

Statement of Work



Install Services

Critical Power & Cooling Services

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1.0 Executive Summary

Schneider Electric Critical Power and Cooling Start-Up Service is a key part of an overall deployment of the Easy UPS. This service provides the certified Schneider Electric field service representatives needed to energize and check the functionality of your system in all modes of operation. This service provides the customer with the assurance that the solution has been started-Up according to Schneider Electric Critical Power and Cooling service standards and specifications.

The Start-Up Service for Easy-UPS is performed during normal business hours with an available 7X24 scheduling upgrade option. Preliminary Inspection Visits are available during business hours. Please contact your certified Schneider Electric service sales representative for more details.

2.0 Features & Benefits

Features	Benefits
Flexible Scheduling Options	Flexible service scheduling options supports customer's varying business requirements.
Highly Skilled Field Service Engineers	Schneider Electric service trained and certified professionals ensure your system is operating to manufacturer's specifications.
Train support staff on basic operation of the equipment	Provides the customer with basic operation and maintenance knowledge.
Supply all necessary labor, travel and material	Frees customer resources to concentrate on core business activities.
Scheduling coordination	Avoidance of possible delays caused by scheduling conflicts.
Installation verification testing	Guarantees correct installation and operation of the system.
Customer specific site documentation	Records the baseline operational data of the system.
Battery inspection for Schneider Electric service supplied batteries	Verify that batteries are installed and that the UPS battery configuration is set properly, ensuring optimal battery life.
EcoStruxure IT Software & Services (free of charge)	<p>EcoStruxure IT Software & Services free version brings you full and highly secure visibility into your critical data center equipment. Get access to your IT physical infrastructure inventory at anytime from anywhere, and understand the overall health of your connected equipment from any device.</p> <p>EcoStruxure IT free version consists of a software gateway, a mobile app, a cloud-based account to store your data and a web interface to visualize your data.</p> <p>This version of EcoStruxure IT is free for all Schneider Electric customers, and is also the base platform for EcoStruxure Asset Advisor, remote monitoring service, and EcoStruxureIT Expert, monitoring software.</p>

Features	Benefits
EcoStruxure IT Software & Services (upon subscriptions)	EcoStruxure Asset Advisor is a 24/7 cloud-enabled remote monitoring service for your critical equipment that helps you increase resiliency and transparency. Equipped with real-time device data, you gain full visibility into your assets health and incidents tracking directly from your smartphone while Schneider Electric experts proactively help you to minimize downtime and reduce break-fix resolution time. We monitor and troubleshoot, you relax
	EcoStruxure IT Expert is a cloud-based, vendor-agnostic, secure software that enables wherever-you-go monitoring and visibility into your IT physical infrastructure. EcoStruxure IT Expert provides distributed IT and local edge organizations with teal-time monitoring, benchmarking, assessment, and instant fault notification and escalation and brings the visibility and insights you to proactively manage your IT infrastructure.

3.0 Details of Service

The specific features and deliverables of this service are listed below. For each item listed below, Schneider Electric service will perform the work described and create and maintain a project summary document that contains the key data and information.

System Environment	
Activities	Description
Equipment Verification	Schneider Electric service will check the solution to ensure there are no signs of damage; the environment is suitable for operation and sufficient service access.
Installation Check	Schneider Electric service will verify the solution is positioned properly and any accessories are installed (if applicable).
	Schneider Electric service will check that the Input Circuit Breaker is properly sized. Schneider Electric service will check the transformer type and configuration (if applicable). Schneider Electric service will verify the power wiring to the system Input Circuit Breaker is correct and the Ground Electrode Conductor (GEC) is installed properly (if applicable).
	Schneider Electric service will check that the incoming voltages match the UPS specification, phasing and phase rotation.
	Schneider Electric service will confirm all enclosures are properly labeled.
Battery Visual and Safety Inspection (When Batteries are supplied by Schneider Electric)	Schneider Electric service will ensure the mechanical integrity of the battery cabinet, record the battery cabinet serial numbers (when applicable) and measure and record the ambient temperature for Schneider Electric service supplied batteries. Schneider Electric service will record battery configuration and control overall battery runtime.
Start Up	
Activities	Description
Verify Wiring	Schneider Electric service will verify that all power, control and communication wiring is correctly terminated.
	Schneider Electric service will verify that the Internal battery voltages are within defined UPS specifications, where applicable.
Functional Tests	Schneider Electric service will demonstrate the integrity of the UPS to the customer or their representative. (e.g. Transfer to and from static bypass, transfer to and from battery, etc.)

Start Up	
Functional Tests	Schneider Electric service will demonstrate the integrity of the UPS to the customer or their representative. (e.g. Transfer to and from static bypass, transfer to and from battery, etc.)
Basic Operator Training	Schneider Electric service will train the customer or their representative on basic operation of the system. Advanced training courses are available from Schneider Electric service. Please contact your certified Schneider Electric service sales representative for details.
Verification	
Voltage check	Schneider Electric service will check that the system output voltage is within defined UPS specifications.
	Schneider Electric service will verify the proper regulation of output waveform
	Schneider Electric service will verify that the Internal battery voltages are within defined UPS specifications, where applicable.
Bypass check	Schneider Electric service will ensure that the UPS bypass functions, static and maintenance, are operating properly.
Front panel check	Schneider Electric service will verify all front panel readings for accuracy.

3.2 EcoSTRUXURE ASSET ADVISOR – SERVICE DELIVERABLES

Customers buying the “Start-up Service for Easy-UPS” have access to EcoStruxure IT Software & Services (free of charge) which are available on Android and IOS, and allow 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 IT Software & Services (upon subscriptions), including EcoStruxure Asset Advisor which is a paid service.

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 if you wish to contact our Experts, please go to: se.com/asset-advisor
The specific activities of the EcoStruxure Asset Advisor service are listed below:

Activities	Description
Alarms and live data on EcoStruxure IT app	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.
24/7 Remote Monitoring	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via EcoStruxure IT 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 on connected devices, including incidents and alarms and current and expected lifespan for the physical infrastructure.
Expedited Problem Resolution	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 & 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.

- Services performed on-site by Schneider Electric Field Service 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.
- In some geographies, Schneider Electric service will send a pre-commissioning checklist to be completed and sent back to Schneider Electric before the startup visit.
- Schneider Electric will 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.
- Services are performed on-site by certified Schneider Electric service engineer.
- The equipment must be installed in an environment that adheres to manufacturer specifications.
- This service applies to a customer location with standard site and product access. Our Services assume continuous uninterrupted and unobstructed access to the equipment, standing time may be chargeable.
- Geographical restrictions may apply. In case of a conflict between the service definitions contained on this Statement of Work and the local service definitions, the local service definitions will prevail. For more information, please refer to your Certified Sales Representative.
- In the event that an intrusive survey is recommended in this quotation 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.
- At the end of the activities, Schneider Electric Field Service Engineer 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.
- The Battery Inspection service only applies to battery systems supplied by Schneider Electric service.
- 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.
- Non-standard products purchased or services through Schneider Electric service will require a customized Statement of Work.
- Any delays resulting in lost time caused by others may be chargeable.

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.

- 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. [3ph/ Startup] check with Delphine or Pere
- 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.

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.

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

- 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 site-specific policies security clearance and/or safety training and equipment requirements that need to be adhered to when scheduling this service prior to 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.
- Alert Schneider Electric at least 72 hours in advance of any rescheduled timeline
- Refrain from videotaping any intervention.

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:

1. Schneider Electric completes all the tasks described in Section 5.1 of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons, within the Schneider Electric Service Customer Agreement.

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