



## 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

The On-Site Warranty Extension extends the standard factory warranty coverage of the UPS and/or PDU. In addition to on-site remedial repairs covered during the factory warranty period, the On-Site Warranty Extension includes one Inspection Visit during the agreement year. This service provides a seamless extension of the factory warranty by one or two years depending on the customer's preference and geographic availability. This service can only be purchased concurrently with the sale of the UPS or PDU.

### 1.1 On-Site Remedial Repairs

Schneider Electric Services will dispatch certified personnel to provide repairs in the event of a problem. All parts, travel and labor are included.

The standard response time is Next Business Day with upgrades to 8-Hour and 4-Hour response available for purchase. (Not available in all locations. Please consult with your local Schneider Electric sales representative for coverage in your area). The 8-Hour and 4-Hour upgrade options are available on a 7x24 basis, including weekends and holidays

### 1.2 Inspection Visit

Included with the Onsite Warranty Extension, the Inspection Visit provides an external equipment inspection in addition to system status and measurement reporting. The Inspection Visit is available during normal business hours with a 7 X 24 scheduling upgrade.

## 2.0 Features and Benefits

	Benefits
<b>Includes Labor, Travel and Parts</b>	Fixed cost – provides service budgeting stability.
<b>Technical Support</b>	Provides escalation support to address system issues in a timely and efficient manner.
<b>Inspection Visit</b>	Inspection Visit assures system will perform to manufacturer specifications.
<b>Environmental inspection</b>	Verify the system's surroundings to optimize the lifetime of the solution.
<b>Site Report</b>	Provides an assessment of the system and recommendations to guarantee optimum system availability and functionality.
<b>EcoStruxure IT app</b>	Instant information on connected devices, live sensor data and alarms available on your mobile.

## 3.0 Details of Service

### 3.1 ON-SITE REMEDIAL REPAIRS DELIVERABLES

The On-Site Warranty Extension provides Schneider Electric certified technicians at the customer's location within a specified period of time to diagnose, repair, and test the system in the unlikely event of failure. The following table lists the details of the service tasks provided with this visit.

Diagnose, Repair and Test	
Activities	Description
<b>Check UPS Status</b>	Schneider Electric Service will document the status of the UPS upon arrival to the site (i.e. On-Line, On-Battery, Bypass, etc.)
<b>Check UPS Alarms</b>	Schneider Electric Service will view event logs and display for alarms / information on the UPS.
<b>Diagnose</b>	Schneider Electric Service will troubleshoot reported issue as required.
<b>Repair</b>	Schneider Electric Service will replace any defective parts and repair the system as required.
<b>Test</b>	Schneider Electric Service will complete functional tests conducted after corrective action is taken.
<b>Prepare and Deliver Report</b>	Schneider Electric Service will describe the defect/failure and explain the corrective action taken. A detailed report will be provided.

### 3.2 INSPECTION VISIT DELIVERABLES

The Inspection Visit provides Schneider Electric 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 Service will inspect UPS solution to ensure that all system components are clean and functioning as they should be.
<b>Perform Environmental Inspection</b>	Schneider Electric Service will 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>Deliver Documentation</b>	Schneider Electric Service will deliver site report to customer documenting system checks and measurements. Schneider Electric Service will make recommendations regarding equipment repairs or enhancements if required.

**3.3 ECOSTRUXURE IT APP DELIVERABLES**

Onsite Extended Warranty provides customers with access to EcoStruxure IT app which is available on Android and IOS, and allows instant access to live sensor data and to EcoStruxure Asset Advisor.

Ecostruxure Asset Advisor is a cloud-enabled remote monitoring service that proactively minimizes downtime, provides more insights and incident tracking on critical devices. Moreover, it will help reduce break-fix resolution time through smart alarming, remote troubleshooting and visibility into your equipment lifecycle. It also provides 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 is done through Data Center Expert version higher than 7.4 or through EcoStruxure IT Gateway, which is a free downloadable software application.

Machine data forms the basis of long-term operational insights and analytics, aimed at reducing equipment maintenance costs, and is delivered through a secure connection. The upgrade to EcoStruxure Asset Advisor is done on Ecostruxureit.com per device or per group of devices.

For additional information and availability in your country, please go to: [Ecostruxureit.com](http://Ecostruxureit.com)  
 Information on system requirements can be found on: [ecostruxureit.com/system-requirements/](http://ecostruxureit.com/system-requirements/)

The specific activities of the EcoStruxure IT app service are listed below :

Activities	Description
Alarms and live data on EcoStruxure IT app	Always connected to your physical infrastructure, showing live sensor data and device details directly on your mobile.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via mobile 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.

### 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 service.

- All services performed on-site by Schneider Electric service will be executed during Schneider Electric business hours unless otherwise requested by the customer;
- All services are performed on-site by certified Schneider Electric service personnel;
- This service is only available for purchase at the time of the initial purchase of the UPS or PDU
- The onsite warranty extension service is non renewable.
- The system must be kept in an environment that adheres to manufacturer specifications;
- Hours of Operation for Technical Support are Country specific and include either 24x7 or business hours coverage;
- EcoStruxure Asset Advisor, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric service sales representative for availability in your area;
- The connection to EcoStruxure Asset Advisor is done through Data Center Expert version higher than 7.4 or through EcoStruxure IT Gateway, which is a free downloadable software;
- EcoStruxure Asset Advisor is only available if EcoStruxure IT Gateway or if Data Center Expert version higher than 7.4 is installed and configured;
- Next Business Day is defined as the next day during the business week and normal business hours;
- Where 8-Hour and 4-Hour services are available for purchase, certified personnel will arrive on site in 8 hours or within 4 hours from the time Schneider Electric service Technical Support deems an on-site visit is necessary provided Schneider Electric service is in receipt of a signed Time and Materials purchase order;
- Response time is defined as elapsed time between when Schneider Electric service technical support determines an on-site visit is necessary and the time the FSE arrives at the customer's site;
- Site inspection visits are available during business hours with an option to upgrade to 24x7, including weekends and holidays;
- Geographical restrictions may apply. Please verify the service coverage and response time for your location with your local Schneider Electric office;
- 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 service sales representative;
- Relocation of the asset covered under this offer shall void this agreement; The asset must be re-commissioned and pass a Pre-Contract Audit at the new location to transfer and continue the coverage provided under this agreement.

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

- Internal and external batteries are not considered as included parts. They will be subject to a separate quotation.

### 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

- Meet the customer's service schedule date;
- Inform and provide recommendations to the customer about any action items;
- Perform all the Maintenance service tasks;
- Submit Site Report and Maintenance Forms to the customer.

#### 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;
- Provide an on-site point of contact;
- Ensure safety plan is in place prior to intervention;
- Sign the completed Maintenance forms 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 SOW.
2. This project and 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.

If for any reason, Schneider Electric determines that it is unable to repair the covered unit, Schneider electric will offer a pro-rated refund of the service contract. Please refer to Schneider Electric standard terms and conditions.

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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