

A photograph showing a person in a dark shirt and jeans standing in a data center aisle, working on a server rack. The rack doors are open, revealing internal components. The floor is light-colored tile. A large grey semi-transparent box is overlaid on the left side of the image, containing the title text.

Assembly Service for Thermal Containment

Statement of Work

Date: 30 April 2021

Prepared by Secure Power Services
Scope: On-demand Services

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1.0 Executive Summary

Schneider Electric Assembly Service for Thermal Containment is a key part of a complete deployment of the Thermal Containment solution in data centers and server rooms. This service provides qualified Schneider Electric Services Representative needed to quickly and efficiently assemble elements of a thermal containment solution.

With this service, Schneider Electric Services helps the Customer with the Thermal Containment's installation done according to the solution configuration and to the manufacturer's specifications. In cases where the Thermal Containment components are attached to racks and cooling, the Assembly Service for racks and cooling are a prerequisite for purchasing the Assembly Service for Thermal Containment.

Due to the variation in solution designs and assembly procedures, additional assembly services may be required according to the complexity of the solution.

Please contact your Schneider Electric sales representative for additional information and custom project assembly services.

2.0 Features & Benefits

Features	Benefits
8/5 and 24/7 (1) Service	Meet the Customer's varying business operations requirements with a flexible service program.
Trained and Qualified Service Representative	Minimize assembly time with trained and qualified Schneider Electric Services Representatives.
Scheduling and Delivery Coordination	Avoid any possible delays caused by scheduling and delivery conflicts.
Inventory and Quality Checks	Help assure that the order is complete, and the equipment has been checked for damage prior to assembly.
Configuration Report Verification	Verify that the equipment is placed in accordance with the configuration report site plan.
Removal of Packaging Materials to a Customer Designated On-site Disposal Area	Free Customer resources from disposal of trash material allowing them to utilize the space for their core operations in a timely fashion.
Customer-Specific Site Documentation	Provide the Customer a record of service date, scope, and personnel that can be retained for future reference.

⁽¹⁾ Please check availability in your region with your local Schneider Electric Services sales representative for further information.

3.0 Details of Service

3.1 Assembly Service for Thermal Containment - Service Deliverables

The specific features and deliverables of this service are listed below. For each service item listed below, a single printed document summarizing all the data recorded will be provided.

Site Environment	
Activities	Description
Environmental Requirements	Check that the site environment is suitable for the installation of the Thermal Containment Solution.
Equipment Inspection	Ascertain if the equipment was properly handled and unpacked and inspect for signs of damaged or missing hardware prior to assembly.
Design Conformance	Check that the thermal containment equipment assembly conforms to the configuration report specifications.
Documentation	Document the discovery of issues which may inhibit the successful deployment and operation of the system.

Assembly	
Activities	Description
Inventory Check	Verify that the Customer has received a complete order, record any shortages and advise the Customer.
Pre-Assembly Quality Check	Inspect the equipment to check for damages which may occur during transit, record any damages and advise the Customer.
Equipment Placement	Place the equipment according to the configuration report and verify the location with the Customer.
Grounding	Install the factory supplied ground wire kits.
Adjustments	Check the integration of the thermal containment components for proper fitment and operation.
	Verify the mechanical operation of doors and drop out ceiling panels.
Final Quality Check	Perform a quality check to verify that the assembly is complete and conforms to the configuration report site plan.
Documentation and Keys	Place literature and keys supplied with the equipment in a secure location and notify the Customer of the same.
Shipping Materials	Remove and dispose of shipping and packing materials to an on-site location specified by the Customer.
Review	Perform a review of the assembly with the Customer and note any problems which are discovered.

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 and/or Authorized Services Provider;
- 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

- The end user is responsible for ensuring that one staff member is always on-duty, available to be contacted for an incident.
- 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;

⁽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.

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/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/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 programing 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, 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;
- Moving all the parts from the dock to the room is not included in this service;
- 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 Assembly Service 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;
- Remove and dispose of shipping and packing materials to an on-site location specified by the Customer;
- Inform and provide recommendations to the customer about any action items not included in this Statement of Work;
- As part of the Assembly Service:
 - 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 Assembly Service 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;
- Stage the components in an area close to where the solution will be assembled.
- 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 assembly; 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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