





## We understand data centres better than anyone

**Vertiv factory trained and authorised engineers are industry experts because Vertiv services more data centre critical infrastructure than any other provider in the industry.**

With the most comprehensive and rigorous training and job progression process in the industry, our CE's are the data centre services experts. Each CE undergoes induction and hands on training before deployment to your critical infrastructure and has a minimum of 40 hours of training/ continuing education each year.

### **EnerSav Service: energy efficiency and performance services**

*Reduce operating and capital costs and maximise efficiency and availability. Take advantage of our proven results from multiple projects across Asia Pacific*

- Reduce energy usage and unlock latent capacity.
- Understand where and how energy is used at a granular level.
- Define and manage sustainability projects and targets.
- TCO and business case development.
- Identify and provide return on investment business cases.
- Provide access to government carbon abatement programs like ESC and VEET.
- Apply cutting edge AI and Machine learning techniques to drive higher efficiencies.

### **Cooling System Service**

*Optimised system performance*

- Commissioning and site acceptance testing
- Preventive maintenance
- Emergency services
- On-site repair capabilities
- Upgrades and replacements
- Assessments and testing
- Energy Optimisation

### **AC Power Services**

*Increased system availability*

- Commissioning and site acceptance testing
- Preventive maintenance
- Emergency services
- On-site repair capabilities
- Upgrades and replacements
- Assessments and testing
- Power distribution unit testing and maintenance

### **24/7 Emergency Service**

*Response and resolution for minimised downtime*

- Factory trained expert customer engineers available 24/7
- Guaranteed on-site response time

### **Battery Maintenance & Replacement Services**

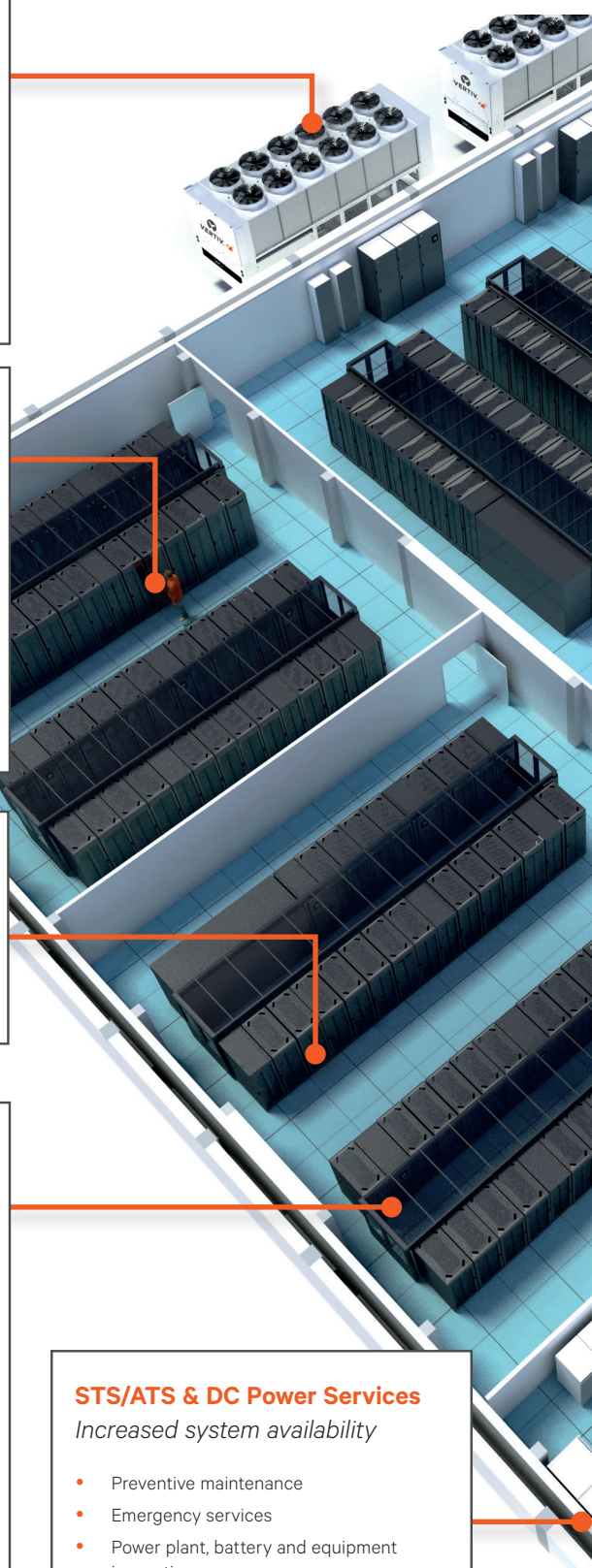
*Preventive maintenance inspection and testing follows industry recognised standards, OEM specifications and requirements*

