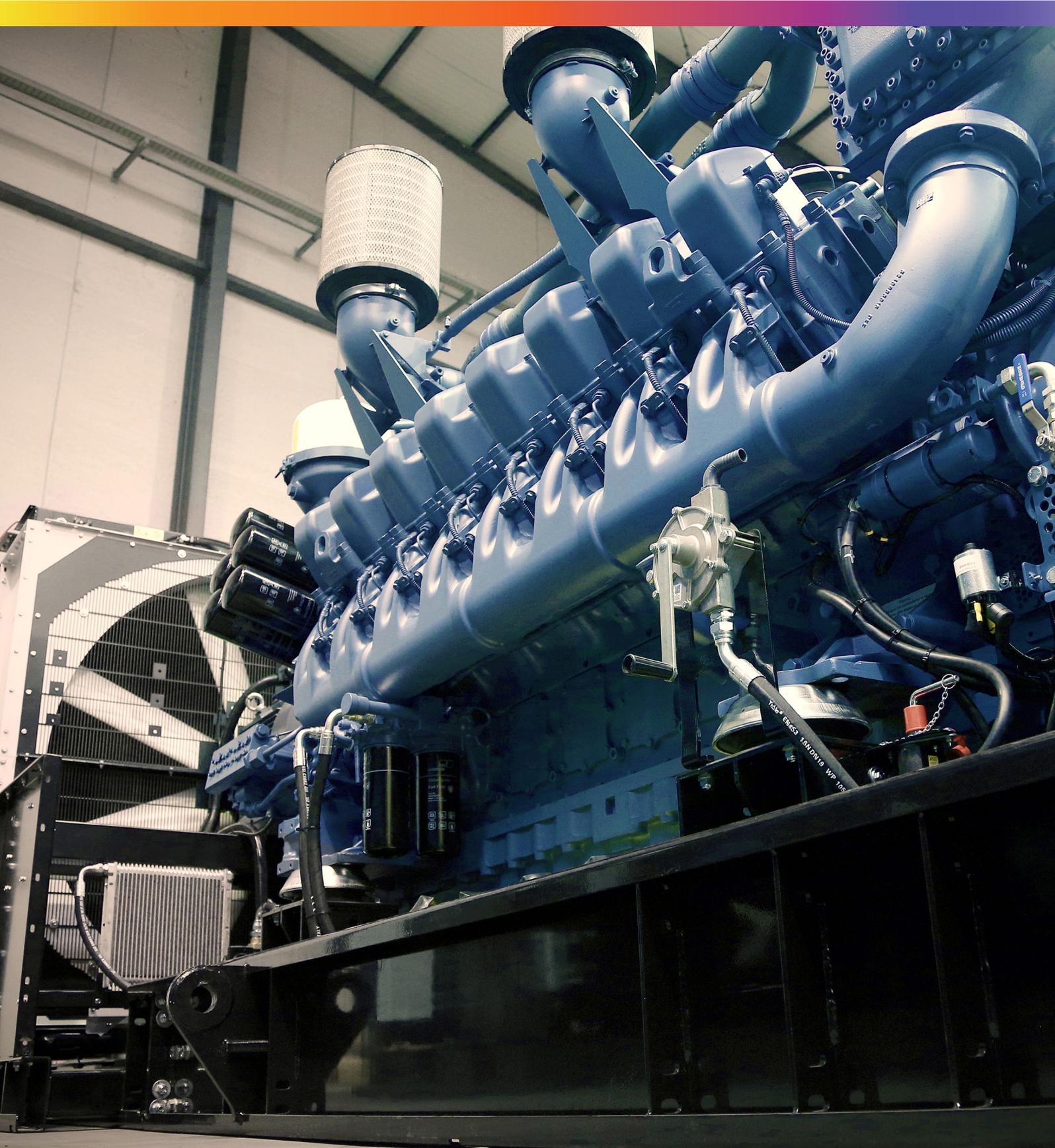




# Generator Offering

Custom Design and Installation  
and Full Aftersales Service Support



**Vertiv provides complete turnkey packages incorporating generator sets and related services, designed to optimise operating costs and increase infrastructure availability.**

Vertiv supports critical infrastructures through comprehensive, technologically advanced generator portfolios. Our dedicated team has the qualifications, experience and know-how in designing as well as delivering generator systems, tailoring each project to the unique requirements of customer-specific applications.

