



# Statement of Work

# Modular Power Revitalization Service (MPRS) for Symmetra LX

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 Modular Power Revitalization Service (MPRS) provides a comprehensive on-site UPS refresh service for Symmetra LX solutions. MPRS includes the following:

- Replacement and upgrade of aging critical UPS components
- Schneider Electric certified service professional on-site to perform all work
- System configuration & functional verification
- Removal and transport of the used components to an approved recycling and disposal center \*
- One year Single Phase Advantage Plan\*

MPRS is the ideal solution for customers who want to extend the useful life of their modular UPS. MPRS provides you with peace of mind, knowing your system is being safely updated by on-site certified service professionals and will continue to operate at peak performance.

## 2.0 Features & Benefits

Features	Benefits
All-inclusive Service *	MPRS includes the UPS components, on-site service labor, travel expenses, and disposal.
Flexible Service Scheduling	On site delivery of the components and scheduling of the replacement service are coordinated to suit your requirements. Standard service is performed during normal business hours with upgrades to off-hours scheduling available.
On-Site Certified Service Professionals	Provides a one-time on-site visit of certified Field Service Engineer(s), trained to safely replace your UPS components with minimal interruption to your critical operations.
New, Up-to-Date Manufacturer Parts	Buy with the confidence of knowing you are purchasing quality components that are specifically designed and updated to produce maximum reliability for your system, directly from the manufacturer.
System Configuration	Updates the system with new component information and verifies your UPS is functioning to specification.
One Year Service Contract *	Provides a one year Single Phase Advantage Plan, including on-site service, parts, travel & labor.

\* Geographical restrictions apply. Please verify availability with your local Schneider Electric service sales representative.

## 3.0 Details of Service

The Modular Power Revitalization Service provides the UPS components, on-site labor, installation, removal and disposal of the used components. The specific activities of this service are listed below:

Service Deliverables	
Activities	Description
<b>Coordinate Component Shipment</b>	Schneider Electric service will confirm the components ordered, along with the ship to address, shipment date and any special site conditions.
<b>Coordinate FSE Customer Site Arrival</b>	Schneider Electric service will coordinate the time and date of the Service Professional arrival at the customer site. Service Professional will arrive on site as scheduled, coordinating the service delivery and any special requirements, with the appointed contact.
<b>System Inspection</b>	Schneider Electric service will inspect the system condition
<b>New Component Positioning</b>	Schneider Electric service will move the new components from the shipping pallet location to the UPS system location.
<b>Old Component Removal and New Component Installation</b>	Schneider Electric service will safely remove the components, and stage them in a nearby location for later relocation to customer's shipping dock. Schneider Electric service will safely install the new components, without interrupting critical operations. Components replaced include Battery Modules**, Power Modules, Intelligence Modules, Network Management Card, Power View Display and Main Fan.
<b>System Configuration and Test</b>	Schneider Electric service will update the system with the new component information and verify the UPS system is functioning to specification.
<b>Used Component Relocation, Shipment Preparation and Transit *</b>	Schneider Electric Service Partner will relocate all used components from the UPS System location to the customer's shipping dock Schneider Electric Service Partner will palletize the used components for shipment, and load them onto the shipping truck. Schneider Electric Service Partner will ship the used components to the approved recycling location.
<b>Component Recycling and Disposal *</b>	Schneider Electric service ships waste components to approved recycling and disposal locations.

\* Geographical restrictions apply. Please verify availability with your local Schneider Electric service sales representative.

\*\*Depending on the level of service selected

### 4.0 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 service.

- This is a standardized fixed price service and only applies to customer locations with standard site and product access. Any special site conditions that may prevent the successful deployment of this service, such as no truck access, no loading dock, no elevator access, no inside moving equipment, etc., may require a custom quote, contact Schneider Electric service sales prior to placing a purchase order (PO).
- 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 or partners
- The customer will provide a suitable path to move the UPS components within the building.
- The new component shipment may need to sit in the customer's shipping/receiving area for a few days before Schneider Electric service personnel arrive onsite. Likewise, the old components may also need to sit for a few days in the staging area, before collection can be made.
- Customers who cannot provide a suitable staging location for the new components until Schneider Electric service arrives to relocate them are required to upgrade the shipping terms to 'inside delivery' and specify this on the PO. This shipment upgrade provides for an inside delivery of the components, once they arrive at the customer site. The customer will be charged separately for inside delivery and recognizes inside delivery as a significant shipping cost upgrade and no reduction in the MPRS price will be offered to offset this cost.
- The system must be kept in an environment that adheres to manufacturer defined specifications.
- Symmetra LX units are only eligible to hold maintenance contracts ten years past installation and thirteen years if an MPRS is performed.

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

- Removal of other UPS components
- Non-APC by Schneider Electric Equipment
- Support for third party equipment

## 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 pre-determined scheduled service date
- Perform all the Modular Power Revitalization Service activities listed in this Statement of Work (SOW)
- Present required site forms to the customer
- Ship old components replaced during the service to recycling center \*
- Recycle components in accordance with federal, state and local regulations \*
- Provide the customer with recommendations regarding any action items not included in the SOW

\* Geographical restrictions apply. Please verify availability with your local Schneider Electric service sales representative.

### 5.2 CUSTOMER RESPONSIBILITIES

- Prior to order, inform Schneider Electric service sales representative of any special site conditions that could prohibit the successful execution of this standardized service, i.e., security clearance, site access requirements, unions, no truck access, no loading dock, no elevator access, no inside moving equipment available, etc.
- Once agreed upon with Schneider Electric service sales representative, acceptable special site conditions must be clearly identified on the customer PO
- Provide dates and times when the scheduled work can be performed
- Provide a suitable location for the receipt of the required parts shipment. If parts cannot be staged for a few days prior to relocation to the UPS location, customer must upgrade shipment terms to 'inside delivery' on the PO
- Facilitate site access for Schneider Electric service personnel and provide on-site point of contact
- Provide a suitable path within the building to relocate the components from the dock to the UPS system location
- Provide a suitable location for the staging of the old components nearby the UPS system location.
- If possible, allow the use of customer on site moving equipment, such as, moving dolly, two wheeled truck, pallet jack, etc.

## 6.0 Project Work Details

The project work details listed below are provided by Schneider Electric service for the customer with regard to service 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.

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.

© 2017 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.