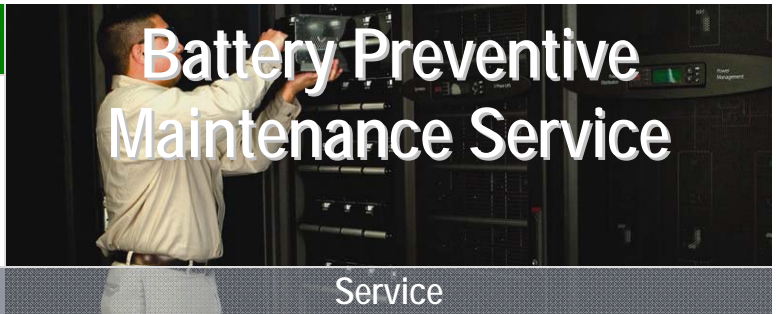




# Statement of Work



Maintenance Service

Service

## 1.0 Executive Summary

The Schneider Electric Critical Power and Cooling Services (CPCS) Battery Preventive Maintenance service provides a comprehensive inspection of the battery system ensuring optimum battery life and system performance. This service includes all labor and travel expenses with a 7X24 scheduling upgrade option, including weekends and holidays. Parts and replacement batteries are not included.

The Battery Preventive Maintenance Service can be purchased stand-alone or in conjunction with any service agreement from Schneider Electric CPCS. The service visits are available monthly, quarterly, semi-annually or annually according to the customer's preferences. Please contact your certified Schneider Electric CPCS sales representative for more details.

## 2.0 Features & Benefits

Features	Benefits
Includes Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
Highly Skilled Field Service Engineers	Battery system issues diagnosed by certified CPCS Field Service Engineers.
Proactive Maintenance	Assures peak battery functionality based on manufacturer's specifications.
Environmental inspection	Inspection of surrounding environment protects the viability and performance of the battery system.
Flexible Scheduling Options	Flexible service scheduling options support customer's unique business requirements.
Site Report	Provides a battery system assessment and recommendations guaranteeing optimum availability and battery runtime.

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### 3.0 Details of Service

#### 3.1 BATTERY PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Battery Preventive Maintenance Service provides Schneider Electric CPCS 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 CPCS will inspect the integrity of the battery rack or cabinet. CPCS will check the terminal posts and connectors for evidence of corrosion and batteries for cracks, leaks or excessive bulging.
Perform Environmental Inspection	Schneider Electric CPCS will measure and record ambient air temperature of the battery enclosure. Schneider Electric CPCS will check the general appearance and cleanliness of the battery system.
* Perform Torque Inspection	Schneider Electric CPCS will check the hardware torque of 10% of the battery connectors to manufacturer specifications during the semi-annual and quarterly inspections. During an annual visit Schneider Electric CPCS will check the hardware torque of 100% of the battery connectors.
Perform Functional Verification	* Schneider Electric CPCS will manually measure and record the DC voltage and internal battery resistance of each block of the battery string(s). * Schneider Electric CPCS will also manually measure and record DC float voltage and DC charge current. As well as ensure AC ripple voltage and current are within design specifications. Schneider Electric CPCS will perform overall system diagnostics and publish battery voltage and current data for analysis and trending through module or battery level measurements.
Deliver Report	Schneider Electric CPCS will deliver a comprehensive site report to the customer documenting any battery system deficiencies, recommended corrective actions.

\* Applies to non-modular VRLA battery systems

## 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.

- All services are performed on-site by certified Schneider Electric CPCS service personnel.
- The Battery Preventive Maintenance visits only apply to certified Schneider Electric CPCS sealed lead acid battery systems. It is not valid for SmartUPS VT, AIS or Galaxy 3500 product families.
- Battery Preventive Maintenance visits are available during business hours with an option to upgrade to 7X24, including weekends and holidays.
- The Battery Frame(s) must be kept in an environment that adheres to manufacturer specifications as defined within the owner's manual. Non-compliance will void contract..
- The Battery Preventive Maintenance service requires the system be placed in full bypass.
- Battery Preventive Maintenance does not include parts or remedial battery replacement.
- Battery terminal cleaning to correct corrosion and oxidation will be implemented as required.

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

- Support for third party battery systems or equipment
- Support for wet cell batteries. Please contact your certified Schneider Electric CPCS sales representative for wet cell application service information and quotes.
- Replacement of batteries
- Corrective replacement of parts

## 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 customer's service schedule date.
- Perform all of the Battery Preventive Maintenance service tasks.
- Meet manufacturer and customer safety requirements.
- Submit site report to the customer.
- Ensure all action items are completed.
- Inform and provide recommendations to the customer about any action items not

## 5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
- Facilitate site access for Schneider Electric CPCS service personnel.
- Notify Schneider Electric CPCS personnel of any security clearance requirements in advance of arrival.
- Notify Schneider Electric CPCS personnel of any safety training and safety equipment requirements.
- Provide an on-site point of contact.
- 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 CPCS for the customer with specifications on date, time, and place.

### 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 project will be on-site. It will be discussed and approved by Schneider Electric CPCS and the customer.

### 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 3.1 or 3.2 of this SOW.
2. This project and SOW are terminated for other reasons, within the Schneider Electric CPCS Customer Agreement.

## 7.0 Terms and Conditions

APC standard Terms and Conditions apply.

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