



Service Offering For Channel

For Three Phase UPS and
Thermal Management Equipment



Service Offering For Channel

The Importance of Service Coverage

Vertiv supports any application with an extensive service offering including installation, start-up, commissioning, maintenance, replacements, 24/7 remote monitoring and diagnostics and much more. Our remote diagnostics and preventive monitoring LIFE™ Service is adding value providing real-time information to take decision, as it allows early detection of anomalies and immediate reaction in case of alarms.

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

Vertiv LIFE Services



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.

All equipment covered with Vertiv LIFE Services maintains constant contact with Vertiv's service organization 24/7.

You can benefit from Vertiv LIFE Services throughout the entire product lifecycle during both warranty and after warranty periods.

OUR PURPOSE

We believe there is a better way to meet the world's accelerating demand for data - one driven by passion and innovation.

OUR PRESENCE

GLOBAL PRESENCE

Manuf. and Assembly Locations **23**
Service Centers **290+**
Service Field Engineers **3,300+**
Technical Support/Response **250+**
Customer Experience Centers/Labs **14**



AMERICAS

Manuf. and Assembly Locations **10**
Service Centers **170+**
Service Field Engineers **1,500+**
Technical Support/Response **105+**
Customer Experience Centers/Labs **5**

EUROPE, MIDDLE EAST AND AFRICA

Manuf. and Assembly Locations **9**
Service Centers **65+**
Service Field Engineers **620+**
Technical Support/Response **75+**
Customer Experience Centers/Labs **5**

ASIA PACIFIC AND INDIA

Manuf. and Assembly Locations **4**
Service Centers **55+**
Service Field Engineers **1,190+**
Technical Support/Response **70+**
Customer Experience Centers/Labs **4**

Service offering for Channel – Three-Phase UPS and Thermal Management Equipment

Vertiv offers a complete range of warranty extensions and services specifically designed for three-phase UPS and Thermal Management products. The portfolio includes various options guaranteeing up to 5-year coverage to meet any possible customer need.

The Service Programs are available in a selection of countries, please check www.vertiv.com for specific country availability or contact your local Vertiv representative.

Please check the reference tables at the end of the brochure to verify which Service Program is available for which specific product.

New UPS and Thermal Management Equipment

Upgrade Warranty Terms

Preferred Warranty 1 year & 2 years

This Service Program expands the coverage of the standard warranty to include Preventive Maintenance and Response Time. It can be purchased within two months from the Equipment purchase date.

- During this period, one annual visit to ensure continuous and optimal equipment performance is included
- This Service Program grants response within 8 working hours from the incident ticket acknowledgment with the on-site intervention of a certified Vertiv technician*
- This Service Program includes 24x7 Professional helpline
- For UPS this Service Program does not cover internal or external batteries or other accessories.

Premier Warranty 1 year

This Service Program expands the coverage of the standard warranty to include Preventive Maintenance, Response Time and Vertiv™ Life™ Services. It can be purchased within two months from the Equipment purchase date.

- During this period, one annual visit to ensure continuous and optimal equipment performance is included
- This Service Program grants response within 8 working hours from the incident ticket acknowledgment with the on-site intervention of a certified Vertiv technician*
- Vertiv Life Services grants remote diagnostics and preventive monitoring of both UPS and Thermal Management equipment
- This Service Program includes 24x7 Professional helpline
- For UPS, this Service Program does not cover internal or external batteries, or other accessories.

Extend and Upgrade Warranty Duration

Integrated Warranty Extension +1

This Service Program extends the Standard Warranty coverage by one year also adding Preventive Maintenance and Response Time. It can be purchased within six months from the Equipment purchase date.

- During this period, parts, labour and travel are covered if the repair of a faulty unit is necessary
- For UPS, this Service Program does not cover internal or external batteries, or other accessories
- This Service Program grants response within 8 working hours from the incident ticket acknowledgment with the on-site intervention of a certified Vertiv technician*
- This Service Program includes 24x7 Professional helpline
- This Service Program includes one annual preventive maintenance performed by a certified Vertiv technician*.

Integrated Warranty Extension Premier +1

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- During this period, parts, labour and travel are covered if the repair of a faulty unit is necessary
- For UPS, this Service Program does not cover internal or external batteries, or other accessories
- This Service Program grants response within 8 working hours from the incident ticket acknowledgment with the on-site intervention of a certified Vertiv technician*
- This Service Program includes 24x7 Professional helpline
- This Service Program includes one annual preventive maintenance performed by a certified Vertiv technician*
- This Service Program provides remote diagnostic and preventive monitoring with Vertiv™ Life™ Services

*During normal working hours, excluding public holidays, Saturdays and Sundays. Ticket acknowledgement will communicate the course of action within next business day from customer's claim.

