



Statement of Work

Assembly Service for Cooling

Installation Services

Service

1.0 Executive Summary

Schneider Electric Assembly Service for Cooling is a key part of a complete deployment of air conditioning equipment in data centers, server rooms, and wiring closets. This service provides the certified field service engineers needed to quickly and efficiently assemble your Cooling product. The result provides the customer with the assurance the Cooling System has been installed properly and to Schneider Electric service specifications.

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2.0 Features & Benefits

Features	Benefits
5x8 and 7x24* Service <i>*check availability in your region</i>	A flexible service program to meet customer's varying business operations requirements.
Provide trained and qualified service personnel	Assembly time is minimized when utilizing trained and qualified personnel.
Scheduling and delivery coordination	Avoidance of possible delays caused by scheduling and delivery conflicts.
Inventory and quality checks	Assurance that the order is complete and the equipment has been checked for damage prior to assembly.
Configuration report verification	Verification that the equipment is placed in accordance with the configuration report site plan.
Removal of packaging materials to a customer designated onsite disposal area	Frees customer resources from disposal of trash material allowing them to utilize the space for their core operations in a timely fashion.
Customer specific site documentation	Provides the customer a record of service date, scope, and personnel that can be retained for future reference.

3.0 Details of Service

The specific features and deliverables of this service are listed below. For each service item listed below, a single printed document summarizing all the data recorded will be provided.

Site Environment	
Activities	Description
Environmental Requirements	Schneider Electric service will check that the site environment is suitable for the installation of the InfraStruxure and Cooling Systems and record the actual ambient conditions and service clearances.
Equipment Inspection	Schneider Electric service will ascertain if the equipment was properly handled and unpacked, and will inspect for signs of damaged or missing hardware prior to assembly

Site Environment	
Activities	Description
Design Conformance	Schneider Electric service will check that the cooling equipment position conforms to the floor layout specifications and to the manufacturer's guidelines to achieve proper performance.
Documentation	Schneider Electric service will document the discovery of issues which may inhibit the successful deployment and operation of the cooling equipment.
Assembly	
Activities	Description
Inventory Check	Verification that the customer has received a complete order, record any shortages and advise the customer.
Pre-Assembly Quality Check	Inspection of the equipment to check for damages which may occur during transit, record any damages and advise the customer.
Placement of the Equipment	Place the equipment according to the Configuration Report and verify the location with the customer.
Join and Level	Join the equipment together using the factory supplied hardware and adjust the leveling feet as required.
Grounding	Install the factory supplied ground wire kits.
Thermal Containment	Assemble the thermal containment equipment and accessories according to the Configuration Report specifications.
Adjustments	Check operation of the rack, cooling, and thermal containment doors and hardware for proper fitment and closure.
Final Quality Check	Perform a quality check to verify that the assembly is complete and conforms to the Configuration Report site plan.
Documentation and Keys	Place literature and keys supplied with the equipment in a secure location, and notify the customer of the same.
Shipping Materials	Remove and dispose of shipping and packing materials to an on-site location specified by the customer.
Review	Perform a review of the assembly with the customer and note any issues which are discovered.
Site Report	Provide a report to the customer that includes an overview of the equipment assembly, quality checks, issues discovered during the assembly, and any additional recommendations.

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 service.

- The scheduled on-site work time will be discussed and approved between Schneider Electric service and the customer.
- Schneider Electric service will provide the customer with authorized service personnel to assemble the Cooling System.
- The customer will receive an Assembly Report that will verify the Cooling System is assembled according to Schneider Electric service standards and specifications.
- Non-standard products purchased through Schneider Electric service will require a customized Statement of Work (SOW).

The following items are **outside the scope** of this standard service offering. Assembly 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 service sales representative for more details.

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

- Third party components.
- Field supplied wiring used for: main input power and grounding, control of remote cooling equipment or heat exchangers, external shut down control, building management systems, fire suppression systems, Emergency Power Off switch.
- Field supplied piping and valves used for refrigeration, chilled water loop, condenser water loop, local water supply, and waste water drainage.
- Insulation, clamps, or supports required for field installed piping.
- Information Technology (IT) Equipment.

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

- Inside equipment delivery.
- Information Technology (IT) Equipment migration services.
- Building Management System integration.
- Installation of third party equipment.
- Customer Interface wiring used for Remote Shut down/ Alarm Notification.
- Rigging, Mounting, Wiring or Piping of the cooling equipment.
- Modifications to any part of the building structure to allow for equipment installation.
- Specialized testing or commissioning services. Air or water flow balancing.
- Raised access floor tile modifications or cutting.
- Attachment of brackets or hardware to any part of the building structure such as walls, floors, or ceilings.

5.0 Scope of Responsibility

The items stated here are responsibilities to and from both Schneider Electric service and customer.

5.1 SCHNEIDER ELECTRIC SERVICE RESPONSIBILITIES

- Schedule qualified and approved resources to perform service.
- Assemble equipment to manufacturer and customer's floor layout specifications as confirmed during the site coordination visits.
- That Schneider Electric service and/or customer open issues are documented.

5.2 CUSTOMER RESPONSIBILITIES

- Identify dates and times when the Assembly Service can be provided.
- Provide a named resource for the scheduling of service and delivery of the equipment.
- Notify Schneider Electric service of any security clearance requirements prior to arrival on site.
- 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).

6.0 Project Work Details

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

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 InfraStruXure Assembly Service 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:

Schneider Electric service completes all the tasks described in Section 3.0 of this Statement of Work (SOW).

This service and SOW are terminated for other reasons, within the Schneider Electric Service Customer Agreement.

7.0 Pricing

Pricing is available for standard APC and MGE Model numbers and standard scope of work. Engineer to order products and deviations from the standard scope of work will be quoted on a per project basis. Contact Sales for prices.

8.0 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.

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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