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## 1.0 Executive Summary

The Preventive Maintenance Service offering provides a comprehensive visual, environmental and electronic inspection of the Smart-UPS, Symmetra or Symmetra LX to ensure that the system and all components are performing to defined technical and environmental specifications. This service can be ordered as a stand-alone visit or in conjunction with any service agreement from Schneider Electric service. Additional visits can be purchased for the same system if more than one Preventive Maintenance visit per year is desired.

### 1.1 ANNUAL PREVENTIVE MAINTENANCE VISIT

The Preventive Maintenance Service offering is available on a 5x8 basis. This service includes all labor and travel expenses. Parts and replacement batteries are not included as part of the Preventive Maintenance contract.

## 2.0 Features & Benefits

Features	Benefits
Includes Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
Frees customer resources	Allows customer to concentrate on core business objectives.
Proactive maintenance	Assures system will perform to manufacturer specifications.
Environmental inspection	Verify the system's surroundings to optimize the lifetime of the UPS.
Scheduling coordination	Avoidance of delays caused by scheduling conflicts.
Battery inspection for Schneider Electric service supplied batteries	Verify that batteries are optimally functioning, ensuring optimal battery life.

### 3.0 Details of Service

#### 3.1 ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Annual Preventive Maintenance Service visit provides Schneider Electric authorized service personnel at the customer’s location on a pre-determined scheduled date. The following table lists the details of the service tasks provided with this visit.

Activities	Descriptions
<b>Perform Visual Inspection</b>	Schneider Electric service will inspect UPS solution to ensure that all system components are clean and functioning as they should be. Appropriate action will be taken as necessary.
<b>Perform Environmental Inspection</b>	Verify and document that the system’s environment is within specified operating conditions including but not limited to room temperature, airflow, dust contamination, etc.
<b>Perform Electronic Inspection</b>	Schneider Electric service will inspect all power and control wire termination points as well as all UPS and battery system components.
<b>Perform Functional Verification</b>	Schneider Electric service will check UPS event log for any alarms. The voltage and current to and from the unit will be verified. Schneider Electric service will verify proper transfer to battery operation and will test the static bypass mode.

Lead-time for Annual Preventive Maintenance Service scheduling can be as high as two weeks.

### 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 the Schneider Electric service business hours unless otherwise requested by the customer. These hours are Monday through Friday from 8:00 A.M. to 5:00 P.M. weekly, local time. Exceptions are holidays.
- All services are performed on-site by qualified Schneider Electric service personnel.
- Preventive Maintenance Service visit Upgrades are available on a 7 x 24 basis, including weekends and holidays.
- The UPS system must be kept in an environment that adheres to manufacturer specifications.
- External battery systems require separate Preventive Maintenance agreements.
- This service can be ordered as a stand-alone visit or in conjunction with other Schneider Electric service agreements. Additional visits can be purchased for the same system if more than one Preventive Maintenance Visit per year is desired.

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

- Support for third party equipment.
- Replacement of batteries or repair parts.

## 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 customer's service schedule date.
- Perform all of the Maintenance service tasks.
- Submit Site 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).

### 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 service personnel of any security clearance requirements in advance of arrival.
- Notify Schneider Electric service personnel of any safety training and safety equipment requirements.
- Provide an on-site point of contact.
- Sign the completed Maintenance forms.
- Spare parts kits are the customer's responsibility.

## 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 on date, time, and place.

### 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 project will be on-site. It will be discussed and approved by Schneider Electric service and the customer.

### 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 3.1 of this SOW.
2. This project and SOW are terminated for other reasons, within the Schneider Electric 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.

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