



Statement of Work



On-Site Service

Service

1.0 Executive Summary

The Single-Phase Advantage Plan plus PM Service offering provides remedial repairs during the agreement year and one annual 5x8 Preventive Maintenance.

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Schneider Electric service will dispatch authorized personnel to provide repairs in the event of a problem. Parts, labor and travel costs are included. Advantage Plan for Single Phase systems from Schneider Electric service is available in three different configurations that allow the customer to determine how quickly Schneider Electric service will arrive on-site. Next Business Day is the standard On-Site offering.

Schneider Electric service offers One Year 8-Hour and 4-Hour On-Site response upgrades including weekends and holidays. (Not available in all locations. Please consult with your local Schneider Electric service sales representative for coverage in your area).

ANNUAL PREVENTIVE MAINTENANCE

Included as part of the Single-Phase Advantage Plan plus PM, the annual preventive maintenance visit provides a comprehensive visual, environmental and electronic inspection of the UPS and/or PDU system to ensure that components are performing to defined technical and environmental specifications. This service includes all labor and travel expenses with an available 24x7 scheduling upgrade option.

2.0 Features & Benefits

Features	Benefits
Includes Parts, Internal Batteries, Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
On-Site Repair	Assurance that the system will be diagnosed quickly and repaired to the manufacturer's specifications by highly trained Schneider Electric service authorized personnel.
Three Levels of Response Time	Allows customer to customize service response time to meet specific needs.
Frees customer resources	Allows customer to concentrate on core business objectives.
Scheduling coordination	Avoidance of delays caused by scheduling conflicts.
EcoStruxure IT app	Instant information on connected devices, live sensor data and alarms available on your mobile.

3.0 Details of Service

3.1 ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Annual 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
Perform Visual Inspection	Schneider Electric service will inspect the UPS to ensure that all system components are clean and functioning within designed specifications.
Perform Environmental Inspection	Schneider Electric service verify and document that the system's environment is within specified operating conditions including but not limited to room temperature, airflow, dust contamination, etc.
Perform Mechanical/Electrical Inspection	Schneider Electric service will inspect all power and control wire termination points as well as all UPS system components.
Perform Functional Verification	Schneider Electric service will check UPS event and alarm logs. Schneider Electric will verify that input, output and bypass voltage and current values are within designed specifications.* Schneider Electric service will verify transfer to on battery operation and transfer to and from static bypass.*

3.2 ON-SITE SERVICE DELIVERABLES

The Single-Phase Advantage Plan Service provides Schneider Electric service authorized technicians on location within a specified period of time to diagnose, repair and test in the event of a failure. The following table lists the details of the service tasks provided with this visit.

Activities	Descriptions
Check UPS Status	Schneider Electric service will document the status of the UPS upon arrival to the site (i.e. On-Line, On-Battery, Static Bypass, or other, etc.)
Check UPS Alarms	Schneider Electric service will view event logs and display for alarms / information on both UPS and in static bypass mode.
Diagnose	Schneider Electric service will troubleshoot reported issue as required.
Repair	Schneider Electric service will replace any defective parts and repair the system as required.
Test	Schneider Electric service will complete functional tests conducted after corrective action is taken.
Prepare and Deliver Report	Schneider Electric service will describe the defect/failure and describe the corrective action taken. A detailed report will be provided.

3.3 ECOSTRUXURE IT APP DELIVERABLES

The Single-Phase Advantage Plan plus PM provides customers with access to EcoStruxure IT app which is available on Android and IOS, and allows instant access to live sensor data. They can have access to EcoStruxure Asset Advisor Service, which is a paid service. It is a cloud-enabled remote monitoring service that proactively minimizes downtime, provides more insights and incident tracking on critical devices. Moreover, it will help reduce break-fix resolution time through smart alarming, remote troubleshooting and visibility into your equipment lifecycle. It also provides you the ability to 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 application. Machine data forms the basis of long-term operational insights and analytics, aimed at reducing equipment maintenance costs, and is delivered through a secure connection.

The upgrade to EcoStruxure Asset Advisor is done on Ecostruxureit.com per device or per group of devices.

For additional information and availability in your country, please go to: Ecostruxureit.com
 Information on system requirements can be found on: ecostruxureit.com/system-requirements/

The specific activities of the EcoStruxure IT app service are listed below :

Activities	Description
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.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via mobile 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.

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 to by Schneider Electric service.

- All services performed on-site by Schneider Electric service will be executed during Schneider Electric business hours unless otherwise requested by the customer. These hours are Monday through Friday from 8am to 5pm weekly, local time. Exceptions are holidays;
- All services are performed on-site by qualified Schneider Electric service personnel;
- The UPS system must be kept in an environment that adheres to manufacturer specifications;
- 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;
- 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;
- EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured;
- Next Business Day is defined as the next day during the business week and normal business hours;
- Where 8-Hour and 4 Hour services are available for purchase, authorized 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;
- 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 APC service sales representative.

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

- Support for third-party equipment.

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 service schedule date;
- Perform all the On-site service tasks;
- Submit Site 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).

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed;
- 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 completed Site forms.

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.

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