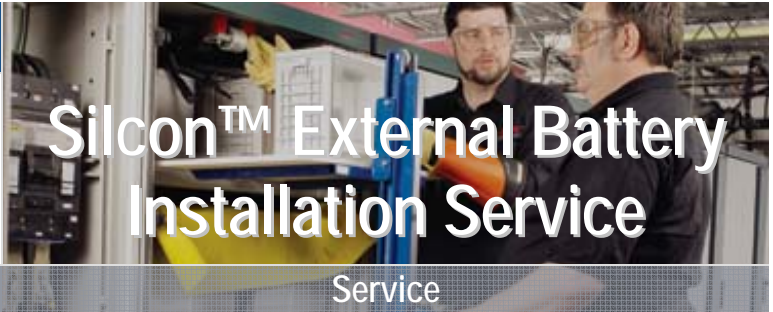




Statement of Work

Silcon™ External Battery Installation Service



Installation Service

Service

Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Scope of Responsibility
- 6.0 Project Work Details
- 7.0 Terms & Conditions

1.0 Executive Summary

The External Battery Installation Service provides customers with APC Authorized Personnel to install non-modular batteries into racks or cabinets for external battery solutions. APC personnel will energize and check functionality of the battery system in all modes to ensure compliance with manufacturer specifications. The External Battery Installation Service will be performed in conjunction with Start-Up of the APC UPS system when applicable.

With the External Battery Installation Service, proper non-modular battery installation is performed by an APC Certified Engineer. This service ensures proper battery installation by professionals. Optimal battery performance is assured.

2.0 Features & Benefits

Features	Benefits
Provides qualified and approved service personnel	Assurance of proper installation, which extends product life.
Battery Inspection	Assurance that the batteries are performing according to specifications.
Battery Interconnections	Assurance of prolonged battery life expectancy.
Battery Installation	Assurance that the UPS system is properly installed to specifications for optimum availability.
APC personnel install the system	Assurance that full warranty will apply thereby maintaining fixed service costs.
Warranty	AGS provides a full year warranty on batteries and labor when purchased from APC.

3.0 Details of Service

APC performs a complete inventory, inspection, and installation for the UPS external batteries. This service may be scheduled in two ways:

- Performed on a 5x8 basis within normal business hours; or
- Performed on a 7x24 basis, which allows the customer to schedule battery installation outside normal business hours, including weekends and holidays.

Unpacking	
Activities	Description
Unpacking	APC will verify required equipment is on-site.
Inventory	APC will unpack batteries and perform an inventory.

Inspection	
Activities	Description
Inspection and Verification	APC will visually inspect condition of batteries and cabling and provide repair cabling up to 10% of the string total.
	APC will connect battery interconnects and check open cell voltage of all batteries.
	APC will verify proper torque of all bolted connections.

Installation	
Activities	Description
Battery Installation	APC will install batteries inside battery cabinet or rack.
	APC will connect the battery cabinet to the DC terminals of the UPS.

4.0 Assumptions

- Available for APC UPS systems which use external batteries.
- Batteries and installation must be purchased from APC.
- Available for APC approved batteries only. Contact APC Global Services for a listing of approved battery vendors in your Global Region.
- Not applicable for vented lead-acid (wet cell) batteries.
- Contact AGS for custom quoting for installation of other manufacturer batteries or wet cell batteries.
- If APC supplied cables cannot be used due to installation configuration, then battery connections are not covered as part of this service.

- Allow a 2 week lead time in service scheduling.
- Batteries must be installed and maintained in an environment that adheres to manufacturer specifications.
- Battery removal/disposal is available as an additional service; contact APC Global Service for assistance.
- Total battery cable replacement is available as an additional service; contact APC Global Service for assistance.

5.0 Scope of Responsibility

The items stated in this section are responsibilities to and from both APC and customer.

5.1 APC RESPONSIBILITIES

- Meet the customer's service schedule date.
- Perform all of the battery installation service tasks.
- Submit appropriate documentation to the customer.
- Ensure all action items are complete.
- Inform and provide recommendations to the customer about any action items not included in the Statement of Work (SOW).

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
- Facilitate site access for APC service personnel.
- Notify APC service personnel of any security clearance requirements in advance of arrival.
- Notify APC service personnel of any safety training and safety equipment requirements.
- Ensure special rigging requirements are addressed and ensure all electrical installations have been completed.
- Provide an on-site point of contact.
- Sign the completed start up form.

6.0 Project Work Details

The information stated here are the details of the installation project performed by APC for the customer with specifications on schedule, location and successful completion criteria.

6.1 SCHEDULE

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

6.2 LOCATION

The location of this service will be at customer site. It will be discussed and approved by APC and the customer.

6.3 COMPLETION CRITERIA

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

1. APC completes all the tasks described in Section 5.1 of this Statement of Work (SOW).
2. This project and Statement of Work (SOW) are terminated for other reasons, within the APC Customer Agreement.

7.0 Terms and Conditions

APC Standard Terms and Conditions apply.