

# Statement of Work



Operate

Critical Power & Cooling Services

## 1.0 Executive Summary

Schneider Electric service provides remedial repairs as well as one scheduled preventive maintenance service visit during the agreement year.

### 1.1 ANNUAL PREVENTIVE MAINTENANCE VISIT

Included as part of the UPS and/or PDU Advantage Plus Service, the annual preventive maintenance visit provides a comprehensive visual, environmental and electronic inspection of the system to ensure that components are performing to defined technical and environmental specifications. This service includes all labor and travel expenses with an available 7x24 scheduling upgrade option.

### 1.2 ON-SITE REMEDIAL SERVICES

Schneider Electric service will dispatch certified personnel to provide repairs in the event of a problem. The customer will also benefit from priority access to the Schneider Electric service supply chain at a preferential rate. Advantage Plus Service from Schneider Electric service is available in three different configurations allowing the customer to choose the response time that best aligns with their needs. The standard response time is Next Business Day with response time enhancement options available for purchase. Please consult with your local Schneider Electric service sales representative for details.

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## 2.0 Features & Benefits

Features	Benefits
Priority access to supply chain at a preferential rate	Increases the ROI by providing discounts and quick access to manufacturer's spare parts.
Guaranteed On-Site Response	Flexible scheduling options allow customers to choose the response time that best aligns with their needs.
Highly Skilled Field Service Engineers	Support the system issues and quickly diagnose and repair following the manufacturer's specifications.
Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
Site Report	Provides a detailed assessment and recommendations to proactively diagnose and prevent any potential risks to the system.
EcoStruxure IT Free	EcoStruxure IT Free brings you visibility into your critical data center equipment. Get access to your IT physical infrastructure inventory at anytime from anywhere and understand the overall health of your connected equipment from any device. EcoStruxure IT Free consists of a <a href="#">software gateway</a> , a <a href="#">mobile app</a> , a <a href="#">cloud-based account</a> to store your data and a <a href="#">web interface</a> to visualize your data. EcoStruxure IT is free for all Schneider Electric customers and is also the base platform for EcoStruxure Asset Advisor, remote monitoring service, and EcoStruxure IT Expert, monitoring software.
Proactive Maintenance	Enables system to perform following the manufacturer's specifications.
Environmental inspection	Verify the system's surroundings to optimize the lifetime of the system.

### 3.0 Details of Service

#### 3.1 ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Annual Preventive Maintenance Service provides Schneider Electric certified service personnel at the customer's location on a pre-determined scheduled date. The following table lists the details of the service tasks provided with this visit.

Activities	Descriptions
<b>Perform Visual Inspection</b>	Schneider Electric service will inspect the UPS and/or PDU solution to ensure that all system components are clean* and functioning within designed specifications.
<b>Perform Environmental Inspection</b>	Schneider Electric service verify and document that the system's environment is within specified operating conditions including but not limited to room temperature, airflow, dust contamination, etc.
<b>Perform Mechanical/Electrical Inspection</b>	Schneider Electric service will inspect all power and control wire termination points as well as all UPS and/or PDU components.
<b>Perform Functional Verification</b>	Schneider Electric service will check UPS and/or PDU event and alarm logs. Schneider Electric will verify that input, output and bypass voltage and current values are within designed specifications**. Schneider Electric service will verify transfer to on battery operation and transfer to and from static bypass**. Schneider Electric service will check parallel operation performance**.
<b>Implement Updates</b>	Schneider Electric service will verify and implement all required Field Advisories and Field Modifications. Schneider Electric service will check all circuit board revisions and update as required.
<b>Deliver Documentation</b>	Schneider Electric service will deliver a graphical site report documenting UPS and/or PDU status and on-site activities. Schneider Electric service will recommend any additional service activities as required resulting from the Preventive Maintenance activities listed above.

\* System cleaning will be non-interventional only and will be specific to exterior dust and debris. Schneider Electric will not open or remove any covers, expose live electrical parts or take the system off line for cleaning.