Running UPS and Thermal Management Equipment

Renewal Service Programs

Integrated Warranty Extension +1 Renewal

This Service Program renews Integrated Warranty Extension +1 and extends it by one year. It can be purchased before Integrated Warranty Extension +1 or its first renewal expire.

- During this period, parts, labour and travel are covered if the repair of a faulty unit is necessary
- For UPS, this Service Program does not cover internal or external batteries, or other accessories
- This Service Program grants response within 8 working hours from the incident ticket acknowledgment with on-site intervention of a certified Vertiv technician*
- This Service Program includes 24x7 Professional helpline
- This Service Program includes one annual preventive maintenance performed by a certified Vertiv technician*

On-site intervention

Service Programs for On-site intervention on Three-Phase-Equipment

Installation

This Service Program includes the visit of a Vertiv technician for the on-site installation of your three-phase equipment:

- Installation Service Program can be purchased within six months from the Equipment purchase date
- This Service program is available with the two scheduling options, 8x5* or 24x7 (excluding public holidays) in the country where the equipment is installed

*During normal working hours (in the country where the UPS is installed), excluding public holidays, Saturdays and Sundays. Ticket acknowledgement will communicate the course of action within next business day from customer's claim.

Integrated Warranty Extension Premier +1 Renewal

This Service Program renews Integrated Warranty Extension Premier +1 and extends it by one year for a maximum of two renewals. It can be purchased before Integrated Warranty Extension Premier +1 or its first renewal expire.

- During this period, parts, labour and travel are covered if the repair of a faulty unit is necessary
- For UPS, this Service Program does not cover internal or external batteries, or other accessories
- This Service Program grants response within 8 working hours from the incident ticket acknowledgment with the on-site intervention of a certified Vertiv technician*
- This Service Program includes 24x7 Professional helpline
- This Service Program includes one annual preventive maintenance performed by a certified Vertiv technician*
- This Service Program provides remote diagnostic and preventive monitoring with Vertiv™ Life™ Services.

Start-Up Visit

This Service Program includes the visit of a Vertiv technician for equipment Start-up:

- Start-up Service Program can be purchased within six months from the Equipment purchase date
- This Service program is available with the two scheduling options, 8x5* or 24x7 (excluding public holidays) in the country where the equipment is installed
- This offer is not intended to be used as a repair service in case of three-phase equipment failure.

Note: for more and detailed information on our Service Programs please get in contact with your dealer to get the Scope of Work of the Service Program you have purchased.

How Does the Online Service Program Work?

If you have purchased a Service Program you have communicated your name, surname and e-mail address to your dealer, who has provided us with them so that we can send you an e-mail with the Service Program Code for the Service Program you have purchased.

The e-mail with the Service Program Code will be sent to you within 2 working days from Service Program purchase.

In order receive the service you have bought it is mandatory to activate the Service Program. To do so you need to register your Service Program on our website within 30 days from purchase, otherwise the Service Program will expire.

To register Service Program:

- Go to:
<https://www.vertiv.com/en-emea/support/register-your-product/registration/>
- Fill in the registration form
- Tick GDPR box (data processing mandatory, marketing purposes upon your choice)
- Submit registration request
- You will be immediately notified that the submission has been registered
- You will be also acknowledged within 2 working days by Vertiv with further details regarding the Service Program delivery.