- Battery load testing
- Battery health testing using impedance, internal resistance or conductance-reliable and safe testing of battery aging status
- Full string replacements
- Expert installation of new cells
- Battery monitoring
- Certified disposal of used batteries
- Lubrication and torque checks
- Thermography

### **STS/ATS & DC Power Services**

*Increased system availability*

- Preventive maintenance
- Emergency services
- Power plant, battery and equipment inspection
- Rectifier redundancy and battery reserve-time calculation
- Site and grounding audits
- Load sharing analysis
- Voltage drop and excessive heat inspection
- Thermography
- Lubrication and torque checks





### Installation, Start Up & Commissioning

*Complete turnkey capability*

- Factory trained experts carry out professional installation
- Installation and pre-power checks
- Optimised hardware and software configurations
- Operational and functional testing

### LIFE™ Remote Monitoring & Diagnostics

*Maximised system availability via real-time diagnosis and resolution of operating anomalies*

- 24 hour monitoring and service delivery by expert CE's
- Monitoring and trending of system data
- Diagnosis through expert data analysis allowing effective proactive maintenance and prevention of future anomalies
- Prompt alarm identification and resolution
- Alarm notification
- On-site corrective maintenance dispatching
- Third party equipment integration
- Customer reporting

### Remote & Site Monitoring Services

*System-wide monitoring solutions*

- 24 hour help desk support
- Remote preventive maintenance for proactive identification of anomalies
- Alarm management
- Field incident resolution
- Equipment optimisation advice
- 24/7 customer access via internet
- Third party equipment integration
- Customised reports
- Integration with high level platforms via SNMP

### Upgrade & Retrofits

*Increased infrastructure life and optimised energy efficiency*

- EC fans enhance energy savings on installed equipment
- iCOM Control enables modern communication capabilities of multiple units
- Xtreme power factor maximises UPS power for critical IT loads
- Programmed fan and capacitor replacements extend UPS service life

### Data Centre Assessments

*Complete infrastructure audits maximise system availability and enhance data centre efficiency*

- Airflow, heat and power assessments
- Temperature measurements
- Floor plan layout
- Reporting
- Recommendations

### Spare Parts

*Delivering the fastest system recovery*

- Extensive availability of spare parts
- 24 hours express delivery for in-stock spares

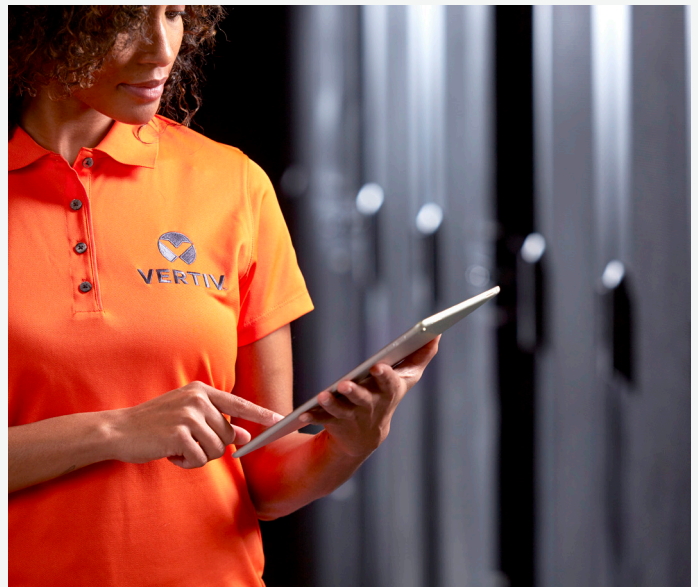
## Enhance System availability and performance

