



## 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 Pricing
- 8.0 Terms & Conditions

## 1.0 Executive Summary

The InfraStruXure® InRow SC Assembly & Start-Up Service provides customers with Schneider Electric certified service personnel on site to ensure proper assembly, installation and operation of air conditioning equipment. This service is a key part of a complete deployment of InfraStruXure® InRow SC in data centers, server rooms and wiring closets. It may be applied to modular, high density air conditioning or other Schneider Electric service cooling applications.

### 1.1 ASSEMBLY

Assembly involves unpacking, assembling and placing the equipment in its final location. This service provides the customer with the assurance that the cooling solution has been installed according to Schneider Electric service standards and specifications.

### 1.2 START-UP

Once the equipment has been placed in its definitive location, Schneider Electric service factory-trained service personnel will energize and check the functionality of the equipment in all modes of operation and conduct various tests to obtain internal power supply voltage readings, temperature, pressure and other critical checks. This service is part of a complete suite of installation project services offered by Schneider Electric service.

This service provides the customer with the assurance that the solution has been started-up according to Schneider Electric service standards and specifications. It also accepts the InfraStruXure® InRow SC system to the factory warranty.

## 2.0 Features & Benefits

Features	Benefits
Provides qualified and approved service personnel	Assurance of proper Installation which helps ensure proper unit operation and capacities.
Comprehensive Assembly and Start-Up	Assurance that the cooling solution will be performing to specifications for optimum availability
Train customer support staff on basic operation of the equipment	Provides the customer with operation and maintenance knowledge.
Scheduling and delivery coordination	Avoidance of possible delays caused by scheduling and delivery conflicts.
Service available 5X8	A flexible service program to meet customers varying business operations requirements.
Customer specific site documentation	Records the baseline operational data of the system.
Supplies all necessary labor and materials	Schneider Electric service trained and certified professionals ensure your system is assembled & started up to manufacturer's specifications and all work is done in a professional and orderly manner.

### 3.0 Details of Service

InRow SC Assembly & Start-up service requires two Schneider Electric field service (FSE) personnel on-site for approximately 3 hours. The Start-Up service is contingent upon the system being installed using the installation supplies shipped with the unit with no modifications to the unit or site connections for power, condenser air inlet and outlet or condensate removal.

The specific features and deliverables of this service are listed below. For each item listed below, Schneider Electric service will perform the work described and create and maintain a project summary document that contains the key data and information. In addition, a printed document summarizing the data will be provided.

<b>Assembly</b>	
<b>Activities</b>	<b>Description</b>
<b>Positioning</b>	When configured with an InfraStruXure® solution that includes assembly services, Schneider Electric service will position the equipment in its final location.
<b>Assembly</b>	Schneider Electric service will attach to adjacent components and connect power and control connections provided with the solution.
	Schneider Electric service will perform condenser ducting and condensate removal based on customer's specific locations using the connections provided with the equipment.

<b>Pre-Start Inspection</b>	
<b>Activities</b>	<b>Description</b>
<b>Environmental Requirements</b>	Schneider Electric service will check the InfraStruXure® InRow SC installation to ensure there are no signs of damage.
	Schneider Electric service will check that the environment is suitable for operation.
	Schneider Electric service will ensure that there will be sufficient clearance around the system for air flow and service.
<b>Installation Check</b>	Schneider Electric service will confirm the unit is properly grounded and electrical supply is installed per specifications.
	Schneider Electric service will ensure temperature control strategy being used is proper for application.
	Schneider Electric service will ensure that the sensors are properly mounted.

<b>Start-Up</b>	
Activities	Description
<b>Electrical Checks</b>	Schneider Electric service will check all internal power supply voltages.
	Schneider Electric service will check customer building management system interface and remote shut down interface.
<b>Refrigeration System Checks</b>	Schneider Electric service will measure and record temperatures and pressures of refrigeration circuit.
	Schneider Electric service will verify specific operation of refrigeration components; TXV valve, hot-gas bypass valve and compressor.
<b>Condensate Checks</b>	Schneider Electric service will confirm condensate pump operation and flow to field installed drain
	Schneider Electric service will validate condenser air flow to drop ceiling adapter
<b>Configure System</b>	Schneider Electric service will verify fan speed controls match the system configuration
	Schneider Electric service will configure the system with the appropriate temperature set points and thresholds.
	Schneider Electric service will set up unit identification information, passwords and service intervals for air filters and fan run hours at the unit display interface.
	Schneider Electric service will configure network settings for InfraStruXure® Manager and/or customer management system interface.
	Schneider Electric service will set up unit configuration to match application of equipment.
<b>Final Inspection</b>	Schneider Electric service will ensure the system is clean and free of debris.
	Schneider Electric service will ensure the events log is clear and all wires, bolts and panels are properly secured.
<b>Operating Instructions</b>	Schneider Electric service will provide operating instructions to owner's personnel.

