

# Emergency Response Services

Damage Assessment, Repair, Recondition, Replacement

**ERS**   
ELECTRICAL RELIABILITY SERVICES  
A VERTIV Company

## Benefits

### Help with Your Recovery Efforts

Unexpected failures pose serious hazards with potentially devastating effects. Whether a large-scale disaster or a small-scale technical glitch, these emergencies demand a prompt response from an experienced partner.

Startups are challenging enough under the best of circumstances. Your emergency plan should include a recovery partner that can deliver a complete set of emergency response electrical services, from damage assessment and inspection to equipment repair, refurbishment, and replacement.

Electrical Reliability Services (ERS) has the experience and resources available to get your electrical system up and running quickly, ensuring a safe, reliable return to operation.

- Experience the quickest, most cost-effective business resumption
- Reduce exposure to risk and ensure the safety of your equipment and personnel
- Get access to cross-industry best practices and knowledge
- Ensure more efficient use of existing resources and personnel



### Unexpected failures can pose serious hazards with potentially devastating effects to your equipment and budget.

Emergency response services are designed to support your business continuity objective. Whether you're looking to assess the damage to your electrical distribution equipment, or need to conduct startup and commissioning of new or refurbished equipment, ERS can help. Our emergency response services are conducted according to guidelines from the National Electrical Manufacturers Association (NEMA) and adhere to specifications outlined by the InterNational Electrical Testing Association (NETA) in conjunction with the American National Standards Institute (ANSI/NETA). Our technical support team is available 24x7. We will quickly dispatch a NETA-trained and certified technician to your site to assist in resolving emergency situations.

Our emergency response services include:

- Damage assessment
- Inspection and testing
- Equipment repair and recondition
- Equipment replacement
- Spare parts support
- Installation
- Commissioning and startup

## Damage Assessment

Upon arrival at your facility, a member of our technical services team will conduct a damage assessment of your entire electrical distribution system including all circuit breakers, transformers, switchgear, cables, busway, relays, generators, batteries, and uninterruptible power supplies. Our assessment will also include a detailed inventory of your electrical distribution equipment, a condition assessment of each component, and recommended actions to bring your system back online in the most efficient way possible.

## Inspection and Testing

Each piece of electrical distribution equipment will be physically inspected for damage, cleaned, and dried. Electrical testing will be performed, as required, to determine the serviceability of each piece of equipment. Recommendations for repair or replacement will be determined.

## Repair and Recondition

Electrical equipment exposed to water can be extremely dangerous if re-energized without proper repair, reconditioning, or replacement. Reductions in the integrity of electrical insulation, due to moisture, debris lodged in the equipment components, and other factors, can affect the ability of the equipment to perform as intended. Damage to electrical equipment can also result from floodwaters contaminated with chemicals, sewage, oil, and other debris. All these contaminants affect the integrity and performance of the equipment.

The ability to repair and recondition the equipment may vary with the nature of the electrical function, the degree of flooding, the age of the equipment, and the length of time the equipment was exposed to water.

For equipment that is determined to be serviceable, ERS can provide complete repair and reconditioning services for virtually any manufacturer's equipment. Our repair services also include retrofitting services to update your equipment with the latest technology at a fraction of the cost of replacement.

## Equipment Replacement

For equipment that is determined not to be serviceable, we can help you locate new, surplus, and remanufactured electrical distribution equipment of all types and all manufacturers. Our technical services staff can also provide complete installation and startup services for new equipment and removal of old equipment.

## Spare Parts Support

Finding the right parts to get your equipment back online can be a difficult task during a widespread recovery effort. Our global network of partners and solid relationships with suppliers ensure that emergency part orders are delivered as quickly as possible. Having a partner that provides timely access to replacement equipment is essential for an efficient and cost-effective return to operation.

## Installation, Commissioning, and Startup

ERS engineers and technicians will provide complete equipment installation,

commissioning, and startup services. Equipment startup services include verification of proper installation through acceptance testing and inspection. Data obtained during acceptance testing provides a reliable baseline for trending and comparison during future maintenance tests. Our engineers perform acceptance testing in accordance with ANSI/NETA standard specifications and also pay close attention to manufacturers' recommendations; other national, state, and local industry standards; and key safety issues. Upon request, we also provide operations and maintenance guidelines, procedure manuals, and training for operators.

## Summary

Disaster preparedness and recovery require a plan, access to resources, and coordinated project management. Make sure your electrical system is well maintained, secured, and precautions are in place before an unplanned event occurs.

## Next Level Reliability

ERS can help you prepare for the unexpected and deliver a full range of recovery services. Our engineers and technicians provide around-the-clock support and dedicated project managers wherever and whenever needed to reduce your exposure to risk and help ensure a safe restart of your operations.

## Ordering Information

To learn more about ERS' Emergency Response Services, please contact us at 1 877- 468-6384 or visit [ERS.vertiv.com](http://ERS.vertiv.com).