



Advantage Plus Service Plan for EcoStruxure Modular Data Center

Statement of Work

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Prepared by Secure Power Services
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1.0 Executive Summary

The Advantage Service Plan for EcoStruxure Modular Data Center offers a comprehensive service package to help maintain the operational conditions of Modular Data Centers. Our service plans are customizable and include options for on-site service with next-business-day response time, preventive maintenance visits, replacement parts, travel, and labor for corrective services. Coverage for parts and labor vary between service plan options.

1.1 Annual Preventive Maintenance Program

A component of the Advantage Service Plan for EcoStruxure Modular Data Center, includes annual preventive maintenance visits to perform basic maintenance activities, update software versions and replace standard consumable elements. Most maintenance activities are performed without disruption to the business, with an exception to the switchgear equipment, which requires it to be fully de-energized for safety.

Batteries are not included as part of the preventive maintenance program.

1.2 On-site Remedial Service

Schneider Electric has different options of support service to proceed with on-site remedial activities in case system event occurs. Qualified Schneider Electric service personnel will be dispatched to the Customer's location to diagnose, repair and test any Modular Data Center equipment/system that is under coverage. The Customer will also be able to contact Schneider Electric Customer Care Center (CCC) to report any problem they may encounter. Coverage for parts and labor vary between service plan options.

2.0 Feature & Benefits

Features	Benefits
Priority access to supply chain	Increase ROI by providing quick access to spare parts.
On-site Response ⁽¹⁾	Flexible scheduling options allow customers to choose the response time that best aligns with their needs.
Highly Skilled Field Service Representatives	Support system issues and quickly diagnose and repair according to the manufacturer's specifications.
Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
Site Report	Provides escalation support to address system issues in a timely and efficient manner.
Annual Preventive Maintenance Visit	Assure covered systems are performing to manufacturer specifications.
Environmental inspection	Verify the system surroundings to optimize the lifetime of the modular data center solution.

(1) Geographical restrictions apply. Please verify availability with your local Schneider Electric Field Services Representative

3.0 Details of Service

3.1 Preventive Maintenance Program

The Preventive Maintenance Service provides qualified Schneider Electric Services personnel at the Customer's site following the preventive maintenance program specifically designed for Modular Data Center. 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	
Activities	Description
UPS	1 annual visit (yearly)
Cooling System	2 annual visits (biannual)
Switchgear	1 annual visit (yearly)
Enclosure	1 annual visit (yearly)

The standard number of visits can be modified for specific Customer requirements due to environmental conditions, local regulations, or any other specific condition, additional charges may apply. After each preventive maintenance visit, the client will receive a complete report including activities performed, status of systems checked, and improvement recommendations.

3.1.1 UPS Annual Preventive Maintenance ⁽⁴⁾ Service Deliverables

As part of the Annual Preventive Maintenance Service, service personnel, certified by Schneider Electric, attend the customer's location on pre-determined scheduled date.

The specific activities of this service are listed below:

UPS Service Deliverables	
Activities	Description
Visual Inspection	Inspect the UPS solution to verify that all system components are clean ⁽⁵⁾ and functioning within designed specifications.
Environmental Inspection	Verify and document that the system's environment is within specified operating conditions including but not limited to room temperature, airflow, dust contamination, etc.
Mechanical/Electrical Inspection	Inspect all power and control wire termination points as well as all UPS.
Functional Verification	Check UPS event and alarm logs.
	Verify that input, output and bypass voltage and current values are within designed specifications. ⁽⁶⁾
	Verify transfer to on battery operation and transfer to and from static bypass. ⁽⁶⁾
	Check parallel operation performance. ⁽⁶⁾

Updates Implementation	Verify and implement all required Field Service Bulletins.
	Check all components revisions and update as required.
	Update the firmware of the equipment as recommended by the manufacturer.
Documentation Delivery	Deliver a graphical site report documenting UPS status and on-site activities.
	Recommend any additional service activities as required resulting from the Preventive Maintenance activities listed above.

