



# Statement of Work



Implementation Services

Service

## 1.0 Executive Summary

Schneider Electric Critical Power and Cooling Services (CPCS) Assembly Service is a key part of an overall product deployment. This Service provides customers with CPCS authorized service personnel on site to ensure proper assembly of your UPS System.

The standard scheduling time is during normal business hours with an available 7X24 scheduling upgrade option. (Not available in all locations. Please consult with your local CPCS representative for coverage in your area).

### 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

## 2.0 Features & Benefits

Features	Benefits
Flexible Scheduling Options	Flexible service scheduling options supports customer's varying business requirements.
Highly Skilled Field Service Engineers	Schneider Electric CPCS trained and certified professionals ensure your system is assembled to manufacturer's specifications.
Supply all necessary labor, travel and material(s)	Work is done at a fixed price without any hidden charges.
Scheduling coordination	Avoidance of possible delays caused by scheduling conflicts.
Removal of shipping material to a customer designated on-site area	Frees customer resources to concentrate on core business activities.
Customer specific site documentation	Provides the customer a record of service date, scope and personnel that can be retained for future reference.

### 3.0 Details of Service

The specific features and deliverables of this service are listed below. For each item listed below, Schneider Electric CPCS will perform the work described and create a printed document summarizing the results.

Site Environment	
Activities	Description
Environmental Requirements	Schneider Electric CPCS will check that the site environment is suitable for the operation of the system and record any abnormalities.
Installation Check	Schneider Electric CPCS will unpack, inspect and inventory the equipment to verify that all parts are present and nothing has been damaged.

Assembly of Power System	
Activities	Description
Installation	Schneider Electric CPCS will position the UPS, PDU, External Battery Cabinets and Schneider Electric CPCS supplied racks (if applicable) in accordance with the site lay out plan.
	Schneider Electric CPCS will install all/any applicable system modules and rack mounted devices.
	Schneider Electric CPCS will ensure the enclosures have been aligned, leveled, and the brackets tightened. In addition, Schneider Electric CPCS will verify the rack mounted Power Distribution Systems have been installed to manufacturer's specifications.
	Schneider Electric CPCS will ensure that all power cabling is routed properly as per the specified design.
Final Inspection	Schneider Electric CPCS will ensure that the interior and exterior of the system is clean and free from debris.
	Schneider Electric CPCS will ensure that the assembly documentation is completed and provided to the customer.

## 4.0 Assumptions

The successful performance of the tasks defined in the Statement of Work (SOW) is based on the following key assumptions, which are agreed to by Schneider Electric CPCS.

- All services performed on-site by Schneider Electric CPCS will be executed during the Schneider Electric business hours unless otherwise requested by the customer. A 7X24 scheduling upgrade option is available for purchase. Please contact your Schneider Electric CPCS sales representative for details.
- All services are performed on-site by certified Schneider Electric CPCS service personnel.
- This service applies to a customer location with standard site and product access.
- The scheduled on site work time will be discussed and approved between Schneider Electric CPCS and the customer.
- The customer will receive a site report at the end of the visit to verify the System is assembled according to Schneider Electric CPCS standards and specifications.
- Non-standard products purchased through Schneider Electric CPCS will require a customized Statement of Work (SOW).
- Rack-based installations of NetBotz Appliances & Sensors require the purchase of an additional SKU (WASSEMNB-NB-10)
- Non-Rack based installations of Netbotz Appliances & Sensors (e.g. walls, ceilings, etc.) are the responsibility of the customer.

The following items are **outside the scope** of this standard service offering. Assembly of the following items can be integrated into a customized Statement of Work (SOW) at the customer's request. Please contact your certified CPCS sales representative for more details.

**Equipment not provided by APC or MGE. Examples include but are not limited to:**

- Third party components
- Switchgear
- Information Technology (IT) Equipment

**Installation activities not provided by CPCS as part of this service include but are not limited to:**

- Information Technology (IT) Equipment migration services
- Building Management System integration
- Specialized rigging
- Specialized testing or commissioning services.
- Assembly of non-rack based Netbotz Appliances & Sensors

## 5.0 Scope of Responsibility

The items stated here are responsibilities to and from both Schneider Electric CPCS and customer.

### 5.1 SCHNEIDER ELECTRIC CPCS RESPONSIBILITIES

- Schedule qualified and approved resources to perform service.
- Assemble equipment to manufacturer and customer's floor layout specifications.
- Ensure installation is performed to manufacturer specifications.
- That Schneider Electric CPCS and/or customer open issues are documented.

### 5.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the Assembly Service can be provided.
- Provide a named resource for the scheduling of service and delivery of the equipment.
- Notify Schneider Electric CPCS service personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- 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).

## 6.0 Project Work Details

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

### 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 service will be on-site. It will be discussed and approved by Schneider Electric CPCS and the customer.

### 6.3 COMPLETION CRITERIA

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 5.1 of this Statement of Work (SOW).
2. This service 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.

© 2011 Schneider Electric. All rights reserved. All Schneider trademarks are property of Schneider Electric and its subsidiaries and affiliates. Other trademarks are property of their respective owners. Specifications are subject to change without notice. Disclaimer: This information is reliable at the point of creation and may be subject to change.