



Refresh-UPS Service for UPS

Statement of Work

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Prepared by Critical Power & Cooling Services
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1.0 Executive Summary

Schneider Electric Refresh-UPS Service for UPS is an ideal solution for customers that need to replace a legacy 3 Phase UPS reaching the end of its life or the end of its service life. This service includes the following:

- A new UPS ⁽¹⁾
- Start-up of the new system by a Schneider Electric™ certified service professional
Two years of comprehensive on-site service coverage including labor and parts
- 2nd Year preventive maintenance visit
- Network communication card ⁽²⁾
- EcoStruxure™ IT Free ^(3,4)

Note: Decommissioning and disposal of the old UPS, as well as electrical installation of the new UPS, is available through a separately quoted service.

The Refresh-UPS Service for UPS will help your power availability, reduce the risk for unplanned and costly maintenance expenses, and improve your system's efficiency. Refresh-UPS provides the peace of mind that result from installing a new system with the latest technology, combining Schneider Electric professional start-up with two years all-inclusive on-site certified service.

⁽¹⁾ The UPS shipment cost is not included, as it depends on customer location, it would be added separately to each quote

⁽²⁾ A network card will only be included with Easy UPS models that might not include a network card native in the unit.

⁽³⁾ EcoStruxure IT Free consists of a software gateway, a mobile app, a cloud-based account to store your data and a web interface to visualize your data.

⁽⁴⁾ EcoStruxure IT Free is only available on networked equipment or if there is a management device

2.0 Features & Benefits

Features	Benefits
New UPS	Refresh-UPS includes a new UPS sized to replace a legacy one installed.
Network communication card	Allow fast communication of UPS status data to local and remote monitoring systems and support teams.
Start-up service	Provides the certified Schneider Electric Field Services engineers needed to energize and check the functionality of customer system in all modes of operation.
Flexible Service Scheduling	On site delivery of the UPS, scheduling of the Start-Up and subsequent preventive maintenance services are coordinated to suit customer requirements. Standard service is performed during normal business hours with upgrades to off-hours scheduling available.
Training for support staff on basic operation of the equipment	Provides customer with basic operation and maintenance knowledge.
Two years' service coverage	Provides two years of full on-site coverage, including on-site service, parts, travel & labor. 1st year on-site start-up service. 2nd year preventive maintenance visit. Access to technical support and escalation to address system issues in a timely and efficient manner.
EcoStruxure IT Free	EcoStruxure IT Free brings you visibility into your critical data center equipment. Get access to your IT physical infrastructure inventory at anytime from anywhere and understand the overall health of your connected equipment from any device. EcoStruxure IT Free consists of a software gateway, a mobile app, a cloud-based account to store your data and a web interface to visualize your data. EcoStruxure IT is free for all Schneider Electric customers and is also the base platform for EcoStruxure Asset Advisor, remote monitoring service, and EcoStruxure IT Expert, monitoring software.

3.0 Details of Service

3.1 Refresh-UPS Service for UPS - Service Deliverables

A UPS, start-up service, and two year of full on-site service coverage including: On site remedial services for two years, and 2nd year preventive maintenance visit. The specific activities of this service are listed below:

Service Deliverables	
Activities	Description
Coordinate system shipment	Schneider Electric service will confirm the UPS ordered, along with the ship to address, shipment date and any special site conditions.
Coordinate Field Service Representative (FSR) Customer site arrival	Schneider Electric service will coordinate the time and date of the Service Professional arrival at the customer site. Service Professional will arrive on site as scheduled, coordinating the service delivery and any special requirements, with the appointed contact.
System Check	Once the installation has been completed at customer site, Schneider Electric Services will check the environment, equipment, the installation and the battery cabinets to make sure that system meets all necessary conditions to be started-up and operated safely.
System Start-up	Schneider Electric Services will verify all internal wiring, perform start up, perform functional tests and conduct basic operator training for the customer or their representative.
System verification	Schneider Electric Services will check system voltages, UPS bypass functions, and all front panels readings
Two years' service coverage	During the two years Schneider Electric Services will provide 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. During the 2nd year Schneider Electric service will perform a preventive maintenance visit, Including system visual, environmental and mechanical/electrical inspection. Perform functional verification, implement updates and deliver a status and activities report including recommendations for any additional service activity if needed.

3.2 EcoStruxure IT Free & the Remote Monitoring Solutions – Service Deliverables

Customers buying the “Refresh-UPS Service for UPS” have access to EcoStruxure IT Free. EcoStruxure IT Free is a modern cloud platform that connects the devices supplied by Schneider Electric and other vendors ⁽⁵⁾ to the cloud for instant access from anywhere.

