



# Statement of Work

# On Site Factory Warranty Upgrade



On-Site Service

Service

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## 1.0 Executive Summary

The On Site Factory Warranty Upgrade Service offering provides labor and travel expenses as an upgrade to the parts only factory warranty.

Schneider Electric Critical Power and Cooling Services (CPCS) will dispatch authorized personnel to provide repairs in the event of a problem. Labor and travel costs are included. On Site Factory Warranty Upgrade Service from Schneider Electric CPCS is available in three different configurations that allow the customer to determine how quickly Schneider Electric CPCS will arrive on-site. Next Business Day response time is the standard On-Site offering.

Schneider Electric CPCS offers One Year 8-Hour and 4-Hour On Site response upgrades including weekends and holidays. (Not available in all locations. Please consult with your local Schneider Electric CPCS representative for coverage in your area).

## 2.0 Features & Benefits

Features	Benefits
Includes, Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
On-Site Repair	Assurance that the system will be diagnosed quickly and repaired to the manufacturer's specifications by highly trained Schneider Electric CPCS authorized personnel.
Three Levels of Response Time	Allows customer to customize service response time to meet specific needs.
Frees customer resources	Allows customer to concentrate on core business objectives.
Scheduling coordination	Avoidance of delays caused by scheduling conflicts.

### 3.0 Details of Service

#### 3.1 ON-SITE SERVICE DELIVERABLES

The On Site Factory Warranty Upgrade Service provides Schneider Electric CPCS authorized technicians on location within a specified period of time to diagnose, repair and test in the event of a failure. The following table lists the details of the service tasks provided with this visit.

Activities	Descriptions
Check and Record System Status	Schneider Electric CPCS will document the system status upon arrival to the site (i.e. On-Line, Bypass, Reduced Capacity, etc.)
Check and Record System Alarms	Schneider Electric CPCS will view the system event logs and local display for alarms / information captured during the failure event.
Diagnose	Schneider Electric CPCS will troubleshoot reported issue as required.
Repair	Schneider Electric CPCS will replace any defective parts and repair the system as required.
Test	Schneider Electric CPCS will complete functional tests conducted after corrective action is taken.
Prepare and Deliver Report	Schneider Electric CPCS will describe the defect/failure and describe the corrective action taken. A detailed report will be provided.

#### 3.2 REMOTE MONITORING SERVICE DELIVERABLES

Schneider Electric Critical Power & Cooling Services Remote Monitoring Service (RMS) is a secure, firewall friendly web-based service that provides real-time monitoring of the health and status of the customer’s device. Upon detection of a critical device situation, the Field Engineer will be notified and intervene onsite as necessary. Customers will also be notified of any site related critical issue to help them maintain continuity of service.

The convenient RMS web interface provides the customer with a real-time, dynamic snapshot of their system’s health, while the flexible profile can be easily accessed to reflect contact changes within their organization. This service is only available on Single Phase power equipment

	Descriptions
Monitor equipment 24*7	Real-time equipment monitoring provides prompt recognition and diagnosis of all system alerts.
Notify and dispatch Field Engineer	Scheduling and deployment of Field Engineer to resolve system alerts quickly and efficiently.
Collect and document system information	Detailed report including alert diagnosis and corrective actions initiated by Field Engineer. In addition, the report provides a predictive tool to anticipate any potential issues with the system.

## 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 Schneider Electric CPCS business hours unless otherwise requested by the customer. These hours are Monday through Friday from 8am to 5pm weekly, local time. Exceptions are holidays.
- All services are performed on-site by qualified Schneider Electric CPCS service personnel.
- The UPS or Cooling system must be kept in an environment that adheres to manufacturer specifications and scheduled preventive maintenance.
- Next Business Day is defined as the next day during the business week and normal business hours.
- This service can only be purchased when the system is under a factory warranty.
- Where 8-Hour and 4 Hour services are available for purchase, authorized personnel will arrive on site in 8-Hours or within 4 hours from the time Schneider Electric CPCS Technical Support deems an on-site visit is necessary.
- One On Site Factory Warranty Upgrade is applicable to one factory warranty only.
- The Remote Monitoring Service is only available in English for networked equipment with the appropriate APC management accessory properly configured.
- Remote Monitoring is not available in all locations. Please consult with your local Schneider Electric CPCS representative for availability in your area
- Some aspects of the service definition presented in this document may vary by location. In the case of a conflict between the service definitions contained on this Statement of Work and the local service definitions the local service definitions will prevail. For more information, please refer to your Certified APC sales representative.

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

- Support for third party equipment.
- Replacement parts or batteries.
- Consumable parts or preventive maintenance.
- RMS for cooling units

## 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 On-site service tasks.
- Submit 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 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.
- Sign completed sight forms.

## 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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