

Electrical Distribution Service Statement of Work

OnSite Condition Maintenance Essential

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1 Executive summary

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

OnSite Condition maintenance Essential deeply inspects, checks, conditions and diagnoses the core function of the electrical distribution equipment, and recommends parts replacement as per delivered diagnostic 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 Condition maintenance Essential is the maintenance practice recommended for equipment with a moderate 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	Helps to ensure 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 systematic core function diagnostic to help to enhance equipment reliability while extending its 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
Manufacturer diagnostics (ProDiag)	Diagnoses the condition of one core function of the equipment (when service is available at range / type level) with all the data and analytics according to each diagnosis procedure within the customer work report. On-site diagnostics deliver more accurate recommendations to optimize the reliability and life of the equipment, helping to ensure the compliance of the electrical distribution equipment original features
Customer Work Report	Provides a detailed and comprehensive assessment of performed intervention and recommendations to help to optimize the reliability and lifespan 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 Condition maintenance Essential service consists on the equipment inspection, checking, conditioning, and diagnostic of one core function of the equipment, which recommends parts replacement 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 and diagnostic (OnSite ProDiag Trip Unit, or OnSite ProDiag MV Relay, or OnSite ProDiag Fuse, or OnSite ProDiag Oil, according to the equipment to diagnose). >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 Condition maintenance Essential service will be executed during business the business week and normal business hours. OnSite Condition maintenance Essential upgrades to 7 x 24 are available. OnSite Condition maintenance Essential 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

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