



Statement of Work



Maintenance Service

Service

1.0 Executive Summary

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The Schneider Electric Critical Power and Cooling Solutions (CPCS) Fan Replacement Service for Symmetra PX and MegaWatt solutions provides preventive replacement of system fans. Fan Replacement includes the following:

- Replacement of system fans
- Schneider Electric CPCS certified service professional on-site to perform all work
- Disposal of used fans

Fan Replacement Service will reduce the risk of downtime and keep your UPS functioning efficiently.

2.0 Features & Benefits

Features	Benefits
All inclusive Service	Fan Replacement Service includes fan assemblies, on-site service labor, travel expenses and disposal all at a fixed cost.
Flexible Service Scheduling	On site delivery of the components and scheduling of the replacement service are coordinated to suit your requirements. Standard service is performed during normal business hours with upgrades to off-hours scheduling available.
On-Site Certified Service Professionals	Provides a one-time on-site visit of certified CPCS Field Service Engineer(s), trained to safely replace system fans with minimal interruption to your critical operations.

3.0 Details of Service

The Fan Replacement Service provides the fan assemblies, on-site labor, installation, removal and disposal of the used fan assemblies. The specific activities of this service are listed below:

Service Deliverables	
Activities	Description
Coordinate Component Shipment	Schneider Electric CPCS will confirm the number of fan assemblies ordered, along with the ship to address, shipment date and any special site conditions.
Coordinate FSE Customer Site Arrival	Schneider Electric CPCS will coordinate the time and date of the Service Professional arrival at the customer site. Service Professional will arrive on site as scheduled, coordinating the service delivery and any special requirements, with the appointed contact.
System Inspection	Schneider Electric CPCS will inspect the system condition
New Fan Positioning	Schneider Electric CPCS will move the new fan assemblies from the shipping pallet location to the UPS system location.
Fan Assembly Replacement	Schneider Electric CPCS will safely remove the old fans, and install new fan assemblies.
Used Fan Disposal	Schneider Electric CPCS will safely dispose of used fans.

4.0 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 CPCS.

- This is a standardized fixed price service and only applies to customer locations with standard site and product access. Any special site conditions that may prevent the successful deployment of this service may require a custom quote, contact Schneider Electric CPCS sales prior to placing a purchase order (PO).
- All services performed on-site by Schneider Electric CPCS will be executed during normal business hours. Should different scheduling be required, please contact your Schneider Electric CPCS sales representative for a custom quote.
- All services are performed on-site by certified Schneider Electric CPCS service personnel or partners
- The fan assembly shipment may need to sit in the customer's shipping/receiving area for a few days before Schneider Electric CPCS service personnel arrive onsite.
- Customers who cannot provide a suitable staging location for the new fan assemblies until Schneider Electric CPCS arrives to relocate them are required to upgrade the shipping terms to 'inside delivery' and specify this on the PO. This shipment upgrade provides for an inside delivery of the fan assemblies, once they arrive at the customer site. The customer will be charged separately for inside delivery and recognizes inside delivery as a significant shipping cost upgrade and no reduction in the Fan Replacement Service price will be offered to offset this cost.
- The system must be kept in an environment that adheres to manufacturer defined specifications.

The following items **are not included** in the scope of this service:

- Removal of other UPS components
- Non APC by Schneider Electric Equipment
- Support for third party equipment

5.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric CPCS and the customer.

5.1 SCHNEIDER ELECTRIC CPCS RESPONSIBILITIES

- Meet the pre-determined scheduled service date
- Perform all of the Fan Replacement Service activities listed in this Statement of Work (SOW)
- Present required site forms to the customer
- Dispose of fan assemblies in accordance with federal, state and local regulations
- Provide the customer with recommendations regarding any action items not included in the SOW

5.2 CUSTOMER RESPONSIBILITIES

- Prior to order, inform Schneider Electric CPCS Sales of any special site conditions that could prohibit the successful execution of this standardized service, i.e., security clearance, site access requirements, unions, no truck access, no loading dock, no elevator access, no inside moving equipment available, etc.
- Once agreed upon with Schneider Electric CPCS Sales, acceptable special site conditions must be clearly identified on the customer PO
- Provide dates and times when the scheduled work can be performed
- Provide a suitable location for the receipt of the required parts shipment. If parts cannot be staged for a few days prior to relocation to the UPS location, customer must upgrade shipment terms to 'inside delivery' on the PO
- Facilitate site access for Schneider Electric CPCS service personnel and provide on-site point of contact
- If possible, allow the use of customer on site moving equipment, such as, moving dolly, two wheeled truck, pallet jack, etc.

6.0 Project Work Details

The project work details listed below are provided by Schneider Electric CPCS for the customer with regard to service date, place and completion criteria.

6.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric CPCS and the customer.

6.2 LOCATION

The location of this service will be on-site and will be agreed to by Schneider Electric CPCS and the customer prior to the service delivery.

6.3 COMPLETION CRITERIA

Schneider Electric CPCS is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric CPCS completes all the tasks described in Section 3.0 of this SOW.
2. This service and Statement of Work are terminated for other reasons within the CPCS Customer Agreement.

7.0 Terms and Conditions

APC standard Terms and Conditions apply.

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