\*\* When applicable for the system configuration.

**3.2 ON-SITE REMEDIAL SERVICE DELIVERABLES**

The Advantage Plus Service provides Schneider Electric service certified technicians at the customer’s location within a specified period of time to diagnose, repair, and test the system in the event of failure. **Onsite labor will be charged at current Schneider Electric service rates; parts available at a discounted rate.** The following table lists the details of the service tasks provided with this visit.

Diagnose, Repair and Test	
Activities	Description
<b>Check UPS and/or PDU Status</b>	Schneider Electric service will document the status of the UPS and/or PDU upon arrival to the site.
<b>Check UPS Alarms</b>	Schneider Electric service will view event logs and display for alarms / information on the UPS.
<b>Diagnose</b>	Schneider Electric service will troubleshoot reported issue as required.
<b>Repair</b>	Schneider Electric service will replace any defective parts and repair the system as required.
<b>Test</b>	Schneider Electric service will complete functional tests conducted after corrective action is taken.
<b>Prepare and Deliver Report</b>	Schneider Electric service will describe the defect/failure and explain the corrective action taken. A detailed report will be provided.

**3.3 ECOSTRUXURE IT FREE & REMOTE MONITORING SERVICES – SERVICE DELIVERABLES**

Customers buying the “Advantage Plus Plan for UPS & PDU” have access to EcoStruxure IT Free. EcoStruxure IT Free is a modern cloud platform that connects the devices supplied by Schneider Electric and other vendors to the cloud for instant access from anywhere.

The connection to EcoStruxure IT Free is done through EcoStruxure IT Gateway, which is a free downloadable software or through Data Center Expert version higher than 7.4.

The connection is done in a secure way, through a local gateway that encrypts all data, before sending it to the cloud account where is available to be accessed by the customer through a web interface or a mobile app.

Once the asset is connected, the customer can see and organize the asset and its information, like serial nr, product name, etc.

**3.3 UPGRADING TO ECOSTRUXURE ASSET ADVISOR FOR SECURE POWER & COOLING OR ECOSTRUXURE IT EXPERT**

When the asset is connected, the customer has the option to upgrade to two different remote monitoring service & software solutions:

- **EcoStruxure Asset Advisor: cloud-enabled remote monitoring service by the Service Bureau**

Thanks to EcoStruxure Asset Advisor, a dedicated team in Schneider Electric Service Bureau will monitor your critical power and secure assets 24/7 and manage or troubleshoot the incident from start to end.

- **IT Expert: cloud-enabled remote monitoring software by Customer or Partner**

EcoStruxure IT Expert, cloud-based vendor agnostic software, provides you with full wherever-you-go visibility of your IT physical infrastructure and proactive recommendations on how to improve its performance thanks to big-data analysis. You can use it by yourself or with your preferred partner.

The specific activities of the EcoStruxure Asset Advisor service are listed below:

Activities	Descriptions
<b>Alarms and live data on EcoStruxure IT app</b>	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.
<b>24/7 Remote Monitoring</b>	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
<b>Alarm Notification</b>	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via EcoStruxure IT app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
<b>Delivery of Regular Report</b>	Schneider Electric will deliver a regular report with key metrics on connected devices, including incidents and alarms and current and expected lifespan for the physical infrastructure.
<b>Expedited Problem Resolution</b>	Schneider Electric will receive immediate notification of physical infrastructure alarms and notify and work with the customer to diagnose the problem as well as coordinate and recommend remedial actions. If on-site service is dispatched, the Schneider Electric technician will acquire the pertinent information prior to arriving on-site.

For more information EcoStruxure Asset Advisor, please visit [se.com/asset-advisor](http://se.com/asset-advisor)

## 4.0 Assumptions & Exclusions

### 4.1 Assumptions

The successful performance of the tasks defined in the Statement of Work is based on the following key assumptions, which are agreed to by Schneider Electric Field Service.

