

## “Like-new” repair philosophy restores all equipment to original performance and specifications, maintaining peak operating efficiency

### KEY FEATURES

- Engineering enhancements - equipment, software and firmware is upgraded to the latest possible version
- Components - all repairs are completed with approved parts that were designed, specified, and tested for the equipment
- Equipment restoration - “like-new” restoration of all equipment to original specifications and operating performance
- Testing - highly trained technicians use latest test and repair equipment
- Logistics covered - one way or both way transportation agreements can be arranged by Vertiv
- Cost control\* - nominal transaction fees incurred in relation to non-contractual repair
- Reduced paperwork\* - instead of billing for each repair required, all repairs made in a set period are listed on a single statement.

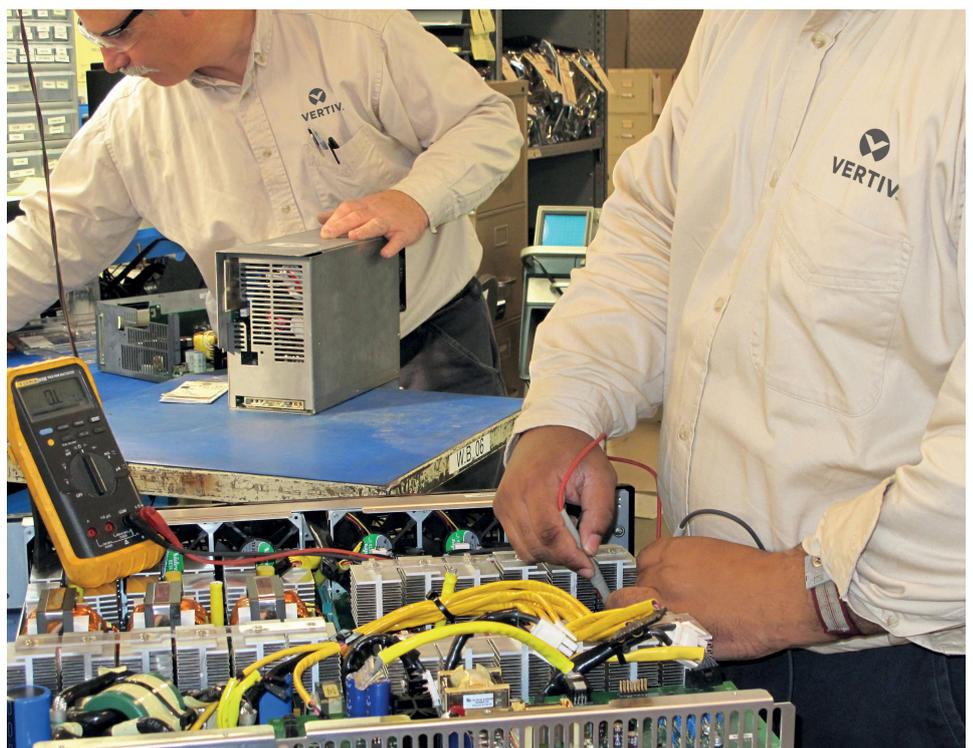
Annual service contracts are crucial for businesses with mission-critical equipment. Via our repair centers, Vertiv™ offers depot repair services for units both in and outside of warranty.

Depot repair services are available as contractual and non-contractual services. In both contractual and non-contractual services, complete equipment testing (same performance and burn-in test as required in production) is carried out to secure full coverage of potential faults. Only approved parts that were designed, specified, and tested for the equipment are used in the repair process. All equipment is upgraded to the latest possible revision and calibrated to improve system reliability and prolong battery life.

**Furthermore, to simplify logistics and reduce administrative work, your multi-vendor DC product support can be consolidated within a single vendor process.**

Vertiv can perform repair services on the most common brands with the same best in class workmanship we provide to the Vertiv installed base.

To avoid the costly expense of unforeseen repairs we recommend investing in contractual depot repair. A contract guarantees the availability of service and minimizes the paperwork associated with individual repair orders. If equipment uptime is a concern, we have contractual repair services that offer replacements with very short lead time.



\* Applies to contractual agreements.

## Quickly restore your equipment to like-new condition with Vertiv's Depot Repair service

### Our contractual agreements include the following repair services:

- **Repair Return** – Standard lead time of 10 working days for repair and return of faulty product under contract. One way or both way transportation agreements arranged by Vertiv™ available.
- **Swap Repair** – Faulty unit is replaced by another unit within 36 hours from time of receipt with one way or both way transportation agreement arranged by Vertiv.
- **Advance Swap Repair** \* – Swap unit is provided before the faulty unit is received by the repair center within the time frame stated on the contractual agreement.
- **Advance Warranty Swap** \* – Swap unit for faulty unit under warranty is provided before faulty unit is received by the repair center, within the time frame stated on the contractual agreement, free of transaction charges.

\* A certain level of stock is reserved for all advance swap repairs to secure contracted service based on predicted number of returns.

Repair return and swap repair is also available without a contract. A purchase order for each repair return or swap is required prior to shipping the item to our repair center. Non-contracted repairs also need to be confirmed by the repair center prior to the firm order.

## TO REQUEST A REPAIR, PLEASE, FOLLOW THE STEPS BELOW:

### 1. Contact us to get a Service Request Order

- Email: [emea.hwservices@VertivCo.com](mailto:emea.hwservices@VertivCo.com)
- Phone: +421 32 7700733
- Fax: +421 32 7700895

### 2. Send the Service Request Order to us to obtain an RMA (and quotation if applicable)

- Email: [emea.hwservices@VertivCo.com](mailto:emea.hwservices@VertivCo.com)
- Phone: +421 32 7700733
- Fax: +421 32 7700895

### 3. RMA creation

- Hardware services will confirm availability for requested material by providing RMA
- Quotation will be prepared when applicable
- RMA is typically provided within 24 hours.

### 4. Purchase Order

- For all non-warranty repairs forward a copy of the purchase order via email or fax to Hardware services based on provided quotation.

### 5. Return equipment for repair

- Pack equipment in ESD protected packaging
- Print out RMA document, attach it to package and prepare shipping documentation; for NON EU customers also include pro forma invoice for customs
- Send equipment to:  
Vertiv  
RMA#\_-----  
Energy Systems – Repair Center  
Piestanska 1202/44 V4 Building nr.3, 3rd Floor  
91528 Nove Mesto nad Vahom  
Slovak Republic.