

SCOPE OF WORK

UNINTERRUPTIBLE POWER SYSTEMS

SINGLE PHASE UPS – PSI (5KVA POWER RATING) AND GXT (5-10 KVA POWER RATING)

POWER ASSURANCE PACKAGE WITH REMOVAL SERVICE

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 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 of internal batteries, communications card, TDU, and POD, if ordered together with unit (Note: Coverage does not include battery replacement of aged batteries due to normal battery life and usage.) 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. |
| 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. |
| Removal | Includes the removal and disposal of existing UPS equipment if applicable, (UPS may need to be disconnected by customer). Removed UPS systems must be same or less quantity, size, type, and capacity as new system. |
| Installation | Includes rack mounting, installation, or re-configuration of the UPS including associated UPS mounting accessories (hardwired Installation and rigging are not Included). Customer must provide appropriate mounting hardware as required. |
| System Startup | Installation includes mounting and startup of new UPS and internal batteries (hard-wired installation and rigging are not included). |

SERVICE PERFORMED

UPS Installation Service

1. Remove and dispose of existing UPS.
2. Remove new equipment from box.
3. Perform a complete visual inspection of the equipment.
4. Verify existing receptacle matches UPS plug type.
5. Install UPS (Excludes power wiring that requires an Electrician).
6. Install Rack or Tower mounting kits. (If Applicable).

7. Plug in UPS. (If Applicable).
8. Perform start-up procedures.
9. Run cable to network switch for connectivity (Limited to 50 Linear feet).
10. Program IP address and admin account password in UPS communications card (if network card included).
11. Physical labeling the UPS.
12. Groom cables and clean up.
13. Perform a status check of alarm circuits. (If Applicable).
14. Perform an operational test of the system.
15. Review system performance with customer to address any system questions.
16. Install battery kit in UPS (if applicable)
17. Configure UPS for external battery cabinet (if applicable).

UPS Full Preventive Maintenance Service

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

ASSUMPTIONS AND CLARIFICATIONS

- Full-service five (5) year contract term commences on the startup date.
- 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 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.
- Coverage does not include battery replacement of aged batteries due to normal battery life and usage.
- 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).
- Services outlined apply to a Vertiv PSI5 or GXT UPS only; External PSI5 or GXT Battery Cabinets are serviced under separate contract and scope of work.

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.