



# Service Offering For Channel

For Rack PDU & Environmental  
Monitors



**About Vertiv™**

Vertiv brings together hardware, software, analytics and ongoing services to ensure its customers' vital applications run continuously, perform optimally and grow with their business needs. Vertiv solves the most important challenges facing today's data centers, communication networks and commercial and industrial facilities with a portfolio of power, cooling and IT infrastructure solutions and services that extends from the cloud to the edge of the network. Headquartered in Columbus, Ohio, USA, Vertiv employs around 20,000 people and does business in more than 130 countries. For more information, and for the latest news and content from Vertiv, visit [Vertiv.com](http://Vertiv.com).

**Vertiv.com**

**OUR PURPOSE**

We believe there is a better way to meet the world's accelerating demand for data - one driven by passion and innovation.

**OUR PRESENCE**

**GLOBAL PRESENCE**  
 Manuf. and Assembly Locations **19**  
 Service Centers **270+**  
 Service Field Engineers **2,700+**  
 Technical Support/Response **330+**  
 Customer Experience Centers/Labs **17**



<p><b>US AND CANADA</b>                  Manuf. and Assembly Locations <b>7</b>                  Service Centers <b>120+</b>                  Service Field Engineers <b>850+</b>                  Technical Support/Response <b>120+</b>                  Customer Experience Centers/Labs <b>4</b></p>	<p><b>LATIN AMERICA</b>                  Manuf. and Assembly Locations <b>1</b>                  Service Centers <b>20+</b>                  Service Field Engineers <b>300+</b>                  Technical Support/Response <b>25+</b>                  Customer Experience Centers/Labs <b>2</b></p>	<p><b>EUROPE, MIDDLE EAST AND AFRICA</b>                  Manuf. and Assembly Locations <b>5</b>                  Service Centers <b>70+</b>                  Service Field Engineers <b>600+</b>                  Technical Support/Response <b>95+</b>                  Customer Experience Centers/Labs <b>6</b></p>	<p><b>ASIA PACIFIC</b>                  Manuf. and Assembly Locations <b>6</b>                  Service Centers <b>60+</b>                  Service Field Engineers <b>950+</b>                  Technical Support/Response <b>90+</b>                  Customer Experience Centers/Labs <b>5</b></p>
--	--	---	---

**The Importance of Service Coverage**

Vertiv™ supports any application with an extensive service offering including installation, start-up, commissioning, maintenance, replacements, 24/7 remote monitoring and diagnostics and much more. Our remote diagnostics and preventive monitoring LIFE™ Service is adding value providing real-time information to take decision, as it allows early detection of anomalies and immediate reaction in case of alarms.

**Benefits:**

- Assured critical power delivery
- Optimized use of your IT staff
- Simplified small site UPS deployment and maintenance
- Instant access to power protection information
- Improved protection for your IT investment

**Vertiv LIFE Services**



With Vertiv LIFE Services you can be sure to experience enhancements in both uptime, as well as operational efficiency, giving you unparalleled system protection and support.

All equipment covered with Vertiv LIFE Services maintains constant contact with Vertiv's service organization 24/7. You can benefit from Vertiv LIFE Services throughout the entire product lifecycle during both warranty and after warranty periods.

**Note: for more and detailed information on our Service Programs please get in contact with your dealer to get the Scope of Work of the Service Program you have purchased.**

**How Does the Online Service Program Work?**

If you have purchased a Service Program you have communicated your name, surname and e-mail address to your dealer, who has provided us with them so that we can send you an e-mail with the Service Program Code for the Service Program you have purchased.

The e-mail with the Service Program Code will be sent to you within 2 working days from Service Program purchase.

In order receive the service you have bought it is mandatory to activate the Service Program. To do so you need to register your Service Program on our website within 30 days from purchase, otherwise the Service Program will expire.

