



Statement of Work

Pre-Contract Audit Service for UPS and PDU

Maintenance Service

On-site Service



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1.0 Executive Summary

The Schneider Electric Pre-Contract Audit Service provides a visual, environmental and electronic inspection and baseline report of the UPS and/or PDU System to define the current status of critical systems that are not covered under a warranty or service agreement. This service includes all labor and travel expenses with a 7 X 24 scheduling upgrade option, including weekends and holidays. Periodic maintenance, remedial repairs, parts and replacement batteries are not included as part of this service offer.

This service identifies those product enhancements, upgrades and remedial repair requirements to be met before your system can be covered under a service agreement. All systems that are not currently under warranty or service agreement are required to meet these minimum requirements to be contract eligible. Please contact your certified Schneider Electric service sales representative for more details.

2.0 Features & Benefits

Features	Benefits
Includes Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
Provide Certified Service Personnel	Personnel with the knowledge to adequately audit your system.
System Audit Report	Details the current health of your system and the status of all available upgrades and enhancements.

3.0 Details of Service

3.1 Pre-Contract Audit Service Deliverables

The Pre-Contract Audit Service provides Schneider Electric certified 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	Description
Perform Visual Inspection	Schneider Electric service will inspect and document the UPS and/or PDU solution to generate the Audit report.
Perform Environmental Inspection	Schneider Electric service will inspect and document the system's Environmental operating conditions including but not limited to room temperature, airflow, dust contamination, etc.
Perform Mechanical/Electrical Inspection	Schneider Electric service will inspect and document all power and control wire termination points as well as all UPS and/or PDU system components
Perform Functional Verification	Schneider Electric service will check UPS and/or PDU event and alarm logs. Schneider Electric will verify that input, output and bypass voltage and current values are within designed specifications.* Schneider Electric service will verify transfer to on battery operation and transfer to and from static bypass.* Schneider Electric service will check parallel operation performance.*
Verify status of all installed upgrades, enhancements and service bulletins	Schneider Electric service will document all product enhancements, safety upgrades and service bulletins that are currently installed on your system.
Deliver System Audit Report	Following the on-site visit, Schneider Electric service will forward onto the customer a written audit detailing the current status of their system versus the minimum requirements for contract eligibility.
Deliver Remedial Repair Estimate	Following the on-site visit, Schneider Electric service will forward onto the customer a time and materials estimate for the repair work required to meet the minimum requirements for contract eligibility.

* When applicable for the system configuration.

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.

- All services performed on-site by Schneider Electric service will be executed during normal business hours with an available 7X24 scheduling upgrade option;
- All services are performed on-site by certified Schneider Electric service personnel;
- The system must be kept in an environment that adheres to manufacturer specifications;
- The Perform Functional Verification implies that the system is placed in maintenance bypass;
- This service applies to a customer location with standard site and product access;
- The Pre-Contract Audit is limited to an overall visual battery system check. In depth battery, preventive maintenance visits are available separately. Please contact your certified Schneider Electric service sales representative for more details;
- The Pre-Contract Audit is considered complete when the system Audit is provided to the customer.

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

- Support for third party equipment;
- Replacement of batteries;
- Proactive replacement of wearing parts;
- Performance of preventative maintenance;
- Performance of any remedial repair work.

5.0 Deliverables

At the completion of the onsite Pre-Contract Audit, Schneider Electric service will provide the following to the customer:

- The Audit report detailing the current status of the system;
- A Time and materials quote covering the repair of those issues described in the system Audit.

6.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric service and the customer.

6.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES:

- Meet the customer's requested service schedule date provided a minimum of 2-week notice is given for requested date;
- Perform all the Pre-Contract Audit tasks;
- Meet manufacturer and customer safety requirements;
- Ensure all action items are completed;
- Conform to local health and safety regulations.

6.2 CUSTOMER RESPONSIBILITIES:

- 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 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 in advance of arrival;
- Provide an on-site point of contact;
- Ensure safety plan is in place prior to intervention;
- Sign the completed Maintenance forms.

7.0 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

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