

Mission-Critical Cooling Services

How Do You:

- Manage and monitor multiple vendors at multiple locations?
- Know for certain you have access to technicians who are completely qualified to work on your precision air equipment?
- Keep up a regular maintenance program that keeps your mission-critical equipment operating 24/7?
- Make sure your documentation is up to date and compliant with changing regulations?

Because Downtime is Never an Option

When it comes to protecting your mission-critical cooling equipment, there's no room to negotiate, because there's no time for downtime. You need to be up and running 24/7/365 at peak operating efficiency and reliability. And to maintain that availability, you need to remain keenly aware of how a single failure can affect mission-critical equipment across your entire organization. Because as heat density becomes even more of an issue, any failure of your precision air equipment can also impact other vital equipment, including servers and UPS.

That's why proper maintenance of your critical cooling equipment through Emerson Network Power is so crucial to your entire critical space needs. Only Emerson Network Power can offer such an array of proactive maintenance programs, including remote monitoring services that react to problems, expose threats and predict maintenance *before* systems go down. Only we can provide the full line of Liebert brand precision air conditioning equipment. And only we have trusted, qualified technicians prepared to help you...anytime, anywhere.



Bringing You New Levels of Coordination – and Support

Emerson Network Power offers you a variety of mission-critical cooling services — each designed to meet the specific support requirements of your environmental control system. We can provide complete installation, start-up and maintenance services for Liebert precision cooling equipment. Our precision cooling services also include extended parts and labor coverage as well as your choice of optional protection programs that best fit your needs.

Best of all, Emerson Network Power brings new levels of coordination to your precision cooling infrastructure. We have the manpower – and the expertise – to help you manage your air conditioning equipment, as well as to provide enterprise-wide remote monitoring services and cooling assessments.

We're prepared to give you complete support, including:

- Priority emergency response
- Pre-scheduled preventive maintenance
- Site inspections
- Service management
- EPA certified technicians
- Warranty assurance administration

Single Source Accountability

Even more important than the tools and technology we bring to your precision air cooling challenges are the people of Emerson Network Power. They are, simply, the right people for the job. The Emerson Network Power Service Provider Network puts the service specialists you need right at your doorstep. These partners – some of



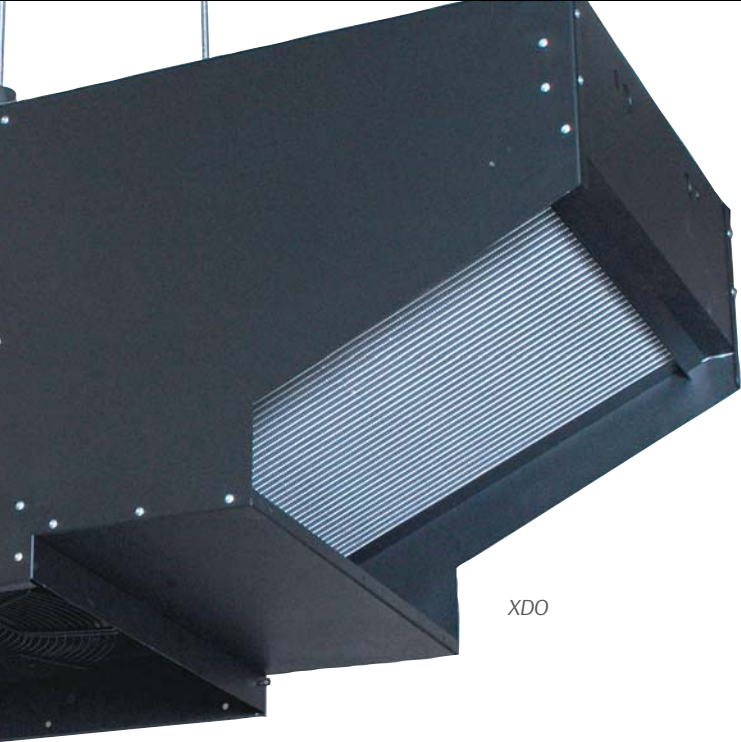
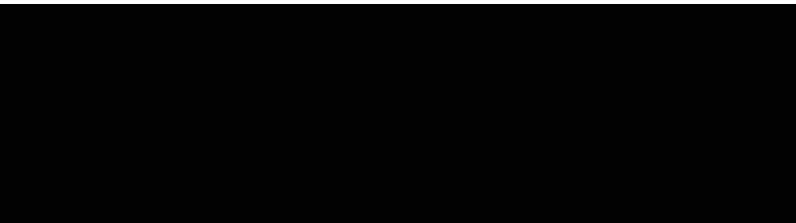
whom have been with Liebert for more than 30 years – bring not only unsurpassed experience and expertise, but added insight into your business. It's a network that consists of more than 300 partner locations across the country and more than 1,100 factory-trained technicians.

Adding In Value

Emerson Network Power adds value to every facet of your precision cooling operations, with specialized services such as:

Sourcing Solutions

We put sourcing responsibility squarely on our shoulders. Our sourcing managers are ready – and completely qualified – to service and maintain all of your critical space equipment and systems. They're prepared to recommend the best possible partner for you, whatever the brand. And best of all, they're available 24 hours a day, every day – through 1-800Liebert.

