



October 12, 2022

Re: Sole Source Service Provider for 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 equipment, Vertiv Corporation is the only authorized service provider for the Liebert power product line (uninterruptible power supply/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 Corporation has invested in the very best individuals to create the strongest support organization in the industry.

With more than 850 technical experts and support personnel across the United States; a 24/7/365 customer resolution center that is fully staffed by personnel having immediate access to equipment detail and service histories for Liebert equipment; a multi-level parts distribution system; and a technical support group available 24/7, Vertiv Corporation offers the most comprehensive power product service program in existence today.

There are distinct advantages in having the original equipment manufacturer (OEM) perform your service, and they are specific to the proprietary information, materials, and expertise maintained by the OEM. These exclusive advantages are summarized below and are the basis for sole source qualification.

Factory Training

- Vertiv Corporation's customer engineers (CEs) are required to have completed a two-part comprehensive training program before entering a customer's site.
- This program includes more than 110 hours of core training such as fundamentals of data center applications, and electrical and personal safety; more than 400 hours of product-specific and structured on-the-job training; and at least another 200 hours of training on elective topics.
- Vertiv Corporation's CEs keep their level of training up to date by participating 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 maintenance training programs for Liebert solutions.

Startup Services

- The standard factory warranty for Liebert three-phase UPS units is active for 12 months from the date of startup and is only valid with startup by a Vertiv Corporation CE.
- Startup performed by an outside service organization reduces the equipment warranty to 90 days with coverage for parts only.

Maintenance and Troubleshooting Information

- Vertiv Corporation's CEs have instant access to Technical Knowledge Online (TKO). This database includes the latest in maintenance and troubleshooting techniques specific to Liebert equipment.
- The information available through TKO is only accessible to Vertiv Corporation's CEs and includes proprietary information like equipment schematics and assembly drawings.
- Access to the proprietary software used in Liebert UPS units allows Vertiv Corporation's CEs to properly configure your UPS and to be more informed for a superior level of service.
- Through Power Technical Support (PTS), Vertiv Corporation's CEs have access to the engineers who designed and built your power equipment.



Part Availability

- Part support is available to all customers and service providers.
- Part priority is given to Vertiv Corporation's contract customers to make certain that contractual obligations are met.
- To guarantee availability for contract customers, standard lead times apply for all part orders from non-contract customers and outside service providers.

Technical Support

- PTS exists solely to support Vertiv's field service organization and is not available to outside service organizations.
- PTS is comprised of long-tenured factory engineers who are experts in servicing, troubleshooting, and maintaining Liebert equipment. PTS engineers engage in complex startup activities, support the Vertiv Corporation CE in difficult troubleshooting situations, and develop equipment modifications that improve system performance.

Field Modifications – Field Change Notice (FCN)

- The FCN process for Liebert equipment is managed by PTS and 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 FCNs enhance the safety and reliability of Liebert power systems.
- Safety related FCNs are distributed to the Vertiv customer contact on file. Contract customers are automatically notified and scheduled for installation.
- Technical FCN enhancements are only available, at no charge, to Vertiv contract customers.

Vertiv Proprietary Service Tools and Software

Vertiv Customer Engineers (CEs) are the only authorized, factory- trained and OEM-supported service providers for Vertiv equipment with access to Vertiv's proprietary service tools and software to ensure optimal equipment performance.

- Using proprietary software PPvis™, Paramset™, and WinSVT™ CEs apply Vertiv's knowledge base to diagnose, configure and optimize your Vertiv equipment.
- Vertiv is the only authorized source for critical proprietary firmware updates providing your equipment the latest version of operational firmware to ensure equipment is running at optimal performance and efficiency levels.
- Vertiv exclusively enables:
 - Access to OEM engineering support and product enhancements.
 - Optimized methods of procedure for efficient service supported by proprietary documentation.
 - Improved MTBR and MTTR.
 - Root cause forensic analysis.
 - Continual improvements with tested and certified updates for software and hardware improvements throughout the equipment's lifecycle.
- CEs to be equipped with proprietary service documentation that provides access to the latest method of procedures and event data to return equipment online in the most efficient manner possible.

Vertiv Corporation's wide range of offerings for system startup, preventive maintenance, emergency service, battery management, project management, and customer training are available through your local representative or by calling 1-800-543-2378.