



1.0 Executive Summary

Schneider Electric Preventive Maintenance for Cooling consists of varied intervals of visits to match the customer's application & equipment availability.

1.1 (Minimum) Semi-Annual Maintenance Visits The semi-annual maintenance visits are available a 5x8 or 7x24 basis providing flexible scheduling options. Semi-Annual PM's are the minimum requirement for extended warranties and On-site unscheduled maintenance. Operational consumables (Return Air Filters, Belts and replacement Humidifier Cylinders) are included with this service.

1.2 (Recommended) Quarterly Maintenance Visits Additional maintenance visits are recommended as an upgrade to enhance availability. The inspections include a comprehensive inspection of the Cooling equipment to maximize critical load uptime by ensuring that the components are performing to defined technical and environmental specifications. Quarterly maintenance visits are available on a 5x8 or 7x24 basis. Operational consumables (Return Air Filters, Belts and replacement Humidifier Cylinders) are included with this service.

1.3 (Enhanced) Monthly Maintenance Visits To ensure minimal equipment down time and maximum availability upgrade to Monthly maintenance visits which are available on a 5x8 or 7x24 basis. Operational consumables (Return Air Filters, Belts and replacement Humidifier Cylinders) are included with this service.

2.0 Features & Benefits

Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Scope of Responsibility
- 6.0 Project Work Details
- 7.0 Pricing
- 8.0 Terms & Conditions

| Features | Benefits |
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| Frees Customer Resources | Allows customer resources to concentrate on core business objectives. |
| Availability | Preventive maintenance reassures the customer that the system is operating at peak efficiency and has the latest factory upgrades installed and tested. |
| Agility | Adaptable preventive maintenance visits performed to support your Up-Time Requirements. |
| Total Cost of Ownership | Fixed cost for routine maintenance, consumables and factory upgrades. |
| Provides Qualified and Certified Service Personnel | Assures system availability through preventive maintenance conducted by trained certified technicians. |
| Performs System Performance Check | Assures the Cooling system will perform to manufacturer specifications for optimum availability. |
| Documentation Provided to Customer | Ensures all action items are completed by supplying a site form of the preventative maintenance activities. Provides recommendations on any items outside the PM Scope of work |

3.0 Details of Service

The Preventative Maintenance Service provides a thorough examination of your system to ensure continued optimal performance. Task details are provided in the following table based on the interval of the PM visit.

| Monthly PM Inspection | |
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| Activities | Description |
| Perform Environmental Inspection | Schneider Electric service will measure and record room temperature and humidity. |
| | Schneider Electric service will check the system for adequate cooling capacity to support the load and make recommendations as necessary. |
| | Schneider Electric service will ensure the environment is within manufacturer-specified operating conditions and clearances. |
| | Schneider Electric service will document any environmental noncompliance issues and recommend appropriate action as necessary. |
| Maintenance Tasks | Schneider Electric service will verify main/control voltages. |
| | Schneider Electric service will check chilled water and/or condenser water supply temperature, if applicable. |
| | Schneider Electric service will check drive belts, and return air filters. |
| | Schneider Electric service will visually inspect refrigerant level if applicable. |
| | Schneider Electric service will visually inspect for refrigerant and water/glycol condenser loop for leaks. |
| | Schneider Electric service will verify proper condensate removal from unit. |
| Check System Operating Conditions | Schneider Electric service will review Alarm history and investigate logged alarms. |
| | Schneider Electric service will Confirm unit's ability to maintain temperature and humidity set-points. |
| Documentation | 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. |

| Quarterly PM Inspection (Includes Monthly tasks as well) | |
|--|--|
| Activities | Description |
| Maintenance Tasks | Schneider Electric service will replace return air filters if required. |
| | Schneider Electric service will check and lubricate bearings if applicable. |
| Check System Operating Conditions | Schneider Electric service will check motor mounts/Pulleys/ Bearing set screws. |
| | Schneider Electric service will check compressor operation if applicable. |
| | Schneider Electric service will check operation of Outdoor Condenser/Pump package. |
| | Schneider Electric service will check and verify component amperages. |
| | Schneider Electric service will verify unit modes of operation (Cooling/Reheat/Humidification/Dehumidification). |
| | Schneider Electric service will verify operation of proportional chilled water actuator if applicable. |

| Semi Annual PM Inspection (Includes Monthly & Quarterly tasks as well) | |
|--|---|
| Activities | Description |
| Maintenance Tasks | Schneider Electric service will replace Drive belts if applicable. |
| | Schneider Electric service will replace humidifier steam cylinder if applicable. |
| | Schneider Electric service will clean dust and debris from unit. |
| Check System Operating Conditions | Schneider Electric service will check electrical connections. |
| | Schneider Electric service will verify set points for Outdoor Heat Exchanger and or Pump package if applicable. |
| | Schneider Electric service will verify controller configuration and control set-points. |
| | Schneider Electric service will verify operation of water regulation valves if applicable. |
| | Schneider Electric service will check refrigeration pressures/temperatures/settings if applicable. |
| | Schneider Electric service will check Glycol concentrations if applicable. |
| | Schneider Electric service will check operation of group control. |
| Schneider Electric service will confirm cleanliness of evaporator and condenser. | |
| Provide Basic Operator Refresh Training | User refresh training also included. |

4.0 Assumptions

The successful performance of the tasks defined in this statement of work (SOW) is based on the following key assumptions, which are agreed to by Schneider Electric service.

- The Preventive Maintenance Service can be purchased as a stand-alone service or in conjunction with any other Schneider Electric service agreement. Additional visits can be purchased for the same system if required to enhance availability or satisfy local requirements.
- All scheduled services performed on-site by Schneider Electric will be executed during business hours. These hours are Monday through Friday from 8am to 5pm weekly, local time. Exceptions are holidays.
- A factory certified and trained Field Service Engineer will deliver the Basic Operator Refresh Training at the customer's site to up to 4 on site operators or individuals responsible for the maintenance of the Cooling System at the time of Preventive Maintenance Visit.
- The customer is responsible for the purchase of all spare parts.
- The cooling equipment has sufficient clearance for serviceability.
- The customer is responsible to provide any ladders, staging, roof hatches, or catwalks necessary for service requirements.

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

- On site repair labor or parts for the Cooling Equipment.
- 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 third party equipment.
- Any specialized testing or commissioning.
- Modification or disassembly of any part of the building structure in order to gain access for equipment service.

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 the Maintenance service tasks.
- Submit Maintenance Site 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 Statement of Work (SOW).

5.2 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 completed Maintenance forms.
- Spare parts kits are the customer's responsibility.

6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric service for the customer including the schedule, location and successful completion criteria.

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 Network AIR Precision Computer Room Air Conditioning equipment service 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 tasks described in Section 3.0 of this SOW.
2. This service 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.

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