

5 Easy Steps

To Get Help From Vertiv Services



1 Call 1300 367 686

This is our dedicated 24-hour 7-day a week service line and our Customer Service Representative will assist you.

- Option 1 – If you are placing a service call request in the event of an equipment fault.

- o Option 1 – To place an emergency service call
- o Option 2 – For inquiry related to Preventative Maintenance
- o Option 3 – For Service Maintenance Contracts
- o Option 5 – For Warranty Support
 - Option 1 – For UPS Application Support
 - Option 2 – For Monitoring Software and Application Support
 - Option 3 – For Warranty Administration

2 Let us know how we can help you

To correctly respond to your call, please advise if your service request relates to a Thermal or Power equipment¹.

3 Please supply the following important details

- Site name & address
- Serial Number of unit – to help determine warranty or contract level
- Your unit should have a sticker label displaying a serial number and the product model [If it doesn't, please advise one of our friendly Customer Engineers that you require a sticker to be placed on the outside of your Vertiv unit for a quick reference in assisting your staff to place any future service calls]
- Name and phone number of person placing the call
- Name and phone number of person on site to contact (if different from the caller)
- Explanation of the problem with the unit (e.g., high temp alarm, water under floor, UPS in alarm state)

For warranty support, you may also send the details to:

- DPG.Warranty@vertiv.com for Warranty Replacement request.
- Liebert.UPStech@vertiv.com for UPS Applications Support
- Liebert.Monitoring@vertiv.com for Monitoring Software and Application Support.

4 Confirming your request

We ask that as soon as practical you confirm your request for our attendance in writing by completing an “Authority to Attend”, by emailing au.service@vertiv.com. The authority to attend should include the requested details in item 3 above and a purchase order number if applicable. A Customer Engineer will be dispatched and the relevant charges if any will apply as per your service level agreement².

For **Warranty Replacement Request**, a Return Material Acquisition (RMA) /Service Request (SR). Number will be provided by the Customer Service Representative as a reference for the call out. For Technical Support, one of our engineers will get back to you during office hours to assist.

5 A Vertiv Customer Engineer will respond

A Vertiv Customer Engineer will visit your site to attend to your service call request. Please help facilitate the engineer's access to your site.

For all other business related enquiries contact your local Vertiv representative or call us on 1300 065 345 | au.service@vertivco.com

Air	Power
Precision air-conditioning	UPS
General air-conditioning	Generator
Vesda	Asco Switch-Automatic Transfer Switch
	Static Switch
	DC & Telecom

² Vertiv reserves the right to assess Warranty service calls for validity. Subject to the warranty provided in Vertiv's terms and conditions of sale, if the fault is deemed by Vertiv not to be covered by warranty then charges may apply.