



1.0 Executive Summary

Schneider Electric Thermal Containment Assembly On-site training service can play a key role by improving project efficiency during the assembly of equipment in Data Centers, which are using labor resources that have not received any previous product assembly training.

This service provides a certified Schneider Electric service representative on site to provide professional assembly guidance to the customer's preferred assembly team and act as the on-site expert in order to increase the speed of deployment of one thermal containment solution when assembled by non-trained or 3rd party persons as well as to gain expertise for further independent assembly. The service representative will be available to verify that the equipment is assembled per Schneider Electric documentation, to provide guidance when assembling complex subsystems, and to advise of equipment safety hazards or critical connection points.

This service provides the customer with the assurance that the equipment has been assembled per Schneider Electric service standards and specifications for proper operation.

2.0 Features & Benefits

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Features	Benefits
Provides an On-Site Expert	Train team on assembly of one thermal containment pod Can significantly reduce assembly time for the first and subsequent solutions performed by persons who are not initially trained on the equipment.
Step by Step Assembly Inspection	Verifies the assembly and provides a report of any issues with assembly and parts of the one thermal solution
On-Site Escalation Resource	Minimizes potential project delays due to improper assembly or positioning of equipment. Quick resolution of missing or damaged parts.
Equipment knowledge	Provides the customer with detailed assembly knowledge and training on features. Maximizes the available product knowledge and reduces the ambiguity of product features.

3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described and create and maintain a project summary document that contains the key data and information. A copy of this documentation will be provided to the customer upon completion of the service.

Assembly On-Site Training	
Activities	Description
System/ Environmental & Service Requirements Inspection	Schneider Electric service will check the installation location to ensure that the environment is suitable for operation and there will be sufficient clearance around the system for datacenter deployment, operation and service.
Assembly On-Site Training	Schneider Electric service will confirm that the equipment has been handled and unpacked properly by the customer identified assembly team, and that any missing or damaged parts issues have been addressed or resolved.
	Schneider Electric service will review the assembly location and provide recommendations to correct any potential deficiencies which are discovered.
	Schneider Electric service will act as the on-site equipment expert for the benefit of the customer's preferred assembly team and be there to provide guidance and best practices to ensure a safe and efficient assembly process.
	Schneider Electric service will follow the assembly team step-by-step to ensure a smooth work flow and minimal delays.
Parts Disposition Recommendations	Schneider Electric service will provide recommendations for unused components and spare parts not needed for the final assembly.
Equipment and features Overview	Schneider Electric service will provide additional clarification about specific features and operability upon request while on site.

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 between Schneider Electric service and the customer. It entails a three consecutive days period. Any scheduling change might result in additional charges and should be clarified prior to the activity.
- Schneider Electric service will provide the customer with a qualified service representative who has received factory training on the equipment.
- Schneider Electric service will provide the customer with a report of any defects or deficiencies which should prevent assembly of the equipment.
- 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 Service Representative.
- Schneider Electric will perform this service on-site during normal business hours. Normal business hours are defined as Monday through Friday from 8:00 AM to 5:00 PM local time. The exceptions are holidays.
- Schneider Electric will provide training for one single thermal containment pod.
- A minimum of (4) persons, provided by others, is recommended to perform the assembly during the training period. The assembly team shall provide the required tooling and equipment, and have the skills and physical abilities required to perform the assembly.

Activities and items **outside the scope** of service:

- Equipment rigging, lifting, or transportation
- Unpacking, physical assembly of parts or installation activities.
- Disposal of packaging materials, trash removal, or cleaning.
- Specialized testing or commissioning services.
- Site Coordination Services.
- Project Management
- Pre Site Walkthrough
- Methods of Procedure write-up or review
- Site specific safety training or background checks and drug testing
- Schedule upgrade during non-business hours

These activities can be integrated into a customized Statement of Work (SOW) at the customer's request. Please contact your certified Schneider Electric sales representative for more details. The items stated here are responsibilities of both Schneider Electric and the customer.

5.0 Scope of Responsibility

5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Meet the customer's requested service schedule date provided a minimum of 2-week notice is given for requested date
- Schedule certified engineer to perform service for three consecutive days.
- Coordinate scheduling of service with customer project schedule.
- Review installation and confirm it was performed to manufacturer specifications
- Perform basic operator training on features
- Identify and document open Schneider Electric and/or customer issues

5.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the service will be conducted
- The customer is responsible for acknowledging the receipt of all products prior to scheduling service or this may result in additional charges for a return trip.
- Provide Schneider Electric with 5 business days' notice of any required reschedule.
- Provide a named resource for scheduling of the service
- Provide a safe work environment with adequate lighting.
- Receipt, inventory, and handling of palletized or packaged parts.
- Proper disposal of packaging materials.
- Provide/ schedule the labor resources and usual assembly/ drilling tools/equipment necessary to perform the assembly, at minimum 4 people full-time.
- Provide a representative to discuss any issues with the installation of the equipment or obstacles preventing assembly of the equipment during the whole time onsite.
- Notify Schneider Electric service of any security clearance and site safety training requirements prior to arrival on site
- Have the parties responsible for assembly of the equipment present for the service.

6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric for the customer including the schedule, location and successful completion criteria.

6.1 SCHEDULE

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

6.2 LOCATION

The location of this assembly assistance service will be on the customer's site.

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 tasks described in Section 3.0 of this SOW.
2. This service 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.

If for any reason, Schneider Electric determines that it is unable to repair the covered unit, Schneider electric will offer a pro-rated refund of the service contract. Please refer to Schneider Electric standard terms and conditions.

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.

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