



Statement of Work

Deep Cleaning Service for Outdoor Heat Rejection Equipment

Customized Maintenance Service

Service



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1.0 Executive Summary

Schneider Electric Deep Cleaning Service for Outdoor Heat Rejection Equipment consists of coil cleaning services beyond the basic level in order to match the customer's site requirements and varying environmental conditions.

1.1 Flexible Scheduling

Flexible scheduling options are available to accommodate services performed outside of normal business hours. Contact your service sales representative for availability in your area.

1.2 Customized Deep Cleaning Activities

A customized deep cleaning service to align with your specific site requirements and to provide optimal results.

2.0 Features & Benefits

Features	Benefits
Frees Customer Resources	Allows customer resources to concentrate on core business objectives.
Availability	Deep Cleaning service allows the heat rejection equipment to operate at optimal efficiency.
Lower Seasonal Operating Costs	Restores system operation efficiency and reduce operating costs.
Lower Total Cost of Ownership	Reduces the likelihood of premature equipment failure.
Provides Qualified And Certified Service Personnel	Assures system downtime is minimized and the equipment is restarted in a safe manner.
Documentation Provided to Customer	Provides a summary report of the service performed and suggestions for preventive measures.

3.0 Details of Service

The Deep Cleaning Service provides a thorough cleaning of your outdoor heat rejection equipment to ensure continued optimal performance. Depending on the severity level of contamination and blockage, the customized deep cleaning service will include some, or all, of the task details listed below.

Outdoor Heat Rejection Deep Cleaning Service	
Activities	Description
Perform Safe Shutdown	Service personnel will perform a safe shutdown of the system and follow the necessary safety precautions to protect personnel and equipment
Fan Guard & Blade Removal	If necessary, service personnel will remove fan guards and fan blades to increase accessibility to the heat rejection coil.
Apply a Chemical Based Cleaner	Where permitted by local regulations, service personnel will use non-acid based and environmentally responsible chemical cleaners to dislodge dirt and debris from the fin pack.
Pressure Wash	The use of pressure washing equipment with an appropriate non-destructive nozzle to flush away dirt and debris from the fin pack.
Clean Immediate Areas	Service personnel will clean the immediate areas underneath and around the heat rejection equipment.
Perform Safe Start Up	Service personnel will start the system and check operation.
Recommendations	Service personnel will provide a summary report of the work performed and provide recommendations for preventive care.

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 Schneider Electric service.

- The Deep Cleaning Service for Outdoor Heat Rejection Equipment can be purchased as a stand-alone quoted service and in conjunction with any other Schneider Electric service agreement. Additional visits can be purchased for the same system if required to enhance availability or to align with seasonal changes and airborne contaminants.
- All scheduled services are quoted to be performed during Schneider Electric business hours. These hours are Monday through Friday from 8am to 5pm weekly, local time. Exceptions are holidays. Check availability in your area for services performed outside of Schneider Electric business hours.
- The customer is responsible for providing a contact person on site for access to the data center and to secured areas of the building which provide access to the equipment.
- The customer site must have a low pressure (30-65psi / 2-4.5bar) water source equipped with a connection for a commercial grade hose within 25 meters (82 feet) of the outdoor heat rejection equipment.
- When portable pressure washer machines are required, the customer site must have a suitable power outlet receptacle within 25 meters (82 feet) of the outdoor heat rejection equipment.
- If necessary, the customer is responsible for providing temporary cooling equipment for the data center during the cleaning service.

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Meet the customer's service schedule date.
- Perform the service tasks.
- Provide a summary report to the customer.
- 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 service or certified partner service personnel.
- Notify Schneider Electric service or certified partner service personnel of any security clearance requirements in advance of arrival.
- Notify Schneider Electric service or certified partner service personnel of any safety training and safety equipment requirements.
- Provide an on-site point of contact.

6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric service or certified partner 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 service and the customer.

6.2 LOCATION

The location of the Outdoor Heat Rejection equipment service 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 or certified partner performs the tasks described in Section 3.0 of this SOW.
2. This service 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.

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