



# On-site Extended Warranty Service for Room, Row and Rack Cooling Products

## Statement of Work

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Prepared by Secure Power Services  
Scope: Service Plans

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## 1.0 Executive Summary

The On-site Extended Warranty Service for Room, Row and Rack Cooling Products provides qualified service personnel to conduct remedial repairs in the unlikely event of a problem as well as two scheduled preventive maintenance service visits providing a comprehensive visual, environmental and operational inspection of the 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. This service provides a seamless extension of the factory warranty by one or two years. This service can only be purchased concurrently with the sale of the cooling product.

### 1.1 (Minimum) Semi-annual Maintenance Visits

The On-site Extended Warranty Service for Cooling Products consists of two scheduled semi-annual preventive maintenance visits whereby a qualified Schneider Electric Services personnel performs a comprehensive inspection of the cooling unit to maximize critical load uptime by helping ensure the components are performing to defined factory specifications. The service personnel inspects environmental conditions, performs maintenance tasks and checks system operating conditions. Cleaning or replacement of consumables (return air filters and humidifier cylinders when applicable) are included with this service. The Semi-Annual Preventive Maintenance response is next-business-day. This service schedule may be upgraded to 24/7, which allows scheduling outside normal business hours, including weekends and holidays. The Semi-annual Preventive Maintenance schedule is the minimum service interval offered for On-site Extended Warranty Service. Additional service upgrades to the Semi-annual Preventive Maintenance schedule are available on quarterly and monthly basis for increased unit protection and uptime.

### 1.2 On-site Remedial Services

The basic service covers on-site remedial repair visits as required. Schneider Electric Services standard offering is a next-business-day service response. Upon situation review, Schneider Electric Services will dispatch qualified personnel to the Customer's location to arrive next business day. This service response offering includes parts, labor and travel.

## 2.0 Features & Benefits

Features	Benefits
<b>Parts, Labor and Travel Expenses Included</b>	Provide service budgeting stability – fixed cost.
<b>Agile Response</b>	Help support your up-time requirements with adaptable response time.
	Provide equipment coverage through built-in preventative maintenance with upgrades to the preventative maintenance intervals to provide total equipment coverage.
<b>Cost of Ownership</b>	Fixed cost for preventative maintenance and repairs with fixed pricing for service and preventative maintenance response time upgrades.
<b>Highly Skilled Field Service Representatives</b>	Help ensure proper troubleshooting and repair the first time.
<b>System Performance Check</b>	Help assure the cooling system performs to manufacturer's specifications for optimum availability.
<b>Customer Resources</b>	Allow Customer resources to concentrate on core business objectives.
<b>On-site Response</b>	Allow Customers to choose the response time that best aligns with their needs thanks to flexible scheduling options.
<b>Environmental Inspection</b>	Optimize the lifetime of the cooling system.
<b>Supply Chain Priority Access</b>	Increase the return on investment by providing quick access to manufacturer's spare parts.
<b>Preventive Maintenance Visit Report</b>	Help ensure all action items are completed.
	Inform and provide recommendations to the Customer about any action items not included in the Statement of Work.
<b>Site Report</b>	Provide an assessment of the system and recommendations to guarantee optimum system availability and functionality.
<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.</p> <p>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 Semi-annual Preventive Maintenance – Service Deliverables

The Semi-annual Preventive Maintenance Service provides qualified Schneider Electric Services personnel at the Customer’s location on a pre-determined scheduled date. The following table lists the details of the service tasks provided with these visits.

