics and Preventive monitoring for AC Power and Thermal Management equipment

