

## 1.0 Executive Summary

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Schneider Electric Service Training's Uniflair InRoom Cooling Course provides comprehensive service training on the Uniflair InRoom product line, which includes chilled water, air-cooled, water-cooled, energy saving, and twin-cool systems.

Participants will learn how to install, startup and operate each Uniflair InRoom product type. They will also gain a thorough understanding of how to provide firmware upgrades, troubleshoot and resolve problem situations, as well as provide preventive maintenance on these systems. The course will further compare and contrast in-row versus in-room methodologies.

## 2.0 Features and Benefits

Features	Benefits
Classroom Training	Trainees receive instruction on the InRoom cooling philosophy, and are given an overview of the various Uniflair cooling products.
Lab Demonstrations	The trainer demonstrates to the trainees the proper way to perform various services they may encounter with Uniflair cooling products.
Hands-On Training	Trainees are given various lab assignments to complete under the watchful eye of the trainer. This affords all participants the opportunity for hands-on instruction on the Uniflair cooling products.

## 3.0 Details of Service

The specific deliverables of this service are listed below.

<b>Uniflair InRoom Cooling Training</b>	
Activities	Description
Safety Review	Trainer will identify the proper safety practices for working with and/or around the Uniflair InRoom Cooling equipment.
Component Description	Trainer will provide a detailed description of each Uniflair InRoom Cooling component and their specific functions.
Theory of Operation	Trainer will provide the general theory of operation for the Uniflair InRoom Cooling equipment.
Installation and Startup	Trainer will demonstrate how to install the Uniflair InRoom Cooling equipment in a customer environment.
	Trainer will demonstrate how to startup the Uniflair InRoom Cooling equipment in a customer environment.
Maintenance and Troubleshooting	Trainer will demonstrate how to perform routine maintenance checks on the Uniflair InRoom Cooling equipment.
	Trainer will demonstrate how to troubleshoot the Uniflair InRoom Cooling equipment by interpreting system faults, notifications and alarms using the display interface.
Firmware Upgrades	Trainer will demonstrate how to perform firmware upgrades to the Uniflair InRoom Cooling equipment.
Additional Services	Trainer will supervise attendees while they perform various service procedures on the Uniflair InRoom Cooling equipment.
Course Knowledge Review	Trainer will test the student's knowledge upon completion of the training course. The testing may include multiple choice test questions, hands-on lab exercises, or open forum subject matter review questions.

## 4.0 Assumptions

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

- All training shall be executed during Schneider Electric's standard business hours: Monday through Friday from 8:00 AM to 5:00 PM weekly, local time. Holidays are exceptions.
- All training shall take place at a Schneider Electric facility. Location may be subject to schedule and test equipment availability and cannot be guaranteed.
- Schneider Electric shall provide a training certificate to each participant upon successful completion of the training.
- A minimum of 3 Contractor Field Personnel are required to schedule an individual training, with a maximum of eight (8) attendees per course.
- If the minimum requirement of 3 Contractor Field Personnel is not met, individual participants may attend a regularly scheduled Schneider Electric training subject to space availability
- All Contractor Field Service Level Training fees are on a per individual basis.

## 5.0 Scope of Responsibility

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

### 5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Schedule certified trainers to perform the training service
- Provide training materials and supporting documentation
- Provide hands-on training (where required)
- Provide a training certificate to those who successfully complete the training.

### 5.2 CUSTOMER RESPONSIBILITIES

- Schedule a minimum of three (3) participants per course offering, and a maximum of eight (8) participants per course offering.
- Provide the names and contact information of all participants.
- Provide Schneider Electric with a 24-hour re-schedule notification.
- Bear the following costs on behalf of each participating Contractor Field Personnel: course fee, travel, lodging, meals and other incidentals associated with the Contractor Field Personnel's participation.
- Maintain active certification at all times of at least three (3) technicians who are full-time employees of the customer.
- Schedule a minimum of three (3) participants for recertification every three (3) years following inception of the agreement between Schneider Electric and the customer.
- Must meet partner agreement requirements for training eligibility.

## 6.0 Training Details

Below are the details relating to the scheduling, location and successful completion criteria for each Uniflair InRoom Cooling Field Service training course.

### 6.1 SCHEDULE

Training dates will be approved during discussions between Schneider Electric and the customer provided the minimum number of Contractor Field Personnel is met.

### 6.2 LOCATION

The Uniflair InRoom Cooling Field Service Training will occur at a Schneider Electric facility. Final determination will be made during discussions between Schneider Electric and the customer.

### 6.3 COMPLETION CRITERIA

Schneider Electric's responsibilities with respect to this Scope of Work (SOW) are considered completed when either of the following situations occurs:

- 6.3.1 Schneider Electric completes all tasks described in Section 4.0 of this SOW.
- 6.3.2 This training and SOW are terminated for other reasons, as stipulated in the agreement between Schneider Electric and the customer.

### 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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