



Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Scope of Responsibility
- 6.0 Project Work Details
- 7.0 Terms & Conditions

1.0 Executive Summary

This Service provides customers with Schneider Electric authorized service personnel on site to ensure proper assembly of a standard NetBotz system including up to 3 Appliances, 2 Pods and 18 Sensors within a rack environment.

The standard scheduling time is during normal business hours with an available 7X24 scheduling upgrade option. (Not available in all locations. Please consult with your local service sales representative for coverage in your area).

2.0 Features & Benefits

Features	Benefits
Flexible Scheduling Options	Flexible service scheduling options supports customer's varying business requirements.
Highly Skilled Field Service Engineers	Schneider Electric service trained and certified professionals ensure your system is assembled to manufacturer's specifications.
Supply all necessary labor, travel and material(s)	Work is done at a fixed price without any hidden charges.
Scheduling coordination	Avoidance of possible delays caused by scheduling conflicts.
Removal of shipping material to a customer designated on-site area	Frees customer resources to concentrate on core business activities.
Customer specific site documentation	Provides the customer a record of service date, scope and personnel that can be retained for future reference.

3.0 Details of Service

The specific features and deliverables of this service are listed below. For each item listed below, Schneider Electric service will perform the work described and create a printed document summarizing the results.

Site Environment	
Activities	Description
Environmental Requirements	Schneider Electric service will check that the site environment is suitable for the operation of the system and record any abnormalities.
Installation Check	Schneider Electric service will unpack, inspect and inventory the equipment to verify that all parts are present and nothing has been damaged.

Assembly of Power System	
Activities	Description
Installation	Schneider Electric service will position the NetBotz configuration set (appliance, pods and sensors) in the racks in accordance with the lay out plan.
Final Inspection	Schneider Electric service will ensure that the interior and exterior of the system is clean and free from debris.
	Schneider Electric service will ensure that the assembly documentation is completed and provided to the customer.

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.

- All services performed on-site by Schneider Electric service will be executed during the Schneider Electric business hours unless otherwise requested by the customer. A 7X24 scheduling upgrade option is available for purchase. Please contact your Schneider Electric service sales representative for details.
- All services are performed on-site by certified Schneider Electric service personnel.
- This service applies to a customer location with standard access and standard configuration of up to 3 Appliances, 2 Pods and 18 Sensors within a rack environment. Please purchase multiple services for more complex configurations.
- The scheduled-on site work time will be discussed and approved between Schneider Electric service and the customer.
- The customer will receive a site report at the end of the visit to verify the System is assembled according to Schneider Electric service standards and specifications.
- Non-standard products purchased through Schneider Electric service will require a customized Statement of Work (SOW).
- Non-Rack based installations of Netbotz Appliances, Pods & Sensors (e.g. walls, ceilings, etc.) are the responsibility of the customer.

The following items are **outside the scope** of this standard service offering. Please contact your certified service sales representative for more details.

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

- Racks
- Third party components
- Switchgear
- Information Technology (IT) Equipment

Installation activities not provided by Schneider Electric as part of this service include but are not limited to:

- NetBotz system configuration
- Information Technology (IT) Equipment migration services
- Building Management System integration
- Specialized rigging
- Specialized testing or commissioning services
- Assembly of non-rack based Netbotz Appliances, Pods & Sensors

5.0 Scope of Responsibility

The items stated here are responsibilities to and from both Schneider Electric service and customer.

5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Schedule qualified and approved resources to perform service.
- Assemble equipment to manufacturer and customer's floor layout specifications.
- Ensure installation is performed to manufacturer specifications.
- That Schneider Electric service and/or customer open issues are documented.

5.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the Assembly Service can be provided.
- Provide a named resource for the scheduling of service and delivery of the equipment.
- Notify Schneider Electric service personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- 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).

6.0 Project Work Details

The information stated here are the details of the installation project performed by Schneider Electric service for the customer with specifications on schedule, location and successful 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. It will be discussed and approved by Schneider Electric service and the customer.

6.3 COMPLETION CRITERIA

Schneider Electric is expected to have finished its written duties when any of the following occurs:

- Schneider Electric service completes all the tasks described in Section 5.1 of this Statement of Work (SOW).
- 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.

© 2018 Schneider Electric. All rights reserved. All Schneider trademarks are property of Schneider Electric and its subsidiaries and affiliates. Other trademarks are property of their respective owners. Specifications are subject to change without notice. Disclaimer: This information is reliable at the point of creation and may be subject to change.