

Electrical Distribution Service Statement of Work

OnSite Preventive Maintenance

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1 Executive summary

The purpose of this document is to define the conditions for Schneider Electric Services offering of **OnSite Preventive Maintenance** service, under which the service required by the customer will be performed by Schneider Electric Field Service Representatives on customer premises.

OnSite Preventive Maintenance deeply inspects, checks and conditions electrical distribution equipment, and proactively recommends parts replacement as per its projected service life according to our specifications as Original Equipment Manufacturer. The work activity uses a detailed Method of Work (MoW) and follows strict protocols, by highly trained and experienced Field Service Representatives.

OnSite Preventive Maintenance is the maintenance practice recommended for equipment with a low level of criticality (stress and reliability impact) in the customer process. It has to be scheduled on predefined intervals (periodicity) according to site planned shutdowns. Please, consult with your local Schneider Electric Services Sales Representative or reseller for details on electrical distribution equipment serviceability.

2. Features and benefits

Features	Benefits
General	Help to improve the safety of your people, goods and the electrical distribution equipment operating conditions.
Scheduling	Agreed with customer to plan electrical distribution with scheduled outages (low production / activity periods).
Frees customer resources	Allows customer to invest more on their core competences and processes to deliver more value to their customers.
Visual and environmental inspection	Verify the system's surroundings according to the manufacturer's specifications for a prolonged life of the equipment.
Highly Trained Field Service Certified Engineer	Help to assure the equipment is maintained with the best know-how: architecture, technologies, disassembly/reassembly, features, and technical evolutions along its lifecycle and its impact on maintenance works.

Proprietary Maintenance methods	“Best in class” quality of service conducting proprietary methods of work and following strict protocols to the equipment’s specifications for each range / type with a proactive replacement of spare parts following a time or use based criteria to minimize component degradation, extending equipment service life.
Genuine Spare Parts	Achieve faster identification and access for the shortest restart time. Get the standard Schneider Electric warranty on genuine spare parts
Manufacturer tools (hardware and software)	Help to achieve the excellence, consistency and harmonization of our operations conducted during the on-site maintenance works as a world-class service
Customer Work Report	Provides a detailed and comprehensive assessment of performed intervention and recommendations to help to optimize the operation and life of the equipment.
Operating & Maintenance Documentation	Achieve faster detailed operating and maintenance documentation of the electrical equipment to enhance customer support.
Includes Labor	Easy service budgeting
Technical Support	Provides call center support to address the equipment issues in a timely and efficient manner during labor warranty period
Labor warranty	12 months

3. Details of service

OnSite Preventive Maintenance service consists on the equipment inspection, checking, and proactive recommendation of parts replacement as per its projected service life according to our specifications as Original Equipment Manufacturer.

The following table lists the details of the service tasks provided with this service.

Activities	Description
Check site documentation	Check available site documentation (safety plan, single-line diagram, drawings, etc.) for an efficient and safe work. Our technicians are fully trained in safety programs, with an emphasis on electrical safety following industry safe practices and customer safety protocols. Before starting the intervention the customer will de-energize the faulty equipment / system, delivering the corresponding authorization bulleting as pre-requirement to start the service work.
Visual and environmental inspection (Facility Walkthrough)	Verify and document that the equipment’s environment is within specified operating conditions and clearances, including but not limited to room temperature, airflow, dust contamination, etc., “as found” (measuring temperature & humidity, pictures, settings, alarms, events, etc.). The technician will document any environmental noncompliance issues and recommend appropriate action as necessary
Main Maintenance tasks	Check the state of the equipment before the intervention Visual inspection Service operations Functional tests Check the state of the equipment after the intervention

Restart	Energize the equipment.
Customer Work Report	At the conclusion of the work, the on-site customer contact will have the opportunity to review and sign off on the completed operating method. Any critical findings will be immediately communicated. Upon receipt of the work report, our Schneider Electric Service Sales Representative will review it for accuracy and completeness (recommended actions to revamp the equipment condition to original features), forwarding a copy to the customer on-site contact.

4. Assumptions & exclusion

4.1 Assumptions

- All scheduled services performed by **OnSite Preventive Maintenance** service will be executed during business the business week and normal business hours. OnSite Preventive Maintenance upgrades to 7 x 24 are available. OnSite Preventive Maintenance hours of operation for Technical Support are Country specific and include business hours coverage. These hours are Monday through Friday from 8:00 A.M. to 5:00 P.M. weekly, local time. Exceptions are holidays.
- Delays in fulfilling the service caused by labor disputes of third parties, customer contracted services, or other unforeseen conditions may affect the schedule. Schneider Electric Services will not be responsible for delays related to circumstances outside of its control.
- Geographical restrictions may apply. Please verify the service coverage and response time with your local Schneider Electric Services Sales Representative or reseller.
- 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 local Schneider Electric Services Sales Representative or reseller for details.

4.2 Exclusions

The following items are outside the scope of this standard service offering.

- Fire detection and fire suppression
- Physical security
- Structural analysis
- Circuit Tracing
- Repair of damage due to abuse, misuse, lack of maintenance or other damage caused by outside forces
- Support for third party equipment
- Any specialized testing
- Any oil sample analysis (transformers) or another diagnostic
- OnSite Condition maintenance Essential or Advanced.

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