

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

1.0 Executive Summary

The Schneider Electric Critical Power and Cooling Services (CPCS) Preventive Maintenance visit provides a comprehensive visual, environmental and electronic inspection of the EV Charging Station to ensure that the system is performing to defined technical and environmental specifications. This service includes all labor and travel expenses. Parts are not included as part of this service contract.

2.0 Features & Benefits

Features	Benefits
Authorized Service Technicians	Comfort that any system issues are quickly diagnosed and repaired to the manufacturer's specifications.
Proactive Maintenance	Assures system will perform to manufacturer specifications
Travel and Labor Included*	Fixed cost – provides service budgeting stability *See Section 8 for exceptions
Site Report	Provides a detailed assessment and recommendations.

3.0 Details of Service

3.1 PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Preventive Maintenance Service provides a service technician 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.

Activities	Description
Perform Visual Inspection	A service technician will inspect the EVlink Charging station(s) to ensure that all system components are clean and functioning within designed specifications.
Perform Environmental Inspection	A service technician will verify and document that the system's environment is within specified operating conditions.
Perform Mechanical/Electrical Inspection	A service technician will inspect the charging connections and operational controls.
Implement Updates	A service technician will verify and implement all required Field Advisories and Field Modifications.
Prepare and Deliver Report	A service technician will describe the current condition and make recommendations for corrective action if required. A detailed report will be provided.

4.0 Assumptions

The successful performance of the tasks defined in the Scope of Work (SOW) is based on the following key assumptions, which are agreed to by Schneider Electric:

- All services shall be executed during Schneider Electric's standard business hours: Monday through Friday from 8:00 AM to 5:00 PM weekly, local time. Holidays are exceptions.
- All services are performed on-site by authorized service technicians.

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

- Third party components

5.0 Scope of Responsibility

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

1.1 SCHNEIDER ELECTRIC CPCS RESPONSIBILITIES

- Meet the customers service schedule date for planned services (when applicable)
- Perform all Maintenance service tasks.
- Submit Site Report and Maintenance Forms to the customer as applicable.
- Ensure all action items are completed.
- Inform and provide recommendations to the customer about any action items not included in the SOW (statement of work)

1.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
- Facilitate site access for a service technician.
- Notify Schneider Electric of any security clearance requirements in advance of arrival.
- Notify Schneider Electric of any safety training and safety equipment requirements.
- Provide an on-site point of contact.
- Ensure safety plan is in place prior to service.
- Sign the completed Maintenance forms after the service.

6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric for the customer with specifications on date, time, and place.

6.1 SCHEDULE

Actual set dates will be discussed and approved between Schneider Electric and the customer.

6.2 LOCATION

The location of this project will be on-site. It will be discussed and approved by Schneider Electric and the customer.

6.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric completes all the tasks described in this SOW.
2. This project and SOW are terminated for other reasons, within the Schneider Electric / Customer Agreement.

7.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

© 2014 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. Specifications are subject to change without notice. Disclaimer: This information is reliable at the point of creation and may be subject to change.