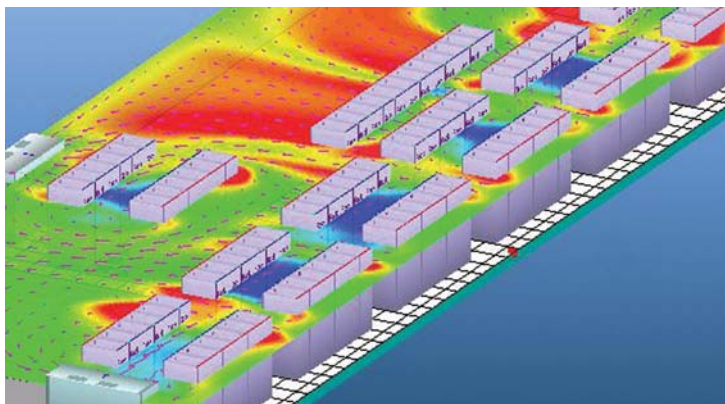


XDO

Our mission-critical cooling services cover all Liebert precision cooling equipment, including:

Cooling Assessments

We provide you with a baseline of your operations, detailing heat rejection, heating load vs. available cooling capacity, and the electrical load vs. the quality and quantity of your electrical power. We also perform an on-site inspection of everything from computer room cooling systems and rack servers to UPS and PDU. We measure airflow and temperatures and check for hot spots. And we will provide you with complete reports on your airflow characteristics and other crucial findings.



Temperature distribution and flow pattern on a horizontal plane

Remote Monitoring Services

In today's increasingly complex network environment, the slightest increases in temperature can impact the reliability of your equipment. With our trusted service experts, your network is protected 24/7. We provide around-the-clock support and energy consumption monitoring.

That support includes comprehensive alarm management, diagnostics and response services that are tailored to your specific needs. For both flexibility and reliability, we can monitor via the Web or through dial-up. By using network interface cards, we provide significantly more alarm types for diagnostics. And our Customer Response Center is ready to respond as soon as an alarm occurs.

Our ability to poll your equipment's operational data at regular intervals provides unsurpassed predictive maintenance capabilities. Certified technicians analyze your data, identifying issues before they become problems and maximizing availability.



Liebert DS



XDF



XDV



XDWR

The Right People for the Right Job

Emerson Network Power makes sure the people monitoring your system can handle any situation, specifically that they can provide emergency service, problem diagnosis, remote or on-site preventive maintenance or predictive maintenance. That's why every service partner we select for you must first undergo a stringent qualification process that includes:

- Certification of insurance/indemnification capability
- 24/7 x 365 service availability
- A minimum of two factory-direct trained certified technicians for each area
- Competitive pricing for your area
- The ability to source and provide original manufacturer parts for services
- Subcontractors that have one year experience with the partner
- Documented support systems
- Full-time administrative personnel

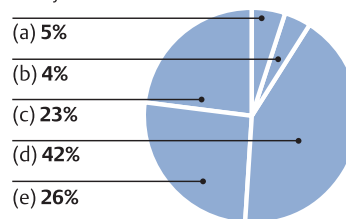
All service providers also stay up-to-date on the latest changes and advances in precision cooling technology by participating in on-going, required training programs.

Why Emerson Network Power?

Why choose Emerson Network Power as your single source of precision cooling management and sourcing? Because we have a 20-year track record of successfully working with companies just like yours to build some of the world's strongest, most comprehensive service infrastructures. Over those two decades, we have made a significant investment in resources, an investment that today means we can deliver the service, the support and the value you deserve. Plus, we bring you the Liebert name, recognized worldwide for innovative thinking, cutting-edge design and unparalleled products.

Cost of Downtime

How much does an hour of downtime cost your business?



- (a) Up to \$50,000 per hour
- (b) Over \$50,000 per hour
- (c) Unknown
- (d) \$1,000 per hour
- (e) \$10,000 per hour

Choose the Service Program That's Right for You

HVAC Service Levels System/3 Deluxe (DX – Air, Water, Glycol & Glycool)					
Service Program	Guaranteed 4-Hour Response	Emergency Service	Preventative Maintenance	Preventative Maintenance Schedules	Service Description
Preferred PMs 7x24	7 days 24 hours	Parts, labor and travel 7 days 24 hours	7 days 24 hours	Choose 4 or 6 preventative maintenance visits per year	Preferred service (6) PMs per year 7x24
					Preferred service (4) PMs per year 7x24
Essential PMs 8x5	7 days 24 hours	Parts, labor and travel 7 days 24 hours	M thru F 8:00 a.m. – 5:00 p.m.	Choose 4 or 6 preventative maintenance visits per year	Essential service (6) PMs per year 7x24
					Essential service (6) PMs per year 7x24
PM Only 7x24	7 days 24 hours		7 days 24 hours	Choose 4 or 6 preventative maintenance visits per year	Preventative maintenance with belts and filters (6) PMs per year
					Preventative maintenance with belts and filters (4) PMs per year
					Preventative maintenance only (6) PMs per year 7x24
					Preventative maintenance only (4) PMs per year 7x24
PM Only 8x5	7 days 24 hours		M thru F 8:00 a.m. – 5:00 p.m.	Choose 4 or 6 preventative maintenance visits per year	Preventative maintenance with belts and filters (6) PMs per year
					Preventative maintenance with belts and filters (6) PMs per year
					Preventative maintenance only (6) PMs per year 8x5
					Preventative maintenance only (4) PMs per year 8.5

