

DC Power, Outdoor Enclosure & Service Contacts

Vertiv™ U.S.A.



Customer Service (Pre-Shipment)

Email CustomerService.ESNA@Vertiv.com

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

Phone 1.800.800.1280 option 1

Customer Support Center (Post-Shipment)

Email ESNACustomerSupportCenter@Vertiv.com

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

Phone 1.800.800.1280 option 9

Products

Email AccountManagement.ESNA@Vertiv.com

Customers and Channel Partners (Reps, VARs & Distributors): Please contact Account Management for product pricing^[1] and bid responses for custom configured DC power systems and outdoor enclosures.

Phone 1.800.800.1280 option 2

Local Vertiv Offices (LVOs): Send inquiries to DCpowerReps.ESNA@Vertiv.com

Spare Parts

Email DCpower.Spares@Vertiv.com
OSP.Spares@Vertiv.com

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.

Phone 1.800.800.1280 option 5

DC Power Depot Repair

Email DCpower.Repair@Vertiv.com

Creates and processes RMAs for depot repair and refurbishment.

Phone 1.800.800.1280 option 5

Determines repair and refurbishment lead times and pricing based on warranties/contractual agreements.

Website Vertiv.com/DCpowerRMA

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.

Technical Support

Email DCpower.TAC@Vertiv.com

Answers technical product questions about DC power systems and outdoor enclosures; determines status of warranties and contractual agreements for repair.

Phone 1.800.800.5260

[1] Contact Spare Parts for parts and accessories.