

Software Warranty and Maintenance Benefits For Vertiv™ Environet™ Software



Software Support Contract

Vertiv offers contractual-based support and maintenance services for all Vertiv Environet systems. Two levels of support are available: Priority Plus and Standard. See below for a comparison chart and support details.

| | PRIORITY PLUS | STANDARD |
|------------------------------------|--|-----------------------------------|
| Email and Phone Support | Within 4 Business Hours | Within 1 Business Day |
| System Updates | ✓ | ✓ |
| System Level Upgrades | ✓ | |
| Hardware Warranty Extension | ✓ | |
| Licensing Discount | Eligible for Discount at Support Renewal | Standard Pricing with No Discount |
| Change Request Hours | 8 Hours per Month | |
| Annual Software Training | ✓ | |

Features and Benefits Defined

Email and Phone Support - Vertiv response time from when the original support request is received.

System Updates - Includes bug and security fixes; does not include upgrades for newest software versions.

System-Level Upgrades - Includes upgrades for all software components including any supporting framework technologies. This may include updates, upgrades, patches and feature enhancements for the Vertiv Environet system(s) and/or other supporting software. Includes all labor associated with the remote updates, upgrades or patches. Remote access is required.

- May include updates, upgrades, patches, and feature enhancements for:
 - Niagara framework
 - Vertiv Environet systems
 - Other supporting software infrastructure
 - All labor associated with the remote updates, upgrades or patches
- This service does not include and additional fees may apply for:
 - Additional Vertiv Environet programming
 - System additions or expansions
 - Factory on-site assistance

Hardware Warranty Extension - Vertiv will replace defective protocol conversion hardware (DAC) free of charge, for up to five (5) years after date of shipment. Warranty replacement is limited to the protocol conversion hardware installed by Vertiv or an authorized partner. The warranty does not cover other hardware.

Licensing Discount - Licensing discounts are to be offered at time of annual support renewal. Discounts will be applied based on total number of licenses requested.

Change Request Hours - Up to eight (8) hours per month of remote programming services for moves, edits, changes or configuration via change request for each active Vertiv Environet server. This service can be used for items such as:

- Additional Vertiv Environet programming
 - System additions or expansions
 - Floor plan changes
 - Device adds (license availability required) and integration
 - Device changes with less than 50% of point data configuration
 - Upper-level graphic changes
 - Alarm, trend, rack, collection and device data configuration with customer-populated configuration template
 - Building reports

- Changes to systems that are not included:
 - Factory on-site assistance
 - New 3D floor plan creation
 - Device changes exceeding 50% new point data, in which a new license will be required or changes may incur additional fees
 - Site additions

Device deletions will be handled on a case-by-case basis. Monthly change requests with scopes of work greater than eight (8) hours may result in a managed project by our Project Management team and may incur additional charges.

Annual Software Training - Upon request, each end-user company receives up to two (2) hours annually for individual or group training on the Vertiv Environet system. This can be used for new feature training, questions and answers, best practices or a general system overview.

