

**SERVICE PROGRAM:**

**Integrated Extended Warranty Premier 1 Year on UPS**

Integrated Extended Warranty Premier 1 Year can be purchased within 6 months from the Equipment purchase date. Integrated Extended Warranty Premier 1 Year can be purchased only if one Intellislot housing is available to connect Vertiv LIFE™ Services. For products equipped with a single Intellislot housing, Vertiv LIFE Services is not available if the Intellislot housing is already used for other optional cards (e.g. IS-RELAY).

**APPLICABLE TO THE FOLLOWING EQUIPMENT**

Liebert® ITA2 (10-30 kVA), Liebert® EXS (10-60 kVA).

**APPLICABLE TO THE FOLLOWING SERVICE SKU**

ACP-IEWP1-8WH-8R8WH-I2	ACP-IEWP1-8WH-8R8WH-I3	ACP-IEWP1-8WH-8R8WH-E2
ACP-IEWP1-8WH-8R8WH-E4	ACP-IEWP1-8WH-8R8WH-E6	

**PRE-REQUISITE TO PURCHASE THE SERVICE**

**IT Channel (i.e. Distributor and Reseller) needs to provide Vertiv with end Customer name, surname and e-mail address in order to be able to process the order and let Customer activate the service program purchased.**

**ONLINE REGISTRATION FOR VALIDITY**

This Service Program must be registered in order to be valid. For registering it, please fill out the registration form found at the following address: <https://www.vertiv.com/en-emea/support/register-your-product/registration/> within 30 days after receiving the confirmation certificate.

Follow all the registration steps until you are asked if you have purchased a Service Program, when asked tick yes and include the Service Program Code and Delivery Date as per the information received in the confirmation Certificate

**SERVICE PROGRAM**

Do you have a service program available? YES  NO

Service Program Code	Service Program Delivery Date
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Please remember that, **if not registered within 30 days after receiving the confirmation certificate, the Service will expire and will be considered as executed by Vertiv.**

**4. SCOPE OF WORK**

- Comprehensive annual (1 year) Service Program starting upon the expiration of the Equipment standard warranty or, if purchased upon the expiration of the Premier Warranty Service Program (Effective Date) including:
  - Vertiv™ LIFE™ Services, the Vertiv Remote Diagnostic and Preventive Monitoring Services
  - 24x7 access to the Emergency Service Centre in English.
  - Ticket acknowledgment within next business day.
  - Response commitment:
    - intervention at Site within next business day from ticket acknowledgment.
  - One (1) annual Preventive Maintenance visit scheduled with customer Monday to Friday 8.00 AM to 5.00 PM (excluding national holidays).
  - Parts, Labour and Travels for the corrective maintenance activities.

**5. DETAILS OF SERVICES**

- Vertiv™ LIFE™ Services:
  - 24-hour real-time monitoring by our experts in the LIFE Service Centre.
    - Events and alarm management.

- In case of an operational anomaly and/or an emergency condition, Vertiv Service Technical Support performs an immediate analysis to troubleshoot. Based on event severity and agreed escalation process the Vertiv Services Technical Support contacts the customer to establish the appropriate course of action.
- If necessary, a service engineer will complete an emergency on-site visit.
- Regular status reports.
  - Providing valuable information on power and equipment trends through comprehensive data collection and analysis over any selected period of time, including recommended action plan to ensure system availability.
- LIFE Services are provided with over IP communication; the End-Customer shall be responsible for providing an Ethernet RJ45 socket mounted within two meters of the equipment cubicle.
- LIFE Services connections will be made and validated during the Preventive Maintenance visit if not already in place.
- 24x7 Service Support:
 

Customers are provided with dedicated access points to the Customer Service Center:

  - 24x7 telephone number: Toll free (where available) 00 800 11554499
  - E-mail address: [eoc@vertiv.com](mailto:eoc@vertiv.com).

A team of professionals will liaise with End-Customer providing telephone support and identifying the best course of action. Within the next business day from the claim, the Customer Service Center will issue a ticket acknowledgment confirming the dispatching of a customer engineer to Site.
- Response time:
  - A customer engineer will be dispatched to Site within next business day from the ticket acknowledgment.
- Travel, Parts and Labour coverage:
  - Full coverage of parts, labour and travels for the on-site visit scheduled during normal working hours, including travel, repair time and parts used for the repair.
- Preventive Maintenance:
  - The Preventive Maintenance visit will include the below-mentioned activities. A report will be handed over to End-Customer upon completion.

