

Advantage Plus Plan for UPS & PDU

Statement of Work

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Prepared by Critical Power & Cooling Services
Scope: Recurring Services

TOTAL POWER SOLUTIONS

Life Is On Schneider Electric

Contents

1.0 Executive Summary 3

2.0 Feature & Benefits 4

3.0 Details of Service 5

3.1 Annual Preventive Maintenance Service Deliverables 5

3.2 On-site Remedial Service Deliverables 5

3.3 EcoStruxure IT Free & Remote Monitoring Services – Service Deliverables 6

3.4 Upgrading to EcoStruxure Asset Advisor for secure power & cooling or EcoStruxure IT Expert 6

4.0 Assumptions & Exclusions 8

4.1 Assumptions 8

4.1.1 Time, People & Location 8

4.1.2 Service Activities & Upgrades 8

4.2 Exclusions 9

4.2.1 Additional Scope of Work not expressly included in the order/contract 9

4.2.2 Additional time or fee not planned to access or exit from customer site 10

4.2.3 Stand by time/Waiting Time more than 30 minutes unless caused by Schneider Electric 10

4.2.4 Extra working hours not included in order/contract 10

5.0 Scope of Responsibility 11

5.1 Schneider Electric Service Responsibilities 11

5.2 Customer Responsibilities 11

6.0 Project Work Details 12

6.1 Schedule 12

6.2 Location 12

6.3 Completion Criteria 12

1.0 Executive Summary

Schneider Electric Services provides remedial repairs as well as one scheduled preventive maintenance service visit during the agreement year.

1.1 Annual Preventive Maintenance Visit

Included as part of the UPS and/or PDU Advantage Plus Service, the annual preventive maintenance visit provides a comprehensive visual, environmental and electronic inspection of the system to ensure that components are performing to defined technical and environmental specifications. This part of the service includes all labor and travel expenses with an available 7x124 upgrade option.

1.2 On-site Remedial Services

Schneider Electric Services will dispatch certified personnel to provide repairs in the event of a problem. On-site labor and travel will be charged at current Schneider Electric service rates. There are 3 different response time options available with the Advantage Plus plan, to allow the customer to align the response time with the needs of his/her installation: next business day (standard response time); 4-hour 7x24 Response Upgrade; 8-hour 7x24 Response Upgrade. Please consult your local Schneider Electric service sales representative for details. The customer will also benefit from priority access to the Schneider Electric Services supply chain at a preferential rate.

2.0 Features & Benefits

Features	Benefits
Priority access to supply chain at a preferential rate	Increases the ROI by providing discounts and quick access to manufacturer's spare parts.
Guaranteed On-Site Response	Flexible scheduling options allow customers to choose the response time that best aligns with their needs.
Highly Skilled Field Service Engineers	Support the system issues and quickly diagnose and repair according to the manufacturer's specifications.
Technical Support	Connect with experts to obtain escalation support, enabling system issues to be dealt with 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.
EcoStruxure IT Free [1,2]	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.
Proactive Maintenance	Enables equipment to perform according to the manufacturer's specifications.
Environmental inspection	Verify the equipment's surroundings to optimize the lifetime of the system.

(1) EcoStruxure IT Free is only available on networked equipment or if there is a management device.
(2) Geographical restrictions apply. Please verify availability with your local Schneider Electric Field Services Representative.

3.0 Details of Service

3.1 Annual Preventive Maintenance Service Deliverables

As part of the Annual Preventive Maintenance Service, service personnel, certified by Schneider Electric, attend the customer's location on pre-determined scheduled date. The specific activities of this service are listed below:

Service Deliverables	
Activities	**Description**
Perform Visual Inspection	Schneider Electric service personnel will inspect the UPS and/or PDU solution to ensure that all system components are clean [3] and functioning within designed specifications.
Perform Environmental Inspection	Schneider Electric service personnel 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 personnel will inspect all power and control wire termination points as well as all UPS and/or PDU components.
Perform Functional Verification	Schneider Electric service personnel will check UPS and/or PDU event and alarm logs. Schneider Electric will verify that input, output and bypass voltage and current values are within designed specifications [4]. Schneider Electric service will verify transfer to on battery operation and transfer to and from static bypass [4]. Schneider Electric service will check parallel operation performance [4].
Implement Updates	Schneider Electric service personnel will verify and implement all required Field Advisories and Field Modifications. Schneider Electric service personnel will check all circuit board revisions and update as required.
Deliver Documentation	Schneider Electric service personnel will deliver a graphical site report documenting UPS and/or PDU status and on-site activities. Schneider Electric service will recommend any additional service activities as required resulting from the Preventive Maintenance activities listed above.

