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1.0 Executive Summary

The Extended Warranty provides the customer with basic insurance on parts. This program extends the factory parts warranty and provides 7 x 24 Telephone Technical Support. With the Extended Parts Warranty customers are guaranteed priority access to the supply chain of replacement parts at no extra charge for shipment to the customer site. The Extended Warranty can be purchased with the original equipment or during the factory warranty period and are available for multiple years beyond the factory warranty. Limitations on certain offers will apply.

- Priority access to the supply chain of replacement parts
- 7 x 24 Telephone Technical Support.

2.0 Features & Benefits

Features	Benefits
No additional cost for replacement parts	Low cost basic insurance providing peace of mind in the unlikely event of a failure.
No additional shipping costs for replacement parts	Schneider Electric Critical Power and Cooling Services (CPCS) will ship the parts to the customer location allowing you to focus on your core business activities.
7 x 24 Technical Support	Around the clock technical support to help troubleshoot and identify replacement parts needs and begin the expediting process.
Long term coverage	On-time purchase of extended warranty to cover up to multiple years of equipment operation.
Extended Parts Warranty	Inclusive of all parts applicable & normally covered under the factory warranty including enclosure, UPS, rack power distribution, Netbotz products, fire suppression, and cooling solutions.

3.0 Details of Service

The specific features and deliverables of this service are listed below .

Extended Parts and Compressor Warranty	
Activities	Description
7 x 24 Technical Support	Schneider Electric will provide a toll-free number to the Customer Care Center for the customer to discuss system problems. The technical experts at the CCC will assist to identify the root cause of the problem and recommend corrective action. Regardless if a part is required or not, the CCC creates a case log and maintains a record of the customer issue.
Parts Shipment	Once the defective part is identified, a service order will be created by the CCC to ship the part to the customer location.
Maintain a Case Log	The Customer Care Center will open a case in our Customer Relationship Management (CRM) system when the first call is received from the customer. All activity and communication is documented in the CRM system. The case is closed when confirmation is received from the customer that parts are received in good order and parts expected to be returned are received at a predetermined location.

4.0 Assumptions

Schneider Electric will provide replacement parts under the terms of the Extended Warranty based on the following key assumptions, which are agreed to by Schneider Electric.

- Installation and start up of the equipment has been performed by qualified personnel.
- Any installation or environmental deficiencies discovered during the start up service or ongoing maintenance will be corrected by the customer.
- The customer agrees to perform routine maintenance on the equipment per the manufacturer's recommendations and will be able to provide such records upon request.
- Extended warranties are purchased with the original equipment or during the factory warranty period
- Repairs are performed by qualified and trained personnel and in accordance with industry standards.

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

- On site labor for diagnostics, repairs, or maintenance.
- Replacement parts due to abuse, misuse, lack of maintenance, damage caused by outside forces, or a corrosive environment.
- Extended warranty coverage beyond the maximum term.

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Gain agreement with the customer establishing the factory warranty dates and subsequent Extended Warranty coverage dates
- Transmit a warranty entitlement certificate to the mutually agreed upon customer point of contact
- Provide 7 x 24 Technical Support during which time the Customer Care Center will create a case log, assist with problem resolution, and initiate shipment of replacement parts
- Ship replacement parts to the customer, freight allowed
- Maintain a record of the transaction that complies with internal policy, laws and statutes as applicable for your region

5.2 CUSTOMER RESPONSIBILITIES

- Confirm agreement of warranty effective and expiration dates
- Provide point of contact information to receive warranty entitlement certificate transmittal
- Provide equipment model, serial number and contact information for all Technical Support cases
- Arrange for proper packaging and return shipment of failed parts to the location as described on the Return Material Authorization form
- Grant access to the equipment installation location for inspection if deemed necessary to resolve any warranty disputes
- Upon request, be able to provide written proof of having a continuous maintenance program in effect during the term of the extended warranty.

6.0 Project Work Details

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

6.1 SCHEDULE

Technical Support is available 7 x 24. Replacement parts covered by the Extended Warranty will be prioritized for shipping to the customer site.

6.2 LOCATION

Replacement parts will be shipped to the customer point of contact attention at the original equipment installation site documented during start up. The Extended Warranty may not apply if the equipment has been moved and installed in a new location.

6.3 COMPLETION CRITERIA

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

1. For each individual case, CPCS completes all the tasks described in Section 5.0 of this Statement of Work (SOW).
2. This service and SOW are terminated for other reasons, within the Customer Agreement.
3. The Extended Warranty entitlement has expired.

7.0 Pricing

Pricing is based on standard product offerings and configurations and a standard scope of work. Engineer to order products and deviations from the standard scope of work will be quoted on a per project basis. Contact Sales for prices.

Extended Parts Warranty is sold on an individual battery cabinet basis. One Extended Parts Warranty in a multi-cabinet solution does not cover each battery cabinet in that solution.

8.0 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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