

# DC Power, Outdoor Enclosure & Service Contacts





### **Customer Service (Pre-Shipment)**

Phone	1.800.800.1280 <b>option 1</b>
Email	CustomerService.ESNA@Vertiv.com

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 <b>option 9</b>

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

#### **Products**

Email	AccountManagement.ESNA@Vertiv.com
Phone	1.800.800.1280 option 2

Customers and Channel Partners (Reps, VARs & Distributors): Please contact Account Management for product pricing¹ and bid responses for custom configured DC power systems and outdoor enclosures. 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 <b>option 5</b>			
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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 <b>option 5</b>
Website	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 <b>option 5</b>	
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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
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	
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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.

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