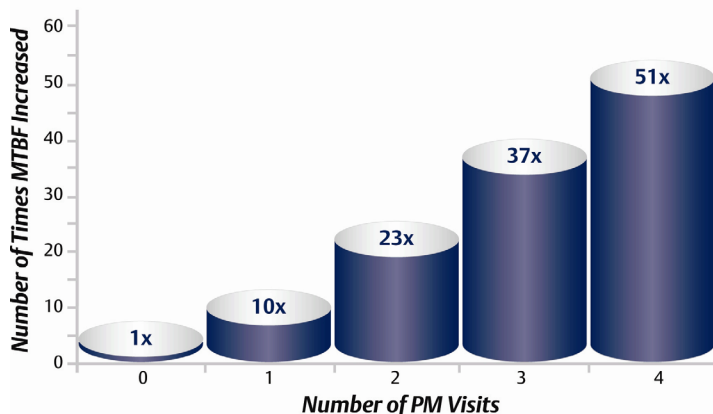


Protect the Power in Your Data Center and Maximize Availability

With industry-leading technical expertise, fastest on-site response times and the most sophisticated parts logistics network in the industry, Emerson Network Power, Liebert Services maximizes data center availability. And by integrating service with design engineering, we maintain a closed-loop feedback environment — constantly building a knowledge base to resolve issues faster.

Preventive Maintenance Directly Affects Your Critical System Availability



The best way to ensure high availability is through a comprehensive preventive maintenance program performed by factory-trained technicians.

Battery Replacement

- Keep your power system running within specifications and minimize the risk of downtime through proactive replacement of batteries by an expert who complies with all manufacturers' and IEEE standards.

Battery Service with Ntegrated Monitoring:

- As part of a preventive maintenance plan, use monitoring to detect potential problems, and rapidly respond to battery defects and degradation — ultimately improving overall system availability.

Battery Spares:

- Utilize fully charged on-site spares for minimal downtime and a more stable environment for your business-critical power supply.

Capacitor Replacement:

- Extend the life of your UPS by proactively replacing the full bank capacitors before an unexpected failure occurs.

Power Assurance Package:

- Safeguard your business-critical power with one simple package that combines the best UPS systems in the industry with total maintenance and repair coverage for five years.

Preventive Maintenance:

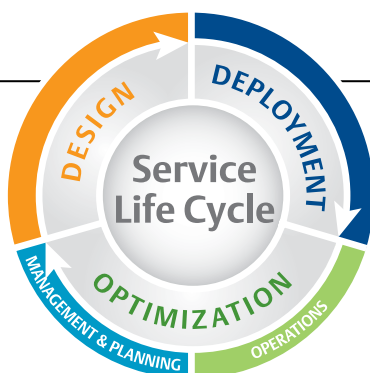
- Ensure maximum reliability of data center equipment by providing systematic inspections, detection, and correction of incipient failures that can translate into costly downtime.

Trust the Industry Leader for All Your Power System Maintenance

As the service arm of Liebert, nobody knows your power equipment like our team. Working with the original equipment manufacturer (OEM), you can rest assured your Liebert equipment will be properly maintained and that we can integrate it into your overall data center infrastructure support strategy better than any other service provider.

We bring together more than 450 highly-trained customer engineers having one of the lowest error rates in the industry with a power technical support group that averages 17 years of experience supporting Liebert equipment. Plus, our \$10 million parts inventory and multiple stocking locations means we service your equipment fast with current parts that ensure maximum performance and safety compliance.

- **Expertise** — As the OEM, we are the experts on Liebert equipment. We have the engineering specifications, access to updates and changes, and knowledge of current issues and how to fix them correctly. With the most comprehensive and rigorous training and job progression process in the industry, our customer engineers are the data center service experts.
- **Resources** — We invest in the most advanced technology available. Our customer engineers have more than \$10,000 in tools and instruments with them at all times, so any issue can be resolved quickly and efficiently.
- **Parts Availability** — To make sure we get the right part to the right place at the right time, we have strategically located warehouses throughout the United States. This means, no matter where you are in the country, we have a parts warehouse close to serve you.
- **Safety and Compliance** — Liebert Services adheres to all safety and compliance regulations necessary to keep customer engineers from harm; take care of your equipment; and protect you from liability.
- **Account Management** — With our Customer Relationship Management (CRM) team, you'll have a customer advocate and proactive partner to coordinate and manage all your service needs. Additionally, through the Customer Services Network (CSNet), you have access to an online tool with equipment service history, customer training, service reports and factory notices. It is comprehensive service knowledge at your fingertips.



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800 LIEBERT (543 2378)
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