

## 1.0 Executive Summary

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The Advantage Plus Plan for Aquaflair Chillers will provide certified service personnel to conduct repairs in the event of a problem, as well as two scheduled preventive maintenance service visits providing a comprehensive visual, environmental and operational inspection of the system to ensure that components are performing to defined technical and environmental specifications.

#### 1.1 (MINIMUM) SEMI-ANNUAL MAINTENANCE VISITS

This service consists of two scheduled *Semi-Annual* Preventive Maintenance visits whereby an CPCS-certified technician performs a comprehensive inspection of the Chiller to maximize critical load uptime by ensuring the components are performing to defined factory specifications. The service technician inspects environmental conditions, performs maintenance tasks and checks system operating conditions. The Semi-Annual Preventive Maintenance Visits are performed during normal business hours. This service schedule may be upgraded to 7x24, which allows scheduling outside normal business hours, including weekends and holidays. The Semi-Annual Preventive Maintenance schedule is the minimum service interval offered for Advantage Plus service. Additional service upgrades to the Semi-Annual Preventive Maintenance schedule are available on a quarterly basis for increased unit protection and uptime.

#### 1.2 ON-SITE REMEDIAL SERVICES

Schneider Electric Critical Power and Cooling Services (CPCS) will dispatch certified personnel to provide repairs in the event of a problem. The customer will also benefit from priority access to the CPCS supply chain at a preferential rate.

## 2.0 Features & Benefits

Features	Benefits
Priority access to supply chain at a preferential rate	Increases the ROI by providing discounts and quick access to manufacturer's spare parts.
Guaranteed On-Site Response	Flexible scheduling options allow customers to choose the response time that best aligns with their needs.
Highly Skilled Field Service Engineers	Assurance that the system issues are quickly diagnosed and repaired to the manufacturer's specifications.
Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
Proactive Maintenance	Assures system will perform to manufacturer specifications.

### 3.0 Details of Service

#### 3.1 SEMI-ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Semi-Annual Preventive Maintenance Service provides CPCS certified service personnel at the customer's location on a pre-determined scheduled date. The following table lists the details of the service tasks provided with these visits.

<b>Semi-Annual Preventive Maintenance Inspection</b>	
<b>Activities</b>	<b>Description</b>
<b>Perform Environmental Inspection</b>	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.
<b>Check System Operating Conditions</b>	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).

<b>Semi-Annual Preventative Maintenance Inspection Continued</b>	
<b>Activities</b>	<b>Description</b>
<b>Check System Operating Conditions</b>	Schneider Electric CPCS will check pressure drop across filter driers, if replacement or cleaning are recommended, a separate service visit might need to be scheduled to perform this service.
	Schneider Electric CPCS will perform the normal start up procedure.
<b>Documentation</b>	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.

### 3.2 ON-SITE SERVICE DELIVERABLES

The Advantage Plus Service provides CPCS 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. **Onsite labor will be charged at current CPCS rates; parts available at a discounted rate.** The following table lists the details of the service tasks provided with this visit.

<b>On-Site Service Inspection</b>	
<b>Activities</b>	<b>Description</b>
<b>Chiller Status</b>	CPCS will document the status of the chiller upon arrival to the site (i.e. - Verify Alarms, Loss of cooling)
<b>Chiller Alarms</b>	CPCS will view active alarms, event log and display for alarms/information Download event logs from the chiller
<b>Troubleshoot</b>	CPCS will troubleshoot and repair the system as required Functional Testing conducted after corrective action is taken
<b>On-Site Service Report Preparation</b>	CPCS will describe the defect / failure of the chiller
	CPCS will describe the corrective actions taken to resolve the defect/failure of the chiller

### 4.0 Assumptions

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

- All scheduled services performed on-site by CPCS will be executed during the CPCS business hours. These hours are Monday through Friday from 8:00 A.M. to 5:00 P.M. weekly, local time. Exceptions are holidays. Preventative Maintenance upgrades to 7x 24 are available. On-site response upgrades to 8hr7X24 or 4hr are available. The 4-hour on-site response upgrade may not be available in all locations check with your local Schneider Electric Sales Representative or reseller for availability;
- Next Business Day is defined as the next day during the business week and normal business hours;
- Hours of Operation for Technical Support are Country specific and include either 7 X 24 or business hours coverage;
- Onsite labor will be charged using standard CPCS rates;
- Where 8 Hour and 4 Hour services are available for purchase, certified personnel will arrive on site in 8 Hours or within 4 hours from the time CPCS Technical Support deems an on-site visit is necessary provided CPCS is in receipt of a signed Time and Materials purchase order;
- Response time is defined as elapsed time between when CPCS technical support determines an on-site visit is necessary and the time the FSE arrives at the customer's site;
- Preventive Maintenance visits are available on a normal business hours basis with an option to upgrade to 7 X24, including weekends and holidays;
- 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 sales representative.
- Relocation of the asset covered under this offer shall void this agreement; The asset must be re-commissioned at the new location to transfer and continue the coverage provided under this agreement.

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;
  
- 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.

## 5.0 Scope of Responsibility

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

### 5.1 CPCS RESPONSIBILITIES

- Meet the customer's service schedule date;
- Perform all of the Maintenance service tasks;
- Submit Site and Maintenance 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 Scope of Work SOW;
- Conform to local health and safety regulations.

### 5.2 CUSTOMER RESPONSIBILITIES

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

### 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 on date, time, and place.

#### 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 project will be on-site. It will be discussed and approved by Schneider Electric service and the customer.

#### 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 or 3.2 of this SOW;
2. This project and 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.

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