



# UPS Preventative Maintenance and On-Site Services

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STATEMENT OF WORK

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## 1.0 Executive Summary

The Preventative Maintenance and On-site/Battery Replacement Service provides full labor and travel included with this service.

Our comprehensive set of services helps your UPS operate reliably and efficiently. When done proactively, this will help avoid unplanned downtime, reduce costs, and safeguard your system’s availability.

## 2.0 Details of Service

### 2.1 PREVENTATIVE MAINTENANCE – SERVICE DELIVERABLES

The Preventative Maintenance Service provides qualified Panduit Services personnel at the Customer’s location to review the functionality and condition of the UPS. The following table lists the details of the service tasks provided with this service.

Activities	Description
<b>UPS Survey</b>	Assess the unit for damage, failed components, improper operation, and overall cleanliness. Record operational temperature, UPS load capacity, total time on battery, and battery capacity in minutes. Review event logs, and provide visual inspection of the UPS (including batteries). Clean dirt and dust from external chassis vents.

Activities	Description
<b>Configure</b>	Configure and calibrate the voltages and personalize to factory specifications, if applicable.
<b>Test</b>	Complete functional tests after the service intervention to verify that the UPS system is functioning to the manufacturer's specifications.
<b>Prepare and Deliver Report</b>	A report will be provided at the conclusion of the service visit.

## 2.2 ON-SITE – SERVICE DELIVERABLES

The On-Site and Battery replacement Service provides qualified Panduit Services personnel at the Customer's location to triage faulty UPS and replace UPS system batteries. The following table lists the details of the service tasks provided with this service.

Activities	Description
<b>Replace Battery Systems</b>	Replace batteries that are not functioning as expected with new batteries approved by Panduit. Remove and replace the old batteries in accordance with local legislation. The batteries must be in the working area.
<b>Triage/Troubleshooting</b>	Verify alarm condition and provide technical support with details for triage support. If necessary, power down UPS for safety.
<b>Configure</b>	Configure and calibrate the voltages and personalize to factory specifications, if applicable.
<b>Test</b>	Complete functional tests after the service intervention to verify that the battery system is functioning to the manufacturer's specifications.
<b>Prepare and Deliver Report</b>	A report will be provided at the conclusion of the service visit.

## 3.0 Assumptions & Exclusions

### 3.1 ASSUMPTIONS

- Assumes NO security clearances
- Assume No union labor
- Material is on-site and available prior to the start of work
- Turn away or revisit fees may apply
- The system must be installed in an environment that adheres to manufacturer specifications
- All services are performed onsite by qualified Panduit Services personnel
- 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.
- 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.

## 3.2 EXCLUSIONS

- Costs and charges associated with switching and isolation operations.
- Additional type test, test or FAT with reports or other reports outside the Panduit 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 Panduit's instructions, non-compliance with Panduit instructions for installation or energizing, mechanical, electrical or electronic overload or other events outside Panduit'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 Panduit's instruction.
- Cabling or wiring external to equipment.
- In case of cabling problem, or wrong phase rotation, Panduit Services will not carry out any rework on the cabling.
- Software programming.
- Process design, civil and other mechanical works.
- Consumables, additional spare parts, cables or other materials and related labor and travel costs (e.g.: batteries, 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).
- Support for third-party equipment.
- Access to final on-site destination longer than 30 minutes from gate to the equipment.
- Delays incurred due to compliance with exceptional background check requirements or due to required medical or drug tests.
- Induction, Safety or Cybersecurity training longer than planned.
- 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.
- Equipment not provided by Panduit Services. Examples include, but are not limited to: Third-party components, Switchgear, Information Technology (IT) Equipment.
- Installation activities not provided by Panduit Services as part of this service include, but are not limited to: Information Technology (IT) Equipment migration services.
- 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.
- Delay or unavailability of transport either when not organized by Panduit or outside of Panduit's control.
- Other events or circumstances outside of Panduit's reasonable control which increase the time or costs of performing the services.

## 4.0 Customer Role

### 4.1 CUSTOMER RESPONSIBILITIES

- Prior to order, inform Panduit 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 Panduit 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 Panduit with 5 business days' notice of any required reschedule.
- Facilitate site access for Panduit 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 near 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 Panduit Services personnel of any security clearance and/or safety training and equipment requirements in advance of arrival.
- Ensure safety plans are 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.
- Panduit will make multiple attempts to proactively contact the Customer to schedule maintenance services. However, it is finally the Customer's responsibility to ensure all services due are scheduled in advance of contract expiration.