

Warranty Policy and Delivery of Services for Central America and the Caribbean



- 1. Warranty: The following document establishes the conditions for the warranty fulfillment on Vertiv equipment and the delivery of associated services. For Vertiv equipment, it is a requirement to activate the warranty that has been registered on the Vertiv.com site: <https://www.vertiv.com/es-latam/soporte/register-your-product/registration/>**
- 1.1** The VERTIV product warranty exclusively covers manufacturing defects, and therefore damages or defects caused by improper use, improper application, improper or incorrect connection to power, inadequate water service or drainage, negligence, inappropriate conditions or operation on site, repair by unauthorized personnel, accidents during transport, violation, alterations or changes in the location or type of use, force majeure, malicious acts on behalf of third parties, theft, installation or maintenance contrary to Vertiv's recommendation or specification, and, in general, not following the indications in this document, are not covered. In addition, the warranty does not cover if the equipment's serial number has been altered, erased or violated. The warranty does not cover wear on plastic bases or covers, or stickers.
- 1.2** Damages associated with voltage fluctuations of electrical power, atmospheric electrical discharges or irregularities in water supply, or those applicable to product operation, or due to external factors attributable to the warranty holder or a third party. Problems caused by external factors and lack of maintenance due to the presence of water, liquids, humidity, dust, oxidation, bumps, casing rupture, sand, insects, rodents or anything similar that affects the product's correct operation and suitability.
- 1.3** If the products or parts thereof fail within the warranty period, VERTIV, at its discretion, will exchange the defective product or part(s) for another with the same features, or repair to restore operating conditions.
- 1.4** A client wishing to claim the warranty must first contact VERTIV CARE by email or telephone, and provide the equipment's serial number, and the invoice or contract. This is essential for the respective care, as well as identifying if the equipment has an extended warranty. VERTIV CARE will give you a service ticket number.
- 1.5** If the equipment is not registered in the VERTIV database, it may be attended for service and warranty, if and only if the client sends a copy of the invoice with a legible serial number, a copy of the start-up certificates, and/or equipment delivery remissions. If out of the warranty period, the service will be paid by the client.
- 1.6** The warranty will be valid as stipulated in the following table:

Final Product	Warranty Start	Standard Warranty Period for Client
Single-Phase and Two-Phase UPS Liebert® PSI5, Liebert® ITA2, Liebert® PSL, Liebert® GXT MT	From the issue date of the client's final invoice	24 months for equipment and batteries
Single Phase UPS Liebert® GXT5, Liebert® PST5, Liebert® PSA5, VDesktop	From the issue date of the client's final invoice	36 months for equipment and batteries
Three-Phase UPS VR Racks, accessories and PDU Geist™ racks	Start-up by Vertiv or Authorized Partner From the issue date of the client's final invoice	12 months from start-up or maximum 18 months from delivery, whichever comes first **external battery banks 12 months *24 months for VR Racks 36 months for PDU Geist™ racks
Precision Cooling Systems / Vertiv™ SmartCabinet™, Vertiv™ SmartRow™, Vertiv™ SmartAisle™, Vertiv™ SmartMod™	From the issue date of the client's final invoice	12 months from start-up or maximum 18 months from delivery, whichever comes first
Avocent® Products / Monitoring Systems / Other	According to the contract	12 months
Direct Current Equipment	From the issue date of the client's final invoice	12 months

Table No 1. Warranty period

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For equipment where start-up is mandatory, it must be performed by Vertiv or Authorized Service Partner.

