

Statement of Work

On-site Spare Parts Management Service

Operate

Critical Power & Cooling Services



1.0 Executive Summary

Schneider Electric China offers on-site spare parts management service to the user of Advantage Ultra service plan to optimize parts availability.

1.1 ANNUAL ON SITE SPARE PARTS MANAGEMENT SERVICES

To be added on top of the Advantage Ultra service plan, the annual onsite spare parts management service provides a comprehensive plan including parts planning, tracking, transportation, inspection and replacement to ensure that parts are in good status when required for break fix. This service includes all labor and financing expenses.

2.0 Details of Service

Table of Contents

- 1.0 Executive Summary
- 2.0 Details of Service
- 3.0 Assumptions & Exclusions
- 4.0 Scope of Responsibility

Activities	Descriptions
Identifying and formalizing list of key parts on customer site.	Schneider Electric service team will create parts stock strategy based on criticality of devices, warehouse condition, part valid periods, etc.
Purchasing management service	Schneider Electric global supply chain team will purchase parts on behalf of customer once confirmed.
Parts logistic service	Schneider Electric global supply chain logistic team will be responsible for all parts logistic arrange to customer warehouse
Parts Stock management	Warehouse environmental inspection. Parts tracking regarding to consumption and backfill Parts obsolete tracking for scraping and replacement Parts recounting and reporting per month/quarter

3.0 Assumptions & Exclusions

3.1 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.

- All UPS systems require an installed Network Management Card (NMC).
- 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.
- In some geographies, Schneider Electric service will send a pre-commissioning checklist to be completed and sent back to Schneider Electric before the startup visit.
- 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.
- Services are performed on-site by certified Schneider Electric service engineer.
- The equipment must be installed in an environment that adheres to manufacturer specifications.
- This service applies to a customer location with standard site and product access. Our Services assume continuous uninterrupted and unobstructed access to the equipment, stand-by time may be chargeable.
- Geographical restrictions may apply. In 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 Sales Representative.
- 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 Engineer 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 Battery Inspection service only applies to battery systems supplied by Schneider Electric service.
- 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.
- Non-standard products purchased or services through Schneider Electric service will require a customized Statement of Work.
- Any delays resulting in lost time caused by others may be chargeable.

3.2 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.

- 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.

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:

- System installation.
- Battery assembly.
- Information Technology (IT) Equipment migration services.
- Specialized testing or commissioning services.

4.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric service and the customer.

4.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES:

- Pickup goods on customer consignment warehouse according to dispatch order, sign name on the delivery note.
- Parts integrity check before usage.
- Provide a signed copy of the spare part provided to the customer.

4.2 CUSTOMER'S RESPONSIBILITIES:

- Providing Schneider Electric validated warehouse whose environment can guarantee that the spare parts are kept in good conditions.
- Provide dedicated warehouse keeper interfacing Schneider Electric service personnel.
- Prepare spares and delivery notes according to dispatch order from Schneider Electric dispatch planner, remark S/N on spares.
- Provide a point of contact to sign off the list of spare parts delivered.
- Provide to field service representative the document with the list of spare parts with Customer's signature.
- Provide feedback to Schneider Electric for replenishment.

©2019 Schneider Electric. All rights reserved. The information provided in this Statement 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 Schneider trademarks are property of Schneider Electric and its subsidiaries and affiliates. Other trademarks are property of their respective owners. Specifications are subject to change without notice. Disclaimer: This information is reliable at the point of creation and may be subject to change.