



## 1.0 Executive Summary

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Schneider Electric Critical Power and Cooling Services Start-Up Service is a key part of an overall deployment of the Electrical Vehicle (EV) Charger system. This service provides the certified Schneider Electric field service engineers 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 service standards and specifications.

The Start-Up Service is performed during normal business hours.

## 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.
Charger inspection	Verify the EV Charger battery configuration is set properly, ensuring optimal car battery life.

### 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
<b>Equipment Verification</b>	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.
<b>Installation Check</b>	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 EV Charger specification, phasing and phase rotation.
	Schneider Electric service will confirm all enclosures are properly labeled.
Start Up	
Activities	Description
<b>Verify Wiring</b>	Schneider Electric service will verify that all power, control and communication wiring is correctly terminated.
<b>Perform Start Up</b>	Schneider Electric service will energize and check system functionality in all modes of operation to ensure compliance with manufacturer specifications. Schneider Electric service will verify that communication options are properly configured.
<b>Functional Tests</b>	Schneider Electric service will demonstrate the integrity of the EV Charger to the customer or their representative. (e.g. Recharge capability of charger to the car, etc.)
<b>Basic Operator Training</b>	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	
Activities	Description
<b>Voltage check</b>	Schneider Electric service will check that the system output voltage is within defined EV Charger specifications.
	Schneider Electric service will verify the proper regulation of output voltage.
<b>Current check</b>	Schneider Electric service will verify the proper regulation of output current.
<b>Front panel check</b>	Schneider Electric service will verify all front panel readings for accuracy.

## 4.0 Assumptions

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

- All services performed on-site by Schneider Electric service will be executed during the Schneider Electric business hours unless otherwise requested by the customer.
- Schneider Electric service will provide the customer with certified service personnel to perform the EV Charger Start-Up.
- 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 following items are outside the scope of this standard service offering. Start-Up of the following items can be integrated into a customized Statement of Work (SOW) at the customer's request. Please contact your certified Schneider Electric service sales representative for more details.

- 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.

**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.
- 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:

1. Schneider Electric completes all the tasks described in Section 5.1 of this Statement of Work (SOW).
2. 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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