- 1.7** Only VERTIV is authorized to offer a warranty on its products, which can be fulfilled with its own resources or through our Authorized Service Partners (CAS, Laboratory and/or Service Partners). Repair or replacement of a defective product or its part does not extend or restart the original warranty period.
- 1.8** For UPS warranty claims up to 3 KVA: These will be covered by the mechanism and entity that Vertiv authorizes to perform the care. The warranty request is registered with VERTIV CARE, and with the respective approval of VERTIV, the change of equipment will be authorized. The client will receive a notice with the data of the entity that will hand over the new replacement equipment, as well as receive the damaged equipment, and the date to pick it up. The warranty period does not restart from the delivery date of the replacement equipment, and in general, with any warranty solution to any equipment.
- 1.9** For UPS warranty claims from 5 KVA to 20 KVA, Liebert® GXT and Liebert® ITA2 models, racks, accessories and PDU Geist™ Rack, Avocent® Products, Monitoring systems, transfer switches and transient suppressors, The client must register the warranty request with VERTIV CARE and take the faulty equipment to the Authorized Service Partner indicated by VERTIV, where technical personnel will complete the corresponding review, and will notify the client the result within the time agreed upon according to the receipt date.
- 1.10** For UPS warranty claims from 20 KVA and Precision Cooling Systems, Direct Current Equipment, the client must register the case with VERTIV CARE, this will inform the Authorized Service Partner, who will perform the care, to schedule and coordinate a technical inspection visit. The on-site inspection visit will be free within a 50 km radius from the location of Vertiv and/or Authorized Service Partner, provided start-up has been completed by VERTIV or the Authorized Service Partner. The warranty service hours are Monday through Friday from 9 am to 5 pm. For the scheduling times of this care, refer to the Scope and Diagnostic Response Time section, any hours outside the stipulated range will have an additional cost. Outside of the 50 km radius from the location of Vertiv and/or Authorized Service Partner, the on-site inspection visit will be at the client's expense.
- 1.11** The warranty does not cover the costs of shipping equipment, electrical or mechanical installation, reconfiguration of switches or maintenance items (example: refrigerant, filters, plastic parts) and services associated with them. Similarly, the warranty does not include service or transportation costs derived from a replacement product or its part.

In order to validate the equipment warranty, it is necessary to comply with the preventive maintenance program according to the manufacturer's recommendations.

Additional for UPS equipment: the following conditions must also be taken into account: Storage and UPS Operating Conditions:

- UPS storage temperature must be between - 0°C~40°C, excluding the Batteries, which should not exceed 25°C.
- Relative Humidity 20 to 90% non-condensing.
- Operating height < 1000 m without power loss.
- Audible Noise < 50 dBA 1 meter.
- Battery Recharge in accordance with the storage temperature, specifications and parameters of the user manual. Regular charging must be carried out for periods of less than 6 months from the date of manufacture.
- If the Diagnostic, in case of service, shows that the equipment was damaged by incorrect use, inadequate protection and external factors that affected the lifespan, they will not be covered by the warranty.

Note: It should be noted that for this point, the laws and regulations of consumer protection and defense of each country will be taken into account.

1.12 Equipment delivery: When sending equipment to Vertiv or the authorized Service Partner, the client must ensure that its packaging is appropriate in order to ensure the integrity of the equipment. That is, to protect it against bumps, scratches, peeling or any physical damage that the package may suffer during transport to our warehouse. It is the total responsibility of the client to ensure these conditions and that the contracted carrier handles any eventuality presented in the shipment during its transfer. VERTIV will not be responsible for any damage suffered by the equipment sent by the client that is caused by carrier mishandling or poor packaging. Likewise, when VERTIV sends the client equipment, the client has a maximum of 72 hours to report any inconvenience or claim against the equipment received. This report must specify all the conditions of the equipment and must be sent directly to VERTIV CARE, to complete the respective procedure.

1.13 If there is no manufacturing defect or poor service performance found during warranty technical assistance, the Client will be charged for all costs and expenses incurred, including hours worked, materials, equipment, etc. The Client must pay for the technical assistance provided for in this clause within 28 (twenty-eight) calendar days from receipt of the billing document.

1.14 The rules provided in this policy are incorporated into the technical warranty rules provided on the Vertiv website, in accordance with the rules defined on the page for each product (documents and downloads). The client must follow all warranty rules, conditions and instructions related to the product. If there are differences in the commercial terms and conditions between this policy and the conditions provided on the website, the conditions of this policy will be in force.

1.15 Extended Warranty on Equipment

The extended warranty, in no case should exceed a total of 5 years from the start of the equipment warranty. For single-phase UPS equipment, the extended warranty only covers the equipment and excludes batteries.