(4) In the event that the UPS system has not been covered by a Schneider Electric On-site Maintenance contract, Factory or Extended Warranty for a period of six months or greater, Schneider Electric Services requires a "Pre-Contract Audit" and resolution of any identified issues prior to accepting a service agreement on the system.
 (5) System cleaning will be non-interventional only and will be specific to exterior dust and debris. Schneider Electric will not open or remove any covers, expose live electrical parts or take the system offline for cleaning.
 (6) When applicable for the system configuration.

3.1.2 Cooling Semi-Annual Preventive Maintenance - Service Deliverables

The Semi-Annual Preventive Maintenance Service provides qualified Schneider Electric Services personnel at the Customer's location on a pre-determined scheduled date. The following table lists the details of the service tasks provided with these visits.

Cooling Service Deliverables	
Activities	Description
Environmental Inspection	Check that the environment is within manufacturer-specified operating conditions and clearances.
Maintenance Tasks	Confirm the cleanliness of air filter, condensate pan, water pan, evaporate coil and condenser coil.
	Check the operation of internal components: fans, humidifiers, reheaters, water / refrigerant lines (including leakage check), condensate line, water regulation valves.
	Replace air filter and humidifier cylinder, if applicable.
	Check electrical connections.
	Clean dust and debris from unit.
System Operating Conditions Check	Check the different modes of unit operation and control set-points.
	Verify operation of "OHE" (Outdoor Heat Exchangers: air cooled condensers / dry coolers and pump packages)
	Check glycol concentrations and the refrigerant gas, if applicable
	Review alarm history and investigate logged alarms.
Updates Implementation	Verify and implement all required Field Services Bulletins.
	Check that the unit is operating with the most recent firmware version.
Documentation Delivery	Submit the completed site form to the Customer.

3.1.3 Switchgear Preventive Maintenance – Service Deliverables

The Annual Preventive Maintenance Service of the Advantage Program provides Schneider Electric qualified service personnel at the customer’s location on a pre-determined scheduled date.

The following list is common components inside LV Switchgear that are in the Advantage Service Plan scope. Please consult with your local Schneider Electric representative for service on components not listed:

Switchboard / Switchgear assemblies, LV air switches, LV circuit breakers, protective devices, instrument transformers, surge arresters, fuse trucks.

The following table lists the details of the service tasks provided with this visit.

Switchgear Service ⁽¹⁾ Deliverables	
Activities	Description
Visual Inspection	Inspect the devices to help ensure, fuse and breaker sizes correspond to drawings; barriers and shutters are installed; filters are in place and vents are clear; proper clearances are maintained; there are no signs of excessive deterioration or overheating and many other aspects to help ensure the equipment operates within manufacturer’s specification, all anchorage, alignment, and grounding are in place.
Environmental Inspection	Help verify and document that the system’s environment is within specified operating conditions including but not limited to room temperature, humidity, and dust contamination and other airborne contaminants.
Mechanical Electrical Inspection	Help verify tightness of accessible bolted electrical connections; inspect different mechanical indicating devices for proper operation; perform different mechanical operational tests on both the circuit breaker and its operating mechanism; confirm proper operation of interlocks and mechanisms.
Functional Verification	Confirm charge, close, trip and block close functions of different devices, verify relay trip output contacts.
Clean, Lubricate & Adjust	Clean, lubricate, and adjust components per manufacturer’s recommendations.
Standard Testing	Perform standard system tests such as insulation resistance testing, contact resistance, trip / charge / close minimum voltage operation, breaker protective relay / trip unit calibration by secondary injection and other appropriate testing as dictated by Customer’s equipment configuration.
Documentation Delivery	Deliver a comprehensive report documenting onsite activities, comments noted while on site and test data recorded.
	Recommend any additional service activities that may be required to restore the equipment to or maintain operation as expected.

⁽¹⁾ For full scope of service each LV board needs to be de-energized for safety. If de-energizing is not possible scope of work will be limited to visual and environmental inspection only.

3.1.4 Enclosure Preventive Maintenance – Service Deliverables

The Enclosure Preventive Maintenance Service provides qualified Schneider Electric Services personnel at the Customer’s site following the preventive maintenance program specifically designed for Modular Data Center. The Customer will be provided with an annual calendar indicating the frequency of visits per system and estimated dates when visits will be performed.

