



1.0 Executive Summary

The Schneider Electric Annual Preventive Maintenance visit provides a comprehensive visual, environmental and electronic inspection of the Micro DC to ensure that components are performing to defined technical and environmental specifications. This service includes all labor and travel expenses with a 7 X 24 scheduling upgrade option, including weekends and holidays. Parts and replacement batteries are not included as part of this service contract.

This service is available as a stand-alone visit or in conjunction with any service agreement from Schneider Electric service. Multiple Preventive Maintenance visits can be purchased in a year for the same system. 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	Frees customer resources to concentrate on core business activities.
Proactive Maintenance	Assures system will perform to manufacturer specifications.
Environmental inspection	Verify the system's surroundings to optimize the lifetime of the UPS solution.
Flexible Scheduling Options	Flexible service scheduling options supports customer's varying business requirements.
Site Report	Provides a detailed assessment and recommendations to proactively diagnose and prevent any potential risks to the system.

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3.0 Details of Service

3.1 ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Annual Preventive Maintenance 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	Descriptions
Perform Visual Inspection	Schneider Electric service will inspect the Micro DC solution to ensure that all system components are clean and functioning within designed specifications.
Perform Environmental Inspection	Schneider Electric service verify and document that the system's environment is within specified operating conditions including but not limited to room temperature, airflow, dust contamination, etc.
Implement Updates	Schneider Electric service will verify and implement all required Field Advisories and Field Modifications. Schneider Electric service will check all circuit board revisions and update as required.
Deliver Documentation	Schneider Electric service will deliver a graphical site report documenting on-site activities. Schneider Electric service will recommend any additional service activities as required resulting from the preventive maintenance activities listed above.

* 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 complete preventive maintenance check implies that the system is placed in maintenance bypass.
- This service applies to a customer location with standard site and product access.
- This preventive maintenance is limited to an overall visual battery system check. In depth battery preventive maintenance visits are available separately. Please contact your certified Schneider Electric service sales representative for more details.

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

- Support for third party equipment
- Replacement of batteries
- Proactive replacement of wearing parts

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 all the Maintenance service tasks.
- Meet manufacturer and customer safety requirements.
- Submit Site and Maintenance Forms to the customer.
- Ensure all action items are completed.
- Conform to local health and safety regulations.
- Inform and provide recommendations to the customer about 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 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.
- Ensure safety plan is in place prior to intervention.
- Sign the completed Maintenance forms.
- Spare parts kits

6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric service for the customer with specifications on date, time, and place.

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 project 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 the tasks described in Section 3.1 of this SOW.
2. This project 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.

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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