



1.0 Executive Summary

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The Schneider Electric Pre-Contract Audit Service for Cooling Products provides a comprehensive visual, environmental, mechanical and electrical inspection and baseline report of the Cooling System to define the current status of critical systems that are not covered under a warranty or service agreement. This service includes all labor and travel expenses during normal business hours and may be upgraded to 7X24 scheduling in order to perform the service outside of normal business hours, on weekends, or during holidays.

Preventive maintenance, remedial repairs or parts are not included within the scope of this service. This service identifies those product enhancements, upgrades and remedial repair requirements to be met before your system can be covered under a service agreement. All systems that are not currently under warranty or service agreement are required to meet these minimum requirements to be contract-eligible.

Please contact your certified Schneider Electric service sales representative for more details.

2.0 Features & Benefits

Features	Benefits
Includes Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
Provide Certified Service Personnel	Personnel with the knowledge to adequately audit your system.
System Audit Report	Details the current health of your system and the status of all available upgrades and enhancements.

3.0 Details of Service

3.1 Pre-Contract Audit Service Deliverables

The Pre-Contract Audit 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 this visit:

Activities	Description
Perform Visual Inspection	Schneider Electric service will inspect and document the interior and exterior conditions of the cooling product to generate the Audit report.
Perform Environmental Inspection	Schneider Electric service will inspect and document the system's environmental operating conditions including but not limited to datacenter design, placement of equipment, room temperature and humidity, airflow pattern, and placement of equipment located outdoors.
Perform Mechanical/Electrical Inspection	Schneider Electric service will inspect and document the condition of power and control wiring, electrical components, system controls, user interface display, sensors, fans, valves, finned-tube heat exchangers, condensate drain, pumps, compressors, and consumable parts.
Perform Functional Verification	Schneider Electric service will check each mode of operation and record the result of the functional verification. Modes of operation include direct expansion and chilled water cooling, electric and hot water heating, humidification, air and/or water free cooling.
Verify status of all installed upgrades, enhancements and service bulletins	Schneider Electric service will document all product accessories, upgrades, service bulletins, and firmware revision currently installed on your system.
Deliver System Audit Report	Following the on-site visit, Schneider Electric service will forward onto the customer a written audit detailing the current status of their system versus the minimum requirements for contract eligibility.
Deliver Remedial Repair Estimate	Following the on-site visit, Schneider Electric service will forward onto the customer a time and materials estimate for the repair work required to meet the minimum requirements for contract eligibility.

* When applicable for the system configuration.

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 normal business hours with an available 7X24 scheduling upgrade option;
- All services are performed on-site by certified Schneider Electric service personnel;
- The system must be kept in an environment that adheres to manufacturer specifications;
- The Perform Functional Verification implies that the system is powered and available for functional testing without any disturbance to customer operations;
- This service applies to a customer location with standard site and product access;
- The Pre-Contract Audit is limited to a simple non-invasive visual check of exposed field installed refrigerant and/or chilled water piping. If refrigerant or water leaks are detected, an in-depth inspection of cooling system piping may be required to complete the system audit and is not covered under this statement of work. Please contact your certified Schneider Electric service sales representative for more details;
- The Pre-Contract Audit is considered complete when the system Audit report is provided to the customer.

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

- Support for third party equipment;
- Refrigerant or water system leak testing;
- Proactive replacement of wearing parts;
- Performance of preventative maintenance;
- Performance of any remedial repair work;
- Provisions for temporary cooling equipment during the audit.

5.0 Deliverables

At the completion of the onsite Pre-Contract Audit, Schneider Electric service will provide the following to the customer:

- The Audit report detailing the current status of the system;
- A Time and materials quote covering the repair of those issues described in the system Audit.

6.0 Scope of Responsibility

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

6.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES:

- Meet the customer's requested service schedule date provided a minimum of 2-week notice is given for requested date;
- Perform all the Pre-Contract Audit tasks;
- Meet manufacturer and customer safety requirements;
- Ensure all open action items are documented and explained in detail;
- Conform to local health and safety regulations.

6.2 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 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 in advance of arrival;
- Provide an on-site point of contact;
- Ensure safety plan is in place prior to intervention;
- Sign the completed Maintenance forms.

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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