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1.0 Executive Summary

The Schneider Electric Inspection Visit provides a check of the UPS and battery system to verify that the equipment is operating to specification. A certified Schneider Electric Field Service Engineer will provide a visual inspection of the system and surrounding environment. A detailed site report will be provided to the customer documenting the checks and measurements performed during the visit. The report will highlight any potential points of concern with corrective action recommendations based on Schneider Electric service best practices.

The Inspection Visit is available during normal business hours with an available 7 X 24 scheduling upgrade, including weekends and holidays. Please contact your certified Schneider Electric service sales representative for more details.

2.0 Features & Benefits

Features	Benefits
Includes Travel and Labor	Fixed cost – provides service budgeting stability.
Highly Skilled Field Service Engineers	System issues diagnosed by certified Schneider Electric Field Service Engineers.
System Inspection	A periodic inspection of the equipment assures the system is operating to manufacturer specifications.
Environmental inspection	Inspecting the environment of the system verifies efficient operation and optimizes the lifetime to the equipment.
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.

3.0 Details of Service

3.1 INSPECTION VISIT DELIVERABLES

The Inspection Visit 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 system to ensure that all system components are clean and functioning properly.
Perform Environmental Inspection	Schneider Electric service will verify and document that the system’s environment is within specified operating conditions including, but not limited to, room temperature, airflow, dust contamination, etc.
Deliver Documentation	Schneider Electric service will deliver site report to customer documenting system checks and measurements. Schneider Electric service will make recommendations regarding system repairs and upgrades as required.

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 the Schneider Electric business hours unless otherwise contracted by the customer.
- Inspection Visits are available during normal business with an available 7 X 24 scheduling upgrade.
- All services are performed on-site by certified Schneider Electric service personnel.
- The UPS system must be kept in an environment that adheres to manufacturer specifications.
- The UPS system will not be taken off line, no covers will be removed to expose live electrical parts and all measurements will be taken using the UPS system metering.
- This service applies to a customer location with standard site and product access.

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

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

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 required service tasks.
- Submit site documentation to the customer.
- 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.

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 or 3.2 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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