

Statement of Work

Monitoring & Dispatch Services



On-site Service

Critical Power & Cooling Services

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1.0 Executive Summary

Monitoring & Dispatch Services provide customers the support they require to efficiently monitor and maintain their distributed IT physical infrastructure in an affordable manner. By combining 24/7 expert monitoring by Schneider Electric Connected Services Hub, with on-site support including required parts, Schneider Electric helps you minimize the chances of downtime. The Monitoring & Dispatch Services provide labor and travel expenses as an upgrade to the parts-only factory warranty, or after the warranty period during eligible years.

Schneider Electric Services will dispatch authorized personnel to provide repairs in the event of an unexpected problem that cannot be solved remotely. Parts, labor and travel costs are included. Next Business Day response time is the standard on-site offering.

2.0 Features & Benefits

Features	Benefits
Includes Parts, Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
On-site Repair	Check that the system will be diagnosed quickly and repaired to the manufacturer's specifications by highly trained Schneider Electric Service authorized personnel.
EcoStruxure Asset Advisor for secure power & cooling	Proactive monitoring and event notification of potential issues, minimizing business interruptions and decreasing mean time to repair (MTTR) when an unexpected problem occurs.
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

Monitoring & Dispatch Services provide Schneider Electric certified Service engineers on location within a specified period of time to diagnose, repair and test in the event of an unexpected problem. The following table lists the details of the service tasks provided with this visit. All related labor, travel and parts are included within the context of such an intervention.

Activities	Descriptions
Check and Record System Status	Schneider Electric Service personnel will document the system status upon arrival to the site (i.e. Online, Bypass, Reduced Capacity, etc.)
Diagnose	Schneider Electric Service personnel will confirm the reported issue as required.
Repair	Schneider Electric Service personnel will replace any parts that is not working as expected and repair the system as required.
Test	Schneider Electric Service personnel will complete functional tests conducted after corrective action is taken.
Prepare and Deliver Report	Schneider Electric Service personnel will describe the problem and describe the corrective action taken. A detailed report will be provided.
Component Recycling and Disposal *	Schneider Electric will ship out the replacement product and provide a prepaid return shipping label for the used UPS, battery, or related accessory.

* Geographical restrictions apply. Please verify availability with your local Schneider Electric Field Services Representative.

3.2 ECOSTRUXURE ASSET ADVISOR FOR SECURE POWER & COOLING – SERVICE DELIVERABLES

Customers buying the “Monitoring & Dispatch Services” have access to EcoStruxure IT Free. EcoStruxure IT Free is a modern cloud platform that connects the devices supplied by Schneider Electric and other vendors* to the cloud for instant access from anywhere. EcoStruxure IT Free allows customers visibility of their critical data center equipment. It consists of a software gateway, a mobile app, called EcoStruxure IT app, and a cloud-based account to store the customer data, as well as a web interface to allow data visualization.

EcoStruxure IT Free is included free of charge in the Monitoring & Dispatch Services’ offer and forms the basis of EcoStruxure Asset Advisor for secure power & cooling, Schneider Electric’s remote monitoring service.

EcoStruxure Asset Advisor for secure power & cooling is a cloud-based remote monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting and provides visibility into your equipment lifecycle.

EcoStruxure IT app, is available on Android and IOS, which provides access to live sensor data and the ability to chat with your own team as well as the experts at the Schneider Electric Service Bureau 24x7, providing fast problem resolution.

The connection to EcoStruxure Asset Advisor for secure power & cooling is done through Data Center Expert version higher than 7.4 or through EcoStruxure IT Gateway, which is a free downloadable software from the following site <https://app.ecostruxureit.com/manage/register>.

Machine data forms the basis of long-term operational insights and analytics, aimed at reducing equipment maintenance costs, and is delivered through a one-way connection.

Information on system requirements can be found on: [ecostruxureit.com/system-requirements/](https://app.ecostruxureit.com/system-requirements/)

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The specific activities of the **EcoStruxure Asset Advisor for secure power & cooling** service are listed below:

Activities	Descriptions
Alarms and live data on EcoStruxure IT app	Always connected to critical physical infrastructure, showing live sensor data and device details directly on a customer mobile.
24/7 Remote Monitoring	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via EcoStruxure IT app, with specific recommendations, enabling a timely and informed choice of action during critical incidents.
Delivery of Regular Report	Schneider Electric will deliver a regular report with key metrics on connected devices, including incidents and alarms and current and expected lifespan for the physical infrastructure.
Expedited Problem Resolution	Schneider Electric will receive immediate notification of physical infrastructure alarms and notify and work with the customer to diagnose the problem as well as coordinate and recommend remedial actions. If on-site service is dispatched, the Schneider Electric technician will acquire the pertinent information prior to arriving on-site.

For more information EcoStruxure Asset Advisor for secure power & cooling, please visit se.com/asset-advisor

4.0 Assumptions & Exclusions

4.1 Assumptions

The successful performance of the tasks defined in the Statement of Work is based on the following key assumptions, which are agreed to by Schneider Electric Field Service.