### Preventive Maintenance Check List

#### Environmental Checks

- Ambient Temperature
- Cleanliness
- UPS Location

#### Output Measurements Waveform (On VFI Mode)

- Output RMS Current (Phases & Neutral)
- Output Peak Current (Phases & Neutral) – as required
- Output Voltage

#### Visual Checks

- Insulation, Overheating, Damage
- Power capacitors for swelling or leaking oil
- Fuses
- Check all nuts, bolts, screws, and connectors for tightness and heat discoloration

#### Synchronising - On VFI Mode (with customer approval)

- Verify Inverter to Mains Synchronization
- Verify transfer from Inverter to Bypass & vice-versa
- Verify Voltage & Phase Lockout
- Check/Adjust Inverter free running frequency

#### Cleaning/Air Flow

- Check Fans, Door/Compartment Seals
- Clean Grids, Fan, Power Module & PCB
- Clean inlet / outlet air flow

#### Battery check (with customer approval)

- Check/Adjust Battery alarms Levels
- Check/Adjust Battery End of Discharge Level

#### Battery

- Visual check for cleanliness
- Visual check for cracks, leakage, and corrosion
- Discharge test (with customer approval)
- Check all connectors for tightness

#### Metering (check the calibration LCD vs Meter)

- DC Volts
- Input Volts/Current
- Output Voltage & Frequency

#### Check/Record Voltage and Currents

- Input /Output, Rectifier

#### Software

- Download and record all the configuration data, alarm history, fault data

#### Power Fuses

#### LIFE™ Services

## Preventive Maintenance Check List

- Verify Type, value, Condition
- Test connectivity (manual call)

### ASSUMPTIONS & CLARIFICATIONS

- Excludes consumables.
- Parts, Labour and Travel time coverage excludes full programmed end of life batteries, capacitors and fan replacement.
- Preventive Maintenance expenses incurred due to delays beyond the control of Vertiv will be charged.
- Additional activities not part of this scope of work can be added and quoted separately.

### END-CUSTOMER DUTIES

Customer shall provide:

- An Ethernet RJ45 socket mounted within two meters of the equipment cubicle.
- Complete access to Site and to the Equipment for the purpose of Preventive Maintenance services.
- Safe working environment including, where appropriate, safety induction procedures.
- A point of contact during time of service.
- A point of contact for receipt of units and components.
- The Equipment shall be already installed and commissioned in line with manufacturer recommendations.
- Isolation of any water-based fire suppression systems for the duration of site works.

Preventive Maintenance visit must be requested at least 10 business days in advance of need by contacting the Vertiv™ Customer Service Center at the Toll-free telephone number (where available) 00 800 11554499.

- If for any reason the work cannot be performed during scheduled time, notify Vertiv service personnel 48-hours prior to scheduled event.

Service may require shutdown of load to ensure electrical connection integrity.

Attending staff are not expected to work completely alone, it is expected that site staff will regularly monitor and understand the condition of attending staff if they are attending site as a single engineer.

If Asbestos is present in the building related to the work area of the Equipment and planned works, the attending operatives must be briefed on this by the site staff.

### EXCLUSIONS

Parts and Labour coverage for repair and replacement does not extend to any loss or damage due to misuse, accident, abuse, neglect, normal wear and tear, negligence (other than Vendor's), unauthorized modification or alteration, use beyond rated capacity, failure to report a known fault or malfunction in a timely manner, unsuitable power sources or environmental conditions, improper installation, repair, handling, maintenance or application or any other cause not due to the Vendor.

Optional items such as web-card, batteries, external battery cabinets are not covered by this Service Program.

### ABORTIVE VISITS

Abortive visits to the Site resulting from inadequate notice, false, unjustified, unauthorized calls, inaccurate instructions, inaccessibility of the Site, unavailability of the Equipment to perform the activities as per the Scope of Work, shall be charged at 50% of the contract value.

### SUBCONTRACTOR

The Seller reserves the right to subcontract Services to others.

### TERMS AND CONDITIONS

The provision of the Services described in this Scope of Work is subject to terms and conditions of sales as better indicated at <https://www.vertiv.com/en-emea/about/terms--conditions-of-sale/> (Vertiv Standard Terms and Conditions).

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End-Customers may be asked to provide proof of the date of purchase.

By registering the Service in the manner described above, End-Customer confirms to have read Vertiv Standard Terms and Conditions and accepts the same without limitation.

Vertiv Standard Terms and Conditions and any other terms comprised herein apply (i) exclusively between Vertiv and the third party which directly bought the Service; and (ii) to those Services purchased by the End-Customer as better defined above. For the avoidance of doubt, Services obtained from any Vertiv Reseller are governed solely by the agreement between the End-Customer and the Vertiv Reseller. Such agreement may provide terms that are the same as the Vertiv Standard Terms and Conditions, in any case Vertiv shall be responsible within the limits and to the extent defined in the Vertiv Standard Terms and Conditions. Please contact your Vertiv Reseller for additional information on the Services described in this Scope of Work and on related Vertiv Terms and Conditions.

All documentation, imaging or other information provided to the End-Customer or gathered at the End-Customer site shall remain Vertiv sole propriety.

Vertiv reserves the right to change the Vertiv Standard Terms and Conditions at any time. In such a case the End-Customer will be properly notified, but any such change shall not apply to Services purchased by the End-Customer prior to the date of such change.

## **PRIVACY NOTICE**

Vertiv Privacy Policy available at: [Privacy Policy](#).