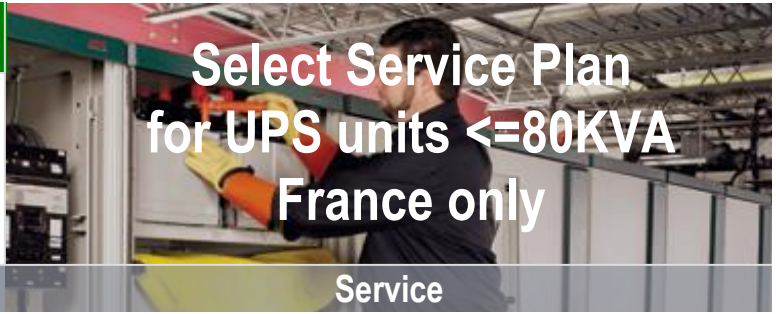




Statement of Work



Maintenance Service

Service

1.0 Executive Summary

Schneider Electric Select Service Plan for UPS provides 7x24 Technical support and guaranteed next business day on-site response for time and materials based remedial repairs during the agreement year. The Select Service plan offers an enhanced communication to customers within France who are not covered by a standard Advantage Service plan.

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1.1 7x24 TECHNICAL SUPPORT

Included as part of the UPS Select Service, technical support experts will be available 24x7 to quickly diagnose system issues and determine if an on-site visit by an experienced Schneider Electric Field service engineer is needed.

1.2 NEXT BUSINESS DAY ON-SITE RESPONSE

Schneider Electric service will dispatch certified personnel to provide repairs in the event of a problem. Remedial repair labor, travel and parts will be offered at standard rates. Please consult with your local Schneider Electric service sales representative for details.

2.0 Features & Benefits

Features	Benefits
Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
Guaranteed On-Site Response	Next Business Day Response ensures timely repair of customer system.

3.0 ECOSTRUXURE ASSET ADVISOR

Select Service Plan Customers can have access to EcoStruxure IT app which is available on Android and IOS, and allows instant access to live sensor data. They can 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 reducing break-fix resolution time through smart alarming, remote troubleshooting and visibility into your equipment lifecycle. It allows 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.

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

The upgrade to EcoStruxure Asset Advisor upgrade 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.

- Minimum of five (5) units per customer site recommended;
- All services performed on-site by Schneider Electric service will be executed during Schneider Electric business hours unless otherwise requested by the customer;
- All services are performed on-site by certified Schneider Electric service personnel;
- The system must be kept in an environment that adheres to manufacturer specifications;
- Hours of Operation for Technical Support are 24x7;
- Next Business Day is defined as the next day during the business week and normal business hours;
- Next Business Day response initiated with receipt of a signed Time & Materials purchase order and other required documentation;
- 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;
- This offer is available in France only.

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;
- Inform and provide recommendations to the customer about any action items;
- Perform all the Maintenance service tasks;
- Submit Site Report and Maintenance Forms to the customer.

5.2 CUSTOMER RESPONSIBILITIES

- 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;
- Ensure safety plan is in place prior to 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 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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