



# Statement of Work



Maintenance Service

Service

## 1.0 Executive Summary

The Battery Replacement Service provides full battery replacement. Labor and travel are included with this 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

## 2.0 Features & Benefits

Features	Benefits
Includes Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
Highly Skilled Field Service Engineers	Battery replacement is provided or supervised by certified Schneider Electric CPCS Field Service Engineers.
Flexible Scheduling Options	Flexible service scheduling options support customer's unique business requirements.
Site Report	Provides a detailed report of service activities completed during the battery replacement visit.

## 3.0 Details of Service

### 3.1 ON-SITE SERVICE DELIVERABLES

The Battery Replacement Service provides Schneider Electric CPCS authorized technicians on location to replace all system batteries. The following table lists the details of the service tasks provided with this service.

Activities	Descriptions
Replace	Schneider Electric CPCS will replace defective batteries with new batteries approved by Schneider Electric CPCS. Schneider Electric CPCS will properly remove and replace the old batteries in accordance with local legislation.
Configure	Schneider Electric CPCS will Configure and Calibrate the UPS DC buss and Personalize to Factory Specifications if applicable.
Test	Schneider Electric CPCS will complete functional tests after the service intervention validating that the battery system is functioning to factory specification.
Prepare and Deliver Report	A report will be provided at the conclusion of the service visit.

## 4.0 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 CPCS.

- Battery replacement Service is sold on a per battery basis.
- Battery Replacement Service minimum order size is one complete battery string.
- All services performed on-site by certified Schneider Electric CPCS service personnel will be executed during normal business hours unless otherwise requested by the customer.
- The Battery Replacement Service is applicable to sealed lead acid battery systems only. Battery Replacement Service does not cover wet cell applications. Please contact your certified Schneider Electric CPCS sales representative for wet cell applications.
- Special quote required for batteries exceeding 110lbs/battery.
- Incidental battery replacement is not included as part of this service.
- The Battery Replacement service requires the system be placed in full bypass.
- Batteries are not included with this service and must be purchased separately through Schneider Electric CPCS. Please contact your certified Schneider Electric CPCS sales representative for a quote.
- The system must be kept in an environment that adheres to manufacturer defined specifications.

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

- Support for third party equipment.
- Replacement Batteries. Please contact your certified Schneider Electric CPCS sales representative for a quote.
- Battery disposal. Please contact your certified Schneider Electric CPCS sales representative for a quote.

## 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 pre-determined scheduled service date
- Perform all of the battery replacement service activities listed in the Statement of Work
- Present required site forms to the customer
- Provide the customer with recommendations regarding any action items not included in the SOW (Statement of Work)

**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 personnel of any security clearance or other site access requirements prior to scheduled arrival
- Provide the name and contact information of the on-site point of contact.
- Purchase of replacement batteries.

## 6.0 Project Work Details

The project work details listed below are provided by Schneider Electric CPCS for the customer with regard to service date, place and 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 and will be agreed to by Schneider Electric CPCS and the customer prior to the service delivery.

**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 of this SOW.
2. This service and Statement of Work is 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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