

SCOPE OF WORK

BATTERY MONITORING SERVICES

BDS – 40 BATTERY DIAGNOSTIC SYSTEM

BASIC SERVICE - END OF SERVICE LIFE

SERVICE SUMMARY

Feature	Detail
On-Site Service	Includes a Performance Evaluation inspection performed immediately after the completion of an emergency visit.
Response Time	Guaranteed 4-hour phone response. On-site response 7 days/week, 24 hours/day (limits may apply; see Assumptions and Clarifications, as applicable, for more details).
Customer Support	Includes access to the Customer Resolution Center (1-800-543-2378) and the Vertiv Customer Services Network Online Internet portal.
Parts	Component parts are NOT available. Ancillary parts are not guaranteed (limits may apply; see Assumptions and Clarifications, as applicable, for more details).
Labor & Travel	Includes 100% labor and travel coverage 7 days/week, 24 hours/day, within the 48 contiguous states and Hawaii.
Service Professional	Performed by Vertiv factory-trained and authorized technician equipped with Vertiv Proprietary tools and software. Vertiv CEs and Vertiv Partners are the only approved OEM service providers for Vertiv products.
Commissioning Service	Includes commissioning service scheduled by the customer between 8am-5pm, Monday-Friday (excluding national holidays). Commissioning includes adjustments to the system after single jar battery replacements and system commissioning after full string replacements (does not include batteries, tab washer installation or installation labor).

SERVICE PERFORMED

1. Perform a complete visual inspection of the equipment, including sub-assemblies, wiring harnesses, contacts, cables and major components.
2. Check all nuts, bolts, screws, and connectors for tightness and heat discoloration.
3. Inspect for broken, brittle, damaged, or heat stressed components and cables.

ASSUMPTIONS AND CLARIFICATIONS

Commissioning does not include batteries, tab washer installation or installation labor.

The Battery Inspection Service listed above is only a visual inspection and is not intended to replace a full preventive maintenance program for the battery system.

On-site response is dependent on customer location and technician availability.

Parts information

- Component parts are NOT available.
- Replacement units are NOT available.
- Vertiv will attempt to do whatever is practical and reasonable to restore a down unit.
- Parts unavailability may result in a down unit that cannot be restored.
- Offsite repair is not available.

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 10 business days in advance of need by contacting the Vertiv Customer Resolution Center at 1-800-543-2378.
- **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.

TERMS AND CONDITIONS

Subject to all Terms & Conditions as noted in the Vertiv Terms & Conditions or the terms of a Master Agreement between the parties, if any, shall apply.