We connect and protect

Service and Maintenance

For High Density Liquid Cooled Data Center Infrastructure



CADDY ERICO HOFFMAN ILSCO SCHROFF TRACHTE

nVent.com

Data Center Service and Maintenance

Expert Service Solutions for Your Data Center Cooling Needs

With over 1 GW of deployed liquid cooling, nVent specializes in high-density liquid cooling solutions that deliver optimal performance. Our product range, including a full range of coolant distribution units, heat rejection units, rear door heat exchangers, and technology cooling system (TCS) manifolds, is designed for easy serviceability, featuring hot-swappable and user-friendly components and controllers. nVent helps ensure seamless installation through rigorous end-of-line testing, flushing, and sealing of our products before they leave the factory.

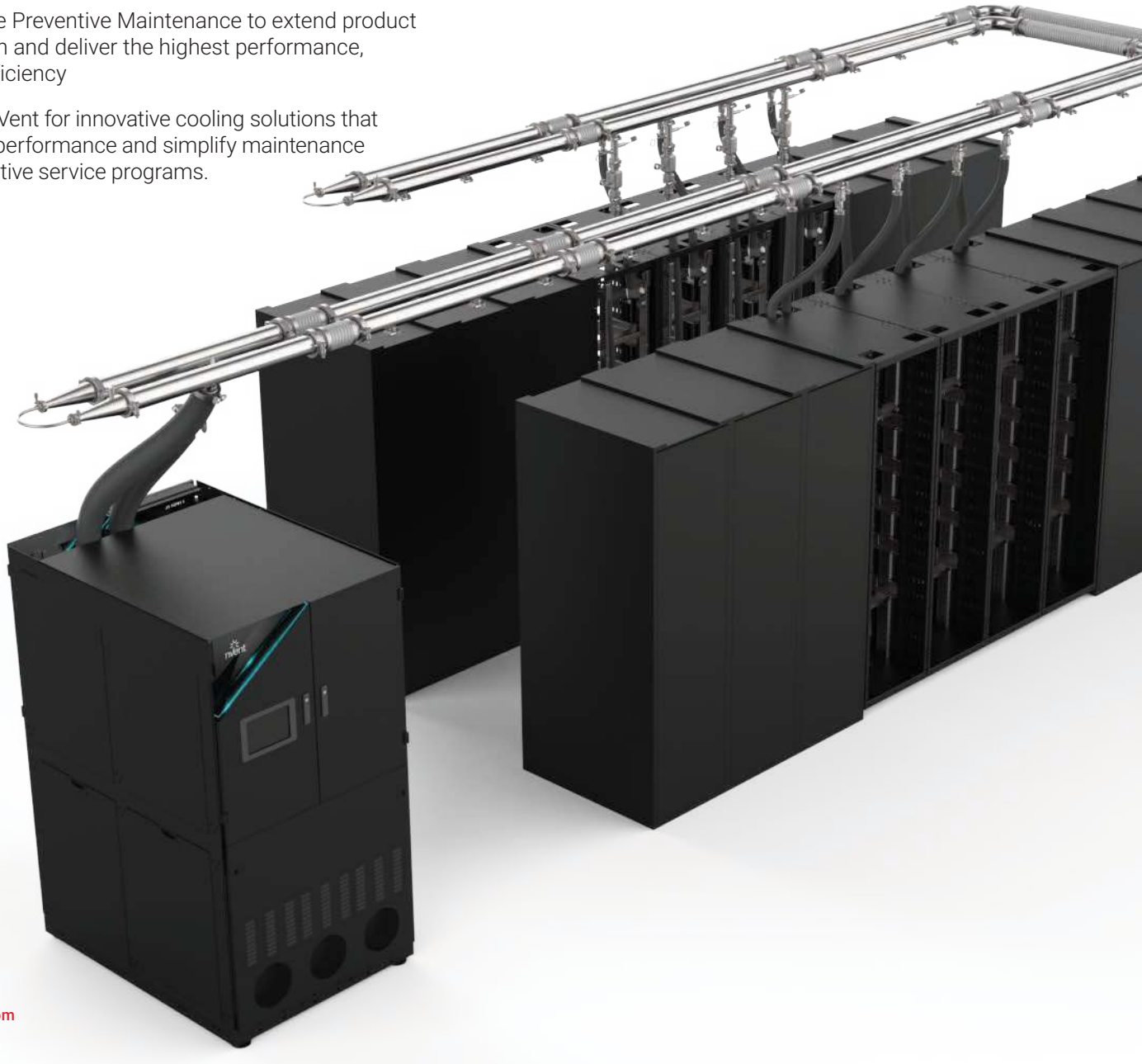
Our Liquid Cooling Services include:

- Expert on-site installation, start-up, and commissioning
- Routine Preventive Maintenance to extend product lifespan and deliver the highest performance, and efficiency

Choose nVent for innovative cooling solutions that enhance performance and simplify maintenance with effective service programs.

"We strive to deliver an exceptional customer experience by making our services fast, seamless, and globally accessible."

