

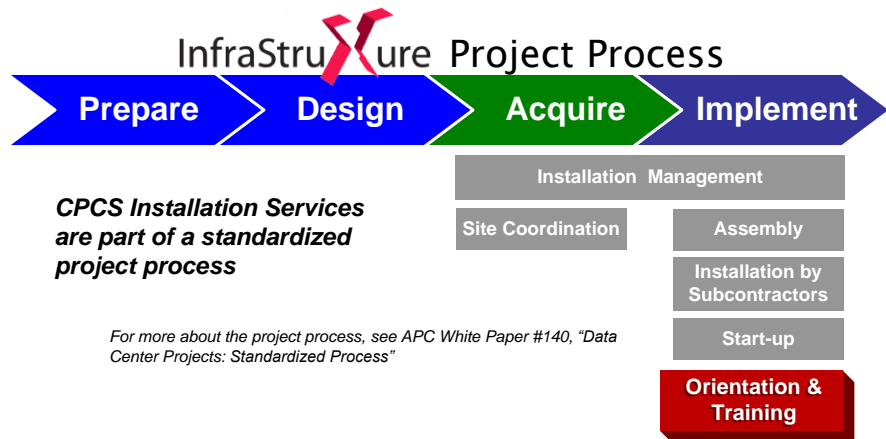
1.0 Executive Summary

Schneider Electric Orientation and Training service is a key part of an overall deployment for small and medium size data centers configured for systems up to 300 kW. This service provides a comprehensive training that optimizes the value of the system by increasing the customer's knowledge base, understanding, and ability to interface with APC InfraStruXure equipment.

Increasing the operators' knowledge is accomplished by completing the Schneider Electric service training modules presented during classroom training, hands-on training, and solutions management training. The service addresses Power Components, Cooling Components, and Solutions Manager Training.

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The Orientation and Training Service provides the customer with an effective and concise process of transferring this critical knowledge to their operation and maintenance personnel. APC has created standardized training modules, but the trainer will customize it to the customer's solution.

2.0 Features & Benefits

Features	Benefits
System-level training	Creates an enhanced understanding and interaction with system components for increased operational knowledge and manageability.
Customer specific curriculum	Increases comfort level interacting with and managing your specific InfraStruXure System.
Organized Manual Set	A centralized reference point for system-level user documentation, component manuals, and system data.
Interactive training session	Hands-on training is given to facilitate increased understanding of operation, maintenance, and system component knowledge of the installed APC InfraStruXure System.

3.0 Details of Service

The specific activities and deliverables of this service are listed below. For each item listed, Schneider Electric service will perform the training described, tailored to the customer’s specific solution. The customer will receive a personalized & professionally printed copy of the Organized Manual Set, the permanent reference point for the solution. In addition, participants will receive a certificate of completion.

Classroom Training	
Activities	Description
Safety	Scheider Electric service will teach the attendees how to follow the general safety practices when working with and around the InfraStruXure System.
System Overview	Scheider Electric service will explain the general theory of operation, topology, and operational states of the InfraStruXure System to the attendees.
System Components Review	Scheider Electric service will review the specific system purchased by the customer.
	Scheider Electric service will select customer-specific training modules to review Power Components, Cooling Components, Rack Management, and Accessory Items offered by Scheider Electric for their InfraStruXure solution.
Organized Manual Set	Scheider Electric service will review the Organized Manual Set when discussing system operations.
	Scheider Electric service will communicate the scope and depth of the Organized Manual Set. Upon completion of the training, this will become the customer’s central reference point.

Hands-On Training	
Activities	Description
Safety	Scheider Electric service will illustrate electrical safety practices in a situational environment, as discussed earlier in the classroom training.
System Overview	Scheider Electric service will provide application-based examples pertaining to the theory of operation and topology.
	Scheider Electric service will demonstrate how to operate the InfraStruXure System safely and confidently in all modes of operation.
System Components	Scheider Electric service will illustrate potential system application issues in a production environment.
	Scheider Electric service will review hot swappable components, system reaction time, system maintenance checks, and consumable component replacements, as well as areas not for customer interface and areas of concern for the system.
PowerView	Scheider Electric service will guide the attendees through hands-on troubleshooting of the InfraStruXure System by interpreting system faults, notifications, and alarms via the PowerView display console.

Solutions Management Training	
Activities	Description
Functions	Scheider Electric service will review the functions of the Solutions Management, including logging and reporting features, and real-time event notification.
Maintenance	Scheider Electric service will demonstrate how to set up the e-mail, and then demonstrate upgrading the firmware to devices attached to the Solutions Management.

4.0 Deliverables

Service deliverables will include:

- Scheider Electric service -approved training modules configured to customer specific purchased solutions for use in Classroom, Hands-On and Solutions Management Training sessions.
- A single copy of the Organized Manual Set, for the customer’s InfraStruXure System.
- An InfraStruXure® training certificate to each Orientation and Training participant.

5.0 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 Scheider Electric service.

- Scheider Electric service will perform all services on-site during normal business hours. These hours are Monday through Friday from 8:00 AM to 5:00 PM weekly, local time. Exceptions are holidays.
- Scheider Electric service will provide training up to a limit of eight (8) attendees.

The following items are outside the scope of this standard service offering. They 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.

- Equipment not provided by APC or MGE
- Support for third party equipment
- Any specialized testing or commissioning

6.0 Scope of Responsibility

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

6.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Schedule certified personnel to perform service
- Provide course work and supporting documentation
- Provide hands-on training for up to eight (8) participants
- Provide the customer with (1) copy of the Organized Manual Set
- Provide training certificate for those who attend the training
- Alert Scheider Electric service by at least 24 hours of any rescheduled timeline

6.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of the managers, supervisors, and facility personnel – up to eight (8) participants – who will interact with the APC InfraStruXure System
- Indicate any security clearance requirements when ordering this service
- Provide names and number of individuals attending the training
- Grant access to the InfraStruXure system
- Notify Scheider Electric service of any site-specific policies that need to be adhered to during the training
- Alert Scheider Electric service by at least 24 hours of any rescheduled timeline

7.0 Project Work Details

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

7.1 SCHEDULE

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

7.2 LOCATION

The location of this Orientation and Training Service will be on-site. It will be discussed and approved by Scheider Electric service and the customer.

7.3 COMPLETION CRITERIA

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

1. Scheider Electric completes all the tasks described in the Details of Service of this Statement of Work (SOW).
2. This service and Statement of Work (SOW) are terminated for other reasons, within the Scheider Electric Service Customer Agreement.

8.0 Pricing

Using the as-configured design of the InfraStruXure system, hourly standard prices for service steps are rolled up based on the types and quantities of equipment in the configuration. Standard travel costs are added based on site location. Each quotation for service pricing is linked to, and customized for, a specific InfraStruXure configuration. Quotations are provided within 48 hours on request, when accompanied by a validated InfraStruXure configuration identification.

9.0 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.

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