

# DC Power, Outdoor Enclosure & Service Contacts

Vertiv™ U.S.A.



## Customer Service (Pre-Shipment)

Email [CustomerService.ESNA@Vertiv.com](mailto: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](mailto: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](mailto:AccountManagement.ESNA@Vertiv.com)

Phone 1.800.800.1280 **option 2**

Customers and Channel Partners (Reps, VARs & Distributors): Please contact Account Management for product pricing<sup>1</sup> and bid responses for custom configured DC power systems and outdoor enclosures. Local Vertiv Offices (LVOs): Send inquiries to [DCpowerReps.ESNA@Vertiv.com](mailto:DCpowerReps.ESNA@Vertiv.com)

## Spare Parts

Email [DCpower.Spares@Vertiv.com](mailto:DCpower.Spares@Vertiv.com) / [OSP.Spares@Vertiv.com](mailto: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](mailto:DCpower.Repair@Vertiv.com)

Phone 1.800.800.1280 **option 5**

Website [Vertiv.com/DCpowerRMA](https://Vertiv.com/DCpowerRMA)

Creates and processes RMAs for depot repair and refurbishment. 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.

## Product Technical Support

Email [Reespowertac@vertiv.com](mailto:Reespowertac@vertiv.com)

Phone 1.800.800.5260

Provides technical support on DC Power System and Outdoor Enclosures, helps identify Warranty status and Can help initiate the Warranty Process

## Warranty

Email [ESNAWarrantyRequest@vertiv.com](mailto:ESNAWarrantyRequest@vertiv.com)

The Warranty Group confirms warranty status and understands the warranty agreements regarding remediation.

Engages and processes all verified warranty requests either received directly, or from Product Technical Support.

<sup>1</sup>Contact Spare Parts for parts and accessories.