

Statement of Work

Advantage Plus Plan for Room, Row, and Rack Cooling Products

Operate

Critical Power & Cooling Services

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1.0 Executive Summary

Schneider Electric Advantage Plus Plan for Room, Row, and Cooling Products will provide certified service personnel to conduct repairs in the event of a problem, as well as two scheduled preventive maintenance service visits providing a comprehensive visual, environmental and operational inspection of the system to ensure that components are performing to defined technical and environmental specifications.

1.1 (MINIMUM) SEMI-ANNUAL MAINTENANCE VISITS

This service consists of two scheduled Semi-Annual Preventive Maintenance visits whereby a Schneider Electric-certified technician performs a comprehensive inspection of the Cooling unit to maximize critical load uptime by ensuring the components are performing to defined factory specifications. The service technician inspects environmental conditions, performs maintenance tasks and checks system operating conditions. Cleaning or replacement of the Return Air Filters, Fan Belts & Replacement Humidifier cylinders (when applicable) are also included with this service. The Semi-Annual Preventive Maintenance Visits are performed during normal business hours. This service schedule may be upgraded to 24x7, which allows scheduling outside normal business hours, including weekends and holidays. The Semi-Annual Preventive Maintenance schedule is the minimum service interval offered for Advantage Plus service. Additional service upgrades to the Semi-Annual Preventive Maintenance schedule are available on quarterly and monthly basis for increased unit protection and uptime.

1.2 ON-SITE REMEDIAL SERVICES

Schneider Electric service will dispatch certified personnel to provide repairs in the event of a problem. The customer will also benefit from priority access to the Schneider Electric supply chain at a preferential rate.

2.0 Features & Benefits

Features	Benefits
Priority access to supply chain at a preferential rate	Increases the ROI by providing discounts and quick access to manufacturer's spare parts.
Guaranteed On-Site Response	Flexible scheduling options allow customers to choose the response time that best aligns with their needs.
Highly Skilled Field Service Engineers	Support the system issues and quickly diagnose and repair following the manufacturer's specifications.
Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
EcoStruxure IT Free	EcoStruxure IT Free brings you visibility into your critical data center equipment. Get access to your IT physical infrastructure inventory at anytime from anywhere and understand the overall health of your connected equipment from any device. EcoStruxure IT Free consists of a software gateway , a mobile app , a cloud-based account to store your data and a web interface to visualize your data. EcoStruxure IT is free for all Schneider Electric customers and is also the base platform for EcoStruxure Asset Advisor, remote monitoring service, and EcoStruxure IT Expert, monitoring software.
Proactive Maintenance	Enables system to perform following the manufacturer's specifications.

3.0 Details of Service

3.1 SEMI-ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Semi-Annual Preventive Maintenance Service provides certified service personnel at the customer's location on a pre-determined scheduled date. The following table lists the details of the service tasks provided with these visits.

Semi-Annual Preventative Maintenance Inspection	
Activities	Description
Perform Environmental Inspection	Schneider Electric will measure and record room temperature and humidity.
	Schneider Electric will check the system for adequate cooling capacity to support the load and make recommendations as necessary.
	Schneider Electric will ensure the environment is within manufacturer-specified operating conditions and clearances.
	Schneider Electric will document any environmental noncompliance issues and recommend appropriate action as necessary.
Maintenance Tasks (as applicable)	Inspect unit for damage, missing or broken hardware, and abnormal noises.
	Inspect doors, panels, gaskets, and hardware. Check external paint integrity.
	Inspect for foreign debris and signs of corrosion within the unit.
	Check and tighten electrical connections within the unit.
	Replace drive belts, check and lubricate bearings, check motor mounts, pulleys, and set screws.
	Clean or replace the factory installed air filter and water filter media.
	Inspect heat exchangers, fan blades, and coil fins.
	Inspect for water leaks on the factory supplied piping system.
	Visual inspection for refrigerant and or Chilled Water leaks. Visually inspect for Water/Glycol condenser loop for leaks if applicable.
	Inspect condensate pan and verify proper condensate removal from unit.
	Clean or replace the humidifier cylinder. Inspect humidifier water valves.
	Check and tighten pipe clamps, piping joints, and compressor mounting hardware within the unit.
Check System Operating Conditions	Measure and record the primary and secondary voltages and major component amperage readings.
	Check and adjust fan speed regulation and controls.
	Check the chilled water and/or condenser water supply temperature and water flow. Check the glycol concentration.
	Schneider Electric service will verify operation of the water regulating valve and actuator if applicable.
	Schneider Electric service will check compressor operation if applicable. Measure and record refrigerant pressures and temperatures.
	Check the refrigerant and compressor oil level; check the filter drier pressure drop.
	Check the refrigerant metering device and head pressure control valve operation.
	Check operation of the Outdoor Condenser, Fluid Cooler, and Pump Package if applicable. Check and adjust fan speed and pump control settings.