The specific activities of the services are listed below:

Enclosure Service Deliverables	
Activities	Description
External Environmental Inspection	Inspection of external environmental conditions for proactive avoidance of undesired effects: water, sun, wind, smoke, airborne contaminants, flooding, etc.
	Review that the anchorages of electrical panels, cable and piping trays or any other additional equipment attached to the external surface of the container.
	Capture high resolution pictures of the top and outside of the module as well as any critical events identified (when use of mobile camera is permitted).
Internal Environmental Inspection	Inspection of internal environmental conditions to determine correct operational conditions of internal equipment, following manufacturer’s recommendations. Environmental variables measured include temperature, relative humidity, airflow, air particle concentration and room cleaning status.
White Space Inspection	Inspection of internal spaces to determine fully free space in the different areas, with no presence of obstacles in the evacuation areas, and no potential flammable materials to start or activate an internal fire alarm.
Visual Inspection	Inspect installation site to determine potential structural or functional risk situations.
	Review the status of the air conditioning piping.
	Capture high resolution pictures of any critical events identified (when use of mobile camera is permitted).
Preventive Maintenance checks	Inspect attached components of the Modular Data Center’s enclosure, such as silicone sealing and piping glands, to identify any deterioration that could be problematic to the environment of the enclosure and it’s equipment.
Preventive Maintenance tasks	Perform examinations of the Modular Data Center enclosure’s levers, handles and locks to help ensure the safety and security of the equipment within the enclosure.
Documentation Delivery	Submit the completed site form to the Customer.

3.2 On-Site Remedial Service

Schneider Electric has different options of support service to proceed with on-site remedial activities in case system event occurs. Qualified Schneider Electric Services personnel will be dispatched to the Customer’s location to diagnose, repair and test any Modular Data Center equipment/system that is under coverage. The Customer will be able to contact Schneider Electric Customer Care Center (CCC) to report any problem they may encounter.

Standard response time is next business day for Customers with active Maintenance and Support Service Plans. Response time can be upgraded to 8 hours or 4 hours in selected locations. After each remedial service is executed, the Customer will receive a complete report including incident determined, corrective works performed, and improvement recommendations if applicable.

The specific activities of the On-site Remedial services are listed below:

Services’ Deliverables ⁽²⁾	
Activities	Description
System Status	Document the system status upon arrival to the site.
Diagnose	Confirm the reported issue as required.
Repair	Replace any part that is not working as expected and repair the system as required.
Test	Complete functional tests conducted after corrective action is taken.
Prepare and Deliver Report	Describe the problem and describe the corrective action taken. A detailed report will be provided.
Component Recycling and Disposal ⁽³⁾	Ship out the replacement product and provide a prepaid return shipping label for the used UPS, battery, or related accessory.

⁽²⁾ Geographical restrictions apply. Please verify availability with your local Schneider Electric Field Services Representative.

⁽³⁾ The device needs to be under a Schneider Electric Service Plan contract.

4.0 Assumptions & Exclusions

4.1 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 Field Service.

4.1.1 Time, People & Location

- The system must be installed in an environment that adheres to manufacturer specifications;
- Services performed on-site by Schneider Electric Field Service will be executed during the Schneider Electric business hours unless otherwise requested by the customer. Those hours are Monday through Friday from 8am to 5pm weekly, local time, unless other specified;
- All services are performed on-site by qualified Schneider Electric Service personnel;
- Hours of Operation for Technical Support are country specific and include either 24x7 or business hours coverage;
- 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 service technical support determines an on-site visit is necessary and the time the Field Service Representative arrives at the Customer's site;
- These services apply to a Customer location with access to the site and product within 30 minutes;
- Schneider Electric will provide Services with respect to equipment and assets that are inside 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;
- Geographical restrictions may apply. 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 Schneider Electric Field Services Sales Representative;
- In the Continental United States Next Business Day response should be confirmed in the following geographies; Alabama, Alaska, Kansas, Kentucky, Maine, Montana, Nebraska, North Dakota, Texas, South Dakota, and West Virginia.
- Please verify the service coverage and response time for your location with your local Schneider Electric Field Service Representative;
- This service applies to a Customer location with standard site and product access. Our Services assume continuous uninterrupted and unobstructed access to the equipment, standby time may be chargeable.
- Any delays resulting in lost time caused by others may be chargeable;
- The end user is responsible for enabling one staff member always on-duty, available to be contacted for an incident;
- Customer will provide a primary point of contact for scheduling necessary customer business, and technical resources, and to review and approve Schneider Electric deliverables;
- Customer will provide site and system access, resources (including but not limited to customer personnel and contractors), data, and information as requested and within planned timeframes;

