

Advantage Plan with Preventive Maintenance for single-phase UPS

Statement of Work

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Prepared by Critical Power & Cooling Services
Scope: Recurring Services

TOTAL POWER SOLUTIONS

Life Is On Schneider Electric

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1.0 Executive Summary

The Advantage Plan with Preventive Maintenance Service for single-phase UPS and/or PDUs provides remedial repairs during the agreement year and one annual 5x8 Preventive Maintenance visit.
Schneider Electric Services will dispatch authorized personnel to provide repairs in the event of a problem. Parts, labor and travel costs are included. Advantage Plan with Preventive Maintenance Service for single-phase UPS and/or PDUs from Schneider Electric Services is available in three different configurations that allow the customer to determine how quickly Schneider Electric Services will arrive on-site. Next-Business-Day is the standard on-site offering.
Schneider Electric Services offers one year 8-hour and 4-hour on-site response upgrades, including weekends and holidays. (Not available in all locations. Please consult with your local Schneider Electric Services sales representative for coverage in your area).

1.1 Annual Preventive Maintenance Visit

Included as part of the Advantage Plan with Preventive Maintenance Service for single-phase UPS and/or PDUs, the annual preventive maintenance visit provides a comprehensive visual, environmental and electronic inspection of the UPS and/or PDUs system to check that all components are performing to defined technical and environmental specifications. This service includes all labor and travel expenses with an available 24x7 scheduling upgrade option.

2.0 Features & Benefits

Features	Benefits
Includes Parts, Internal Batteries, Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
On-site Repair	Check that the system will be diagnosed quickly and repaired to the manufacturer's specifications by highly trained Schneider Electric Services authorized personnel.
Three Levels of Response Time	Allows customer to customize service response time to meet specific needs.
Frees Customer Resources	Allows customer to concentrate on core business objectives.
Scheduling Coordination	Avoidance of delays caused by scheduling conflicts.
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.

(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

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.

Service Deliverables	
Activities	**Description**
Perform Visual Inspection	Schneider Electric Services will inspect the UPS and/or PDUs to check that all system components are clean and functioning within designed specifications.
Perform Environmental Inspection	Schneider Electric Services 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 Services will inspect all power and control wire termination points as well as all UPS system components.
Perform Functional Verification	Schneider Electric Services will check UPS event and alarm logs. Schneider Electric will verify that input, output and bypass voltage and current values are within designed specifications. (3) Schneider Electric Services will verify transfer to on battery operation and transfer to and from static bypass. (4)

3.2 On-site Service Deliverables

The Advantage Plan with Preventive Maintenance Service for single-phase UPS and/or PDUs provides Schneider Electric Services authorized technicians on location within a specified period of time to diagnose, repair and test in the event of a failure. The following table lists the details of the service tasks provided with this visit.

Service Deliverables	
Activities	**Description**
Check UPS Status	Schneider Electric Services will document the status of the UPS upon arrival to the site (i.e. On-line, On-Battery, Static Bypass, or other, etc.)
Check UPS Alarms	Schneider Electric Services will view event logs and display for alarms / information on both UPS and in static bypass mode.
Diagnose	Schneider Electric Services will troubleshoot reported issue as required.

(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.

Service Deliverables	
Activities	**Description**
Repair	Schneider Electric Services will replace any defective parts and repair the system as required.
Test	Schneider Electric Services will complete functional tests conducted after corrective action is taken.
Prepare and Deliver Report	Schneider Electric Services will describe the defect/failure and describe the corrective action taken. A detailed report will be provided.

3.3 EcoStruxure IT Free & Remote Monitoring Solutions – Service Deliverables

Customers buying the "*Advantage Plan with Preventive Maintenance for single-phase UPS and PDUs*" 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, e.g. 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 for secure power & cooling:** 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.

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.

(5) Subject to verification.

Activities	Description
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 Services 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 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 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 Services' Activities & Upgrades

- At the end of the activities, Schneider Electric Field Service Representative will provide the customer with a report indicating that the maintenance of the asset was properly carried out and the functionality of the system was checked in all modes of operation to be compliant with all Schneider Electric service technical specifications.
- Where next day, 8-hour and 4-hour upgrade services are available for purchase, authorized personnel will arrive on-site next day; within 8-hours 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 Services 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

- In the event of a required UPS or UPS frame replacement, Schneider Electric will supply replacement product, and provide any necessary on-site assembly and start-up of the replacement UPS System. Schneider Electric will not be responsible for connecting the UPS to hard-wired building power, or any other electrical scope. This remains the responsibility of the customer.
- 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 Services Representative 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.
- Parts and labor costs for proactive replacement of wearing parts, including but not limited to capacitors and fans.
- Our offer is exclusive of access platforms/ladders and associated planning consent.
- Schneider Electric Services 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 for following our standard pricing list. Please refer to your Schneider Electric Field Services Representative for more information.

- 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.
- 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 Field Services 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 Services Responsibilities

- Schedule certified and approved engineers to perform services.
- Manage and coordinate scheduling of the 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 preventive maintenance 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 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 Services is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric Services 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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