



Advantage Ultra Service Plan for 3-Phase UPS

Statement of Work

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Prepared by Schneider Electric Services

Scope: Service Plans

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1.0 Executive Summary

Schneider Electric Advantage Ultra Service Plan for 3-Phase UPS (Uninterruptible Power Supply, and/or Power Distribution Unit) service offering provides remedial repairs as well as one scheduled preventive maintenance service visit during the yearly agreement.

1.1 Annual Preventive Maintenance visit

Included as part of the Advantage Ultra Service Plan for 3-Phase UPS, the Annual Preventive Maintenance visit provides a comprehensive visual, environmental, and electronic inspection of the UPS and/or PDU system to help ensure that components are performing to defined technical and environmental specifications.

This service includes labor and travel expenses with an available 24/7 scheduling upgrade option.

1.2 On-site Remedial services

Schneider Electric Services will dispatch qualified personnel to provide repairs in the event of a problem. Parts, labor, travel and priority access to spare parts are included.

The Advantage Ultra Service Plan for 3-Phase UPS On-site Remedial service from Schneider Electric Services is available with 3 different response times that best align with the needs of the Customer's installation:

- Next-Business Day response time (standard),
- 8-hour 24/7 response time (upgrade),
- 4-hour 24/7 response time (upgrade).

Please consult with your local Schneider Electric Services Sales representatives for more details.

2.0 Features and Benefits

Features	Benefits
Parts, Travel and Labor Included ⁽¹⁾	Fixed cost – provides service budgeting stability.
Priority access to supply chain	Increases your Return on Investment by providing quick access to spare parts.
On-site Response ⁽²⁾	Flexible scheduling options allow customers to choose the response time that best aligns with their needs.
Highly Skilled Services Representatives	Support the system issues and quickly diagnose and repair according to the manufacturer's specifications.
Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
Site Report	Provide a detailed assessment and recommendations to proactively diagnose and prevent any potential risks to the system.
Annual Preventive Maintenance Visit	One visit per year to assure system is performing to manufacturer specifications.
Environmental inspection	Verify the system's surroundings to optimize the lifetime of the UPS solution.
Secure NMC System	<p>As cybersecurity is a leading concern for business interruptions, the Secure NMC System is our commitment to deliver secure products, utilizing secure development processes, and reliable update management. The Schneider Electric Network Management Card is independently certified to the IEC 62443-4-2 standard by TÜV Rheinland. Additionally, our development processes are certified to both IEC and ISA Security Standards. As part of the Annual Preventive Maintenance Service, Schneider Electric qualified representatives update the IEC 62443-4-2 certified NMC firmware as defined in all applicable Field Advisories and Field Modifications.</p> <p>Download the IEC 62443-4-2 certificates and learn more at www.se.com/secure-nmc</p>

⁽¹⁾ Relocation of the asset covered under this offer shall void this agreement. The asset must be re-commissioned and pass a Pre-Contract Audit at the new location to transfer and continue the coverage provided under this agreement.

⁽²⁾ Geographical restrictions may apply. Please verify availability with your local Schneider Electric Services Representatives.

3.0 Details of Service

3.1 Annual Preventive Maintenance – Service Deliverables

The specific features and deliverables of the Annual Preventive Maintenance service ⁽³⁾ are listed below. For each item listed, Schneider Electric Services qualified personnel will perform the work on your Uninterruptible Power Supply (UPS) and/or Power Distribution Unit (PDU) described and create a printed document summarizing the results.

