

SCOPE OF WORK

BATTERY MONITORING SERVICES

ELS/ELSI2-ELECTROLYTE LEVEL SENSOR AND ELSI2-ELECTROLYTE LEVEL SENSOR INTERFACE

ESSENTIAL SERVICE - 1 PM

Feature	Detail
Customer Support	Includes access to the Customer Resolution Center (1-800-543-2378) and the Vertiv Customer Services Network Online Internet portal.
Parts & Coverage	Includes 100% parts and labor as required on Alber Monitoring Equipment.
Commissioning Service	Includes commissioning service scheduled by the customer between 8am-5pm, Monday-Friday (excluding national holidays). Commissioning includes adjustments to the system after single jar battery replacements and system commissioning after full string replacements (does not include batteries, tab washer installation or installation labor).
Professional Service	Performed by Vertiv factory-trained and authorized technician equipped with Vertiv Proprietary tools and software. Vertiv CEs and Vertiv Partners are the only approved OEM service providers for Vertiv products.
Response Time	Guaranteed 4-hour phone response. On-site response 7 days/week, 24 hours/day (limits may apply; see Assumptions and Clarifications, as applicable, for more details).
Labor & Travel	Includes 100% labor and travel coverage 7 days/week, 24 hours/day, within the 48 contiguous states and Hawaii.
On-Site Service	Includes 1 Preventive Maintenance Service, scheduled by the customer between 8am-5pm, Monday-Friday (excluding national holidays).

SERVICE PERFORMED

1. Visually inspect all monitor system components for damaged or frayed power cords and cables and for damaged component panels, controls, and connectors. Perform corrective action to fix any issue found.
2. Alber will perform a visual inspection of accessible items relative to the monitoring system to include:
 - i. Voltage Sense Leads: corrosion, wire dressing, and condition.
 - ii. Load Wires, Fuses, and Fuse Holders: no exposed or damaged areas.
 - iii. Inter-tier sense leads (if applicable): corrosion, wire dressing, and condition.
 - iv. Optional accessories: float current sensor, discharge current sensor, inter-cell connections, and temperature probe(s) if applicable.
 - v. Equipment grounding.
 - vi. Fiber condition (if applicable).
 - vii. Low Voltage 24VAC wiring condition (if applicable)
3. Perform upgrade of BXE software on the Central PC to latest released revision.

ASSUMPTIONS & CLARIFICATIONS

On-site response is dependent on customer location and technician availability.

CUSTOMER RESPONSIBILITIES

In order to provide timely, accurate and thorough execution of the services described herein, Vertiv requests the following:

- **Point of Contact:** Provide an authorized point of contact(s), specific for the scope of work, for scheduling and coordination purposes.
- **Scheduling:** Make dates available for scheduling service. All visits must be requested 10 business days in advance of need by contacting the Vertiv Customer Resolution Center at 1-800-543-2378.
- **Site Access:** Prior to time of scheduled work, provide site access including any customer required escort, security clearance, safety training and badging for Vertiv service personnel.
- **Equipment Access:** Convenient access to the equipment covered by the Scope of Work. Prior to scheduled time of work, notify Vertiv service personnel of any special requirements for equipment access including lifts, ladders, etc.
- **Shutdown:** Service may require shutdown of load to ensure electrical connection integrity.
- **Notification:** If for any reason the work cannot be performed during scheduled time, notify Vertiv service personnel 24-hours prior to scheduled event.

TERMS AND CONDITIONS

Subject to all Terms & Conditions as noted in the Vertiv Terms & Conditions or the terms of a Master Agreement between the parties, if any, shall apply.