4.1.2 Service Activities & Upgrades

- At the end of the activities, Schneider Electric Field Service Representative will provide the customer with a report indicating that the maintenance of the asset was properly carried out and the functionality of the system was checked in all modes of operation to be compliant with all Schneider Electric service technical specifications;
- Schneider Electric Field Services will define with the Customer the best approach to find a solution and reserves the right not to execute any modification outside of its defined scope of responsibility;

4.2 Exclusions

Any items not expressly included in this offer for the Services will be subject to a specific quotation from Schneider Electric and will be charged in addition subject to agreement with the Customer. This includes, for instance, but is not limited to:

4.2.1 Additional Scope of Work not expressly included in the order/contract

- Safety Officer or Security escort charges.
- Costs and charges associated with switching and isolation operations.
- Additional type test, test or FAT with reports or other reports outside the Schneider Electric standards; or any specialized testing and commissioning;
- Repair of damage caused by abuse, misuse, improper storage conditions, lack of maintenance, maintenance not in accordance with Schneider Electric/the manufacturer's instructions, non-compliance with Schneider Electric instructions for installation or energizing, mechanical, electrical or electronic overload or other events outside Schneider Electric's control;
- Replacement or repair work resulting from normal wear-and-tear of equipment, damage or accidents owing to insufficient monitoring of the equipment or use that is non-compliant with the purpose of the equipment and/or Schneider Electric/the manufacturer's instruction;
- Cabling or wiring external to equipment;
- In case of cabling problem or wrong phase rotation, Schneider Electric Field Service will not carry out any rework on the cabling.
- Software programming and configuration, including EcoStruxure IT Gateway;
- Process design, civil and other mechanical works;
- Consumables, additional spare parts, cables or other materials (e.g.: wearing parts, including, but not limited to, capacitors and fans);
- Supply or installation of additional equipment or raw material required to perform and related labor costs (site busbar, cabling, generators, lifts, testing kit, lift, crane, ladder, containment and cable glands, including connection to site ground, unless specifically detailed as included);
- Removal and disposal of legacy equipment;
- Support for third-party equipment;
- Intervention in a different location than planned;
- Adaptations required due to insufficient nature of, or error in, the information sent by the Customer, a change to the location of the equipment or its environment;
- In the event of a required UPS or UPS frame replacement, Schneider Electric will supply replacement product, and provide any necessary onsite assembly and start-up of the replacement UPS System. Schneider Electric will not be responsible for connecting the UPS to hard-wired building power, or any other electrical scope. This remains the responsibility of the customer.
- Electrical Installation of new UPS system.

- Any additional services identified, resulting from Advantage Service Plans for EcoStruxure Modular Data Center and not included in this or associated scope (see section 3), are governed by a dedicated Statement of Work and will be charged following our standard pricing list. Please refer to your Schneider Electric Field Service Representative for more information.
- Equipment not provided by Schneider Electric service. Examples include but are not limited to:
 - Third-party components.
 - Information Technology (IT) Equipment.
- Installation activities not provided by Schneider Electric service as part of this service include but are not limited to:
 - System installation.
 - Battery assembly.
 - Information Technology (IT) Equipment migration services.
 - Specialized testing or commissioning services.