Annual Preventive Maintenance	
Activities	Descriptions
Perform Visual Inspection	Inspect the UPS and/or PDU solution to verify that system components are clean ⁽⁴⁾ and functioning within designed specifications.
Perform Environmental Inspection	Verify and document that the system's environment is within specified operating conditions including but not limited to room temperature, airflow, dust contamination, etc.
Perform Mechanical / Electrical Inspection	Inspect power and control wire termination points as well as UPS and/or PDU.
Perform Functional Verification	Check UPS and/or PDU event and alarm logs.
	Verify that input, output and bypass voltage and current values are within designed specifications. ⁽⁵⁾
	Perform battery self-test. ⁽⁵⁾
	Verify transfer to battery operation and transfer to and from static bypass. ⁽⁵⁾
	Check parallel operation performance. ⁽⁵⁾
Implement Updates	Verify and implement required Field Advisories and Field Modifications.
	Check circuit board revisions and upgrade as required.
	Update the firmware of the equipment as recommended by the manufacturer.
Deliver Documentation	Deliver a graphical site report documenting UPS and/or PDU status and on-site activities.
	Recommend any additional service activities as required resulting from the Preventive Maintenance activities listed above.

⁽³⁾ In the event that the UPS system has not been covered by a Schneider Electric On-site Maintenance contract, Factory or Extended Warranty for a period of six months or greater, Schneider Electric Services requires a "Pre-Contract Audit" and resolution of any identified issues prior to accepting a service agreement on the system.

⁽⁴⁾ System cleaning will be non-interventional only and will be specific to exterior dust and debris. Schneider Electric will not open or remove any covers, expose live electrical parts or take the system offline for cleaning.

⁽⁵⁾ When applicable for the system configuration.

3.2 On-site Remedial – Service Deliverables

The Advantage Ultra Service Plan for 3-Phase UPS provides Schneider Electric qualified representatives at the customer's location within a specified period of time to diagnose, repair and test the system when required. Related labor, travel and parts are included with this service.

On-site Remedial	
Activities	Descriptions
Check UPS and/or PDU Status	Document the status of the Uninterruptible Power Supply (UPS) and/or Power Distribution Unit (PDU) upon arrival to the site, such as "on-line", "on-battery", "bypass" or other.
Check UPS Alarms	View event logs and display for alarms / information on the UPS.
Diagnose	Troubleshoot reported issue as required.
Repair	Repair the system and replace parts as required.
Test	Perform functional tests conducted after corrective action is taken.
Prepare and Deliver Report	Describe the problem and explain the corrective action taken. A detailed report will be provided.

3.3 Available upgrade to EcoStruxure Asset Advisor for Secure Power and Cooling or to EcoStruxure IT Expert

The connection to EcoStruxure Asset Advisor for Secure Power and Cooling is done through EcoStruxure IT Gateway (free downloadable software, available also as a hardware appliance, sold separately). The connection is done in a secure way, through a local gateway that encrypts data, before sending it to the cloud account where is available to be accessed by the Customer through a web interface or a mobile app. Once the asset is connected, the Customer can see and organize the asset and its information, like serial number, product name, etc.

When the asset is connected, the Customer has the option to upgrade to two different remote monitoring service and software solutions:

- **EcoStruxure Asset Advisor for Secure Power and Cooling:** *cloud-enabled remote monitoring service by the Connected Services Hub*
Thanks to EcoStruxure Asset Advisor for Secure Power and Cooling, a dedicated team in Schneider Electric will monitor your critical power infrastructure 24/7, managing or troubleshooting any incident from start to end.
- **EcoStruxure IT Expert:** *cloud-enabled remote monitoring software by Customer or Partner*
EcoStruxure IT Expert, cloud-based vendor agnostic software, provides you with full wherever-you-go visibility of your IT physical infrastructure and proactive recommendations on how to improve its performance thanks to big-data analysis. You can use it by yourself or with your preferred partner.

The specific activities of the EcoStruxure Asset Advisor service are listed below.

EcoStruxure Asset Advisor	
Activities	Descriptions
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.
24/7 Remote Monitoring	Schneider Electric will remotely monitor your connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via EcoStruxure IT app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
Delivery of Monthly Report	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.

For more information on EcoStruxure Asset Advisor, please visit se.com/asset-advisor.

4.0 Assumptions and Exclusions

4.1 Assumptions

The successful performance of the tasks defined in this Statement of Work is based on the following key assumptions, which are agreed to by Schneider Electric Services.

