



1.0 Executive Summary

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Schneider Electric Critical Power and Cooling Services (CPCS) Cooling Equipment Advantage Plus Service Plan will provide certified service personnel to conduct repairs in the event of a problem, as well as two scheduled preventive maintenance service visits providing a comprehensive visual, environmental and operational inspection of the system to ensure that components are performing to defined technical and environmental specifications.

1.1 (MINIMUM) SEMI-ANNUAL MAINTENANCE VISITS

This service consists of two scheduled *Semi-Annual* Preventive Maintenance visits whereby an CPCS-certified technician performs a comprehensive inspection of the Cooling unit to maximize critical load uptime by ensuring the components are performing to defined factory specifications. The service technician inspects environmental conditions, performs maintenance tasks and checks system operating conditions. Replacement of the Return Air Filters, Fan Belts & Replacement Humidifier cylinders (when applicable) are also included with this service. The Semi-Annual Preventive Maintenance Visits are performed during normal business hours. This service schedule may be upgraded to 7x24, which allows scheduling outside normal business hours, including weekends and holidays. The Semi-Annual Preventive Maintenance schedule is the minimum service interval offered for Advantage Plus service. Additional service upgrades to the Semi-Annual Preventive Maintenance schedule are available on quarterly and monthly basis for increased unit protection and uptime.

1.2 ON-SITE REMEDIAL SERVICES

Schneider Electric Critical Power and Cooling Services (CPCS) will dispatch certified personnel to provide repairs in the event of a problem. The customer will also benefit from priority access to the CPCS 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 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.
Remote Monitoring	Provides the customer and CPCS Field Service Engineer with 24x7 monitoring and real-time alert notification mitigating risks to system availability.
Proactive Maintenance	Assures system will perform to manufacturer specifications.

3.0 Details of Service

3.1 SEMI-ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Semi-Annual Preventive Maintenance Service provides CPCS 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 these visits.

Semi-Annual Preventative Maintenance Inspection	
Activities	Description
Perform Environmental Inspection	CPCS will measure and record room temperature and humidity.
	CPCS will check the system for adequate cooling capacity to support the load and make recommendations as necessary.
	CPCS will ensure the environment is within manufacturer-specified operating conditions and clearances.
	CPCS will document any environmental noncompliance issues and recommend appropriate action as necessary.
Maintenance Tasks	CPCS will verify Main/Control voltages.
	CPCS will check chilled water supply temperature, if applicable.
	CPCS will replace Drive belts if applicable.
	CPCS will visually inspect refrigerant level if applicable.
	CPCS will visually inspect for refrigerant and or Chilled Water leaks. Visually inspect for Water/Glycol condenser loop for leaks if applicable.
	CPCS will verify proper condensate removal from unit.
	CPCS will replace return air filters if applicable.
	Schneider Electric CPCS visually inspect Coolant Distribution Unit piping for leaks or excessive condensation.
	CPCS will check and lubricate bearings if applicable.
	CPCS will clean dust and debris from unit.

Semi-Annual Preventative Maintenance Inspection con't	
Activities	Description
Check System Operating Conditions	CPCS will review Alarm history and investigate logged alarms.
	CPCS will confirm unit's ability to maintain temperature and humidity set-points.
	CPCS will check motor mounts/Pulleys/ Bearing set screws if applicable.
	CPCS will check compressor operation if applicable.
	CPCS will check operation of Outdoor Condenser/Pump package if applicable.
	CPCS will check and verify component amperages.
	CPCS will verify unit modes of operation: Cooling/Reheat/Humidification/Dehumidification.
	CPCS will verify operation of proportional chilled water actuator if applicable.
	CPCS will check electrical connections.
	CPCS will verify set points for Outdoor Heat Exchanger and or Pump package if applicable.
	CPCS will verify controller configuration and control set-points.
	CPCS will verify operation of water regulation valves if applicable.
	CPCS will check refrigeration pressures/temperatures/settings if applicable.
	CPCS will check Glycol concentrations if applicable.
	CPCS will check operation of group control.
CPCS will confirm cleanliness of evaporator and condenser.	
Documentation	CPCS will document system condition and further service needs and provide that document to the customer.
	CPCS will make recommendations to customer regarding cooling solution repairs or enhancements if required.

3.2 ON-SITE SERVICE DELIVERABLES

The Advantage Plus Service provides CPCS 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 will be charged at current CPCS rates; parts available at a discounted rate.** The following table lists the details of the service tasks provided with this visit.

