



Statement of Work

Silcon™ External Battery Preventive Maintenance

Maintenance Service

Service

1.0 Executive Summary

This service includes (1) proactive Preventive Maintenance Visit to ensure proper battery operation over time and to ensure that batteries are performing according to manufacturer specifications. The External Battery Preventive Maintenance Visit is available for APC approved external batteries, purchased from APC. Labor and travel expenses are included in the visit.

- External Battery Preventive Maintenance is available in two configurations for customer convenience.
 - Performed on a 5x8 basis within normal business hours
 - Performed on a 7x24 basis, allowing customer to schedule this service outside normal business hours, including weekends and holidays

2.0 Features & Benefits

Features	Benefits
Provides qualified and approved service personnel	Assurance of proper start up, which helps extend product life.
Battery Inspection	Assurance that the batteries are performing according to specifications.
Battery Interconnections	Assurance of prolonged battery life expectancy.
Battery Start Up	Assurance that the UPS system will be performing to manufacturer specifications for optimum availability.
APC personnel perform the system service	Assurance that full warranty will apply thereby maintaining fixed service costs.
Proper preventive maintenance	Assurance of extended battery life due to proper care.
Optimal Extended Uptime	Maximum system uptime due to proactive battery replacement of any batteries out of defined tolerance when combined with an APC External Battery On-Site Service Program (see APC External Battery On-Site Service Agreement for details).
Documented work	Full report of all on-site activities delivered to customer.

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

3.0 Details of Service

The External Battery Preventive Service can be performed either within normal business hours or outside of normal business hours (including weekends and holidays).

Inspection	
Activities	Description
Inspect Batteries	APC will perform a visual inspection of battery system installation.
Clean Batteries	APC will clean battery system of all dust and debris.

Battery Verification	
Activities	Description
	APC will check battery terminal temperature, AC voltage ripple and AC current ripple.
	APC will torque battery terminals per battery manufacturer requirements.
	APC will check for terminal corrosion or battery electrolyte leaks.
	APC will repair faulty terminal connections due to corrosion (if repair parts are not required).

Documentation and Recommendations	
Activities	Description
Document Maintenance Issues	APC will document battery system condition and further service needs.
	APC will make recommendations to customer regarding replacement of faulty batteries if this Preventive Maintenance service is not combined with an External Battery On-Site service agreement.

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 APC.

- Available for APC approved batteries only. Contact APC Global Services for a listing of approved battery vendors in your Global Region.
- Not applicable for Vented Lead-Acid (wet cell) batteries, please contact AGS for assistance.

- Batteries must be installed and maintained in an environment that adheres to manufacturer specification.
- Batteries must be available for access during service terms purchased.
- No repair parts are included in this PM Agreement.

5.0 Scope of Responsibility

The items stated in this section are responsibilities to and from both APC and customer.

5.1 APC RESPONSIBILITIES

- Meet the customer's service schedule date.
- Perform all of the required battery service tasks.
- Submit appropriate documentation to the customer.
- Ensure all action items are complete.
- 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 APC service personnel.
- Notify APC service personnel of any security clearance requirements in advance of arrival.
- Notify APC service personnel of any safety training and safety equipment requirements.
- Ensure special rigging requirements are addressed and ensure all electrical installations have been completed.
- Provide an on-site point of contact.
- Sign the completed service form.

6.0 Project Work Details

The information stated here are the details of the installation project performed by APC for the customer with specifications on schedule, location and successful completion criteria.

6.1 SCHEDULE

Actual set dates will be discussed and approved between APC and the customer.

6.2 LOCATION

The location of this service will be at customer site. It will be discussed and approved by APC and the customer.

6.3 COMPLETION CRITERIA

APC is expected to have finished its written duties when any of the following occurs:

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

7.0 Terms and Conditions

APC Standard Terms and Conditions apply.