

# Emergency Response Services

Emergency Response



Electrical Reliability Services

## Benefits

### Help with Your Recovery Efforts

Unexpected failures pose serious hazards with potentially devastating effects. Whether a large-scale disaster or a small-scale technical glitch, these emergencies demand a prompt response from an experienced partner.

Startups are challenging enough under the best of circumstances. That's why you need Electrical Reliability Services (ERS) to deliver the most complete emergency response services available.

From damage assessment and inspection to equipment repair, refurbishment, and replacement, ERS is the partner you need to get up and running quickly, ensuring a safe, reliable return to operation.

### Benefits

- Experience the quickest, most cost-effective business resumption
- Reduce exposure to risk and ensure the safety of your equipment and personnel
- Get access to cross-industry best practices and knowledge
- Ensure more efficient use of existing resources and personnel



## Unexpected failures can pose serious hazards with potentially devastating effects to your equipment and budget

Emergency response services are designed to support your business continuity objective. Whether you're looking to assess the damage to your electrical distribution equipment, or need to conduct startup and commissioning of new or refurbished equipment, we can help. Our emergency response services are conducted according to guidelines from the National Electrical Manufacturers Association (NEMA) and adhere to specifications outlined by the InterNational Electrical Testing Association (NETA) in conjunction with the American National Standards Institute (ANSI/NETA). Our technical support team is available 24x7. We will quickly dispatch a NETA-trained and certified technician to your site to assist in resolving emergency situations.

Our emergency response services include:

- Damage assessment
- Inspection and testing
- Equipment repair/recondition
- Equipment replacement
- Spare parts support
- Installation
- Commissioning and startup

## Damage Assessment

Upon arrival at your facility, a member of our technical services team will conduct a damage assessment of your entire electrical distribution system including all circuit breakers, transformers, switchgear, cables, busway, relays, generators, batteries, and uninterruptible power supplies. This assessment will include a detailed inventory of your electrical distribution equipment, condition of each component, and recommended actions to bring your system back online in the most efficient way possible.

## Inspection and Testing

Each piece of electrical distribution equipment will be physically inspected for damage, cleaned, and dried. Electrical testing will be performed, as required, to determine the serviceability of each piece of equipment. Recommendations for repair or replacement will be determined.

## Repair/Recondition

Electrical equipment exposed to water can be extremely dangerous if re-energized without proper reconditioning or replacement. Reductions in integrity of electrical insulation due to moisture, debris lodged in the equipment components, and other factors can affect the ability of the equipment to perform as intended. Damage to electrical equipment can also result from flood waters contaminated with chemicals, sewage, oil, and other debris. All these contaminants affect the integrity and performance of the equipment.

The ability to recondition the equipment may vary with the nature of the electrical function, the degree of flooding, the age of the equipment, and the length of time the equipment was exposed to water.

For equipment that is determined to be serviceable, ERS can provide complete repair and reconditioning services for virtually any manufacturer's equipment. Our repair services also include retrofitting services to update your equipment with the latest technology at a fraction of the cost of replacement.

## Equipment Replacement

For equipment that is determined not to be serviceable, we can help you locate new, surplus, and remanufactured electrical distribution equipment of all types and all manufacturers. Our technical services staff can also provide complete installation and startup services for new equipment and removal of old equipment.

## Spare Parts Support

Finding the right parts to get your equipment back online can be a difficult task during a widespread recovery effort. Our global network of partners and solid relationships with suppliers ensure emergency part orders are delivered as quickly as possible. Having a partnership that provides timely access to replacement equipment is essential for an efficient and cost-effective return to operation.

## Installation, Commissioning, and Startup

The ERS Team provides complete equipment installation, commissioning, and startup services. Equipment startup services include verification of proper installation through acceptance testing and inspection. Data obtained during acceptance testing provides a reliable baseline for trending and comparison during future maintenance tests. Our engineers perform acceptance testing in accordance with ANSI/NETA

specifications and also pay close attention to manufacturers' recommendations, industry standards, and key safety issues. Upon request, we also provide operations and maintenance guidelines, procedure manuals, and training for operators. We go the extra step to ensure the long-term reliability of your facility.

## Summary

Startups are challenging under the best of circumstances, let alone following an emergency situation. That is why you need an experienced service partner like Electrical Reliability Services to provide the resources you need to recover quickly. Our around-the-clock technical support and dedicated on-site emergency standby personnel reduce your exposure to risk and help ensure a safe restart of your operations.

## Ordering Information

To learn more about this service and other Electrical Reliability Services' solutions, please contact your local Service Center to talk with an expert or visit [ERS.Vertiv.com](http://ERS.Vertiv.com). In the United States, call 1-877-468-6384.

**ERS.Vertiv.com | Vertiv - Electrical Reliability Services, 1-877-468-6384**

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