- Services performed on-site by Schneider Electric Field Service will be executed during the Schneider Electric business hours unless otherwise requested by the customer. Those hours are Monday through Friday from 8am to 5pm weekly, local time, unless otherwise specified. Preventative Maintenance upgrades to 7x24 are available. On-site response upgrades to 8hr 24x7 or 4hr are available. The 4-hour on-site response upgrade may not be available in all locations, please check with your local Schneider Electric service sales representative or reseller for availability.
- Where 8 Hour and 4 Hour services are available for purchase, certified personnel will arrive on site in 8 Hours or within 4 hours from the time Schneider Electric Services deems an on-site visit is necessary provided Schneider Electric Services is in receipt of a signed Time and Materials purchase order.
- Next Business Day is defined as the next day during the business week and normal business hours.
- Next Business Day response initiated with receipt of a signed Time & Materials purchase order and other required documentation.
- An on-site visit is necessary provided Schneider Electric is in receipt of a signed Time and Materials purchase order.
- Response time is defined as elapsed time between when Schneider Electric technical support determines an on-site visit is necessary and the time the Schneider Electric Field Service Representative arrives at the customer's site.
- Hours of operation for Technical Support are country specific and include either 7x24 or business hours coverage.
- Please verify the service coverage and response time for your location with your local Schneider Electric Field Service Representative.
- Onsite labor will be charged using standard Schneider Electric service rates.
- Preventive Maintenance visits are available on a normal business hours basis with an option to upgrade to 24x7, including weekends and holidays.
- All services are performed on-site by certified Schneider Electric service personnel.
- Schneider Electric will provide Services with respect to equipment and assets that are inside the Service Area. "Schneider Electric Service Area" means a location that is within (i) one hundred (100) miles or one hundred and sixty (160) kilometers radius of a Schneider Electric service location; and (ii) the country in which the Installation site is located, unless otherwise defined in the governing agreement with Schneider Electric, in which case the definition in the governing agreement prevails.
- Geographical restrictions may apply. In case of a conflict between the service definitions contained in this Statement of Work and the local service definitions, the local service definitions will prevail. For more information, please refer to your Schneider Electric Field Services Sales Representative.
- The equipment must be installed in an environment that adheres to manufacturer specifications.
- This service applies to a customer location with standard site and product access. Our Services assume continuous uninterrupted and unobstructed access to the equipment, standby time may be chargeable.
- In the event that an intrusive survey is recommended in this quotation and we are unable to undertake such a survey, or are limited in the scope of the survey, due to site restrictions or other customer-imposed constraints Schneider will not accept any liability for delays or additional expenses arising as a result of not having completed a full survey.
- At the end of the activities, Schneider Electric Field Service Representative will provide the customer with a report indicating that the maintenance of the asset was properly carried out and the functionality of the system was checked in all modes of operation to ensure compliance with all Schneider Electric service technical specifications.
- The Battery Inspection service only applies to battery systems supplied by Schneider Electric service.
- Services obtained from any Schneider Electric partner or reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Schneider Electric Services Solutions on this document. Please contact the reseller or the local Schneider Electric sales representative for additional information on Schneider Electric Services Solutions on Products obtained from a reseller.
- Non-standard products purchased or services through Schneider Electric service will require a customized Statement of Work.

- Any delays resulting in lost time caused by others may be chargeable.
- In the event that the UPS system has not been covered by a Schneider Electric On-Site Maintenance contract, Factory or Extended Warranty for a period of six months or greater, Schneider Electric service requires a "Pre-Contract Audit" and resolution of any identified issues prior to accepting a service agreement on the system.
- Relocation of the asset covered under this offer shall void this agreement. The asset must be re-commissioned and pass a Pre-Contract Audit at the new location to transfer and continue the coverage provided under this agreement.
- All UPS systems require an installed Network Management Card (NMC).
- EcoStruxure Asset Advisor for secure power & cooling, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric Field Service sales representative for availability in your area;
- To connect his device to EcoStruxure Asset Advisor for secure power & cooling, the customer is responsible for putting in place all prerequisites and then connect the device to EcoStruxure Asset Advisor for secure power & cooling.
- The end user is responsible for enabling one staff member always on-duty, available to be contacted for an incident.
- EcoStruxure Asset Advisor for secure power & cooling service is performed also on third-party devices.
- EcoStruxure Asset Advisor for secure power & cooling service refers only to a remote monitoring service.
- The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software) or StruxureWare Data Center Expert version higher than 7.4.
- EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured.

