

Electrical Distribution Service Statement of Work

OnSite ProDiag Corona

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1 Executive summary

The purpose of this document is to define the conditions under which Schneider Electric Services is offering and will perform the OnSite ProDiag Corona diagnostic service to customer.

The OnSite ProDiag Corona diagnostic inspects the electrical-room conditions and characterizes the partial discharge activity (through 3 complementary technologies) in medium voltage switchgear. The service provides actionable insights by Schneider Electric experts via a comprehensive customer report. The diagnostic service utilizes a detailed diagnostic method and follows strict protocols by trained and experienced Field Service Representatives.

OnSite ProDiag Corona diagnostic is recommended for equipment with a moderate to high level of criticality. Please, consult with your local Schneider Electric Services Sales Representative or reseller for details on electrical distribution equipment serviceability.

2. Features and benefits

Features	Benefits
General	Improve switchgear operating conditions (reliability) and lifespan when recommended actions are implemented.
Scheduling	As agreed upon and planned with the customer without requiring a shutdown.
Frees resources	Invest more on core competences and processes.
Visual and environmental inspection	Verify the system's surroundings according to manufacturer specifications.
Trained Field Service Certified Representatives	Help to ensure the equipment is maintained with the right know-how: architecture, technologies, disassembly/reassembly, features, and technical evolutions along equipment lifecycle.
Manufacturer Diagnostics methods	High quality of service conducting proprietary methods of work and following strict protocols that re tied to equipment specifications.
Manufacturer tools (hardware and software)	Proprietary hardware and software. Schneider Electric software helps to achieve consistency and harmonization of operations conducted during the on-site maintenance work.
Manufacturer diagnosis insights	Analytical diagnosis of the condition of the device to identify the symptoms of a problem or degradation with concise, easy-to-understand recommendations and solutions.

Customer Work Report	Provides a detailed and comprehensive assessment of performed intervention and recommendations.
Technical Support	Provides call center support to address equipment issues in a timely and efficient manner; within the labor warranty period
Labor warranty	12 months

3. Details of service

The OnSite ProDiag Corona service aims to detect at the initial stage the accelerated degradation of insulation materials in medium voltage switchgears (voltage transformers, cable plugs, insulators, bushings, etc.) due to partial discharge.

The following table lists the details of the tasks provided with this service.

Activities	Description
Check site documentation	Consult available site documentation (safety plan, single-line diagram, drawings, etc.)
Main diagnostic tasks	Environmental conditions assessment “as found” (temperature, humidity, etc.) Electrical-room visual inspection Equipment visual inspection Partial discharges activity recording on site through Voltage Presence Indicator System (VPIS), and/or High Frequency Current Transformer (HFCT), and/or Ultra Sound (US) technologies. Data analytics based on original equipment manufacturer technical specifications Expert insights with recommendations summarized in a report.
Customer Work Report	Upon completion of the work, the on-site customer contact will have the opportunity to review and sign off on the completed operating method. Problems / findings will be communicated. Upon receipt of the work report, Schneider Electric will review it for accuracy and completeness (recommended actions to revamp the equipment condition to original features) before transmitting it to the site contact.

4. Assumptions & exclusion

ASSUMPTIONS

The conditions in which services can be performed

- All scheduled services performed by OnSite ProDiag Corona service will be executed during business the business week and normal business hours. OnSite ProDiag Corona upgrades to 7 x 24 are available. OnSite ProDiag Corona hours of operation for Technical Support are Country specific and include business hours coverage. These hours are Monday through Friday from 8:00 A.M. to 5:00 P.M. weekly, local time. Exceptions are holidays.
- Delays in fulfilling the service caused by labor disputes of third parties, customer contracted services, or other unforeseen conditions may affect the schedule. Schneider Electric Services will not be responsible for delays related to circumstances outside of its control.
- Geographical restrictions may apply. Please verify the service coverage and response time with your local Schneider Electric Services Sales Representative or reseller.

- 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 local Schneider Electric Services Sales Representative or reseller for details.

EXCLUSIONS (IF ANY)

Out-of scope services

- Fire detection and fire suppression
- Physical security
- Structural analysis
- Circuit Tracing
- Repair of damage due to abuse, misuse, lack of maintenance or other damage caused by outside forces
- Support for third party equipment
- Specialized testing
- Oil sample analysis (transformers) or another diagnostic
- OnSite Condition maintenance Essential or Advanced.

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