



Statement of Work



Maintenance Service

Service

1.0 Executive Summary

Schneider Electric UPS and/or PDU Advantage Prime service provide remedial repairs as well as one scheduled preventive maintenance service visit during the yearly agreement.

1.1 ANNUAL PREVENTIVE MAINTENANCE VISIT

Included as part of the UPS and/or PDU Advantage Prime service, the annual preventive maintenance visit provides a comprehensive visual, environmental and electronic inspection of the UPS and/or PDU system to ensure that components are performing to define technical and environmental specifications. This service includes all labor and travel expenses with an available 24x7 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. All travel and labor costs are included as well as parts at a discounted rate. Advantage Prime 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.

2.0 Features & Benefits

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Features	Benefits
Includes all Labor and Travel; Parts at a discounted rate	Fixed cost – provides service budgeting stability.
Priority access to supply chain	Increases the ROI by providing 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	Assurance that the system issues are quickly diagnosed and repaired to the manufacturer's specifications.
Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
EcoStruxure Asset Advisor cloud-based remote monitoring service	Alleviates the strain on internal support resources by engaging the Service Bureau experts to provide 24-hour remote monitoring of the physical infrastructure, enabling remote troubleshooting for quick resolution of critical incidents.
Site Report	Provides a detailed assessment and recommendations to proactively diagnose and prevent any potential risks to the system.
Annual Preventive Maintenance Visit	One visit per year to assure system is performing to manufacturer 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
Perform Visual Inspection	Schneider Electric service will inspect the UPS and/or PDU solution to ensure that all system components are clean** and functioning within designed specifications.
Perform Environmental Inspection	Schneider Electric service will verify and document that the system's environment is within specified operating conditions including but not limited to room temperature, airflow, dust contamination, etc.
Perform Mechanical/ Electrical Inspection	Schneider Electric service will inspect all power and control wire termination points as well as all UPS and/or PDU.
Perform Functional Verification	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.*
Implement Updates	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.
Deliver Documentation	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.

* When applicable for the system configuration.

**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.

3.2 ON-SITE REMEDIAL SERVICE DELIVERABLES

The Advantage Prime 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. **All labor and travel costs are included; parts are 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
Check PDU and/or PDU Status	Schneider Electric service will document the status of the UPS and/or PDU upon arrival to the site.
Check UPS Alarms	Schneider Electric service will view event logs and display for alarms / information on the UPS and/or PDU.
Diagnose	Schneider Electric service will troubleshoot reported issue as required.

Diagnose, Repair and Test	
Activities	Description
Repair	Schneider Electric service will replace any defective parts and repair the system as required.
Test	Schneider Electric service will complete functional tests conducted after corrective action is taken.
Prepare and Deliver Report	Schneider Electric service will describe the defect/failure and explain the corrective action taken. A detailed report will be provided.

3.3 EcoSTRUXURE ASSET ADVISOR – SERVICE DELIVERABLES

EcoStruxure Asset Advisor is a cloud-based remote monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting and provides visibility into your equipment lifecycle.

A mobile app, called EcoStruxure IT app, is available on Android and IOS, which provides access to live sensor data and the ability to chat with your own team as well as the experts at the Schneider Electric Service Bureau 24x7, providing fast problem resolution.

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

Machine data forms the basis of long-term operational insights and analytics, aimed at reducing equipment maintenance costs, and is delivered through a secure connection.

IMPORTANT! The purchase of this Service Plan includes the ability to connect each device under contract to EcoStruxure Asset Advisor. Devices not under contract, can be connected with our bureau through EcoStruxure Asset Advisor for an additional annual fee and to our App for free.

For additional information and availability in your country, please go to: Ecostruxureit.com
 Information on system requirements can be found on: ecostruxureit.com/system-requirements/

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

Activities	Description
Alarms and live data on EcoStruxure IT app	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.
24-Hour Monitoring	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via Smartphone app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
Delivery of Regular Report	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.
Expedited Problem Resolution	Schneider Electric will: <ul style="list-style-type: none"> receive immediate notification of physical infrastructure alarms; notify and work with the customer to diagnose the problem as well as coordinate and recommend remedial actions. Provided on-site service is purchased. If on-site service is dispatched, the Schneider Electric technician will acquire the pertinent information prior to arriving on-site.

