



1.0 Executive Summary

The Battery Advantage Ultra Service provides remedial repairs as well as one scheduled preventive maintenance service visit during the agreement year.

1.1 ANNUAL PREVENTIVE MAINTENANCE VISIT

Included as part of the Battery Advantage Ultra Service, the annual preventive maintenance visit provides a comprehensive visual, environmental and electronic inspection of the Battery 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.

1.2 ON-SITE REMEDIAL SERVICES

Schneider Electric service will dispatch certified personnel to provide repairs in the event of a problem. Parts including batteries, travel, and labor are included. The standard response time is Next Business Day with response time enhancement options available for purchase. The response time for battery issues mirrors the response time purchased for the UPS at no additional cost to the customer.

2.0 Features & Benefits

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| Features | Benefits |
|--|---|
| Parts, Travel and Labor Included | Fixed cost – provides service budgeting stability. Remedial battery replacement included. |
| Guaranteed On-Site Response | Flexible scheduling options allow customer's to choose the response time that best aligns with their needs. |
| 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. |
| Site Report | Provides a detailed assessment and recommendations to proactively diagnose and prevent any potential risks to the system. |
| Proactive Maintenance | Assures system will perform to manufacturer specifications. |

3.0 Details of Service

3.1 ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The included Annual Preventive Maintenance Service visit 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 this visit.

Battery Preventive Maintenance is not available for Smart-UPS VT/Galaxy 3500 and Symmetra PX 250 products.

| Activities | Descriptions |
|---|--|
| Perform Visual Inspection | Schneider Electric service will inspect the integrity of the battery rack or cabinet. Schneider Electric will check the terminal posts and connectors for evidence of corrosion and batteries for cracks, leaks or excessive bulging. |
| Perform Environmental Inspection | Schneider Electric service will measure and record ambient air temperature of the battery enclosure. Schneider Electric service will check the general appearance and cleanliness of the battery system. |
| * Perform Torque Inspection | Schneider Electric service will check the hardware torque of the battery connectors according to manufacturer specifications during the annual visit. * |
| Perform Functional Verification | * Schneider Electric service will manually measure and record the DC voltage and internal battery resistance of each block of the battery string(s). *Schneider Electric service will also manually measure and record DC float voltage and DC charge current. As well as ensure AC ripple voltage and current are within design specifications. Schneider Electric service will perform overall system diagnostics and publish battery voltage and current data for analysis and trending through module or battery level measurements. |
| Deliver Report | Schneider Electric service will deliver a comprehensive site report to the customer documenting any battery system deficiencies, recommended corrective actions. |

* Applies to non-modular VRLA battery systems

3.2 ON-SITE REMEDIAL SERVICE DELIVERABLES

The Advantage Ultra Service provides Schneider Electric service certified technicians at the customer's location within a specified period of time to diagnose, repair, and test the battery system in the event of failure. **All related labor, travel and parts are included with the service.** The following table lists the details of the service tasks provided with this visit.

| Activities | Descriptions |
|--|---|
| Check UPS Status | Schneider Electric service will document the status of the Battery upon arrival to the site (i.e. On-Line, On-Battery, Static Bypass, or other, etc.) |
| Check UPS Alarms | Schneider Electric service will view event logs and display for alarms / information on the Battery. |
| Diagnose | Schneider Electric service will troubleshoot reported issue as required. |
| Repair | Schneider Electric service will replace any defective parts and repair the system as required, including remedial battery replacement |
| Implement updates | Schneider Electric service will verify firmware revision(s) and system components are updated to manufacturer specifications. |
| Test | Schneider Electric service will complete functional tests conducted after corrective action is taken. |
| Prepare and Deliver Site Report | Schneider Electric service will describe the defect/failure and explain the corrective action taken. A detailed report will be provided. |

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.

- 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 Battery Frame must be kept in an environment that adheres to manufacturer specifications as defined within the owner's manual. Non-compliance will void contract.
- Hours of Operation for Technical Support are Country specific and include either 7 X 24 or business hours coverage.
- 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 Service Technical Support deems an on-site visit is necessary. UPS response time applies to battery contract
- Preventive Maintenance visits are available during business hours with an option to upgrade to 7 X24, including weekends and holidays.
- Battery contracts are only available when the UPS is covered under an Advantage Ultra contract
- The Battery Preventive Maintenance is not valid for Smart UPS VT, AIS, Galaxy 3500 or Symmetra PX 250 product families.
- Please contact your local Service Representative to purchase this service.
- An FSE recommended proactive battery replacement is not included.
- All batteries must be supplied by Schneider Electric service.

- A failed battery determination must be made by either APC Technical Support or a Schneider Electric service FSE to be eligible for replacement. Weak battery conditions as determined from battery discharge information does not constitute a failed battery.
- In the event the UPS system has not been previously covered by an On-Site Maintenance contract, Schneider Electric service requires a recertification PM prior to placing an on-site agreement on the unit.
- This service is not available on all product models; please consult with your local Schneider Electric Service Sales representative for availability.

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

- Support for third party equipment.
- Remote Monitoring Service
- Wet Cell Batteries
- Battery Preventive Maintenance on Smart-UPS VT/Galaxy 3500 or Symmetra PX 250 products

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.
- 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 SOW (statement of work).
- Conform to local health and safety regulations.
- Supply parts as needed for remedial repair.

5.2 SCHNEIDER ELECTRIC CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
- 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.
- Sign the proposed safety plan prior the 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 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.

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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