Semi-Annual Preventative Maintenance Inspection	
Activities	Description
Check System Operating Conditions	Schneider Electric service will verify unit modes of operation: Cooling/Reheat/Humidification/Dehumidification.
	Schneider Electric service will confirm unit's ability to maintain temperature and humidity set-points.
	Schneider Electric service will verify controller configuration and control set-points.
	Check and calibrate safety switches, pressure, temperature, and humidity sensors.
	Schneider Electric service will check operation of group control, redundancy failover, and lead-lag functions.
	Schneider Electric service will review Alarm history and investigate logged alarms.
Documentation	Schneider Electric service will document system condition and further service needs and provide that document to the customer.
	Schneider Electric service will make recommendations to customer regarding cooling solution repairs or enhancements if required.

3.2 ON-SITE SERVICE DELIVERABLES

The Advantage Plus Service provides Schneider Electric certified technicians at the customer's location within a specified period of time to diagnose, repair, and test the system in the event of failure. Onsite labor will be charged at current Schneider Electric rates; parts available at a discounted rate. The following table lists the details of the service tasks provided with this visit.

On-Site Service Inspection	
Activities	Description
Cooling equipment Status	Schneider Electric will document the status of the cooling unit upon arrival to the site (i.e.-Verify Alarms, Loss of cooling.)
Cooling equipment Alarms	Schneider Electric will view active alarms, event log and display for alarms / information. Download event logs from the cooling Unit.
Troubleshoot	Schneider Electric will troubleshoot and repair the system as required Functional Testing conducted after corrective action is taken
On-Site Service Report Preparation	Schneider Electric will describe the defect / failure of the cooling Unit
	Schneider Electric will describe the corrective actions taken to resolve the defect/failure of the cooling Unit.

3.2 ECOSTRUXURE IT FREE & REMOTE MONITORING SERVICES – SERVICE DELIVERABLES

Customers buying the “Advantage Plus Plan for Room, Row and Rack Cooling Products” have access to EcoStruxure IT Free. EcoStruxure IT free is a modern cloud platform that connects the devices supplied by Schneider Electric and other vendors to the cloud for instant access from anywhere.

The connection to EcoStruxure IT Free is done through EcoStruxure IT Gateway, which is a free downloadable software or through Data Center Expert version higher than 7.4.

The connection is done in a secure way, through a local gateway that encrypts all data, before sending it to the cloud account where is available to be accessed by the customer through a web interface or a mobile app.

Once the asset is connected, the customer can see and organize the asset and its information, like serial nr, product name, etc.

3.3 UPGRADING TO ECOSTRUXURE ASSET ADVISOR FOR SECURE POWER & COOLING OR ECOSTRUXURE IT EXPERT

When the asset is connected, the customer has the option to upgrade to two different remote monitoring service & software solutions:

- **EcoStruxure Asset Advisor: cloud-enabled remote monitoring service by the Service Bureau**

Thanks to EcoStruxure Asset Advisor, a dedicated team in Schneider Electric Service Bureau will monitor your critical power and secure assets 24/7 and manage or troubleshoot the incident from start to end.

