

Statement of Work

Partner Support Ultra Plan



Operate

Critical Power & Cooling Services

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1.0 Executive Summary

Schneider Electric Partner Support Ultra Service Plan provides the Partner with (1) year of 24/7 expert Service Bureau remote monitoring as well as remote technical support from our Customer Care Center for (1) UPS/Cooling asset. It also provides spare parts and priority access to Supply Chain as well as access to EcoStruxure Asset Advisor for secure power & cooling.

Schneider Electric EcoStruxure Asset Advisor for secure power & cooling, a cloud-enabled remote monitoring service, can monitor, troubleshoot and track site problems in a timely and efficient manner. This service will evaluate incidents and activate the proper response mechanism with user-defined notification rules, including phone call or message on a mobile app. The EcoStruxure IT app delivers live sensor data and smart alarms on connected devices, giving customers peace of mind knowing their physical infrastructure is being monitored by trained experts, 24 hours a day, 7 days a week, 365 days a year.

Please consult with your local Schneider Electric Representative for more details.

2.0 Features & Benefits

The specific features & benefits offered with Schneider Electric Partner Support Ultra Service Plan are listed below:

Features	Benefits
Parts, Travel Included	Fixed cost – provides service budgeting stability.
Priority access to supply chain	Increases the ROI by providing quick access to spare parts.
Remote Technical Support by Customer Care Center	Provides the Partner technician with an escalation support directly to Schneider Electric Technical Experts to address system issues in a timely and efficient manner.

2.1 EcoSTRUXURE ASSET ADVISOR FOR SECURE POWER & COOLING

EcoStruxure Asset Advisor for secure power & cooling 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 your equipment lifecycle. EcoStruxure IT App is, available on Android and IOS, 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.

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

*Troubleshooting level depending on type of asset and gateway version

Features	Benefits
EcoStruxure IT app	Fast access to information on critical infrastructure devices, removing the need to access a laptop and log into VPN in order to see what an alarm concerns, and how critical the alarm is – all available on the mobile.
Live data on App	Always connected to your physical infrastructure, showing live sensor data and device details directly on your smartphone.
Multi-vendor equipment support	Remove the need for multiple monitoring platforms by managing an extensive range of networked Schneider Electric devices including: 1phase and 3phase UPSs, power distribution units, cooling and environmental devices and other data center devices. 3rd party devices can be monitored, provided these devices have an IP port with SNMP or Modbus TCP and deliver useful information.
Cyber security	A cyber-secure connection provides improved security for your infrastructure devices, and machine data forms the basis of operational insights and analytics, aimed at reducing equipment maintenance costs.
Secure encrypted communication	All network communication goes through our secure outbound and encrypted gateway. Outbound https connection from gateway to cloud with 2048 bits through port 443.
Monthly report	The report provides insights on the last months incidents and an updated list of your connected assets.
Alarms on App	Customers are notified via mobile and/or phone call as critical events occur, allowing for fast issue resolution and minimized downtime.

3.0 Details of Service

The specific activities of the **EcoStruxure Asset Advisor for secure power & cooling** service are listed below:

Activities	Description
Sensor Data	Showing live sensor data and device details directly on your smartphone.
Immediate notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via mobile app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
Delivery of regular report	Schneider Electric will deliver a regular report with key metrics, KPIS and recommendations on connected devices, based on data analytics, including incidents and alarms, and current and expected lifespan for the physical infrastructure.
Expedited problem resolution	<p>Schneider Electric will:</p> <ul style="list-style-type: none"> • receive immediate notification of physical infrastructure alarms • notify and work with the customer to diagnose the problem. <p>Provided on-site service is purchased. If on-site service is dispatched, the Schneider Electric technician will acquire the pertinent information prior to arriving on-site.</p>

4.0 Assumptions & Exclusions

4.1 ASSUMPTIONS

The successful performance of the tasks defined in the Statement of Work is based on the following key assumptions, which are agreed to by Schneider Electric Field Service.

