



Statement of Work



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1.0 Executive Summary

Schneider Electric Critical Power and Cooling Service's (CPCS) On-site Response Upgrade provides the customer with flexible onsite response times for products covered either under warranty or an On-site service agreement. There are multiple response time upgrade options available which are subject to geographic availability. Please consult with your certified Schneider Electric CPCS representative to learn which response upgrades are available in your area.

2.0 Features & Benefits

Features	Benefits
On-Site Response Time Upgrade	Provides the customer with a response time that best aligns with their business needs.

3.0 Details of Service

3.1 ON-SITE RESPONSE UPGRADE DELIVERABLES

The On-site Response Upgrade provides Schneider Electric CPCS authorized technicians at the customer's location within a specified period of time to diagnose, repair, and test the system in the unlikely event of failure.

4.0 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 CPCS.

- The On-site Response Upgrade can only be purchased:
 - concurrently with the product to upgrade response time during the warranty period
 - concurrently with any service agreement which includes an on-site response
- Response time upgrades are subject to geographical availability. Please consult with your certified Schneider Electric CPCS representative for coverage in your area
- All services are performed on-site by certified Schneider Electric CPCS service personnel.
- The system must be kept in an environment that adheres to manufacturer's specifications.
- Response time is defined as the elapsed time between Schneider Electric CPCS's determination that on-site remedial intervention is required and the arrival of a Field Engineer at the customer's site.
- This service applies to a customer location with standard site and product access.

5.0 Scope of Responsibility

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

5.1 SCHNEIDER ELECTRIC CPCS RESPONSIBILITIES

- Meet the customer's response time requirements.

5.2 CUSTOMER RESPONSIBILITIES

- Facilitate site access for Schneider Electric CPCS service personnel.
- Notify Schneider Electric CPCS personnel of any security clearance requirements in advance of arrival.
- Notify Schneider Electric CPCS personnel of any safety training and safety equipment requirements.
- Provide an on-site point of contact and access to the facility to meet the on-site response time commitment.

6.0 Terms and Conditions

APC standard Terms and Conditions apply.

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