

## 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

## 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 Schneider Electric service approved external batteries, purchased from Schneider Electric service. 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.
Schneider Electric service 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 Schneider Electric service External Battery On-Site Service Program (see Schneider Electric service On-Site Service External Battery Agreement for details).
Documented work	Full report of all on-site activities delivered to customer.

### 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	Schneider Electric service will perform a visual inspection of battery system installation.
Clean Batteries	Schneider Electric service will clean battery system of all dust and debris.

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

Documentation and Recommendations	
Activities	Description
Document Maintenance Issues	Schneider Electric service will document battery system condition and further service needs.
	Schneider Electric service 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 Schneider Electric service.

- Available for Schneider Electric service approved batteries only. Contact Schneider Electric service for a listing of approved battery vendors in your Global Region.
- Not applicable for Vented Lead-Acid (wet cell) batteries, please contact Schneider Electric service 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 Schneider Electric service and customer.

### 5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Meet the customer's service schedule date.
- Perform all 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 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 service form.

## 6.0 Project Work Details

The information stated here are the details of the installation project performed by Schneider Electric service 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 service 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 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 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 Service 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.

© 2017 Schneider Electric. All rights reserved. All Schneider trademarks are property of Schneider Electric and its subsidiaries and affiliates. Other trademarks are property of their respective owners. Specifications are subject to change without notice. Disclaimer: This information is reliable at the point of creation and may be subject to change.