DC Power, Outdoor Enclosure & Service Contacts



Vertiv™ U.S.A.

		45 61	
Customer	Service	(Pre-Shipment)	١

Email CustomerService.ESNA@Vertiv.com

Phone 1.800.800.1280 option 1

Call Customer Service for purchase order status, expediting requests and order tracking.

Customer Support Center (Post-Shipment)

Email ESNACustomerSupportCenter@Vertiv.com

Phone 1.800.800.1280 option 9

After an order has shipped, contact our Customer Support Center with post-shipment related questions, concerns or claims.

Products

Email AccountManagement.ESNA@Vertiv.com

Customers and Channel Partners (Reps, VARs & Distributors): Please contact Account Management for product pricing^[1] and bid responses for custom configured DC power systems and outdoor enclosures.

Phone 1.800.800.1280 option 2 Local Vertiv Offices (LVOs): Send inquiries to DCpowerReps.ESNA@Vertiv.com

Spare Parts

Email DCpower.Spares@Vertiv.com

OSP.Spares@Vertiv.com

Phone 1.800.800.1280 option 5

Pricing and purchase orders for spare parts, including but not limited to breakers, cables, fuses, rectifier fans, misc. breaker and fuse panels, enclosure fans, doors and switches, etc.

DC Power Depot Repair

Email DCpower.Repair@Vertiv.com

Phone 1.800.800.1280 option 5

Website Vertiv.com/DCpowerRMA

Creates and processes RMAs for depot repair and refurbishment.

 $\label{lem:petermines} \mbox{ Determines repair and refurbishment lead times and pricing based on warranties/contractual agreements.}$

Provides repair shipping information and status.

Installation & After Market Services

Phone 1.800.800.1280 option 5

Provides quotes for engineering, furnishing and installation of DC power systems, telecom & IT equipment, cabling infrastructure, and field services of existing DC equipment.

Technical Support

Email DCpower.TAC@Vertiv.com

Phone 1.800.800.5260

Answers technical product questions about DC power systems and outdoor enclosures; determines status of warranties and contractual agreements for repair.

[1] Contact Spare Parts for parts and accessories

Vertiv.com | Vertiv Headquarters, 1050 Dearborn Drive, Columbus, OH, 43085, USA

© 2020 Vertiv Group Corp. All rights reserved. Vertiv" and the Vertiv logo are trademarks or registered trademarks of Vertiv Group Corp. All other names and logos referred to are trade names, trademarks or registered trademarks of their respective owners. While every precaution has been taken to ensure accuracy and completeness here, Vertiv Group Corp. assumes no responsibility, and disclaims all liability, for damages resulting from use of this information or for any errors or omissions. Specifications, rebates and other promotional offers are subject to change at Vertiv's sole discretion upon notice.