



Monitoring & Dispatch Services

Statement of Work

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Prepared by Critical Power & Cooling Services
Scope: On-site Services

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1.0 Executive Summary

Monitoring & Dispatch Services provide customers the support they require to efficiently monitor and maintain their distributed IT physical infrastructure in an affordable manner. By combining 24/7 expert monitoring by Schneider Electric Connected Services Hub, with on-site support including required parts, Schneider Electric helps you minimize the chances of downtime. The Monitoring & Dispatch Services provide labor and travel expenses as an upgrade to the parts-only factory warranty, or after the warranty period during eligible years.

Schneider Electric Services will dispatch authorized personnel to provide repairs in the event of an unexpected problem that cannot be solved remotely. Parts, labor and travel costs are included. Next-Business-Day response time is the standard on-site offering.

2.0 Feature & Benefits

Features	Benefits
Includes Parts, Labor and Travel Expenses	Fixed cost – provides service budgeting stability.
On-site Repair	Check that the system will be diagnosed quickly and repaired to the manufacturer's specifications by highly trained Schneider Electric Service authorized personnel.
EcoStruxure Asset Advisor for secure power & cooling ⁽¹⁾	24/7 Proactive remote monitoring and event notification of potential issues, minimizing business interruptions and decreasing mean time to repair (MTTR) when an unexpected problem occurs.
Frees customer resources	Allows customer to concentrate on core business objectives.
Scheduling coordination	Avoidance of delays caused by scheduling conflicts.

⁽¹⁾ EcoStruxure Asset Advisor for secure power & cooling includes also EcoStruxure IT Free which consists of a software gateway, a mobile app, a cloud-based account to store your data and a web interface to visualize your data. EcoStruxure IT Free is only available on networked equipment or if there is a management device.

3.0 Details of Service

3.1 On-site Services' Deliverables

Monitoring & Dispatch Services provide Schneider Electric certified Service engineers on location within a specified period of time to diagnose, repair and test in the event of an unexpected problem. The following table lists the details of the service tasks provided with this visit. All related labor, travel and parts are included within the context of such an intervention.

Services' Deliverables	
Activities	Description
Check and Record System Status	Schneider Electric Services personnel will document the system status upon arrival to the site (i.e. Online, Bypass, Reduced Capacity, etc.)
Diagnose	Schneider Electric Services personnel will confirm the reported issue as required.
Repair	Schneider Electric Services personnel will replace any parts that are not working as expected and repair the system as required.
Test	Schneider Electric Services personnel will complete functional tests conducted after corrective action is taken.
Prepare and Deliver Report	Schneider Electric Services personnel will describe the problem and describe the corrective action taken. A detailed report will be provided.
Component Recycling and Disposal ⁽²⁾	Schneider Electric will ship out the replacement product and provide a prepaid return shipping label for the used UPS, battery, or related accessory.

3.2 EcoStruxure Asset Advisor for secure power & cooling – Services' Deliverables

Customers buying the “*Monitoring & Dispatch Services*” have access to EcoStruxure IT Free. EcoStruxure IT Free is a modern cloud platform that connects the devices supplied by Schneider Electric and other vendors ⁽²⁾ to the cloud for instant access from anywhere. EcoStruxure IT Free allows customers visibility of their critical data center equipment. It consists of a software gateway, a mobile app, called EcoStruxure IT app, and a cloud-based account to store the customer data, as well as a web interface to allow data visualization.

EcoStruxure IT Free is included free of charge in the Monitoring & Dispatch Services' offer and forms the basis of EcoStruxure Asset Advisor for secure power & cooling, Schneider Electric's remote monitoring service.

EcoStruxure Asset Advisor for secure power & cooling is a cloud-based remote monitoring service that proactively minimizes downtime and reduces break-fix resolution time through smart alarming, remote troubleshooting and provides visibility into your equipment lifecycle.

EcoStruxure IT app, is available on Android and IOS, which provides access to live sensor data and the ability to chat with your own team as well as the experts at the Schneider Electric Service Bureau 24x7, providing fast problem resolution.

⁽²⁾ Geographical restrictions apply. Please verify availability with your local Schneider Electric Field Services Representative.

The connection to EcoStruxure Asset Advisor for secure power & cooling is done through Data Center Expert version higher than 7.4 or through EcoStruxure IT Gateway, which is a free of charge downloadable software from the following site <https://app.ecostruxureit.com/manage/register>. Machine data forms the basis of long-term operational insights and analytics, aimed at reducing equipment maintenance costs, and is delivered through a one-way connection.

Information on system requirements can be found on: [ecostruxureit.com/system-requirements/](https://www.ecostruxureit.com/system-requirements/)

The specific activities of the EcoStruxure Asset Advisor for secure power & cooling service are listed below:

Activities	Description
Alarms and live data on EcoStruxure IT app	Always connected to critical physical infrastructure, showing live sensor data and device details directly on a customer mobile.
24/7 Remote Monitoring	Schneider Electric will remotely monitor all connected physical infrastructure devices 24 hours a day, 7 days a week, 365 days a year.
Alarm Notification	Schneider Electric will provide immediate notification (based on network latency and polling intervals) via phone, and/or message via EcoStruxure IT 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.
Expedited Problem Resolution	Schneider Electric will receive immediate notification of physical infrastructure alarms and notify and work with the customer to diagnose the problem.

