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1.0 Executive Summary

Schneider Electric On-Site Warranty Extension for Aquaflair Chillers provides certified service personnel to conduct remedial repairs in the unlikely event of a problem as well as two scheduled preventive maintenance service visits providing a comprehensive visual, environmental and operational 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.

This service provides a seamless extension of the factory warranty by one or two years. This service can only be purchased concurrently with the sale of the cooling product.

1.1 (MINIMUM) SEMI-ANNUAL MAINTENANCE VISITS

This service consists of two scheduled Semi-Annual Preventive Maintenance visits whereby a Schneider Electric certified technician performs a comprehensive inspection of the Chiller to maximize critical load uptime by ensuring the components are performing to defined factory specifications. The service technician inspects environmental conditions, performs maintenance tasks and checks system operating conditions. The Semi-Annual Preventive Maintenance Visits are performed during normal business hours. This service schedule may be upgraded to 7x24, which allows scheduling outside normal business hours, including weekends and holidays. The Semi-Annual Preventive Maintenance schedule is the minimum service interval offered for Advantage Plus service. Additional service upgrades to the Semi-Annual Preventive Maintenance schedule are available on a quarterly, bi-monthly* or monthly* basis for increased unit protection and uptime. *(Availability might vary by region)

1.2 ON-SITE REMEDIAL SERVICES

Schneider Electric will dispatch certified personnel to provide repairs in the event of a problem. The customer will also benefit from priority access to the Schneider Electric supply chain at a preferential rate.

2.0 Features & Benefits

Features	Benefits
Includes parts, labor and travel expenses	Fixed Cost- provides service budgeting stability.
Frees customer resources	Allows customer resources to concentrate on core business objectives.
Guaranteed On-Site Response	Flexible scheduling options allow customers to choose the response time that best aligns with their needs.

Features	Benefits
Agility	Adaptable response times to support your Up-Time Requirements. Built In Preventative Maintenance with Upgrades to the PM intervals to provide total equipment coverage.
Total Cost of Ownership	Fixed cost for preventive maintenance and repairs with fixed pricing for service and preventive maintenance response time upgrades.
Provides qualified and approved service personnel	Only factory authorized technicians are dispatched to ensure proper troubleshooting and repair the first time.
Performs system performance check	Assures the chiller will perform to manufacturer specifications for optimum availability.
Environmental inspection	Verify the system's surroundings to optimize the lifetime of the solution.
Preventive maintenance visit report	Ensures all action items are completed. Informs and provides recommendations to the customer about any action items not included in the Statement of Work (SOW).
Site Report	Provides an assessment of the system and recommendations to guarantee optimum system availability and functionality.
EcoStruxure IT app	Instant information on connected devices, live sensor data and alarms available on your mobile.

3.0 Details of Service

3.1 SEMI-ANNUAL PREVENTIVE MAINTENANCE SERVICE DELIVERABLES

The Semi-Annual Preventive Maintenance Service provides Schneider Electric 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 these visits.

Semi-Annual Preventive Maintenance Inspection	
Activities	Description
Perform Environmental Inspection	Schneider Electric will check condenser coils and metallic filters (if available) for debris, clean as necessary with approved coil
	Schneider Electric will ensure the environment is within manufacturer-specified operating conditions, including but not limited to the operating climate and clearances.
	Schneider Electric will document any environmental noncompliance issues and recommend appropriate action as necessary.
	Schneider Electric will visually inspect for refrigerant and water/glycol leaks on cooling equipment supplied by Schneider Electric in compliance with local regulations for fluorinated greenhouse gases. (refer to Section 4.0 for assumptions and exclusions)
	Schneider Electric will check sight glass for moisture.
	Schneider Electric will check and clean chilled water strainers.
	Schneider Electric will check all electrical connections for tightness, tighten as necessary.

