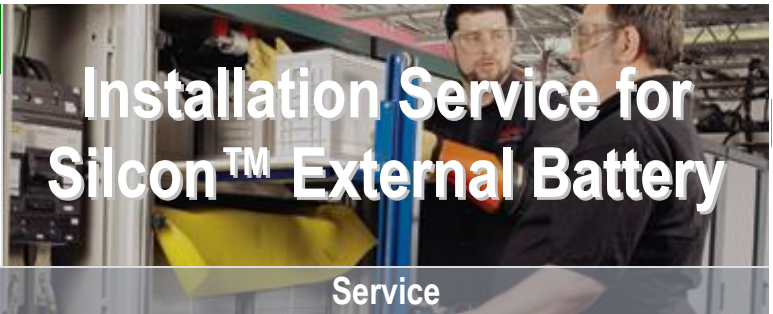




# Statement of Work

# Installation Service for Silcon™ External Battery



Installation Service

Service

## 1.0 Executive Summary

The External Battery Installation Service provides customers with Schneider Electric Critical Power and Cooling Services Authorized Personnel to install non-modular batteries into racks or cabinets for external battery solutions. Schneider Electric personnel will energize and check functionality of the battery system in all modes to ensure compliance with manufacturer specifications. The External Battery Installation Service will be performed in conjunction with Start-Up of the Schneider Electric UPS system when applicable.

With the External Battery Installation Service, proper non-modular battery installation is performed by field Certified Engineer. This service ensures proper battery installation by professionals. Optimal battery performance is assured.

## 2.0 Features & Benefits

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Features	Benefits
Provides qualified and approved service personnel	Assurance of proper installation, which extends product life.
Battery Inspection	Assurance that the batteries are performing according to specifications.
Battery Interconnections	Assurance of prolonged battery life expectancy.
Battery Installation	Assurance that the UPS system is properly installed to specifications for optimum availability.
Schneider Electric personnel install the system	Assurance that full warranty will apply thereby maintaining fixed service costs.
Warranty	AGS provides a full year warranty on batteries and labor when purchased from Schneider Electric.

## 3.0 Details of Service

Schneider Electric performs a complete inventory, inspection, and installation for the UPS external batteries. This service may be scheduled in two ways:

- Performed on a 5x8 basis within normal business hours; or
- Performed on a 7x24 basis, which allows the customer to schedule battery installation outside normal business hours, including weekends and holidays.

<b>Unpacking</b>	
Activities	Description
<b>Unpacking</b>	Schneider Electric will verify required equipment is on-site.
<b>Inventory</b>	Schneider Electric will unpack batteries and perform an inventory.

<b>Inspection</b>	
Activities	Description
<b>Inspection and Verification</b>	Schneider Electric will visually inspect condition of batteries and cabling and provide repair cabling up to 10% of the string total.
	Schneider Electric will connect battery interconnects and check open cell voltage of all batteries.
	Schneider Electric will verify proper torque of all bolted connections.

<b>Installation</b>	
Activities	Description
<b>Battery Installation</b>	Schneider Electric will install batteries inside battery cabinet or rack.
	Schneider Electric will connect the battery cabinet to the DC terminals of the UPS.

## 4.0 Assumptions

- Available for Schneider Electric UPS systems which use external batteries.
- Batteries and installation must be purchased from Schneider Electric.
- Available for Schneider Electric approved batteries only. Contact Schneider Electric for a listing of approved battery vendors in your Global Region.
- Not applicable for vented lead-acid (wet cell) batteries.
- Contact Schneider Electric for custom quoting for installation of other manufacturer batteries or wet cell batteries.
- If APC supplied cables cannot be used due to installation configuration, then battery connections are not covered as part of this service.

- Allow a 2-week lead time in service scheduling.
- Batteries must be installed and maintained in an environment that adheres to manufacturer specifications.
- Battery removal/disposal is available as an additional service; contact Schneider Electric for assistance.
- Total battery cable replacement is available as an additional service; contact Schneider Electric Global Service for assistance.

## 5.0 Scope of Responsibility

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

### 5.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Meet the customer's service schedule date.
- Perform all the battery installation 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 Schneider Electric service personnel.
- Notify Schneider Electric service personnel of any security clearance requirements in advance of arrival.
- Notify Schneider Electric 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 start up form.

## 6.0 Project Work Details

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

### 6.1 SCHEDULE

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

### 6.2 LOCATION

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

### 6.3 COMPLETION CRITERIA

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

1. Schneider Electric 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 Schneider Electric Customer Agreement.

## 7.0 Terms and Conditions

Schneider Electric Standard Terms and Conditions apply.

The information provided in this Scope of Work cannot be used or duplicated, in full or in part. Other uses for this document are prohibited without written consent by Schneider Electric.

All documentation, photographs, imaging or other information provided by the customer, or gathered at the customer site, will be for internal use only and used solely for the purpose of report generation, analysis and recommendations.

All services' conditions included in this document apply (i) only between Schneider Electric and that organization that bought the Services Solutions; and (ii) only to those products and services ordered by the Customer at the time that the Schneider Electric Services information is current. Schneider Electric may change the Schneider Electric Services Information at any time. The Customer will be notified of any change in the Schneider Electric Services Information in the manner stated in the then current product ordering and/or services solutions related agreement between Schneider Electric and the Customer, but any such change shall not apply to products or service ordered by the Customer prior to the date of such change.

Schneider Electric will have no obligations to provide Services Solutions with respect to equipment and assets that are outside the Service Area. "Schneider Electric Service Area" means a location that is within (i) one hundred (100) miles or one hundred and sixty (160) kilometers radius of a Schneider Electric service location; and (ii) the country in which the Installation site is located, unless otherwise defined in the governing agreement with Schneider Electric, in which case the definition in the governing agreement prevails.

Products or services obtained from any Schneider Electric partner or reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Schneider Electric Services Solutions on this document. Please contact the reseller or the local Schneider Electric sales representative for additional information on Schneider Electric Services Solutions on Products obtained from a reseller.

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