



**VERTIV™**

# **VERTIV™ LIFE™ SERVICES**

Remote Diagnostic and  
Preventive Monitoring



**VERTIV™**

Vertiv™ LIFE™ Services, provides Remote Diagnostics and Preventive Monitoring for AC Power and Thermal Management equipment.

Vertiv LIFE Services provides real-time visibility into your critical systems, resulting in early detection of anomalies and immediate reaction in case of alarms. Adding in the diagnosis capability of remote system engineers allows our technicians to be armed to quickly, accurately, and safely restore equipment to its proper operating condition.

With Vertiv LIFE Services you can be sure to experience enhancements in both uptime, as well as operational efficiency, giving you unparalleled system protection and support, for complete peace of mind.

All equipment covered with Vertiv LIFE Services maintains constant contact with Vertiv's service organization 24/7.

Staying in contact through Vertiv LIFE Services gives you access to:

## Global Presence

With the broadest, most comprehensive service presence in the industry Vertiv ensures that your business is protected 100% of the time and that assistance is close by whenever needed. We are there for you.

## Technical Expertise

Our customer engineers are trained by the Vertiv Academy. The Academy is dedicated to ensuring that engineers strengthen and maintain their technical skills, knowledge, and know-how, increasing their existing expertise with relation to product life-cycle services.

Academy training ensures that the service organization excels in terms of the latest developments in products, safety and industry standards as well as innovation.

## Complete Service Support

Vertiv supports entire critical infrastructures with an extensive service offering, enhancing network availability and ensuring total peace of mind 24/7.



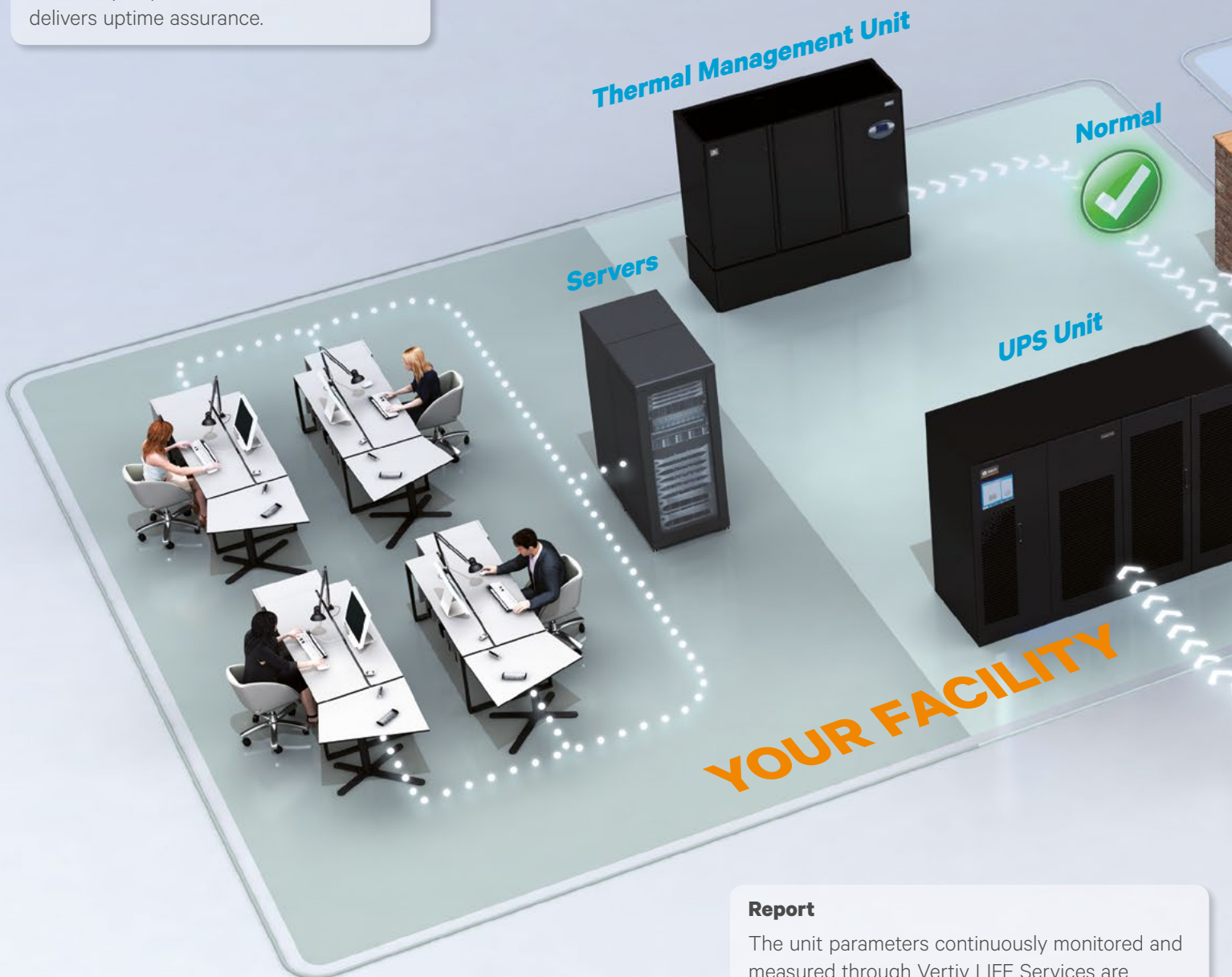
## Stay in Contact for LIFE, Stay in Contact through LIFE

