

## SERVICE PROGRAM:

### Electrical & Mechanical Installation Thermal DX SPLIT (24x7)

Electrical & Mechanical Installation - Thermal DX SPLIT (24x7) can be purchased within 6 months from the Equipment purchase date.

#### APPLICABLE TO THE FOLLOWING EQUIPMENT

Liebert® CRVTM (CR012; CR025 and their respective condenser units), LIEBERT® VRC Split (and their respective condenser units).

#### APPLICABLE TO THE FOLLOWING SERVICE SKU

PS-THM-INST24X7-CRDx	PS-THM-INST24X7-VRSP
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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

On-Site Visit 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
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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.***

#### SCOPE OF WORK

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

- 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).
- Refrigerant piping installation\*.
- Refrigerant circuit leak detection\*.
- Evacuation and pre-charge of the refrigerating circuit\*.
- Probes and detectors positioning\*.
- Electrical Installation of the internal unit\*.
- Connection of the power cables from the internal to the external unit\*.
- Connection of the power supply lines to the ATS \*

\*The specific Prerequisite subjects below are the necessary requirements to perform the activity.

#### DETAILS OF SERVICE:

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

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### Refrigerant Piping installation Check List

#### Refrigerant Piping installation

- Installation of refrigerant piping including brazing.
- Installation of condensate drain pipe.
- Humidifier piping installation (if applicable).
- Refrigerant circuit leak detection test using oxygen free nitrogen.

#### Prerequisites

- Power supply to the unit must be assured.
- All the spaces to allocate the pipes must be free and ready to be accessed for installation (e.g.: raised floor free and open).
- Drain pipe layout must be planned according to the manufacturer's instructions. If a pump is needed, it must already be in place ready to be connected to the pipes.
- No building works are included; these are supposed to be already present with sufficient space available.
- Site survey requested.

### Refrigerant Circuit Evacuation and Pre-Charge Check List

#### Refrigerant Circuit Evacuation and Pre-Charge

- Evacuation of the system according to the manufacturer's instructions and vacuum quality check.
- Unit circuits refrigerant charge up to 80% of the nominal calculated value.
- Crankcase heater start (with customer approval).

#### Prerequisites

- Electrical and communication cabling must be completed and correctly secured.
- Power supply to the unit must be assured if crankcase heaters are needed.
- Refrigerant gas excluded.

### Probes and Detectors Positioning Check List

#### Probes and Detectors Positioning

- Positioning of the rack sensors.
- Point water leak detector or tape leak detector positioning.

#### Prerequisites

- Positions of the sensors to be communicated in advance.
- The area where the detectors are to be installed must be clean and without grease.

### Electrical Installation & Cabling Check List

#### Electrical Installation & Cabling

- 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.
- Connection of the power supply cables to the internal unit.
- Installation and connection of the power cables between the internal and the external unit.

#### Prerequisites

- Mains power supply has to be available to energize the Equipment.
- Electrical Panel compliance with Equipment prerequisites must be granted by customer.
- Max length of the wires between the control panel and the internal unit is 20 m.
- Cables ducts aren't included; these are supposed to be already present and installed with sufficient space available.
- No building works are included; these are supposed to be already present with sufficient space available.
- The customer must be present to approve any power interruption if needed.
- All the spaces to allocate the cables between internal and external units must be free and ready to be accessed for installation (e.g.: raised floor free and open).

### ATS installation Check List (if applicable)

#### ATS installation

#### Prerequisites

- Connect the power supply cables of both power supply systems to the ATS.
- The customer must be present to approve any power interruption if needed.
- Power cables must be present and provided with cable ends compatible with the equipment's terminals in accordance with the local regulation.

## END-CUSTOMER DUTIES

Customer shall provide:

- Complete access to Site and to the Equipment for the purpose of On-Site Visit 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.
- Shutdown: Service may require shutdown of load to ensure electrical connection integrity.
- The Equipment shall be installed and commissioned in line with manufacturer recommendations.

## 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](#).