



Monitoring & Dispatch Services

Statement of Work

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

www.apc.com

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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 Features & Benefits

Features	Benefits
Parts, Labor and Travel Expenses Included	Provide service budgeting stability - Fixed cost.
On-site Repair	Check that the system will be diagnosed quickly and repaired to the manufacturer's specifications by qualified Schneider Electric Services 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.
Customer Resources Optimization	Allow Customer to concentrate on core business objectives.
Coordination Scheduling	Avoid any 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 qualified Schneider Electric Services personnel at the Customer's 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	Document the system status upon arrival to the site (i.e. Online, Bypass, Reduced Capacity, etc.)
Diagnose	Confirm the reported issue as required.
Repair	Replace any parts that are not working as expected and repair the system as required.
Test	Complete functional tests conducted after corrective action is taken.
Prepare and Deliver Report	Describe the problem and describe the corrective action taken. A detailed report will be provided.
Component Recycling and Disposal ⁽²⁾	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-based 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 is complimentary 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 help reduce 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 Connected Services Hub 24/7, providing fast problem resolution.

The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software, available also as a hardware appliance, sold separately). Data transmission is out-

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

bound only, using safe, industry standard protocols for the connection. The local gateway encrypts all data, before sending it to the cloud account where is available to be accessed by the Customer through a web interface or a mobile app. Once the asset is connected, the Customer can see and organize the asset and its information, like serial number, product name, etc.

Information on system requirements can be found on: 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 “your” physical infrastructure, showing live sensor data and device details directly on your 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.
Monthly Report Delivery	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.

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 Services.

4.1.1 Time, People & Location ⁽³⁾

- The system must be installed in an environment that adheres to manufacturer specifications;
- Services performed on site by Schneider Electric Field Services will be executed during 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 qualified Schneider Electric Services personnel;
- Hours of Operation for Technical Support are Country specific and include either 24/7 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 Services technical support determines an on-site visit is necessary and the time the Field Services Representative arrives at the Customer's site. Please verify the service coverage and response time for your location with your local Schneider Electric Services sales representative;
- Schneider Electric will provide Services with respect to equipment and assets that are inside the Service Area. "Schneider Electric Services Area" means a location that is within (i) one hundred (100) miles or one hundred and sixty (160) kilometers radius of a Schneider Electric Services' 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 in this Statement of Work and the local service definitions will prevail. For more information, please refer to your Schneider Electric Services sales representative; and
- 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.

4.1.2 Services Activities & Upgrades

- 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;
- Schneider Electric Field Services 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;
- The end user is responsible for ensuring that one staff member is always on duty, available to be contacted for an incident;
- The end user is responsible for putting all prerequisites in place to enable their devices to be connected to EcoStruxure Asset Advisor for secure power & cooling;
- 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.

⁽³⁾ All assumptions that refer to reaching a location within a certain time are subject to local variations. Please contact your local Schneider Electric Services sales representative for further information.

- 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 Services sales representative for availability in your area;
- EcoStruxure Asset Advisor for secure power & cooling refers only to a remote monitoring service;
- The Terms and Conditions of EcoStruxure Asset Advisor for secure power & cooling are available [here](#).
- The connection to EcoStruxure Asset Advisor for secure power & cooling is done through EcoStruxure IT Gateway (free downloadable software, available also as a hardware appliance, sold separately);
- EcoStruxure Asset Advisor for secure power & cooling is only available if EcoStruxure IT is installed and configured accurately;
- EcoStruxure IT mobile app must be installed and enrolled at this [link](#) to activate the cloud-enabled remote monitoring service; and
- EcoStruxure Asset Advisor for secure power & cooling is operational once the Customer is contacted and validated by the Connected Services Hub, remote monitoring team.

4.2 Exclusions

Any items not expressly included in this offer for the Services will be subject to a specific quotation from Schneider Electric and will be charged in addition subject to agreement with the Customer. This includes, for instance, but is not limited to:

