

## SERVICE PROGRAM

### Start-Up Rack PDU Site Multiple (24x7)

Start-Up Rack PDU Site Multiple (24x7) applies to Sites with multiple R-PDU installed and can be purchased within 6 months from the Equipment date of purchase.

#### APPLICABLE TO THE FOLLOWING EQUIPMENT

Vertiv™ Geist™ rPDU.

#### APPLICABLE TO THE FOLLOWING SERVICE SKU

PS-RPDU-ST24x7-PDU-M
----------------------

#### PRE-REQUISITE TO PURCHASE THE SERVICE

**IT Channel (i.e. Distributor and Reseller) needs to provide Vertiv with end Customer name, surname and e-mail address in order to be able to process the order and let Customer activate the service program purchased.**

#### ONLINE REGISTRATION FOR VALIDITY

This Service Program must be registered in order to be valid. For registering it, please fill out the registration form found at the following address: <https://prep.vertiv.com/en-emea/support/tools--applications/product-and-service-program-registration/> within 30 days after receiving the confirmation certificate.

Follow all the registration steps until you are asked if you have purchased a Service Program, when asked tick yes and include the Service Program Code and Delivery Date as per the information received in the confirmation Certificate

#### SERVICE PROGRAM

Do you have a service program available?

YES  NO

Service Program Code

Service Program Delivery Date

Please remember that, **if not registered within 30 days after receiving the confirmation certificate, the Service will expire and will be considered as executed by Vertiv.**

#### SERVICE SUMMARY

Start-Up visit scheduled with customer during normal working hours, Monday to Friday (excluding national holidays) and provides:

- the installation checks, hardware and software settings, functional testing, and final report with all documentation.
- the configuration and connectivity test of the rPDU to the Building Management System (if available) to be performed in the same day of the Start-Up visit.

Start-Up Includes parts and labour coverage for repair of manufacturing defects found during Start-Up.

- Defects or damage resulting from installation are not covered.

The user will be debriefed on the present working mode of the unit and the basic operations to be performed on the unit.

The specific Prerequisite subjects mentioned in the checklist below are the necessary requirements to perform all the activities included in the Scope of Work.

## SERVICE PERFORMED

The Start-Up service will include the below activities:

- Perform a complete visual inspection of the equipment.
- Plug in R-PDU.
- Perform start up procedures.
- Program IP address in R-PDU (if applicable).
- Set-up Rack-PDU Array with additional in-rack R-PDUs (set-up must be requested by customer and necessary cabling provided).
- Groom cables and clean up.
- Check external sensor values (if applicable)
- Firmware upgrade (if applicable)
- Perform operational test of the system.
- Review system performance with customer to address any system questions

A Start-Up report will be handed over to End-Customer upon visit completion.

## ASSUMPTIONS & CLARIFICATIONS

- rPDU have to be previously installed, with all cabling completed.
- Mains power supply has to be available to energize the rPDU;
- Start-up expenses incurred due to delays beyond the control of Vertiv will be charged.
- Additional activities not part of this scope of work can be added and quoted separately.

## END-CUSTOMER DUTIES

Customer shall provide:

- Complete access to Site and to the Equipment for the purpose of On-Site Visit Services.
- Safe working environment including, where appropriate, safety induction procedures.
- A point of contact during time of service.
- A point of contact for receipt of units and components.
- Shutdown: Service may require shutdown of load to ensure electrical connection integrity.
- The Equipment shall be installed and commissioned in line with manufacturer recommendations.

Start Up visit must be requested at least 10 business days in advance of need by contacting the Vertiv™ Customer Service Center at the Toll-free telephone number (where available) 00 800 11554499.

- If for any reason the work cannot be performed during scheduled time, notify Vertiv service personnel 48-hours prior to scheduled event.

Service may require shutdown of load to ensure electrical connection integrity.

Attending staff are not expected to work completely alone, it is expected that site staff will regularly monitor and understand the condition of attending staff if they are attending site as a single engineer.

If Asbestos is present in the building related to the work area of the Equipment and planned works, the attending operatives must be briefed on this by the site staff.

## EXCLUSIONS

Parts and Labour coverage for repair and replacement does not extend to any loss or damage due to misuse, accident, abuse, neglect, normal wear and tear, negligence (other than Vendor's), unauthorized modification or alteration, use

beyond rated capacity, failure to report a known fault or malfunction in a timely manner, unsuitable power sources or environmental conditions, improper installation, repair, handling, maintenance or application or any other cause not due to the Vendor.

### **ABORTIVE VISITS**

Abortive visits to the Site resulting from inadequate notice, false, unjustified, unauthorized calls, inaccurate instructions, inaccessibility of the Site, unavailability of the Equipment to perform the activities as per the Scope of Work, shall be charged at 50% of the contract value.

### **SUBCONTRACTOR**

The Seller reserves the right to subcontract Services to others.

### **TERMS AND CONDITIONS**

The provision of the Services described in this Scope of Work is subject to terms and conditions of sales as better indicated at <https://www.vertiv.com/en-emea/about/terms--conditions-of-sale/> (Vertiv Standard Terms and Conditions).

End-Customers may be asked to provide proof of the date of purchase.

By registering the Service in the manner described above, End-Customer confirms to have read Vertiv Standard Terms and Conditions and accepts the same without limitation.

Vertiv Standard Terms and Conditions and any other terms comprised herein apply (i) exclusively between Vertiv and the third party which directly bought the Service; and (ii) to those Services purchased by the End-Customer as better defined above. For the avoidance of doubt, Services obtained from any Vertiv Reseller are governed solely by the agreement between the End-Customer and the Vertiv Reseller. Such agreement may provide terms that are the same as the Vertiv Standard Terms and Conditions, in any case Vertiv shall be responsible within the limits and to the extent defined in the Vertiv Standard Terms and Conditions. Please contact your Vertiv Reseller for additional information on the Services described in this Scope of Work and on related Vertiv Terms and Conditions.

All documentation, imaging or other information provided to the End-Customer or gathered at the End-Customer site shall remain Vertiv sole propriety.

Vertiv reserves the right to change the Vertiv Standard Terms and Conditions at any time. In such a case the End-Customer will be properly notified, but any such change shall not apply to Services purchased by the End-Customer prior to the date of such change.

### **PRIVACY NOTICE**

Vertiv Privacy Policy available at: [Privacy Policy](#).