

# Uninterruptible Power Systems (UPS)

## Scope of Work (SOW)

ALL SINGLE-PHASE MODELS (EXCLUDES LIEBERT® NFINITY)  
*START-UP (24x7) SERVICE*

### SOW Section Outline

1. Service Summary
2. Service Performed
3. Assumptions and Clarifications
4. Customer Responsibilities
5. Terms and Conditions

### 1. Service Summary

FEATURE	DETAIL
On-site Service	One (1) site trip within the country after the system has been installed and cabling terminated. Visit to be schedule by the customer between 8 AM- 5 PM, Monday through Friday (excluding national holidays).
Validates Warranty	Vertiv start-up validates the warranty.

### 2. Service Performed

The following service will be performed:

1. Perform a temperature check on all breakers, connections and associated controls. Repair and/or report all high temperature areas (if applicable).
2. Perform a complete visual inspection of the equipment, including all modules, wiring harnesses, contacts, transformers, EMI assemblies and fans (if applicable).
3. Check all nuts, bolts, screws, and connectors for tightness and heat discoloration.
4. Inspect for broken, brittle, damaged, or heat stressed components and cables.
5. Clean any foreign material and dust from internal compartments.
6. Perform a status check of alarm circuits.
7. Perform an operational test of the system including unit transfer to and from bypass.
8. Perform an operational test of the system including unit transfer to and from battery.
9. Verify correct firmware revisions are installed.
10. Apply the system to normal load and verify the output voltage.
11. Review system performance with customer to address any system questions.

### 3. Assumptions and Clarifications

Any customer site visit is limited to eight (8) hours per visit. Any time beyond 40 hours/week or eight (8) hours/day, or additional start-up visits, will be billed separately.

#### 4. 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 ten (10) business days in advance of need by contacting the Vertiv Customer Resolution Center.
- **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.

#### 5. Terms and Conditions

This SOW is subject to all Terms and Conditions as noted in the Vertiv Terms and Conditions.

-or-

The terms of a Master Agreement between the parties, if any, shall apply.