



1.0 Executive Summary

The On-Site Service for External Battery offering provides remedial repairs as well as one scheduled preventive maintenance service visit during the agreement year.

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1.1 ON-SITE REMEDIAL SERVICES

Schneider Electric service will dispatch authorized personnel to provide repairs in the event of an issue with the external battery system. Batteries, labor and travel costs are all included with the on-site service. The standard response time aligns with the associated UPS On-Site coverage which is required in order to hold an On-Site Service External Battery contract.

1.2 ANNUAL PREVENTIVE MAINTENANCE VISIT

Included as part of the On-Site Services for External Battery, the Annual Preventive Maintenance Visit provides a comprehensive visual, environmental and electronic inspection of the entire battery system to ensure components are performing at the optimal technical and environmental specifications. This service includes all labor and travel expenses with an available 7 X 24 scheduling upgrade option.

2.0 Features & Benefits

Features	Benefits
Includes Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
On-Site Repair	Assurance that system issues are diagnosed and repaired by authorized Schneider Electric service personnel.
Frees customer resources	Enables customer's to concentrate on their core business objectives.
Proactive Maintenance	Assures peak system performance based on manufacturer's specifications and best practices.
Environmental Inspection	Inspection of surrounding environment verifies the optimum lifetime and performance of the battery system.
Scheduling Coordination	Mitigates scheduling and resource conflicts assuring timely and efficient service delivery.
Detailed battery inspection for Schneider Electric service supplied batteries	Validates battery system performance guaranteeing optimal battery operation and system runtime.

3.0 Details of Service

3.1 ON-SITE SERVICE DELIVERABLES

The External Battery On-Site Service provides Schneider Electric service authorized technicians on location, within a specified period of time, to diagnose and repair the Schneider Electric Service External Battery System. The following table lists the details of the service tasks provided with this visit:

Activities	Descriptions
Check External Battery Status	Schneider Electric service will review and document the status of the external battery system.
Check System Alarms	Schneider Electric service will view the event logs and alarms on the UPS and external battery system.
Diagnose	Schneider Electric service will identify and troubleshoot any external battery system issues identified during the on-site visit.
Repair	Schneider Electric service will replace any defective batteries and initiate remedial repairs as required.
Test	Schneider Electric service will complete functional tests after the service intervention validating that the external battery system is functioning to specification.
Prepare and Deliver Report	Schneider Electric service will document any external battery system issues and required corrective action. A detailed report will be provided at the conclusion of the on-site visit.

3.2 ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The included Annual Preventive Maintenance Service provides authorized Schneider Electric service personnel at the customer's location at a pre-determined schedule. The following table lists the service activities included with the Annual Preventive Maintenance Service:

Activities	Descriptions
Perform Visual Inspection	Schneider Electric service will inspect the External Battery System to ensure that all system components are clean and functioning within manufacturer's specifications. Corrective action will be initiated as necessary.
Perform Environmental Inspection	Schneider Electric service will review and document the system's environment including, but not limited to, room temperature, airflow, dust contamination, etc.
Perform Electronic Inspection	Schneider Electric service will inspect all battery termination points and initiate remedial actions as necessary.
Perform Functional Verification	Schneider Electric service will check the event log for any system alarms and verify the seamless transfer to battery operation.
Deliver Documentation	Schneider Electric service will deliver a custom site report to the customer documenting external battery status, on-site activities and any service recommendations.

Lead-time for Annual Preventive Maintenance Service scheduling can take up to two weeks. Schneider Electric service strongly recommends, but does not require, the system be placed in full system bypass as part of the Annual Preventive Maintenance visit.

4.0 Assumptions

The successful performances of the tasks defined in this Statement of Work are based on the following key assumptions.

- All services performed on-site by Schneider Electric service will be executed during normal business hours unless otherwise requested by the customer with the exception of holidays.
- All services are performed on-site by authorized Schneider Electric service personnel.
- The External Battery Preventive Maintenance Visit will be delivered in conjunction with the Annual Preventive Maintenance Visit of the associated UPS system.
- The External Battery On-Site Service can not be purchased standalone. It requires the associated UPS System and any internal batteries be covered by an active Schneider Electric On-site Service Agreement.
- The External Battery On-Site Service is purchasable only on a per cabinet basis.
- This service must be renewed prior to either the expiration of the previous External Battery On-Site Service Contract or standard product warranty.
- Batteries Internal to the UPS are not covered in this Statement of work and require the purchase of a separate service contract.
- The system must be kept in an environment that adheres to manufacturer defined specifications.
- Batteries will be replaced on a remedial basis. Up to 20% of the total installed quantity will be replaced until the batteries exceed 5 years of age. Repairs exceeding this percentage, or for batteries beyond the 5-year life cycle, require a proactive customer purchase of the total battery system. Units that have batteries older than 5 years cannot hold an onsite service agreement.
- Next Business Day is defined as the next day of the business week during normal business hours.

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

- Support for third party equipment.

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 pre-determined scheduled service date
- Perform all maintenance service activities listed in the Statement of Work
- Present requisite site and maintenance forms to the customer
- Ensure all action items are completed
- Provide the customer with recommendations regarding 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 or other site access requirements prior to scheduled arrival
- Provide the name and contact information of the on-site point of contact
- Sign the completed Maintenance forms at the conclusion of the service visit
- The purchase of spare parts kits

6.0 Project Work Details

The project work details listed below are provided by Schneider Electric service for the customer with regard to service 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 service completes all the tasks described in Section 3.1 or 3.2 of this SOW.
2. This service and Statement of Work 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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