The connection to EcoStruxure IT Free is done through EcoStruxure IT Gateway, which is a free downloadable software or through Data Center Expert version higher than 7.4. The connection is done in a secure way, through a local gateway that encrypts all data, before sending it to the cloud account where is available to be accessed by the customer through a web interface or a mobile app. Once the asset is connected, the customer can see and organize the asset and its information, like serial nr, product name, etc.

⁽⁵⁾ Subject to verification.

3.3 Upgrading to EcoStruxure Asset Advisor for secure power & cooling or EcoStruxure IT Expert

When the asset is connected, the customer has the option to upgrade to two different remote monitoring service & software solutions:

- **EcoStruxure Asset Advisor for secure power & cooling: cloud-enabled remote monitoring service by the Connected Services Hub**

Thanks to EcoStruxure Asset Advisor for secure power & cooling, a dedicated team in Schneider Electric will monitor your critical power infrastructure 24/7, managing or troubleshooting any incident from start to end.

- **EcoStruxure IT Expert: cloud-enabled remote monitoring software by Customer or Partner**

EcoStruxure IT Expert, cloud-based vendor agnostic software, provides you with full wherever-you-go visibility of your IT physical infrastructure and proactive recommendations on how to improve its performance thanks to big-data analysis. You can use it by yourself or with your preferred partner.

The specific activities of the EcoStruxure Asset Advisor for secure power & cooling service are listed below:

Activities	Description
Alarms and live data on EcoStruxure IT app	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.
24/7 Remote Monitoring	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via EcoStruxure IT app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
Delivery of Regular Report	Schneider Electric will deliver a regular report with key metrics on connected devices, including incidents and alarms and current and expected lifespan for the physical infrastructure.
Alarms and live data on EcoStruxure IT app	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.

For more information EcoStruxure Asset Advisor, please visit www.se.com/asset-advisor.

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 Service.

4.1.1 Time, People & Location ⁽⁶⁾

- The system must be kept in an environment that adheres to manufacturer specifications.
- Services performed on-site by Schneider Electric Field Services 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 other specified.
- All services are performed on-site by certified Schneider Electric service personnel.
- Hours of Operation for Technical Support are country specific and include either 24x7 or business hours coverage.
- 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 service technical support determines an on-site visit is necessary and the time the Field Services Representative arrives at the customer's site.
- Schneider Electric will provide Services with respect to equipment and assets that are inside the Service Area. "Schneider Electric Services Area" means a location that is within (i) one hundred (100) miles or one hundred and sixty (160) kilometers radius of a Schneider Electric services' 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 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 Services sales representative.
- Please verify the service coverage and response time for your location with your local Schneider Electric Field Services Representative.
- 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.
- 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.

4.1.2 Services Activities & Upgrades

- Schneider Electric Services will provide the customer with a Start-up checklist indicating that the system was properly energized and the functionality of the system was checked in all modes of operation to be compliant with all Schneider Electric service technical specifications.
- Preventative Maintenance upgrades to 7x24 are available. On-site response upgrades to 8-hour 24x7 or 4-hour are available. The 4-hour on-site response upgrade may not be available in all locations, please check with your local Schneider Electric Services sales representative or reseller for availability.
- Where next day, 4-hours or 8-hours services are available for purchase, certified personnel will arrive on site within 4-hours or 8-hours from the time Schneider Electric Services Technical Support deems an on-site visit is necessary.
- The Start-up service only applies to UPS and battery systems supplied by Schneider Electric Services.
- The shipment of the equipment is not included in the Refresh-UPS SKU, so it will be quoted separately.

⁽⁶⁾ All assumptions that refer to reaching a location within a certain time are subject to local variation. Please contact your local Schneider Electric Services sales representative for further information.

- The complete preventive maintenance check implies that the system is placed in maintenance bypass.
- The battery preventive maintenance service is limited to an overall visual battery system check. In depth battery preventive maintenance visits are available separately. Please contact your certified Schneider Electric Services sales representative for more details.
- The end user is responsible for putting all prerequisites in place, so then to connect his devices to EcoStruxure Asset Advisor for secure power & cooling.
- The end user is responsible for ensuring that one staff member is always on-duty, available to be contacted for an incident.
- All UPS & cooling systems require an installed Network Management Card (NMC).
- EcoStruxure Asset Advisor for secure power & cooling, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric Field Services sales representative for availability in your area;
- EcoStruxure Asset Advisor for secure power & cooling service is performed also on third-party devices;
- EcoStruxure Asset Advisor for secure power & cooling service refers only to a remote monitoring service.
- The Terms and Conditions of EcoStruxure Asset Advisor for secure power & cooling are available [here](#).
- The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software, available also as a hardware appliance, sold separately).
- EcoStruxure Asset Advisor for secure power & cooling is only available if EcoStruxure IT is installed and configured.
- EcoStruxure IT mobile app must be installed and enrolled at this [link](#) to activate the cloud-enabled remote monitoring service.

