

DC Power, Outdoor Enclosure & Service Contacts

Vertiv™ U.S.A.



Customer Service (Pre-Shipment)

Email CustomerService.ESNA@Vertiv.com

Phone 1.800.800.1280 **option 1**

Call Customer Service for purchase order status, expediting requests and order tracking.

Customer Support Center(Post-Shipment)

Email ESNACustomerSupportCenter@Vertiv.com

Phone 1.800.800.1280 **option 9**

After an order has shipped, contact our Customer Support Center with post-shipment related questions, concerns or claims.

Products

Email AccountManagement.ESNA@Vertiv.com

Phone 1.800.800.1280 **option 2**

Customers and Channel Partners (Reps, VARs & Distributors): Please contact Account Management for product pricing¹ and bid responses for custom configured DC power systems and outdoor enclosures. Local Vertiv Offices (LVOs): Send inquiries to DCpowerReps.ESNA@Vertiv.com

Spare Parts

Email DCpower.Spares@Vertiv.com

Phone 1.800.800.1280 **option 5**

Pricing and purchase orders for spare parts, including but not limited to breakers, cables, fuses, rectifier fans, misc. breaker and fuse panels, enclosure fans, doors and switches, etc.

DC Power Depot Repair

Email DCpower.Repair@Vertiv.com

Phone 1.800.800.1280 **option 5**

Website Vertiv.com/DCpowerRMA

Creates and processes RMAs for depot repair and refurbishment. Determines repair and refurbishment lead times and pricing based on warranties/contractual agreements. Provides repair shipping information and status.

Installation & After Market Services

Phone 1.800.800.1280 **option 5**

Provides quotes for engineering, furnishing and installation of DC power systems, telecom & IT equipment, cabling infrastructure, and field services of existing DC equipment.

Product Technical Support

Email Reespowertac@vertiv.com

Phone 1.800.800.5260

Provides technical support on DC Power System and Outdoor Enclosures, helps identify Warranty status and Can help initiate the Warranty Process

Warranty

Email ESNAWarrantyRequest@vertiv.com

The Warranty Group confirms warranty status and understands the warranty agreements regarding remediation.

Engages and processes all verified warranty requests either received directly, or from Product Technical Support.

¹Contact Spare Parts for parts and accessories.