

1.0 Executive Summary

Schneider Electric Start-Up Service is a key part of a complete deployment of Cooling equipment in Data Centers, Server Rooms and Wiring Closets.

This service provides the certified Schneider Electric field service engineers needed to verify proper installation of the equipment, per Schneider Electric service installation documentation and energize and check the functionality of the Cooling product in all modes of operation. This service provides the customer with the assurance that the solution has been started-Up according to Schneider Electric service standards and specifications. It also accepts the cooling system to the factory warranty.

2.0 Features & Benefits

Features	Benefits
Start-up Service Provided 5x8 Or 7x24 Scheduling	A flexible service program to meet customers varying business operations requirements.
Provide Qualified and Approved Service Personnel	Frees customer resources to concentrate on core business activities.
Installation Inspection	Verifies the installation and provides a report of any issues which may lead to equipment downtime or decreased system performance.
Factory Trained Technician	Provides assurance that the system start up and operation will be performed by qualified service personnel.
Train Customer Support Staff On Basic Operation Of The Equipment	Provides the customer with enhanced operation and maintenance Knowledge.

3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric service will perform the work described and create and maintain a project summary document that contains the key data and information. A copy of this documentation will be provided to the customer upon completion of the service.

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Pre-Start up Inspection	
Activities	Description
System/Environmental & Service Requirements Inspection	Schneider Electric service will check the Cooling Product installation to ensure There are no signs of damage and that the environment is suitable for operation and there will be sufficient clearance around the system for service.
Installation Check	Schneider Electric service will confirm the Cooling Unit is properly grounded and electrical supply Is installed per specifications. Perform a thorough check of all field installed piping, isolation valves, customer controls and monitoring.

Start Up Service	
Activities	Description
Electrical Checks	Schneider Electric service will verify proper rotation of blowers, compressors, condenser fans and pumps. Record voltages for main and control and record amperage draws for all components of the system supplied by Schneider Electric service.
System Operation	Schneider Electric service will measure and record Chilled Water temperature and flow rate to verify proper unit performance.
	Schneider Electric service will record refrigeration circuit temperatures and pressures and verification of proper charge.
	Schneider Electric service will ensure all modes of unit operation and function of internal components.
	Schneider Electric service will verify operation of "OHE" (Out Door Heat Exchangers: Air Cooled Condensers/Dry Coolers & Pump Packages)
System Set-Up	Schneider Electric service will set-up optimum set-points for Cooling/Heating/Humidification/Dehumidification.
	Schneider Electric service Will configure the redundant group control if it applies and set-up the alarm thresholds based on customer recommendations or best practices.
	Schneider Electric service will set-up the OHE (Outdoor Heat Exchanger) for proper operation based on equipment application.
Verify Ancillary Components	Schneider Electric service will verify operation of factory supplied ancillary devices like Water Detection, Smoke Detection, and Condensate Pumps.
Equipment Training	Schneider Electric service will train the customer/support staff on basic operation and control settings.
Documentation	Schneider Electric service will submit the completed site form to the customer.

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 this statement of work (SOW) is based on the following key assumptions, which are agreed to by Schneider Electric service.

- The scheduled on site work time will be discussed and approved between Schneider Electric service and the customer.
- Schneider Electric service will provide the customer with authorized service personnel to start up the Cooling Equipment.
- In some geographies, Schneider Electric service will send a pre-commissioning checklist to be completed and sent back to Schneider Electric before the on-site visit.
- Customer needs to purchase one contract per unit.
- Unit must be installed and maintained in an environment that adheres to manufacturer specifications and recommendations.
- Schneider Electric service will provide the customer with a Start-Up site form indicating that the Cooling Solution was properly energized and the functionality of the system was checked in all modes of operation to ensure compliance with all service technical specifications.
- Non-standard products purchased through Schneider Electric service will require a customized Statement of Work (SOW).

Activities and items **outside the scope** of Start-Up service:

- Rigging delivery, or placement of any Precision Cooling equipment, module, heat exchanger, or pump system.
- Providing main power or control wiring to the Cooling equipment, OHE and or pump package.
- Providing piping or insulation for Chilled Water, Refrigeration, Condenser loop, Condensate removal or Humidifier water supply.
- Air duct fabrication or connection to for purposes of air distribution.
- Providing refrigerant or additional oil for system charging.
- Building Management Systems (BMS), Modbus, BACNET, or other customer interface wiring.
- Installation of factory supplied ancillary devices; Transformers, Water Detectors, Smoke Detectors and or Fire stats, Remote temperature sensors used for unit control and Environmental Monitoring Units (EMU's) and their sensors.
- Providing or filling any cooling water loop with water, brine or glycol mixtures.
- Purging air or cleaning of external water strainers in the cooling water loop.
- Pressurized leak testing of field installed piping.
- Evacuation of refrigerant piping.
- Start-Up of third party components.
- Building Management System integration (Optional).
- Air or Water balancing or other specialized testing.
- Site Coordination Services or Project Management duties.
- Assembly of cooling equipment or integration with other equipment.

These activities can be integrated into a customized Statement of Work (SOW) at the customer's request. Please contact your certified service sales representative for more details.

5.0 Scope of Responsibility

The items stated here are responsibilities of both service and the customer.

5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Schedule certified engineers to perform service
- Manage and coordinate scheduling of Start-Up service
- Review installation confirm it was performed to manufacturer specifications
- Operate system in all modes of operation
- Perform basic operator training
- Identify and document open Schneider Electric service and/or customer issues
- Provide a signed copy of the Schneider Electric service site forms to the customer

5.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the Start-Up service can be conducted
- Provide completed installation checklist validated by the installing contractor
- Provide network cable wiring to the customers BMS system and or interface wiring with the Precision Cooling equipment and those customers supplied interfaces
- Provide a named resource for scheduling of the service
- Provide a representative of the mechanical and electrical installation company to discuss any issues with the installation of the equipment and or obstacles preventing start-up of the equipment
- Notify Schneider Electric field service engineers of any security clearance requirements prior to arrival on site
- Provide a point of contact at the completion of service to sign off on completed work
- Provide a safe method of service access to all Precision Cooling equipment indoors or outdoors. Customer is responsible to provide any ladders, staging, roof hatches, or catwalks necessary for service requirements.
- Have the parties responsible for operation of the equipment present for basic operator Training
- Complete and send the completed pre-commissioning checklist to Schneider Electric before the on-site visit in the relevant geographies

6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric service for the customer including the schedule, location and successful completion criteria.

6.1 SCHEDULE

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

6.2 LOCATION

The location of this Network AIR Precision Room Air Conditioning equipment service will be on-site. It will be discussed and approved by Schneider Electric service and the customer.

6.3 COMPLETION CRITERIA

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

1. Schneider Electric service completes all tasks described in Section 3.0 of this SOW.
2. This service and SOW are terminated for other reasons, within the Schneider Electric service 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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