

SCOPE OF WORK

MODULAR/EXTENDED BATTERY CABINET

APS

POWER ASSURANCE PACKAGE

SERVICE SUMMARY

Feature	Detail
On-Site Service	Includes one Annual Preventive Maintenance Service scheduled after the third year of the service contract. Visit will be scheduled at the customer's convenience (excluding national holidays).
Response Time	Guaranteed 4-hour on-site emergency response, 7 days/week, 24 hours/day, within 150 miles (250km) of a Vertiv's Service City location. Other limits may apply; see Assumptions and Clarifications, for more details.
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 of communications card, TDU, and POD, if ordered together with unit. Includes parts coverage of internal failed batteries (unit must be in critical alarm state specifically for battery failure: fault, red LED), VRLA (Sealed) batteries are only covered for 3 years from ship date. Lithium batteries are only covered for 5 years from ship date. Other 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.
Service Professional	Performed by Vertiv factory-trained and authorized technician equipped with Vertiv Proprietary tools and software. Vertiv CEs and Vertiv Partners are the only approved OEM service providers for Vertiv products.

SERVICE PERFORMED

Start-up 7X24

1. Perform a temperature check on all breakers, connections, and associated controls. Repair and/or report all high temperature areas.
2. Perform a complete visual inspection of the equipment, including sub-assemblies, wiring harnesses, contacts, cables and major components.
3. Check all nuts, bolts, screws, and connectors for tightness and heat discoloration.
4. Inspect for broken, brittle, damaged, or heat stressed components and cables.
5. Clean any foreign material and dust from internal compartments.
6. Perform a status check of alarm circuits.
7. Perform an operational test of the system including unit transfer to and from battery.
8. Install or perform Engineering Field Modifications as necessary.
9. Return the system to normal load and verify the output voltage.
10. Review system performance with customer to address any system questions.

Battery Full Preventive Maintenance Service

1. Perform a temperature check on all breakers, connections, and associated controls. Repair and/or report all high temperature areas.
2. Perform a complete visual inspection of the equipment, including sub-assemblies, wiring harnesses, contacts, cables and major components.
3. Check all nuts, bolts, screws, and connectors for tightness and heat discoloration.
4. Inspect for broken, brittle, damaged, or heat stressed components and cables.
5. Clean any foreign material and dust from internal compartments.
6. Perform a status check of alarm circuits.
7. Perform an operational test of the system including unit transfer to and from battery.
8. Install or perform Engineering Field Modifications as necessary.
9. Return the system to normal load and verify the output voltage.
10. Review system performance with customer to address any system questions.

ASSUMPTIONS AND CLARIFICATIONS

- Labor and Travel over 150 miles (250 km) of a Vertiv's Service city location may be billed as an additional expense.
- Any customer site visit is limited to three (3) hours per visit. The Startup visit is a single site visit. Any time beyond the three (3) hours per visit or additional Startup visits will be billed separately.
- Startup 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).
- Startup does not include UPS assembly, mounting/rigging, or power connections.
- Installation must be performed from floor level only.
- Startup services required for configuring custom monitoring tools will be billed as an additional service.
- Project management services are not included in the scope of the Power Assurance Package. Project management would be quoted as an additional service, if required.

ASSUMPTIONS AND CLARIFICATIONS - SERVICE

- Full-service five (5) year contract term commences on the startup date.
- Services outlined apply to the Vertiv UPS only. External Battery Cabinet (and MBC) is serviced under a separate contract and scope of work.
- Response guarantee applies to defined coverage area 150 miles from the Vertiv Services' service city. Locations outside of the 150 mile coverage area will receive best effort response time.
- Response guarantee is based on availability and may not be included in any customer SLAs.
- Emergency response is defined by unit in bypass, or battery thermal runaway.
- If onsite response involves parts that must be ordered, Vertiv may elect not to go on site until after the parts are received.
- Parts coverage excludes air filters, and proactive fan replacement.
- Parts and labor not included for battery upgrades (or KVA, if applicable). Labor is included if performed during scheduled PM.

ASSUMPTIONS AND CLARIFICATIONS - BATTERY

- VRLA (Sealed) batteries must be kept within an ambient temperature range that does not exceed 77 degrees F.
- Lithium batteries must be kept within an ambient temperature range between 77 - 86 degrees F.
- VRLA (Sealed) battery coverage is only for failed individual battery jars and only provides coverage for 3 years from ship date.
- Lithium battery coverage is only for failed, individual battery jars and only provides coverage for 5 years from ship date.
- Battery coverage excludes failures caused by prolonged discharge events below the minimum battery voltage cutoff point.
- Battery coverage only applies when unit is in critical alarm state specifically for battery failure (fault, as indicated by red LED).
- To maintain the life expectancy and optimal efficiency of the VRLA (Sealed battery) UPS product, Vertiv highly recommends that the customer purchase a full replacement of internal and external battery modules once the batteries have reached an age between 3 and 5 years.

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 Staging:** Equipment must be staged in the same room as the installation location.
- **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.
- **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.