- **IT Expert: cloud-enabled remote monitoring software by Customer or Partner**

EcoStruxure IT Expert, cloud-based vendor agnostic software, provides you with full wherever-you-go visibility of your IT physical infrastructure and proactive recommendations on how to improve its performance thanks to big-data analysis. You can use it by yourself or with your preferred partner.

The specific activities of the EcoStruxure Asset Advisor service are listed below:

Activities	Descriptions
Alarms and live data on EcoStruxure IT app	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.
24/7 Remote Monitoring	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via EcoStruxure IT app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
Delivery of Regular Report	Schneider Electric will deliver a regular report with key metrics on connected devices, including incidents and alarms and current and expected lifespan for the physical infrastructure.
Expedited Problem Resolution	Schneider Electric will receive immediate notification of physical infrastructure alarms and notify and work with the customer to diagnose the problem as well as coordinate and recommend remedial actions. If on-site service is dispatched, the Schneider Electric technician will acquire the pertinent information prior to arriving on-site.

For more information EcoStruxure Asset Advisor, please visit se.com/asset-advisor

4.0 Assumptions & Exclusions

4.1 Assumptions

The successful performance of the tasks defined in the Statement of Work is based on the following key assumptions, which are agreed to by Schneider Electric Field Service.

- Services performed on-site by Schneider Electric Field Service will be executed during the 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. Preventative Maintenance upgrades to 7x24 are available. On-site response upgrades to 8hr 24x7 or 4hr are available. The 4-hour on-site response upgrade may not be available in all locations, please check with your local Schneider Electric service sales representative or reseller for availability.
- Where 8 Hour and 4 Hour services are available for purchase, certified personnel will arrive on site in 8 Hours or within 4 hours from the time Schneider Electric Services deems an on-site visit is necessary provided Schneider Electric Services is in receipt of a signed Time and Materials purchase order.
- Next Business Day is defined as the next day during the business week and normal business hours.
- Hours of operation for Technical Support are country specific and include either 7x24 or business hours coverage.
- Onsite labor will be charged using standard Schneider Electric rates.
- An on-site visit is necessary provided Schneider Electric is in receipt of a signed Time and Materials purchase order;
- Response time is defined as elapsed time between when Schneider Electric technical support determines an on-site visit is necessary and the time the Schneider Electric Field Service Representative arrives at the customer's site.
- Preventive Maintenance visits are available on a normal business hours basis with an option to upgrade to 24x7, including weekends and holidays.
- Schneider Electric will provide Services with respect to equipment and assets that are inside 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.
- Geographical restrictions may apply. In case of a conflict between the service definitions contained in this Statement of Work and the local service definitions, the local service definitions will prevail. For more information, please refer to your Schneider Electric Field Services Sales Representative.
- Services are performed on-site by certified Schneider Electric service engineer.
- The equipment must be installed in an environment that adheres to manufacturer specifications.
- 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.
- In the event that an intrusive survey is recommended in this quotation and we are unable to undertake such a survey, or are limited in the scope of the survey, due to site restrictions or other customer-imposed constraints Schneider will not accept any liability for delays or additional expenses arising as a result of not having completed a full survey.
- At the end of the activities, Schneider Electric Field Service Representative will provide the customer with a report indicating that the maintenance of the asset was properly carried out and the functionality of the system was checked in all modes of operation to ensure compliance with all Schneider Electric service technical specifications.
- The Battery Inspection service only applies to battery systems supplied by Schneider Electric service.
- 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.
- Non-standard products purchased or services through Schneider Electric service will require a customized Statement of Work.
- Any delays resulting in lost time caused by others may be chargeable.
- In the event that the Cooling system has not been covered by a Schneider Electric On-Site Maintenance contract, Factory or Extended Warranty for a period of six months or greater, Schneider Electric service requires a "Pre-Contract Audit" and resolution of any identified issues prior to accepting a service agreement on the system.