All Liebert Precision Air Conditioning Products Can Be Covered with One of Our Service Programs:

- Deluxe System™/3
- Challenger™ 3000
- Mini-Mate™ 2
- DataMate™
- Xtreme Density Systems
- IntelCool®
- Himod™
- Liebert DS

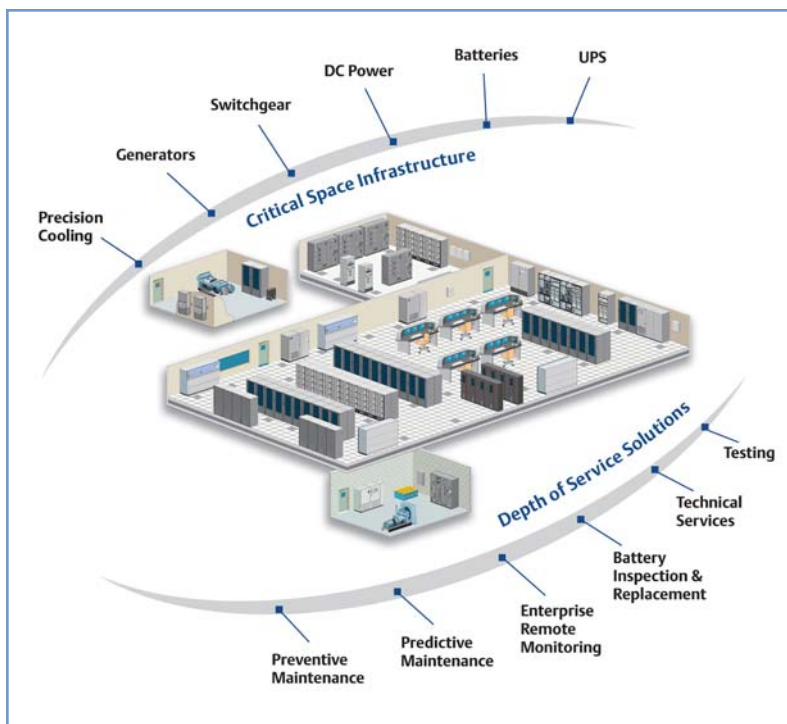
Across-the-Board Prevention

Who's better prepared to meet your service needs than the company that pioneered the precision air conditioning market? Than the world leader in research and development of innovative products that protect mission-critical cooling applications? Emerson Network Power provides you with the most comprehensive preventive maintenance program available anywhere, a program unmatched by any single mechanical contractor or service organization. We offer uptime maintenance along with complete preventive maintenance inspections for everything from controls and component verifications to system balancing and piping integrity.

Specifically, our HVAC preventive maintenance program includes:

- Filters – We'll check and replace filters, filter switches and grilles, and clean sections.
- Blower Section – Your service provider will also make sure impellers are free of debris; check belt tensions, lube bearings and fan safety switch operation.
- Infrared Humidifier – Next, we'll check pan drains for clogs and mineral deposits, make sure water make-up valves aren't leaking, and that drains and traps are free of debris.
- Refrigeration Cycle – The program continues with a thorough inspection of refrigerant lines and levels, checking for moisture on the site glass, and a look at suction and discharge pressure, the thermostatic expansion valve and superheat.
- Electrical Panel – We'll also check fuses, connections and operation sequences as well as contactors for pitting.
- Compressor – Your preventive maintenance program doesn't overlook the critical compressor. We'll check amp draw, look for oil leaks and see if vibration or noise is a problem.
- Controls – We'll check and test changeover panels, water detection and condensate pumps, and verify your control settings.
- Aircooled Condenser/Drycooler – Your precision cooling equipment will get a thorough coil cleaning, as well as tightened motor mounts, and a bearing and piping inspection.
- Water/Glycol Condenser – We'll make sure copper tubing is clean, check the glycol solution, and see that the water regulating valve operates properly and that the condenser is not leaking.
- Glycol Pump – Finally, your program includes a check of pump rotation, glycol leaks and pump operation.

The Largest Service Organization in the World Dedicated to Maximizing Availability of Infrastructure Required for Mission-Critical Systems



- Global Service with Over 2,000 Certified OEM Engineers/Technicians
- Two-Hour Mean Time to Respond
- Web-Based Monitoring and Reporting
- 24x7 Customer Response Center
- Global Multi-Tiered New-Parts Availability

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Emerson Network Power.
The global leader in enabling Business-Critical Continuity™.

- AC Power
- Connectivity
- DC Power
- Embedded Computing
- Embedded Power
- Monitoring
- Outside Plant
- Power Switching & Controls
- Precision Cooling
- Racks & Integrated Cabinets
- **Services**
- Surge Protection

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