

Statement of Work

On-site Service



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1.0 Executive Summary

The Extended Warranty for battery sets for Smart-UPS Industrial provides peace of mind and coverage against unexpected problems beyond the Factory warranty period. In the event of a product not working as expected, you may expose yourself to loss of power protection and unbudgeted costly expenses towards repair and break fix.

With the purchase of the Schneider Electric Extended Warranty for Smart-UPS Industrial, you will experience a seamless extension of the Factory warranty of three years. The Extended Warranty provides replacement of your batteries.

2.0 Features & Benefits

Features	Benefits
Three years of additional product coverage	Provides the customer with a response time that best aligns with their business needs.
24x7 Customer Service Support with Toll Free Call-in Telephone Number*	Customers are provided with a toll-free number. Calls are handled 24 hours a day, 7 days a week by Schneider Electric Customer Call Center professionals. * Not available in all locations, please contact your local Schneider Electric Field Services representative.
Service Entitlement Assistance and Service Warranty Certificate	Customers receive assistance in registering product and ownership details within the Schneider Electric system.

3.0 Details of Service

The specific activities of this service are listed below. For each item, Schneider Electric will perform the work described.

Activities	Description
Create Warranty Entitlement	Schneider Electric Entitlements team will assist the customer in the registration process. Schneider Electric will create the warranty extension service entitlement and provide the customer with a Service Certificate via e-mail.
Provide Customer Telephone Support	Schneider Electric will provide 24x7 Customer telephone support. * *Where available
Provide Extended Warranty Redemption	The Extended Warranty provides replacement of your Smart-UPS Industrial battery sets.
	Should warranty redemption be necessary, Schneider Electric will provide, at their discretion, a replacement unit.
	Schneider Electric will ship out the replacement product and provide a prepaid return shipping label for the used battery sets (full or in part as determined by Schneider Electric Authorized Field Service Representative).

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 Services:

- Services performed on-site by Schneider Electric Field Service personnel 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 otherwise specified. On-site response upgrades to 8hr 24x7 or 4hr are available. The 4-hour on-site response upgrade may not be available in all locations, please check with your local Schneider Electric service sales representative or reseller for availability.
- Either 8 Hour or 4 Hour services are available for purchase, certified personnel will arrive on site in 8 hours or within 4 hours from the time Schneider Electric Services deems an on-site visit is necessary provided Schneider Electric Services is in receipt of a signed Time and Materials purchase order.
- 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 technical support determines that an on-site remedial intervention is required and the time the Schneider Electric Field Service Representative arrives at the customer's site.
- Hours of operation for Technical Support are country specific and include either 7x24 or business hours coverage.
- Please verify the service coverage and response time for your location with your local Schneider Electric Field Service Representative.
- Response time upgrades are subject to geographical availability. Please consult with your certified Schneider Electric Field Services representative for coverage in your area.
- Please note that during the factory warranty period both the factory warranty upgrade and the on-site response upgrade must be bought together.
- 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 case of a conflict between the service definitions contained in 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.
- All services are performed on-site by certified Schneider Electric Field Services personnel.
- The equipment must be kept in an environment that adheres to manufacturer specifications.
- 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.
- 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 Schneider Electric service technical specifications.
- 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.
- This service applies to a customer location with standard site and product access.
- EcoStruxure Asset Advisor for secure power & cooling is not included as part of this service.

4.2 Exclusions

The following items are outside the scope of this service offering. The following items can be integrated into a customized Statement of Work at the customer's request. Please contact your local Schneider Electric Field Service Sales Representative or reseller for more details.

- Repair of damage to the unit due to abuse, misuse, lack of maintenance or other damage caused by outside forces.
- Maintenance or repair of heat rejection equipment not supplied by Schneider Electric.
- Maintenance or repair of any piping or condensate removal system outside of the cooling unit.
- Support for 3rd -party equipment.
- Non-standard products purchased or services through Schneider Electric service will require a customized Statement of Work.
- Any specialized testing or commissioning.
- Any testing or sample analysis of the site water supply or water used for evaporative cooling or humidification processes.
- Proactive replacement of wearing parts, unless specifically detailed as included only specifically detailed. Our offer excludes the supply or installation of all necessary site busbar, cabling, containment & cable glands, including connection to site earth, unless specifically detailed as included.
- Our offer is exclusive of access platforms/ladders and associated planning consent.
- In case of cabling problem or wrong phase rotation, Schneider Electric Field Service will not carry out any rework on the cabling.

Schneider Electric Field Service 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.

Equipment not provided by Schneider Electric service. Examples include but are not limited to:

- Third party components.
- Switchgear.
- 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.

5.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric Services and the Customer.

5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Perform all the on-site service tasks and set as completed.
- Inform and provide recommendations to the customer about any action items not included in the Statement of Work.
- Submit Site Report and Maintenance Forms to the customer.
- Conform to local health and safety regulations.

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
- Facilitate site access for Schneider Electric Field Service personnel.
- Notify Schneider Electric Service personnel of any security clearance requirements in advance of arrival.
- Notify Schneider Electric Service of any safety training and safety equipment requirements.
- Provide an on-site point of contact during time of service.
- Ensure safety plan is in place prior to intervention.
- Provide a point of contact.
- Provide a point of contact at the completion of service to sign off on completed work after the intervention.
- 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 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 or 3.2 of this Statement of Work.
2. This project and Statement of Work are terminated for other reasons, within the Schneider Electric Service Customer Agreement.

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