

# Statement of Work

# Refresh-UPS Service for UPS

Maintenance Service

Critical Power & Cooling Services

## 1.0 Executive Summary

### Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions & Exclusions
- 5.0 Scope of Responsibility
- 6.0 Project Work Details

Schneider Electric Refresh-UPS Service for UPS is an ideal solution for customers who need to replace a legacy 3-Phase UPS reaching end of life or end of service life. Refresh-UPS includes the following:

- A new UPS <sup>(1)</sup>
- Two years of comprehensive on-site service coverage including labor and parts
- Startup of the new system by a Schneider Electric certified service professional.
- 2<sup>nd</sup>. Year preventive maintenance visit
- Network communication card <sup>(2)</sup>
- EcoStruxure IT Free <sup>(3,4)</sup>

**Note:** Decommissioning and disposal of the old UPS, as well as electrical installation of the new UPS, is available through a separately quoted service.

Refresh-UPS will help your power availability, eliminate potential unplanned maintenance costs, and improve your system's efficiency. Refresh-UPS provides the peace of mind that result from installing a new system with the latest technology, combining Schneider Electric professional start-up with two years all-inclusive on-site certified service.

## 2.0 Features & Benefits

Features	Benefits
<b>New UPS <sup>(1)</sup></b>	Refresh-UPS includes a new UPS sized to replace a legacy one installed.
<b>Network communication card <sup>(1,2)</sup></b>	Allow fast communication of UPS status data to local and remote monitoring systems and support teams.
<b>Start-Up service</b>	Provides the certified Schneider Electric field service engineers needed to energize and check the functionality of customer system in all modes of operation.
<b>Flexible Service Scheduling</b>	On site delivery of the UPS, scheduling of the Start-Up and subsequent preventive maintenance services are coordinated to suit customer requirements. Standard service is performed during normal business hours with upgrades to off-hours scheduling available.
<b>Training for support staff on basic operation of the equipment</b>	Provides customer with basic operation and maintenance knowledge.

<sup>(1)</sup> The UPS shipment cost is not included, as it depends on customer location, it would be added separately to each quote

<sup>(2)</sup> A network card will only be included with Easy UPS models that might not include a network card native in the unit.

<sup>(3)</sup> EcoStruxure IT Free consists of a software gateway, a mobile app, a cloud-based account to store your data and a web interface to visualize your data.

<sup>(4)</sup> EcoStruxure IT Free is only available on networked equipment or if there is a management device

<p><b>Two years' service coverage</b> <sup>(1)</sup></p>	<p>Provides two years of full on-site coverage, including on-site service, parts, travel &amp; labor.</p> <p>1st year on-site start-up service.</p> <p>2nd year preventive maintenance visit.</p> <p>Access to technical support and escalation to address system issues in a timely and efficient manner.</p>
<p><b>EcoStruxure IT Free</b></p>	<p>EcoStruxure IT Free brings you 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 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>EcoStruxure IT is free for all Schneider Electric customers and is also the base platform for EcoStruxure Asset Advisor, remote monitoring service, and EcoStruxure IT Expert, monitoring software.</p>

### 3.0 Details of Service

**3.1 A UPS, start-up service, and two year of full on-site service coverage including: On site remedial services for two years, and 2<sup>nd</sup> year preventive maintenance visit.**

The specific activities of this service are listed below:

Service Deliverables	
Activities	Description
<p><b>Coordinate system shipment</b></p>	<p>Schneider Electric service will confirm the UPS ordered, along with the ship to address, shipment date and any special site conditions.</p>
<p><b>Coordinate Field Service Representative (FSR) Customer site arrival</b></p>	<p>Schneider Electric service will coordinate the time and date of the Service Professional arrival at the customer site.</p> <p>Service Professional will arrive on site as scheduled, coordinating the service delivery and any special requirements, with the appointed contact.</p>
<p><b>System check</b></p>	<p>Schneider Electric service will check the environment, equipment, the installation and the battery cabinets to make sure that system meets all necessary conditions to be started up and operated safely.</p>
<p><b>System Start-up</b></p>	<p>Schneider Electric service will verify all wiring, perform start up, perform functional tests and conduct basic operator training for the customer or their representative.</p>
<p><b>System verification</b></p>	<p>Schneider Electric service will check system voltages, UPS bypass functions, and all front panels readings</p>

<p><b>Two years' service coverage</b></p>	<p>During the two years Schneider Electric service will provide certified technicians at the customer's location within a specified period of time to diagnose, repair, and test the system in the event of failure. <b>All related labor, travel and parts are included within the context of such an intervention.</b></p> <p>During the 2<sup>nd</sup> year Schneider Electric service will perform a preventive maintenance visit, including system visual, environmental and mechanical/electrical inspection. Perform functional verification, implement updates and deliver a status and activities report including recommendations for any additional service activity if needed.</p>
---	--

**3.2 EcoSTRUXURE IT FREE & THE REMOTE MONITORING SERVICE – SERVICE DELIVERABLES**

Customers buying the “Refresh-UPS Service for UPS” have access to EcoStruxure IT Free. EcoStruxure IT Free is a modern cloud platform that connects the devices supplied by Schneider Electric and other vendors to the cloud for instant access from anywhere. The connection to EcoStruxure IT Free is done through EcoStruxure IT Gateway, which is a free downloadable software or through Data Center Expert version higher than 7.4. The connection is done in a secure way, through a local gateway that encrypts all data, before sending it to the cloud account where is available to be accessed by the customer through a web interface or a mobile app. Once the asset is connected, the customer can see and organize the asset and its information, like serial nr, product name, etc.

