



Statement of Work

Modular Power Revitalization Service for Symmetra PX 250/500



Maintenance Service

Service

1.0 Executive Summary

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The Schneider Electric Critical Power and Cooling Solutions (CPCS) Modular Power Revitalization Service (MPRS) provides a comprehensive on-site UPS refresh service for Symmetra PX 250/500 solutions. MPRS includes the following:

- Replacement and upgrade of aging critical UPS components
- Schneider Electric CPCS certified service professional on-site to perform all work
- System configuration & functional verification
- Removal and transport of the used components to an approved recycling and disposal center
- One year Advantage Ultra service plan

MPRS is the ideal solution for customers who want to extend the useful life of their modular UPS. MPRS provides you with peace of mind, knowing your system is being safely updated by on-site certified service professionals and will continue to operate at peak performance.

2.0 Features & Benefits

Features	Benefits
All inclusive Service	MPRS includes the UPS components, on-site service labor, travel expenses and disposal all at a fixed cost.
Flexible Service Scheduling*	On site delivery of the components and scheduling of the replacement service are coordinated to suit your requirements.
On-Site Certified Service Professionals	Provides a one-time on-site visit of certified CPCS Field Service Engineer(s), trained to safely replace your UPS components with minimal interruption to your critical operations.
New, Up-to-Date Manufacturer Components	Buy with the confidence of knowing you are purchasing quality components that are specifically designed and updated to produce maximum reliability for your system, directly from the manufacturer.
System Configuration	Updates the system with new component information and verifies your UPS is functioning to specification.
One Year Service Plan	Provides a one year Advantage Ultra Service Plan, including on-site service, parts, travel & labor, and one Preventive Maintenance visit.

* Depending on configuration this service can:
 - Be performed during normal business hours with upgrades to off-hours scheduling.
 - Include off-hours (7x24) scheduling.

3.0 Details of Service

The Modular Power Revitalization Service provides the UPS components, on-site labor, installation, removal and disposal of the used components. The specific activities of this service are listed below :

Service Deliverables	
Activities	Description
Coordinate Component Shipment	Schneider Electric CPCS will confirm the components ordered, along with the ship to address, shipment date and any special site conditions.
Coordinate FSE Customer Site Arrival	Schneider Electric CPCS will coordinate the time and date of the Service Professional arrival at the customer site. Service Professional will arrive on site as scheduled, coordinating the service delivery and any special requirements, with the appointed contact.
System Inspection	Schneider Electric CPCS will inspect the system condition
Old Component Removal and New Component Installation	Schneider Electric CPCS will safely remove the components, and stage them in a nearby location for later relocation to customer's shipping dock. Schneider Electric CPCS will safely install the new components, without interrupting critical operations. Components replaced include Power Module*, Main PSU, Display, Main Static Bypass Switch, Management Card, Intelligence Module Board, External Switch Gear Board, Relay Controller Board, PCB Assy Relays Board, PCB Assy EPO Connection and Trip Board.
System Configuration and Test	Schneider Electric CPCS will update the system with the new component information and verify the UPS system is functioning to specification.
Used Component Relocation, Shipment Preparation and Transit**	Schneider Electric CPCS Partner will relocate all used components from the UPS System location to the customer's shipping dock Schneider Electric CPCS Partner will palletize the used components for shipment, and load them onto the shipping truck. Schneider Electric CPCS Partner will ship the used components to the approved recycling location.
Component Recycling and Disposal**	Schneider Electric CPCS ships waste components to approved recycling and disposal locations.

* Component and / or quantity of component may vary per configuration / service.

** Geographical restrictions may apply. Please verify availability with your local Schneider Electric CPCS representative.

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 CPCS.

- This is a standardized fixed price service and only applies to customer locations with standard site and product access. Any special site conditions that may prevent the successful deployment of this service, such as no truck access, no loading dock, no elevator access, no inside moving equipment, etc., may require a custom quote, contact Schneider Electric CPCS sales prior to placing a purchase order (PO).
- All services are performed on-site by certified Schneider Electric CPCS service personnel or partners
- The customer will provide a suitable path to move the UPS components within the building.
- The new component shipment may need to sit in the customer's shipping/receiving area for a few days before Schneider Electric CPCS service personnel arrive onsite. Likewise, the old components may also need to sit for a few days in the staging area, before collection can be made.
- Customers who cannot provide a suitable staging location for the new components until Schneider Electric CPCS arrives to relocate them are required to upgrade the shipping terms to 'inside delivery' and specify this on the PO. This shipment upgrade provides for an inside delivery of the components, once they arrive at the customer site. The customer will be charged separately for inside delivery and recognizes inside delivery as a significant shipping cost upgrade and no reduction in the MPRS price will be offered to offset this cost.
- 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:

- Batteries;
- Removal of other UPS components,
- Non APC by Schneider Electric Equipment;
- Support for third party equipment.

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC CPCS RESPONSIBILITIES

- Meet the pre-determined scheduled service date;
- Perform all of the Modular Power Revitalization Service activities listed in this Statement of Work (SOW);
- Present required site forms to the customer;
- Ship old components replaced during the service to recycling center;
- Recycle components in accordance with federal, state and local regulations;
- Provide the customer with recommendations regarding any action items not included in the SOW.

5.2 CUSTOMER RESPONSIBILITIES

- Prior to order, inform Schneider Electric CPCS Sales of any special site conditions that could prohibit the successful execution of this standardized service, i.e., security clearance, site access requirements, unions, no truck access, no loading dock, no elevator access, no inside moving equipment available, etc.;
- Once agreed upon with Schneider Electric CPCS Sales, acceptable special site conditions must be clearly identified on the customer PO;
- Provide dates and times when the scheduled work can be performed;
- Provide a suitable location for the receipt of the required parts shipment. If parts cannot be staged for a few days prior to relocation to the UPS location, customer must upgrade shipment terms to 'inside delivery' on the PO;
- Facilitate site access for Schneider Electric CPCS service personnel and provide on-site point of contact;
- Provide a suitable path within the building to relocate the components from the dock to the UPS system location;
- Provide a suitable location for the staging of the old components nearby the UPS system location;
- If possible, allow the use of customer on site moving equipment, such as, moving dolly, two wheeled truck, pallet jack, etc.

6.0 Project Work Details

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

6.2 LOCATION

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

6.3 COMPLETION CRITERIA

Schneider Electric CPCS is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric CPCS completes all the tasks described in Section 3.0 of this SOW.
2. This service and Statement of Work are terminated for other reasons within the CPCS Customer Agreement.

7.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

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