

Power Assurance Package

Lifecycle Services



BENEFITS

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.

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
- Up to ten year worry-free coverage with Renewal option

Ensure business-critical continuity with comprehensive protection and vital support for Liebert® PSP, Liebert® PSA, Liebert® PSI, Liebert® GXT, Liebert® itON, and Liebert® GXT MT+



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 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 GXT 5-20 kVA systems includes:

- Five-year protection plan with 100% parts, labor and travel coverage
- Possibility to renew the subscription achieving a total of ten-year protection with 100% parts, labor and travel coverage
- Positioning and installation (optional)
- Removal and disposal of existing equipment per regulatory requirements (optional)
- 24x7 access to customer service center
- On-site service support within agreed response time
- One preventive maintenance after the 3rd year for 5-20 kVA models
- Vertiv™ LIFE™ Services, for 5-20 kVA models, granting continuous monitoring, expert analysis and proactive response

Five-Year Comprehensive Protection Plan

The Power Assurance Package can be purchased only together with the UPS and provides 100% labor and travel coverage, and 100% parts coverage for maintenance, repair and replacement for a full five years. With this level of protection, you avoid unexpected downtime costs and gain network availability.

Startup and Installation

Factory-authorized Vertiv™ technicians handle UPS startup at the location along with installation for Liebert UPS equal or above 3 kVA when ordered as options. Customers enjoy the convenience and relief that comes from having the experts do the job, and IT staff is free to attend to other tasks.

On-site Support and Emergency Response

Vertiv 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 one preventive maintenance visit any time after the third year of coverage to help ensure continuous trouble-free operation. The preventive maintenance visit can also be purchased as a stand-alone item for UPS equal or above 3 kVA.

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

Vertiv™ LIFE™ Services

Vertiv LIFE Services provides real-time visibility into your critical systems, resulting in early detection of anomalies and immediate reaction in cas of alarms. Adding in the diagnosis capability of remote system engineers allows our technicians to be armed to quickly, accurately, and safely restore equipment to its proper operating condition. With Vertiv LIFE Services you can be sure to experience enhancements in both uptime, as well as operational efficiency, giving you unparalleled system protection and support, for complete peace of mind. All equipment covered with Vertiv LIFE Services maintains constant contact with Vertiv's service organization 24/7.

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 renewable protection plan, you'll know your power is protected.

Ordering Information

To learn more about this service and other programs, and if they are available in your country, and also to learn more about other Vertiv solutions, visit Vertiv.com

		UPS UP TO 3 kVA	UPS ABOVE 3 kVA	
		POWER EMERGENCY	POWER ASSURANCE	POWER ASSURANCE PREMIER
POWER ASSURANCE PACKAGE	START-UP		Optional	Optional
	TECHNICAL SUPPORT HOTLINE	24/7	24/7	24/7
	PARTS INCLUDED	✓	✓	✓
	LABOUR INCLUDED		✓	✓
	RESPONSE TIME	✓ 8 working hours*	✓ 8 working hours*	✓ 8 working hours*
	PREVENTIVE MAINTENANCE		✓**	✓**
	LIFE SERVICES			✓
	CONTRACT DURATION	5 YEARS (10 YEARS WITH RENEWAL)	5 YEARS (10 YEARS WITH RENEWAL)	5 YEARS (10 YEARS WITH RENEWAL)

* Customer engineer or shipment of the new unit within 8 working hours from ticket acknowledgement

** Includes 1 preventive maintenance after the third year