- ☐ Services performed on-site by Schneider Electric Field Service personnel will be executed during the Schneider Electric business hours unless otherwise requested by the customer. Those hours are Monday through Friday from 8am to 5pm weekly, local time, unless other specified. Next Business Day is defined as the next day during the business week and normal business hours.
- ☐ Response time is defined as elapsed time between when Schneider Electric technical support determines an on-site visit is necessary and the time the Schneider Electric Field Service Representative arrives at the customer's site.
- ☐ Hours of operation for Technical Support are country specific and include either 7x24 or business hours coverage.
- ☐ Please verify the service coverage and response time for your location with your local Schneider Electric Field Service Representative.
- ☐ All services are performed on-site by certified Schneider Electric service personnel.
- ☐ Schneider Electric will provide Services with respect to equipment and assets that are inside 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.
- ☐ Geographical restrictions may apply. Some aspects of the service definition presented in this document may vary by location. In case of a conflict between the service definitions contained in this Statement of Work and the local service definitions, the local service definitions will prevail. For more information, please refer to your Schneider Electric Field Services Sales Representative.
- ☐ In the Continental United States Next Business Day response should be confirmed in the following geographies; Alabama, Alaska, Kansas, Kentucky, Maine, Montana, Nebraska, North Dakota, Texas, South Dakota, and West Virginia.
- ☐ The equipment must be installed in an environment that adheres to manufacturer's specifications.
- ☐ This service applies to a customer location with standard site and product access. Our Services assume continuous uninterrupted and unobstructed access to the equipment, standby time may be chargeable.
- ☐ At the end of the activities, Schneider Electric Field Service Representative will provide the customer with a report indicating that the maintenance of the asset was properly carried out and the functionality of the system was checked in all modes of operation to be compliant with all Schneider Electric service technical specifications.

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- ☐ Any delays resulting in lost time caused by others may be chargeable.
- ☐ EcoStruxure Asset Advisor for secure power & cooling is included as part of this service.
- ☐ EcoStruxure Asset Advisor for secure power & cooling, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric Field Service sales representative for availability in your area.
- ☐ To connect this device to EcoStruxure Asset Advisor for secure power & cooling, the customer is responsible for putting in place all prerequisites and then connect the device to EcoStruxure Asset Advisor for secure power & cooling.
- ☐ EcoStruxure Asset Advisor for secure power & cooling service can be performed also on third-party devices.
- ☐ EcoStruxure Asset Advisor for secure power & cooling service refers only to a remote monitoring service.
- ☐ All UPS systems require an installed Network Management Card (NMC).
- ☐ The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software) or StruxureWare Data Center Expert version higher than 7.4.
- ☐ EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured.
- ☐ The end user is responsible for enabling one staff member always on-duty, available to be contacted for an incident.
- ☐ All services performed on-site by Schneider Electric service will be executed during the Schneider Electric business hours unless otherwise requested by the customer.
- ☐ This service applies to a customer location with standard site and product access.
- ☐ The UPS or Cooling system must be kept in an environment that adheres to manufacturer specifications and scheduled preventive maintenance.
- ☐ 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 Schneider Electric Field Services sales representative.

4.2 Exclusions

The following items are outside the scope of this service offering. The following items can be integrated into a customized Statement of Work at the customer's request. Please contact your local Schneider Electric Field Services Sales Representative or reseller for more details.

- ☐ Repair of damage to the unit due to abuse, misuse, lack of maintenance or other damage caused by outside forces.
- ☐ Maintenance or repair of heat rejection equipment not supplied by Schneider Electric.
- ☐ Maintenance or repair of any piping or condensate removal system outside of the cooling unit.
- ☐ Support for 3rd -party equipment.
- ☐ Non-standard products purchased or services through Schneider Electric Services will require a customized Statement of Work.
- ☐ Any specialized testing or commissioning.
- ☐ Any testing or sample analysis of the site water supply or water used for evaporative cooling or humidification processes.
- ☐ Proactive replacement of wearing parts, unless specifically detailed as included only specifically detailed. Our offer excludes the supply or installation of all necessary site busbar, cabling, containment & cable glands, including connection to site earth, unless specifically detailed as included.
- ☐ Our offer is exclusive of access platforms/ladders and associated planning consent.
- ☐ In case of cabling problem or wrong phase rotation, Schneider Electric Services will not carry out any rework on the cabling. Schneider Electric Field Service 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 Services. Examples include but are not limited to:

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

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

- ☐ System installation.
- ☐ Battery assembly.
- ☐ Information Technology (IT) Equipment migration services.
- ☐ Specialized testing or commissioning services.

5.0 Scope of Responsibility

The items stated here are responsibilities of both Schneider Electric Service and the customer.

5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- ☐ Perform all the On-site service tasks and set as completed.
- ☐ Inform and provide recommendations to the customer about any action items not included in the Statement of Work.
- ☐ Submit Site Report and Maintenance Forms to the customer.
Conform to local health and safety regulations.

5.2 CUSTOMER RESPONSIBILITIES

- ☐ Provide dates and times when the scheduled work can be performed.
- ☐ Facilitate site access for Schneider Electric Field Service personnel.
- ☐ Notify Schneider Electric Service personnel of any security clearance requirements in advance of arrival.
- ☐ Notify Schneider Electric Service of any safety training and safety equipment requirements.
- ☐ Provide an on-site point of contact during time of service.
- ☐ Ensure safety plan is in place prior to intervention.
- ☐ All UPS systems require an installed Network Management Card (NMC).
- ☐ Set up the EcoStruxure IT Free and maintain the contact list on the web profile.
- ☐ Provide a point of contact.
- ☐ Provide a point of contact at the completion of service to sign off on completed work after the intervention.
- ☐ Schneider Electric will make multiple attempts to proactively contact the customer to schedule maintenance services due. However, it is finally the customer's responsibility to ensure all services due are scheduled in advance of contract expiration.

6.0 Project Work Details

The information stated here are the details of the project performed by Schneider Electric Service for the customer with specifications on date, time, and place.

6.1 SCHEDULE

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

6.2 LOCATION

The location of this project will be on-site. It will be discussed and approved by Schneider Electric Service and the customer.

6.3 COMPLETION CRITERIA

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

1. Schneider Electric Service completes all the tasks described in Section 3.1 or 3.2 of this Statement of Work.
2. This project and Statement of Work are terminated for other reasons, within the Schneider Electric Service Customer Agreement.