



Statement of Work

Cooling Preventative Maintenance Service



Maintenance Service

Service

1.0 Executive Summary

Schneider Electric Critical Power and Cooling Services (CPCS) Cooling Preventative Maintenance Service consists of varied intervals of visits to match the customer's application & equipment availability.

1.1 (Minimum) Semi-Annual Maintenance Visits The semi-annual maintenance visits are available a 5x8 or 7x24 basis providing flexible scheduling options. Semi-Annual PM's are the minimum requirement for extended warranties and On-site unscheduled maintenance. Operational consumables (Return Air Filters, Belts and replacement Humidifier Cylinders) are included with this service.

1.2 (Recommended) Quarterly Maintenance Visits Additional maintenance visits are recommended as an upgrade to enhance availability. The inspections include a comprehensive inspection of the Cooling equipment to maximize critical load uptime by ensuring that the components are performing to defined technical and environmental specifications. Quarterly maintenance visits are available on a 5x8 or 7x24 basis. Operational consumables (Return Air Filters, Belts and replacement Humidifier Cylinders) are included with this service.

1.3 (Enhanced) Monthly Maintenance Visits To ensure minimal equipment down time and maximum availability upgrade to Monthly maintenance visits which are available on a 5x8 or 7x24 basis. Operational consumables (Return Air Filters, Belts and replacement Humidifier Cylinders) are included with this service.

2.0 Features & Benefits

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Features	Benefits
Frees Customer Resources	Allows customer resources to concentrate on core business objectives.
Availability	Preventive maintenance reassures the customer that the system is operating at peak efficiency and has the latest factory upgrades installed and tested.
Agility	Adaptable preventive maintenance visits performed to support your Up-Time Requirements.
Total Cost of Ownership	Fixed cost for routine maintenance, consumables and factory upgrades.
Provides Qualified And Certified Service Personnel	Assures system availability through preventive maintenance conducted by trained certified technicians.
Performs System Performance Check	Assures the Cooling system will perform to manufacturer specifications for optimum availability.
Documentation Provided to Customer	Ensures all action items are completed by supplying a site form of the preventative maintenance activities. Provides recommendations on any items outside the PM Scope of work

3.0 Details of Service

The Preventative Maintenance Service provides a thorough examination of your system to ensure continued optimal performance. Task details are provided in the following table based on the interval of the PM visit.

Monthly PM 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 and/or condenser water supply temperature, if applicable.
	Schneider Electric CPCS will check drive belts, and return air filters.
	Schneider Electric CPCS will visually inspect refrigerant level if applicable.
	Schneider Electric CPCS will visually inspect for refrigerant and water/glycol condenser loop for leaks.
Check System Operating Conditions	Schneider Electric CPCS will Verify proper condensate removal from unit.
	CPCS will review Alarm history and investigate logged alarms.
Documentation	Schneider Electric CPCS will Confirm unit's ability to maintain temperature and humidity set-points.
	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 customer regarding cooling solution repairs or enhancements if required.

Quarterly PM Inspection (Includes Monthly tasks as well)	
Activities	Description
Maintenance Tasks	CPCS will replace return air filters if required.
	CPCS will check and lubricate bearings if applicable.
Check System Operating Conditions	CPCS will check motor mounts/Pulleys/ Bearing set screws.
	CPCS will check compressor operation if applicable.
	CPCS will check operation of Outdoor Condenser/Pump package.
	CPCS will check and verify component amperages.
	CPCS will Verify unit modes of operation (Cooling/Reheat/Humidification/Dehumidification).
	CPCS will verify operation of proportional chilled water actuator if applicable.

Semi Annual PM Inspection (Includes Monthly & Quarterly tasks as well)	
Activities	Description
Maintenance Tasks	Schneider Electric CPCS will replace Drive belts if applicable.
	Schneider Electric CPCS will replace humidifier steam cylinder if applicable.
	Schneider Electric CPCS will clean dust and debris from unit.
Check System Operating Conditions	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.
Provide Basic Operator Refresh Training	Schneider Electric CPCS will confirm cleanliness of evaporator and condenser.
	User refresh training also included.

4.0 Assumptions

The successful performance of the tasks defined in this statement of work (SOW) is based on the following key assumptions, which are agreed to by CPCS.

- The Preventive Maintenance Service can be purchased as a stand-alone service or in conjunction with any other CPCS service agreement. Additional visits can be purchased for the same system if required to enhance availability or satisfy local requirements.
- All scheduled services performed on-site by CPCS will be executed during the CPCS business hours. These hours are Monday through Friday from 8am to 5pm weekly, local time. Exceptions are holidays.
- A factory certified and trained Field Service Engineer will deliver the Basic Operator Refresh Training at the customer's site to up to 4 on site operators or individuals responsible for the maintenance of the Cooling System at the time of Preventive Maintenance Visit.
- The customer is responsible for the purchase of all spare parts.
- The cooling equipment has sufficient clearance for serviceability.
- The customer is responsible to provide any ladders, staging, roof hatches, or catwalks necessary for service requirements.

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

- On site repair labor or parts for the Cooling Equipment.
- 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 CPCS.
- 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.
- Modification or disassembly of any part of the building structure in order to gain access for equipment service.

5.0 Scope of Responsibility

The items stated here are responsibilities of both 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 Maintenance Site 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 Statement 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 Schneider Electric CPCS service personnel of any safety training and safety equipment requirements.
- Provide an on-site point of contact.
- Sign the completed Maintenance forms.
- Spare parts kits are the customer's responsibility.

6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric CPCS for the customer including the 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 Network AIR Precision Computer Room Air Conditioning equipment service 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 tasks described in Section 3.0 of this 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.

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