For more information EcoStruxure Asset Advisor, please visit www.se.com/asset-advisor.

4.0 Assumptions & Exclusions

4.1 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 Field Service.

4.1.1 Time, People & Location

- The system must be kept in an environment that adheres to manufacturer specifications.
- Services performed on-site by Schneider Electric Field Service will be executed during the Schneider Electric business hours unless otherwise requested by the customer. Those hours are Monday through Friday from 8am to 5pm weekly, local time, unless otherwise specified.
- All services are performed on-site by certified Schneider Electric service personnel.
- Hours of Operation for Technical Support are country specific and include either 24x7 or business hours coverage.
- Next Business Day is defined as the next day during the business week and normal business hours.
- 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 FSR arrives at the customer's site.
- These services apply to a customer location with access to the site and product within 30 minutes.
- Schneider Electric will provide Services with respect to equipment and assets that are inside 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.
- Geographical restrictions may apply. 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 Schneider Electric Field Services Sales Representative.
- In the Continental United States Next Business Day response should be confirmed in the following geographies; Alabama, Alaska, Kansas, Kentucky, Maine, Montana, Nebraska, North Dakota, Texas, South Dakota, and West Virginia.
- Please verify the service coverage and response time for your location with your local Schneider Electric Field Service Representative.
- This service applies to a customer location with standard site and product access. Our Services assume continuous uninterrupted and unobstructed access to the equipment, standby time may be chargeable.
- Any delays resulting in lost time caused by others may be chargeable.
- The end user is responsible for enabling one staff member always on-duty, available to be contacted for an incident.
- Customer understands that connectivity is required to fully deliver this service. Connecting to EcoStruxure Asset Advisor is a core requirement for delivery of Monitoring & Dispatch Services. Failure to connect equipment to the service will negate Schneider's obligation to proactively alert the customer to issues or provide service within the stated SLA. Failure or refusal to connect may result in denial of service

4.1.2 Service Activities & Upgrades

- At the end of the activities, Schneider Electric Field Service Representative will provide the customer with a report indicating that the maintenance of the asset was properly carried out and the functionality of the

system was checked in all modes of operation to be compliant with all Schneider Electric service technical specifications.

- EcoStruxure Asset Advisor for secure power & cooling is included as part of this service.
- EcoStruxure Asset Advisor for secure power & cooling, cloud-enabled remote monitoring service, is not available in all locations. Please consult with your local Schneider Electric Field Service sales representative for availability in your area.
- To connect this device to EcoStruxure Asset Advisor for secure power & cooling, the customer is responsible for putting in place all prerequisites and then connect the device to EcoStruxure Asset Advisor for secure power & cooling.
- EcoStruxure Asset Advisor for secure power & cooling service can be performed also on third-party devices.
- EcoStruxure Asset Advisor for secure power & cooling service refers only to a remote monitoring service.
- All devices require an installed Network Management Card (NMC) or be EcoStruxure-ready via SmartConnect. The device must be connected to and discoverable on a TCP/IP network that can be made accessible to connect to the EcoStruxure IT Gateway or via the SmartConnect port.
 - See Connected Devices section: [System requirements for EcoStruxure IT Gateway](#)
- The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software) or if Data Center Expert version higher than 7.4 is installed and configured.

4.2 Exclusions

The following items are outside the scope of this standard service offering. The following items can be integrated into a customized Statement of Work at the customer's request. Please contact your local Schneider Electric Field Service Sales Representative or reseller for more details.

4.2.1 Additional Scope of Work not expressly included in the order/contract

- In the event of a required UPS or UPS frame replacement, Schneider Electric will supply replacement product, and provide any necessary on-site assembly and start-up of the replacement UPS System. Schneider Electric will not be responsible for connecting the UPS to hard-wired building power, or any other electrical scope. This remains the responsibility of the customer.
- Safety Officer or Security escort charges.
- Costs and charges associated with switching and isolation operations.
- Any specialized testing or commissioning.
- Additional type test, test or FAT with reports out of Schneider Electric standards.
- Any testing or sample analysis of the site water supply or water used for evaporative cooling or humidification processes.
- Repair of damage due to abuse, misuse, lack of maintenance or other events outside of Schneider Electric's control.
- Maintenance or repair of heat rejection equipment not supplied by Schneider Electric.
- Maintenance or repair of any piping or condensate removal system outside of the cooling unit.
- Non-standard products purchased or services through Schneider Electric Services will require a customized Statement of Work.
- Cabling or wiring external to equipment.
- In case of cabling problem or wrong phase rotation, Schneider Electric Services will not carry out any rework on the cabling.
- Schneider Electric Field Service will define with the customer the best approach to find a solution and reserves the right not to execute any modification outside of its defined scope of responsibility.