On-Site Service Inspection	
Activities	Description
Cooling equipment Status	CPCS will document the status of the cooling unit upon arrival to the site (i.e.-Verify Alarms, Loss of cooling.)
Cooling equipment Alarms	CPCS will view active alarms, event log and display for alarms / information. Download event logs from the cooling Unit.
Troubleshoot	CPCS will troubleshoot and repair the system as required Functional Testing conducted after corrective action is taken
On-Site Service Report Preparation	CPCS will describe the defect / failure of the cooling Unit
	CPCS will describe the corrective actions taken to resolve the defect/failure of the cooling Unit.

3.3 REMOTE MONITORING SERVICE DELIVERABLES

APC Remote Monitoring Service (RMS) is a secure, firewall friendly web-based service that provides real-time monitoring of the health and status of the customer's device. Upon detection of a critical device situation, the Field Engineer will be notified and intervene onsite as necessary. Customers will also be notified of any site related critical issue to help them maintain continuity of service. The convenient RMS web interface provides the customer with a real-time, dynamic snapshot of their system's health, while the flexible profile can be easily accessed to reflect contact changes within their organization.

Activities	Descriptions
Collect & Document customer information	Technician acquires pertinent information regarding the physical infrastructure and on-site contact information to facilitate real-time alert notification.
Monitor 24*7 customer equipment	Prompt contact via phone and e-mail with specific recommendations enables timely and informed choice of action during critical events.
Notify & dispatch Field Service Engineer	Proactively schedule and deploy a Field Service Engineer as necessary to resolve system alerts quickly and efficiently.
Monthly Report	Highlights potential problem areas and provides recommended solutions based on industry best practices.

4.0 Assumptions

The successful performance of the tasks defined in the SOW is based on the following key assumptions, which are agreed to by CPCS.

- All scheduled services performed on-site by CPCS will be executed during the CPCS business hours. These hours are Monday through Friday from 8:00 A.M. to 5:00 P.M. weekly, local time. Exceptions are holidays. Preventative Maintenance upgrades to 7x 24 are available. On-site response upgrades to 8hr7X24 or 4hr are available. The 4-hour on-site response upgrade may not be available in all locations check with your local reseller for availability.
- The Remote Monitoring Service is only available in English for networked equipment with the appropriate APC management accessory properly configured..
- Next Business Day is defined as the next day during the business week and normal business hours.
- Hours of Operation for Technical Support are Country specific and include either 7 X 24 or business hours coverage.
- Onsite labor will be charged using standard CPCS rates.
- Where 8 Hour and 4 Hour services are available for purchase, certified personnel will arrive on site in 8 Hours or within 4 hours from the time CPCS Technical Support deems an on-site visit is necessary provided CPCS is in receipt of a signed Time and Materials purchase order.
- Response time is defined as elapsed time between when CPCS 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 on a normal business hours basis with an option to upgrade to 7 X24, including weekends and holidays.
- Geographical restrictions may apply. Please verify the service coverage and response time with your local APC by Schneider Electric office.
- 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 APC sales representative.

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

- Repair of damage to the unit due to abuse, misuse, lack of maintenance or other damage caused by outside forces
- Maintenance or repair of heat rejection equipment not supplied by CPCS
- Maintenance or repair of any piping or condensate removal system outside of the cooling unit.
- Support for third party equipment Any specialized testing or commissioning
- Configuration of Remote Monitoring Services.

5.0 Scope of Responsibility

The items stated here are responsibilities of both CPCS and the customer.

5.1 CPCS RESPONSIBILITIES

- Meet the customer's service schedule date
- Perform all of the Maintenance service tasks
- Submit Site 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 Scope of Work SOW
- Conform to local health and safety regulations

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed
- Facilitate site access for CPCS service personnel
- Notify CPCS service personnel of any security clearance requirements in advance of arrival
- Notify CPCS service personnel of any safety training and safety equipment requirements
- Provide an on-site point of contact
- Sign the completed Maintenance forms

6.0 Project Work Details

The information stated here are the details of the project performed by CPCS for the customer with specifications on date, time, and place.

6.1 SCHEDULE

Actual set dates will be discussed and approved between CPCS and the customer.

6.2 LOCATION

The location of this project will be on-site. It will be discussed and approved by CPCS and the customer.

6.3 COMPLETION CRITERIA

CPCS is expected to have finished its written duties when any of the following occurs:

1. CPCS 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 CPCS Customer Agreement.

7.0 Terms and Conditions

APC standard Terms and Conditions apply.

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