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1.0 Executive Summary

Schneider Electric Maintenance and Support Service Plans offer the best option to maintain the operational conditions of Prefabricated Data Centers. Our service plans are customizable and include options for on-site service with guaranteed response time, preventive maintenance, replacement parts, and travel and labor for corrective services.

1.1 PREVENTIVE MAINTENANCE PROGRAM

Included as part of the Prefabricated Data Center Service Plan, the program includes an annual calendar of periodic preventive maintenance visits to perform basic maintenance activities, update software versions and replace standard consumable elements. All maintenance activities are performed without disruption of the business.

Battery replacement is not included as part of the preventive maintenance program.

1.2 ON-SITE REMEDIAL SERVICES

Schneider Electric will dispatch certified personnel to provide repairs in the event of a problem. The standard response time is Next Business Day with response time enhancement options available for purchase. Please consult with your local Schneider Electric CPCS representative for details. Coverage for part and labor vary between service plan options.

2.0 Features & Benefits

Features	Benefits
Full Maintenance Program	Complete and specific preventive maintenance program for Prefabricated solutions following manufacturer's recommendations and with full support for on-site remedial activities in case of system failure.
Certified Service Personnel	Certified Field Service Engineers, specialized in Prefabricated solutions and associated technologies: electrical, UPS, cooling, fire protection systems, monitoring and management systems.
Parts, Labor and Travel at a discounted rate	Flexible plans, providing optional discounts and inclusions for parts, labor and travel expenses, depending on the service plan contracted, providing budgetary stability
Priority access to Supply Chain	Increases the ROI by providing quick access to manufacturer's spare parts.
On-Site Response	Multiple service level options allow the client to select the response time that best aligns with their business criticality and specific requirements.
Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
Remote Monitoring	Provides the customer and Schneider Electric Field Service Engineer with 24x7 monitoring and real-time alert notification mitigating risks to system availability.
Environmental inspection	Prefabricated environmental verification to proactively detect potential risks.
Site and Equipment Reports	Provides a detailed assessment after each maintenance visit including recommendations to proactively diagnose and prevent potential risk in the systems.
Reliability	Confirmation that the Prefabricated installation is in correct operational state allowing the maximum operational service uptime and customer's business continuity.

3.0 Details of Service

3.1 PREVENTIVE MAINTENANCE PROGRAM

The Preventive Maintenance Service provides Schneider Electric certified service personnel at the customer's site following the preventive maintenance program specifically designed for Prefabricated Modules. The customer will be provided with an annual calendar indicating the frequency of visits per system and estimated dates when visits will be performed.

Frequency of visits per system as per Standard Preventive Maintenance Program	
Internal and external Prefabricated Module Enclosure	1 annual visit (yearly)
Cooling System	2 to 4 annual visits (biannual/quarterly)
UPS, PDU, Switchgear	1 annual visit (yearly)
Fire Protection System	4 annual visits (quarterly)
Monitoring System	1 annual visit (yearly)
Security and Access Control System	1 annual visit (yearly)

The standard number of visits can be modified for specific client requirements due environmental conditions, local regulations or any other specific condition.

After each preventive maintenance visit, the client will receive a complete report including activities performed, status of systems checked, and improvement recommendations.

The Preventive Maintenance Program is included in all the Maintenance and Support Service Plans.

Please, refer to the Prefabricated Data Center Preventive Maintenance Service SOW document for further details of the Preventive Maintenance Program.

3.2 ON-SITE REMEDIAL SERVICES

Schneider Electric has different options of support service to proceed with on-site remedial activities in the event of a system failure. Specialized Field Service Engineers will be dispatched to the customer location to diagnose, repair and test any Prefabricated equipment/system. The client will have a single point of contact through the Customer Care Center to report any equipment/system incident.

Standard response time is Next Business Day (NBD) for clients with active Maintenance and Support Service Plans. Response time can be upgraded to 8 hours or 4 hours in select locations. After each remedial service is executed, the client will receive a complete report including incident determined, corrective works performed, and improvement recommendations if applicable.

4.0 Maintenance and Support Service Plans

Schneider Electric offer a variety of Service Plans to suit your specific installation requirements as well as budgetary expectations.

4.1 **ADVANTAGE INITIAL SERVICE PLAN (1 YEAR WARRANTY PERIOD)**

During the standard 1 year warranty period, the client has the option to purchase a Maintenance and Support Service Plan.

