



# 7-year Parts-only Extended Warranty for Lithium-ion Battery Racks

## Statement of Work

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Prepared by Secure Power Services  
Scope: Service Plans

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## 1.0 Executive Summary

The 7-year Parts-only Extended Warranty for Lithium-Ion Battery Racks offers the Customer peace of mind by providing technical support, connection to our cloud-based remote monitoring service EcoStruxure Asset Advisor for secure power & cooling, and priority access to the supply chain for remedial replacement parts.

The 7-year Parts-only Extended Warranty can be purchased with the original equipment or at any time prior to the expiration of the original factory warranty. Preventive Maintenance Visits can be purchased separately.

## 2.0 Features & Benefits

Features	Benefits
<b>No Additional Cost for Replacement Parts</b>	Provide low cost insurance for the Customer's peace of mind.
<b>Long-term Coverage</b>	Cover the cost of replacement parts for the duration of the extended warranty.
<b>Battery Rack Coverage</b>	Include the parts normally covered under the factory warranty including batteries, rack, Battery Management Systems (BMS), Switched Mode Power Supply (SMPS).
<b>EcoStruxure IT Free <sup>(1,2)</sup></b>	<p>EcoStruxure IT Free brings “you” visibility into your critical data center equipment. Get access to your IT physical infrastructure inventory at anytime from anywhere and understand the overall health of your connected equipment from any device.</p> <p>EcoStruxure IT Free consists of a software gateway, a mobile app, a cloud-based account to store your data and a web interface to visualize your data. EcoStruxure IT is complimentary for all Schneider Electric Customers and is also the base platform for EcoStruxure Asset Advisor (remote monitoring service) and EcoStruxure IT Expert (monitoring software).</p>

<sup>(1)</sup> EcoStruxure IT Free is only available on networked equipment or if there is a management device.

<sup>(2)</sup> Geographical restrictions apply. Please verify availability with your local Schneider Electric Field Services Representative.

## 3.0 Details of Service

### 3.1 7-year Parts-only Extended Warranty for Lithium-ion Battery Racks – Service Deliverables

The specific features and deliverables of this service are listed below.

Service Deliverables	
Activities	Description
Technical Support	Assist the Customer in identifying the required part(s) and begin the process of shipping the part(s) to the Customer's location.
Organize Parts Shipment <sup>(3,4)</sup>	Organize the shipment of the required part(s) identified by the qualified Schneider Electric Services personnel to the Customer's location.

<sup>(3)</sup> Maintenance visits, for example to correctly fit spare parts, can be purchased separately.

<sup>(4)</sup> Shipment costs are not included in this service.

## 4.0 Assumptions & 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 & Location <sup>(5)</sup>

- The system must be installed in an environment that adheres to manufacturer specifications;
- Services performed on site by Schneider Electric Field Services will be executed during 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;
- Hours of Operation for Technical Support are Country specific and include either 24/7 or business hours coverage;
- 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 in this Statement of Work and the local service definitions will prevail. For more information, please refer to your Schneider Electric Services sales representative; and
- 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 & Upgrades

- 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 the local Schneider Electric sales representative for additional information on Schneider Electric Services Solutions on Products obtained from a reseller;
- Schneider Electric Field 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;
- The end user is responsible for ensuring that one staff member is always on duty, available to be contacted for an incident;

<sup>(5)</sup> All assumptions that refer to reaching a location within a certain time are subject to local variations. Please contact your local Schneider Electric Services sales representative for further information.

## 4.2 Exclusions

Any items not expressly included in this offer for the Services will be subject to a specific quotation from Schneider Electric and will be charged in addition subject to agreement with the Customer. This includes, for instance, but is 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;
- Additional type test, test or FAT with reports or other reports outside the Schneider Electric standards; or any specialized testing and commissioning;
- 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 Field 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 (e.g.: 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;
- Support for third-party equipment;
- Intervention in a different location than planned;
- 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 & cooling remote 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 sales representative 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; and
  - 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; and
- 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); and
- 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; and
- 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 Schneider Electric Services sales representative for clarification.

***COVID-19: The company 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 to the current COVID-19 pandemic or events subsequent to this pandemic, 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 Customer Responsibilities

- Set-up EcoStruxure IT Free and maintain the contact list on the web profile.

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