- Remote technical support will be provided only to the Partner Technician who has been properly trained in a Schneider Electric Training Facility on the relevant product range.
- In case a Schneider Electric Field Service Representative is requested on-site at the Customer's location, services performed on-site by Schneider Electric Field Service Representative will be executed during the Schneider Electric business hours unless otherwise requested by the customer. Those hours are Monday through Friday from 8am to 5pm weekly, local time, unless otherwise specified. Schneider Electric Preventative Maintenance upgrades to 7x24 are available. Schneider Electric On-site response upgrades to 8hr 24x7 or 4hr are available. The 4-hour on-site response upgrade may not be available in all locations, please check with your local Schneider Electric service sales representative or reseller for availability.
- Where 8 Hour and 4 Hour services are available for purchase, and if requested, Schneider Electric certified personnel will arrive on site in 8 Hours or within 4 hours from the time Schneider Electric Services deems an on-site visit is necessary provided Schneider Electric Services is in receipt of a signed Time and Materials purchase order.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, Next Business Day is defined as the next day during the business week and normal business hours.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, Next Business Day response initiated with receipt of a signed Time & Materials purchase order and other required documentation.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, an on-site visit is necessary provided Schneider Electric is in receipt of a signed Time and Materials purchase order.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, response time is defined as elapsed time between when Schneider Electric technical support determines an on-site visit is necessary and the time the Schneider Electric Field Service Representative arrives at the customer's site.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, hours of operation for Technical Support are country specific and include either 7x24 or business hours coverage.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, please verify the service coverage and response time for your location with your local Schneider Electric Field Service Representative.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, on-site labor will be charged using standard Schneider Electric service rates.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, Preventive Maintenance visits are available on a normal business hours basis with an option to upgrade to 24x7, including weekends and holidays.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, these services are performed by certified Schneider Electric service personnel.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, Schneider Electric provide Services with respect to equipment and assets that are inside 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.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, geographical restrictions may apply. In case of a conflict between the service definitions contained in this Statement of Work and the local service definitions, the local service definitions will prevail. For more information, please refer to your Schneider Electric Field Services Sales Representative.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, the equipment must be installed in an environment that adheres to manufacturer specifications.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, the service applies to a customer location with standard site and product access. Our Services assume continuous uninterrupted and unobstructed access to the equipment, standby time may be chargeable.

Please check with your local service sales representative for availability.

- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, and in the event that an intrusive survey is recommended in order to perform the service and we are unable to undertake such a survey, or are limited in the scope of the survey, due to site restrictions or other customer-imposed constraints Schneider will not accept any liability for delays or additional expenses arising as a result of not having completed a full survey.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, at the end of the activities, Schneider Electric Field Service Representative will provide the customer with a report indicating that the maintenance of the asset was properly carried out and the functionality of the system was checked in all modes of operation to ensure compliance with all Schneider Electric service technical specifications.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, the Battery Inspection service only applies to battery systems supplied by Schneider Electric service.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, any delays resulting in lost time caused by others may be chargeable.
- If a Schneider Electric Field Service Representative is requested on-site at the Customer's location, the Partner will need to request a Time and Material quotation for the Schneider Electric Field Service Representative visit on-site at the Customer's location.
- All UPS systems require an installed Network Management Card (NMC).
- EcoStruxure Asset Advisor for secure power & cooling, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric Field Service sales representative for availability in your area;
- To connect his device to EcoStruxure Asset Advisor for secure power & cooling, the customer is responsible for putting in place all prerequisites and then connect the device to EcoStruxure Asset Advisor for secure power & cooling.
- The end user is responsible for enabling one staff member always on-duty, available to be contacted for an incident.
- EcoStruxure Asset Advisor for secure power & cooling service is performed also on third-party devices.
- EcoStruxure Asset Advisor for secure power & cooling service refers only to a remote monitoring service.
- The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software) or StruxureWare Data Center Expert version higher than 7.4.
- EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured.

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:

- The end user is responsible for putting all prerequisites in place, so then to connect his devices to EcoStruxure Asset Advisor for secure power & cooling;
- The end user is responsible for ensuring that one staff member is always on-duty, available to be contacted for an incident.
- All UPS & cooling systems require an installed Network Management Card (NMC).
- EcoStruxure Asset Advisor for secure power & cooling, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric Field Service sales representative for availability in your area;
- The end user is responsible for enabling one staff member always on-duty, available to be contacted for an incident.
- EcoStruxure Asset Advisor for secure power & cooling service is performed also on third-party devices.
- EcoStruxure Asset Advisor for secure power & cooling service refers only to a remote monitoring service.
- The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software) or StruxureWare Data Center Expert version higher than 7.4.
- EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured.
- The Terms and Conditions of EcoStruxure Asset Advisor for Secure power & cooling are explicitly written in a specific document which is visible on www.ecostruxureit.com

4.2 EXCLUSIONS

The following items are outside the scope of this standard service offering. The following items can be integrated into a customized Statement of Work at the customer's request. Please contact your local Schneider Electric Field Service Sales Representative or reseller for more details.