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

- Safety officer or security escort charges;
- Costs and charges associated with switching and isolation operations;
- Additional type test, test or FAT with reports or other reports outside the Schneider Electric standards; or any specialized testing and commissioning;
- Repair of damage caused by abuse, misuse, improper storage conditions, lack of maintenance, maintenance not in accordance with Schneider Electric/the manufacturer's instructions, non-compliance with Schneider Electric instructions for installation or energizing, mechanical, electrical or electronic overload or other events outside Schneider Electric's control;
- Replacement or repair work resulting from normal wear-and-tear of equipment, damage or accidents owing to insufficient monitoring of the equipment or use that is non-compliant with the purpose of the equipment and/or Schneider Electric/the manufacturer's instruction;
- Cabling or wiring external to equipment;
- In case of cabling problem, or wrong phase rotation, Schneider Electric Field Services will not carry out any rework on the cabling;
- Software programming and configuration, including EcoStruxure IT Gateway;
- Process design, civil and other mechanical works;
- Consumables, additional spare parts, cables or other materials (e.g.: wearing parts, including, but not limited to, capacitors and fans);
- Supply or installation of additional equipment or raw material required to perform and related labor costs (site busbar, cabling, generators, lifts, testing kit, lift, crane, ladder, containment and cable glands, including connection to site ground, unless specifically detailed as included);
- Removal and disposal of legacy equipment;
- Support for third-party equipment;
- Intervention in a different location than planned;
- Adaptations required due to insufficient nature of, or error in, the information sent by the Customer, a change to the location of the equipment or its environment;

- In the event of a required UPS or UPS frame replacement, Schneider Electric will supply replacement product, and provide any necessary onsite 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.
- Electrical Installation of new UPS system.
- Equipment not provided by Schneider Electric Services. Examples include, but are not limited to:
 - Third-party components;
 - Switchgear;
 - Information Technology (IT) Equipment;
- Installation activities not provided by Schneider Electric Services as part of this service include, but are not limited to:
 - System installation;
 - Battery assembly;
 - Information Technology (IT) Equipment migration services; and
 - Specialized testing or commissioning services.

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

- Delay in gaining access to or obtaining work permits for the utility substation or other aspects of the site;
- Delays incurred due to compliance with exceptional background check requirements or due to required medical or drug tests;
- Additional health and safety, environmental or security requirements at the Customer's site which were not previously agreed to Schneider Electric;
- Induction, Safety or Cybersecurity training longer than planned;
- Access to final on-site destination longer than 30 minutes from gate to the equipment; and
- 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 performance of the services;
- Unavailability of equipment, tools, hardware, software, internet connectivity, or office space required for the performance of the services;
- Cancellation or postponement of the services by the Customer (unless in accordance with the contract with Schneider Electric); and
- Delay or unavailability of transport either when not organized by Schneider Electric or outside of Schneider Electric's control.

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);
- Delay in decisions and approvals by the Customer; and
- Delay or unavailability of accurate and complete information as requested by Schneider Electric.

4.2.5 Other circumstances that increase the time or costs of performing

- Other events or circumstances outside of Schneider Electric's reasonable control which increase the time or costs of performing the services.

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 Schneider Electric Services sales representative for clarification.

COVID-19: The company reserves the right to amend, withdraw or otherwise alter this submission without penalty or charge as a result of any event beyond its control arising from or due to the current COVID-19 pandemic or events subsequent to this pandemic, including changes in laws, regulations, bylaws, or direction from a competent authority.

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 qualified and approved personnel to perform services;
- Meet the pre-determined scheduled service date;
- Perform all the On-site Services' activities listed in this Statement of Work;
- Perform services to manufacturer specifications and conform to local health and safety regulations;
- Meet manufacturer and Customer safety requirements;
- 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;
- As part of the Monitoring & Dispatch Services:
 - Activate the EcoStruxure Asset Advisor for secure power & cooling, cloud-based remote monitoring service;
 - Provide 24/7 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; and
 - Provide monthly report including KPIs, recommendations and best practices.

5.2 Customer Responsibilities

- Prior to order, inform Schneider Electric Services Sales of any special site conditions that could prohibit the successful execution of this standardized service, i.e., security clearance, site access requirements, unions, no truck access, no loading dock, no elevator access, no inside moving equipment available, etc.; Once agreed upon with Schneider Electric Services Sales, acceptable special site conditions must be clearly identified on the customer Purchase Order;
- Provide dates and times when the scheduled work can be performed;
- Provide Schneider Electric with 5 business days' notice of any required reschedule;
- Facilitate site access for Schneider Electric Services personnel;
- Provide a suitable path within the building to relocate the components from the dock to the UPS system location.
- Provide a suitable location for the staging of the old components nearby the UPS system location.
- If possible, allow the use of customer on site moving equipment, such as, moving dolly, two wheeled truck, pallet jack, etc.
- 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;
- 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 after the system start-up;

- 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;
- Set-up EcoStruxure IT Free and maintain the contact list on the web profile;
- Download and install the EcoStruxure IT app;
- Select devices to be connected to EcoStruxure Asset Advisor for secure power & cooling and monitored (if required); and
- Set and maintain contacts for 24/7 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 document; and
2. This service and Statement of Work are terminated for other reasons within the Service Customer Agreement.