

## SERVICE PROGRAM

### Warranty Extension +1 on Single-Phase UPS (against defects in material and workmanship)

Warranty Extension +1 can be purchased within 6 months from the Equipment purchase date.

#### APPLICABLE TO THE FOLLOWING EQUIPMENT

Liebert® ITON, Liebert GXT MT+, Liebert® PSP, Liebert® PSA, Liebert® GXT3, Liebert® GXT4™, Liebert® GXT RT+, Liebert® GXT5™, Vertiv EDGE.

#### APPLICABLE TO THE FOLLOWING SERVICE SKU

RUPS-WE1-001	RUPS-WE1-002	RUPS-WE1-003	RUPS-WE1-004	RUPS-WE1-005
RUPS-WE1-006	RUPS-WE1-007	RUPS-WE1-008	RUPS-WE1-009	

#### 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.**

#### EXTENDED WARRANTY PERIOD

The Warranty Extension +1, if purchased, will start upon the expiration of the Equipment standard warranty (Effective Date), as defined at the purchase of the Equipment, and will last for 12 months (Extended Warranty Period).

#### EXTENDED WARRANTY TERMS AND CONDITIONS

Vertiv warrants that, during the Extended Warranty Period, the Equipment is free of defects in material and workmanship; and conforms to the descriptions contained in any applicable certified drawings for such Equipment, and to applicable Liebert Equipment brochures and manuals current as of the date of Equipment purchase (“Descriptions”). Vertiv does not control the installation and use of any Equipment. Accordingly, it is understood that the Descriptions are not warranties of performance and are not warranties of fitness for a particular purpose.

Subject to the limitations specified herein, if any part or portion of the Equipment fails to conform to the Extended Warranty within the Extended Warranty Period, Vertiv, at its option, will replace or repair the failed Equipment or part thereof in accordance with the Warranty Claim Procedure. Vertiv may utilize third parties in the performance of Extended Warranty work, including repair or replacement hereunder.

Repair or replacement of a defective Equipment or part thereof does not extend or restart the original warranty period or this Extended Warranty Period.

### **ITEMS NOT COVERED BY EXTENDED WARRANTY**

This Extended Warranty does not cover damage or defect caused by misuse, failure to recharge batteries, improper application, wrong or inadequate electrical current or connection, negligence, inappropriate on-site operating conditions, corrosive atmosphere, accident in transit, tampering, alterations, improper installation, start-up, repair, handling, maintenance.

This Extended Warranty does not apply in any event if the Liebert serial number has been altered, defaced, or removed. This Extended Warranty 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 Extended Warranty 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 Extended Warranty.

Optional items such as web-card and rail kit are not covered by this Extended Warranty.

This Extended Warranty does not cover battery autonomy reduction. Battery autonomy reduction is affected by environmental working conditions (such as temperature and humidity), by battery's age and number of power failures and will not be cause for Vertiv to replace the relevant Equipment or part thereof.

THE EQUIPMENT LISTED IN THIS EXTENDED WARRANTY 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.

### **WARRANTY CLAIMS PROCEDURE**

Within a reasonable time, but in no case to exceed thirty (30) days, after End-Customer discovery of a defect, End-Customer shall contact Vertiv at 0080011554499 or via email at [warranty.channel.emea@vertiv.com](mailto:warranty.channel.emea@vertiv.com) to place the warranty claim. When notifying Vertiv of a problem with the Equipment, End Customer must provide Vertiv with an example of the problem, the context in which the problem was encountered, a description of the system configuration, and the steps necessary to generate or reproduce the problem.

If Vertiv exercises its option to proceed with replacement of an Equipment, Vertiv will send a new, refurbished, or comparable model unit to End-Customer at no charge within Europe. 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 and the End Customer shall bear all the costs to return the failed Equipment. If there is no requirement to return the failed Equipment, the disposal of the failed Equipment shall be done by the End-Customer at his/her own expenses and in accordance with the local legislation. Equipment shipped to Vertiv without an RMA number will be refused and returned freight collect to End-Customer at End-Customer's expense.

All defective Equipment and component parts replaced or returned under this Extended Warranty become the property of Vertiv.

### **WHO IS COVERED**

This Extended Warranty is not transferable or assignable without the prior written permission of Vertiv. This Extended Warranty is given only to purchasers who buy for commercial or industrial use in the ordinary course of business.

## 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](#).