



Statement of Work



Maintenance Service

Service

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1.0 Executive Summary

The Schneider Electric Critical Power and Cooling Services (CPCS) annual Preventive Maintenance visit provides a comprehensive visual, environmental and electronic inspection of the UPS and/or PDU System to ensure that components are performing to defined technical and environmental specifications. This service includes all labor and travel expenses with a 7 X 24 scheduling upgrade option, including weekends and holidays. Parts and replacement batteries are not included as part of this service contract.

This service is available as a stand-alone visit or in conjunction with any service agreement from Schneider Electric CPCS. Multiple Preventive Maintenance visits can be purchased in a year for the same system. Please contact your certified Schneider Electric CPCS sales representative for more details.

2.0 Features & Benefits

Features	Benefits
Includes Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
Provide Certified Service Personnel	Frees customer resources to concentrate on core business activities.
Proactive Maintenance	Assures system will perform to manufacturer specifications.
Environmental inspection	Verify the system’s surroundings to optimize the lifetime of the UPS solution.
Flexible Scheduling Options	Flexible service scheduling options supports customer’s varying business requirements.
Site Report	Provides a detailed assessment and recommendations to proactively diagnose and prevent any potential risks to the system.

3.0 Details of Service

3.1 ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The 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 this visit.

Activities	Descriptions
Perform Visual Inspection	Schneider Electric CPCS will inspect the UPS and/or PDU solution to ensure that all system components are clean and functioning within designed specifications.
Perform Environmental Inspection	Schneider Electric CPCS verify and document that the system's environment is within specified operating conditions including but not limited to room temperature, airflow, dust contamination, etc.
Perform Mechanical/Electrical Inspection	Schneider Electric CPCS will inspect all power and control wire termination points as well as all UPS and/or PDU system components.
Perform Functional Verification	Schneider Electric CPCS will check UPS and/or PDU event and alarm logs. CPCS will verify that input, output and bypass voltage and current values are within designed specifications.* Schneider Electric CPCS will verify transfer to on battery operation and transfer to and from static bypass.* Schneider Electric CPCS will check parallel operation performance.*
Implement Updates	Schneider Electric CPCS will verify and implement all required Field Advisories and Field Modifications. Schneider Electric CPCS will check all circuit board revisions and update as required.
Deliver Documentation	Schneider Electric CPCS will deliver a graphical site report documenting UPS status and on-site activities. Schneider Electric CPCS will recommend any additional service activities as required resulting from the preventive maintenance activities listed above.

* When applicable for the system configuration.

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.

- All services performed on-site by Schneider Electric CPCS will be executed during normal business hours with an available 7X24 scheduling upgrade option.
- All services are performed on-site by certified Schneider Electric CPCS service personnel.
- The system must be kept in an environment that adheres to manufacturer specifications.
- The complete preventive maintenance check implies that the system is placed in maintenance bypass.
- This service applies to a customer location with standard site and product access.
- This preventive maintenance is limited to an overall visual battery system check. In depth battery preventive maintenance visits are available separately. Please contact your certified Schneider Electric CPCS sales representative for more details.

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

- Support for third party equipment
- Replacement of batteries
- Proactive replacement of wearing parts

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.
- Meet manufacturer and customer safety requirements.
- Submit Site and Maintenance Forms to the customer.
- Ensure all action items are completed.
- Conform to local health and safety regulations.
- Inform and provide recommendations to the customer about 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 requirements in advance of arrival.
- Notify Schneider Electric CPCS personnel of any safety training and safety equipment requirements.
- Provide an on-site point of contact.
- Ensure safety plan is in place prior to intervention.
- Sign the completed Maintenance forms.
- Spare parts kits

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 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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