Semi-Annual Preventive Maintenance Inspection	
Activities	Description
Check System Operating Conditions	Schneider Electric will check chilled water flow switch operation.
	Schneider Electric will check condenser fan operation and inspect pumps seal.
	Schneider Electric will check pressures in refrigerant circuits.
	Schneider Electric will check hydraulic circuit and report eventual leaks, check for proper antifreeze (GLYCOL) concentration & corrosion inhibitor in chilled water loop.
	Schneider Electric will confirm cleanliness of condenser fin-tube coil. One annual basic coil cleaning is included in this service. (refer to Section 4.0 for assumptions and exclusions)
	Schneider Electric will check and test the cooler heater circuit, if equipped.
	Schneider Electric will check calibration of all transducers and sensors for each circuit.
	Schneider Electric will check accuracy of all thermistors.
	Schneider Electric will check cooler approach (Cooler Leaving Water Temperature – Saturated Suction Temperature).
	Schneider Electric will check pressure drop across filter driers, if replacement or cleaning are recommended, a separate service visit might need to be scheduled to perform this service.
	Schneider Electric will perform the normal start up procedure.
Documentation	Schneider Electric will document system condition and further service needs and provide that document to the customer.
	Schneider Electric will make recommendations to customer regarding cooling solution repairs or enhancements if required.

3.2 ON-SITE DELIVERABLES

The Semi-Annual Preventive Maintenance Service provides Schneider Electric certified service personnel 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
Chiller Status	Schneider Electric will document the status of the chiller upon arrival to the site (i.e.-Verify Alarms, Loss of cooling)
Chiller Alarms	Schneider Electric will view active alarms, event log and display for alarms /information. Download event logs from the chiller.
Troubleshoot	Schneider Electric will troubleshoot and repair the system as required Functional Testing conducted after corrective action is taken
On-Site Service Report Preparation	Schneider Electric will describe the defect/failure of the chiller
	Schneider Electric will describe the corrective actions taken to resolve the defect/failure of the chiller

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.

Access to EcoStruxure Asset Advisor Service is also available for a fee. It 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

Information on system requirements can be found on: 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 the SOW is based on the following key assumptions, which are agreed to by Schneider Electric:

- All scheduled services performed on-site by Schneider Electric services will be executed during the CPCS business hours. These hours are Monday through Friday from 8:00 A.M. to 5:00 P.M. weekly, local time. Exceptions are holidays. Preventative Maintenance upgrades to 7x 24 are available. On-site response upgrades to 8hr7X24 or 4hr are available. The 4-hour on-site response upgrade may not be available in all locations check with your local Schneider Electric Sales Representative or reseller for availability;
- Next Business Day is defined as the next day during the business week and normal business hours;
- Hours of Operation for Technical Support are Country specific and include either 7 X 24 or business hours coverage;
- Onsite labor will be charged using standard Schneider Electric services rates;
- 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 Technical Support deems an on-site visit is necessary provided Schneider Electric is in receipt of a signed Time and Materials purchase order;
- Response time is defined as elapsed time between when Schneider Electric technical support determines an on-site visit is necessary and the time the FSE arrives at the customer's site;
- Preventive Maintenance visits are available on a normal business hours basis with an option to upgrade to 7 X24, including weekends and holidays;
- The cooling equipment has sufficient clearance for serviceability;
- The customer is responsible to provide any ladders, staging, roof hatches, or catwalks necessary for service requirements;
- The customer must provide a low-pressure water source equipped with a connection for a light grade commercial hose within 25 meters (82 feet) of the outdoor heat rejection equipment;
- Basic coil cleaning service includes removal of dirt and debris using a coil brush or a low-pressure water source;
- This service is only available for purchase at the time of the initial purchase of the chiller
- The Onsite Warranty Extension service is not-renewable.
- Geographical restrictions may apply. Please verify the service coverage and response time with your local APC by 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 sales representative.
- Relocation of the asset covered under this offer shall void this agreement; The asset must be re-commissioned 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:

- Repair of damage to the unit due to abuse, misuse, lack of maintenance or other damage caused by outside forces;
- Maintenance or repair of indoor cooling equipment;
- Leak checking, testing, or repair of field installed refrigerant or water piping not supplied by Schneider Electric;
- Support for third party equipment;

- Any specialized testing or commissioning;
- Modification or disassembly of any part of the building structure in order to gain access for equipment service;
- Deep cleaning of the condenser coil using chemicals or high-pressure water to remove debris lodged in the fin pack;
- Additional coil cleanings required due to seasonal changes or airborne pollutants.

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC RESPONSIBILITIES

- Meet the customer's service schedule date;
- Perform all of the Maintenance service tasks;
- Submit Site 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 Scope of Work SOW;
- 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 service personnel;
- Notify CPCS 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;
- Sign the completed Maintenance forms.

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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