**3.3 UPGRADING TO EcoSTRUXURE ASSET ADVISOR FOR SECURE POWER & COOLING OR EcoSTRUXURE IT EXPERT**

When the asset is connected, the customer has the option to upgrade to two different remote monitoring service & software solutions:

- **EcoStruxure Asset Advisor for secure power & cooling: cloud-enabled remote monitoring service by the Service Bureau**

Thanks to EcoStruxure Asset Advisor for secure power & cooling, a dedicated team in Schneider Electric Service Bureau will monitor your critical power and secure assets 24/7 and manage or troubleshoot the incident from start to end.

- **IT Expert: cloud-enabled remote monitoring software by Customer or Partner**

EcoStruxure IT Expert, cloud-based vendor agnostic software, provides you with full wherever-you-go visibility of your IT physical infrastructure and proactive recommendations on how to improve its performance thanks to big-data analysis. You can use it by yourself or with your preferred partner.

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

Activities	Description
<p><b>Alarms and live data on EcoStruxure IT app</b></p>	<p>Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.</p>
<p><b>24/7 Remote Monitoring</b></p>	<p>Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.</p>
<p><b>Alarm Notification</b></p>	<p>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.</p>
<p><b>Delivery of Regular Report</b></p>	<p>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.</p>
<p><b>Alarms and live data on EcoStruxure IT app</b></p>	<p>Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.</p>

For more information EcoStruxure Asset Advisor, please visit [se.com/asset-advisor](http://se.com/asset-advisor)

## 4.0 Assumptions & Exclusions

### 4.1 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 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 other specified. Preventative Maintenance upgrades to 7x24 are available. 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.
- All services are performed on-site by certified Schneider Electric service personnel.
- 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.
- The Start-up service only applies to battery systems supplied by Schneider Electric service.
- The system must be kept in an environment that adheres to manufacturer specifications.
- The UPS shipment is not included in the Refresh UPS SKU, so it will be quoted separately.
- Hours of Operation for Technical Support are Country specific and include either 24x7 or business hours coverage;
- EcoStruxure IT Free, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric service sales representative for availability in your area;
- The connection to EcoStruxure IT Free is done through Data Center Expert version higher than 7.4 or through EcoStruxure IT Gateway, which is a free downloadable software;
- EcoStruxure IT Free is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured;
- Next Business Day is defined as the next day during the business week and normal business hours;
- Where Next Day and 4-Hours services are available for purchase, certified personnel will arrive on site next day or within 4 hours from the time Schneider Electric Service Technical Support deems an on-site visit is necessary;
- Response time is defined as elapsed time between when Schneider Electric service technical support determines an on-site visit is necessary and the time the FSE arrives at the customer's site;
- The complete preventive maintenance check implies that the system is placed in maintenance bypass.
- The preventive maintenance service is limited to an overall visual battery system check. In depth battery preventive maintenance visits are available separately. Please contact your certified Schneider Electric service sales representative for more details.
- These services apply to a customer location with standard site and product access.
- Some aspects of the service definition presented in this document may vary by location. In the 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 Schneider Electric service sales representative;

### 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.

- Removal and disposal of legacy UPS system. This service is offered separately, please contact Schneider Electric for details.
- Electrical Installation of new UPS system. This service is offered separately, please contact Schneider Electric for details.
- Support for third party equipment.
- Replacement of batteries.

- Repair of damage to the unit due to abuse, misuse, lack of maintenance or other damage caused by outside forces.
- Internal and external batteries are not considered as included parts. They will be subject to a separate quotation;
- Any specialized testing or commissioning.
- Proactive replacement of wearing parts, unless specifically detailed as included.
- 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.

**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.

## 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

- Schedule certified and approved engineers to perform services.
- Manage and coordinate scheduling of the Start-up, preventive services or other needed interventions.
- Ensure services are performed to manufacturer specifications.
- Conform to local health and safety regulations.
- Meet manufacturer and customer safety requirements.
- As part of the start-up:
  - 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.
- As part of the preventive maintenance service:
  - Perform all of the Maintenance service tasks.
  - Submit Site and Maintenance Forms to the customer.
  - Inform and provide recommendations to the customer about any action items not included in the Statement of Work.

## 5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed
- Provide Schneider Electric with 5 business days' notice of any required reschedule
- Facilitate site access for Schneider Electric service personnel.
- Before scheduling start up, 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 services.
- Notify Schneider Electric service personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- Ensure safety plan is in place prior to intervention.
- Set up the EcoStruxure IT Free and maintain the contact list on the web profile.
- 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 after the system start up.
- Schneider Electric will make multiple attempts to proactively contact the customer to schedule maintenance services due. However, it is finally the customer's responsibility to ensure all services due are scheduled in advance of contract expiration.

## 6.0 Project Work Details

The project work details listed below are provided by Schneider Electric service for the customer with regard to services date, place and 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 service will be on-site and will be agreed to by Schneider Electric service and the customer prior to the service delivery.

### 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 of this Statement of Work document.
2. This service and Statement of Work are terminated for other reasons within the Service Customer Agreement.

*©2020 Schneider Electric. All rights reserved. The information provided in this Statement 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 Schneider trademarks are property of Schneider Electric and its subsidiaries and affiliates. Other trademarks are property of their respective owners. Specifications are subject to change without notice. Disclaimer: This information is reliable at the point of creation and may be subject to change.*