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1.0 Executive Summary

The Schneider Electric Advanced Operator Training is an important element in the successful deployment and operation of Schneider Electric equipment. This training service provides the critical operator knowledge and practical experience needed to maximize operational efficiency and system availability. Through a combination of classroom training and lab exercises, participants are able to enhance their knowledge of the installed system and their level of confidence when interfacing with this equipment. The Advanced Operator Training enables customers to receive the best return on investment from their Schneider Electric system.

2.0 Features & Benefits

Features	Benefits
System-level training	Provides an enhanced understanding of system components to increase the operational knowledge and expertise of participants.
Customer specific curriculum	Increases the capabilities and comfort level of participants by allowing them to interact with the specific types of equipment they will be managing on a day-to-day basis.
Interactive training session	Facilitates understanding of the operation and maintenance of Schneider Electric equipment through hands-on training

3.0 Details of Service

The specific activities and deliverables of this service are listed below. For each item listed, Schneider Electric will perform the training described, tailored to the customer's system.

Classroom Training	
Activities	Description
Safety	Trainer will teach the participants how to follow general safety practices when working with and around the equipment.
System Overview	Trainer will explain the general theory of operation, topology, and operational states of the equipment to the participants.
System Components Review	Trainer will review the specific system purchased by the customer.
	Trainer will select the training modules specific to the customer's equipment.

Hands-On Training	
Activities	Description
Safety	Trainer will illustrate electrical safety practices in a situational environment, as discussed earlier in the classroom training.
System Overview	Trainer will provide application-based examples pertaining to the theory of operation and topology.
	Trainer will demonstrate how to operate the equipment safely and confidently.
System Components	Trainer will illustrate potential system application issues in a production environment.
	Trainer will review replaceable components, system reaction time, system maintenance checks, and consumable component replacements. The trainer will also review the information provided through the display interface and the primary areas of concern for ensuring system availability.

4.0 Deliverables

Service deliverables will include:

- A study guide containing all of the material covered in both the classroom and hands-on training sessions.

5.0 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:

- Schneider Electric will perform this service on-site during normal business hours. Normal business hours are defined as Monday through Friday from 8:00 AM to 5:00 PM local time. The exceptions are holidays.
- Schneider Electric will provide training for up to a maximum of six (6) participants.

The following items are outside the scope of this standard service offering. However, they can be integrated into a customized Statement of Work (SOW) at the customer's request. Please contact your certified Schneider Electric sales representative for more details.

- Service-level training
- Training for third-party equipment
- Any specialized testing or commissioning

6.0 Scope of Responsibility

The responsibilities of Schneider Electric and the customer are specified below

6.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Schedule certified personnel to perform the training
- Provide a study guide to each participant
- Alert customer at least 24 hours in advance of any rescheduled timeline

6.2 CUSTOMER RESPONSIBILITIES

- Schedule the attendance of the managers, supervisors, and/or facility personnel – up to a maximum of six (6) participants – who will participate in the training
- Indicate any site security clearance requirements when scheduling this service
- Provide the names and telephone numbers of all participants
- Notify Schneider Electric of any site-specific policies that need to be adhered to before, during and after the training
- Alert Schneider Electric at least 72 hours in advance of any rescheduled timeline
- Refrain from videotaping the training session unless a Non-Disclosure Agreement has been previously signed and approved by an authorized Schneider Electric representative.

7.0 Project Work Details

This section outlines the details of the service that will be performed by Schneider Electric for the customer, including the schedule, location and successful completion criteria.

7.1 SCHEDULE

Training dates will be discussed and approved between Schneider Electric and the customer.

7.2 LOCATION

The location of this training service will either be at the customer site or a Schneider Electric Training facility. Please contact your Schneider Electric sales representative to discuss options and details.

7.3 COMPLETION CRITERIA

This service shall be considered completed or terminated when one of the following situations occurs:

1. Schneider Electric completes all of the tasks described in the Details of Service section of this Statement of Work (SOW).
2. This service and Statement of Work (SOW) are terminated for any reason, as specified in the Schneider Electric Customer Agreement.

8.0 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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