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1.0 Executive Summary

The Schneider Electric Critical Power and Cooling Solutions (CPCS) Modular Battery Replacement Service (MBRS) provides an easy to order, comprehensive on site battery replacement service for Symmetra, Symmetra PX, Symmetra LX and Smart-UPS VT solutions and includes the following:

- Ability to purchase the required amount of battery modules;
- Schneider Electric CPCS certified service professional on-site to perform all work;
- Battery swap out and system configuration;
- Removal and trucking of the waste batteries to an approved recycling center location;
- Environmental regulatory compliant battery recycling.

MBRS is the perfect solution for customers not wanting to deal with the hassle of replacing their own modular batteries. MBRS provides the customer with peace of mind, knowing their system batteries are being safely replaced by on site certified service professionals and empowers the customer with a 'green' solution for the removal and proper disposal of their waste batteries.

2.0 Features & Benefits

Features	Benefits
Easy to order	One single order item number includes the batteries, on site service labor, travel expenses and battery recycling all at a fixed cost.
On-Site Certified Service Professionals	Provides a one time on-site visit of certified CPCS Field Service Engineer(s), trained to safely replace your batteries without interrupting your critical operations.
CPCS Approved Batteries	Buy with the confidence of knowing you are purchasing the same high quality level batteries that were specifically designed to produce maximum run time for your system, directly from the manufacturer.
Environmental Regulatory Compliant Battery Removal and Disposal	Guarantees the removal, trucking and recycling of batteries adhere to all federal, state and local environmental regulations.
System Configuration	Updates the system with the new battery information and verifies the battery system is functioning to specification.
Flexible Service Scheduling	On site delivery of the batteries and scheduling of the battery replacement service are coordinated to suit the customer's needs.
Battery Recycling Certificate	Provides the customer with a certificate of record identifying the waste batteries were disposed of in accordance with federal, state and local regulations.

3.0 Details of Service

The Modular Battery Replacement Service provides the batteries, on-site labor, installation, removal and recycling of the batteries. The specific activities of this service are listed below:

Service Deliverables	
Activities	Description
Coordinate Battery Shipment	Schneider Electric CPCS will confirm the battery type and quantity ordered, along with the ship to address, shipment date and any special site conditions. Schneider Electric CPCS will also track the shipment and confirm shipment delivery.
Coordinate FSE Customer Site Arrival	Schneider Electric CPCS will coordinate the time and date of the Schneider Electric CPCS Service Professional/Partner arrival at the customer site. Schneider Electric CPCS Field Service Engineer (FSE) will arrive on site as scheduled, coordinating the service delivery and any special requirements, with the appointed customer resource.
System Inspection	Schneider Electric CPCS will inspect the system condition and verify the bad battery location(s).
New Battery Positioning	Schneider Electric CPCS will move the new batteries from the shipping pallet location to the UPS and battery system location.
Bad Battery Removal and New Battery Installation	Schneider Electric CPCS will safely remove the depleted batteries, without interrupting critical operations and stage them in a nearby location for later relocation to customer's shipping dock. Schneider Electric CPCS will safely install the new batteries, without interrupting critical operations.
System Reset, Configuration and Test	Schneider Electric CPCS will update the system with the new battery information and verify the battery system is functioning to specification.
Waste Battery Relocation, Shipment Preparation and Transit	Schneider Electric CPCS Partner will relocate all waste batteries from the UPS System location to the customer's shipping dock Schneider Electric CPCS Partner will palletize the waste batteries for shipment, and load them onto the shipping truck. Schneider Electric CPCS Partner will ship the waste batteries to the approved recycling location.
Battery Recycling	Schneider Electric CPCS ships waste batteries to approved battery recycling locations, where the battery assemblies are reduced to base materials and then reintroduced back into the manufacturing process in accordance with federal, state and local regulations.
Battery Recycling Certificate	Schneider Electric CPCS will provide the customer with a certificate of record identifying the waste batteries will be recycled of in accordance with federal, state and local regulations.

