Electrical Distribution Service
Statement of Work

OnSite Preventive Maintenance
Compact NS-NSX

V1
Author: Matan Marom
Date: 2019 03
1 Executive summary

The purpose of this document is to define the conditions under which Schneider Electric Services is offering and will perform OnSite Preventive Maintenance service to customer.

OnSite Preventive Maintenance deeply inspects electrical distribution equipment, Compact NS-NSX Low Voltage Circuit Breakers and Switch Disconnectors. The work activity uses a detailed method of work and follows strict protocols, by trained and experienced Field Service Representatives.

OnSite Preventive Maintenance is the maintenance practice recommended for equipment with a low level of criticality 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

Describe service features and their respective benefits in the table below

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

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

<table>
<thead>
<tr>
<th>Activities</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check site documentation</td>
<td>Check available site documentation (safety plan, single-line diagram, drawings, etc.) for an efficient work. Our technicians are trained, with an emphasis on electrical safety. Before starting the intervention the customer will de-energize the equipment / system, delivering the corresponding authorization bulletin as pre-requisite to start the service work.</td>
</tr>
<tr>
<td>Visual and environmental inspection (Facility Walkthrough)</td>
<td>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 &amp; humidity, pictures, settings, alarms, events, etc.). The technician will document any environmental noncompliance issues and recommend appropriate action as necessary</td>
</tr>
</tbody>
</table>
| Main Maintenance tasks            | Compact NS Fixed CB_SW / Compact NS Drawout CB_SW  
                                      Compact NSX Fixed CB_SW / Compact NSX Drawout CB_SW  
                                      1. Check the state of the equipment before the intervention  
                                      2. Visual inspection  
                                      3. Service operations  
                                      4. Functional tests and diagnostics  
                                      5. Check the state of the equipment after the intervention  
                                      LV Control Unit_Micrologic  
                                      LV Control Unit_TMD |

Genuine Spare Parts Help to achieve fast identification and short access to restart time. Get the standard Schneider Electric warranty on genuine spare parts.
LV Control Unit STR
- Check the state of the equipment before the intervention
- Service operations
- Functional tests and diagnostics
- Check the state of the equipment after the intervention

<table>
<thead>
<tr>
<th>Restart</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energize the equipment.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customer Work Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upon completion 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 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.</td>
</tr>
</tbody>
</table>

4. Assumptions & exclusion

**ASSUMPTIONS**

The conditions in which services can be performed

- 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.

**EXCLUSIONS**

Out-of scope services

- 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.