



# Statement of Work



Installation Services

Services

## 1.0 Executive Summary

### Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Scope of Responsibility
- 6.0 Project Work Details
- 7.0 Terms & Conditions

Schneider Electric Critical Power and Cooling Services (CPCS) Extended Operator Training Service is a key part of a critical power solution deployment. While Basic Operator Training is included during commissioning of a system, the Extended Operator Training provides additional on site customer training that increases the customer’s knowledge base, understanding, and ability to interface with critical power systems within their environment.

The Extended Operator Training is completed with the operator at the time of UPS start-up/commissioning.

## 2.0 Features & Benefits

Features	Benefits
Overview	Imparts basic knowledge and understanding of basic principles, system functionality, what it does and how it works.
Safety Review	Customer gains an understanding of general safety practices when working with and around the system.
System Level Training	Creates basic understanding and interaction with system components for increased operational knowledge and manageability.

### 3.0 Details of Service

The specific activities and deliverables of this service are listed below. For each item listed, Schneider Electric CPCS will provide the information as described to the system's operator.

Expanded Operator Training	
Activities	Description
Review of UPS basics	Imparts basic knowledge and understanding of system functionality, what it does and how it works.
Review of customer's configuration	Increases customer's knowledge and manageability of their system.
Review Operational Modes	Understanding and knowing how to read the various modes of operation reduces downtime and optimizes system performance.
Review Basic Safety Procedures	Review of basic safety guidelines and precautions when working on or near the system to avoid unnecessary accidents.
Review Maintenance Bypass and EPO Procedure	Explain Maintenance Bypass and Emergency Power Off procedure and when and why they are used to avoid unnecessary and potentially costly load losses.
Review of Maintenance Options	Explain factory recommended maintenance options to customer to prolong system life and maximize operational performance and efficiency.
Front Panel Display	Customer will be guided through the front panel display and user configurable options to be able to effectively read alarms and respond to them for optimal system performance.
Review Communication Options	Provides customer with an overview of system communication capabilities and options to enhance customer interaction and experience with the system.
Review Owners Manual	Familiarize customer with Owner's Manual to quickly be able to locate detailed information and troubleshoot alarms.

### 3.1 SERVICE DELIVERABLES

Service deliverables will include:

- A factory certified and trained Field Service Engineer will deliver the training at the customer's site to the UPS Operator or individual responsible for the maintenance of the UPS at the time of start-up/commissioning.
- Training will be provided to up to 4 on site operators.
- Provide a maximum of 2 hours for single module training and 4 hours for multi-module training at the time of start-up.

## 4.0 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 Schneider Electric CPCS

- Schneider Electric CPCS will perform all services on site at the location of the customer's installation at the time of UPS start-up or commissioning
- **If the customer requires a return visit to complete the training then the customer will forfeit training or will be billed additional time and materials.**
- The following items are outside the scope of this service offering:
  - Training on system level equipment other than UPS
  - Training on third party equipment

## 5.0 Scope of Responsibility

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

### 6.1 SCHNEIDER ELECTRIC CPCS RESPONSIBILITIES

- Schedule certified personnel to perform service

### 6.2 CUSTOMER RESPONSIBILITIES

- Ensure personnel to be trained are present at the time of start-up.
- Indicate any site security clearance requirements or any site specific policies that need to be adhered to in advance.
- Provide names and number of individuals attending the training.
- Notify Schneider Electric CPCS of rescheduling at least 24 hours in advance.

## 6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric CPCS for the customer with specifications on date, time, and place.

### 7.1 LOCATION

The location of this project will be on-site. It will be discussed and approved by Schneider Electric and the customer.

### 7.2 COMPLETION CRITERIA

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

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

## 7.0 Terms and Conditions

APC standard Terms and Conditions apply.

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