



1.0 Executive Summary

The Battery Replacement Service provides full battery replacement. Labor and travel are included with this service.

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 Terms & Conditions

2.0 Features & Benefits

Features	Benefits
Includes Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
Highly Skilled Field Service Engineers	Battery replacement is provided or supervised by certified Schneider Electric service Field Service Engineers.
Flexible Scheduling Options	Flexible service scheduling options support customer's unique business requirements.
Site Report	Provides a detailed report of service activities completed during the battery replacement visit.
EcoStruxure IT App	EcoStruxure IT App monitors and protects your critical equipment, providing 24/7 visibility through live data, smart alarming, and data driven insights on the health of your connected assets directly to your smartphone.

3.0 Details of Service

3.1 ON-SITE SERVICE DELIVERABLES

The-Battery Replacement Service provides Schneider Electric service authorized technicians on location to replace all system batteries. The following table lists the details of the service tasks provided with this service.

Activities	Descriptions
Replace	Schneider Electric service will replace defective batteries with new batteries approved by Schneider Electric service. Schneider Electric service will properly remove and replace the old batteries in accordance with local legislation.
Configure	Schneider Electric service will Configure and Calibrate the UPS DC buss and Personalize to Factory Specifications if applicable.
Test	Schneider Electric service will complete functional tests after the service intervention validating that the battery system is functioning to factory specification.
Prepare and Deliver Report	A report will be provided at the conclusion of the service visit.

3.2 ECOSTRUXURE IT APP – SERVICE DELIVERABLES

Customers buying the “*Battery Replacement Service*” have access to EcoStruxure IT app which is free and available on Android and IOS, and allows instant access to live sensor data, and chat with your own team and the experts at the Schneider Electric Service Bureau 24x7, providing peace of mind and fast problem resolution.

If they wish, they can access also to EcoStruxure Asset Advisor Service, which is a paid service. It is a cloud-enabled remote monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting and visibility into Customer’s equipment lifecycle, providing more insights and incident tracking on critical devices.

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.

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

IMPORTANT! With EcoStruxure Asset Advisor, the customer may connect for free each device under contract and unlimited number of devices with the EcoStruxure IT app. Additional devices, not under contract, can be connected with EcoStruxure Asset Advisor for an annual fee.

For additional information and availability in your country, please go to: Schneider-electric.com/asset-advisor

The specific activities of the EcoStruxure Asset Advisor service are listed below:

Activities	Description
Alarms and live data on EcoStruxure IT app	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.
24-Hour Monitoring	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via Smartphone app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
Delivery of Regular Report	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.
Expedited Problem Resolution	Schneider Electric will receive immediate notification of physical infrastructure alarms and notify and work with the customer to diagnose the problem as well as coordinate and recommend remedial actions. If on-site service is dispatched, the Schneider Electric technician will acquire the pertinent information prior to arriving on-site.

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.

- Battery replacement Service is sold on a per battery basis.
- Battery Replacement Service minimum order size is one complete battery string.
- All services performed on-site by certified Schneider Electric service personnel will be executed during normal business hours unless otherwise requested by the customer.
- The Battery Replacement Service is applicable to sealed lead acid battery systems only. Battery Replacement Service does not cover wet cell applications. Please contact your certified Schneider Electric service sales representative for wet cell applications.
- Special quote required for batteries exceeding 110lbs/battery.
- Incidental battery replacement is not included as part of this service.
- The Battery Replacement service requires the system be placed in full bypass.
- Batteries are not included with this service and must be purchased separately through Schneider Electric service. Please contact your certified Schneider Electric service sales representative for a quote.
- 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:

- Support for third party equipment.
- Replacement Batteries. Please contact your certified Schneider Electric service sales representative for a quote.
- Battery disposal. Please contact your certified Schneider Electric service sales representative for a quote.

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 pre-determined scheduled service date
- Perform all of the battery replacement service activities listed in the Statement of Work
- Present required site forms to the customer
- Provide the customer with recommendations regarding any action items not included in the SOW (Statement of Work)

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 or other site access requirements prior to scheduled arrival;
- Provide the name and contact information of the on-site point of contact;
- Purchase of replacement batteries.

6.0 Project Work Details

The project work details listed below are provided by Schneider Electric service 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 service and the customer.

6.2 LOCATION

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

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 of this SOW.
2. This service and Statement of Work is 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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