



Statement of Work

Extended Hardware Warranty



Extended Warranty

StruxureWare Data Center Expert

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1.0 Executive Summary

The StruxureWare Data Center Expert Extended Warranty provides peace of mind and product failure protection beyond the Standard two year Schneider Electric warranty period. Once the Standard 2 year Schneider Electric warranty period for your Data Center Expert expires, should your product fail, you expose yourself to lack of visibility of your physical Infrastructure.

With the purchase of the Data Center Expert Extended Hardware Warranty, you will experience a seamless extension of the Standard two-year Schneider Electric warranty period for up to an additional three years, depending on coverage purchased. Any customer who has a Data Center Expert solution, which falls out of warranty, must first purchase warranty coverage from the date the previous warranty ended up to the current date and then must purchase additional hardware warranties to extend their coverage.

The Data Center Expert Extended Hardware Warranty provides replacement of your product and/or user-replaceable parts. You also receive several additional benefits, such as 24 X 7 Schneider Electric Technical support, Service Entitlement support and next business day shipment in NAM only. Standard shipping methods apply in LAM, EMEA, APJ, and GCN regions.

2.0 Features & Benefits

Features	Benefits
Up to Three Years of additional product failure coverage	Provides peace of mind and complete factory warranty protection for the entire designated product service life.
24 X 7 Customer Service Support with Toll Free Call-in Telephone Number	Customers are provided with a toll free number. Calls are handled 24-hours a day, 7 days a week by call center professionals.
8 X 5 Customer Service Support for LAM, APJ and GCN	Customers are provided with a technical support number, handled during standard business hours by call center professionals.
Next Business Day Shipment in NAM only	Customers receive upgraded shipping status, which means, next day shipment of the replacement Data Center Expert or user replaceable parts.
Standard shipping methods apply in LAM, APJ, EMEA, and GCN	Customers receive upgraded shipping status, which means, standard shipment of the replacement Data Center Expert or user replaceable parts.
Service Entitlement Assistance and Service Warranty Certificate	Customers receive assistance from the Service Entitlements team to make sure their product is properly recorded. An E-mail Service Entitlement Certificate provides a detailed record of the service registration, along with the service expiration date.

3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

Warranty	
Activities	Description
Create Warranty Entitlement	The Entitlements team will assist the customer in the registration process. Schneider Electric will create the warranty extension service entitlement and provide the customer with a Service Certificate via e-mail.
Provide Customer Telephone Support	Schneider Electric will provide 24 X 7 Technical telephone supports for NAM and EMEA. 8 X 5 technical supports are available in LAM, APJ, and GCN regions.
Provide Extended Hardware Warranty Redemption	The Extended Hardware Warranty replacement of your product or user replaceable parts.
	Should warranty redemption be necessary, Schneider Electric will provide, at their discretion, a replacement unit or user replaceable parts.
	Schneider Electric will ship out the replacement next business day (NAM only) and provide a prepaid return shipping label for the used Data Center Expert.

4.0 Assumptions

The successful performance of the tasks defined is based on the following key assumptions:

- The customer has purchased an Extended Hardware Warranty for a Data Center Expert, which is still within the standard two-year factory warranty defined by Schneider Electric.
- Any customer who has an Schneider Electric Data Center Expert, which falls out of warranty, must first purchase warranty coverage from the date the previous warranty ended up to the current date and then must purchase additional hardware warranties to extend their coverage.
- Schneider Electric will provide guidance on what the product's service life span limits are at time of purchase.

The following items are outside the scope of this warranty. Please contact your certified Schneider Electric sales representative for more details.

- Non-Schneider Electric Products
- InfraStruXure® Manager
- NetBotz Central

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Provide Service Certificate.
- Provide 24 X 7 telephone technical support for NAM and EMEA. After hours technical support is available in English only.
- Provide 8 X 5 telephone technical support in LAM, APJ, and GCN regions.
- Provide 'next business day' shipment (NAM only) of Data Center Expert or user replaceable parts, at no extra charge to and from the customer's site.
- Provide standard shipping methods of Data Center Expert or user replaceable parts, at no extra charge to and from the customer's site in LAM, APJ, GCN and EMEA.

5.2 CUSTOMER RESPONSIBILITIES

- Provide the Data Center Expert product model and serial number and registration information.
- Contact Schneider Electric customer service support in case of occurrence of issue.
- Provide a point of contact during time of service.
- Provide a point of contact for receipt of units and components.
- Return used Data Center Expert using prepaid Schneider Electric shipping label

6.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

6.1 DISCLAIMERS:

- The Extended Hardware Warranty for StruxureWare Data Center Expert can only be extended an additional three years for a five year maximum warranty period. Extended Hardware Warranties are not available past year five.
- Any customer who has an Schneider Electric StruxureWare Data Center Expert, which falls out of warranty, must first purchase warranty coverage from the date the previous warranty ended up to the current date and then must purchase additional hardware warranties to extend their coverage.
- All documentation, photographs, thermal imaging or other information provided by the customer, or gathered at the customer site, will be for internal Schneider Electric use only and used solely for the purpose of report generation, analysis and recommendations.
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