#### 4.2 EXCLUSIONS

The following items are outside the scope of this standard service offering. The following items can be integrated into a customized Statement of Work at the customer's request. Please contact your local Schneider Electric Field Service Sales Representative or reseller for more details.

- Repair of damage to the unit due to abuse, misuse, lack of maintenance or other damage caused by outside forces.
- Maintenance or repair of heat rejection equipment not supplied by Schneider Electric.
- Maintenance or repair of any piping or condensate removal system outside of the cooling unit.
- Support for 3rd -party equipment.
- Any specialized testing or commissioning.
- Any testing or sample analysis of the site water supply or water used for evaporative cooling or humidification processes.
- Proactive replacement of wearing parts, unless specifically detailed as included only specifically detailed. Our offer excludes the supply or installation of all necessary site busbar, cabling, containment & cable glands, including connection to site earth, unless specifically detailed as included.
- Our offer is exclusive of access platforms/ladders and associated planning consent.
- In case of cabling problem or wrong phase rotation, Schneider Electric Field Service will not carry out any rework on the cabling.
- Schneider Electric Field Service will define with the customer the best approach to find a solution and reserves the right not to execute any modification outside of its defined scope of responsibility.
- All onsite support dispatch service, resulting from EcoStruxure Asset Advisor for secure power & cooling remote service monitoring service are governed by a dedicated Statement of Work which is not included in this Statement of Work and will be charged following our standard pricing list. Please refer to your Schneider Electric Field Service Representative for more information.

#### Equipment not provided by Schneider Electric service. Examples include but are not limited to:

- Third party components.
- Switchgear.
- Information Technology (IT) Equipment.

#### Installation activities not provided by Schneider Electric service as part of this service include but are not limited to:

- System installation.
- Battery assembly.
- Information Technology (IT) Equipment migration services.
- Specialized testing or commissioning services.

## 5.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric Service and the customer.

### 5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Meet the customer's requested service schedule date provided a minimum of 2-week notice is given for requested date.
- Perform all the maintenance service tasks and set as completed.
- Inform and provide recommendations to the customer about any action items not included in the Statement of Work.
- Submit Site Report and Maintenance Forms to the customer.
- Conform to local health and safety regulations.

### 5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
- Provide Schneider Electric with 5 business days' notice of any required reschedule.
- Facilitate site access for Schneider Electric Field Service personnel.
- Notify Schneider Electric Service personnel of any security clearance requirements in advance of arrival.
- Notify Schneider Electric Service of any safety training and safety equipment requirements.
- Provide an on-site point of contact.
- Ensure safety plan is in place prior to intervention.
- Set up the EcoStruxure IT Free and maintain the contact list on the web profile.
- Sign the completed Maintenance forms after the intervention.
- Schneider Electric will make multiple attempts to proactively contact the customer to schedule maintenance services due. However, it is finally the customer's responsibility to ensure all services due are scheduled in advance of contract expiration.

## 6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric Service for the customer with specifications on date, time, and place.

### 6.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric Service and the customer.

### 6.2 LOCATION

The location of this project will be on-site. It will be discussed and approved by Schneider Electric Service and the customer.

### 6.3 COMPLETION CRITERIA

Schneider Electric Service is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric Service completes all the tasks described in Section 3.1 or 3.2 of this Statement of Work.
2. This project and Statement of Work are terminated for other reasons, within the Schneider Electric Service Customer Agreement.

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