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1.0 Executive Summary

Start-Up of the External Valve Regulated Lead-Acid (VRLA) batteries has become even easier for the standard Schneider Electric battery solution.

With the External VRLA Battery Start-Up Service, a Schneider Electric certified field service engineer will energize and check functionality of the battery system in all modes to ensure compliance with manufacturer specifications. The External Battery Start-Up will be performed in connection with Start-Up of the UPS system.

2.0 Features & Benefits

Features	Benefits
Provides qualified and approved service personnel	Assurance of proper start up, which helps extend product life.
Battery Inspection	Assurance that the batteries are performing according to specifications.
Battery Interconnection check	Assurance of prolonged battery life expectancy.
Battery Start-up	Assurance that the UPS system will perform according to proper specifications for optimum availability.
Schneider Electric authorized personnel start up the system	Assurance that full warranty will apply thereby maintaining fixed service costs.
Frees up customer resources	Allows customer resources to concentrate on core business activities.

3.0 Details of Service

The External VRLA Battery Start-Up Service can be performed either within normal business hours or outside of normal business hours (including weekends and holidays). Battery Start-Up Service scheduling depends on the scheduling hours that are defined in the UPS Start Up Agreement as these two services will be performed concurrently whenever possible.

Inspection	
Activities	Description
Equipment Verification	Schneider Electric service will verify required equipment is on-site.
Battery Inspection	Schneider Electric service will visually inspect condition of batteries and cabling.

Verification	
Activities	Description
Battery interconnections	Schneider Electric service will connect battery interconnects where applicable.
Voltage check	Schneider Electric service will check open cell voltage of all batteries.
Conductivity check	Schneider Electric service will check impedence and conductance of all batteries.
Torque verification	Schneider Electric service will verify terminal torque meets manufacturer specifications.
Equipment verification	Schneider Electric service will verify required equipment is on-site.

Start Up	
Activities	Description
Perform Start Up	Schneider Electric service will energize and check functionality of the battery system in all modes to ensure compliance with manufacturer specifications.

Report Submission	
Activities	Description
Provide Comprehensive Report	The report will discuss the battery visual environmental conditions.
	The report will discuss the battery measured environmental conditions.
	The report will discuss the battery voltage measurements.
	The report will discuss the battery conductance/resistance measurements.

3.1 STRUXUREON MONITORING SERVICE – PREMIUM SERVICE DELIVERABLES

StruxureOn is a digital monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting and visibility into your equipment lifecycle. A mobile app, available on Android and IOS, allows instant access to live sensor data, and chat with your own team and the experts at the Schneider Electric Service Bureau 24 x 7, providing peace of mind and fast problem resolution.

Machine data forms the basis of long-term operational insights and analytics, aimed at reducing equipment maintenance costs, and delivered through a secure connection.

IMPORTANT! With the Premium Service, the customer may connect each device under contract in Premium mode and unlimited number of devices in Standard mode. Additional devices can be connected in Premium mode for an annual fee.

For additional information and availability in your country, please go to: <https://struxureon.com>

Information on system requirements can be found on: <https://struxureon.com/system-requirements/>

The specific activities of the **Premium** service are listed below:

Activities	Description
Alarms and live data on StruxureOn app	Always connected to your physical infrastructure, showing live sensor data and device details directly on your smartphone.
24-Hour Monitoring	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
Immediate Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via Smartphone app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
Delivery of Regular 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.
Expedited Problem Resolution	<p>Schneider Electric will:</p> <ul style="list-style-type: none"> • receive immediate notification of physical infrastructure alarms; • notify and work with the customer to diagnose the problem as well as coordinate and recommend remedial actions. <p>Provided on-site service is purchased. If on-site service is dispatched, the Schneider Electric technician will acquire the pertinent information prior to arriving on-site.</p>

4.0 Assumptions

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

- This service is only applicable for Schneider Electric provided UPS and VRLA battery systems.
- It is not applicable for vented lead-acid (VLA or wet cell) batteries.
- If Schneider Electric supplied cables are not used due to installation configuration, then battery connections are not covered as part of this service.
- If not performed concurrent with UPS start-up, then it will be necessary to allow two (2) weeks lead time to schedule the service.
- Batteries must be installed and maintained in an environment that meets manufacturer specifications.

5.0 Scope of Responsibility

The items stated in this section are responsibilities to and from Schneider Electric and customer.

5.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Meet the customer's service schedule date.
- Perform all of the battery start up service tasks.
- Submit appropriate documentation to the customer.
- Ensure all action items are complete.
- Inform and provide recommendations to the customer about any action items not included in the SOW.

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
- Facilitate site access for Schneider Electric service personnel.
- Notify Schneider Electric service personnel of any security clearance requirements in advance of arrival.
- Notify Schneider Electric service personnel of any safety training and safety equipment requirements.
- Ensure special rigging requirements are addressed and ensure all electrical installations have been completed.
- Provide an on-site point of contact.
- Sign the completed start up form.

6.0 Project Work Details

The information stated here are the details of the installation project performed by Schneider Electric for the customer with specifications on schedule, location and successful completion criteria.

6.1 SCHEDULE

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

6.2 LOCATION

The location of this service will be at customer site. It will be discussed and approved by Schneider Electric and the customer.

6.3 COMPLETION CRITERIA

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

1. Schneider Electric completes all the tasks described in Section 5.1 of this Statement of Work (SOW).
2. This project and Statement of Work (SOW) are terminated for other reasons, within the Schneider Electric Customer Agreement.

7.0 Terms and Conditions

Schneider Electric Standard Terms and Conditions apply.

The information provided in this Scope of Work cannot be used or duplicated, in full or in part. Other uses for this document are prohibited without written consent by Schneider Electric.

All documentation, photographs, imaging or other information provided by the customer, or gathered at the customer site, will be for internal use only and used solely for the purpose of report generation, analysis and recommendations.

All services' conditions included in this document apply (i) only between Schneider Electric and that organization that bought the Services Solutions; and (ii) only to those products and services ordered by the Customer at the time that the Schneider Electric Services information is current. Schneider Electric may change the Schneider Electric Services Information at any time. The Customer will be notified of any change in the Schneider Electric Services Information in the manner stated in the then current product ordering and/or services solutions related agreement between Schneider Electric and the Customer, but any such change shall not apply to products or service ordered by the Customer prior to the date of such change.

Schneider Electric will have no obligations to provide Services Solutions with respect to equipment and assets that are outside the Service Area. "Schneider Electric Service Area" means a location that is within (i) one hundred (100) miles or one hundred and sixty (160) kilometers radius of a Schneider Electric service 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.

Products or 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.

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