- Software programming and configuration.
- Process Design, Civil and other mechanical works.
- Additional spare parts, cables or other materials.
- Supply or installation of all necessary site busbar, cabling, generators, lifts, testing kit, lift, crane, ladder, containment & cable glands, including connection to site earth, unless specifically detailed as included.
- Intervention in a different location than planned.
- Removal and disposal of legacy UPS system.
- Electrical Installation of new UPS system.
- Support for third-party equipment.
- Internal and external batteries are not considered as included parts. They will be subject to a separate quotation.
- Proactive replacement of wearing parts, unless specifically detailed as included. Our offer excludes the supply or installation of all necessary site busbar, cabling, capacitors and fans, containment & cable glands, including connection to site earth, unless specifically detailed as included. Parts and labor costs for proactive replacement of parts.
- Our offer is exclusive of access platforms/ladders and associated planning consent.
- Schneider Electric Field Service will define with the customer the best approach to find a solution and reserves the right not to execute any modification outside of its defined scope of responsibility.
- All on-site support dispatch service, resulting from EcoStruxure Asset Advisor for secure power & cooling remote service monitoring service are governed by a dedicated Statement of Work which is not included in this Statement of Work and will be charged following our standard pricing list. Please refer to your Schneider Electric Field Service Representative for more information.
- Configuration of the EcoStruxure IT Gateway.
- Equipment not provided by Schneider Electric service. Examples include but are not limited to:
 - Third-party components.
 - Switchgear.
 - Information Technology (IT) Equipment.
- Installation activities not provided by Schneider Electric service as part of this service include but are not limited to:
 - System installation.
 - Battery assembly.
 - Information Technology (IT) Equipment migration services.
 - Specialized testing or commissioning services.

4.2.2 Additional time or fee not planned to access or exit from customer site

- Delay on access or work permits to utility substation.
- Medical or drug test.
- Induction, Safety or Cybersecurity training longer than planned.
- Access to final on-site destination longer than 30 minutes from gate to the equipment.
- Delays related to IT (no camera, no laptop, format disk after mission...).

4.2.3 Stand by time/Waiting Time more than 30 minutes unless caused by Schneider Electric

- Unavailability of customer or its third-parties required for the intervention.
- Unavailability of equipment or tools required for the intervention.
- Cancellation or postponement of the intervention by the customer.
- Delay or unavailability from transport means when not organized by Schneider Electric.

4.2.4 Extra working hours not included in order/contract

- Schedule modification or acceleration plan requested by the customer.
- Additional expenses (accommodation, catering and transportation).

To initiate connection to EcoStruxure Asset Advisor for secure power & cooling, please refer to this guide:

Welcome to the Monitoring & Dispatch Services

Please contact your local Service Representative for clarification.

5.0 Scope of Responsibility

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

5.1 Schneider Electric Service Responsibilities

- Schedule certified and approved engineers to perform services.
- Perform all the On-site services' tasks and set as completed.
- Check that the On-site Services are performed to manufacturer specifications.
- Inform and provide recommendations to the customer about any action items not included in the Statement of Work.
- Submit Site Report and Maintenance Forms to the customer.
- Conform to local health and safety regulations.
- Meet manufacturer and customer safety requirements.
- Activate the EcoStruxure Asset Advisor for secure power & cooling, cloud-based remote monitoring service.
- Provide 24x7 monitoring of connected devices.
- Notification of alarms to the customer through the EcoStruxure IT app.
- Notification of Incidents to the customer via phone call, and/or message in the EcoStruxure IT app.
- Collect data for data analytics.
- Provide monthly report including KPIs, recommendations and best practices

5.2 Customer Responsibilities

- Provide dates and times when the scheduled work can be performed
- Facilitate site access for Schneider Electric Field Services personnel.
- Provide a named resource for scheduling of the services.
- Notify Schneider Electric Services personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- Ensure safety plan is in place prior to intervention.
- Set-up the EcoStruxure IT Free and maintain the contact list on the web profile.
- Provide an on-site 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).
- 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.
- Download, install and register the EcoStruxure IT Gateway or StruxureWare Data Center Expert version higher than 7.4.
- Select the devices to be connected and monitored.
- Download and install the EcoStruxure IT app
- Select devices to be connected to EcoStruxure Asset Advisor for secure power & cooling (if required)
- Set and maintain contacts for 24x7 incident notification (available for contact by Schneider Electric).

If installation and configuration of EcoStruxure Asset Advisor for secure power & cooling is required, either locally or remotely, please contact your local service sales representative for availability.

6.0 Project Work Details

The project work details listed below are provided by Schneider Electric Services for the customer with regard to services date, place and completion criteria.

6.1 Schedule

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

6.2 Location

The location of this service will be on-site and will be agreed to by Schneider Electric Services and the customer prior to the service delivery.

6.3 Completion Criteria

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

1. Schneider Electric Services completes all the tasks described in Section 3.1 of this Statement of Work.
2. This service and Statement of Work are terminated for other reasons within the Service Customer Agreement.