

Electrical Distribution Service Statement of Work

MPS Walkthrough Assessment

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1 Executive summary

The purpose of this document is to define the conditions for Schneider Electric Services offering for Modernization, Performance, and Safety (MPS) Walkthrough assessment under which the service required by the customer will be performed by Schneider Electric Field Service Representatives (FSRs) on customer premises.

MPS Walkthrough is a non-intrusive assessment of the installed base of electrical equipment that is generally completed in under two days.

The aim of the offer is to assess:

- Obsolescence and modernization
- Maintenance issues and recommendations
- Visual status of equipment

It is delivered by leveraging a mobile app which allows Schneider Electric to deliver a high level of technical value within under two-day site assessment. The smart, server-side technologies go beyond a typical high-level audit to provide better visibility into the health of critical systems.

2 Features and benefits

Features	Benefits
General	Improve the reliability and safety of your Electrical Distribution (ED).
Scheduling	Executed quickly and efficiently within under two days on site.
Frees customer resources	Allows customer to focus on their core competences and processes to deliver more value to their customers.
Highly Trained Field Service Representatives	Assures the assessment is delivered effectively, safely, and with findings that are impactful.
Proprietary tools	IB2Diag is the Schneider Electric professional installed base diagnostic platform to secure the excellence, the consistency and the harmonization of our assessments. It consists of a mobile app and a server side web based application.

3 Details of service

The site visit (Assessment) provides a Schneider Electric Field Service Representative (FSR) at the customer's location on a pre-determined scheduled date. The following table lists the details of the service tasks provided with this assessment.

Activities	Description
Scope	Selected electrical panels and substations and associated electrical distribution equipment. Visual inspection of equipment.
Perform visual inspection	Inspect and document that the overall state of the equipment and its environment are within specified operating conditions including but not limited to room temperature, airflow, dust contamination, deterioration, etc.
Perform maintenance inspection	Inspect and document that the type and frequency of equipment maintenance operations are within specified operating conditions including but not limited to testing, cleaning, etc.
Perform obsolescence inspection	Inspect and document the equipment's life-cycle / duty cycle status as well as the associated marketing and spare part guarantee periods and modernization plan(s).
Identify safety and regulatory issues	Document identified issues that present risks to safety and/or compliance with relevant local, state, and/or federal electrical safety regulations. These findings are based on and limited to the relevant experience and knowledge of the FSR on site.
Preliminary Report	An immediate high-level report of findings. Delivered via email at the close of the site visit.
Final Report	A detailed report of findings with actionable next steps. Provides an assessment of the electrical distribution equipment in terms of its visual state, maintenance state, and obsolescence state as well as recommendations to address safety, compliance, and/or maintenance issues that may be identified based on the knowledge and experience of the FSR. Delivered within two to three weeks of the site visit. Upon receipt of the final report, a Schneider Electric Service Sales Representative will review it for accuracy and completeness and work with the customer to address next steps.

> Schneider Electric Services will dispatch authorized personnel to provide the MPS Walkthrough assessment according to agreed planning at the customer's premises.

4 Assumptions & exclusions

4.1 Assumptions

The successful performance of the tasks defined in this Statement of Work (SOW) is based on the following key assumptions:

- All services performed on-site by Schneider Electric Field Service will be executed during the Schneider Electric business hours unless otherwise requested by the customer. These hours are Monday through Friday from 8am to 5pm weekly, local time, unless other specified.
- All services are performed on-site by a certified Schneider Electric Field Service Representative (FSR).
- This service applies to a customer location with standard site and product access.
- Geographical restrictions may apply. Please verify the service coverage and response time for your location with your Schneider Electric sales representative.

- The installation at the site has been done by Schneider Electric. IF NOT, then Schneider Electric will evaluate the installation before signing the contract.
- In 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 Schneider Electric sales representative.

4.2 Exclusions

The following items are outside the scope of this standard service offering. They can be integrated into a customized Statement of Work (SOW) at request of the customer. Please refer to your local Schneider Electric Services Sales Representative or reseller.

- Fire detection and fire suppression
- Physical security
- Structural analysis
- Circuit Tracing / Fault tree analysis
- Stress & Reliability analysis
- Repair of damage due to abuse, misuse, lack of maintenance or other damage caused by outside forces
- Any specialized testing
- Any oil sample analysis (transformers)
- On-Site condition maintenance

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