



Statement of Work



Maintenance Service

Service

1.0 Executive Summary

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

The Schneider Electric Refresh-UPS Service (R-UPS) for UPS is an ideal solution for customers that need to replace a legacy 3 Phase UPS reaching end of life or end of service life. R-UPS includes the following:

- A new UPS ⁽¹⁾
- Two years of comprehensive on-site service coverage including labor and parts
- Startup of the new system by a Schneider Electric certified service professional.
- 2nd. Year preventive maintenance visit
- Network communication card ⁽²⁾
- EcostruXure Asset Advisor remote monitoring backed by a 24x7 Service Bureau experts.

Note: Decommissioning and disposal of the old UPS, as well as electrical installation of the new UPS, is available through a separately quoted service.

R-UPS will secure your power availability, eliminate potential unplanned maintenance costs, and improve your system's efficiency. R-UPS provides the peace of mind that result from installing a new system with the latest technology, combining the Schneider Electric professional start-up with two years all-inclusive on-site certified service.

2.0 Features & Benefits

Features	Benefits
New UPS ⁽¹⁾	R-UPS includes a new UPS sized to replace a legacy one installed.
Network communication card ^(1,2)	Allow fast communication of UPS status data to the remote monitoring systems and support teams.
Start-Up service	Provides the certified Schneider Electric field service engineers needed to energize and check the functionality of customer system in all modes of operation.
Flexible Service Scheduling	On site delivery of the UPS, scheduling of the Start-Up and subsequent preventive maintenance services are coordinated to suit customer requirements. Standard service is performed during normal business hours with upgrades to off-hours scheduling available.
Training for support staff on basic operation of the equipment	Provides customer with basic operation and maintenance knowledge.

Features	Benefits
Two years' service coverage ⁽³⁾	<p>Provides two years of full on-site coverage, including on-site service, parts, travel & labor.</p> <p>1st year on-site start up service.</p> <p>2nd year preventive maintenance visit.</p> <p>Access to technical support and escalation to address system issues in a timely and efficient manner.</p>
EcostruXure Asset Advisor remote monitoring service ^(3,4)	Schneider Electric will remotely monitor all registered physical infrastructure devices 24 hours a day, 7 days a week.

⁽¹⁾ The UPS shipment cost is not included, as it depends on customer location, it would be added separately to each quote

⁽²⁾ A network card will only be included with Easy UPS models that might not include a network card native in the unit.

⁽³⁾ Geographical restrictions apply. Please verify availability with your local Schneider Electric service sales representative.

⁽⁴⁾ EcostruXure Asset Advisor is only available on networked equipment or if there is a management device

3.0 Details of Service

3.1 A UPS, startup service, and two year of full on-site service coverage including: On-site remedial services for two years, and 2nd year preventive maintenance visit

The specific activities of this service are listed below:

Service Deliverables	
Activities	Description
Coordinate system shipment	Schneider Electric service will confirm the UPS ordered, along with the ship to address, shipment date and any special site conditions.
Coordinate Field Service Representative (FSR) Customer site arrival	<p>Schneider Electric service will coordinate the time and date of the Service Professional arrival at the customer site.</p> <p>Service Professional will arrive on site as scheduled, coordinating the service delivery and any special requirements, with the appointed contact.</p>
System check	Schneider Electric service will check the environment, equipment, the installation and the battery cabinets to make sure that system meets all necessary conditions to be started up and operated safely.
System Start Up	Schneider Electric service will verify all wiring, perform start up, perform functional tests and conduct basic operator training for the customer or their representative.
System verification	Schneider Electric service will check system voltages, UPS bypass functions, and all front panels readings
Two years service coverage	<p>During the two years Schneider Electric service will provide 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. All related labor, travel and parts are included within the context of such an intervention.</p> <p>During the 2nd year Schneider Electric service will perform a preventive maintenance visit, Including system visual, environmental and mechanical/electrical inspection. Perform functional verification, implement updates and deliver a status and activities report including recommendations for any additional service activity if needed</p>

3.2 EcoSTRUXURE ASSET ADVISOR – SERVICE DELIVERABLES

EcoStruxure Asset Advisor is a cloud-based remote monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting and provides visibility into your equipment lifecycle.

A mobile app, called EcoStruxure IT app, is available on Android and IOS, which provides access to live sensor data and the ability to chat with your own team as well as the experts at the Schneider Electric Service Bureau 24x7, providing fast problem resolution.

The connection to EcoStruxure Asset Advisor is done through Data Center Expert version higher than 7.4 or through EcoStruxure IT Gateway, which is a free downloadable software.

Machine data forms the basis of long-term operational insights and analytics, aimed at reducing equipment maintenance costs, and is delivered through a secure connection.

IMPORTANT! The purchase of this Service Plan includes the ability to connect each device under contract to EcoStruxure Asset Advisor. Devices not under contract, can be connected with our bureau through EcoStruxure Asset Advisor for an additional annual fee and to our App for free.