3.2 On-site Remedial Service Deliverables

The Advantage Plus 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. Onsite labor and travel will be charged at current Schneider Electric service rates; parts available at a discounted rate.

[3] System cleaning will be non-interventional only and will be specific to exterior dust and debris. Schneider Electric will not open or remove any covers, expose live electrical parts or take the system off line for cleaning. (4) When applicable for the system configuration.

[4] When applicable for the system configuration.

The following table details the service tasks undertaken during this visit.

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

3.3 EcoStruxure IT Free & Remote Monitoring Services – Service Deliverables

Customers buying the "*Advantage Plus Plan for UPS & PDU*" 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 software (only version 7.4 and above). The connection is done securely through a local gateway which encrypts all data, before sending it to the cloud account. The data can be accessed by the customer through a web interface or a mobile app. Once the asset is connected, the customer can organize the asset view, eg by serial number or product name, as required.

3.4 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:** cloud-enabled remote monitoring service by the Schneider Electric Connected Services Hub.

Through EcoStruxure Asset Advisor, a dedicated team in the Schneider Electric Connected Services Hub monitors the connected assets 24/7, managing and troubleshooting on incidents from start to finish as required.

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

EcoStruxure IT Expert is a cloud-based vendor agnostic software, which provides customers with full visibility of their IT physical infrastructure wherever they are. Through big-data analysis, proactive recommendations on how to improve performance can also be provided. EcoStruxure IT Expert can be used either by the customer directly or through his/her preferred partner.

[(5)] Subject to verification.

The specific activities of the EcoStruxure Asset Advisor 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.
Expedited Problem Resolution	Schneider Electric will receive immediate notification of physical infrastructure alarms and notify and work with the customer to diagnose the problem as well as coordinate and recommend remedial actions. If on-site service is dispatched, the Schneider Electric technician will acquire the pertinent information prior to arriving on-site

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

- The system must be kept in an environment that adheres to manufacturer specifications.
- Services performed on-site 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 other specified.
- All services are performed on-site by certified Schneider Electric Services 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 Services technical support determines an on-site visit is necessary and the time the FSE 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 service 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 Service Activities & Upgrades

- Schneider Electric service 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 service sales representative or reseller for availability.
- Where Next Day and 4-hours services are available for purchase, certified personnel will arrive on site next day or within 4-hours from the time Schneider Electric Services Technical Support deems an on-site visit is necessary.
- The complete preventive maintenance check implies that the system is placed in maintenance bypass.

- The 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.
- EcoStruxure IT Free, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric service sales representative for availability in your area.
- The connection to EcoStruxure IT Free is done through Data Center Expert version higher than 7.4 or through EcoStruxure IT Gateway, which is a free downloadable software.
- EcoStruxure IT Free is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured.

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 programing 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.
- Internal and external batteries are not considered as included parts. They will be subject to a separate quotation.
- 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 service. Examples include but are not limited to:

  - Third-party components.
  - Switchgear.
  - Information Technology (IT) Equipment.
- Installation activities not provided by Schneider Electric service 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 Services and the customer.

5.1 Schneider Electric Service Responsibilities

- Schedule certified and approved engineers to perform services.
- Manage and coordinate scheduling of the needed interventions.
- Perform services to manufacturer specifications.
- Conform to local health and safety regulations.
- Meet manufacturer and customer safety requirements.
- As part of the On-site Remedial Service:
    - Perform all the defined 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).
- Sign the completed Site Forms.
- 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 service 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 service and the customer.

6.2 Location

The location of this service will be on-site and will be agreed to by Schneider Electric service 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.

Your Local
Schneider Electric
Service Sales Representative

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