

Statement of Work

Conversion Service to Lithium-ION Battery System

Operate

Critical Power & Cooling Services

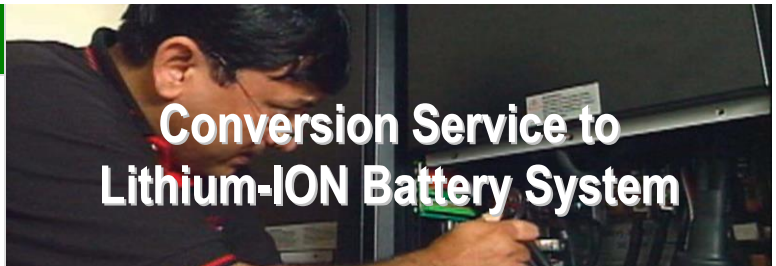


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1.0 Executive Summary

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.

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	Support the system issues and quickly diagnose and repair following the 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.
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.

3.0 Details of Service

3.1 SERVICE FEATURES & DELIVERABLES

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
Battery Visual and Safety Inspection	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.

3.2 EcoSTRUXURE IT FREE & REMOTE MONITORING SERVICES – SERVICE DELIVERABLES

Customers buying the “Advantage Ultra Plan for UPS/PDU” 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. When the asset is connected, the customer has the option to upgrade to two different remote monitoring services & 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	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.
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.
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.

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. 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;
- 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;
- The Assembly & Start-up 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 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.
- 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.
- 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 Assembly & Start-up services 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 Assembly & Start-up Service site 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;
- 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 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);
- Ensure safety plan is in place prior to intervention.
- Set up the EcoStruxure IT Free and maintain the contact list on the web profile.
- 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 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.

Please contact your local Service Representative for clarification.

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