Schneider Electric

Statement of Work

Single Phase Power Up Service

Implementation Services

Service

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1.0 Executive Summary

This service provides the certified Schneider Electric Critical Power and Cooling Services (CPCS) service engineers needed to energize and check the functionality of your System in all modes of operation providing the customer with the assurance that the APC by Schneider Electric system has been Started-Up according to Schneider Electric CPCS standards and specifications.

2.0 Features & Benefits

Features	Benefits
Standard 5x8 Service Scheduling	Schneider Electric CPCS will dispatch certified Schneider Electric CPCS service engineers to energize and check the functionality of your system in all modes of operation
Provide qualified and approved service personnel	Frees customer resources to concentrate on core business activities.
Train customer support staff on basic operation of the equipment	Provides the customer with enhanced operation and maintenance knowledge.
Supply all necessary labor and material	Schneider Electric CPCS trained and certified professionals ensure your system is started-up to manufacturer's specifications and all work is done in a professional and orderly manner.
Scheduling coordination	Avoidance of possible delays caused by scheduling conflicts.
Installation verification testing	Guarantees correct installation and operation of the system.
Customer specific site documentation	Records the baseline operational data of the system.

3.0 Details of Service

The specific features and deliverables of this service are listed below. For each item listed below, Schneider Electric CPCS will perform the work described and create a printed document summarizing the results.

System Environment	
Activities	Description
Environmental Requirements	Schneider Electric CPCS will check the Single Phase System to ensure there are no signs of damage, the environment is suitable for operation and that there will be sufficient clearance around the system for service.
Installation Check	Schneider Electric CPCS will verify the Single Phase System is positioned properly and all Netshelter and InfraStruXure Management accessories are installed (if applicable).
	Schneider Electric CPCS will check that the Input Circuit Breaker and transformer (if applicable) in the B Single Phase System is sized properly, the power wiring to the system Input Circuit Breaker is correct and the Grounding Electrode Conductor (GEC) is installed properly.
	Schneider Electric CPCS will check that the incoming voltages match the nameplate phase and voltage listing and that the system is properly grounded.
	Schneider Electric CPCS will verify that all power connections are properly torqued and meet applicable national and local codes.

Start Up	
Activities	Description
Perform Start Up	Schneider Electric CPCS will energize and check functionality of the system in all modes to ensure compliance with manufacturer specifications.
Functional Tests	Schneider Electric CPCS will verify that all internal functions are operating according to defined UPS specifications.

Verification	
Activities	Description
Voltage check	Schneider Electric CPCS will check that the system output voltage is within defined UPS specifications.
	Schneider Electric CPCS will verify the proper regulation of output waveform.
	Schneider Electric CPCS will verify that the Internal battery voltages are within defined UPS specifications, where applicable.
Bypass check	Schneider Electric CPCS will ensure that the UPS bypass functions, static and manual, are operating properly.
Front panel check	Schneider Electric CPCS will record all front panel readings.

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 CPCS.

- All services performed on-site by Schneider Electric CPCS will be executed during CPCS business hours unless otherwise requested by the customer. These hours are Monday through Friday from 8am. To 5pm weekly, local time. Exceptions are holidays.
- Schneider Electric CPCS will provide the customer with authorized service personnel to start up the APC by Schneider Electric System.
- Schneider Electric CPCS will provide the customer with a Power-UP checklist indicating that the system was properly energized and the functionality of the system was verified in all modes of operation to ensure compliance with manufacturer specifications.
- Power-Up Service Upgrades are available on a 7 x 24 basis, including weekends and holidays. (Not available in all locations. Please consult with your local Schneider Electric CPCS representative for coverage in your area).
- If the customer's network is not available during the Power-Up, Schneider Electric CPCS will not be able to:
  - Validate network address information.

- The Single Phase System may require an electrician for proper installation. Please consult your Installation Manual.
- Customer must purchase one Power-Up service per unit.
- Allow for a two week lead time in service scheduling

The following items are outside the scope of this standard service offering. Start-Up of the following items can be integrated into a customized Statement of Work (SOW) at the customer's request. Please contact your certified Schneider Electric CPCS sales representative for more details.

Equipment not provided by APC by Schneider Electric. Examples include but are not limited to:

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

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

- Information Technology (IT) Equipment migration services
- Building Management System integration
- Specialized testing or commissioning services

5.0 Scope of Responsibility

The items stated here are responsibilities to and from both CPCS and customer.

5.1 Schneider Electric CPCS Responsibilities

- Schedule qualified and approved engineers to perform service.
- Manage and coordinate scheduling
- Operate system in all modes of operation.
- Perform basic operator training.
- Identify and document open CPCS and/or customer issues.

5.2 Customer Responsibilities

- Identify dates and times when the Start-Up Service can be conducted.
- Provide (1) Ethernet cable to the InfraStruXure Manager Hub (if applicable).
- Provide a named resource for scheduling of the service.
- Notify Schneider Electric CPCS service personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- Provide a point of contact during time of service.
- Provide a point of contact at the completion of service to sign off on completed work.
- Provide the name of the project manager (if applicable).
- Have the parties responsible for operation of the equipment present for basic operator training.

6.0 Project Work Detail

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

6.1 Schedule

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

6.2 Location

The location of this installation will be on-site and performed at the ship to location of the equipment unless informed of a new location by the customer in a 48-hour period before installation is to be done.

6.3 Completion Criteria

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

1. Schneider Electric CPCS completes all the tasks described in Section 5.1 of this Statement of Work (SOW).
2. This service and Statement of Work (SOW) are terminated for other reasons, within the Schneider Electric CPCS Customer Agreement.

7.0 Terms and Conditions

APC standard Terms and Conditions apply.