Proactive equipment maintenance reduces downtime and extends equipment life. This, in turn, maximises return on investment and increases system availability.

Vertiv supports the entire critical infrastructure with extensive service offerings, enhancing network availability and ensuring total peace of mind 24/7.

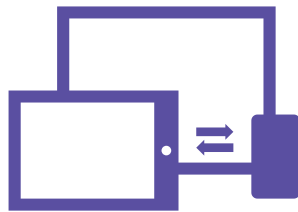
Our approach to servicing critical infrastructure covers all aspects of availability and performance, from single power and cooling equipment to entire mission-critical systems.

Installation, start-up, commissioning, site assessments, battery maintenance, replacements, upgrades, retrofits, 24/7 emergency service, remote monitoring and diagnostics are just a selection of the services that contribute to guaranteeing business-critical continuity.



### Local Resource

The broadest and most comprehensive service footprint in the industry with the largest team of Customer Engineers (CE's) across Australia & New Zealand, ensuring that your business is protected 100% of the time and that assistance is available whenever needed. Our Customer Resolution Centre professionals are available 24/7 to provide real-time service support.



### Prompt Response

An extensive supply of critical parts ready for deployment allows CE's to respond to requests promptly reducing MTTR (mean time to repair).



### Expertise & Training

Vertiv CE's are trained, experienced professionals who undergo an average of one week intensive training each quarter, totalling one month of full time training per year. All CE's are certified according to the standards of each country in addition to meeting global certifications required by international regulations.



### Service Contracts

Regular service of business critical infrastructure provides uptime assurance and reduces the total cost of ownership over the life of the equipment. A service agreement ensures that infrastructure is regularly maintained in order to avoid unexpected and costly downtime. Vertiv service agreements cover all technologies and can be tailored to suit individual business needs.



## Service Agreement Portfolio

The regular maintenance of the critical infrastructure which supports business operations is vital. The most comprehensive insurance for business protection can be obtained with a service contract. From single equipment to entire systems, Vertiv's complete range of services provides customers with service agreements tailored to meet individual business needs.

Vertiv's service offering ensures that customers can rely on continuous system availability, increased uptime, fast downtime recovery, minimised operating costs and maximised return on investment, while protecting your assets.

## Maintenance Agreements

PREFERRED	Preventive maintenance Guaranteed response time Spare parts & Labour included	The preferred service contract includes the following benefits: <ul style="list-style-type: none"> <li>• A defined number of scheduled preventive maintenance visits.</li> <li>• For 24/7 emergency service with priority on-site response for emergency breakdowns. Guaranteed 2-hour response.</li> <li>• Inclusive of parts and labour for corrective action to repair equipment (Excluding batteries and battery replacement labour).</li> </ul>
ESSENTIAL	Preventive maintenance Guaranteed response time labour included at discounted rates 20% discount on spare parts	The essential service contract includes the following benefits: <ul style="list-style-type: none"> <li>• A defined number of scheduled preventive maintenance visits.</li> <li>• 24/7 emergency service with priority on-site response for emergency breakdowns. Guaranteed 2-hour response.</li> <li>• Substantial discounts on labour and spare parts.</li> </ul>
CUSTOMISED	Preventive maintenance designed to suit your needs	Fully customised service contract based on your site needs.
LIFE™	LIFE™	LIFE™ 24/7 remote monitoring and diagnostic service in addition to your Preferred or Essential package.





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