- Relocation of the asset covered under this offer shall void this agreement; The asset must be re-commissioned and pass a Pre-Contract Audit at the new location to transfer and continue the coverage provided under this agreement.
- All UPS systems require an installed Network Management Card (NMC).
- EcoStruxure Asset Advisor for secure power & cooling, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric service representative for availability in your area;
- To connect his device to EcoStruxure Asset Advisor for secure power & cooling, the customer is responsible for putting in place all prerequisites and then connect the device to EcoStruxure Asset Advisor for secure power & cooling.
- The end user is responsible for enabling one staff member always on-duty, available to be contacted for an incident.
- EcoStruxure Asset Advisor for secure power & cooling service is performed also on third-party devices.
- EcoStruxure Asset Advisor for secure power & cooling service refers only to a remote monitoring service.
- The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software) or StruxureWare Data Center Expert version higher than 7.4.
- EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured;

4.2 EXCLUSIONS

The following items are outside the scope of this standard service offering. The following items can be integrated into a customized Statement of Work at the customer's request. Please contact your local Schneider Electric Field Service Sales Representative or reseller for more details.

- Repair of damage to the unit due to abuse, misuse, lack of maintenance or other damage caused by outside forces;
- Maintenance or repair of heat rejection equipment not supplied by Schneider Electric;
- Maintenance or repair of any piping or condensate removal system outside of the cooling unit;
- Support for 3rd -party equipment;
- Any specialized testing or commissioning;
- Any testing or sample analysis of the site water supply or water used for evaporative cooling or humidification processes.
- Proactive replacement of wearing parts, unless specifically detailed as included only specifically detailed. Our offer excludes the supply or installation of all necessary site busbar, cabling, containment & cable glands, including connection to site earth, unless specifically detailed as included.
- Our offer is exclusive of access platforms/ladders and associated planning consent.
- In case of cabling problem or wrong phase rotation, Schneider Electric Field Service will not carry out any rework on the cabling.
- Schneider Electric Field Service 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.
- All onsite support dispatch service, resulting from EcoStruxure Asset Advisor for secure power & cooling remote service monitoring service are governed by a dedicated Statement of Work which is not included in this Statement of Work and will be charged following our standard pricing list. Please refer to your Schneider Electric Field Service Representative for more information.

Equipment not provided by Schneider Electric service. Examples include but are not limited to:

- Third party components.
- Switchgear.
- Information Technology (IT) Equipment.

Installation activities not provided by Schneider Electric service as part of this service include but are not limited to:

- System installation.
- Battery assembly.
- Information Technology (IT) Equipment migration services.
- Specialized testing or commissioning services.

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Meet the customer's requested service schedule date provided a minimum of 2-week notice is given for requested date.
- Perform all the maintenance service tasks and set as completed.
- Inform and provide recommendations to the customer about any action items not included in the Statement of Work.
- Submit Site Report and Maintenance Forms to the customer.
- Conform to local health and safety regulations.

5.2 CUSTOMER RESPONSIBILITIES

- 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 service personnel;
- Provide a safe method of service access to all Precision Cooling equipment indoors or outdoors. Customer is responsible to provide any ladders, staging, roof hatches, or catwalks necessary for service requirements;
- Notify service personnel of any security clearance requirements in advance of arrival;
- Notify service personnel of any safety training and safety equipment requirements in advance of arrival;
- Provide an on-site point of contact;
- Set up the EcoStruxure IT Free and maintain the contact list on the web profile.
- Sign the completed Maintenance forms after the intervention.
- 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 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

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

6.2 LOCATION

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

6.3 COMPLETION CRITERIA

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

1. Schneider Electric service completes all the tasks described in Section 3.1 or 3.2 of this Statement of Work;
2. This project and Statement of Work are terminated for other reasons, within the Schneider Electric Service Customer Agreement.

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