– Christopher Hillyer
Director of Services



nVent Service Offering



START-UP AND COMMISSIONING: DEPLOY PACKAGE

- Powering up the unit
- Decontamination and system preparation
- System fill with coolant
  - coolant not included, contact your local sales for support
- Implementing site parameters when available
- On-site customer enablement

INSTALLATION: DEPLOY+ PACKAGE

- Start-up and commissioning (Deploy Package)
- Unpacking and component inspection
- Transport of product from dock into the data center
- Hose connections
- Mechanical installations
- Component cabling
- Pressure testing, if required

PREVENTIVE MAINTENANCE: SHIELD PACKAGE

- Extends warranty for each year purchased up to five years (preventive maintenance available beyond warranty period)
- Regular site visits
- Technical support
- Liquid testing support*

*Contact local sales support for availability in your region

FAST SUPPORT

Rapid Response To Critical Issues

Site assessments: can be performed by nVent personnel or the customer. This discussion takes place in the pre-sales conversation with nVent guiding the customer.

Service Program

- Assessment and Planning
- Installation and Start Up
- Maintenance Program
- Repair Services
- Documentation and Reporting
- Warranty

Deploy Package

Start-up and Commissioning



DEPLOY PACKAGE

Includes powering up unit, decontamination and system preparation check for mechanical function, set parameters, onsite customer enablement

ASSESSMENT AND PLANNING:

- Site Assessment: Conduct a thorough assessment of the data center's existing infrastructure.

VISUAL INSPECTION & MAINTENANCE

- General condition, damage/fault inspection
- Water connections and insulation inspection
- Fan inspection
- Actuator and valve inspections
- Temperature sensor inspections

FUNCTIONAL CHECK

- Key and display function
- Actuator function
- Function of control valve
- Restart protocols

CURRENT PERFORMANCE VALUES

- Operating hours
- Flow temp of cooling water
- Valve air outlet
- Control valve position check
- Speed of fans
- Power consumption of each fan
- Sensor performance

Deploy+Package

Installation, Start-up, and Commissioning



INSTALLATION
DEPLOY + PACKAGE

Unpacking, transport products into the Data Center from the loading dock, hose connections + start-up and commissioning of the units

INSTALLATION, START-UP AND COMMISSIONING

- On-site installation service
- Installation/Connection to the customer's cooling water supply including connection of flexible hoses, control valve and actuator
- Installation of flexible hoses
- Connection of the control cables to controller unit cooler
- Installation/Connection of condensate drain
- On-site commissioning service
- Checking cooling water connections and, if necessary, the condensate drain
- Checking the customer's power supply
- Venting of the heat exchanger
- Commissioning documentation of the operating parameters according to checklist
- Setting parameters
- Leakage check
- Introductory user enablement
- Sending of detailed service report and checklists

Shield Package

Preventive Maintenance

MAINTENANCE PROGRAM:

- **Regular Inspections:** Schedule periodic inspections of all cooling components.
- **Preventive Maintenance:** Implement routine maintenance tasks such as cleaning filters, checking fluid levels, and ensuring proper flow rates.
- **Thermal Imaging:** Use thermal imaging to detect hot spots or inefficiencies in the cooling system.
- **Warranty** Warranty can be extended up to five years with the purchase of nVent's Preventive Maintenance Service Package.

KEEPING INSTALLATION AND COMMISSIONING TIMELINES ON TRACK

Working with the nVent Service team streamlines the installation and commissioning timeline avoiding delays caused by an inexperienced service provider. nVent also offers onsite enablement in the Deploy and Deploy+ packages to upskill local teams on system operation.

DEDICATED MAINTENANCE AND RAPID RESPONSE

Preventive Maintenance: Regular scheduled maintenance to avoid downtime in your data center and extend the life of your equipment.

PREVENTIVE MAINTENANCE SERVICES:

The Preventive Maintenace package is offered annually. Purchasing it extends the warranty each year for up to five years. After that, the package remains available for the product's lifetime. Each deployment is unique, and nVent carefully considers engineering design and build based on customer requirements.

CRITICAL SPARES

We have an inventory of essential parts for quick replacements and know what we have sent to you. We recommend critical spares to keep on-site like our hot swap fans, PSU and controllers to simplify and streamline repairs.

FAST SUPPORT

Maximizes Data Center Performance

Service Program

- Improved operational safety
- Always up-to-date advice through regular visits by our service technicians
- Individual scheduling of the maintenance
- Service directly from the manufacturer
- Each service is closed out with sharing the maintenance protocol and check list including operating parameters

FAQ

FIND OUT MORE

WHAT LIQUID COOLING SERVICES DOES NVENT PROVIDE?

nVent's Services packages range from Start-up and Commissioning to Installation and Preventive Maintenance for liquid cooling solutions.
Onsite customer enablement is also provided in the start-up and installation packages.

WHY DOES NVENT PROVIDE THESE SERVICES?

nVent is involved in all aspects of the end-to-end liquid cooling solution process, including designing products, manufacturing, and deploying equipment globally.
With 20 years of experience in liquid cooling, nVent ensures customers deployments are effective and meet high quality standards for installation and maintenance.

WHO INSTALLS NVENT'S EQUIPMENT AND WHO MAINTAINS IT?

nVent's professional service network serves as an extension of nVent. Our service team can provide the installation, commissioning, and maintenance of nVent's equipment with the assistance of nVent's Global Professional Services team throughout the deployment.

nVent.com

Our powerful portfolio of brands:

CADDY ERICO HOFFMAN ILSCO SCHROFF TRACHTE

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