- Repair of damage to the unit due to abuse, misuse, lack of maintenance or other damage caused by outside forces.
- Maintenance or repair of heat rejection equipment not supplied by Schneider Electric.
- Maintenance or repair of any piping or condensate removal system outside of the cooling unit.
- Support for 3rd -party equipment.
- On-site labor from Schneider Electric Field Service Representative
- Internal and external batteries are not considered as included parts. They will be subject to a separate quotation;
- Any specialized testing or commissioning.
- Any testing or sample analysis of the site water supply or water used for evaporative cooling or humidification processes.
- Proactive replacement of wearing parts, unless specifically detailed as included only specifically detailed. Our offer excludes the supply or installation of all necessary site busbar, cabling, containment & cable glands, including connection to site earth, unless specifically detailed as included.
- Our offer is exclusive of access platforms/ladders and associated planning consent.
- In case of cabling problem or wrong phase rotation, Schneider Electric Field Service will not carry out any rework on the cabling.
- Schneider Electric Field 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.
- All onsite support dispatch service, resulting from EcoStruxure Asset Advisor for secure power & cooling remote service monitoring service are governed by a dedicated Statement of Work which is not included in this Statement of Work and will be charged following our standard pricing list. Please refer to your Schneider Electric Field Service Representative for more information.
- Parts and labor costs for proactive replacement of parts, including but not limited to capacitors and fans.
- Configuration of the EcoStruxure IT Gateway.
- Battery Replacement Labor.
- Travel for Battery Replacement.

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.
- Battery assembly.
- Information Technology (IT) Equipment migration services.
- Specialized testing or commissioning services.

Please contact your local Service Representative for clarification.

EcoStruxure Asset Advisor for secure power & cooling

- Internal and external batteries are not considered as included parts. They will be subject to a separate quotation;
- Any specialized testing or commissioning.
- Any testing or sample analysis of the site water supply or water used for evaporative cooling or humidification processes.
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- Our offer is exclusive of access platforms/ladders and associated planning consent.
- In case of cabling problem or wrong phase rotation, Schneider Electric Field Service will not carry out any rework on the cabling.
- Schneider Electric Field 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.
- All onsite support dispatch service, resulting from EcoStruxure Asset Advisor for secure power & cooling remote service monitoring service are governed by a dedicated Statement of Work which is not included in this Statement of Work and will be charged following our standard pricing list. Please refer to your Schneider Electric Field Service Representative for more information.
- Parts and labor costs for proactive replacement of parts, including but not limited to capacitors and fans.
- Battery Replacement Labor.
- Travel for Battery Replacement.

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:

- Inform and provide recommendations to the customer about any action items not included in the Statement of Work.
- Activate the EcoStruxure Asset Advisor for secure power & cooling, cloud-based remote monitoring service.
- Provide 24x7 monitoring of connected devices.
- Notification of alarms to the customer through the EcoStruxure IT app.
- Notification of Incidents to the customer via phone call, and/or message in the EcoStruxure IT app.
- Collect data for data analytics.
- Provide monthly report including KPIs, recommendations and best practices.

5.2 CUSTOMER'S RESPONSIBILITIES:

- Download, install and register the EcoStruxure IT Gateway or StruxureWare Data Center Expert version higher than 7.4.
- Select the devices to be connected and monitored.
- Download and install the EcoStruxure IT app.
- Select devices to be connected to EcoStruxure Asset Advisor for secure power & cooling (if required).
- Set and maintain contacts for 24x7 incident notification (available for contact by Schneider Electric).

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 installation dates of EcoStruxure Asset Advisor for secure power & cooling will be discussed and approved between Schneider Electric and the customer.

6.2 LOCATION

The location of EcoStruxure Asset Advisor for secure power & cooling project will be on-site. It will be discussed and approved by Schneider Electric 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 Statement of Work.
2. This project and Statement of Work are terminated for other reasons, within the Schneider Electric service Customer Agreement.

Regarding EcoStruxure Asset Advisor for secure power & cooling, Schneider Electric is expected to have finished its written duties when:

1. The devices are connected to the EcoStruxure Asset Advisor for Secure power & cooling cloud
2. The customer has the Mobile App on his smartphone and sees information in it
3. The service bureau sees the customer's devices information

The information stated here are the details of the project performed by Schneider Electric – if an onsite presence for the connection process is necessary - for the customer with specifications on date, time, and place.

7.0 Start and Termination

EcoStruxure Asset Advisor for secure power & cooling:

7.1 DURATION

The connection of a device to EcoStruxure IT app has no end-date, it is unlimited.

The connection of a device to EcoStruxure Asset Advisor for secure power & cooling has a duration of 1 year.

7.2 DISCONNECTION AND DATA

Should customer terminate contract without physically disconnecting the device(s), Schneider Electric reserves the right to continue to store the data sent by the device(s), to continuously improve the quality of its products, and propose the best service.

7.3 OPT OUT

Customer has the right to refuse data coming from its devices to be stored after expiration of agreement.

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