Vertiv expertly manage everything from the design through to the installation and service requirements of each project, with the aim of meeting the highest level of operational performance, availability and total cost of ownership.

#### **Capabilities Include:**

- Designing integrated slow, medium or high speed diesel/gas (LPG/natural) generators from 50kVA upwards; from 400V to 11kV; as single or synchronised sets, paralleled to support you, irrespective what your business is.
- Delivering entire systems including bespoke mechanical and electrical installation, through highly experienced project management and installation engineering teams.
- Supporting equipment throughout its life span with market-leading remote monitoring capabilities and the largest service team in the country.
- Working with customers to design and deliver installations that meet stringent noise, vibration and emission requirements.
- Working with manufactures of engine, alternator, control and attenuation, we offer more diverse, flexible and cost effective solutions.



## **Generator Project Services**

### **Project Management**

Vertiv's project managers are dedicated to delivering comprehensive systems, complete with operation plans as well as the required quality, risk and method statements.

Our project managers are fully trained and experienced industry Engineers who follow and support Factory Acceptance, Site Acceptance and Integrated System testing, together with the coordination of on-site operations, ensuring that projects are delivered on-time and to specification.

### **System Design**

Specialised in customised project architecture, Vertiv engineers design systems according to individual customer requirements, formulating comprehensive technical solutions for the highest possible performance.

Vertiv's integrated approach covers everything from the supply of single systems to the provision of multi-megawatt installations.

### Installation & Commissioning

Project managers work in close coordination with on-site teams, overseeing the implementation of the project throughout the installation phase, thus providing expert support right up until final delivery.

### Lifelong Service Support for your Generator

Proactive equipment maintenance reduces downtime and extends equipment life, which in turn maximises return on investment and increases system availability. Vertiv supports entire critical infrastructures with an extensive service offering, guaranteeing network availability and total peace of mind 24/7.

Unlimited access to Vertiv's permanently manned Service Centre 24 hours a day, 7 days a week, 365 days a year.

With over 45 dedicated generator service engineers and technical support staff working from service locations nationally, Vertiv has the largest dedicated service team in the UK.

Vertiv generator service engineers are highly trained to industry standards and receive continuous development training from our dedicated UK Generator Training Academy throughout the year.



Each engineer is equipped with a fully stocked and tooled service vehicle in order to be able to fix faults rapidly to maintain maximum uptime of your generator system.

Our approach to servicing critical infrastructure covers all aspects of availability and performance, from single units to entire mission critical systems, of any age and any manufacturer.

Vertiv's service program is designed to ensure that your critical systems are maintained in an optimum state of readiness at all times.

### REMOTE MONITORING FOR GENERATORS

Vertiv have the knowledge and experience to supply control systems that allow you to monitor your generators from wherever you are in the World on laptop/ PC, smart phone and/or tablet.

It provides you comprehensive on-screen information that is easy to navigate and operate and can also be retrofitted to an existing control system\*

Our remote monitoring systems provides real time energy management information for effective system operation.

*\* Dependent on suitability of site/equipment following comprehensive survey*

### CONTACT US

For complete peace of mind, choose Vertiv

Contact our Service Team

**T.** 023 8061 0311

**E.** [gb.sales@vertiv.com](mailto:gb.sales@vertiv.com)

or visit [Vertiv.com/Generators](https://www.vertiv.com/Generators)

## Vertiv Generator Service Capabilities Overview

- Generator Preventative Maintenance Programmes
- Emergency Service Support
- Generator Repairs & Upgrades
- Engine Fluid Sampling & Reporting
- Generator Load Testing – Load Bank, Building Load & IST Testing
- Fuel Services - Fuel Tank Installations / Modifications / Fuel Polishing / OFTEC Inspections
- Temporary Mobile Generators & Equipment
- Installation of new Generator & Switchgear Control Systems
- Switchgear Maintenance, Repairs, Upgrades & Testing
- Thermography Services
- New & Replacement Generator installations
- Customer Training



Maintenance and service support by a team of **45 highly trained engineers** across the UK



**Achieving Service Excellence** our engineers achieve a **91% first-time fix rate** which is **11% higher** than the industry average



**Certified Technical Engineers** 6% of our engineers' working year is dedicated to training, this is **4 times** the industry average



Our engineer retention rate is **5% higher** than the industry average



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