



Forging Performance into Excellence

The Vertiv Customer Experience Center in Castel Guelfo (Bologna, Italy) brings you firsthand experience of a range of data center technologies, including pre-installation demonstrations which cover technical performance, interoperability and the efficiency of our UPS systems under real-field conditions.

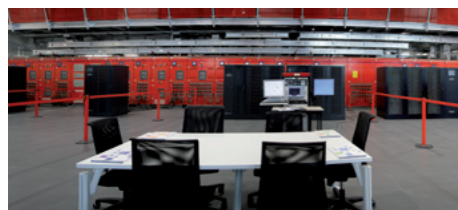
 7 testing stations: 4 up to 1.2 MVA 5th up to 4.2 MVA 6th up to 2.5 MVA 7th up to 1.5 MVA	 150 witness tests per year	 400+ UPS systems tested/year: primarily Liebert® Trinergy Cube & Liebert EXL S1	 up to 6000A simultaneous tests at full load	 800+ customers per year from 50+ countries
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Showroom



Our product display showcases a selection of three-phase and mono-phase UPS and cooling solutions.

Customer Validation Area



Our Customer Experience Center offers three validation experiences:

Demo: carried out on new products to demonstrate UPS performance.

Standard: validation tests showing UPS, RPP, STS and battery standard technical performance in compliance with standard testing procedures.

Customised: sessions tailored to validate the customer's specific technical performance needs based on dedicated UPS, RPP, STS and battery testing procedures agreed with the customer in advance.



Remote Digital FAT



Satisfying Every Customer Need:

- Test report
- Test report & high-resolution video recording
- Test report & high-resolution live video test
- Test report, high-resolution live video test & video recording

The **Setup** stage validates equipment settings and ensures compliance against applicable standards. Our product manager will immediately contact you to validate the session participants, define a time for testing, and confirm the script for customisations included within the scope.

The **FAT** is conducted via a private Teams meeting, where system testing occurs in real-time following a pre-defined script and recorded using a HD camera. The customer is always free to ask a question, request a zoom in, etc.

Upon completion, our specialist will go through a digital "punch-list" document shared on screen and agree on the final ranking. The customer then prints out and signs the document to subsequently be sent to Vertiv for a return signature. Our FAT specialist then shares all test results, images, recordings, and awaits customer confirmation for the shipping release.

Additional Services

Steady-state Tests

- Alarms and display verification
 - Efficiency
 - Input THDi & PF
 - Output THDv
 - Balanced load
 - Unbalanced load
 - High non linear load
- ...and much more.

Dynamic Tests

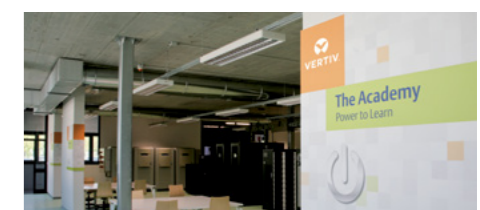
- Main failure
 - Main restore
 - Rectifier walk-in
 - Load transfer bypass to inverter & the opposite
 - Load step up / step down
 - Output short circuit
 - Output overload
- ...and much more.

Meeting Area



The Customer Experience Center Meeting Area features several meeting rooms, designed for customers to meet with Vertiv product and technology experts.

The Academy



The Academy is designed with the purpose of investing in Vertiv's greatest asset: People. We offer value by providing business-specific training courses and innovative learning solutions to develop the knowledge and skills of Vertiv employees.



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