The service plan deliverables include:

- Preventive Maintenance Program
- Technical support for Prefabricated technical inquiries
- On-site remedial service

On-Site remedial service deliverables:

- Costs associated with FSE travel, labor, and parts used to diagnose and repair will be covered by the factory warranty.
- Standard response time after an incident is reported is Next Business Day (NBD). Upgrades to 8 hour or 4 hour response time are available in some locations

4.2 ADVANTAGE PLUS SERVICE PLAN

After the warranty period expires, the client has the option to purchase the Advantage Plus Service Plan.

The service plan deliverables include:

- Preventive Maintenance Program
- Technical support for Prefabricated technical inquiries
- On-site remedial service

On-Site remedial service deliverables:

- Costs associated with FSR travel and labor will be charged at standard Schneider Electric rates.
- Spare parts used in the repair will be discounted at the standard Schneider Electric rate
- Standard response time after an incident is reported is Next Business Day (NBD). Upgrades to 8 hour or 4 hour response time are available in some locations

4.3 ADVANTAGE PRIME SERVICE PLAN

After the warranty period expires, the client has the option to purchase the Advantage Prime Service Plan.

The service plan deliverables include:

- Preventive Maintenance Program
- Technical support for Prefabricated technical inquiries
- On-site remedial service

On-Site remedial service deliverables:

- Costs associated with FSR travel and labor will be free of charge for the client.
- Spare parts used in the repair will be discounted at the standard Schneider Electric rate
- Standard response time after an incident is reported is Next Business Day (NBD). Upgrades to 8 hour or 4 hour response time are available in some locations

4.4 ADVANTAGE ULTRA SERVICE PLAN

After the warranty period expires, the client has the option to purchase the Advantage Ultra Service Plan.

The service plan deliverables include:

- Preventive Maintenance Program
- Technical support for Prefabricated technical inquiries
- On-site remedial service

On-Site remedial service deliverables:

- Costs associated with FSR travel and labor will be free of charge for the client.
- The spare parts used in the repair will be free of charge for the client.
- Standard response time after an incident is reported is Next Business Day (NBD). Upgrades to 8 hour or 4 hour response time are available in some locations

4.5 SERVICE PLAN SUMMARY

Packages	Warranty Period ⁽⁴⁾	Advantage Plus	Advantage Prime	Advantage Ultra ⁽⁴⁾
Preventive maintenance visits ⁽¹⁾	☑	☑	☑	☑
Next Business day on-site response ⁽²⁾	☑	☑	☑	☑
Unique point of contact and Remote Monitoring Service	☑	☑	☑	☑
Technical support	☑	☑	☑	☑
Parts ⁽³⁾	All included	Discounted rate	Discounted rates	All included
Labor and travel	All included	Standard rates	All included	All included

(1) Number of preventive maintenance visits as per the standard Schneider Electric maintenance program

(2) Upgrades to 8 hour or 5 hour response are available in some location

(3) Does not included UPS replacement batteries

5.0 Assumptions

The successful performance of the tasks defined in this Statement of Work is based on the following key assumptions, which are agreed to by Schneider Electric.

- The preventive services performed on-site by Schneider Electric will be executed during business hours unless otherwise requested by the customer. In this last case the service plan price should be reviewed due to work outside normal business hours.
- All services are performed on-site by certified Schneider Electric service personnel.
- The system must be kept in an environment that adheres to manufacturer specifications.
- Next Business Day is defined as the next day during the business week and normal business hours.
- Response time is defined as elapsed time between when Schneider Electric technical support determines an on-site visit is necessary and the time the FSE arrives at the customer's site.
- Geographical restrictions may apply. Please verify the service coverage and response time for your location with your Certified Schneider Electric sales representative.
- 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 Schneider sales representative.

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

- Internal and external batteries are not considered as discounted parts. They will be subject to a separate quotation.
- Battery Replacement Labor
- Travel for Battery Replacement

6.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Meet the customer's service schedule date.
- Perform all of the Maintenance service tasks.
- Submit Site Report 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 SOW (statement of work).
- 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 Schneider Electric service personnel.
- Notify Schneider Electric personnel of any security clearance requirements in advance of arrival.
- Notify Schneider Electric personnel of any safety training and safety equipment requirements.
- Provide an on-site point of contact.
- Ensure safety plan is in place prior to intervention.
- Sign the completed Maintenance forms after the intervention.

7.0 Service 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. Completes all the tasks included in this SOW.
2. This project and SOW are terminated for other reasons, within the Customer Agreement.

8.0 Terms and Conditions

APC Standard Terms and Conditions apply.

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