

**SERVICE PROGRAM:**

**Integrated Extended Warranty 1 Year on Thermal DX**

Integrated Extended Warranty 1 Year can be purchased within 6 months from the Equipment purchase date.

**APPLICABLE TO THE FOLLOWING EQUIPMENT**

LIEBERT® CRV™ (CR012; CR025 and their respective CONDENSER UNITS); LIEBERT® VRC Split STD Temp, VRC Split LOW Temp, VRC Self Contained.

**APPLICABLE TO THE FOLLOWING SERVICE SKU**

THM-IEW-8WH-8R8WH-DX	THM-IEW-8WH-8R8WH-SC	THM-IEW-8WH-8R8WH-SP
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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
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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.**

**4. SCOPE OF WORK**

- Comprehensive annual (1 year) Service Program starting upon the expiration of the Equipment standard warranty or, if purchased upon the expiration of the Preferred Warranty Service Program (Effective Date) including:
  - 24x7 access to the Emergency Service Centre in English.
  - Ticket acknowledgment within next business day.
  - Response commitment:
    - intervention at Site within next business day from ticket acknowledgment.
  - One (1) annual Preventive Maintenance visit scheduled with customer Monday to Friday 8.00 AM to 5.00 PM (excluding national holidays).
  - Parts, Labour and Travels for the corrective maintenance activities.

## 5. DETAILS OF SERVICES

- 24x7 Service Support:

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](mailto: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 confirming the dispatching of a customer engineer to Site.

- Response time:

- A customer engineer will be dispatched to Site within next business day from the ticket acknowledgment.

- Travel, Parts and Labour coverage:

- Full coverage of parts, labour and travels for the on-site visit scheduled during normal working hours, including travel, repair time and parts used for the repair.

- Preventive Maintenance:

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

### Preventive Maintenance Check List

#### Air Filters

- Check for soiling, damage, corrosion

#### Electric Panel

- Set, adjust and tighten all the electrical connections
- Check contactors for pitting
- Check power supply voltage

#### Refrigerant Cycle/Section

- Examine refrigerant lines for leaks or damage
- Using the sight glass, check lines for moisture
- Check superheat
- Check sub-cooling
- Check compressor noise vibration
- Check compressor starting and running currents
- Check coils cleanliness
- Check coils for damage and corrosion
- Check condensate drain from evaporator coil
- Set, adjust and tighten the functional elements
- Monitor suction, head and discharge pressure

#### Controls

- Check connections for electric and mechanical functions
- Check parameters setting and sensor calibration
- Check safety devices for proper operation and adjust accordingly:
  - Air clogged filter device
  - Fan safety device
  - Humidifier safety devices
  - Electrical heater safety devices
  - Hydraulic circuit safety devices
- Functional tests on:
  - Fans, humidifier, heaters, air damper and hydraulic circuits
- Check operation sequence

#### Fans Section

- Check for soiling, damage and corrosion
- Check blower noise
- Examine motor mounts for tightness
- Check for abnormal vibrations
- Measure the current and power consumption
- Set, adjust and tighten all the electrical connections

#### Electrodes Humidifier (If Applicable)

- Check the canister for any deposits
- Check the condition of all steam hoses
- Check for leaks
- Check operation of humidifier water pumps (if applicable)
- Check power and current absorption

#### Electric heaters (if applicable)

- Check correct fixing
- Major Visit Only
- Check power and current absorption

## Preventive Maintenance Check List

### ASSUMPTIONS & CLARIFICATIONS

- Excludes consumables.
- Labour coverage excludes labour for piping external from the unit. Heat rejection coil not covered if failure is due to age, corrosive atmosphere or saltwater type environment.
- 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 Preventive Maintenance 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 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](#).