4.2 Exclusions

Any items not expressly included in this Services offering will be subject to specific quotation and charged separately after mutual agreement with the customer. For instance, but not limited to:

4.2.1 Additional Scope of Work not expressly included in the order/contract

- Safety Officer or Security escort charges.
- Costs and charges associated with switching and isolation operations.
- Any specialized testing or commissioning.
- Additional type test, test or FAT with reports out of Schneider Electric standards.
- Repair of damage due to abuse, misuse, lack of maintenance or other events outside Schneider Electric control.
- Cabling or wiring external to equipment.
- In case of cabling problem or wrong phase rotation, Schneider Electric Field Service will not carry out any rework on the cabling.
- Software programming and configuration.
- Process Design, Civil and other mechanical works.
- Additional spare parts, cables or other materials.
- Supply or installation of all necessary site busbar, cabling, generators, lifts, testing kit, lift, crane, ladder, containment & cable glands, including connection to site earth, unless specifically detailed as included.
- Intervention in a different location than planned.
- Removal and disposal of legacy UPS system.
- Electrical Installation of new UPS system.
- Support for third-party equipment.
- Replacement of batteries.

- Proactive replacement of wearing parts, unless specifically detailed as included.
- Our offer is exclusive of access platforms/ladders and associated planning consent.
- 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.
- All on-site support dispatch service, resulting from EcoStruxure Asset Advisor for secure power & cooling remote service monitoring service are governed by a dedicated Statement of Work which is not included in this Statement of Work and will be charged following our standard pricing list. Please refer to your Schneider Electric Field Service Representative for more information.
- Parts and labor costs for proactive replacement of parts, including but not limited to capacitors and fans.
- Configuration of the EcoStruxure IT Gateway.
- Equipment not provided by Schneider Electric Services. Examples include but are not limited to:
 - Third-party components.
 - Switchgear.
 - Information Technology (IT) Equipment.
- Installation activities not provided by Schneider Electric Services 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.

4.2.2 Additional time or fee not planned to access or exit from customer site

- Delay on access or work permits to utility substation.
- Medical or drug test.
- Induction, Safety or Cybersecurity training longer than planned.
- Access to final on-site destination longer than 30 minutes from gate to the equipment.
- Delays related to IT (no camera, no laptop, format disk after mission...).

4.2.3 Stand by time/Waiting Time more than 30 minutes unless caused by Schneider Electric

- Unavailability of customer or its third-parties required for the intervention.
- Unavailability of equipment or tools required for the intervention.
- Cancellation or postponement of the intervention by the customer.
- Delay or unavailability from transport means when not organized by Schneider Electric.

4.2.4 Extra working hours not included in order/contract

- Schedule modification or acceleration plan requested by the customer.
- Additional expenses (accommodation, catering and transportation).

Please contact your local Service Representative for clarification.

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

- Schedule certified and approved engineers to perform services.
- Manage and coordinate scheduling of the Start-up, preventive services or other needed interventions.
- Perform services to manufacturer specifications.
- Conform to local health and safety regulations.
- Meet manufacturer and customer safety requirements.
- As part of the start-up:
 - Operate system in all modes of operation.
 - Perform basic operator training.
 - Identify and document open Schneider Electric Services and/or customer issues.
 - Provide a signed copy of the start-up service site forms to the customer.
- As part of the preventive maintenance service:
 - Perform all the Maintenance service tasks.
 - Submit Site and Maintenance Forms to the customer.
 - Inform and provide recommendations to the customer about any action items not included in the Statement of Work.

5.2 Customer Responsibilities

- Provide dates and times when the scheduled work can be performed
- Provide Schneider Electric with 5 business days' notice of any required reschedule
- Facilitate site access for Schneider Electric Services personnel.
- Before scheduling start up, ensure system has been fully installed and all electrical wiring and cabling is connected prior to Schneider Electric Services personnel arriving on site
- Provide a named resource for scheduling of the services.
- Notify Schneider Electric Services personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- Ensure safety plan is in place prior to intervention.
- Set up the EcoStruxure IT Free and maintain the contact list on the web profile.
- 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).
- Have the parties responsible for operation of the equipment present for basic operator training after the system start-up.
- 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 project work details listed below are provided by Schneider Electric Services for the customer with regard to services date, place and completion criteria.

6.1 Schedule

Actual set dates will be discussed and approved between Schneider Electric Services and the customer.

6.2 Location

The location of this service will be on-site and will be agreed to by Schneider Electric Services 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 of this Statement of Work document.
2. This service and Statement of Work are terminated for other reasons within the Service Customer Agreement.