

# Statement of Work

# Service plan for Wireless Gateway

Operate

Critical Power & Cooling Services

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## 1.0 Executive Summary

Schneider Electric Service plan for Wireless Gateway system offering provides remedial repairs during the yearly agreement for 3<sup>rd</sup> party equipment.

### 1.1 ON-SITE REMEDIAL SERVICES

Schneider Electric service will dispatch certified personnel to provide replacements in the event of a problem. Parts, labor, travel and priority access to spare parts are included. The standard response time is Next Business Day.

## 2.0 Features & Benefits

Features	Benefits
Parts, Travel and Labor Included	Fixed cost – provides service budgeting stability
Priority access to supply chain	Increases the ROI by providing quick access to spare parts.
Guaranteed On-Site Response	Standard response time.
Highly Skilled Field Service Engineers	Assurance that the system issues are quickly diagnosed and repaired to the manufacturer's specifications.
Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
Environmental inspection	Verify the system's surroundings to optimize the lifetime of the wireless gateway solution

### 3.0 Details of Service

#### 3.1 ON-SITE REMEDIAL SERVICE DELIVERABLES

The Service plan for Wireless Gateway system provides Schneider Electric service certified technicians at the customer's location within a specified period of time to diagnose, repair, and test the system in the event of failure. All related labor, travel and parts are included within the context of such an intervention. The following table lists the details of the service tasks provided with this visit.

<b>Diagnose, Repair and Test</b>	
<b>Activities</b>	<b>Description</b>
<b>Check Wireless Gateway system Status</b>	Schneider Electric service will document the status of the Wireless gateway system upon arrival to the site
<b>Check Alarms</b>	Schneider Electric service will view event logs and display for alarms / information on the Wireless gateway system.
<b>Diagnose</b>	Schneider Electric service will trouble shoot reported issue as required.
<b>Repair</b>	Schneider Electric service will replace any defective parts as required.
<b>Test</b>	Schneider Electric service will complete functional tests conducted after corrective action is taken.
<b>Prepare and Deliver Report</b>	Schneider Electric service will describe the defect/failure and explain the corrective action taken. A detailed report will be provided.

## 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. On-site response upgrades to 8hr 24x7 or 4hr are available. The 4-hour on-site response upgrade may not be available in all locations, please check with your local Schneider Electric service sales representative or reseller for availability.
- Where 8 Hour and 4 Hour services are available for purchase, certified personnel will arrive on site in 8 Hours or within 4 hours from the time Schneider Electric Services deems an on-site visit is necessary provided Schneider Electric Services is in receipt of a signed Time and Materials purchase order.
- Next Business Day is defined as the next day during the business week and normal business hours.
- Hours of operation for Technical Support are country specific and include either 7x24 or business hours coverage.
- Onsite labor will be charged using standard Schneider Electric rates.
- An on-site visit is necessary provided Schneider Electric is in receipt of a signed Time and Materials purchase order;
- 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.
- Preventive Maintenance visits are available on a normal business hours basis with an option to upgrade to 24x7, including weekends and holidays.
- 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.
- 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, standby time may be chargeable.
- 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.
- 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.
- In the event that the Cooling system has not been covered by a Schneider Electric On-Site Maintenance contract, Factory or Extended Warranty for a period of six months or greater, Schneider Electric service requires a "Pre-Contract Audit" and resolution of any identified issues prior to accepting a service agreement on the system.

- 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.

#### 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;
- Maintenance or repair of heat rejection equipment not supplied by Schneider Electric;
- Maintenance or repair of any piping or condensate removal system outside of the cooling unit;
- Support for 3rd -party equipment;
- Any specialized testing or commissioning;
- Any testing or sample analysis of the site water supply or water used for evaporative cooling or humidification processes.
- 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.

#### 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.

## 5.0 Scope of Responsibility

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

### 5.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Meet the customer's requested service schedule date provided a minimum of 2-week notice is given for requested date.
- Perform all the maintenance service tasks and set as completed.
- Inform and provide recommendations to the customer about any action items not included in the Statement of Work.
- Submit Site Report and Maintenance 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;
- Provide a safe method of service access to all Precision Cooling equipment indoors or outdoors. Customer is responsible to provide any ladders, staging, roof hatches, or catwalks necessary for service requirements;
- Notify service personnel of any security clearance requirements in advance of arrival;
- Notify service personnel of any safety training and safety equipment requirements in advance of arrival;
- Provide an on-site point of contact;
- Sign the completed Maintenance forms after the intervention.
- Schneider Electric will make multiple attempts to proactively contact the customer to schedule maintenance 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 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 Section 3.1 or 3.2 of this Statement of Work;
2. This project and Statement of Work are terminated for other reasons, within the Schneider Electric Service Customer Agreement.

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