

Electrical Distribution Service Statement of Work

On-Site Warranty Extension

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1 Executive summary

The purpose of this document is to define the conditions for Schneider Electric Field Services **On-Site Warranty Extension** under which the services required by the customer will be performed by Schneider Electric certified service engineers.

The On-Site Warranty Extension extends the standard factory warranty coverage. This service provides a seamless extension of the factory warranty leading to a **total** warranty of up to five years depending on the customer's preference.

Schneider Electric may conduct a preliminary inspection visit which is not covered under the agreement. This service can be purchased concurrently with the sale of the equipment and can be bought only once. After this extension expires, Schneider Electric will propose an Advantage Service Plan. Please contact your certified Schneider Electric sales representative for additional details.

For the customers who request an on-site Reactivity Commitment in case of emergency, Schneider Electric strongly recommends the "Advantage Service Plan".

2. Features and benefits

Features	Benefits
Inspection Visit (required if installation done by non-Schneider entity)	Inspection Visit verifies if the equipment perform according to manufacturer specifications. It is executed ideally at the end of legal warranty. Verifies the equipment environment to optimize the lifetime of the solution.
Labor, Travel and Parts are included	No additional cost – provides service budgeting stability.
Technical Support	Provides support to address the equipment issues in a timely and efficient manner.
OnSite Repair (Corrective Maintenance)	The equipment will be diagnosed and repaired by Schneider Electric's highly trained certified engineers, according to the manufacturer's specifications

Site Report	Provides an assessment of the equipment and recommendations to enable optimum equipment availability and functionality.
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3. Details of service

3.1 OnSite Repair (Corrective maintenance) deliverables

The On-Site Warranty Extension provides Schneider Electric Field Service certified engineer at the customer's location to diagnose, repair, and test the equipment in case of issue. The following table lists the details of the service tasks provided with this visit.

Activities	Description
Diagnose	Troubleshoot reported issue/s as required.
Repair	Replace the parts concerned and repair the equipments as required.
Test	Complete functional tests conducted after corrective action is taken.
Deliver Site Report	Describe the issue and explain the corrective action taken. A detailed report will be provided.

3.2 Preliminary inspection visit deliverables

The Preliminary Inspection Visit provides Schneider Electric Field Service certified service engineer at the customer's location on a pre-determined scheduled date. The following table lists the details of the service tasks provided with this visit.

Activities	Description
Perform Visual Inspection	Inspect solution to verify that all equipment components are functioning according to manufacturers' specifications.
Perform Environmental Inspection	Verify and document that the equipment's environment is within specified operating conditions including but not limited to room temperature, airflow, dust contamination, etc.

4. 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.

- All services performed on-site by Schneider Electric Field Service will be executed during the Schneider Electric business hours unless otherwise requested by the customer. These 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 engineer.
- The equipment is operated in an environment that adheres to manufacturer specifications.
- The On-Site Warranty Extension Service is available for up a total warranty period up to 5 years based on customer's preference. Please contact your certified Schneider Electric sales representative for additional details.
- Preliminary Inspection Visits are available during business hours. Please contact your certified Schneider Electric Sales Representative for additional details.
- The On-Site Warranty Extension service is non-renewable.
- This service applies to a customer location with standard site and product access.
- Geographical restrictions may apply. Please verify the service coverage for your location with your Schneider Electric sales representative.
- The installation at the site has been done by Schneider Electric IF NOT then Schneider Electric will evaluate the installation before signing the contract.
- In 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 Sales Representative.
- Any maintenance program greater than 1 year requires preventive maintenance according to the manufacturer's standards.
- The response time is linked to the availability of our Schneider Electric Field Service certified service engineer (OnSite Repair).

4.2 Exclusions

The following items are outside the scope of this standard service offering.

- The equipments are not kept in an environment that adheres to manufacturer specifications
- Repair of damage due to abuse, misuse, lack of maintenance or other damage caused by outside forces
- The maintenance program specified by the manufacturer is not performed.

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