



1.0 Executive Summary

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Schneider Electric Lithium-ION (Li-ION) Conversion Service is a key part of upgrading UPS technology. This service provides the certified Schneider Electric field service engineers needed to assemble and start-up the included Li-ION battery cabinets. Schneider Electric field service engineers will also ensure your compatible* UPS system is operating to specification and all settings are adjusted to accommodate the Schneider Electric Li-ION Battery Systems. Field service engineers will also check the functionality of your system in all modes of operation. This service provides the customer with the assurance that the solution has been assembled, started-up, and paired with the compatible UPS system in accordance with Schneider Electric service standards and specifications.

The Conversion Service is performed during normal business hours with available 7X24 scheduling upgrade options. Please contact your certified Schneider Electric service sales representative for more details.

*Compatible UPS systems as defined by Schneider Electric: Symmetra MW, Galaxy VM, Galaxy 7000, Galaxy VX.

2.0 Features & Benefits

Features	Benefits
Flexible Scheduling Options	On site delivery of the components and scheduling of the replacement service are coordinated to suit your requirements. This service includes off-hours (7x24) scheduling.
Highly Skilled Field Service Engineers	Schneider Electric field service trained and certified professionals ensure your system is operating to manufacturer's specifications.
Critical Power and Cooling Services Approved Batteries	Buy with the confidence of knowing you are purchasing high quality Lithium Ion batteries designed to produce maximum run time for your system.
Train support staff on basic operation of the equipment	Provides the customer with basic operation and maintenance knowledge.
Supply all necessary labor, travel and material	Frees customer resources to concentrate on core business activities.
Scheduling coordination	Avoidance of possible delays caused by scheduling conflicts.
Installation verification testing	Guarantees correct installation and operation of the system.
Customer specific site documentation	Records the baseline operational data of the system.
Battery inspection for Schneider Electric Service supplied batteries	Verify that batteries are installed and that the UPS battery configuration is set properly, ensuring optimal battery life.

3.0 Details of Service

The specific features and deliverables of this service are listed below. For each item listed below, Schneider Electric field service personnel will perform the work described and create and maintain a project summary document that contains the key data and information.

System Environment	
Activities	Description
Equipment & Verification	Schneider Electric service will provide the Li-ion battery systems and check the solution to ensure there are no signs of damage; the environment is suitable for operation and sufficient service access.
Installation Check	Schneider Electric service will verify the solution is positioned properly and any accessories are installed (if applicable).
	Schneider Electric service will visually inspect the wiring and connectors.
	Measure each module's voltage/ internal resistance after capturing high current (+) / (-) terminal of the Tray Assembly with meter
	Schneider Electric service will confirm all enclosures are properly labeled.
Battery Visual and Safety Inspection	Schneider Electric service will ensure the mechanical integrity of the battery cabinet, record the battery cabinet serial numbers (when applicable) and measure and record the ambient temperature for Schneider Electric service supplied batteries. Schneider Electric service will record battery configuration and control overall battery runtime.
Assembly & Start-up	
Activities	Description
Verify Wiring	Schneider Electric service will verify that all power, control and communication wiring is correctly terminated.
Perform Assembly & Start Up	Schneider Electric service will energize and check system functionality in all modes of operation to ensure compliance with manufacturer specifications. Schneider Electric service will verify that battery settings are properly configured. Schneider Electric will assemble & Start-up the Li-ION Battery System as specified in the separate Assembly & Start-up Statements of Work.
Functional Tests	Schneider Electric service will demonstrate the integrity of the battery system to the customer or their representative.
Basic Operator Training	Schneider Electric service will train the customer or their representative on basic operation of the system.
Verification	
Activities	Description
BMS Readings	Schneider Electric service will verify all BMS readings for accuracy.

Preventive Maintenance	
Activities	Description
Onsite Preventive Maintenance	Approximately 90-180 days from the date of Factory Warranty expiration, Schneider Electric will contact the customer to schedule a suitable time for a Preventive Maintenance Visit for the battery system. This visit will ensure the system is running to specification prior to warranty expiration and the Schneider Electric field service engineer can make the customer aware of any issues as well as non-concurrent service offerings that are available to the customer. A separate Statement of Work is available for the Preventive Maintenance Service.

4.0 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 service.

- A certified electrical contractor will be engaged to coordinate the input requirements based upon technical specification of the battery system;
- All services performed on-site by Schneider Electric service will be executed during the Schneider Electric business hours unless otherwise requested by the customer;
- Schneider Electric service will provide the customer with certified service personnel to Assemble & Start-up 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 ensure compliance with all Schneider Electric service technical specifications;
- This service applies to a customer location with standard site and product access;
- The Assembly & Start-up service only applies to battery systems supplied by Schneider Electric service;
- In case of cabling problem or wrong phase rotation, Schneider Electric service will not carry out any rework on the cabling;
- Schneider Electric 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.

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

- Schedule certified and approved engineers to perform service;
- Manage and coordinate scheduling of the Assembly & Start-up Service;
- Ensure Assembly & Start-up is performed 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;
- Provide a signed copy of the Assembly & Start-up Service site forms to the customer.

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed;
- Ensure system has been fully installed and all electrical wiring and cabling is connected prior to Schneider Electric service personnel arriving on site;
- Provide a named resource for scheduling of the service;
- Notify Schneider Electric service personnel of any security clearance and/or safety training and equipment requirements in advance of arrival;
- Provide a 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);
- Have the parties responsible for operation of the equipment present for basic operator training.

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 installation 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 installation 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 5.1 of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons, within the Schneider Electric service Customer Agreement.

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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