



# Statement of Work

## On-Site Warranty Extension Service for Room, Row, and Rack Cooling Products

Maintenance Service

Service

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## 1.0 Executive Summary

Schneider Electric On-Site Warranty Extension for Cooling equipment provides certified service personnel to conduct remedial repairs in the unlikely event of a problem as well as two scheduled preventive maintenance service visits providing a comprehensive visual, environmental and operational inspection of the system to ensure that components are performing to defined technical and environmental specifications. This service includes all labor and travel expenses with an available 7 X 24 scheduling upgrade option. This service provides a seamless extension of the factory warranty by one or two years. This service can only be purchased concurrently with the sale of the cooling product.

### 1.1 (MINIMUM) SEMI-ANNUAL MAINTENANCE VISITS

This service consists of two scheduled *Semi-Annual* Preventive Maintenance visits whereby a Schneider Electric certified technician performs a comprehensive inspection of the Cooling unit to maximize critical load uptime by ensuring the components are performing to defined factory specifications. The service technician inspects environmental conditions, performs maintenance tasks and checks system operating conditions. Cleaning or replacement of consumables (Return air Filters and Humidifier cylinders when applicable) are included with this service. The Semi-Annual Preventive Maintenance response is Next Business Day. This service schedule may be upgraded to 7x24, which allows scheduling outside normal business hours, including weekends and holidays. The Semi-Annual Preventive Maintenance schedule is the minimum service interval offered for Onsite Warranty Extension Service. Additional service upgrades to the Semi-Annual Preventive Maintenance schedule are available on Quarterly and Monthly basis for increased unit protection and uptime.

### 1.2 ON-SITE REMEDIAL SERVICES

The basic service covers on-site remedial repair visits as required. Schneider Electric standard offering is a Next Business Day service response. Upon situation review, Schneider Electric will dispatch authorized personnel to the customer's location to arrive next business day. This service response offering includes parts, labor and travel.

## 2.0 Features & Benefits

Features	Benefits
Includes parts, labor and travel expenses	Fixed Cost- provides service budgeting stability .
Frees customer resources	Allows customer resources to concentrate on core business objectives.
Guaranteed On-Site Response	Flexible scheduling options allow customers to choose the response time that best aligns with their needs.

Features	Benefits
<b>Agility</b>	Adaptable response times to support your Up-Time Requirements. Built in Preventative Maintenance with Upgrades to the PM intervals to provide total equipment coverage.
<b>Total Cost of Ownership</b>	Fixed cost for preventive maintenance and repairs with fixed pricing for service and preventive maintenance response time upgrades.
<b>Provides qualified and approved service personnel</b>	Only factory authorized technicians are dispatched to ensure proper troubleshooting and repair the first time.
<b>Performs system performance check</b>	Assures the Cooling system will perform to manufacturer specifications for optimum availability.
<b>Performs an Environmental inspection</b>	Optimizes the lifetime of the cooling system.
<b>Priority access to supply chain</b>	Increases the ROI by providing quick access to manufacturer's spare parts.
<b>Preventive maintenance visit report</b>	Ensures all action items are completed. Informs and provides recommendations to the customer about any action items not included in the Statement of Work (SOW).
<b>Site Report</b>	Provides an assessment of the system and recommendations to guarantee optimum system availability and functionality.
<b>EcoStruxure IT app</b>	Instant information on connected devices, live sensor data and alarms available on your mobile.

### 3.0 Details of Service

#### 3.1 SEMI-ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Semi-Annual Preventive Maintenance Service provides Schneider Electric certified service personnel at the customer's location on a pre-determined scheduled date. The following table lists the details of the service tasks provided with these visits.

Semi-Annual Preventative Maintenance Inspection	
Activities	Description
<b>Perform Environmental Inspection</b>	Schneider Electric will measure and record room temperature and humidity.
	Schneider Electric will check the system for adequate cooling capacity to support the load and make recommendations as necessary.
	Schneider Electric will ensure the environment is within manufacturer-specified operating conditions and clearances.
	Schneider Electric will document any environmental noncompliance issues and recommend appropriate action as necessary.