If Vertiv requires an inspection or to perform any maintenance in a preventive manner, the client must give authorization, otherwise the extended Warranty is not considered valid. It is necessary to comply with the preventive maintenance programs, as well as with point 1.11.

2. Start-up Service Warranty

2.1 UPS up to 20KVA are (plug and play), which means the client can connect and turn this equipment on without the need for specialized VERTIV personnel. In the event that the assistance of a specialized VERTIV technician is required, the start-up service will be quoted and must be approved by the client beforehand.

2.2 For UPS greater than 20 KVA and precision cooling systems, the start-up service must be carried out by specialized personnel indicated by VERTIV, otherwise the warranty will not be granted. Furthermore, it is required to complete preventive maintenance with the frequency recommended in the manufacturer's operation and maintenance manual by competent personnel, see additional conditions in Point 3 and 4.

2.3 The start-up service, additional visits, installation inspection, and warranty inspection outside the coverage area of city perimeters with Vertiv technicians will be charged to the client, and must be quoted and approved prior to performing services on site.

2.4 If there is coordination for the start-up service, the client must:

- Complete a checklist 5 business days before the scheduled start-up date
- Schedule the start-up date at least 5 business days in advance

Bear in mind that any additional technical visit due to the lack of adequate conditions for start-up, or due to access restrictions, will be at the client's expense.

3. Preventative Maintenance Service Warranty

3.1 The standard warranty may include preventive maintenance services. This must be quoted through VERTIV and its Authorized Service Partners, indicating the frequency of maintenance routines, conditions for emergency calls, among others.

3.2 Only VERTIV and its Authorized Service Partners are authorized to carry out preventive and corrective maintenance on their products in the territory.

3.3 Preventive or corrective maintenance carried out by third parties, not authorized by VERTIV, may be cause for immediate cancellation of the warranty if the failure or damage to the equipment is the result of such actions. This is valid for the standard warranty as well as the extended warranty.

4. Scope Definitions

4.1 Diagnostics and Repairs

Activity	Duration	Conducted by
Diagnostics: determine the cause of the failure and if the failure of the equipment was caused by a quality defect of one of its components or in the workmanship at the time of its manufacture, or if, on the contrary, there were external agents to the equipment that caused the failure. Within the process, the installation records, specifications and delivery certificate are compared and verified with the equipment's current situation. Once diagnostics are finished, a report will be created to describe the diagnosis and whether or not the service is endorsed	5 business days after receiving the equipment* * For On-site diagnostics, times may vary according to on-site conditions and staff availability.	Vertiv or Authorized Service Partners
Standard Repair: Application of regular rotation replacements and labor after diagnostics	Within 10 business days after Diagnostics* * For On-site repair, times may vary according to on-site conditions and availability of warranty replacement parts.	Vertiv or Authorized Service Partners
High Complexity Repair: This repair involves the performance of specialized activities that include replacements parts imported from the factory.	The time will be calculated according to the condition of the repair and the importation of the specific replacement part to each country.	Vertiv or Authorized Service Partners

4.2 Warranty Ticket Validity: For those activities in which the sending of equipment is required, the ticket reported by VERTIV CARE will be valid for 15 business days for confirmation. If the client has not sent the equipment within this period, VERTIV CARE will proceed to cancel the warranty ticket created, informing the client in writing. In this case, the client must request the opening of a new warranty ticket.

4.3 Progress Information and Remittance: the client will be sent written progress on the status of the warranty once the associated activity (Events, diagnostics, repair) has been completed.

Note: The above applies as standard unless there is an official document signed with the client that modifies or adds to the above.

5. Contact

Email: callcenter.colombia@vertiv.com

Important points for the warranty request:

- The end user has registered their equipment for the warranty request at <https://www.vertiv.com/es-latam/soporte/register-your-product/registration/>
- The warranty, contact details and the equipment location site is registered with VERTIV CARE
- If the equipment was not registered, have the equipment's serial number, invoice, contract or start-up certificate if applicable

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