**To register Service Program:**

- Go to: <https://www.vertiv.com/en-emea/support/register-your-product/registration/>
- Fill in the registration form
- Tick GDPR box (data processing mandatory, marketing purposes upon your choice)
- Submit registration request
- You will be immediately notified that the submission has been registered
- You will be also acknowledged within 2 working days by Vertiv with further details regarding the Service Program delivery.





### Service offering for Channel – Rack PDU & Environmental Monitors

Vertiv™ offers a complete range of services specifically designed for Rack PDU and Environmental Monitor products. The portfolio includes various options guaranteeing up to 5-year coverage to meet any possible customer need.

**The Service Programs are available in a selection of countries, please check [www.vertiv.com](http://www.vertiv.com) for specific country availability or contact your local Vertiv representative.**

#### New Rack PDU & Environmental Monitors

##### Service Programs for new Rack PDU

###### Warranty Extension +2

This Service Program extends standard warranty by two years. You will get it for free if you register your rack PDU or Environmental Monitor within 30 days from purchase.

- During this period, the product is covered by a standard replacement of the faulty unit
- The shipping costs are covered by Vertiv
- This Service Program includes 8x5 Professional helpline

###### Distribution Emergency

This Service Program is valid only for Vertiv Geist rPDU and Vertiv Geist Watchdog. It can be purchased within six months from the Equipment purchase date and covers the rack PDU or the environmental monitor for a total of 5 years:

- During this period, the product is covered by the advance replacement of the faulty unit
- The replacement unit is shipped within 8 working hours from the incident ticket acknowledgment
- The shipping costs are covered by Vertiv
- This Service Program includes 24x7 Professional helpline.

#### On-site intervention

##### Service Programs for On-site intervention on Rack PDU and Environmental Monitors

###### Start-Up Visit

This Service Program includes the visit of a Vertiv technician for Rack PDU or Environmental Monitor Start-up:

- Start-up Service Program can be purchased within six months from the Equipment purchase date
- This Service program is available with the two scheduling options, 8x5\* or 24x7 (excluding public holidays) in the country where the equipment is installed
- This offer is not intended to be used as a repair service in case of equipment failure.

\*During normal working hours (in the country where the UPS is installed), excluding public holidays, Saturdays and Sundays.

**New Rack PDU**

Product Family	Distribution Emergency
Vertiv Geist Rack PDU, Basic, 230V 10A-13A-16A	<b>RPDU-DE5R-001</b>
Vertiv Geist Rack PDU, Basic, 230V 32A	<b>RPDU-DE5R-002</b>
Vertiv Geist Rack PDU, Monitored, 230V 13A	<b>RPDU-DE5R-002</b>
Vertiv Geist Rack PDU, Basic (upgradeable), 230V 16A	<b>RPDU-DE5R-003</b>
Vertiv Geist Rack PDU, Metered (upgradeable), 230V 16A-32A	<b>RPDU-DE5R-003</b>
Vertiv Geist Rack PDU, Monitored, 230V 16A-32A	<b>RPDU-DE5R-003</b>
Vertiv Geist Rack PDU, Monitored (upgradeable), 230V 16A-32A	<b>RPDU-DE5R-003</b>
Vertiv Geist Rack PDU, Basic (upgradeable), 230/400V 3x16A	<b>RPDU-DE5R-004</b>
Vertiv Geist Rack PDU, Basic (upgradeable), 230V 32A	<b>RPDU-DE5R-004</b>
Vertiv Geist rPDU, Basic, 230/400V 3x16A	<b>RPDU-DE5R-004</b>
Vertiv Geist Rack PDU, Monitored, 230V 16A-32A	<b>RPDU-DE5R-004</b>
Vertiv Geist Rack PDU, Basic (upgradeable), UPDU 3ph 16A-32A 230/415V	<b>RPDU-DE5R-005</b>
Vertiv Geist Rack PDU, Basic, UPDU 3ph 16A-32A 230/415V	<b>RPDU-DE5R-005</b>
Vertiv Geist Rack PDU, Metered (upgradeable), 230/400V 3x16A	<b>RPDU-DE5R-005</b>
Vertiv Geist Rack PDU, Metered (upgradeable), 230V 32A	<b>RPDU-DE5R-005</b>
Vertiv Geist Rack PDU, Monitored, 230/400V 3x16A	<b>RPDU-DE5R-005</b>
Vertiv Geist Rack PDU, Monitored, 230V 32A	<b>RPDU-DE5R-005</b>
Vertiv Geist Rack PDU, Basic (upgradeable), 230/400V 3x32A	<b>RPDU-DE5R-006</b>
Vertiv Geist Rack PDU, Metered (upgradeable), 230/400V 3x32A	<b>RPDU-DE5R-006</b>
Vertiv Geist Rack PDU, Monitored, UPDU 3ph 16A-32A 230/415V	<b>RPDU-DE5R-006</b>
Vertiv Geist Rack PDU, Monitored 230/400V 3x32A	<b>RPDU-DE5R-006</b>
Vertiv Geist Rack PDU, Monitored, 230/400V 3x32A	<b>RPDU-DE5R-006</b>
Vertiv Geist Rack PDU, Switched, 230V 16A-32A	<b>RPDU-DE5R-006</b>
Vertiv Geist Rack PDU, Monitored, UPDU 3ph 16A-32A 230/415V	<b>RPDU-DE5R-007</b>
Vertiv Geist Rack PDU, Monitored, 230V 16A-32A	<b>RPDU-DE5R-007</b>
Vertiv Geist Rack PDU, Monitored, 230/400V 3x16A-3x32A	<b>RPDU-DE5R-007</b>
Vertiv Geist Rack PDU, Switched, 230V 16A-32A	<b>RPDU-DE5R-007</b>
Vertiv Geist Rack PDU, Switched, 230V 3x16A-3x32A	<b>RPDU-DE5R-007</b>