4.1.1. Time, People and Location ⁽⁶⁾

- The system must be installed in an environment that adheres to manufacturer specifications.
- Services performed on-site by Schneider Electric Services will be executed during the Schneider Electric business hours unless otherwise requested by the customer. Those hours are Monday through Friday from 8am to 5pm weekly, local time, unless otherwise specified.
- Services are performed on-site by qualified Schneider Electric Services Representatives.
- Hours of Operation for Technical Support are country specific and include either 24/7 or business hours coverage.
- Next-Business-Day is defined as the next day during the business week and normal business hours.
- Response time is defined as elapsed time between when Schneider Electric Services Technical Support determines an on-site visit is necessary and the time the Services Representatives arrive at the customer's site; Please verify the service coverage and response time for your location with your local Schneider Electric Services Sales representatives.
- Schneider Electric will provide services with respect to equipment and assets that are inside the Service Area. "Schneider Electric Services Area" means a location that is within (i) one hundred (100) miles or one hundred and sixty (160) kilometers radius of a Schneider Electric services' 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.
- Geographical restrictions may apply. 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 Schneider Electric Services Sales representatives.
- This service applies to a customer location with standard site and product access. Our Services assume continuous uninterrupted and unobstructed access to the equipment, standby time may be chargeable.

4.1.2. Services Activities and Upgrades

- Preventive Maintenance upgrades to 24/7 are available. On-site response upgrades to 8-hour 24/7 or 4-hour 24/7 are available. The 4-hour 24/7 on-site response upgrade may not be available in all locations, please check with your local Schneider Electric Services Sales representatives or reseller for availability.
- Where 8-hours 24/7 or 4-hours 24/7 services are available for purchase, qualified personnel will arrive on site within 8-hours or 4-hours from the time Schneider Electric Services Technical Support deems an on-site visit is necessary.
- The complete preventive maintenance check implies that the system is placed in maintenance bypass.

⁽⁶⁾ All assumptions that refer to reaching a location within a certain time are subject to local variation. Please contact your local Schneider Electric Services Sales representatives for further information.

- The end user is responsible for ensuring that one staff member is always on-duty, available to be contacted for an incident.
- 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 your local Schneider Electric Services Sales representatives for additional information on Solution or Products obtained from a reseller.
- Schneider Electric Services will define with the Customer the best approach to find a solution and reserves the right not to execute any modification outside of its defined scope of responsibility.

4.1.3. EcoStruxure

- Connected UPS and Cooling systems require an installed Network Management Card (NMC).
- The end user is responsible for putting [all prerequisites in place](#) ⁽⁷⁾, so then to connect his devices to EcoStruxure Asset Advisor for Secure Power and Cooling.
- EcoStruxure Asset Advisor for Secure Power and Cooling service is performed also on third-party devices.
- EcoStruxure Asset Advisor for Secure Power and Cooling service refers only to a remote monitoring service.
- The Terms and Conditions of EcoStruxure Asset Advisor for Secure Power and Cooling are [available here](#) ⁽⁸⁾.
- The connection to EcoStruxure Asset Advisor for Secure Power and Cooling is done through EcoStruxure IT Gateway (free downloadable software, available also as a hardware appliance, sold separately).
- EcoStruxure Asset Advisor for Secure Power and Cooling is only available if EcoStruxure IT is installed and configured accurately.
- EcoStruxure IT mobile app must be installed and enrolled at [this link](#) ⁽⁹⁾ to activate the cloud-enabled remote monitoring service.
- EcoStruxure Asset Advisor for Secure Power and Cooling is operational once the Customer is contacted and validated by the Connected Services Hub, remote monitoring team.
- EcoStruxure Asset Advisor for Secure Power and Cooling, *cloud-enabled remote monitoring service*, is not available in all locations. Please consult with your local Schneider Electric Services Sales representatives for availability in your area.