<b>Semi-Annual Preventative Maintenance Inspection</b>	
Activities	Description
<b>Maintenance Tasks (as applicable)</b>	Inspect unit for damage, missing or broken hardware, and abnormal noises.
	Inspect doors, panels, gaskets, and hardware. Check external paint integrity.
	Inspect for foreign debris and signs of corrosion within the unit.
	Check and tighten electrical connections within the unit.
	Replace drive belts, check and lubricate bearings, check motor mounts, pulleys, and set screws.
	Clean or replace the factory installed air filter and water filter media.
	Inspect heat exchangers, fan blades, and coil fins.
	Inspect for water leaks on the factory supplied piping system.
	Visual inspection for refrigerant and/or Chilled Water leaks. Visually inspect for Water/Glycol condenser loop for leaks if applicable.
	Inspect condensate pan and verify proper condensate removal from unit.
	Clean or replace the humidifier cylinder. Inspect humidifier water valves.
	Check and tighten pipe clamps, piping joints, and compressor mounting hardware within the unit.
	<b>Check System Operating Conditions Check System Operating Conditions</b>
Check and adjust fan speed regulation and controls.	
Check the chilled water and/or condenser water supply temperature and water flow. Check the glycol concentration.	
Schneider Electric service will verify operation of the water regulating valve and actuator if applicable.	
Schneider Electric service will check compressor operation if applicable. Measure and record refrigerant pressures and temperatures.	
Check the refrigerant and compressor oil level; check the filter drier pressure drop.	
Check the refrigerant metering device and head pressure control valve operation.	
Check operation of the Outdoor Condenser, Fluid Cooler, and Pump Package if applicable. Check and adjust fan speed and pump control settings.	
Schneider Electric service will verify unit modes of operation: Cooling/Reheat/Humidification/Dehumidification.	
Schneider Electric service will confirm unit's ability to maintain temperature and humidity set-points.	
Schneider Electric service will verify controller configuration and control set-points.	
Check and calibrate safety switches, pressure, temperature, and humidity sensors.	
Schneider Electric service will check operation of group control, redundancy failover, and lead-lag functions.	
Schneider Electric service will review Alarm history and investigate logged alarms.	
<b>Documentation</b>	Schneider Electric service will document system condition and further service needs and provide that document to the customer.
	Schneider Electric service will make recommendations to customer regarding cooling solution repairs or enhancements if required.

**3.2 ON-SITE SERVICE DELIVERABLES**

The On-Site Service visit provides Schneider Electric service authorized technicians at the customer's location within a specified period of time. The following table lists the details of the service tasks provided with this visit.

<b>On-Site Service Inspection</b>	
Activities	Description
<b>Cooling Unit Status</b>	Schneider Electric service will document the status of the Cooling unit upon arrival to the site (i.e.-Verify Alarms, Loss of cooling.)
<b>Cooling Unit Alarms</b>	Schneider Electric service will view active alarms, eventlog and display for alarms / information. Download eventlogs from the Cooling Unit.
<b>Troubleshoot</b>	Schneider Electric service will troubleshoot and repair the system as required Functional Testing conducted after corrective action is taken
<b>On-Site Service Report Preparation</b>	Schneider Electric service will describe the defect / failure of the Cooling Unit
	Schneider Electric service will describe the corrective actions taken to resolve the defect/failure of the Cooling Unit.

**3.3 ECOSTRUXURE IT APP DELIVERABLES**

Onsite Extended Warranty provides customers with access to EcoStruxure IT app which is available on Android and IOS, and allows instant access to live sensor data.

Access to EcoStruxure Asset Advisor Service is also available for a fee. 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 reduce break-fix resolution time through smart alarming, remote troubleshooting and visibility into your equipment lifecycle. It also provides the ability to chat with your own team as well as the experts at the Schneider Electric Service Bureau 24x7, providing 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 application.

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

The upgrade to EcoStruxure Asset Advisor 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](http://Ecostruxureit.com)

Information on system requirements can be found on: [ecostruxureit.com/system-requirements/](http://ecostruxureit.com/system-requirements/)

The specific activities of the EcoStruxure IT app service are listed below :

<b>Activities</b>	<b>Description</b>
<b>Alarms and live data on EcoStruxure IT app</b>	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.
<b>Alarm Notification</b>	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.
<b>Delivery of Regular Report</b>	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 the SOW is based on the following key assumptions, which are agreed to by Schneider Electric.

- All scheduled services performed on-site by Schneider Electric will be executed during business hours. These hours are Monday through Friday from 8:00 A.M. to 5:00 P.M. weekly, local time. Exceptions are holidays. Preventative Maintenance upgrades to 7x 24 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 check with your local Schneider Electric service sales representative or reseller for availability;
- EcoStruxure Asset Advisor, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric service sales representative for availability in your area;
- 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;
- EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured;
- 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 7 X 24 or business hours coverage;
- Onsite labor will be charged using standard Schneider Electric rates;
- 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 Technical Support deems;
- 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 FSE 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;
- This service is only available for purchase at the time of the initial purchase of the Cooling Unit.
- The Onsite Warranty Extension service is not-renewable
- Geographical restrictions may apply. Please verify the service coverage and response time with your local APC by Schneider Electric office.
- 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.

Some aspects of the service definition presented in this document may vary by location. In the 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 APC service sales representative.

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

- 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.

## 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;
- Submit Site Report and Maintenance Forms to the customer;
- Ensure all action items are completed;
- Inform and provide recommendations to the customer about any action items not included in the Scope of Work;
- 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;
- 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;
- 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 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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