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1.0 Executive Summary

The Schneider Electric Critical Power and Cooling Services (CPCS) 7-Year Parts Only Warranty Extension for Lithium Ion Battery Racks offers the customer peace of mind by providing technical support, connection to our cloud-based remote monitoring service EcoStruxure Asset Advisor, and priority access to the supply chain for replacement parts at no charge. The 7-Year Parts Only Warranty Extension can be purchased with the original equipment or at any time prior to the expiration of the original 3-year factory warranty. Preventive Maintenance Visits can be purchased separately.

2.0 Features & Benefits

Features	Benefits
No additional cost for replacement parts	Low cost insurance provides peace of mind.
No additional shipping costs for replacement parts	Schneider Electric service will ship the parts to the customer location allowing you to focus on your core business activities.
Technical Support	Technical Support to help troubleshoot and identify replacement parts needs and begin the shipping process.
Long term coverage	One-time purchase of extended warranty to cover seven years of equipment operation.
Covers all parts of your Battery Rack	Inclusive of all parts normally covered under the factory warranty including batteries, rack, BMS, SMPS, switchgear
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

The specific features and deliverables of this service are listed below.

Parts-only Extended Warranty	
Activities	Description
Technical Support	Schneider Electric technical experts at the Customer Care Centre will assist the customer in identifying the correct required part, and will begin the process of shipping the part to the customers location.
Parts Shipment	Once the defective part is identified, parts will be shipped to the customer location.

3.1 ECOSTRUXURE IT App – SERVICE DELIVERABLES

Customers buying the “7-year Parts Only Extended Warranty for Lithium-Ion Battery Racks” have access to EcoStruxure IT app which is free and available on Android and IOS, and 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.

If they wish, they can access also to EcoStruxure Asset Advisor Service, which is a paid service. It is a cloud-enabled remote monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting and visibility into Customer’s equipment lifecycle, providing more insights and incident tracking on critical devices.

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

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-Hour 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 Smartphone 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.

4.0 Assumptions

Schneider Electric Critical Power and Cooling Services (CPCS) will provide replacement parts under the terms of the Extended Parts Only Warranty based on the following key assumptions, which are agreed to by Schneider Electric Critical Power and Cooling Services (CPCS):

- 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 extended warranty;
- 24x7 Hours of Operation for Technical Support may not be available in all areas; check with your local Schneider Electric sales representative or reseller for availability;
- A failed battery determination must be made by either Schneider Electric Service Technical Support or a Schneider Electric service FSR to be eligible for replacement. Weak battery conditions, as determined from battery discharge information, do not constitute a failed battery.

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

- Parts support for UPS or any third-party equipment;
- On-site remedial labor for diagnosis or repairs;
- Replacement of parts damaged due to abuse, misuse, improper operating environment, or damage caused by outside forces,
- Extended warranty coverage beyond the maximum term.

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

- Provide Technical Support during which time the Customer Care Center will assist with identification of required parts and initiate shipment to the customer location;

5.2 CUSTOMER RESPONSIBILITIES

- Arrange for proper packaging and return shipment of failed parts to the location as described on the Return Material Authorization form;
- For safety reasons, lithium ion battery products that have failed, been damaged or have been identified by the manufacturer as being defective cannot be shipped by air. For shipping instructions and further information, please visit:
http://www.apc.com/us/en/support/contact/ask_apc.cfm
- Grant access to the equipment installation location for inspection if deemed necessary to resolve any warranty disputes.

6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric service for the customer including the schedule, location and successful completion criteria.

6.1 LOCATION

Replacement parts will be shipped to the customer point of contact at the location of the equipment installation.

6.2 COMPLETION CRITERIA

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

1. For each individual case, Schneider Electric service completes all the tasks described in Section 5.0 of this Statement of Work (SOW).
2. This service and SOW are terminated for other reasons, within the Customer Agreement.
3. The Extended Warranty entitlement has expired.

7.0 Pricing

Pricing is based on standard product offerings and configurations and a standard scope of work. Contact Sales for prices. Extended Parts Warranty is sold on an individual battery rack/cabinet basis. One Extended Parts Warranty per rack is required for each rack in a multi-cabinet solution.

8.0 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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