New UPS and Thermal Management Equipment

AC Power - Scope of Work / Description	Part Number
Warranty LIFE Services AC Power	ACP-WLIFE-ITC
Integrated Extended Warranty 1 Year on Liebert® ITA2 10/15/20kVA UPS	ACP-IEW1-8WH-8R8WH-I2
Integrated Extended Warranty 1 Year on Liebert ITA2 30kVA UPS	ACP-IEW1-8WH-8R8WH-I3
Integrated Extended Warranty 1 Year on Liebert EXS 10/20kVA UPS	ACP-IEW1-8WH-8R8WH-E2
Integrated Extended Warranty 1 Year on Liebert EXS 30/40kVA UPS	ACP-IEW1-8WH-8R8WH-E4
Integrated Extended Warranty 1 Year on Liebert EXS 60kVA UPS	ACP-IEW1-8WH-8R8WH-E6
Integrated Extended Warranty Premier 1 Year on Liebert ITA2 10/15/20kVA UPS	ACP-IEWP1-8WH-8R8WH-I2
Integrated Extended Warranty Premier 1 Year on Liebert ITA2 30/40kVA UPS	ACP-IEWP1-8WH-8R8WH-I3
Integrated Extended Warranty Premier 1 Year on UPS Liebert EXS 10/20kVA	ACP-IEWP1-8WH-8R8WH-E2
Integrated Extended Warranty Premier 1 Year on Liebert EXS 30/40kVA UPS	ACP-IEWP1-8WH-8R8WH-E4
Integrated Extended Warranty Premier 1 Year on Liebert EXS 60kVA UPS	ACP-IEWP1-8WH-8R8WH-E6
Preferred Warranty 1 Year on Liebert ITA2 10/15/20kVA UPS	ACP-WP1-8WH-8R8WH-I2
Preferred Warranty 1 Year on Liebert ITA2 30/40kVA UPS	ACP-WP1-8WH-8R8WH-I3
Preferred Warranty 1 Year on Liebert EXS 10/20kVA UPS	ACP-WP1-8WH-8R8WH-E2
Preferred Warranty 1 Year on Liebert EXS 30/40kVA UPS	ACP-WP1-8WH-8R8WH-E4
Preferred Warranty 1 Year on Liebert EXS 60kVA UPS	ACP-WP1-8WH-8R8WH-E6
Premier Warranty 1 Year on Liebert ITA2 10/15/20kVA UPS	ACP-WPM1-8WH-8R8WH-I2
Premier Warranty 1 Year on Liebert ITA2 30/40kVA UPS	ACP-WPM1-8WH-8R8WH-I3
Premier Warranty 1 Year on Liebert EXS 10/20kVA UPS	ACP-WPM1-8WH-8R8WH-E2
Premier Warranty 1 Year on Liebert EXS 30/40kVA UPS	ACP-WPM1-8WH-8R8WH-E4
Premier Warranty 1 Year on Liebert EXS 60kVA UPS	ACP-WPM1-8WH-8R8WH-E6
Thermal Management - Scope of Work / Description	Part Number
Integrated Extended Warranty 1 Year on Thermal CW	THM-IEW-8WH-8R8WH-CW
Integrated Extended Warranty 1 Year on Thermal DX	THM-IEW-8WH-8R8WH-DX
Integrated Extended Warranty 1 Year on Thermal DX	THM-IEW-8WH-8R8WH-SC
Integrated Extended Warranty 1 Year on Thermal DX	THM-IEW-8WH-8R8WH-SP
Preferred Warranty 1 Year on Thermal Liebert CRV CW	THM-WP1-8WH-8R8WH-CW
Preferred Warranty 1 Year on Thermal Liebert CRV DX	THM-WP1-8WH-8R8WH-DX
Preferred Warranty 1 Year on Thermal Liebert VRC Self Contained DX	THM-WP1-8WH-8R8WH-SC
Preferred Warranty 1 Year on Thermal Liebert VRC Split DX	THM-WP1-8WH-8R8WH-SP
Preferred Warranty 2 Years on Thermal Liebert VRC Self Contained DX	THM-WP2-8WH-8R8WH-SC
Preferred Warranty 2 Years on Thermal Liebert VRC Split DX	THM-WP2-8WH-8R8WH-SP

