



Statement of Work

Advantage Ultra Plan for Electrical Vehicle Charger

Maintenance Service

Service

1.0 Executive Summary

Schneider Electric Advantage Ultra Plan for Electrical Vehicle (EV) Charger offering provides remedial repairs as well as one scheduled preventive maintenance service visit during the agreement year.

1.1 ANNUAL PREVENTIVE MAINTENANCE

Included as part of the EV Charger Advantage Ultra Service, the annual preventive maintenance visit provides a comprehensive visual, environmental and electronic inspection of the EV Charger system to ensure that components are performing to defined technical and environmental specifications. This service includes all labor and travel expenses with an available 7 X 24 scheduling upgrade option.

1.2 ON-SITE REMEDIAL SERVICES

Schneider Electric service will dispatch certified personnel to provide repairs in the event of a problem. Parts, labor, travel and priority access to spare parts are included. The standard response time is Next Business Day.

2.0 Features & Benefits

Features	Benefits
Parts, Travel and Labor Included	Fixed cost – provides service budgeting stability.
Priority access to supply chain	Increases the ROI by providing quick access to spare parts.
Guaranteed On-Site Response	Flexible scheduling options allow customer's to choose the response time that best aligns with their needs.
Highly Skilled Field Service Engineers	Assurance that the system issues are quickly diagnosed and repaired to the manufacturer's specifications.
Technical Support	Provides escalation support to address system issues in a timely and efficient manner.
Site Report	Provides a detailed assessment and recommendations to proactively diagnose and prevent any potential risks to the system.
Proactive Maintenance	Assures system will perform to manufacturer specifications.
Environmental inspection	Verify the system's surroundings to optimize the lifetime of the EV Charger solution.

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3.0 Details of Service

3.1 ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Annual Preventive Maintenance 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	Descriptions
Perform Visual Inspection	Schneider Electric service will inspect the EV Charger solution to ensure that all system components are clean and functioning within designed specifications.
Perform Environmental Inspection	Schneider Electric service verify and document that the system's environment is within specified operating conditions including but not limited to room temperature, airflow, dust contamination, etc.
Perform Mechanical/Electrical Inspection	Schneider Electric service will inspect all power and control wire termination points as well as all EV Charger system components.
Perform Functional Verification	Schneider Electric service will check EV Charger event and alarm logs. Schneider Electric service will verify that input and output voltage and current values are within designed specifications.* Schneider Electric service will verify. The battery recharge function and options if any (RFID, payment, ant-vandalism, AC supply & supervision).
Implement Updates	Schneider Electric service will verify and implement all required Field Advisories and Field Modifications. Schneider Electric service will check all circuit board revisions and update as required.
Deliver Documentation	Schneider Electric service will deliver a site report documenting EV Charger status and on-site activities. Schneider Electric service will recommend any additional service activities as required resulting from the Preventive Maintenance activities listed above.

* When applicable for the system configuration.

3.2 ON-SITE REMEDIAL SERVICE DELIVERABLES

The Advantage Ultra Service provides Schneider Electric service certified technicians at the customer's location within a specified period of time to diagnose, repair, and test the system in the event of failure. **All related labor, travel and parts are included within the context of such an intervention.** The following table lists the details of the service tasks provided with this visit.

Diagnose, Repair and Test	
Activities	Description
Check EV Charger Status	Schneider Electric service will document the status of the EV Charger upon arrival to the site.
Check EV Charger Alarms	Schneider Electric service will view event logs and display for alarms / information on the EV Charger.
Diagnose	Schneider Electric service will troubleshoot reported issue as required.
Repair	Schneider Electric service will replace any defective parts and repair the system as required.
Test	Schneider Electric service will complete functional tests conducted after corrective action is taken.
Prepare and Deliver Report	Schneider Electric service will describe the defect/failure and explain the corrective action taken. A detailed report will be provided.

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 Schneider Electric business hours unless otherwise requested by the customer.
- All services are performed on-site by certified Schneider Electric service personnel.
- The EV Charger system must be kept in an environment that adheres to manufacturer specifications.
- Hours of Operation for Technical Support are Country specific and include either 7 X 24 or business hours coverage.
- Next Business Day is defined as the next day during the business week and normal business hours.
- Where Next Day and 4 Hour services are available for purchase, certified personnel will arrive on site next day or within 4 hours from the time Schneider Electric Service Technical Support deems an on-site visit is necessary.
- Response time is defined as elapsed time between when Schneider Electric service technical support determines an on-site visit is necessary and the time the FSE arrives at the customer's site.

- Preventive Maintenance visits are available during business hours with an option to upgrade to 7 X24, including weekends and holidays.
- Geographical restrictions may apply. Please verify the service coverage and response time for your location with your local Schneider Electric service office.
- Rack based accessory replacement coverage is included in some countries. This provides replacement parts, no on site visit. Please check with your local service sales representative for availability.
- Some aspects of the service definition presented in this document may vary by location. In the case of a conflict between the service definitions contained on this Statement of Work and the local service definitions the local service definitions will prevail. For more information, please refer to your Certified Schneider Electric service sales representative.
- In the event the EV Charger system has not been previously covered by an On Site Maintenance contract, Schneider Electric service requires a recertification PM prior to placing an on-site agreement on the unit.

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

- Support for third party equipment.
- The car batteries are not considered as included parts.

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 customer's service schedule date.
- Perform all the Maintenance service tasks.
- Submit Site Report and Maintenance Forms to the customer.
- Ensure all action items are completed.
- Inform and provide recommendations to the customer about 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 requirements in advance of arrival.
- Notify Schneider Electric service personnel of any safety training and safety equipment requirements.
- Provide an on-site point of contact.
- Ensure safety plan is in place prior to intervention.
- Sign the completed Maintenance forms after the intervention.

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 SOW.
2. This project 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.

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