

A photograph of three people in a server room. A man in a light blue shirt is pointing at a tablet held by a man in a grey work shirt. A woman in a patterned top is looking at the tablet. The background shows rows of server racks.

Advantage Ultra Plan for VRLA Battery Systems

Statement of Work

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Prepared by Secure Power Services
Scope: Service Plans

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CFOT-87HREV

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1.0 Executive Summary

The Advantage Ultra Plan for VRLA Battery Systems provides remedial repairs as well as one scheduled preventive maintenance service visit during the agreement year.

1.1 Annual Preventive Maintenance Visit

Included as part of the Advantage Ultra Service Plan for VRLA Battery Systems, the annual preventive maintenance visit provides a comprehensive visual, environmental and electronic inspection of the battery system to help ensure that components are performing to defined technical and environmental specifications. This service includes labor, travel expenses and a 24/7 scheduling upgrade option is available.

1.2 On-site Remedial Services

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

The standard response time is next-business-day with response time enhancement options available for purchase. The response time for batteries mirrors the response time purchased for the UPS at no additional cost to the Customer.

2.0 Features & Benefits

Features	Benefits
Parts, Batteries, Travel and Labor Included	Provide service budgeting stability at a fixed cost. Remedial battery replacement included.
On-site Response	Allow Customers to choose the response time that best aligns with their needs.
Highly Skilled Field Services Personnel	Help assure that the system operates according to the manufacturer's specifications.
Technical Support	Provide escalation support to address system problems in a timely and efficient manner.
Documentation	Provide a detailed assessment and recommendations to proactively diagnose and help prevent any potential risks to the system.
Proactive Maintenance	Help assure system will perform to manufacturer specifications.

3.0 Details of Service

3.1 Advantage Ultra Plan for Battery Systems - Service Deliverables

The Advantage Ultra Plan for Battery Systems provides qualified Schneider Electric Services personnel at the Customer’s location on a scheduled date. The following table lists the details of the service tasks provided with this visit.

System Environment	
Activities	Description
Visual Inspection	Inspect the integrity of the battery rack or cabinet.
	Check the terminal posts and connectors for evidence of corrosion and batteries for cracks, leaks or excessive bulging.
Environmental Inspection	Measure and record ambient air temperature of the battery enclosure.
	Check the general appearance and cleanliness of the battery system.
Torque Inspection	Check the hardware torque of the battery connectors according to manufacturer specifications during the annual visit. ⁽¹⁾
Functional Verification	Measure manually and record the DC float voltage and internal battery resistance of each block of the battery string(s). ⁽¹⁾
	Measure manually and record DC float voltage and DC charge current.
	Helps ensure AC ripple voltage and current are within design specifications. ⁽¹⁾
	Perform overall system diagnostics and publish battery voltage and current data for analysis and trending through module or battery level measurements.
Documentation	Deliver a comprehensive site report to the Customer documenting any battery system that is not working as expected, and recommended corrective actions.

3.2 On-site Remedial Repairs- Service Deliverables

The Advantage Ultra Plan for Battery Systems provides qualified Schneider Electric Service personnel at the Customer’s location within a specified period to diagnose, repair, and test the battery system in the event of downtime. Related labor, travel, parts and batteries are included with the service.

⁽¹⁾ Applies to non-modular VRLA battery systems.

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 ⁽²⁾

- 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; and

⁽²⁾ 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.

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;
- Process design, civil and other mechanical works;
- Consumables, additional spare parts, cables or other materials and related labor and travel costs (e.g.: batteries at end of life, wearing parts, including, but not limited to, capacitors and fans);
- A failed battery determination must be made by either Schneider Electric Services qualified personnel to be eligible for replacement. Weak battery conditions, as determined from battery discharge information, do not constitute a failed battery.
- 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;
- 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 Schneider Electric Services Responsibilities

- Schedule qualified and approved personnel to perform services;
- Meet the pre-determined scheduled service date;
- Perform all the Advantage Ultra Plan for Battery Systems activities listed in this Statement of Work;
- Perform services to manufacturer specifications.
- 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 Advantage Ultra Plan for Battery Systems:
 - Operate system in different modes of operation;
 - Identify and document open Schneider Electric Services and/or Customer issues; and
 - Provide a signed copy of the Advantage Ultra Plan for Battery Systems 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;
- 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;
- Provide a point of contact during time of service;
- 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);
- 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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