Service Offering For Channel

Running UPS & Thermal Management Equipment

AC Power - Scope of Work / Description	Part Number
Integated Extended Warranty Renewal 1YR-PM8x5-8HR RESP8x5 ITA2 10/15/20kVA	ACP-IEW1R-8W-8R8W-I2
Integated Extended Warranty Renewal 1YR-PM8x5-8HR RESP8x5 ITA2 30/40kVA	ACP-IEW1R-8W-8R8W-I3
Integated Extended Warranty Renewal 1YR-PM8x5-8HR RESP8x5 EXS 10/20kVA	ACP-IEW1R-8W-8R8W-E2
Integated Extended Warranty Renewal 1YR-PM8x5-8HR RESP8x5 EXS 30/40kVA	ACP-IEW1R-8W-8R8W-E4
Integated Extended Warranty Renewal 1YR-PM8x5-8HR RESP8x5 EXS 60kVA	ACP-IEW1R-8W-8R8W-E6
Integated Extended Warranty Premier 1YR-PM8x5-8HR RESP8x5 ITA2 10/15/20kVA	ACP-IEWP1-8W-8R8W-I2
Integated Extended Warranty Premier 1YR-PM8x5-8HR RESP8x5 ITA2 30/40kVA	ACP-IEWP1-8W-8R8W-I3
Integated Extended Warranty Premier 1YR-PM8x5-8HR RESP8x5 EXS 10/20kVA	ACP-IEWP1-8W-8R8W-E2
Integated Extended Warranty Premier 1YR-PM8x5-8HR RESP8x5 EXS 30/40kVA	ACP-IEWP1-8W-8R8W-E4
Integated Extended Warranty Premier 1YR-PM8x5-8HR RESP8x5 EXS 60kVA	ACP-IEWP1-8W-8R8W-E6
Integated Extended Warranty Premier Renewal 1YR-PM8x5-8HR RESP8x5 ITA2 10/15/20kVA	ACP-IEWP1R-8W-8RW-I2
Integated Extended Warranty Premier Renewal 1YR-PM8x5-8HR RESP8x5 ITA2 30/40kVA	ACP-IEWP1R-8W-8RW-I3
Integated Extended Warranty Premier Renewal 1YR-PM8x5-8HR RESP8x5 EXS 10/20kVA	ACP-IEWP1R-8W-8RW-E2
Integated Extended Warranty Premier Renewal 1YR-PM8x5-8HR RESP8x5 EXS 30/40kVA	ACP-IEWP1R-8W-8RW-E4
Integated Extended Warranty Premier Renewal 1YR-PM8x5-8HR RESP8x5 EXS 60kVA	ACP-IEWP1R-8W-8RW-E6
Thermal Management - Scope of Work / Description	Part Number
Preferred Warranty Renewal 1YR-PM8x5-8HR RESP8x5 - Thermal VRC Self Contained 102	THM-WP1R-8W-8R8W-SC
Preferred Warranty Renewal 1YR-PM8x5-8HR RESP8x5 - Thermal VRC Split 202	THM-WP1R-8W-8R8W-SP
Integated Extended Warranty Renewal 1YR-PM8x5-8HR RESP8x5 - Thermal CRV DX	THM-IEW1R-8W-8R8W-DX
Integated Extended Warranty Renewal 1YR-PM8x5-8HR RESP8x5 - Thermal CRV CW	THM-IEW1R-8W-8R8W-CW
Integated Extended Warranty Renewal 1YR-PM8x5-8HR RESP8x5 - Thermal VRC Self Contained 102	THM-IEW1R-8W-8R8W-SC
Integated Extended Warranty Renewal 1YR-PM8x5-8HR RESP8x5 - Thermal VRC Split 202	THM-IEW1R-8W-8R8W-SP

On-Site Intervention

AC Power - Scope of Work / Description	Part Number
Electrical Installation Three-Phase UPS (24x7)	PS-ACP-INST-24X7
Start-Up Liebert ITA2 10/15/20 kVA UPS (8x5)	PS-ACP-ST8X5-ITA20
Start-Up Liebert ITA2 30/40kVA UPS (8x5)	PS-ACP-ST8X5-ITA30
Start-Up Liebert EXS 10/15/20 kVA UPS (8x5)	PS-ACP-ST8X5-EXS20
Start-Up Liebert EXS 30/40 kVA UPS (8x5)	PS-ACP-ST8X5-EXS40
Start-Up Liebert EXS 60 kVA UPS (8x5)	PS-ACP-ST8X5-EXS60
Start-Up Liebert ITA2 10/15/20 kVA UPS (24x7)	PS-ACP-ST24X7-ITA20
Start-Up Liebert ITA2 30/40kVA UPS (24x7)	PS-ACP-ST24X7-ITA30
Start-Up Liebert EXS 10/15/20 kVA UPS (24x7)	PS-ACP-ST24X7-EXS20
Start-Up Liebert EXS 30/40 kVA UPS (24x7)	PS-ACP-ST24X7-EXS40
Start-Up Liebert EXS 60 kVA UPS (24x7)	PS-ACP-ST24X7-EXS60
Thermal Management - Scope of Work / Description	Part Number
Electrical & Mechanical Installation Thermal DX SPLIT (8x5)	PS-THM-INST8X5-CRDX
Electrical & Mechanical Installation Thermal DX SPLIT (8x5)	PS-THM-INST8X5-VRSP
Electrical & Mechanical Installation Thermal DX SPLIT (24x7)	PS-THM-INST24X7-CRDX
Electrical & Mechanical Installation Thermal DX SPLIT (24x7)	PS-THM-INST24X7-VRSP
Start-Up Thermal Liebert CRV DX (8x5)	PS-THM-ST8X5-CRDX
Start-Up Thermal Liebert VRC Split (8x5)	PS-THM-ST8X5-VRSP
Start-Up Thermal Liebert CRV DX (24x7)	PS-THM-ST24X7-CRDX
Start-Up Thermal Liebert VRC Split (24x7)	PS-THM-ST24X7-VRSP
Start-Up Thermal Liebert CRV CW (8x5)	PS-THM-ST8X5-CRCW
Start-Up Thermal Liebert CRV CW (24x7)	PS-THM-ST24X7-CRCW
Start-Up Thermal Liebert VRC Self Contained (8x5)	PS-THM-ST8X5-VRSC
Start-Up Thermal Liebert VRC Self Contained (24x7)	PS-THM-ST24X7-VRSC