**New Rack PDU**

Product Family	Distribution Emergency
Vertiv Geist Rack PDU, Monitored, 230/400V 3x16A-3x32A	<b>RPDU-DE5R-008</b>
Vertiv Geist Rack UPDU,Switched, 3ph 16A-32A 230/415V	<b>RPDU-DE5R-008</b>
Vertiv Geist Rack PDU, Switched, 230/400V 3x16A-3x32A	<b>RPDU-DE5R-008</b>
Vertiv Geist Rack PDU, Switched, UPDU 3ph 16A-32A 230/415V	<b>RPDU-DE5R-008</b>

**On-Site Services (for Rack PDU)**

Service Program Description	Part Number
Start-Up Rack PDU Site Multiple (8x5)	<b>PS-RPDU-ST8x5-PDU-M</b>
Start-Up Rack PDU Site Multiple (24x7)	<b>PS-RPDU-ST24x7-PDU-M</b>
Start-Up Rack PDU Site Single (8x5)	<b>PS-RPDU-ST8x5-PDU-S</b>
Start-Up Rack PDU Site Single (24x7)	<b>PS-RPDU-ST24x7-PDU-S</b>

**New Environmental Monitors**

Product Family	Distribution Emergency
WATCHDOG 15-NPS	<b>RCON-DE5-WDOG15</b>
WATCHDOG 15-P NPS	<b>RCON-DE5-WDOG15</b>
WATCHDOG 15-P UK	<b>RCON-DE5-WDOG15</b>
WATCHDOG 15-P UN	<b>RCON-DE5-WDOG15</b>
WATCHDOG 15-UK	<b>RCON-DE5-WDOG15</b>
WATCHDOG 15-UN	<b>RCON-DE5-WDOG15</b>
WATCHDOG 100-NPS	<b>RCON-DE5-WDOG100</b>
WATCHDOG 100-P NPS	<b>RCON-DE5-WDOG100</b>
WATCHDOG 100-P UK	<b>RCON-DE5-WDOG100</b>
WATCHDOG 100-P UN	<b>RCON-DE5-WDOG100</b>
WATCHDOG 100-UK	<b>RCON-DE5-WDOG100</b>
WATCHDOG 100-UN	<b>RCON-DE5-WDOG100</b>



