



1.0 Executive Summary

Schneider Electric Critical Power and Cooling Services (CPCS) Aquaflair Chiller Advantage Ultra Service Plan provides certified service personnel to conduct remedial repairs in the unlikely 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. This service includes all labor and travel expenses with an available 7 X 24 scheduling upgrade option.

Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Scope of Responsibility
- 6.0 Project Work Details
- 7.0 Terms & Conditions

1.1 (MINIMUM) SEMI-ANNUAL MAINTENANCE VISITS

This service consists of two scheduled *Semi-Annual* Preventive Maintenance visits whereby a Schneider Electric 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 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 Ultra service. Additional service upgrades to the Semi-Annual Preventive Maintenance schedule are available on quarterly and monthly basis for increased unit protection and uptime.

1.2 ON-SITE REMEDIAL SERVICES

The basic service covers on-site remedial repair visits as required. Schneider Electric CPCS standard offering is a Next Business Day service response. Upon situation review, Schneider Electric CPCS will dispatch authorized personnel to the customer's location to arrive next business day. This service offering includes parts, labor and travel.

2.0 Features & Benefits

Features	Benefits
Includes parts, labor and travel expenses	Fixed Cost- provides service budgeting stability.
Frees customer resources	Allows customer resources to concentrate on core business objectives.
Guaranteed On-Site Response	Flexible scheduling options allow customers to choose the response time that best aligns with their needs.
Agility	Adaptable response times to support your Up-Time Requirements. Built In Preventative Maintenance with Upgrades to the PM intervals to provide total equipment coverage.

Features	Benefits
Total Cost of Ownership	Fixed cost for preventive maintenance and repairs with fixed pricing for service and preventive maintenance response time upgrades.
Provides qualified and approved service personnel	Only factory authorized technicians are dispatched to ensure proper troubleshooting and repair the first time.
Performs system performance check	Assures the chiller will perform to manufacturer specifications for optimum availability.
Performs an Environmental inspection	Optimizes the lifetime of the chiller.
Delivers a status report of all on-site activities is delivered to customer	Ensures all action items are completed. Informs and provides recommendations to the customer about any action items not included in the Statement of Work (SOW).

3.0 Details of Service

3.1 SEMI-ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Semi-Annual Preventive Maintenance Service provides Schneider Electric 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.

Semi-Annual 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.

Semi-Annual Preventive Maintenance Inspection Continued	
Activities	Description
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).
	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.
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.

3.2 ON-SITE SERVICE DELIVERABLES

The On-Site Service visit provides Schneider Electric CPCS authorized technicians at the customer's location within a specified period of time. The following table lists the details of the service tasks provided with this visit.

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

- All scheduled services performed on-site by CPCS will be executed during the Schneider Electric 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 8hr 7X24 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.
- Response time is defined as elapsed time between when Schneider Electric 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 times 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
- Any testing or sample analysis of the site water supply or water used for evaporative cooling or humidification processes.
- 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 Schneider Electric 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 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

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 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.

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. If for any reason, Schneider Electric determines that it is unable to repair the covered unit, Schneider electric will offer a pro-rated refund of the service contract. Please refer to Schneider Electric standard terms and conditions.

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