



# Statement of Work



Maintenance Service

Service

## 1.0 Executive Summary

Schneider Electric Critical Power and Cooling Services (CPCS) UPS and/or PDU Advantage Ultra service offering provides remedial repairs as well as one scheduled preventive maintenance service visit during the agreement year.

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#### 1.1 ANNUAL PREVENTIVE MAINTENANCE

Included as part of the UPS and/or PDU Advantage Ultra Service, the 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 an available 7 X 24 scheduling upgrade option.

#### 1.2 ON-SITE REMEDIAL SERVICES

Schneider Electric Critical Power and Cooling Services (CPCS) will dispatch certified personnel to provide repairs in the event of a problem. Parts, labor, travel and priority access to spare parts are included. The Advantage Ultra Service from Schneider Electric CPCS is available in three different configurations allowing the customer to choose the response time that best aligns with their needs. The standard response time is Next Business Day with response time enhancement options available for purchase. Please consult with your local Schneider Electric CPCS representative for details.

## 2.0 Features & Benefits

| Features                               | Benefits   |
|--|--|
| Parts, Travel and Labor Included       | Fixed cost – provides service budgeting stability.   |
| Priority access to supply chain        | Increases the ROI by providing quick access to spare parts.  |
| Guaranteed On-Site Response            | Flexible scheduling options allow customer's to choose the response time that best aligns with their needs.  |
| Highly Skilled Field Service Engineers | Assurance that the system issues are quickly diagnosed and repaired to the manufacturer's specifications.  |
| Technical Support                      | Provides escalation support to address system issues in a timely and efficient manner.   |
| Remote Monitoring                      | Provides the customer and CPCS Field Service Engineer with 24x7 monitoring and real-time alert notification mitigating risks to system availability. |
| Site Report                            | Provides a detailed assessment and recommendations to proactively diagnose and prevent any potential risks to the system.                            |
| Proactive Maintenance                  | Assures system will perform to manufacturer specifications.  |
| Environmental inspection               | Verify the system's surroundings to optimize the lifetime of the UPS solution.   |



### 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   |
|---|--|
| <b>Perform Visual Inspection</b>                | Schneider Electric CPCS will inspect the UPS and/or PDU solution to ensure that all system components are clean and functioning within designed specifications.  |
| <b>Perform Environmental Inspection</b>         | 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.  |
| <b>Perform Mechanical/Electrical Inspection</b> | Schneider Electric CPCS will inspect all power and control wire termination points as well as all UPS and/or PDU system components.  |
| <b>Perform Functional Verification</b>          | 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.*<br>Schneider Electric CPCS will verify transfer to on battery operation and transfer to and from static bypass.*<br>Schneider Electric CPCS will check parallel operation performance.* |
| <b>Implement Updates</b>                        | Schneider Electric CPCS will verify and implement all required Field Advisories and Field Modifications.<br>Schneider Electric CPCS will check all circuit board revisions and update as required.   |
| <b>Deliver Documentation</b>                    | Schneider Electric CPCS will deliver a graphical site report documenting UPS and/or PDU status and on-site activities.<br>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.



**3.2 ON-SITE REMEDIAL SERVICE DELIVERABLES**

The Advantage Ultra Service provides Schneider Electric CPCS certified technicians at the customer’s location within a specified period of time to diagnose, repair, and test the system in the event of failure. **All related labor, travel and parts are included within the context of such an intervention.** The following table lists the details of the service tasks provided with this visit.

| Diagnose, Repair and Test   |  |
|-----------------------------|--|
| Activities                  | Description  |
| Check UPS and/or PDU Status | Schneider Electric CPCS will document the status of the UPS and/or PDU upon arrival to the site (i.e. On-Line, On-Battery, Bypass or other etc.) |
| Check UPS Alarms            | Schneider Electric CPCS will view event logs and display for alarms / information on the UPS.  |
| 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 explain the corrective action taken. A detailed report will be provided.            |

**3.3 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.



| Activities                              | 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 CPCS business hours unless otherwise requested by the customer.
- All services are performed on-site by certified Schneider Electric CPCS service personnel.
- The UPS system must be kept in an environment that adheres to manufacturer specifications.
- Hours of Operation for Technical Support are Country specific and include either 7 X 24 or business hours coverage.
- 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.
- Next Business Day is defined as the next day during the business week and normal business hours.
- Where Next Day and 4 Hour services are available for purchase, certified personnel will arrive on site next day or within 4 hours from the time Schneider Electric CPCS Technical Support deems an on-site visit is necessary.
- Response time is defined as elapsed time between when Schneider Electric CPCS technical support determines an on-site visit is necessary and the time the FSE arrives at the customer's site.
- Preventive Maintenance visits are available during business hours with an option to upgrade to 7 X24, including weekends and holidays.
- Geographical restrictions may apply. Please verify the service coverage and response time for your location with your local APC by Schneider Electric office.
- Rack based accessory replacement coverage is included in some countries. This provides replacement parts, no on site visit. Please check with your local service sales representative for availability.
- 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.
- In the event the UPS system has not been previously covered by an On Site Maintenance contract, Schneider Electric CPCS requires a recertification PM prior to placing an on-site agreement on the unit.

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

- Support for third party equipment.
- Internal and external batteries are not considered as included parts. They will be subject to a separate quotation.
- Proactive replacement of parts, including capacitors.
- Configuration of the Remote Monitoring (RMS).
- Battery Replacement Labor
- Travel for Battery Replacement



# **TOTAL**

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## 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.
- Submit Site Report and Maintenance 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.
- Ensure safety plan is in place prior to intervention.
- Sign the completed Maintenance forms after the intervention.

## 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 or 3.2 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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