



*Vertiv Americas -
Custom Thermal Services*



Your Equipment Requires Special Knowledge in Thermal Management

There's a vast difference in the expertise necessary to address the comfort cooling needs of a normal building and the thermal management needs of your sensitive and sophisticated equipment. An incorrect repair procedure by improperly trained technicians, or the use of non-OEM parts, can have a profound effect on your equipment's performance, your data center's availability, and your energy costs. The factory trained and certified technicians of Vertiv™ Services know the difference. We are equipped to maximize the performance and efficiency of your thermal management system as no one else can.

Rely on a Higher Level of Service Expertise to Effectively and Efficiently Cool Your Business-Critical Facility

The science of thermal management requires proficiency within the data center domain. Those you trust to service your equipment and systems should be practiced in the following critical areas:

- Security of a controlled environment
- Cold aisle/hot aisle configuration and containment
- Temperature and humidity control
- Contamination avoidance
- Changing technology

Integrated Lifecycle Services Help Maximize the Performance of Your Custom Thermal Management Systems

Warranty Inspection Services

ensure that your equipment operates as intended. We provide complete inspection services for the maximum performance, availability, and efficiency of your precision cooling system.

They are designed to provide multiple levels of service to maintain your equipment's peak performance. Whether you need 8x5 or 24x7 coverage, parts, labor, or emergency services, our service plans provide the protection you need for your critical data center operations.

Preventive Maintenance is performed by our factory-trained technicians to meet the stringent requirements of your thermal management equipment and ensure peak performance year-round.

Emergency Response of the highest caliber is crucial. You need someone with a thorough understanding of the critical nature of your data center space and all its unique requirements. You also need someone who can respond quickly with the right tools and expertise to solve your problems. From initial inspection to equipment repair, upgrade and replacement, Vertiv Services ensures a quick, safe, and reliable return to operation.

Upgrade Services extend the life of your equipment and deliver improved reliability and efficiency. It also lowers your total cost of ownership. Upgrades to variable speed drives and Vertiv™ Liebert® iCOM™ controls can increase your energy efficiency by as much as 50%. These technologies are installed by our factory-trained technicians with little or no disruption to data center operations.

Remote Monitoring enhances the typical alarm escalation service and ensures that your business-critical network is protected 24x7. With early detection of temperature increases, as well as other anomalies, small problems won't become big ones. Our ability to monitor your equipment's operational data at regular intervals provides unsurpassed predictive maintenance capabilities.

Control Optimization helps you meet the changing demands within your data center including the need for increased capacity, improved efficiencies, and better system integration. We'll work with you to determine the appropriate controls, customize set points, and ensure a configuration that gives you the control you need for proper management of your thermal assets.

About Vertiv

Vertiv brings together hardware, software, analytics and ongoing services to ensure its customers' vital applications run continuously, perform optimally, and grow with their business needs. Vertiv solves the most important challenges facing today's data centers, communication networks, and commercial and industrial facilities with a portfolio of power, cooling, and IT infrastructure solutions and services that extends from the cloud to the edge of the network. Headquartered in Westerville, Ohio, USA, Vertiv does business in more than 130 countries.

OUR PURPOSE

We believe there is a better way to meet the world's accelerating demand for data — one driven by passion and innovation.



US AND CANADA

Manuf. and Assembly Locations **7**

Service Centers **120+**

Service Field Engineers **850+**

Technical Support/Response **120+**

Customer Experience Centers/Labs **4**

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Vertiv Service Offering

Optimizes the uptime of customers critical operations, allowing them to maximize their resources. Whether our customers are in the data center, a communications facility, a government agency, or an industrial setting, Vertiv™ Services will provide support and collaborative value to their business operations.



Proactive equipment maintenance reduces downtime and extends equipment life, which in turn maximizes the return on investment and increases system availability.

Vertiv supports any application with an extensive service offering including installation, startup, commissioning, maintenance, replacements, 24x7 remote monitoring and diagnostics, and much more. Our remote diagnostics and preventive monitoring solution, **Vertiv™ LIFE™ Service**, adds value by providing actionable information and allows for early detection of anomalies and immediate reaction in case of alarms.

Local Resources

With the broadest, most comprehensive service presence in the industry and more than 850 technicians dedicated to servicing United States and Canada, Vertiv ensures that your business is always protected and that service is available whenever needed 24 hours a day.

Prompt Response

An extensive supply of critical parts ready for deployment allows technicians to respond to requests in record time, guaranteeing a premium first-time fix rate in the unlikely event of a fault.

Expertise & Training

Vertiv service engineers are trained, experienced professionals who undergo an average of one week of intensive training each quarter, totalling one month of full-time training per year. All service engineers are regularly certified according to country-specific regulations as well as wider European and international regulations, and standards.

