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## 1.0 Executive Summary

The Schneider Electric Critical Power and Cooling Services (CPCS) annual Advantage Ultra Service Plan for Lithium-Ion Battery racks offers the customer peace of mind by providing remedial repairs, technical support, one preventive maintenance visit and connection to our cloud-based remote monitoring Service EcoStruxure Asset Advisor.

### 1.1 ANNUAL PREVENTIVE MAINTENANCE VISIT

Included as part of the Battery Advantage Ultra Service, the annual preventive maintenance visit provides a comprehensive visual, environmental and electronic inspection of the Battery system to ensure that components are performing to defined technical and environmental specifications. This service includes all labor and travel expenses with an available 7 X 24 scheduling upgrade option.

### 1.2 ON-SITE REMEDIAL SERVICES

Schneider Electric service will dispatch certified personnel to provide repairs in the event of a problem. All parts including batteries, rack, BMS, SMPS, switchgear, travel, and labor are included. The standard response time for battery issues mirrors the response time purchased for the UPS Contract at no additional cost for the customer.

## 2.0 Features & Benefits

Features	Benefits
Parts, Travel and Labor Included	Fixed cost – provides service budgeting stability. Remedial battery replacement included.
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	Assurance that the system issues are quickly diagnosed and repaired to the manufacturer’s specifications.
Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
Site Report	Provides a detailed assessment and recommendations to proactively diagnose and prevent any potential risks to the system.
EcoStruxure Asset Advisor cloud-based remote monitoring service	Alleviates the strain on internal support resources by engaging the Service Bureau experts to provide 24-hour monitoring of the physical infrastructure, enabling remote troubleshooting for quick resolution of critical incidents.
EcoStruxure IT app	EcoStruxure IT app monitors and protects your critical equipment, providing 24/7 visibility through live data, smart alarming, and data driven insights on the health of your connected assets directly to your smartphone.

### 3.0 Details of Service

#### 3.1 BATTERY PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Battery Preventive Maintenance Service provides Schneider Electric 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
<b>Perform Visual Inspection</b>	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.
<b>Perform Environmental Inspection</b>	Schneider Electric CPCS will measure and record ambient air temperature of the battery rack. Schneider Electric CPCS will check the general appearance and cleanliness of the battery system.
<b>Perform Torque Inspection</b>	Schneider Electric CPCS will check the hardware torque of 100% of the battery connectors to manufacturer specifications during the service.
<b>Perform Functional Verification</b>	Using BMS access Schneider Electric CPCS will verify and record; <ul style="list-style-type: none"> <li>- Temperature of each module</li> <li>- Voltage of each cell in each module</li> <li>- State of charge of each cell</li> <li>- State of health for each module</li> <li>- Review max/min and avg. temp for each module</li> <li>- Review max/min and avg. current of each module</li> <li>- Perform optional battery monitor capacity test from the UPS and log voltages, current and temperature.</li> </ul>
<b>Deliver Report</b>	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 ON-SITE REMEDIAL SERVICE DELIVERABLES

The Battery Advantage Ultra Service provides Schneider Electric service certified technicians at the customer's location within a specified period of time to diagnose, repair, and test the battery system in the event of failure. **All related labor, travel and parts are included with the service.** The following table lists the details of the service tasks provided with this visit.

Activities	Descriptions
<b>Check Battery System Status</b>	Schneider Electric service will document the status of the Battery System upon arrival to the site.

Activities	Descriptions
<b>Check Alarms</b>	Schneider Electric service will view event logs and display for alarms / information on the Battery Frame.
<b>Diagnose</b>	Schneider Electric service will troubleshoot reported issue as required.
<b>Repair</b>	Schneider Electric service will replace any defective parts and repair the system as required, including remedial modular battery replacement.
<b>Test</b>	Schneider Electric service will complete functional tests conducted after corrective action is taken.
<b>Prepare and Deliver Site Report</b>	Schneider Electric service will describe the defect/failure and explain the corrective action taken. A detailed report will be provided.