4.0 Assumptions

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

- All services performed on-site by Schneider Electric service will be executed during business hours unless otherwise requested by the customer;
- All services are performed on-site by certified Schneider Electric service personnel;
- The system must be kept in an environment that adheres to manufacturer specifications;
- Hours of Operation for Technical Support are Country specific and include either 7 X 24 or business hours coverage;
- EcoStruxure Asset Advisor, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric service sales representative for availability in your area;
- The connection to EcoStruxure Asset Advisor is done through Data Center Expert version higher than 7.4 or through EcoStruxure IT Gateway, which is a free downloadable software;
- EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured;
- Next Business Day is defined as the next day during the business week and normal business hours;
- 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 service Technical Support deems an on-site visit is necessary provided Schneider Electric service is in receipt of a signed Time and Materials purchase order;
- Next Business Day response initiated with receipt of a signed Time & Materials purchase order and other required documentation;
- Response time is defined as elapsed time between when Schneider Electric service technical support determines an on-site visit is necessary and the time the Field Service Engineer arrives at the customer's site;
- Preventive Maintenance visits are available on a business hours basis with an option to upgrade to 7 x 24, including weekends and holidays;
- Geographical restrictions may apply. Please verify the service coverage and response time for your location with your local APC by Schneider Electric office.
- Some aspects of the service definition presented in this document may vary by location. In the case of a conflict between the service definitions contained on this Statement of Work and the local service definitions the local service definitions will prevail. For more information, please refer to your Certified APC service sales representative.
- 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.

The following items are not included in the scope of this service:

- Support for third party equipment;
- Internal and external batteries are not considered as included parts. They will be subject to a separate quotation;

- Parts and labor costs for proactive replacement of parts, including but not limited to capacitors and fans;
- Configuration of the EcoStruxure IT Gateway;
- Battery Replacement Labor;
- Travel for Battery Replacement.

Please contact your local Service Representative for clarification.

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 of the Maintenance service tasks;
- Submit Site Report and Maintenance Forms to the customer;
- Ensure all action items are completed;
- Inform and provide recommendations to the customer about any action items not included in the SOW (statement of work);
- 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 service personnel;
- Notify Schneider Electric service personnel of any security clearance requirements in advance of arrival;
- Notify Schneider Electric service personnel of any safety training and safety equipment in advance of arrival;
- Provide an on-site point of contact;
- Set up the Remote Monitoring Service and maintain the contact list on the web profile;
- Ensure safety plan is in place prior to intervention;
- 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 SOW.
2. This project and SOW are terminated for other reasons, within the Schneider Electric service Customer Agreement.

7.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

The information provided in this Scope of Work cannot be used or duplicated, in full or in part. Other uses for this document are prohibited without written consent by Schneider Electric.

All documentation, photographs, imaging or other information provided by the customer, or gathered at the customer site, will be for internal use only and used solely for the purpose of report generation, analysis and recommendations.

All services' conditions included in this document apply (i) only between Schneider Electric and that organization that bought the Services Solutions; and (ii) only to those products and services ordered by the Customer at the time that the Schneider Electric Services information is current. Schneider Electric may change the Schneider Electric Services Information at any time. The Customer will be notified of any change in the Schneider Electric Services Information in the manner stated in the then current product ordering and/or services solutions related agreement between Schneider Electric and the Customer, but any such change shall not apply to products or service ordered by the Customer prior to the date of such change.

Schneider Electric will have no obligations to provide Services Solutions with respect to equipment and assets that are outside 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.

If for any reason, Schneider Electric determines that it is unable to repair the covered unit, Schneider Electric will offer a pro-rated refund of the service contract. Please refer to Schneider Electric standard terms and conditions.

Products or 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.

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