4.1.4. Secure NMC System

- The Secure NMC System does not include the installation of Network Management Card firmware updates unless they are part of a scheduled Service Maintenance visit.
- Only UPS or PDU devices that uses NMC3 or NMC4 platform are eligible to the Secure NMC System.
 - For NMC3, the Secure NMC System is only available from firmware version 3.0 or higher.
 - For Galaxy VS devices with NMC4, the Secure NMC System is available from firmware version 6.118.3.171 or higher.

⁽⁷⁾ <https://community.se.com/t5/Gateway-software-installation-and/Installing-and-setting-up-EcoStruxure-IT-Gateway/ta-p/447040>

⁽⁸⁾ <https://community.se.com/t5/EcoStruxure-IT-Help-Center/ct-p/ecostruxure-it-help-center-categories?category=ecostruxure-it&board=ecostruxure-it-policies>

⁽⁹⁾ <https://app.ecostruxureit.com/manage/>

- For Galaxy VL devices with NMC4, the Secure NMC System is available from firmware version 14.0.0.3543 or higher.
- For Galaxy VXL devices with NMC4, the Secure NMC System is available from firmware version 15.11.5.316 or higher.

4.2 Exclusions

Any items not expressly included in this service offering will be subject to specific quotation and charged separately after mutual agreement with the customer. For instance, but not limited to:

4.2.1. Additional Scope of Work not expressly included in the order/contract

- Safety Officer or Security escort charges.
- Costs and charges associated with switching and isolation operations.
- Any specialized testing or commissioning.
- Additional type test, test, or factory acceptance test with reports out of Schneider Electric standards.
- Repair of damage caused by abuse, misuse, improper storage conditions, lack of maintenance, maintenance not in accordance with Schneider Electric's/the manufacturer's instructions, non-compliance with Schneider Electric instructions for installation or energizing, mechanical, electrical or electronic overload or other events outside Schneider Electric's control.
- Replacement or repair work resulting from normal wear-and-tear of equipment, damage or accidents owing to insufficient monitoring of the equipment or use that is non-compliant with the purpose of the equipment and/or Schneider Electric's/the manufacturer's instruction.
- Cabling or wiring external to equipment.
- In case of cabling problem or wrong phase rotation, Schneider Electric Services will not carry out any rework on the cabling.
- Software programming and configuration, including EcoStruxure IT Gateway.
- Process design, civil and other mechanical works.
- Consumables, additional spare parts, cables or other materials and related labor and travel costs (such as: batteries, wearing parts, including, but not limited to, capacitors and fans).
- Supply or installation of additional equipment or raw material required to perform and related labor costs (site busbar, cabling, generators, lifts, testing kit, lift, crane, ladder, containment and cable glands, including connection to site ground, unless specifically detailed as included).
- Removal and disposal of legacy equipment.
- Electrical Installation of new equipment.
- Support for third-party equipment.
- Replacement of batteries.
- Adaptations required due to insufficient nature of, or error in, the information sent by the Customer, a change to the location of the equipment or its environment.
- All on-site support dispatch service, resulting from EcoStruxure Asset Advisor for Secure Power and Cooling remote service monitoring service are governed by a dedicated Statement of Work which is not included in this Statement of Work and will be charged following our standard pricing list. Please refer to your Schneider Electric Services Representatives for more information.
- Equipment not provided by Schneider Electric Services. Examples include but are not limited to:
 - Third-party components,
 - Switchgear,

- Information Technology (IT) Equipment.
- Installation activities not provided by Schneider Electric Services as part of this service include but are not limited to:
 - System installation,
 - Battery assembly,
 - Information Technology (IT) Equipment migration services,
 - Specialized testing or commissioning services.

4.2.2. Additional time or fee not planned to access or exit from Customer site

- Delay in gaining access to or obtaining work permits for the utility substation or other aspects of the site.
- Delays incurred due to compliance with exceptional background check requirements or due to required medical or drug tests.
- Additional health and safety, environmental or security requirements at the Customer's site which were not previously agreed to Schneider Electric.
- Induction, Safety or Cybersecurity training longer than planned.
- Access to final on-site destination longer than 30 minutes from gate to the equipment.
- Delays related to IT (no camera, no laptop, format disk after mission).

