

Statement of Work



Operate

Critical Power & Cooling Services

Table of Contents

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

1.0 Executive Summary

The Schneider Electric Critical Power and Cooling Services Preventive Maintenance service for Lithium-ion Battery provides a comprehensive inspection of the battery system enabling optimum battery life and system performance. This service includes all labor and travel expenses with a 7x24 scheduling upgrade option, including weekends and holidays. Parts and replacement batteries are not included.

The Preventive Maintenance service for Lithium-ion Battery can be purchased stand-alone or in conjunction with any service agreement from Schneider Electric Services.

2.0 Features & Benefits

Features	Benefits
Includes Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
Highly Skilled Field Service Engineers	Battery system preventive maintenance performed by certified Field Service Representatives.
Proactive Maintenance	Support for peak battery functionality based on manufacturer's specifications.
Environmental inspection	Inspection of surrounding environment enables the viability and performance of the battery system.
Flexible Scheduling Options	Flexible service scheduling options support customer's unique business requirements.
Site Report	Provides a battery system assessment and recommendations guaranteeing optimum availability and battery runtime.
EcoStruxure IT Free	<p>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.</p> <p>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.</p> <p>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.</p>

3.0 Details of Service

3.1 BATTERY PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Battery Preventive Maintenance Service provides Schneider Electric CPCS 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 this visit.

Activities	Descriptions
Perform Visual Inspection	Schneider Electric CPCS will inspect the integrity of the battery rack or cabinet. CPCS will check the terminal posts and connectors for evidence of heat damage.
Perform Environmental Inspection	Schneider Electric CPCS will measure and record ambient air temperature of the battery module. Schneider Electric CPCS will check the general appearance and cleanliness of the battery system.
Perform Torque Inspection	Schneider Electric CPCS will check the hardware torque of 100% of the battery connectors to manufacturer specifications during the service.
Perform Functional Verification	<ul style="list-style-type: none"> - Using BMS access Schneider Electric CPCS will verify and record; - Temperature of each module - Voltage of each cell in each module - State of charge of each cell - State of health for each module - Review max/min and avg. temp for each module - Review max/min and avg. current of each module - Perform optional battery monitor capacity test from the UPS and log voltages, current and temperature.
Deliver Report	Schneider Electric CPCS will deliver a comprehensive site report to the customer documenting any battery system deficiencies, and recommended corrective actions. A trend analysis of the recorded data (battery & environment) will be delivered.

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 for secure power & cooling 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 for secure power & cooling, 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. For more details, please check with your local Schneider Electric service sales representative or reseller for availability.
- 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.
- Hours of operation for Technical Support are country specific and include either 7x24 or business hours coverage.
- Please verify the service coverage and response time for your location with your local Schneider Electric Field Service Representative.
- Preventive Maintenance visits are available on a normal business hours basis with an option to upgrade to 24x7, including weekends and holidays.
- Schneider Electric service will provide the customer with certified service personnel to Assemble & Start-up the battery system.
- A certified electrical contractor will be engaged to coordinate the input requirements based upon technical specification of the battery system.
- A certified electrical contractor will be engaged to coordinate the input requirements based upon technical specification of the battery system.
- Schneider Electric service will provide the customer with a Start-up checklist indicating that the system was properly energized and the functionality of the system was checked in all modes of operation to enable compliance with all Schneider Electric service technical specifications.
- The Preventive Maintenance Service for Lithium-ion Battery service only applies to battery systems supplied by Schneider Electric service.
- 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.
- 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.
- The equipment must be installed in an environment that adheres to manufacturer specifications.
- 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 Electric 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.
- Non-standard products purchased or services through Schneider Electric service will require a customized Statement of Work.
- 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.
- Any delays resulting in lost time caused by others may be chargeable.

- 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 Field Service sales 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.
- Support for 3rd -party equipment.
- Remedial repairs;
- Any specialized testing or commissioning.
- 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.
- Parts and labor costs for proactive replacement of parts, including but not limited to capacitors and fans.
- Configuration of the EcoStruxure IT Gateway.

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:

- Information Technology (IT) Equipment migration services.
- Specialized testing or commissioning services.

Please contact your local Service Representative for clarification.

5.0 Scope of Responsibility

The items stated here are responsibilities to and from both Schneider Electric service and customer.

5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Meet the customer's requested service schedule date provided a minimum of 2-week notice is given for requested date.
- Schedule certified and approved engineers to perform service.
- Manage and coordinate scheduling of the Assembly & Start-up Service.
- Perform all the Preventive Maintenance for Lithium-ion Battery service tasks to manufacturer specifications.
- Operate system in all modes of operation.
- Perform basic operator training.
- Identify and document open Schneider Electric service and/or customer issues.
- Inform and provide recommendations to the customer about any action items not included in the Statement of Work.
- Provide a signed copy of the Preventive Maintenance for Lithium-ion Battery service site forms to the customer.
- Conform to local health and safety requirements and 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.
- Notify Schneider Electric service personnel of any security clearance requirements in advance of arrival.
- Notify Schneider Electric service personnel of any safety training and safety equipment in advance of arrival.
- Provide a named resource for scheduling of the service.
- Provide an onsite point of contact during time of service.
- Provide a point of contact at the completion of service to sign off on completed work.
- Provide the name of the project manager (if applicable).
- Ensure safety plan is in place prior to intervention.
- Set up the EcoStruxure IT Free and maintain the contact list on the web profile.
- Sign the completed Maintenance forms.
- Have the parties responsible for operation of the equipment present for basic operator training.
- Schneider Electric will make multiple attempts to proactively contact the customer to schedule conversion 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 to schedule, location and successful completion criteria.

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 and performed at the ship to location of the equipment unless informed of a new location by the customer in a 48-hour period before the Preventive Maintenance for Lithium-ion Battery service is to be done.

6.3 COMPLETION CRITERIA

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

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

Please contact your local Service Representative for clarification.

©2019 Schneider Electric. All rights reserved. The information provided in this Statement 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 Schneider trademarks are property of Schneider Electric and its subsidiaries and affiliates. Other trademarks are property of their respective owners. Specifications are subject to change without notice. Disclaimer: This information is reliable at the point of creation and may be subject to change.