

1.0 Executive Summary

Schneider Electric Critical Power and Cooling Services (CPCS) Room, Row and Rack Cooling Products Advantage Ultra Service Plan provides certified service personnel to conduct remedial repairs in the unlikely 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. This service includes all labor and travel expenses with an available 7 X 24 scheduling upgrade option.

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1.1 (MINIMUM) SEMI-ANNUAL MAINTENANCE VISITS

This service consists of two scheduled *Semi-Annual* Preventive Maintenance visits whereby an Schneider Electric CPCS-certified technician performs a comprehensive inspection of the Room, Row or Rack 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 and replacement humidifier cylinders (when applicable) are also included with this service. The Semi-Annual Preventive Maintenance 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 Ultra 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

The basic service covers on-site remedial repair visits as required. Schneider Electric CPCS standard offering is a Next Business Day service response. Upon situation review, Schneider Electric CPCS will dispatch authorized personnel to the customer's location to arrive next business day. This service offering includes parts, labor and travel.

2.0 Features & Benefits

Features	Benefits
Includes parts, labor and travel expenses	Fixed Cost- provides service budgeting stability.
Frees customer resources	Allows customer resources to concentrate on core business objectives.
Guaranteed On-Site Response	Flexible scheduling options allow customer's to choose the response time that best aligns with their needs.
Agility	Adaptable response times to support your Up-Time Requirements. Built In Preventative Maintenance with Upgrades to the PM intervals to provide total equipment coverage.

Features	Benefits
Total Cost of Ownership	Fixed cost for preventive maintenance and repairs with fixed pricing for service and preventive maintenance response time upgrades.
Provides qualified and approved service personnel	Only factory authorized technicians are dispatched to ensure proper troubleshooting and repair the first time.
Performs system performance check	Assures the Cooling system will perform to manufacturer specifications for optimum availability.
Performs an Environmental inspection	Optimizes the lifetime of the cooling system.
Delivers a status report of all on-site activities is delivered to customer	Ensures all action items are completed. Informs and provides recommendations to the customer about any action items not included in the Statement of Work (SOW).

3.0 Details of Service

3.1 SEMI-ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

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

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

3.2 ON-SITE SERVICE DELIVERABLES

The On-Site Service visit provides Schneider Electric CPCS authorized technicians at the customer's location within a specified period of time. The following table lists the details of the service tasks provided with this visit.

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

3.3 REMOTE MONITORING SERVICE DELIVERABLES

Schneider Electric CPCS 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 Schneider Electric CPCS.

- All scheduled services performed on-site by CPCS will be executed during the Schneider Electric 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 8hr 7X24 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.
- Remote Monitoring Service requires a properly configured Schneider Electric CPCS management accessory.
- 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.
- Response time is defined as elapsed time between when Schneider Electric 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 times with you 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 Schneider Electric
- 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

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC 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

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed
- Facilitate site access for Schneider Electric CPCS service personnel
- Notify Schneider Electric CPCS service personnel of any security clearance requirements in advance of arrival
- Notify 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 Schneider Electric CPCS for the customer with specifications on date, time, and place.

6.1 SCHEDULE

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

6.2 LOCATION

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

6.3 COMPLETION CRITERIA

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

1. Schneider Electric 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 Schneider Electric CPCS Customer Agreement.

7.0 Terms and Conditions

APC standard Terms and Conditions apply.

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