

5 EASY STEPS

TO GET HELP FROM VERTIV SERVICES



1 CALL 1300 367 686

This is our dedicated 24-hour 7-day a week service line for you to place a service request in the event of an equipment fault. Please call one of our Customer Service Representatives will assist you in placing a service call.

2 LET US KNOW HOW WE CAN HELP YOU

To correctly respond to your call, please advise if your service request relates to an Air or Power equipment¹, and which region the site is located.

3 PLEASE SUPPLY THE FOLLOWING IMPORTANT DETAILS

- Site name & address
- Serial Number of unit – to help determine warranty or contract level
Your unit should have a sticker label displaying a serial number and the product model [If it doesn't, please advise one of our friendly Customer Engineers that you require a sticker to be placed on the outside of your Vertiv unit for a quick reference in assisting your staff to place any future service calls]
- Name and phone number of person placing the call
- Name and phone number of person on site to contact if different from the caller
- Explanation of the problem with the unit e.g., high temp alarm, water under floor, UPS in alarm state

4 CONFIRMING YOUR REQUEST

We ask that as soon as practical you confirm your request for our attendance in writing by completing an "Authority to Attend", by either emailing au.service@vertivco.com or faxing 02 9743 8737 . The authority to attend should include the requested details in item 3 above and a purchase order number if applicable. A Customer Engineer will be dispatched and the relevant charges if any will apply as per your service level agreement ².

5 A VERTIV CUSTOMER ENGINEER WILL RESPOND

A Vertiv Customer Engineer will visit your site to attend to your service call request. Please help facilitate the engineer's access to your site.

For all other business related enquiries you can call your Vertiv contact person direct or call us on 1300 065 345
au.service@vertivco.com

¹

AIR	POWER
Precision air-conditioning	UPS
General air-conditioning	Generator
Vesda	Asco Switch - Automatic Transfer Switch
	Static Switch
	DC & Telecom

²
Vertiv reserves the right to assess Warranty service calls for validity. Subject to the warranty provided in Vertiv's terms and conditions of sale, if the fault is deemed by Vertiv not to be covered by warranty then charges may apply.