4.2.3. Stand by time/Waiting Time more than 30 minutes unless caused by Schneider Electric

- Unavailability of Customer or its third parties required for the performance of the services.
- Unavailability of equipment, tools, hardware, software, internet connectivity, or office space required for the performance of the services.
- Cancellation or postponement of the services by the Customer (unless in accordance with the contract with Schneider Electric).
- Delay or unavailability of transport either when not organized by Schneider Electric or outside of Schneider Electric's control.

4.2.4. Extra working hours not included in order/contract

- Schedule modification or acceleration plan requested by the customer.
- Additional expenses (accommodation, catering and transportation).
- Delay in decisions and approvals by the Customer.
- Delay or unavailability of accurate and complete information as requested by Schneider Electric.

4.2.5. Other circumstances that increase the time or costs of performing

- Other events or circumstances outside of Schneider Electric's reasonable control which increase the time or costs of performing the services.

Please contact your local Services Representatives for clarification.

Pandemic Protocol: Schneider Electric reserves the right to amend, withdraw or otherwise alter this submission without penalty or charge as a result of any event beyond its control arising from or due a pandemic or similar events, including changes in laws, regulations, bylaws, or direction from a competent authority.

5.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric Services and the Customer.

5.1 Schneider Electric Services Responsibilities

- Schedule qualified representatives to perform services.
- Meet the pre-determined scheduled service date.
- Manage and coordinate scheduling of the preventive services or other needed interventions.
- Perform services to manufacturer's specifications and conform to local health and safety regulations.
- Meet manufacturer and Customer safety requirements.
- Submit site forms, documentation/report to the Customer.
- Inform and provide recommendations to the Customer about any action items not included in this Statement of Work.
- As part of the On-Site Remedial service:
 - Perform the defined maintenance service tasks,
 - Submit site and maintenance forms to the customer,
 - Identify and document open Schneider Electric Services and/or Customer issues.

5.2 Customer Responsibilities

- Prior to order, inform Schneider Electric Services Sales of any special site conditions that could prohibit the successful execution of this standardized service, such as but not limited to, security clearance, site access requirements, unions, no truck access, no loading dock, no elevator access, no inside moving equipment available, etc.; Once agreed upon with Schneider Electric Services Sales, acceptable special site conditions must be clearly identified on the Customer Purchase Order.
- Provide dates and times when the scheduled work can be performed.
- Provide Schneider Electric with 5 business days' notice of any required reschedule.
- Facilitate site access for Schneider Electric Services personnel.
- Provide a suitable path within the building to relocate the components from the dock to the UPS system location.
- Provide a suitable location for the staging of the old components nearby the UPS system location.
- If possible, allow the use of Customer on site moving equipment, such as, moving dolly, two wheeled truck, pallet jack, etc.
- Provide a named resource for scheduling of the services.
- Notify Schneider Electric Services personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- Ensure safety plan is in place prior to intervention.
- Set-up EcoStruxure IT Free and maintain the contact list on the web profile.
- Provide a point of contact during time of service.
- Provide a point of contact at the completion of service to sign off on performed work.
- Provide the name of the project manager (if applicable).
- Have the parties responsible for operation of the equipment present for basic operator training after the system start-up.
- Schneider Electric will make multiple attempts to proactively contact the Customer to schedule maintenance services due. However, it is finally the Customer's responsibility to ensure all services due are scheduled in advance of contract expiration.

6.0 Project Work Details

The project work details listed below are provided by Schneider Electric Services for the Customer with regard to services date, place and completion criteria.

6.1 Schedule

Actual set dates will be discussed and approved between Schneider Electric Services and the Customer.

6.2 Location

The location of this service will be on-site and will be agreed to by Schneider Electric Services and the Customer prior to the service delivery.

6.3 Completion Criteria

Schneider Electric Services is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric Services completes the tasks described in Section 3.0 of this Statement of Work document.
2. This service and Statement of Work are terminated for other reasons within the Service Customer Agreement.

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