



VERTIV™

THERMAL MANAGEMENT

A Higher Level of Service Expertise



Your Data Center Requires Special Knowledge in Thermal Management

There's a vast difference in the expertise necessary to address the comfort cooling needs of a normal building and the thermal management needs of your sensitive and sophisticated data center. An incorrect repair procedure by improperly trained technicians, or the use of non-genuine parts, can have a profound effect on your equipment's performance, your data center's availability, and your energy costs. The factory trained and certified technicians of Vertiv™ Services know the difference. We are equipped to maximize the performance and efficiency of your thermal management system as no one else can.



Rely on a Higher Level of Service Expertise to Effectively and Efficiently Cool Your Business-Critical Facility

The science of thermal management requires proficiency within the data center domain. Those you trust to service your equipment and systems should be practiced in the following critical areas:

- Security of a controlled environment
- Cold aisle/hot aisle configuration and containment
- Temperature and humidity control
- Contamination avoidance
- Changing technology

Integrated Lifecycle Services Help Maximize the Performance of Your Thermal Management Systems

Warranty Inspection Services ensure that your equipment operates as intended. We provide complete inspection services for the maximum performance, availability, and efficiency of your precision cooling system.

Service Plans are designed to provide multiple levels of service to maintain your equipment's peak performance. Whether you need 8x5 or 24x7 coverage, parts, labor, or emergency services, our service plans provide the protection you need for your critical data center operations.

Preventive Maintenance is performed by our factory-trained technicians to meet the stringent requirements of your thermal management equipment and ensure peak performance year round.

Emergency Response of the highest caliber is crucial. You need someone with a thorough understanding of the critical nature of your data center space and all its unique requirements. You also need someone who can respond quickly with the right tools and expertise to solve your problems. From initial inspection to equipment repair, upgrade and replacement, Vertiv Services ensures a quick, safe, and reliable return to operation.

Upgrade Services extend the life of your equipment and deliver improved reliability and efficiency. It also lowers your total cost of ownership. Upgrades to variable speed drives and Liebert® iCOM™ controls can increase your energy efficiency by as much as 50 percent. These technologies are installed by our factory-trained technicians with little or no disruption to data center operations.

Remote Monitoring enhances the typical alarm escalation service and ensures that your business-critical network is protected 24x7. With early detection of temperature increases, as well as other anomalies, small problems won't become big ones. Our ability to poll your equipment's operational data at regular intervals provides unsurpassed predictive maintenance capabilities.

Control Optimization helps you meet the changing demands within your data center including the need for increased capacity, improved efficiencies, and better system integration. We'll work with you to determine the appropriate controls, customize set points, and ensure a configuration that gives you the control you need for proper management of your thermal assets.

Why Vertiv™?

Industry Experience

Who is better prepared to meet the service needs for your thermal management system than the company that pioneered the precision air conditioning market? We're the world leader in research and development of innovative products that protect mission-critical thermal applications, and have supported data centers around the world for more than 45 years.

System Expertise and Understanding

Beyond routine repairs and maintenance, we have extensive experience in maintaining thousands of Liebert® thermal management units. We know every critical feature and function, how they work, how they wear, and when to replace or upgrade in order to ensure peak performance. No other company can provide this level of expertise for your Liebert equipment.

Technical Expertise

As the original equipment manufacturer, we have the ability to apply the latest technology with the required engineering depth. We understand your thermal management systems and how they operate/integrate into your overall facility. Factory-trained service technicians are the best qualified to set up, maintain, and optimize these systems and controls. To stay up to date, each of our technicians undergo annual factory technical training and safety classes.

Comprehensive Reports

At the completion of each preventive maintenance service, you will receive a detailed report documenting the services performed and any recommendations for repair or additional maintenance. You will always know what we've done in your data center and why.

National Coverage

Vertiv has a large national footprint of factory-trained thermal management experts and partners. This ensures continuity of expertise across all your facilities, no matter where they're located.

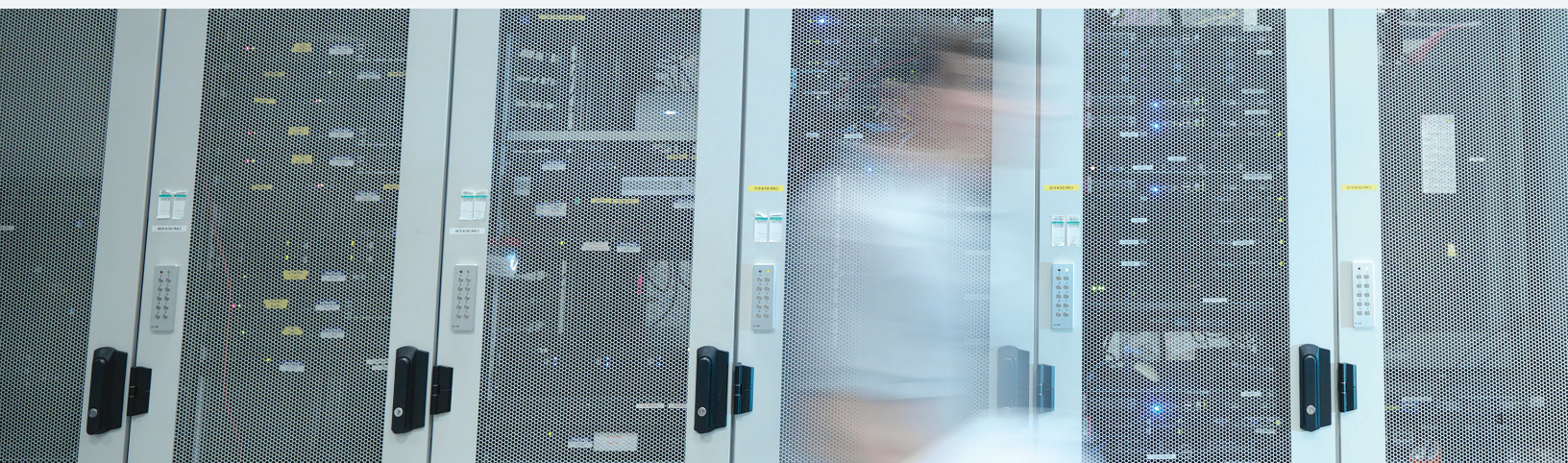
Singular Accountability

As the world leader in critical facility support, Vertiv Services adds value by meeting all your critical infrastructure needs. Chances are, we're already performing service on your power infrastructure. By relying on us for other critical services, you can reduce the time and effort expended on managing multiple vendors. Having one number to call simplifies the task of managing your data center's service needs, so you can spend more time on managing your business.

Unparalleled Customer Service

The critical nature of your business requires that you have unlimited access to your service provider. Vertiv gives you that access through our Customer Resolution Center that is available to you 24 hours a day, 365 days a year. From scheduling maintenance to responding to an emergency to answering your service-related questions, we're here for you.

And at Vertiv, you'll never be asked to leave a message, because you'll reach a live person every time you dial 1-800-543-2378.





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