Site Environment	
Activities	Description
<b>Environmental Inspection</b>	Measure and record room temperature and humidity.
	Check the system for adequate cooling capacity to support the load and make recommendations as necessary.
	Help ensure the environment is within manufacturer-specified operating conditions and clearances.
	Document any environmental non-compliance problems and recommend appropriate action as necessary.
<b>Maintenance Tasks (as applicable)</b>	Inspect unit for damage, missing or broken hardware, and abnormal noises.
	Inspect doors, panels, gaskets, and hardware.
	Check external paint integrity.
	Inspect for foreign debris and signs of corrosion within the unit.
	Check and tighten electrical connections within the unit.
	Replace drive belts, check, and lubricate bearings, check motor mounts, pulleys, and set screws.
	Clean or replace the factory installed air filter and water filter.
	Inspect heat exchangers, fan blades, and coil fins.
	Inspect for water leaks on the factory supplied piping system.
	Visual inspection for refrigerant and/or chilled water leaks.
	Visually inspect for water/glycol condenser loop for leaks if applicable.
	Inspect condensate pan and verify proper condensate removal from unit.
Clean or replace the humidifier cylinder. Inspect humidifier water valves.	
Check and tighten pipe clamps, piping joints, and compressor mounting hardware within the unit.	
<b>System Operating Conditions Check</b>	Measure and record the primary and secondary voltages and major component amperage readings.
	Check and adjust fan speed regulation and controls.

<b>System Operating Conditions Check</b>	Check the chilled water and/or condenser water supply temperature and water flow. Check the glycol concentration.
	Verify operation of the water regulating valve and actuator if applicable.
	Check compressor operation if applicable.
	Measure and record refrigerant pressures and temperatures.
	Check the refrigerant and compressor oil level; check the filter drier pressure drop.
	Check the refrigerant metering device and head pressure control valve operation.
	Check operation of the Outdoor Condenser, Fluid Cooler, and Pump Package if applicable.
	Check and adjust fan speed and pump control settings.
	Verify unit modes of operation: cooling/reheat/humidification/dehumidification.
	Confirm unit's ability to maintain temperature and humidity set-points.
	Verify controller configuration and control set-points.
	Check and calibrate safety switches, pressure, temperature, and humidity sensors.
	Check operation of group control, redundancy failover, and lead-lag functions.
	Review alarm history and investigate logged alarms.
<b>Documentation</b>	Document system condition and further service needs and provide that document to the Customer.
	Make recommendations to Customer regarding cooling solution repairs or enhancements if required.

### 3.2 On-site Extended Warranty for Room, Row, and Rack Cooling Products – Service Deliverables

The On-site Extended Warranty for Room, Row, and Rack Cooling Products Service visit provides qualified Schneider Electric Services personnel at the Customer’s location within a specified period of time.

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

Features	Benefits
Cooling Unit Status Check	Document the status of the cooling unit upon arrival to the site (i.e. loss of cooling.)
Cooling Unit Alarms Check	View active alarms, event log and display for alarms / information.
	Download event logs from the Cooling Unit.
Troubleshoot	Troubleshoot and repair the system as required functional testing conducted after corrective action is taken
On-site Service Report Preparation	Describe the problem of the cooling Unit
	Describe the corrective actions taken to resolve the problem of the cooling unit.

### 3.3 EcoStruxure IT Free & the Remote Monitoring Solutions – Service Deliverables

Customers buying the “On-site Extended Warranty Service for Room, Row and Rack Cooling Products” have access to EcoStruxure IT Free. EcoStruxure IT Free is a modern cloud platform that connects the devices supplied by Schneider Electric and other vendors <sup>(3)</sup> to the cloud for instant access from anywhere. The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software, available also as a hardware appliance, sold separately). Data transmission is out-bound only, using safe, industry standard protocols for the connection. The local gateway encrypts all 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.

<sup>(3)</sup> Subject to verification.



### 3.4 Upgrading to EcoStruxure Asset Advisor for secure power & cooling or EcoStruxure IT Expert

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

- EcoStruxure Asset Advisor for secure power & cooling: cloud-enabled remote monitoring service by the Connected Services Hub**  
 Thanks to EcoStruxure Asset Advisor for secure power & cooling, a dedicated team in Schneider Electric will monitor your critical power infrastructure 24/7, managing or troubleshooting any incident from start to end; and
- 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 for secure power & cooling service are listed below:

Activities	Description	Service Level	
		Prevent	Predict
<b>24/7 Expert Remote Monitoring and Notification Service</b>	Expert monitoring of critical assets by Schneider Electric experts in the Connected Services Hub.	Yes	Yes
<b>Alarm/Incident Management and Troubleshooting</b>	Notification management provided by our expert teams and assistance with troubleshooting to help resolve problems.	Yes	Yes
<b>Alarm and Incident Monthly Report</b>	Condensed summary of all the critical events and alarms of your connected devices over the past month.	Yes	Yes
<b>Battery Analytics <sup>(4)</sup></b>	Battery health status based on product usage history.		Yes
<b>Cybersecurity Assessment</b>	Provide improved security via assessment of connected devices.		Yes
<b>Asset Health Semi-annual Report</b>	Critical assets health and cybersecurity recommendation provided twice per year.		Yes

For more information EcoStruxure Asset Advisor, please visit [www.se.com/asset-advisor](http://www.se.com/asset-advisor)

<sup>(4)</sup> Battery analytics only applicable to eligible Symmetra, Smart-UPS and Galaxy product lines that meet Gateway requirements.



## 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;
- All services are performed on site by qualified Schneider Electric Services personnel;
- 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 Field Services Representative arrives at the Customer's site. Please verify the service coverage and response time for your location with your local Schneider Electric Services sales representative;
- 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

- Preventive Maintenance upgrades to 24/7 are available. On-site response upgrades to 8-hour 24x7 or 4-hour are available. The 4-hour on-site response upgrade may not be available in all locations, please check with your local Schneider Electric service sales representative or reseller for availability;
- Where next-business-day, 4-hour or 8-hour services are available for purchase, qualified personnel will arrive on site within 4-hour or 8-hour or next-business-day 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.
- 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;

<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.

- The end user is responsible for ensuring that one staff member is always on duty, available to be contacted for an incident;
- The end user is responsible for putting all prerequisites in place to enable their devices to be connected to EcoStruxure Asset Advisor for secure power & cooling;
- All devices require an installed Network Management Card (NMC) or be EcoStruxure-ready via SmartConnect. The device must be connected to and discoverable on a TCP/IP network that can be made accessible to connect to the EcoStruxure IT Gateway or via the SmartConnect port;
- EcoStruxure Asset Advisor for secure power & cooling, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric Services sales representative for availability in your area;
- EcoStruxure Asset Advisor for secure power & cooling refers only to a remote monitoring service;
- The Terms and Conditions of EcoStruxure Asset Advisor for secure power & cooling are available [here](#).
- The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software, available also as a hardware appliance, sold separately);
- EcoStruxure Asset Advisor for secure power & cooling is only available if EcoStruxure IT is installed and configured accurately;
- EcoStruxure IT mobile app must be installed and enrolled at this [link](#) to activate the cloud-enabled remote monitoring service; and
- EcoStruxure Asset Advisor for secure power & cooling is operational once the Customer is contacted and validated by the Connected Services Hub, remote monitoring team.

## 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***

## 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 and approved personnel to perform services;
- Meet the pre-determined scheduled service date;
- Perform all the On-site Extended Warranty Service for Room, Row, and Rack Cooling Products activities listed in this Statement of Work;
- Perform services to manufacturer specifications and conform to local health and safety regulations;
- Meet manufacturer and Customer safety requirements;
- Submit site forms 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 Extended Warranty Service for Room, Row, and Rack Cooling Products:
  - Operate system in different modes of operation;
  - Identify and document open Schneider Electric Services and/or Customer problems; and
  - Provide a signed copy of the On-site Extended Warranty Service for Room, Row, and Rack Cooling Products site and maintenance forms to the Customer.

### 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, i.e., 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 and 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 and provide a point of contact at the completion of service to sign off on completed work;
- Provide the name of the project manager (if applicable) and have the parties responsible for operation of the equipment present for basic operator training after the system start-up; and
- 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 all the tasks described in Section 3.1 of this Statement of Work document; and
2. This service and Statement of Work are terminated for other reasons within the Service Customer Agreement.

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