### 3.3 STRUXUREON MONITORING SERVICE – PREMIUM SERVICE DELIVERABLES

StruxureOn is a digital monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting and visibility into your equipment lifecycle. A mobile app, available on Android and IOS, allows instant access to live sensor data, and chat with your own team and the experts at the Schneider Electric Service Bureau 24 x 7, providing peace of mind and fast problem resolution.

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

**IMPORTANT!** With the Premium Service, the customer may connect each device under contract in Premium mode and unlimited number of devices in Standard mode. Additional devices can be connected in Premium mode for an annual fee.

For additional information and availability in your country, please go to: <https://struxureon.com>

Information on system requirements can be found on: <https://struxureon.com/system-requirements/>

The specific activities of the **Premium** service are listed below:

Activities	Description
<b>Alarms and live data on StruxureOn app</b>	Always connected to your physical infrastructure, showing live sensor data and device details directly on your smartphone.
<b>24-Hour Monitoring</b>	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
<b>Immediate Notification</b>	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.
<b>Delivery of Regular Report</b>	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.
<b>Expedited Problem Resolution</b>	<p>Schneider Electric will:</p> <ul style="list-style-type: none"> <li>• receive immediate notification of physical infrastructure alarms;</li> <li>• notify and work with the customer to diagnose the problem as well as coordinate and recommend remedial actions.</li> </ul> <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 the statement of work (SOW) is based on the following key assumptions, which are agreed to by Schneider Electric service.

- The scheduled-on site work time will be discussed and approved by Schneider Electric service and the customer.
- Schneider Electric service will provide the customer with authorized service personnel to assemble & start up the InfraStruXure® InRow SC solution.

- Schneider Electric service will provide the customer with a Start-Up Site form indicating that the cooling solution was properly energized and the functionality of the system was checked in all modes of operation to ensure compliance with all Schneider Electric technical specifications.
- If the customer's Building Management System (BMS) is not available during Start-Up Schneider Electric service will not be able to:
  - Validate network address information.
  - Integrate BMS monitoring of the InfraStruXure® InRow SC.
  - Additional charges may apply.
- If the customer is not present during start-up Schneider Electric service will not be able to:
  - Train them on basic system operation
  - Show them how to change set points and clear alarms
  - Show them what needs to be maintained in the unit for proper operation.
  - If Schneider Electric service has to come back to provide customer training after Start-up, then additional charges will apply.

Activities and items **outside the scope** of Assembly and Start-Up service:

- Equipment rigging and inside delivery.
- Mounting of the equipment to other Non-APC by Schneider Electric Racks or using mounting brackets other than what is factory supplied with the equipment.
- Installation of condenser ducting other than the recommended Drop Ceiling installation using the components shipped with the equipment.
- Installation of condensate drain to any connection that does not allow the use of the shipped condensate tubing and or exceeds the capabilities of the factory supplied condensate pump.
- Control wiring for Building Management System, User interface Inputs or Outputs, Network wiring to the customers LAN.
- Start-Up of third party components.
- Shipping expenses.
- Building Management System integration (Optional)
- Any specialized testing or commissioning services.
- Site Coordination Services.
- Project Management.

## 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 engineers to perform service.
- Manage and coordinate scheduling of Assembly & Start-Up service.
- Ensure installation is performed to manufacturer specifications.
- 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 Schneider Electric Service Site Forms to the customer.

### 5.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the Start-Up service can be conducted.
- Provide network cable to the BMS system if optional ModBus installation selected.
- Provide a named resource for scheduling the service.
- Notify Schneider Electric service personnel of any security clearance requirements prior to arrival on site.
- 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.
- Complete and send the completed pre-commissioning checklist to Schneider Electric before the on-site visit in the relevant geographies

## 6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric service for the customer with specifications to 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 this installation will be on-site and performed at the ship to location of the equipment unless informed of a new location by the customer in a 48-hour period before start up service is to be done.

### 6.3 COMPLETION CRITERIA

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

1. Schneider Electric service completes all the tasks described in Section 4.0 of this Statement of Work (SOW).
2. This service and Statement of Work (SOW) are terminated for other reasons, within the Schneider Electric Service Customer Agreement.

## 7.0 Pricing

Pricing is available for standard APC by Schneider Electric Model numbers and standard scope of work. Engineer to order products and deviations from the standard scope of work will be quoted on a per project basis. Contact Sales for prices.

### 8.0 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.