

# Power Continuity Services

Equipment Upgrades and Replacements



## Benefits

### Partner to Maximize UPS Uptime

When it comes to ensuring power in small or remote IT sites, out of sight is certainly not out of mind, especially with the proliferation of your network edge and its vital role in meeting business and customer demands.

Yet, maintaining the health of the uninterruptible power supply (UPS) in each of these locations may require more time or resources than you are able to allocate.

The reality is that continuous power in support of your vital applications remains a top priority even in the face of tightening budgets or limited manpower. That's why having options for deploying, installing, and maintaining UPS units in these critical facilities is essential for meeting business challenges.

With Power Continuity Services, you can choose to restore, refresh or replace your UPS options that meet virtually any budget and come with varying levels of support from Vertiv Services. From a battery kit to UPS replacement with full service protection, you'll have peace of mind knowing we are your UPS management partner focused on maximum uptime.

### Benefits

- Assured critical power
- Optimized use of your IT staff
- Simplified small site UPS deployment and maintenance
- Improved and hassle-free power protection



## Comprehensive Uptime Options for Your Small Site UPS

Power Continuity Services is a complete line of battery and UPS replacement services for the Vertiv™ Liebert® GXT and Vertiv™ Liebert® PSI systems, commonly used at the edge of an IT network in small or remote sites.

With Power Continuity Services from Vertiv, you gain an uptime partner. We offer three levels of services that help ensure continuous power for your vital applications. These options were created to help you maintain your critical power despite budget or resource constraints.

You can choose to restore, refresh, or replace your UPS. From do it yourself (DIY) to Vertiv doing it all for you, our service levels are intended to give you peace of mind through improved and hassle-free power protection delivered by technical experts.

Our Power Continuity Services for Liebert GXT and Liebert PSI systems includes:

- UPS restoration
- UPS refresh
- UPS replacement

### RESTORE

**DIY — Customer Battery Upgrade**

### REFRESH

**Vertiv Battery Refresh with 2-Year Contract Extension**

### REPLACE

**Vertiv UPS &/or External Battery Cabinet Replacement with 5-Year Power Assurance Package**

## UPS Restoration

In cases where you have IT resources that are dedicated to maintaining the power in your small or remote IT sites, Vertiv has a DIY option in which we will ship you a UPS battery pack that you install and start up. To ensure optimal lifespan, Vertiv replacement batteries are guaranteed to have a born-on date no older than six months. Along with installation, you will also be responsible for the removal and disposal of your old UPS battery. UPS restoration at the Battery Kit level is an option for any age of Liebert® GXT 3, 4, 5 or Liebert® PSI system.

## UPS Refresh

Our Pro Refresh service level is also for any age of Liebert GXT 3, 4, 5 or Liebert PSI, but it eliminates the challenges you face in small or remote IT site management. It is hassle-free because Vertiv does all the work. With the Pro Refresh level, you get the battery pack with installation and startup by our factory-authorized technicians. We remove spent batteries and ensure disposal and recycling that is in accordance with all government and industry regulations. This includes the management of any regulatory paperwork you may require.

With UPS refresh, you can choose to include a two-year services contract on Liebert GXT or Liebert PSI units that are up to six years old. This contract offers 24x7 emergency response with 100 percent coverage of travel, parts, and labor including a failed battery replacement.

It also includes optional LIFE™ Services for continuous monitoring and data analysis by our remote system engineers, giving you additional power protection from our equipment and service experts.

## UPS Replacement

Another hassle-free option is full UPS replacement combined with a protection plan, which our New UPS Plus service level offers. Our team will handle the installation and startup of your new UPS, as well as removal and recycling of your legacy unit. This level also includes our Power Assurance Package, a five-year protection plan featuring 100 percent parts, labor, and travel coverage; 24x7 emergency response; and on-demand access to reports and service histories via our Customer Service Network portal.

LIFE Services is also an option at this level.

## Summary

**Is battery replacement the best solution for your Liebert GXT or Liebert PSI?** Just replacing the batteries in your older model UPS may not be the best use of your dollars for ensuring power protection at your small or remote IT sites.

With Power Continuity Services from Vertiv, you have a partner in ensuring small UPS uptime. Our experts work to find the best solution for your needs by guiding you through a comprehensive range of options — from DIY battery replacement to UPS replacement with full service protection.

While you may be equipped to handle battery replacement on your own, having our factory-authorized technicians do the work for you allows you to augment busy IT staff with a team of experts who can literally do the heavy lifting for you, ensuring continuous power for support of your vital business applications.

### Ordering Information

To learn more about these services and other Vertiv solutions, visit [Vertiv.com](https://www.vertiv.com) or call **1-800-543-2378**.

### POWER CONTINUITY SERVICES

OPTIONS	Battery Kit (BATKIT, VBATT)	Vertiv™ Battery Installation with Removal	2-Year Service Contract UPS up to 6 Years Old	New UPS &/or External Battery Cabinet Liebert® GXT5/ Liebert® PSI5	5-Year Power Assurance Package with Removal
<b>RESTORE</b>	Battery Kit	DIY			
			Liebert GXT 3/4/5, Liebert PSI/PSI5		
<b>REFRESH</b>	Pro Refresh	Battery/Vertiv Installation			
			Liebert GXT 3/4/5, Liebert PSI/PSI5		
	Pro Refresh Plus	Battery/Vertiv Installation + 2-Year Contract			
				Available for Liebert GXT4/5, Liebert PSI5 up to 6 Years Old	
<b>REPLACE</b>	New System with Power Assurance Package				
				With Trade-Ups Vertiv Installation & 5-Year Contract Life™ Services Optional	

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