

SCOPE OF WORK

EXTERNAL BATTERY CABINET

SEALED CELLS PSI5 AND GXT5

POWER EMERGENCY SERVICE

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 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.

SERVICE PERFORMED

Battery Performance Evaluation

1. Check integrity of battery cabinet (if applicable).
2. Visually inspect battery system for: swelling, leaks, loose foreign objects, overheated or corroded cables and connectors, loose connections on batteries, and appropriate product labels related to safety and warning hazards.
3. Measure total battery float voltage.

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. Any time beyond the three (3) hours per visit or additional visits will be billed separately.
- Coverage does not include battery replacement of aged batteries due to normal battery life and usage.
- Services outlined apply to a Vertiv GXT5 or PSI5 External Battery Cabinet only; the UPS is 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.