### Uptime Assurance

Our Vertiv™ LIFE™ Services experts constantly monitor all relevant parameters related to your critical assets. This allows our experts to operate for immediate resolution in the case of an early warning condition. This fast, effective incident response capability maximizes the availability of your critical infrastructure and delivers uptime assurance.

### Proactive Analysis

Vertiv remote service experts monitor your equipment from the Vertiv LIFE Services centers, proactively analyzing data and trends, to recommend actions for ensuring equipment always performs at its best.



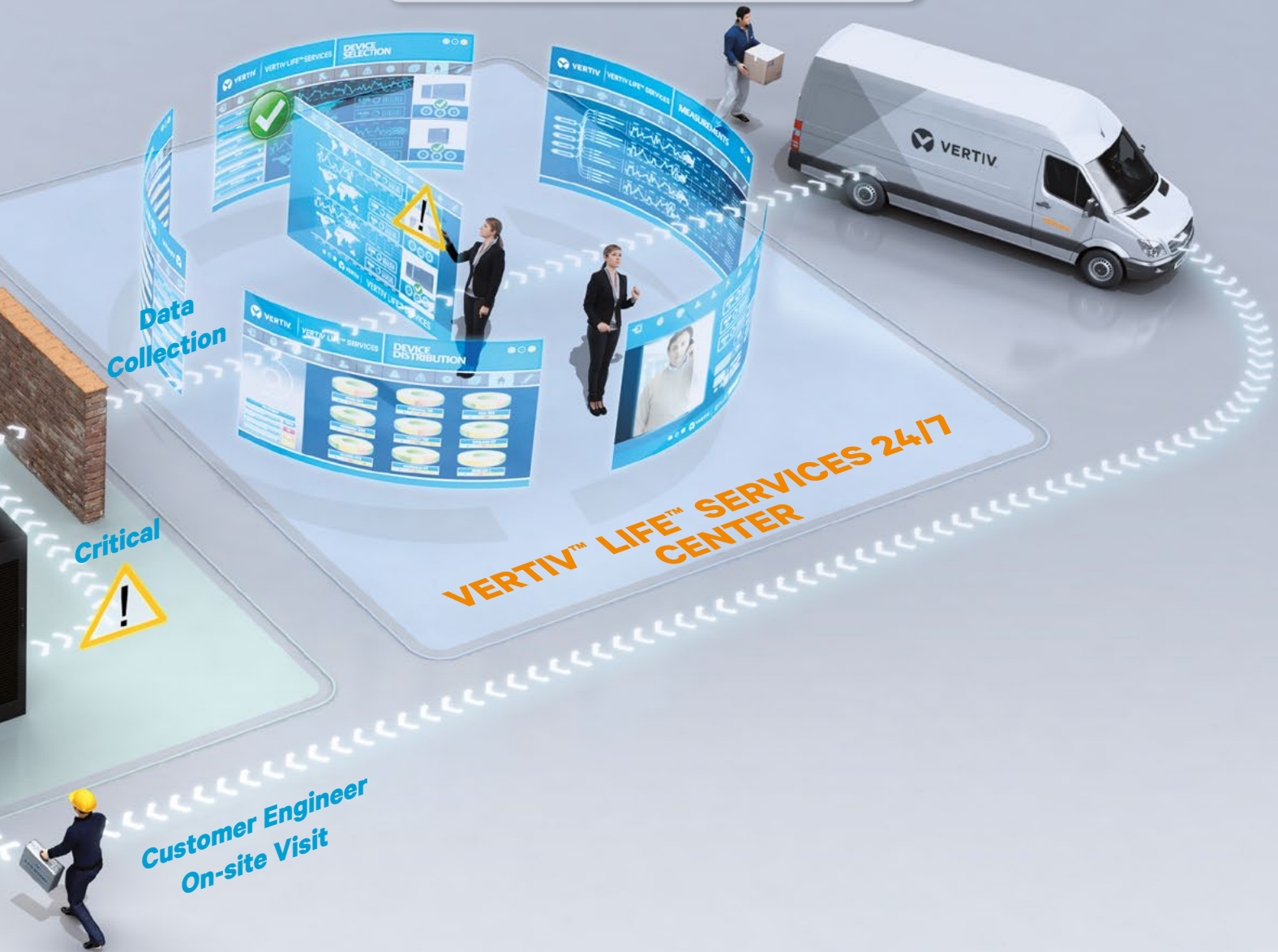
### Report

The unit parameters continuously monitored and measured through Vertiv LIFE Services are delivered in periodic status reports. You will receive a comprehensive report detailing the working order of your equipment and its operational performance, as well as demonstration that it is under continuous remote surveillance.



### First Time Fix Rate

Extensive parametric data and measurements received from the unit, enable Vertiv LIFE Services experts to accurately isolate and diagnose any operational condition. This ensures that in the case customer engineers are dispatched on-site, they arrive prepared for first time resolution.



### Fast Incident Response

Through Vertiv LIFE Services, your installed units maintain constant contact with our service centers. The units are programmed to communicate and transfer data at regular intervals, or at the activation of an alarm.

This allows for immediate definition of the best course of action, thus ensuring fast incident response and timely intervention either remotely, or if necessary, with the on-site visit of a customer engineer.

### Minimized Total Cost of Ownership of your Equipment

Having Vertiv LIFE Services embedded in our UPS and thermal management units is like having a virtual customer engineer on site 24/7. The continuous monitoring of all relevant parameters in turn maximizes unit performance, reducing on-site maintenance and extending the life of your equipment.

## Service Contract Portfolio

The regular and proactive maintenance of critical infrastructure is vital in supporting your business operations. The most comprehensive insurance for business protection can be obtained with a service program from Vertiv which includes access to Vertiv™ LIFE™ Services.