Enclosure Specific Exclusions

- Normal wear and tear / Deterioration of construction material within expected level (design life)
- Acts of God - Lightning, tornadoes, earthquakes, mudslides, high wind, hurricanes, blizzards, flooding, soil movement or settling, etc.,
- Force Majeure
- Damage caused by vermin and pests
- Damage done by others, abuse, neglect or failure to properly maintain or due to customer modifications or improvements
- Damage as a result of Site related issues
- Concurrent causation
- Improper operation or operation outside of the original design intent
- Damage done by pollutants or hazardous material
- Design alteration not covered in the approved submittal
- Post construction new building codes, laws or other government acts
- Damage caused by customer installed equipment
- All landscaping, snow removal, or power washing/ technical cleaning
- Damage as a result of drainage deficiencies
- Complete repaint of enclosure due to normal wear
- Inspection of Roof that requires greater than 3-foot ladder.
- Ground testing
- Work requiring a licensed trade technician

4.2.2 Additional time or fee not planned to access or exit from Customer site

- Delay in gaining access to or obtaining work permits for the utility substation or other aspects of the site;
- Delays incurred due to compliance with exceptional background check requirements or due to required medical or drug tests;
- Additional health and safety, environmental or security requirements at the Customer's site which were not previously agreed to Schneider Electric;
- Induction, Safety or Cybersecurity training longer than planned;
- Access to final on-site destination longer than 30 minutes from gate to the equipment; and
- Delays related to IT (no camera, no laptop, format disk after mission...).

4.2.3 Stand by time/Waiting Time more than 30 minutes unless caused by Schneider Electric

- Unavailability of Customer or its third-parties required for the performance of the services;
- Unavailability of equipment, tools, hardware, software, internet connectivity, or office space required for the performance of the services;
- Cancellation or postponement of the services by the Customer (unless in accordance with the contract with Schneider Electric); and
- Delay or unavailability of transport either when not organized by Schneider Electric or outside of Schneider Electric's control.

4.2.4 Extra working hours not included in order/contract

- Schedule modification or acceleration plan requested by the Customer;
- Additional expenses (accommodation, catering and transportation);
- Delay in decisions and approvals by the Customer; and
- Delay or unavailability of accurate and complete information as requested by Schneider Electric.

4.2.5 Other circumstances that increase the time or costs of performing

- Other events or circumstances outside of Schneider Electric's reasonable control which increase the time or costs of performing the services.

Please contact your local Schneider Electric Services sales representative for clarification.

COVID-19: The company reserves the right to amend, withdraw or otherwise alter this submission without penalty or charge as a result of any event beyond its control arising from or due to the current COVID-19 pandemic or events subsequent to this pandemic, including changes in laws, regulations, bylaws, or direction from a competent authority.

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 qualified and approved personnel to perform services.
- Meet the pre-determined scheduled service date.
- Perform all the On-site Services' activities listed in this Statement of Work.
- Perform services to manufacturer specifications.
- Conform to local health and safety regulations.
- Meet manufacturer and Customer safety requirements.
- Submit site form to the Customer.
- Inform and provide recommendations to the Customer about any action items not included in the Statement of Work.

5.2 Customer Responsibilities

- Prior to order, inform Schneider Electric Services Sales 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 Services Sales, acceptable special site conditions must be clearly identified on the customer Purchase Order;
- Provide dates and times when the scheduled work can be performed;
- Provide Schneider Electric with 5 business days' notice of any required reschedule;
- Facilitate site access for Schneider Electric Services personnel;
- 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.
- Provide a named resource for scheduling of the services;
- Notify Schneider Electric Services personnel of any security clearance and/or safety training and equipment requirements in advance of arrival;
- Ensure safety plan is in place prior to intervention;
- 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 after the system start-up;
- Schneider Electric will make multiple attempts to proactively contact the Customer to schedule maintenance services due. However, it is finally the Customer's responsibility to ensure all services due are scheduled in advance of contract expiration.

6.0 Project Work Details

The project work details listed below are provided by Schneider Electric service for the Customer with regard to services 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 Services completes all the tasks described in Section 3.1 of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons within the Service Customer Agreement.

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