



## 1.0 Executive Summary

Schneider Electric Critical Power & Cooling Services Capacitor Bank Replacement Service provides proactive capacitor bank replacement and environmentally friendly disposal of the replaced capacitors in order to optimize the operation of your ups solution. Labor and travel are included with this service.

The Capacitor Bank Replacement Service is performed during normal business hours with an available 7X24 scheduling upgrade option. Please contact your certified Schneider Electric Critical Power & Cooling Services sales representative for more details.

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## 2.0 Features & Benefits

Features	Benefits
Includes Labor and Travel Expenses	Fixed cost – provides service budgeting stability
Highly Skilled Field Service Engineers	Capacitors are replaced by certified Critical Power & Cooling Services Field Service Engineers.
Capacitor Disposal	Environmentally friendly disposal of replaced capacitors.
Flexible Scheduling Options	Flexible service scheduling options support customer's unique business requirements.
Site Report	Provides a detailed report of service activities completed during the capacitor replacement visit.
EcoStructure IT App	EcoStructure IT App monitors and protects your critical equipment, providing 24/7 visibility through live data, smart alarming, and data driven insights on the health of your connected assets directly to your smartphone.

## 3.0 Details of Service

### 3.1 ON-SITE SERVICE DELIVERABLES

The Capacitor Bank Replacement Service provides Schneider Electric Critical Power & Cooling Services certified technicians on location to replace applicable capacitor bank as quoted. The following table lists the details of the service tasks provided with this service.

Activities	Description
Replace	Schneider Electric Critical Power & Cooling Services will replace the old capacitors with new factory direct and certified capacitors. Critical Power & Cooling Services will properly dismantle and dispose of the old capacitors according to local legislation.

Activities	Description
Configure	Schneider Electric Critical Power & Cooling Services will configure and calibrate the rectifier. Schneider Electric Critical Power & Cooling Services will calibrate the DC voltage, where applicable.
Test	Schneider Electric Critical Power & Cooling Services will complete functional tests after the service intervention validating that the system is functioning to specification.
Prepare and Deliver Report	A report will be provided at the conclusion of the service visit.

### 3.2 EcoSTRUXURE ASSET ADVISOR – SERVICE DELIVERABLES

Customers buying the “*Capacitor Bank Replacement Service*” have access to EcoStruxure IT app which is free and available on Android and IOS, and allows instant access to live sensor data, and chat with your own team and the experts at the Schneider Electric Service Bureau 24x7, providing peace of mind and fast problem resolution.

If they wish, they can access also to EcoStruxure Asset Advisor Service, which is a paid service. It is a cloud-enabled remote monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting and visibility into Customer’s equipment lifecycle, providing more insights and incident tracking on critical devices.

The connection to EcoStruxure Asset Advisor is done through Data Center Expert version higher than 7.4 or through EcoStruxure IT Gateway, which is a free downloadable software.

Machine data forms the basis of long-term operational insights and analytics, aimed at reducing equipment maintenance costs, and delivered through a secure connection.

**IMPORTANT!** With EcoStruxure Asset Advisor, the customer may connect for free each device under contract and unlimited number of devices with the EcoStruxure IT app. Additional devices, not under contract, can be connected with EcoStruxure Asset Advisor for an annual fee.

For additional information and availability in your country, please go to: [Schneider-electric.com/asset-advisor](http://Schneider-electric.com/asset-advisor)

The specific activities of the EcoStruxure Asset Advisor service are listed below:

Activities	Description
<b>Alarms and live data on EcoStruxure IT app</b>	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.
<b>24-Hour Monitoring</b>	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
<b>Alarm Notification</b>	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via Smartphone app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
<b>Delivery of Regular Report</b>	Schneider Electric will deliver a regular report with key metrics on connected devices, including incidents and alarms and current and expected lifespan for the physical infrastructure.
<b>Expedited Problem Resolution</b>	Schneider Electric will receive immediate notification of physical infrastructure alarms and notify and work with the customer to diagnose the problem as well as coordinate and recommend remedial actions. If on-site service is dispatched, the Schneider Electric technician will acquire the pertinent information prior to arriving on-site.

### 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.
- In some geographies, Schneider Electric service will send a pre-commissioning checklist to be completed and sent back to Schneider Electric before the on-site visit.
- All services are performed on-site by certified Schneider Electric CPCS service personnel.
- The Capacitor Bank Replacement service requires the system be placed in full bypass.
- The system must be kept in an environment that adheres to manufacturer defined specifications.
- The Capacitor Bank Replacement service can be applied to either AC or DC capacitors as required. Please contact your certified Schneider Electric CPCS sales representative for a specific quote.
- At the end of the activities, Schneider Electric service will provide the customer with a Start-Up checklist indicating that the system was properly energized and the functionality of the system was checked in all modes of operation to ensure compliance with all Schneider Electric service technical specifications.
- This service applies to a customer location with standard site and product access.
- The Battery Inspection service only applies to battery systems supplied by Schneider Electric service.
- EcoStruxure Asset Advisor is free of charge for customers under Factory Warranty.
- In case of cabling problem or wrong phase rotation, Schneider Electric service will not carry out any rework on the cabling.
- Schneider Electric service will define with the customer the best approach to find a solution and reserves the right not to execute any modification outside of its defined scope of responsibility.

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

- Support for third party equipment.
- Parts.
- Capacitor Banks. Please contact your certified Schneider Electric CPCS sales representative for a quote.

Equipment not provided by Schneider Electric service. Examples include but are not limited to:

- Third party components.
- Switchgear.
- Information Technology (IT) Equipment.

Installation activities not provided by Schneider Electric service as part of this service include but are not limited to:

- System installation.
- Information Technology (IT) Equipment migration services.
- Specialized testing or commissioning services.

### 5.0 Scope of Responsibility

The items stated here are responsibilities to and from both Schneider Electric service and customer.

#### 5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Schedule certified and approved engineers to perform service.
- Manage and coordinate scheduling of the Start-Up Service.
- Ensure Start-Up is performed to manufacturer specifications.
- Operate system in all modes of operation.
- Perform basic operator training.
- Identify and document open Schneider Electric service and/or customer issues.
- Provide a signed copy of the Start-Up Service site forms to the customer.

#### 5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
- Complete and send the completed pre-commissioning checklist to Schneider Electric before the on-site visit in the relevant geographies
- Ensure system has been fully installed and all electrical wiring and cabling is connected prior to Schneider Electric service personnel arriving on site
- Provide a named resource for scheduling of the service.
- Notify Schneider Electric service personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- Provide a point of contact during time of service.
- Provide a point of contact at the completion of service to sign off on completed work.
- Provide the name of the project manager (if applicable).
- Have the parties responsible for operation of the equipment present for basic operator training.

### 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 to schedule, location and successful completion criteria.

#### 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 installation will be on-site and performed at the ship to location of the equipment unless informed of a new location by the customer in a 48-hour period before installation is to be done.

#### 6.3 COMPLETION CRITERIA

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

- Schneider Electric completes all the tasks described in Section 5.1 of this Statement of Work (SOW).
- This service and Statement of Work (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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