



# Statement of Work

## Galaxy & Smart-UPS VT / AIS3000 Advantage Ultra



Maintenance Service

Service

## 1.0 Executive Summary

The Galaxy & Smart-UPS VT / AIS3000 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 Galaxy & Smart-UPS VT / AIS3000 Advantage Ultra Service, the annual preventive maintenance visit provides a comprehensive visual, environmental and electronic inspection of the 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, travel, labor and priority access to spare parts are included. The Advantage Ultra Service from 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 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 manufacturer's 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.



Features	Benefits
Environmental inspection	Verify the system's surroundings to optimize the lifetime of the UPS solution.
Battery inspection for CPCS supplied batteries	Verify that batteries are functioning properly, ensuring optimal battery life.

### 3.0 Details of Service

#### 3.1 ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Annual Preventive Maintenance Service provides 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
Perform Visual Inspection	CPCS will inspect the UPS solution to ensure that all system components are clean and functioning within designed specifications.
Perform Environmental Inspection	CPCS 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.
Perform Mechanical/Electrical Inspection	CPCS will inspect all power and control wire termination points as well as all UPS system components.
Perform Functional Verification	CPCS will check UPS event and alarm logs. CPCS will verify that input, output and bypass voltage and current values are within designed specifications. CPCS will verify on battery operation and transfer to and from static bypass. CPCS will check parallel operation performance when applicable.
Implement Updates	CPCS will verify and implement all required Field Advisories and Field Modifications. CPCS will check all circuit board revisions and update as required.
Deliver Documentation	CPCS will deliver a graphical site report documenting UPS status and on-site activities. CPCS will recommend any additional service activities as required resulting from the Preventive Maintenance activities listed above.

### 3.2 ON-SITE REMEDIAL SERVICE DELIVERABLES

The Advantage Ultra Service provides 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 with the service.** The following table lists the details of the service tasks provided with this visit.

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

### 3.3 TELESERVICE DELIVERABLES

Teleservice offered by CPCS frees the customer from the time consuming and costly responsibilities of critical power protection. This service allows the customer to focus valuable time and resources on their core business.

Teleservice provides real-time monitoring of the health and status of the customer's system. A dedicated team of industry experts proactively monitor the system for alerts. Upon detection of a system alert, CPCS remotely diagnosis and, if required, promptly dispatches a certified Field Engineer on-site. Teleservice maximizes the availability of critical systems 24 hours a day, 7 days a week, 365 days a year.

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 CPCS.

- All services performed on-site by CPCS will be executed during CPCS business hours unless otherwise requested by the customer.
- All services are performed on-site by certified 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.
- Teleservice requires a properly configured CPCS management accessory.
- Teleservice is configured as part of the standard Start-Up service. If purchased standalone, the configuration of Teleservice requires a separate quotation.
- Teleservice is not available in all locations. Please consult with your local 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 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 CPCS Technical Support deems an on-site visit is necessary provided CPCS is in receipt of a signed Time and Materials purchase order.
- Response time is defined as elapsed time between when CPCS technical support determines a 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.

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

- Support for third party equipment.
- Internal and external batteries are not included. They will be subject to a separate quotation.
- Configuration of the Teleservice.

## 5.0 Scope of Responsibility

The items stated here are responsibilities of both CPCS and the customer.

### 5.1 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).
- Conform to local health and safety regulations.
- Supply parts as needed for remedial repair.

5.2 CUSTOMER RESPONSIBILITIES

- Provide dates and times when the scheduled work can be performed.
- Facilitate site access for CPCS service personnel.
- Notify CPCS personnel of any security clearance requirements in advance of arrival.
- Notify 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 CPCS for the customer with specifications on date, time, and place.

6.1 SCHEDULE

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

6.2 LOCATION

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

6.3 COMPLETION CRITERIA

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

1. 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 CPCS Customer Agreement.

## 7.0 Terms and Conditions

APC Standard Terms and Conditions apply.

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