

# Statement of Work

# Services Partner Technical Trainings



Training Services

Critical Power & Cooling Services

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## 1.0 Executive Summary

Schneider Electric Services Partner Technical Trainings are essential to the successful installation, deployment, operation and optimization of Critical Power & Cooling equipment. These services trainings provide the Services Partner technician with the knowledge and practical experience required to maximize operational efficiency and system availability. Through a combination of classroom theory & hands-on exercises, participants will enhance their know-how on the equipment and/or software, their level of confidence when interfacing with this equipment and/or software and when performing Services operations (Installation, start-up & commissioning, part replacement, preventive maintenance, troubleshooting, break/fix).

The Services Partner technician will be trained to the same level as Schneider Electric Field Service Representatives.

## 2.0 Features & Benefits

Features	Benefits
System-level training	Provides the understanding, knowledge and know-how to service a specific Schneider Electric UPS or Cooling product and to work in safety conditions on the specified product.
Customer specific curriculum	Is required to perform services on a specific Schneider Electric UPS or Cooling product.
Interactive training session	Training with theoretical learning and practical hands-on with the product, allowing Services Partner technician to get true experience on the products and Schneider Electric Field Service procedures.

### 3.0 Details of Service

The specific activities and deliverables of this service are listed below. For each item listed, Schneider Electric will perform the training described, tailored to the concerned system.

Classroom Training / Theory	
Activities	Description
Safety	Participants will be trained on how to follow general safety practices when working with and around the equipment.
System Overview & Components	Participants will be trained on the general theory of operation, topology, sub-components of the equipment.
Services	Participants will be trained on the operational states and service procedures of the equipment.

Hands-On Training	
Activities	Description
Safety	Participants will be trained on electrical safety practices in a situational environment, as discussed earlier in the classroom training.
System Overview & Components	Participants will be trained on application-based examples pertaining to the theory of operation and topology of the equipment.
Services	Participants will be trained on how to operate and will be guided on how to install (if part of the services offer), start-up, operate, maintain and troubleshoot the product safely and confidently. Under supervision of the trainer, course participants will hands-on the product to learn on how to install (if part of the services offer), start-up, operate, maintain and troubleshoot the product. Course participants will learn how to use services software tools required for services execution.

Training / Participant's evaluation	
Activities	Description
Training Evaluation	Schneider Electric's trainer will evaluate each of the course participants and deliver a course certification upon the successful completion of the training.

## 4.0 Deliverables

Service deliverables will include:

- Training delivery in one of Schneider Electric Global Field Services Operation Academy Training Center.
- A Course Certification for the training upon successful completion of the training.
- Training documents in paper format.

## 5.0 Certification

Service engineer's course certification on a product is mandatory for executing services on the involved product at customer site.

During service product training, each participant will be assessed by Schneider Electric's trainer through 3 criteria:

- Safety behavior;
- Written test;
- Practical hands-on.

If the 3 criteria are met, training center will certify the service engineer.

If one or several criteria are not met, the service engineer will not be certified, and thus, not authorized to perform services on the involved Schneider Electric equipment.

Attendance to the full duration of the training course is mandatory. Late arrival to training course or early departure without formal authorization from Training Center director leads to a non-certification of the service engineer.

## 6.0 Assumptions & Exclusions

### 6.1 ASSUMPTIONS

The successful performance of the tasks defined in the Statement of Work (SOW) is based upon the following key assumptions, which are agreed to by Schneider Electric:

- Schneider Electric will perform this training service at a Schneider Electric Global Field Services Operation Academy Training Center.
- Schneider Electric will provide training for the participants who are properly registered by the Certified Services Partner.
- Training services performed 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 otherwise specified.
- Training content will consider that all equipment must be installed in an environment that adheres to manufacturer specifications.
- Upon the successful completion of all training activities, each training participant will be provided with a Course Certification by the Schneider Electric Training Director.
- The Training services only apply to Critical Power and Cooling systems supplied by Schneider Electric.
- Non-standard trainings services through Schneider Electric Training Academy will require a customized Statement of Work.

## 6.2 EXCLUSIONS

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

- Training services not included in the Schneider Electric Training Catalogue.
- Training on equipment not provided by Schneider Electric service. Examples include but are not limited to:
  - Third party components.
  - Switchgear.
  - Information Technology (IT) Equipment.

## 7.0 Scope of Responsibility

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

### 7.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Manage and coordinate scheduling of the Training Services.
- Ensure Training Services are performed to manufacturer specifications.
- Provide all participants with a course certification.

### 7.2 PARTNER RESPONSIBILITIES

- Schedule the attendance of the Partner engineers who will participate in the training.
- Provide the names and telephone numbers of all participants.
- Alert Schneider Electric at least 3 weeks in advance of any rescheduled timeline.
- Not disclose Training document with people having not attended service training on the involved product.
- Not disclose dedicated software delivered during the course with people having not successfully attended service training on the involved product.
- Refrain from recording and/or videotaping the training session.

## 8.0 Project Work Details

This section outlines the details of the service that will be performed by Schneider Electric for the Service Partner, including the schedule, registration, location and successful completion criteria.

### 8.1 SCHEDULE

Service training courses are “open training session” type. They are scheduled on a several months calendar basis. It is Certified Service Partner responsibility to ask training for their service engineers in a timely and enough anticipated manner.

### 8.2 REGISTRATION

Registration to Service training shall comply with the following:

1. Registration request must be made through local Schneider Electric Field Service contact.
2. Service Partner engineer supposed to attend Schneider Electric service training courses shall comply with Service Learning Path and pre-requisites, defined by Schneider Electric Global Field Services Operation Academy.
3. Service Partner engineer must have attended the yearly 8 hours “Schneider Electric policies and procedures for Partners” training before attending Schneider Electric service training courses.

### 8.3 LOCATION

The location of this training service will be at a Schneider Electric GFS Operation Academy Training facility.

### 8.4 COMPLETION CRITERIA

This service shall be considered completed when one of the following situations occurs:

1. Schneider Electric completes all of the tasks described in the Details of Service section of this Statement of Work (SOW).
2. This service and Statement of Work (SOW) are terminated for any reason, as specified in the Schneider Electric Customer Agreement.

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