

1.0 Executive Summary

The Extended Warranty provides peace of mind and budget control around product failure protection beyond the factory warranty period. Once the factory warranty for your NetBotz expires, should your product fail, you expose yourself to potential loss of power protection and out of pocket expenses for repairs or replacement.

With the purchase of the Extended Warranty, you will experience a seamless extension of the Factory warranty by one to three years, depending on coverage purchased. The Extended Warranty provides replacement of your failed product and covers associated accessories. The NetBotz Extended Warranty ensures access to a worldwide Advanced Technical Support with a toll-free number, check your local support for available coverage.

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2.0 Features & Benefits

Features	Benefits
One or Three Years of additional product failure coverage	Provides peace of mind and complete factory warranty protection for extended warranty duration.
Advanced Technical Support with Toll Free Call-in Telephone Number*	Customers are provided with a toll-free number. Calls are handled by call center professionals. *could change from one region to another, please contact your local representative to check available coverage.
Service Entitlement Assistance and Service Warranty Certificate	Customers receive Service Entitlement Certificate to make sure their product is properly recorded. An E-mail Service Entitlement Certificate provides a detailed record of the service registration, along with the service expiration date.
Warranty Duration Options	The One Year protection option offers the lowest cost solution, while the Three-Year option offers the best value solution.
EcoStruxure IT App**	Instant information on connected devices, live sensor data and alarms available on your mobile.

**Not available on all NetBotz models and in all regions.

3.0 Details of Service

3.1 The specific activities of this service are listed below . For each item, Schneider Electric will perform the work described.

Extended Warranty	
Activities	Description
Create Warranty Entitlement	Schneider will assist the customer in the registration process. It will create the warranty extension service entitlement and provide the customer with a Service Certificate via e-mail.
Provide Customer Telephone Support	Customer telephone support * *could change from one region to another , please contact your local representative to check available coverage.
Provide Extended Warranty Redemption	The Extended Warranty Renewal provides replacement of your product and covers associated accessories.
	Should warranty redemption be necessary, Schneider Electric will provide, at their discretion, a replacement unit, or new associated accessories.
	Schneider Electric will ship out the replacement product and provide a prepaid return shipping label for the used NetBotz or associated accessory.

3.2 EcoSTRUXURE IT APP* DELIVERABLES

Advantage Plus provides customers with access to EcoStruxure IT app which is available on Android and IOS, and allows instant access to live sensor data.

Access to EcoStruxure Asset Advisor Service is also available for a fee. It is a cloud-enabled remote monitoring service that proactively minimizes downtime, provides more insights and incident tracking on critical devices. Moreover, it will help reduce break-fix resolution time through smart alarming, remote troubleshooting and visibility into your equipment lifecycle. It also provides 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 application. 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.

The upgrade to EcoStruxure Asset Advisor is done on Ecostruxureit.com per device or per group of devices.

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 IT app 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.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via mobile app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
Delivery of Regular Reports	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.

*Not available on all NetBotz models and in all regions.

4.0 Assumptions

The successful performance of the tasks defined is based on the following key assumptions:

- The customer has purchased an Extended Warranty of a NetBotz and associated accessories that is either still under factory warranty or under an existing warranty.
- Schneider Electric will provide guidance on what the product's service life span limits are at time of purchase.
- EcoStruxure Asset Advisor is not available in all locations. Please consult with your local Schneider Electric service sales representative for availability in your area.
- EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or Data Center Expert version higher than 7.4 is installed and configured
- For Netbotz, support includes hardware and software support (excluding configuration for which a specific service can be proposed).
- 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 sales representative.

The following items are outside the scope of this warranty. Please contact your certified sales representative for more details.

- Non-Schneider Electric or APC Products;
- Single Phase Products;
- Three-Phase Products;
- Cooling Products

5.0 Scope of Responsibility

The items started here are responsibilities to and from both Schneider electric and customer.

5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Provide Schneider Electric Service Certificate;
- Provide telephone customer support;
- Provide 'next business day' shipment of NetBotz or associated accessories, at no extra charge to and from the customer's site.

5.2 CUSTOMER RESPONSIBILITIES

- Provide the product model and serial number and registration information;
- Contact Schneider Electric customer service support in case of occurrence of issue;
- Provide a point of contact during time of service;
- Provide a point of contact for receipt of units and components;
- Return failed NetBotz or associated accessories using prepaid Schneider Electric shipping label.

6.0 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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