

# SCOPE OF WORK

## UNINTERRUPTIBLE POWER SYSTEMS

### ITA2 (8-10KVA)

### POWER ASSURANCE PACKAGE WITH LIFE SERVICES

## SERVICE SUMMARY

Feature	Detail
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 coverages of communications card 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.
LIFE Services	Includes LIFE Services activation and service.
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).
On-Site Service	Includes a Performance Evaluation inspection performed immediately after the completion of an emergency visit.

## SERVICE SUMMARY

### UPS Startup

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 all modules, wiring harnesses, contacts, transformer, EMI assembly and fans.
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. Perform a status check of alarm circuits.
6. Perform an operational test of the system including unit transfer to and from bypass.
7. Perform an operational test of the system including unit transfer to and from battery.
8. Verify correct Firmware revisions are installed.
9. Apply the system to normal load and verify the output voltage.
10. Review system performance with customer to address any system questions.

## 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. Perform a status check of alarm circuits.
7. Perform an operational test of the system including unit transfer to and from bypass.
8. Perform an operational test of the system including unit transfer to and from battery.
9. Install or perform Engineering Field Modifications including firmware revisions as necessary.
10. Return the system to normal load and verify the output voltage.
11. Review system performance with customer to address any system questions.

## LIFE Services includes:

1. 24x7 continuous remote monitoring of events and parametric data from UPS.
2. Quarterly event and data analysis report that identifies recent trends and changes to recorded data that may impact performance or availability of the managed equipment. This report will be emailed to the customer's primary contact.
3. Contacting the customer by phone on critical events or conditions that may impact availability. Please note critical events are predefined by Vertiv Service for the managed equipment.
  1. Dispatch field service engineer if required and if managed equipment is under maintenance contract with Vertiv.
4. Technical phone support (8x5 Monday-Friday, excluding national holidays) for the LIFE™ Services, events/alarm(s), processes, communication issues, and report clarification.
5. Full parts, labor, and travel coverage on communication card(s) during the LIFE™ Services contract term.

## Site Requirements for LIFE™ Services:

1. Provide a primary site contact person responsible for receiving notification of critical events or conditions, requests for on-site service access, reports, and authorization of service changes.
2. Provide alternative site contact if applicable for receiving notification of critical events or conditions and also requests for on-site access.
3. Provide a valid e-mail address to ensure receipt of quarterly event and data analysis report.
4. A primary site network contact person shall be provided for assigning IP addresses and installation of network drops.
5. Connectivity to the local area network for each UPS module (network drop).
6. Availability of network port : TCP port 80

## ASSUMPTIONS AND CLARIFICATIONS

Parts coverage excludes air filters, proactive full bank capacitor replacement and fan replacement.

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.

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, after the power cabling is terminated).

Services outlined apply to a Vertiv ITA2 UPS only. Vertiv ITA2 Module/Extended Battery Cabinets and MBC are serviced under separate contract and SOW

Start-up does not include UPS assembly, mounting/rigging, or power connections.

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.

Parts and labor for KVA or battery upgrades not included. Labor is included if performed during a scheduled PM.

## 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.