

Power Assurance Package

Deployment and startup



Overview

A partner to assure uptime

As small, remote IT sites become more business-critical, managing those sites has become a major challenge. While outages are not an option, neither is sacrificing your busy IT staff to set up and maintain uninterruptible power supply (UPS) systems.

In today's climate, businesses need convenient and cost-effective support for power delivery to small IT sites.

The Power Assurance Package from Vertiv™ Services perfectly fits the bill, delivering worry-free power protection for network power requirements.



Ensure business-critical continuity with comprehensive protection and vital support for Vertiv™ Liebert® APS, GXT, ITA2 or PSI.

The Power Assurance Package combines the best UPS systems in the business with a five-year protection plan and the industry's premier service capability to safeguard your small IT sites.

Vertiv's Power Assurance Package is far more than just an extended warranty for UPS systems. It puts customers' critical power in the capable hands of an experienced team of factory-authorized technicians from day one, ensuring network availability and peace of mind.

While Vertiv UPS systems offer trouble-free operation, oversight and rapid response remain essential to business-critical continuity. The Power Assurance Package has all your power protection needs covered.

Our Power Assurance Package for Liebert® APS, GXT, ITA2 or PSI systems includes:

- Five-year protection plan with 100% parts, labor and travel coverage
- Startup and installation
- Removal and disposal of existing equipment per regulatory requirements*
- On-site support and emergency response available 24/7
- Comprehensive reports
- Vertiv™ Life™ Services (optional) Vertiv remote monitoring service

Benefits

- Assured critical power delivery
- Optimized use of your IT staff
- Simplified small site UPS deployment and maintenance
- Instant access to power protection information
- Improved protection for your IT investment

*This service is optional and excludes Vertiv™ ITA2.



Five-year comprehensive protection plan

The Power Assurance Package provides 100% labor and travel coverage, and 100% parts coverage for maintenance, repair and replacement for a full five years, including internal battery defects, web card, and other key components. With this level of protection, you avoid unexpected downtime costs and gain network availability.

Installation and startup

Factory-authorized Vertiv™ technicians handle UPS startup at the location along with rack installation for GXT and PSI systems (optional for APS). Customers enjoy the convenience and peace of mind that comes from having the experts do the job, and IT staff is free to attend to other tasks.

Removal and disposal of existing equipment

With this Power Assurance Package option, technicians will remove and dispose of an old UPS unit of comparable make or model while following all regulatory requirements. This task is handled when visiting to install and startup the new UPS system.

On-site support and emergency response

Vertiv's experienced team of technicians offers the industry's premier service capability for maintaining and supporting a UPS system. As part of the Power Assurance Package for 5-20 kVA UPS systems, technicians perform a preventive maintenance visit any time after the second year of coverage to help ensure continuous trouble-free operation.

Should a problem ever arise with the system, customers have 24/7 access to Vertiv's Customer Resolution Center. They can count on quick recognition by support personnel as well as priority status during emergencies including guaranteed on-site emergency response.

Comprehensive reports

Vertiv provides on-demand access to service histories and reports via the Customer Services Network portal. With this vital information at your fingertips, you will always know the status of your power system, and will have the information needed to simplify inventory tracking and financial planning.

Vertiv Life™ Services

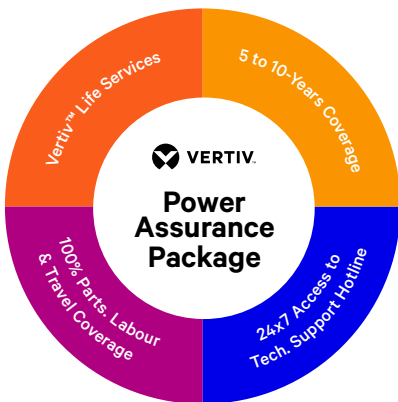
Vertiv Life Services provides increased uptime and operational efficiency through continuous monitoring, expert analysis, and proactive response to help you optimize the health of your critical systems and have peace of mind.

Summary

Even when your IT staff is working at capacity, there's no need to leave business-critical power unmanaged. The Power Assurance Package from Vertiv Services gives you a trusted partner and a complete, worry-free power protection solution to assure uptime at your small or remote IT sites. By combining high-quality UPS systems, expert service and support, and a five-year protection plan, you'll know your power is protected.

Ordering information

To learn more about this service and other Vertiv solutions, visit [Vertiv.com](https://www.vertiv.com) or call 1-800-543-2378.



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