



Statement of Work



Implementation Services

Service

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1.0 Executive Summary

Schneider Electric Critical Power and Cooling Services (CPCS) Start-Up Service is a key part of an overall deployment of the UPS and/or PDU system. This service provides the certified Schneider Electric CPCS service engineers needed to energize and check the functionality of your system in all modes of operation. This service provides the customer with the assurance that the solution has been Started-Up according to Schneider Electric CPCS standards and specifications.

The Start-Up Service is performed during normal business hours with an available 7X24 scheduling upgrade option. Please contact your certified Schneider Electric CPCS sales representative for more details.

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 operating to manufacturer's specifications.
Train support staff on basic operation of the equipment	Provides the customer with basic operation and maintenance knowledge.
Supply all necessary labor, travel and material	Frees customer resources to concentrate on core business activities.
Scheduling coordination	Avoidance of possible delays caused by scheduling conflicts.
Installation verification testing	Guarantees correct installation and operation of the system.
Customer specific site documentation	Records the baseline operational data of the system.
25 Nodes of Remote Monitoring Service	Schneider Electric will remotely monitor all registered physical infrastructure devices 24 hours a day, 7 days a week.* *RMS is only available on networked equipment or if there is a management device.
Battery inspection for Schneider Electric CPCS supplied batteries	Verify that batteries are installed and that the UPS battery configuration is set properly, ensuring optimal battery life.

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 and maintain a project summary document that contains the key data and information.

System Environment	
Activities	Description
Equipment Verification	Schneider Electric CPCS will check the solution to ensure there are no signs of damage; the environment is suitable for operation and sufficient service access.
Installation Check	Schneider Electric CPCS will verify the solution is positioned properly and any accessories are installed (if applicable).
	Schneider Electric CPCS will check that the Input Circuit Breaker is properly sized. Schneider Electric CPCS will check the transformer type and configuration (if applicable). Schneider Electric CPCS will verify the power wiring to the system Input Circuit Breaker is correct and the Ground Electrode Conductor (GEC) is installed properly (if applicable).
	Schneider Electric CPCS will check that the incoming voltages match the UPS specification, phasing and phase rotation.
	Schneider Electric CPCS will confirm all enclosures are properly labeled.
Battery Visual and Safety Inspection	Schneider Electric CPCS will ensure the mechanical integrity of the battery cabinet, record the battery cabinet serial numbers (when applicable) and measure and record the ambient temperature for Schneider Electric CPCS supplied batteries. Schneider Electric CPCS will record battery configuration and control overall battery runtime.
Start Up	
Activities	Description
Verify Wiring	Schneider Electric CPCS will verify that all power, control and communication wiring is correctly terminated.
Perform Start Up	Schneider Electric CPCS will energize and check system functionality in all modes of operation to ensure compliance with manufacturer specifications. Schneider Electric CPCS will verify that communication options are properly configured.
Functional Tests	Schneider Electric CPCS will demonstrate the integrity of the UPS to the customer or their representative. (e.g. Transfer to and from static bypass, transfer to and from battery, etc.)
Basic Operator Training	Schneider Electric CPCS will train the customer or their representative on basic operation of the system. Advanced training courses are available from Schneider Electric CPCS. Please contact your certified Schneider Electric CPCS sales representative for details.

Verification	
Activities	Description
Voltage check	Schneider Electric CPCS will check that the system output voltage is within defined UPS specifications.
	Schneider Electric CPCS will verify the proper regulation of output waveform.
	Schneider Electric CPCS will verify that the Internal battery voltages are within defined UPS specifications, where applicable.
Bypass check	Schneider Electric CPCS will ensure that the UPS bypass functions, static and maintenance, are operating properly.
Front panel check	Schneider Electric CPCS will verify all front panel readings for accuracy.

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.
- Schneider Electric CPCS will provide the customer with certified service personnel to Start-Up the UPS.
- Schneider Electric CPCS will provide the customer with a Start-Up checklist indicating that the system was properly energized and the functionality of the system was checked in all modes of operation to ensure compliance with all Schneider Electric CPCS technical specifications.
- This service applies to a customer location with standard site and product access.
- The Start-Up service only applies to battery systems supplied by Schneider Electric CPCS.

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

- In case of cabling problem or wrong phase rotation, Schneider Electric CPCS will not carry out any rework on the cabling.
- Schneider Electric CPCS will define with the customer the best approach to find a solution and reserves the right not to execute any modification outside of its defined scope of responsibility.

Equipment not provided by Schneider Electric CPCS. Examples include but are not limited to:

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

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

- System installation
- Information Technology (IT) Equipment migration services
- Specialized testing or commissioning services

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 certified and approved engineers to perform service.
- Manage and coordinate scheduling of the Start-Up Service.
- Ensure Start-Up is performed to manufacturer specifications.
- Operate system in all modes of operation.
- Perform basic operator training.
- Identify and document open Schneider Electric CPCS and/or customer issues.
- Provide a signed copy of the Start-Up Service site forms to the customer.

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
- Ensure system has been fully installed and all electrical wiring and cabling is connected prior to Schneider Electric CPCS service personnel arriving on site
- Provide a named resource for scheduling of the service.
- 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).
- Have the parties responsible for operation of the equipment present for basic operator training.

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 to 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 installation will be on-site and performed at the ship to location of the equipment unless informed of a new location by the customer in a 48-hour period before installation is to be done.

6.3 COMPLETION CRITERIA

Schneider Electric CPCS is expected to have finished its written duties when one of the following occurs:

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

7.0 Terms and Conditions

Schneider Electric CPCS standard Terms and Conditions apply.

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