

SERVICE PROGRAM

Electrical Installation UPS (24x7)

Electrical Installation UPS (24x7) can be purchased within 6 months from the Equipment purchase date.

APPLICABLE TO THE FOLLOWING EQUIPMENT

Liebert® GXT5™ (5-20 kVA), Liebert® GXT4™ (5-10 kVA), Liebert® GXT3 (10 kVA Tower), Liebert® APS (5-20 kVA), Liebert® ITA2 (10-30 kVA), Liebert® EXS (10-60 kVA) and their respective Battery Cabinets.

APPLICABLE TO THE FOLLOWING SERVICE SKU

PS-RUPS-INSTL247-005	PS-RUPS-INSTL247-006	PS-RUPS-INSTL247-007	PS-RUPS-INSTL247-008	PS-RUPS-INSTL247-009
PS-ACP-INST-24X7				

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://www.vertiv.com/en-emea/support/register-your-product/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.***

SCOPE OF WORK

Electrical Installation visit to be scheduled 7 days/week, 24 hours/day (excluding national holidays), provides:

- the unpacking, positioning and leveling of the new Equipment to the working position:
 - The working positioning of the Equipment must be suitable and ready to host the Equipment for size and weight (e.g. correct plinth or management of the raised floor).
- the Equipment and Battery Cabinet cable installation:
 - Max length of the wires is 5 m.
 - Cable conduits are excluded and are supposed to be already present installed and with sufficient space available.
 - Electrical Panel compliance with Equipment prerequisites must be granted by customer.
 - Building/Civil works are excluded.
- the External Bypass Switch electrical Installation (if applicable)
- the electrical Installation of the Equipment
 - Mains power supply has to be available to energize the Equipment
- the Battery cabinet electrical installation (if applicable)
- All cables are excluded and shall be provided by the customer according to the local regulation.

DETAILS OF SERVICES

The Installation visit will include the below-mentioned activities; a report will be handed over to End-Customer upon completion.

Electrical Installation Check List

Cable installation

- Identify the proper circuit breaker, de-energise it (with customer approval) and lock and tag it out.
- Cut the cables to the proper length (if needed) and place the proper cable ends.
- Fit the cables into the conduits (if available).
- Cable labelling and identification is included

Battery cabinet electrical installation (if Applicable)

- Open the battery switch.
- Connect power cables and communication cables to the equipment.
- Close the battery switch.

UPS and External Bypass Switch electrical installation

- Open the upstream circuit breaker and remove the mains.
- Check that the UPS is de-energised.
- Mount the switch as per respective instructions.
- Connect the power cables to the grid, the UPS and the load.
- Connect the communication cables to the equipment.
- Connect internal batteries (if applicable).
- Close the upstream circuit breaker.

ASSUMPTIONS & CLARIFICATIONS

- Installation 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 Electrical Installation of the Equipment.
- 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.
- Isolation of any water-based fire suppression systems for the duration of site works.

All visits 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

Electrical installation coverage does not extend to any task that implies the modification of the Electrical System design.

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](#).