



Statement of Work

Preventive Maintenance Service for Aquaflair Chiller



Maintenance Service

Service

1.0 Executive Summary

Schneider Electric Critical Power and Cooling Services (CPCS) Aquaflair Chiller Preventive Maintenance Service consists of varied intervals of visits to match the customer's application & equipment availability.

1.1 (Minimum) Semi-Annual Maintenance Visits

The semi-annual maintenance visits are available on a 5x8 or 7x24 basis providing flexible scheduling options. Semi-Annual PM's are the minimum requirement for extended warranties and On-site unscheduled maintenance.

1.2 (Recommended) Quarterly Maintenance Visits

Additional maintenance visits are recommended as an upgrade to enhance availability. The inspections are available on a 5x8 or 7x24 basis.

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2.0 Features & Benefits

Features	Benefits
Frees Customer Resources	Allows customer resources to concentrate on core business objectives.
Availability	Preventive maintenance reassures the customer that the system is operating at peak efficiency and has the latest factory upgrades installed and tested.
Agility	Adaptable preventive maintenance visits performed to support your Up-Time Requirements.
Total Cost of Ownership	Fixed cost for routine maintenance.
Provides Qualified And Certified Service Personnel	Assures system availability through preventive maintenance conducted by trained certified technicians.
Performs System Performance Check	Assures the Cooling system will perform to manufacturer specifications for optimum availability.
Documentation Provided to Customer	Ensures all action items are completed by supplying a site form of the preventative maintenance activities. Provides recommendations on any items outside the PM Scope of work

3.0 Details of Service

The Preventative Maintenance Service provides a thorough examination of your system to ensure continued optimal performance. Task details are provided in the following table based on the interval of the PM visit.

Semi-Annual and Quarterly Preventive Maintenance Inspection	
Activities	Description
Perform Environmental Inspection	Schneider Electric CPCS will check condenser coils and metallic filters (if available) for debris, clean as necessary with approved coil
	Schneider Electric CPCS will ensure the environment is within manufacturer-specified operating conditions, including but not limited to the operating climate and clearances.
	Schneider Electric CPCS will document any environmental noncompliance issues and recommend appropriate action as necessary.
	Schneider Electric CPCS will visually inspect for refrigerant and water/glycol leaks on cooling equipment supplied by Schneider Electric in compliance with local regulations for fluorinated greenhouse gases. (refer to Section 4.0 for assumptions and exclusions)
	Schneider Electric CPCS will check sight glass for moisture.
	Schneider Electric CPCS will check and clean chilled water strainers.
	Schneider Electric CPCS will check all electrical connections for tightness, tighten as necessary.
Check System Operating Conditions	Schneider Electric CPCS will check chilled water flow switch operation.
	Schneider Electric CPCS will check condenser fan operation and Inspect pumps seal.
	Schneider Electric CPCS will check pressures in refrigerant circuits.
	Schneider Electric CPCS will check hydraulic circuit and report eventual leaks, check for proper antifreeze (GLYCOL) concentration & corrosion inhibitor in chilled water loop.
	Schneider Electric CPCS will confirm cleanliness of condenser fin-tube coil. One annual basic coil cleaning is included in this service.(refer to Section 4.0 for assumptions and exclusions)
	Schneider Electric CPCS will check and test the cooler heater circuit, if equipped.
	Schneider Electric CPCS will check calibration of all transducers and sensors for each circuit.
	Schneider Electric CPCS will check accuracy of all thermistors.
	Schneider Electric CPCS will check cooler approach (Cooler Leaving Water Temperature – Saturated Suction Temperature).

Semi-Annual Preventative Maintenance Inspection Continued	
Activities	Description
Check System Operating Conditions	Schneider Electric CPCS will check pressure drop across filter driers, replace/clean as necessary.
	Schneider Electric CPCS will perform the normal start up procedure.
Documentation	Schneider Electric CPCS will document system condition and further service needs and provide that document to the customer.
	Schneider Electric CPCS will make recommendations to customer regarding cooling solution repairs or enhancements if required.

4.0 Assumptions

The successful performance of the tasks defined in this statement of work (SOW) is based on the following key assumptions, which are agreed to by CPCS:

- The Preventive Maintenance Service can be purchased as a stand-alone service or in conjunction with any other CPCS service agreement. Additional visits can be purchased for the same system if required to enhance availability or satisfy local requirements;
- All scheduled services performed on-site by CPCS will be executed during the CPCS business hours. These hours are Monday through Friday from 8am to 5pm weekly, local time. Exceptions are holidays;
- The customer is responsible for the purchase of all spare parts;
- The cooling equipment has sufficient clearance for serviceability;
- The customer is responsible to provide any ladders, staging, roof hatches, or catwalks necessary for service requirements;
- The customer must provide a low pressure water source equipped with a connection for a light grade commercial hose within 25 meters (82 feet) of the outdoor heat rejection equipment;
- Basic coil cleaning service includes removal of dirt and debris using a coil brush or a low pressure water source;
- Geographical restrictions may apply. Please verify the service coverage and response time with your local APC by Schneider Electric office;
- 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 APC by Schneider Electric sales representative.

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

- Repair of damage to the unit due to abuse, misuse, lack of maintenance or other damage caused by outside forces;
- Maintenance or repair of indoor cooling equipment;
- Leak checking, testing, or repair of field installed refrigerant or water piping not supplied by Schneider Electric;
- Support for third party equipment;
- Any specialized testing or commissioning;
- Extraordinary repairs not in the scope of work;
- Modification or disassembly of any part of the building structure in order to gain access for equipment service;
- Deep cleaning of the condenser coil using chemicals or high pressure water to remove debris lodged in the fin pack;
- Additional coil cleanings required due to seasonal changes or airborne pollutants;
- Inform and provide recommendations to the customer about any action items not included in the Statement of Work (SOW).

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC CPCS RESPONSIBILITIES

- Meet the customer's service schedule date;
- Perform all of the Maintenance service tasks;
- Submit Maintenance Site Forms to the customer;
- Ensure all action items are completed;
- Inform and provide recommendations to the customer about any action items not included in the Statement of Work (SOW).

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed;
- Facilitate site access for Schneider Electric CPCS service personnel;
- Notify Schneider Electric CPCS service personnel of any security clearance requirements in advance of arrival;
- Notify Schneider Electric CPCS service personnel of any safety training and safety equipment requirements;
- Provide an on-site point of contact;
- Sign the completed Maintenance forms;
- Spare parts kits are the customer's responsibility.

6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric CPCS for the customer including the schedule, location and successful 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 Network AIR Precision Computer Room Air Conditioning equipment service will be on-site. It will be discussed and approved by Schneider Electric CPCS and the customer.

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 tasks described in Section 3.0 of this SOW;
2. This service and SOW are terminated for other reasons, within the Schneider Electric CPCS Customer Agreement.

7.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

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