

SCOPE OF WORK

UNINTERRUPTIBLE POWER SYSTEMS

ALL PSI AND GXT UPS MODELS

PRO REFRESH PLUS

SERVICE SUMMARY

Feature	Detail
Response Time	Guaranteed 4-hour on-site emergency response, 7 days/week, 24 hours/day, within 150 miles (250 km) of a Vertiv's Service City.
Customer Support	Includes access to the Customer Resolution Center (1-800-543-2378) and the Vertiv Customer Services Network Online Internet portal.
Parts	Includes parts coverage including internal batteries (limits may apply; see Assumptions and Clarifications, as applicable, for more details).
Labor & travel	Includes 100% labor and travel coverage 7 days/week, 24 hours/day, within the 48 contiguous states and Hawaii and Canada within 150 miles (250 km) of a Vertiv's Service City location.
On-Site Service	All services performed by Vertiv factory trained technicians states scheduled by the customer between 8am-5pm, Monday-Friday (excluding national holidays).
Removal	Includes the removal and disposal of existing UPS Battery KIT, (UPS may need to be disconnected by customer).
Wellness Check	Includes Wellness Check service.
UPS Battery KIT	Includes Battery KIT and installation and/or set-up.

SERVICE PERFORMED

UPS Battery KIT Installation

1. Remove and dispose of existing UPS Battery KIT.
2. Install UPS Battery KIT.
3. Install Unity webcard (if applicable).
4. Update webcard firmware (if applicable).
5. Configure the webcard IP address (if applicable).
6. Install and set-up SN Sensors (if applicable).
7. Physical labeling of the UPS with tag number and emergency response information. (if applicable).
8. Groom cables and clean up.
9. Perform a status check of alarm circuits (if applicable).
10. Perform an operational test of the system.
11. Review system performance with customer to address any system questions.

UPS Wellness Check Service

1. Visually inspect UPS system including sub-assemblies, wiring harnesses, contacts, cables and major components.
2. Measure the phase to phase and phase to neutral input voltages.
3. Visually check nuts, bolts, screws, and connectors for heat discoloration.
4. Visually inspect for broken, brittle, damaged, or heat stressed components and cables.
5. Perform a status check of all alarm circuits and display messages.
6. Perform a basic operational test of the system.
7. Verify DC bus reading and calibrate as necessary. (if applicable)
8. Verify the output and float voltages. Calibrate as necessary. (if applicable)
9. Review system performance with customer to address any system questions.

ASSUMPTIONS AND CLARIFICATIONS

Full-service two (2) year contract term commences on battery installation completion or as existing contract requires.

- Battery service coverage excludes failures caused by prolonged discharge events below the minimum battery voltage cutoff point.
- Battery coverage does not cover early battery age replacements except in cases where there is a critical battery fault or failure alarm present as determined by Vertiv technical support.

Any customer site visit is limited to three (3) hours per visit. The Installation/ upgrade visit is a single site visit. Any time beyond the three (3) hours per visit or additional visits will be billed separately.

Installation / upgrade visit must be scheduled after the System (UPS, Battery Cabinets, Power System, etc.) has been placed in the Installation location (for hardwired applications the power cabling is terminated).

Sites not within 150 miles (250 km) of Vertiv's Service City locations will be billed as an additional expense.

Services outlined apply to a Vertiv GXT or PSI UPS only; External Battery Cabinets are serviced under separate contract and scope of work.

Parts and labor required to bring equipment to OEM specification based on Wellness Check Service are billable with the exception of when an existing Vertiv contract on the equipment is being renewed.

CUSTOMER RESPONSIBILITIES

In order to provide timely, accurate and thorough execution of the services described herein, Vertiv requests the following:

- Point of Contact: Provide an authorized point of contact(s), specific for the scope of work, for scheduling and coordination purposes.
- Scheduling: Make dates available for scheduling service. All visits must be requested 10 business days in advance of need by contacting the Vertiv Customer Resolution Center at 1-800-543-2378.
- Site Access: Prior to time of scheduled work, provide site access including any customer required escort, security clearance, safety training and badging for Vertiv service personnel.
- Equipment Access: Convenient access to the equipment covered by the Scope of Work. Prior to scheduled time of work, notify Vertiv service personnel of any special requirements for equipment access including lifts, ladders, etc.
- Shutdown: Service may require shutdown of load to ensure electrical connection integrity.
- Notification: If for any reason the work cannot be performed during scheduled time, notify Vertiv service personnel 24-hours prior to scheduled event.

TERMS AND CONDITIONS

Subject to all Terms & Conditions as noted in the Vertiv Terms & Conditions or the terms of a Master Agreement between the parties, if any, shall apply.