### 3.3 ECOSTRUXURE ASSET ADVISOR – SERVICE DELIVERABLES

EcoStruxure Asset Advisor is a cloud-based remote monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting and visibility into your equipment lifecycle.

A mobile app, called EcoStruxure IT app, available on Android and IOS, allows instant access to live sensor data, and chat with your own team and the experts at the Schneider Electric Service Bureau 24x7, providing peace of mind and fast problem resolution.

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

Machine data forms the basis of long-term operational insights and analytics, aimed at reducing equipment maintenance costs, and delivered through a secure connection.

**IMPORTANT!** With EcoStruxure Asset Advisor, the customer may connect for free each device under contract and unlimited number of devices with the EcoStruxure IT app. Additional devices, not under contract, can be connected with EcoStruxure Asset Advisor for an annual fee.

For additional information and availability in your country, please go to: [Schneider-electric.com/asset-advisor](http://Schneider-electric.com/asset-advisor)

Information on system requirements can be found on: [ecostruxureit.com/system-requirements/](http://ecostruxureit.com/system-requirements/)

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

Activities	Description
<b>Alarms and live data on EcoStruxure IT APP</b>	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.
<b>24-Hour Monitoring</b>	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
<b>Alarm Notification</b>	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via Smartphone app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
<b>Delivery of Regular Report</b>	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.
<b>Expedited Problem Resolution</b>	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.

### 4.0 Assumptions

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

- UPS must also be covered by an Ultra service plan; UPS response time applies to battery contract;
- All scheduled services performed on-site by Schneider Electric will be executed during business hours. These hours are Monday through Friday from 8:00 A.M. to 5:00 P.M. weekly, local time. Exceptions are holidays. Preventative Maintenance upgrades to 7x 24 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; check with your local Schneider Electric sales representative or reseller for availability;
- Next Business Day is defined as the next day during the business week and normal business hours;
- Where 8-hours and 4-hours services are available for purchase, certified personnel will arrive on site in 8 hours or within 4 hours from the time Schneider Electric service Technical Support deems an on-site visit is necessary
- Response time is defined as elapsed time between when Schneider Electric service technical support determines an on-site visit is necessary and the time the FSE arrives at the customer's site; Schneider Electric will not dispatch based on battery alarms alone.
- A failed battery determination must be made by either Schneider Electric service Technical Support or a Schneider Electric service FSE to be eligible for replacement. Weak battery conditions, as determined from battery discharge information, do not constitute a failed battery
- All services are performed on-site by certified Schneider Electric service personnel;
- The Battery Frame must be kept in an environment that adheres to manufacturer specifications as defined within the owner's manual. Non-compliance will void contract;
- EcoStruxure Asset Advisor, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric service sales representative for availability in your area;
- Some aspects of the service definition presented in this document may vary by location. In the case of a conflict between the service definitions contained on this Statement of Work and the local service definitions the local service definitions will prevail.
- For more information, please refer to your Certified Schneider Electric service sales representative.

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

- Repair of damage to the unit due to abuse, misuse, improper operating environment or other damage caused by outside forces;
- Support for third party equipment;
- Configuration of EcoStruxure IT Gateway;

### 5.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric service and the 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;
- Perform all of the Maintenance service tasks;
- Submit Site Report and Maintenance Forms to the Customer;
- Ensure all action items are completed;
- Inform and provide recommendations to the Customer about any action items not included in the SOW (statement of work);
- Conform to local health and safety regulations;
- Supply parts as needed for remedial repair.

#### 5.2 SCHNEIDER ELECTRIC 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 requirements;
- Provide an on-site point of contact;
- Sign the proposed safety plan prior to the intervention;
- Sign the completed Maintenance forms after the intervention.

### 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 of this SOW;
2. This project and SOW are terminated for other reasons, within the Schneider Electric Service Customer Agreement.

### 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. If for any reason, Schneider Electric determines that it is unable to repair the covered unit, Schneider electric will offer a pro-rated refund of the service contract. Please refer to Schneider Electric standard terms and conditions. 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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