For additional information and availability in your country, please go to: Ecostruxureit.com
Information on system requirements can be found on: ecostruxureit.com/system-requirements/

The specific activities of the EcoStruxure Asset Advisor service are listed below:

Activities	Description
Alarms and live data on EcoStruxure IT app	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.
24-Hour Monitoring	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via Smartphone app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
Delivery of Regular Report	Schneider Electric will deliver a regular report with key metrics on connected devices, including incidents and alarms and current and expected lifespan for the physical infrastructure.
Expedited Problem Resolution	<p>Schneider Electric will:</p> <ul style="list-style-type: none"> • receive immediate notification of physical infrastructure alarms; • notify and work with the customer to diagnose the problem as well as coordinate and recommend remedial actions. <p>Provided on-site service is purchased. If on-site service is dispatched, the Schneider Electric technician will acquire the pertinent information prior to arriving on-site.</p>

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.

- All services performed on-site by Schneider Electric service will be executed during normal business hours. Should different scheduling be required, please contact your Schneider Electric service sales representative for a custom quote.
- All services are performed on-site by certified Schneider Electric service personnel.
- Schneider Electric service will provide the customer with a Start-Up checklist indicating that the system was properly energized and the functionality of the system was checked in all modes of operation to ensure compliance with all Schneider Electric service technical specifications.
- The Start-Up service only applies to battery systems supplied by Schneider Electric service.
- The system must be kept in an environment that adheres to manufacturer specifications.
- The UPS shipment is not included in the Refresh UPS SKU, so it will be quoted separately.
- Hours of Operation for Technical Support are Country specific and include either 24x7 or business hours coverage;
- EcoStruxure Asset Advisor, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric service sales representative for availability in your area;
- The connection to EcoStruxure Asset Advisor is done through Data Center Expert version higher than 7.4 or through EcoStruxure IT Gateway, which is a free downloadable software;
- EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured;
- Next Business Day is defined as the next day during the business week and normal business hours;
- Where Next Day and 4-Hours services are available for purchase, certified personnel will arrive on site next day or within 4 hours from the time Schneider Electric Service Technical Support deems an on-site visit is necessary;
- Response time is defined as elapsed time between when Schneider Electric service technical support determines an on-site visit is necessary and the time the FSE arrives at the customer's site;
- The complete preventive maintenance check implies that the system is placed in maintenance bypass.
- The preventive maintenance service is limited to an overall visual battery system check. In depth battery preventive maintenance visits are available separately. Please contact your certified Schneider Electric service sales representative for more details.
- These services apply to a customer location with standard site and product access.
- 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 service sales representative;

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

- Removal and disposal of legacy UPS system. This service is offered separately, please contact Schneider Electric for details.
- Electrical Installation of new UPS system. This service is offered separately, please contact Schneider Electric for details.
- Support for third party equipment
- Replacement of batteries
- Proactive replacement of wearing parts
- Configuration of the EcoStruxure IT Gateway

Please contact your local Service Representative for clarification.

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

- Schedule certified and approved engineers to perform services.
- Manage and coordinate scheduling of the Start-Up, preventive services or other needed interventions.
- Ensure services are performed to manufacturer specifications.
- Conform to local health and safety regulations.
- Meet manufacturer and customer safety requirements.
- As part of the start-up:
 - Operate system in all modes of operation.
 - Perform basic operator training.
 - Identify and document open Schneider Electric service and/or customer issues.
 - Provide a signed copy of the Start-Up Service site forms to the customer.
- As part of the preventive maintenance service:
 - Perform all of the Maintenance service tasks.
 - Submit Site and Maintenance Forms to the customer.
 - Inform and provide recommendations to the customer about any action items not included in the SOW (Statement of Work).

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
 - Facilitate site access for Schneider Electric service personnel.
 - Before scheduling start up, ensure system has been fully installed and all electrical wiring and cabling is connected prior to Schneider Electric service personnel arriving on site
 - Provide a named resource for scheduling of the services.
 - Notify Schneider Electric service personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
 - Ensure safety plan is in place prior to intervention.
 - Provide a point of contact during time of service.
 - Provide a point of contact at the completion of service to sign off on completed work.
 - Provide the name of the project manager (if applicable).
- Have the parties responsible for operation of the equipment present for basic operator training after the system start up.

6.0 Project Work Details

The project work details listed below are provided by Schneider Electric service for the customer with regard to services date, place and 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 this service will be on-site and will be agreed to by Schneider Electric service and the customer prior to the service delivery.

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 3.0 of this SOW.
2. This service and Statement of Work are terminated for other reasons within the 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.

Products or services obtained from any Schneider Electric partner or reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Schneider Electric Services Solutions on this document. Please contact the reseller or the local Schneider Electric sales representative for additional information on Schneider Electric Services Solutions on Products obtained from a reseller.

© 2018 Schneider Electric. All rights reserved. All Schneider trademarks are property of Schneider Electric and its subsidiaries and affiliates. Other trademarks are property of their respective owners.