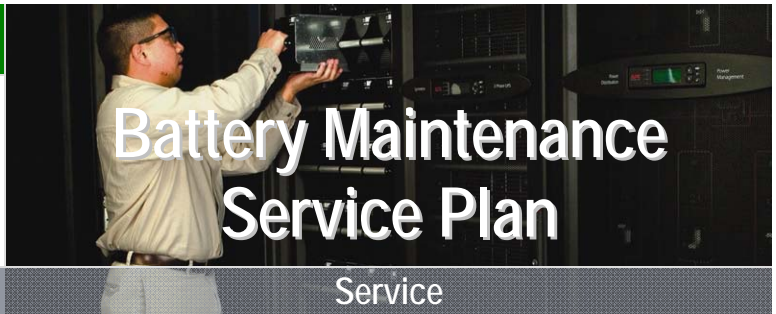




# Statement of Work



Maintenance Service

Service

## 1.0 Executive Summary

The Battery Maintenance/Replacement Service provides full battery replacement, typically at or near the end the term of the contract, and periodic preventive maintenance according to the battery manufacturer recommendations.

### 1.1 ON-SITE REMEDIAL SERVICES

Schneider Electric Critical Power and Cooling Services (CPCS) will provide remedial replacement of batteries and full battery replacement during the term of the contract. The Battery Replacement Service is available as a multi-year contract with the terms determined by the system configuration and customer requirements. Parts, labor and travel are all included with the service.

An Advantage Ultra maintenance contract on the UPS is required to purchase this service. The on-site response time for battery maintenance/replacement aligns with the service level of the Advantage Ultra contract. In the event that the UPS does not have an existing maintenance contract a separate quotation will be required. 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 quickly diagnosed and repaired by certified CPCS Field Service Engineers.
Proactive Maintenance	Assures peak battery functionality based on manufacturer’s specifications and industry best practices.
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.

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### 3.0 Details of Service

#### 3.1 ON-SITE SERVICE DELIVERABLES

The Battery Maintenance/Replacement Service provides Schneider Electric CPCS certified technicians on location, within a specified period of time, to diagnose and repair the Schneider Electric CPCS Battery System. The following table lists the details of the service tasks provided with this visit:

Activities	Descriptions
Check Battery Status	Schneider Electric CPCS will review and document the status of the battery system.
Diagnose	Schneider Electric CPCS will identify and troubleshoot any battery system issues identified prior or during the on-site visit.
Repair	Schneider Electric CPCS will replace any defective batteries with new batteries designed and approved by Schneider Electric CPCS. Schneider Electric CPCS will properly dismantle and dispose of the old batteries according to local legislation. Incidental battery replacement, including labor, throughout the term of the contract will be covered for up to 10% of the full string amount during the life of the contract.
Configure	Schneider Electric CPCS will configure and fine tune the battery charger. Schneider Electric CPCS will configure the autometer, where applicable.
Test	Schneider Electric CPCS will complete functional tests after the service intervention validating that the battery system is functioning to specification.
Prepare and Deliver Report	Schneider Electric CPCS will document any battery system issues and required corrective action(s). A detailed report will be provided at the conclusion of the on-site visit.

### 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 performed on-site by Schneider Electric CPCS will be executed during normal business hours unless otherwise requested by the customer.
- All services are performed on-site by certified Schneider Electric CPCS service personnel.
- The Battery Replacement Service can only be purchased with new battery systems still under warranty.
- The Battery Replacement Service is applicable to sealed lead acid battery systems only. Please contact your certified Schneider Electric CPCS sales representative for wet cell applications.

- Preventive Maintenance visits are available during business hours with an option to upgrade to 7X24, including weekends and holidays.
- Incidental battery replacement, including labor, throughout the term of the contract will be covered for up to 10% of the full string amount during the life of the contract. If customer exceeds the 10% allowance they will be charged for additional batteries only.
- Incidental replacements will be scheduled based on response time of Advantage Ultra maintenance contract.
- The Preventive Maintenance service requires the system be placed in full bypass.
- The Preventive Maintenance service is provided as part of the Advantage Ultra service contract.
- This service must be renewed prior to either the expiration of the previous Battery Replacement Service contract or standard product warranty.
- The system must be kept in an environment that adheres to manufacturer specifications defined in the product documentation.
- The service provides full battery replacement during the term of the contract, typically at or near the end.

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

- Support for third party equipment.
- Replacement batteries. Please contact your certified Schneider Electric CPCS sales representative for a quote.

## 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 maintenance service activities listed in the Statement of Work
- Present requisite site and maintenance forms to the customer
- Ensure all action items are completed
- Dispose of batteries replaced as part of the on-site intervention.
- Provide the customer with recommendations regarding any action items not included in the SOW (Statement of Work)
- Conform to local health and safety regulations.
- Supply parts as needed for remedial repair.

## 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 or other site access requirements prior to scheduled arrival
- Provide the name and contact information of the on-site point of contact.
- Ensure safety plan is in place prior to intervention.
- Sign the completed Maintenance forms at the conclusion of the service visit
- The purchase of spare parts kits

## 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 3.1 or 3.2 of this SOW.
2. This service and Statement of Work 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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