

SERVICE PROGRAM

Power Assurance Premier

Power Assurance Premier can be purchased within 6 months from the Equipment purchase date.

Power Assurance Premier can be purchased only in conjunction with the Start-Up Service Program.

Power Assurance Premier can be purchased only if one Intellislot housing is available to connect Vertiv LIFE™ Services. For products equipped with a single Intellislot housing, Vertiv LIFE Services is not available if the Intellislot housing is already used for other optional cards (e.g. IS-RELAY).

APPLICABLE TO THE FOLLOWING EQUIPMENT

Liebert® GXT MT+ (6-10kVA), Liebert® GXT3 (10 kVA Tower), Liebert®, GXT4™ (5-10 kVA), Liebert® GXT5™ (3-20 kVA).

APPLICABLE TO THE FOLLOWING SERVICE SKU

RUPS-PAP5-007	RUPS-PAP5-008	RUPS-PAP5-009
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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

Comprehensive five (5) years' Service Program starting from 2 working days after Customer online registration (Effective Date) including:

- Vertiv™ LIFE™ Services, the Vertiv Remote Diagnostic and Preventive Monitoring Services
- 24x7 access to the Emergency Service Centre in English.
- Ticket acknowledgment within next business day.
- Response commitment within next business day from ticket acknowledgment. Vertiv, at its option will plan the:
 - intervention at Site in case of repair or,
 - shipment of the replacement unit.

- Vertiv reserves the right to request the End-Customer to return the faulty unit, in this case Vertiv will provide an RMA number, the address and any other instructions for the return of the faulty unit. End Customer shall bear all the costs to return the failed Equipment.
- One (1) Preventive Maintenance visit scheduled with customer Monday to Friday 8.00 AM to 5.00 PM (excluding national holidays).
- Full coverage of parts labour and travel.

SERVICE PERFORMED

- Vertiv™ LIFE™ Services:
 - 24-hour real-time monitoring by our experts in the LIFE Service Centre.
 - Events and alarm management.
 - In case of an operational anomaly and/or an emergency condition, Vertiv Service Technical Support performs an immediate analysis to troubleshoot. Based on event severity and agreed escalation process the Vertiv Services Technical Support contacts the customer to establish the appropriate course of action.
 - If necessary, a service engineer will complete an emergency on-site visit.
 - Regular status reports.
 - Providing valuable information on power and equipment trends through comprehensive data collection and analysis over any selected period of time, including recommended action plan to ensure system availability.
 - LIFE Services are provided with over IP communication; the End-Customer shall be responsible for providing an Ethernet RJ45 socket mounted within two meters of the equipment cubicle.
 - LIFE Services connections will be made and validated at Start Up (not included in the scope of this Service Program)
- 24x7 Service Support:

Power Assurance customers are provided with dedicated access points to the Customer Service Center:

 - 24x7 telephone number: Toll free (where available) 00 800 11554499.
 - E-mail address: eoc@vertiv.com.

A team of professionals will liaise with End-Customer providing telephone support and identifying the best course of action. Within the next business day from the claim, the Customer Service Center will issue a ticket acknowledgment indicating whether a replacement product will be shipped to Customer Site.
- Response time:
 - Within next business day from the ticket acknowledgment: i) in case of repair a customer engineer will be dispatched to Site. ii) in case of replacement a replacement unit will be shipped to customer.
- Full Parts, Labour and Travel coverage:
 - Full coverage of parts and labour as follows: i) in case of repair, the on-site visit scheduled during normal working hours, including travel, repair time and parts used for the repair. ii) in case of replacement, the shipment of a new or refurbished product or part of it equivalent to the one covered by this Service Program.
- Preventive Maintenance:

The Preventive Maintenance visit to be scheduled during normal working hours will include the below-mentioned activities. A report will be handed over to End-Customer upon visit completion.

UPS Preventive Maintenance Visit Check List

Environmental Checks

- Ambient Temperature
- Cleanliness
- UPS Location

Output Measurements Waveform

- Output RMS Current
- Output Peak Current – as required
- Output Voltage

Visual Checks

- Insulation, Overheating, Damage
- Fuses

Internal Battery

- Visual check for cleanliness
- Visual check for cracks, leakage, and corrosion

UPS Preventive Maintenance Visit Check List

- Check all nuts, bolts, screws, and connectors for tightness and heat discoloration
- Measure and record total battery string voltage
- Measure Charger Voltage

Cleaning/Air Flow

- Check Fans, Door/Compartment Seals
- Clean Grids, Fan
- Clean inlet / outlet air flow

Output Measurement Waveform

- Output RMS Current
- Output Peak Current – as required
- Output Voltage

Check/Record Voltage and Currents

- Input /Output, Rectifier

Software

- Download and record all the configuration data, alarm history, fault data

Vertiv™ LIFE™ Services

- Test connectivity (manual call)

ASSUMPTIONS & CLARIFICATIONS

- Preventive Maintenance 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 Start Up 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.
- The Equipment shall be already installed and commissioned in line with manufacturer recommendations.
- Isolation of any water-based fire suppression systems for the duration of site works.

Preventive Maintenance 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, labor and travel 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.

Parts, labor and travel coverage is void if the battery is allowed to discharge below the minimum battery voltage cutoff point. To prevent such discharge do not leave the Equipment power switch ON for more than 2 days without AC power being supplied to the Equipment.

The battery must be recharged every 6 months (maximum period) if not in use. This parts coverage does not cover any removal, installation, start-up, fuse replacement, circuit breaker resetting, maintenance, site inspections that determine no corrective action was required nor any other services not expressly provided for by the terms of this Service Program.

Optional items such as web-card, external battery cabinet and rail kit are not covered by this Service Program.

THE EQUIPMENT LISTED IN THIS SERVICE PROGRAM ARE NOT DESIGNED FOR USE IN THE FOLLOWING: (i) APPLICATIONS INVOLVING LIFE-SUSTAINING OR LIFE-SUPPORTING DEVICES OR WITHIN PROXIMITY OF SUCH DEVICES WITHOUT PRIOR NOTICE AND WRITTEN APPROVAL OF VERTIV AND (ii) IN CONNECTION WITH ANY NUCLEAR, AND RELATED APPLICATIONS.

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](#).