Service Programs

Regular service of critical equipment supports maximum uptime and often reduces total cost of ownership. A service program ensures timely and proactive maintenance for avoiding unexpected, costly equipment downtime and enables optimal equipment operation, Vertiv service programs cover all technologies and can be tailored to suit individual business needs.



Project Services

Better and quicker bid accuracy, cost tracking and saving

- Project management
- Startup (Warranty Inspection & Labor)
- On site Testing & Commissioning
- Supervision tech support
- Training



Lifecycle Management

Delivering the fastest system recovery

- Battery Replacement & Recycling
- Capacitor Replacements
- Fan Replacements/Tech Upgrades
- Equipment Optimization



24x7 Emergency Service

Response and resolution for minimized downtime

- Factory-trained expert engineers available 24x7
- Guaranteed on-site response time



Operational Support

Maximized system availability via realtime diagnosis and resolution of operating anomalies

- Operations & Maintenance
- Vertiv™ Environet™ Alert (monitoring)
- Vertiv™ Liebert® ICOM™-S (controls)
- Vertiv™ LIFE™ (remote monitoring)



Maintenance

System-wide monitoring solutions

- Contracts
- Time & Materials
- Parts
- Warranty Extensions
- Preventive Maintenance only

EXPERT TRAINING

Developing new knowledge and skills is essential for supporting our customers in today's world of high-speed change. Therefore, we continually invest in learning opportunities. Through our state-of-the-art Vertiv Academy facility, we educate our technicians, engineers, partners, and customers on the latest technical innovations, operations, and maintenance techniques for mission-critical equipment. Spanning more than 1,020 square meters and housing more than 200 different pieces of equipment, the Vertiv Academy helps create an informed workforce with the technical expertise needed to ensure digital continuity.

Service Contract Portfolio

The most comprehensive insurance for business protection can be obtained with a service contract. Vertiv's complete range of services provide customers with service agreements tailored to meet individual business needs. Vertiv's service offering ensures that customers can rely on continuous system availability, fast downtime recovery, minimized operating costs and maximized return on investment, while entirely taking care of their applications.

WARRANTY CONTRACTS



Spare Parts Only



Parts Only

Standard Vertiv Limited
Express Warranty



Warranty Inspection & Warranty Labor Bundled Standard



Warranty Inspection & Warranty labor



Labor availability

8am to 5pm, workdays only.



Warranty Inspection & Warranty Labor Bundled Plus



Warranty Inspection & Warranty labor



Labor availability

24x7, workdays only.

Service Contact Information

Do not hesitate to reach out to us if you have any queries or require further details about our service; one of our associates will be pleased to provide you with assistance.

Category	Phone	Email
Customer Call Center	1-800-543-2778, #6	EnergyLabsTechSupport@vertiv.com
Warranty	1-800-543-2378	Vertiv-EnergyLabParts@vertiv.com
Spare Parts	1-800-543-4349, #3	Vertiv-EnergyLabParts@vertiv.com
Start Up and Contracts	1-614-807-3340	Startup@vertivco.com

Why Vertiv?

Industry Experience

Who is better prepared to meet the service needs for your thermal management system than the company that pioneered the precision air conditioning market? We're the world leader in research and development of innovative products that protect mission-critical thermal applications, and have supported data centers around the world for more than 45 years.

System Expertise and Understanding

Beyond routine repairs and maintenance, we have extensive experience in maintaining thousands of Vertiv™ Liebert® thermal management units. We know every critical feature and function, how they work, how they wear, and when to replace or upgrade in order to ensure peak performance. No other company can provide this level of expertise for your Vertiv™ Liebert® equipment.

Technical Expertise

As the original equipment manufacturer, we have the ability to apply the latest technology with the required engineering depth. We understand your thermal management systems and how they operate/integrate into your overall facility. Factory-trained service technicians are the best qualified to set up, maintain, and optimize these systems and controls. To stay up to date, each of our technicians undergo annual factory technical training and safety classes.

Comprehensive Reports

At the completion of each preventive maintenance service, you will receive a detailed report documenting the services performed and any recommendations for repair or additional maintenance. You will always know what we've done in your data center and why.

Global Coverage

Vertiv has a large global footprint of factory-trained thermal management experts and partners. This ensures continuity of expertise across all your facilities, no matter where they're located.

Singular Accountability

As the world leader in critical facility support, Vertiv Services adds value by meeting all your critical infrastructure needs. Chances are, we're already performing service on your power infrastructure. By relying on us for other critical services, you can reduce the time and effort expended on managing multiple vendors. Having one number to call simplifies the task of managing your data center's service needs, so you can spend more time on managing your business.

Unparalleled Customer Service

The critical nature of your business requires that you have unlimited access to your service provider. Vertiv gives you that access through our Customer Resolution Center that is available to you 24 hours a day, 365 days a year. From scheduling maintenance to responding to an emergency to answering your service-related questions, we're here for you. And at Vertiv, you'll never be asked to leave a message, because you'll reach a live person every time you dial 1-800-543-2378.

