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PRODUCT

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ICOM FIRMWARE UPDATE – ANNUAL SUBSCRIPTION

SCOPE OF WORK

- | | |
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| Service Professional | <ul style="list-style-type: none">• Annual ICOM Verification and Software Upgrade Subscription• Performed by DVL Group Inc., VERTIV factory trained and authorized service technician. DVL Group is the OEM service provider for Liebert products. |
| Annual Services | <ul style="list-style-type: none">• Non-contract related services• Annual Firmware updates upon factory release.• ICOM functionality review to ensure software is operating in accordance with MFG standards and latest software updates.• Scheduled M – F, 8am x 5pm• Firmware Updates for 2-6 units included. Each additional unit, ADD \$135.00/unit up to 10 units total. [*for more than (10) units, please call DVL for customized subscription services quote]• Call DVL for firmware upgrades to DSE units. |

CAPABILITIES & RECENT FIRMWARE UPGRADES INCLUDE:

Revision 2.03.xx.xx

- Support EC/frequency evaporator fan motor. Loss of support of V3(legacy) intellislot interface cards. ICOM display had unused icons removed. Support for HMI display. Additional alarm parameters created for 2T remote sensors. Teamwork 3 formatted for Optimized Aisle Control. Support for decoupling fan and cooling control.

Revision 2.04.xx.xx

- Include U2U network navigation in HMI (touchscreen) display. Teamwork 3 Optimized Aisle now has static pressure fan control. Support for microchannel condensers with pumps (DSE)

Revision 2.05.xx.xx

- Support for network control power on/off on HMI display. Support for upgrades to ICOM control board from USB. Requires HMI version 2.00.19R or greater.

SERVICES PERFORMED:

- Review temperature & humidity set-points with respect to space temperature
- Confirm quality of cooling based on current set-points/settings
- Consult with owner on impact of alternate set-points/settings
- Confirm proper operation

NETWORKING & TEAMWORK MODE:

- Review the network connections that have been installed by others (installation of hardware & cabling not included in this service)
- Review appropriate teamwork mode 1-4, based on room design and customer input.
- Review lead/lag-standby, rotation and cascade
- Confirm proper operation

EXCLUSIONS:

- Networking of Equipment or Team mode setup
- Maintenance services of Liebert equipment
- Any remedial repairs to equipment
- Cleaning / power washing of heat rejection equipment is not included
- Replacement of filters is not included.

WARRANTIES:

- All ICOM Software releases are in accordance with VERTIV factory updates
- Service requests made within 30 days of software update will be provided during normal business hrs. and are included only if found to be related to software failure. All other calls will be billed at DVL's current T&M rates.
- PO required to release service request

CUSTOMER RESPONSIBILITIES

In order to provide timely, accurate and thorough execution of the services described herein, DVL Group requests the following:

- **Point of Contact:** Provide an authorized point of contact(s), specific for the scope of work, for scheduling and coordination purposes.
- **Scheduling:** Make dates available for scheduling service. All visits must be requested 7-10 business days in advance of need by contacting DVL Group Services, 1-866-DVL-HVAC.
- **Site Access:** Prior to time of scheduled work, provide site access including any customer required escort, security clearance, safety training and badging for DVL Group service personnel.
- **Equipment Access:** Convenient access to the equipment covered by the Scope of Work. Prior to scheduled time of work, notify DVL Group service personnel of any special requirements for equipment access including lifts, ladders, etc. If customer is unable to provide lifts or clear and safe access to equipment, incurred rental charges by DVL will be billed back to the customer. Customer will have to notify their BAS manager of firmware upgrade.
- **Shutdown:** Service may require shutdown of load to ensure electrical connection integrity. Prior arrangements will be made. Call DVL to confirm.
- **Notification:** If for any reason the work cannot be performed during scheduled time, notify DVL Group service personnel 24-hours prior to scheduled event.

TERMS AND CONDITIONS

Subject to all Terms & Conditions as noted in the DVL Group Services Terms & Conditions.