

SERVICE PROGRAM

Power Emergency Premier

Power Emergency Premier can be purchased within 6 months from the Equipment purchase date.

Power Emergency Premier can be purchased only in conjunction with the Start-Up Service Program.

Power Emergency Premier 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® GXT5™ 3000 VA, Vertiv™ EDGE 3000 VA.

APPLICABLE TO THE FOLLOWING SERVICE SKU

RUPS-PEP5-006

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://prep.vertiv.com/en-emea/support/tools--applications/product-and-service-program-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

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.***

SERVICE SUMMARY

Comprehensive five (5) years' Service Program starting from 2 working days after Customer online registration (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 within next business day from ticket acknowledgment:
 - shipment of the replacement unit.

- Vertiv reserves the right to request the End-Customer to return the faulty unit, in this case Vertiv will provide an RMA number, the address and any other instructions for the return of the faulty unit. End Customer shall bear all the costs to return the failed Equipment.
- Full coverage of parts.
Labour and travel coverage are excluded.

SERVICE PERFORMED

- 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 at Start Up (not included in the scope of this Service Program)
- 24x7 Service Support:

Power Emergency 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.

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 indicating whether a replacement product will be shipped to Customer Site.
- Response time:

Within next business day from the ticket acknowledgment: a replacement unit will be shipped to customer if so indicated in the ticket acknowledgement.
- Parts coverage:

Full coverage of parts as follows:

 - Shipment of a new or refurbished product equivalent to the one covered by this Service Program.

END-CUSTOMER DUTIES

The Equipment shall be installed and commissioned in line with manufacturer recommendations.

EXCLUSIONS

Parts 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.

Parts coverage is void if the battery is allowed to discharge below the minimum battery voltage cutoff point. To prevent such discharge do not leave the Equipment power switch ON for more than 2 days without AC power being supplied to the Equipment.

The battery must be recharged every 6 months (maximum period) if not in use. This parts coverage does not cover any removal, installation, start-up, fuse replacement, circuit breaker resetting, maintenance, site inspections that determine no corrective action was required nor any other services not expressly provided for by the terms of this Service Program.

Optional items such as web-card, external battery cabinet and rail kit are not covered by this Service Program.

Labour and travel coverage are not covered by this Service Program.

THE EQUIPMENT LISTED IN THIS SERVICE PROGRAM ARE NOT DESIGNED FOR USE IN THE FOLLOWING: (i) APPLICATIONS INVOLVING LIFE-SUSTAINING OR LIFE-SUPPORTING DEVICES OR WITHIN PROXIMITY OF SUCH DEVICES WITHOUT PRIOR NOTICE AND WRITTEN APPROVAL OF VERTIV AND (ii) IN CONNECTION WITH ANY NUCLEAR, AND RELATED APPLICATIONS.

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).

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](#).