



SOLE SOURCE SERVICE PROVIDER

Liebert Power Products

With your purchase of Liebert power products, you now have the best critical support equipment available. As you choose the appropriate level of service support for this equipment, please consider the following.

To ensure top performance, reliability and duration of its equipment, Liebert Corporation recognizes Vertiv Services, Inc., ("Vertiv Services") as the *only* authorized service provider for the power product line (UPS/Battery, Static Transfer Switch, Power Distribution Units, and Monitoring Products). In order to meet the objective of providing the highest level of service possible, Vertiv Services has invested in the very best individuals to create the strongest support organization in the industry. With over 800 technical experts and support personnel located in 80 major cities across the US, a 24/7/365 fully staffed Customer Resolution Center, multi-level parts distribution system, and 24/7 available Technical Support Group, Vertiv Services offers the most comprehensive power product service program in existence today.

There are distinct advantages in having the Original Equipment Manufacturer (OEM) perform the service. These are specific to the proprietary information, materials and expertise maintained solely by the OEM, and is the basis for Sole Source Qualification. Below is a summary of those exclusive advantages.

- **Factory Training**
 - Vertiv Services Customer Engineers ("CE") are the only service technicians who are required to have 450 hours of training by Liebert to service Liebert Products before ever touching customer equipment. Their level of training is kept up to date by participation in at least 20 hours of new and refresher training courses each year.
 - No other organization is authorized to have their field technicians participate in Liebert maintenance training programs.
- **Start up Services**
 - Liebert standard factory warranty for 3-Phase UPS is active for 12 months from date of startup and is only valid with start up by a Vertiv Services CE.
 - Start up performed by an outside service organization reduces equipment warranty to 90 days parts only.
- **Maintenance and Troubleshooting Information**
 - Vertiv Services CEs have instant access to TKO – Technical Knowledge Online. This database includes the latest in maintenance and troubleshooting techniques specific to Liebert equipment.
 - The information available through TKO is only accessible to the Vertiv CE and includes proprietary information like equipment schematics.
- **Part Availability**
 - Part support is available to all customers and service providers.
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- Part **priority** is given to Vertiv Services' contract customers to make certain that Vertiv Services meets its contractual obligations.
- To guarantee availability for contract customers, standard lead times apply for all part orders from non-contract customers and outside service providers.
- Technical Support
 - Vertiv's Power Technical Support (PTS) group exists solely to support Vertiv's field service organization and is not available to outside service organizations.
 - The PTS Group is composed of long tenured factory engineers who are experts in servicing, troubleshooting and maintaining Vertiv equipment. Our PTS engineers engage in complex start-up activities, support the Vertiv CE in difficult troubleshooting situations, and develop equipment modifications that improve system performance.
- Field Modifications – Field Change Notice ("FCN")
 - The Vertiv FCN process is managed by the PTS Group and Vertiv factory personnel and is not available to outside service organizations.
 - The FCN process allows for engineering improvements to be made to the equipment as soon as an enhancement has been identified. These FCN's enhance the safety and reliability of Vertiv's critical power systems.
 - Safety related FCNs are distributed to the Vertiv customer contact on file. *Vertiv contract customers are automatically notified and scheduled for installation.*
 - Technical FCN enhancements are only available, at no charge, to Vertiv contract customers.

Vertiv Services' wide range of offerings for system Startup, preventive maintenance, emergency service, battery management, project management and customer training are available through your local Vertiv Representative Office, or by calling 1-800-LIEBERT.

Please be advised as the OEM Service Provider, Vertiv Services' scope of work is not encompassed within any prevailing wage classifications provided under any prevailing wage laws, statutes, rules, or regulations, including without limitation, Davis Bacon Act, ("Prevailing Wage Law") therefore Vertiv Services takes express exception to any and all prevailing wage requirements and shall not be required to comply with such under this Agreement, and further shall not be required to submit certified payroll and related documentation. Vertiv Services shall indemnify, defend, and hold harmless any Buyer and its directors, officers, employees, and agents from and against any and all claims, costs, expenses, liabilities, and losses to the extent arising out of Vertiv Services' violation of any Prevailing Wage Law held to be applicable to Vertiv Services' scope of work by a court of competent jurisdiction or agency with jurisdiction over the matter. None of the classifications exactly fit our uniquely trained and specifically focused Vertiv Customer Engineers or the specialized skill set they utilize to provide preventive maintenance on Liebert Equipment only.