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 CPCS.

- This is a standardized fixed price service and only applies to customer locations with standard site and product access. Any special site conditions that may prevent the successful deployment of this service, such as no truck access, no loading dock, no elevator access, no inside moving equipment, etc., may require a custom quote, contact Schneider Electric CPCS sales prior to placing a purchase order (PO);
- All services performed on-site by Schneider Electric CPCS will be executed during normal business hours. Should different scheduling be required, please contact your Schneider Electric CPCS sales representative for a custom quote;
- All services are performed on-site by certified Schneider Electric CPCS service personnel or partners;
- The Modular Battery Replacement Service is only applicable to Schneider Electric CPCS systems using APC sealed lead acid battery modules. Please contact your Schneider Electric CPCS sales representative for any other non-modular battery replacement applications;
- Full battery replacement is recommended, but not required. However, minimum replacement requirements do apply and vary depending on system type. Consult www.apc.com for further details;
- The customer will provide a suitable path to move the batteries within the building;
- The WMBRS price is all inclusive, except In North America, where the shipment of the new battery modules is not included in the WMBRS price. North American customers will be charged separately for standard dock to dock shipment of the new battery modules;
- The new battery shipment may need to sit in the customer's shipping/receiving area for a few days before Schneider Electric CPCS service personnel arrive onsite. Likewise, the depleted batteries may also need to sit for a few days in the staging area, before collection can be made;
- Customers who can not provide a suitable staging location for the new batteries until Schneider Electric CPCS arrives to relocate them are required to upgrade the shipping terms to 'inside delivery' and specify this on the PO. This shipment upgrade provides for an inside delivery of the batteries, once they arrive at the customer site. The customer will be charged separately for inside delivery and recognizes inside delivery as a significant shipping cost upgrade and no reduction in the MBRS price will be offered to offset this cost;
- The system must be kept in an environment that adheres to manufacturer defined specifications.

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

- Removal of other UPS batteries;
- Non APC Equipment;
- Wet Cell Batteries;
- Support for third party equipment.

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC CPCS RESPONSIBILITIES

- Meet the pre-determined scheduled service date;
- Perform all of the modular battery replacement service activities listed in this Statement of Work (SOW);
- Present required site forms to the customer;
- Ship waste batteries replaced during the on-site intervention to recycling center;
- Recycle batteries in accordance with federal, state and local regulations;
- Provide the customer with recommendations regarding any action items not included in the SOW.

5.2 CUSTOMER RESPONSIBILITIES

- Prior to order, inform Schneider Electric CPCS Sales of any special site conditions that could prohibit the successful execution of this standardized service, i.e., security clearance, site access requirements, unions, no truck access, no loading dock, no elevator access, no inside moving equipment available, etc.;
- Once agreed upon with Schneider Electric CPCS Sales, acceptable special site conditions must be clearly identified on the customer PO;
- Provide dates and times when the scheduled work can be performed;
- Provide a suitable location for the receipt of the required battery shipment. If batteries cannot be staged for a few days prior to relocation to the UPS location, customer must upgrade shipment terms to 'inside delivery' on the PO;
- Facilitate site access for Schneider Electric CPCS service personnel and provide on-site point of contact;
- Provide a suitable path within the building to relocate the batteries from the dock to the UPS/Battery system location;
- Provide a suitable location for the staging of the waste batteries nearby the UPS/Battery system location;
- If possible, allow the use of customer on site moving equipment, such as, moving dolly, two wheeled truck, pallet jack, etc.

6.0 Project Work Details

The project work details listed below are provided by Schneider Electric CPCS for the customer with regard to service date, place and completion criteria.

6.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric CPCS and the customer.

6.2 LOCATION

The location of this service will be on-site and will be agreed to by Schneider Electric CPCS and the customer prior to the service delivery.

6.3 COMPLETION CRITERIA

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

1. Schneider Electric CPCS completes all the tasks described in Section 3.0 of this SOW;
2. This service and Statement of Work are terminated for other reasons within the CPCS 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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