

SCOPE OF WORK

STATIONARY BATTERY SYSTEMS

SAMSUNG LITHIUM BATTERY

PREFERRED SERVICE - 1 PM

SERVICE SUMMARY

| Feature | Detail |
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| On-Site Service | Includes 1 Preventive Maintenance Service, scheduled by the customer at the customer's convenience (excluding national holidays). |
| Response Time | Guaranteed 4-hour on-site emergency response, 7 days/week, 24 hours/day, within 150 miles of a Vertiv's Service City. |
| Customer Support | Includes access to the Customer Resolution Center (1-800-543-2378) and the Vertiv Customer Services Network Online Internet portal. |
| Battery Coverage | Includes parts, labor and battery modules as required (limits may apply; see Assumptions and Clarifications, as applicable, for more details). |
| Labor & Travel | Includes 100% labor and travel coverage 7 days/week, 24 hours/day, within the 48 contiguous states and Hawaii. |
| Service Professional | Performed by Vertiv factory-trained and authorized technician equipped with Vertiv Proprietary tools and software. Vertiv CEs and Vertiv Partners are the only approved OEM service providers for Vertiv products. |
| Battery Recycling | Not included. |

SERVICE PERFORMED

Annual Service

1. Inspect the appearance and cleanliness of the battery and the battery room.
2. Verify the integrity of the battery cabinet.
3. Verify all MCCB status – All on.
4. Inspect for any alarms that may be present and investigate if needed.
5. Download the rack and cell level data from the BMS and import into the battery report software for review and to provide a detailed report.
6. Verify the battery system settings meet manufacturers specifications.
7. Measure and record the ambient temperature.
8. Verify the functionality of the redundant power supplies.
9. Verify the humidity in the room is non-condensing and less than 60% Relative Humidity (RH).
10. Provide a detailed written report noting any deficiencies and corrective action needed, taken and/or planned.

ASSUMPTIONS & CLARIFICATIONS

- Does not include full-string replacement parts nor labor coverage.

CUSTOMER RESPONSIBILITIES

In order to provide timely, accurate and thorough execution of the services described herein, Vertiv requests the following:

- **Point of Contact:** Provide an authorized point of contact(s), specific for the scope of work, for scheduling and coordination purposes.
- **Scheduling:** Make dates available for scheduling service. All visits must be requested 10 business days in advance of need by contacting the Vertiv Customer Resolution Center at 1-800-543-2378.
- **Site Access:** Prior to time of scheduled work, provide site access including any customer required escort, security clearance, safety training and badging for Vertiv service personnel.
- **Equipment Access:** Convenient access to the equipment covered by the Scope of Work. Prior to scheduled time of work, notify Vertiv service personnel of any special requirements for equipment access including lifts, ladders, etc.
- **Shutdown:** Service may require shutdown of load to ensure electrical connection integrity.
- **Notification:** If for any reason the work cannot be performed during scheduled time, notify Vertiv service personnel 24-hours prior to scheduled event.

TERMS AND CONDITIONS

Subject to all Terms & Conditions as noted in the Vertiv Terms & Conditions or the terms of a Master Agreement between the parties, if any, shall apply.