Vertiv’s service offering ensures that you can rely on continuous system availability, increased uptime, fast downtime recovery, minimized operating costs and maximized return on investment, while entirely protecting your assets.

The below diagram maps out our comprehensive service offering and indicates how you can obtain Vertiv LIFE Services:

### WARRANTY CONTRACTS

|          |                        | Contract Type |                    |                  |
|----------|------------------------|---------------|--------------------|------------------|
|          |                        | Warranty LIFE | Preferred Warranty | Premier Warranty |
| Features | Vertiv LIFE Services   | ✓             |                    | ✓                |
|          | Preventive Maintenance |               | ✓                  | ✓                |
|          | Response Time          |               | ✓                  | ✓                |

### AFTER WARRANTY CONTRACTS

|          |                        | Contract Type |           |           |         |
|----------|------------------------|---------------|-----------|-----------|---------|
|          |                        | Basic         | Essential | Preferred | Premier |
| Features | Vertiv LIFE Services   | ✓*            | ✓*        |           | ✓       |
|          | Preventive Maintenance | ✓             | ✓         | ✓         | ✓       |
|          | Response Time          | ✓             | ✓         | ✓         | ✓       |
|          | Labour Included        |               | ✓         | ✓         | ✓       |
|          | Parts Included         |               |           | ✓         | ✓       |

\*Vertiv LIFE Services is an additional feature for Essential and Basic contract types.



**VertivCo.com** | Vertiv Infrastructure Limited, George Curl Way, Southampton, SO18 2RY, VAT Number: GB188146827

© 2017 Vertiv Co. All rights reserved. Vertiv™, the Vertiv logo and Vertiv Life™ Services are trademarks or registered trademarks of Vertiv Co. All other names and logos referred to are trade names, trademarks or registered trademarks of their respective owners. While every precaution has been taken to ensure accuracy and completeness herein, Vertiv Co. assumes no responsibility, and disclaims all liability, for damages resulting from use of this information or for any errors or omissions. Specifications are subject to change without notice.