



Statement of Work



Maintenance Service

Service

1.0 Executive Summary

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Schneider Electric's Advantage Plan for transformers (the "Advantage Plan") provides on-site support and one scheduled preventive maintenance service visit during the agreement year. Options for remedial labor and parts inclusion are available for purchase. All services under the Advantage Plan are performed by Schneider Electric qualified service personnel. Please consult with your local Schneider Electric representative for details.

1.1 ANNUAL PREVENTIVE MAINTENANCE

Included as part of the Advantage Plan, the annual preventive maintenance visit provides a comprehensive visual, environmental and electrical inspection of the system to ensure that components are performing to defined technical and environmental specifications. This service **includes all labor & travel expenses to perform Preventative Maintenance services only.**

1.2 ON-SITE REMEDIAL SERVICES

Schneider Electric will dispatch qualified personnel to provide repairs in the event of an issue. The standard response time is Next Business Day with priority response time enhancement options available for purchase. Please consult with your local Schneider Electric representative for details.

2.0 Features & Benefits

Features	Benefits
7x24 Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
Guaranteed On-Site Response	Flexible scheduling options allow customers to choose the response time that best aligns with their needs.
Highly Skilled Field Service Personnel	Assurance that the system issues are diagnosed and resolved to the manufacturer's specifications.
Site Report	Provides a detailed assessment and recommendations to proactively diagnose and prevent any potential risks to the system.
Proactive Maintenance	Assures system will perform to manufacturer specifications.
Environmental Inspection	Verify the system's surroundings to optimize the lifetime of the system.
System Documentation	Detailed documentation of the electrical system to enhance customer support

3.0 Details of Service

3.1 ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Annual Preventive Maintenance Service of the Advantage Program provides Schneider Electric qualified service personnel at the customer's location on a pre-determined scheduled date.

Transformers vary in size and complexity and are generally grouped in three categories (Dry Type 500 kVA and above, Dry Type below 500 kVA and Liquid Filled) the following list includes common activities associated with transformers, however, the actual scope may vary based on the type and size of transformers installed at your facility. Please consult with your local Schneider Electric service sales representative for further details on your specific equipment:

The following table lists the details of the service tasks provided with this visit.

Transformer Advantage Plan	
Activities	Description
Perform Visual Inspection	<p>Schneider Electric service will inspect following items on all transformers: Control and alarm devices to confirm settings are as specified and to record the maximum temperatures for all parameters; inspect the exterior surfaces for signs of deterioration or corrosion; check bushings for signs of cracking, chips or other damage; inspect all anchorage, alignment, and grounding are in place; note the position of all tap changers.</p> <p>For dry type transformers, inspect the core and coils for signs of overheating, blocked ventilation or other failure mechanisms; assure resilient mounts are free.</p> <p>For liquid filled transformers, note liquid level, nitrogen pressure and signs of any leaks; assures radiator cooling fins are not blocked.</p>
Perform Environmental Inspection	<p>Schneider Electric service will verify and document that the system's environment is within specified operating conditions including but not limited to room temperature, humidity, dust contamination and other airborne contaminants.</p>
Perform Mechanical Electrical Inspection	<p>Schneider Electric service will inspect following items on all transformers: Verify tightness of accessible bolted electrical connections; confirm proper operation of interlocks and safety mechanisms.</p> <p>For liquid filled transformers, inspect all pressure relief devices for correct operation; confirm operation / status of all shut-off valves.</p>
Perform Functional Verification	<p>Schneider Electric will verify that all functions of the temperature controller are operating correctly and that all cooling pumps and fans are operational; confirm operation of load tap changers.</p>
Standard Testing	<p>Schneider Electric will perform standard system tests such as insulation resistance (PI), transformer turns ratio (on in-service tap for de-energized tap changers or all taps for load tap changers); insulation power factor (standard for liquid filled units) and insulating liquid (sample taken for lab analysis).</p>
Deliver Documentation	<p>Schneider Electric service will deliver a comprehensive report documenting on-site activities, comments and deficiencies noted while onsite and all test data recorded. Additionally, Schneider Electric will recommend any additional service activities that may be required to restore the equipment to or maintain reliable operations.</p>

*When applicable for the system configuration

3.2 ON-SITE REMEDIAL SERVICE DELIVERABLES

The Advantage Plan provides Schneider Electric service qualified technicians at the customer’s location within a specified period of time to diagnose the system in the event of failure. Standard response time is Next Business Day with response time enhancement options available for purchase. Options for remedial labor and parts inclusion are also available for purchase. Please consult with your local Schneider Electric representative for details.

On-site labor will be charged at current Schneider Electric service rates. The following table lists the details of the service tasks provided with this visit.

Diagnose, Repair and Test	
Activities	Description
Check System Status	Schneider Electric service will document the status of the transformer(s) upon arrival to the site.
Check System Maintenance Log	Schneider Electric service will review maintenance logs and display information.
Diagnose	Schneider Electric service will verify that all system settings meet the system application. *
Repair and Test	Based on the diagnosis, Schneider Electric service will quote any required parts and associated labor costs to the customer. Upon customer acceptance of quote, Schneider Electric will promptly work to replace any defective parts, repair, and test the system as required
Prepare and Deliver Report	Schneider Electric service will prepare a report describing the issue found, corrective action taken and results of any testing performed.

*Based on documentation availability

4.0 Service Requirements

The Advantage Plan has the following requirements:

- All services performed on-site by Schneider Electric service will be executed during Schneider Electric normal (non-overtime) business hours unless otherwise requested by the customer.
- Additional on-site labor will be charged using standard Schneider Electric rates.
- All services are performed by qualified service personnel.
- The system is operated and maintained in an environment that adheres to manufacturer specifications.
- A pre-certification visit will be required before contract is finalized.

The following items are not included in the scope of this service:

- Equipment external to the transformer enclosure (including grounding resistors), unless otherwise specified in the contract documents.
- Any Switchgear, Switches, Capacitor Banks, Power Cabling or other equipment.
- Any parts, labor or equipment not specifically covered in the contract documents.

5.0 Roles and Responsibility

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

5.1 AS PART OF THE ADVANTAGE PROGRAM, SCHNEIDER ELECTRIC SERVICE SHALL:

- Contact customer prior to scheduled service date to review final scope of work, safety requirements and any final details. Note: Schneider Electric service considers the safety of our employees and customers a top priority. All work will be completed in strict adherence to NFPA 70E, Schneider Electric and customer safety requirements.
- Meet the customer's scheduled service date.
- Perform all of the quoted service tasks in accordance to statement of work.
- Submit service and testing reports to the customer.
- Inform and provide recommendations to the customer about any action items not included in the maintenance agreement Statement of Work (SOW).

5.2 TO TAKE ADVANTAGE OF THE ADVANTAGE PROGRAM, THE CUSTOMER WILL BE REQUIRED TO:

The following activities will be the responsibility of the customer prior to any on-site work being performed:

- Assign a liaison to schedule power outage with the local utility or production, de-energize and lockout equipment and serve as a key point of contact.
- Assure the workspace is clear of obstruction with adequate temporary lighting for walk ways and emergency exits.
- Assure all prior arrangements have been made for Schneider Electric to commence work at the mutually agreed upon start time.
- Provide an authorized person to sign all manifests for asbestos and PCB wastes (when applicable).

6.0 Project Work Details

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

6.1 SCHEDULE

On-site dates will be discussed and approved between Schneider Electric service and the customer.

6.2 LOCATION

Schneider Electric service will complete the agreed upon scope of work at all locations specified by the customer. As a worldwide service organization, Schneider Electric service can provide consistent services across multiple facilities.

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.

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