

SMAirSet Maintenance

Statement of Work

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Schneider Electric Services

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All the relevant local safety regulations must be observed during installation and use of this product. For safety reasons and in order to help ensure compliance with the documented system data, only the manufacturer is authorized to conduct repairs on the components.

When the equipment is used for applications involving technical safety requirements, follow the appropriate instructions. Failure to use the Schneider Electric software or approved software with our hardware products may lead to injuries, damages or malfunctions.

Failure to respect this instruction may lead to bodily injuries or material damages.

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Executive Summary

The purpose of this document is to define the conditions under which Schneider Electric Services is offering a “Maintenance of the Schneider Electric equipment” performed by Schneider Electric Service Representative on the Customer’s premises.

The “Maintenance” deeply inspects and checks the conditions of electrical distribution equipment and pro actively recommends parts replacement.

The maintenance visit is scheduled on predefined intervals (periodicity) according to Schneider Electric specification as original equipment manufacturer.

This document describes the maintenance of the:

SM AirSeT range, fully air insulated switchgear up to 24 kV.

The qualified Service Representative servicing the maintenance activity use a detailed method of work and follow strict protocols.

Please, consult with your local Schneider Electric Services Sales Representative or reseller for details on electrical distribution equipment serviceability.

Features and Benefits

The following table describes the main benefits for the manufacturer preventive maintenance.

Benefits	
General	Help to maintain the electrical distribution equipment in good operating conditions.
Schedule	Plan an intervention during a scheduled electrical shutdown agreed with Customer (for example during low activity periods).
Extra Workforce	Save time for Customer's resources and allow Customer to invest more on their core competencies and processes to deliver more value to their own Customers.
Qualified Service Representative	Help to maintain electrical distribution equipment with the right know-how (architecture, technologies, disassembly/reassembly, features, and technical evolutions).
Manufacturer Maintenance Methods	Perform maintenance according to updated methods of work and following strict protocols to the equipment's specifications for each range / type.
Genuine Spare Parts	Help to achieve fast identification and short access to restart time.
Manufacturer Tools (ProDiag)	Help to achieve consistency and harmonization of our operations conducted during the on-site maintenance works as a world-class service.
Customer Work Report	Provides a detailed and comprehensive assessment of performed intervention and recommendations to help to optimize the operation and life of the equipment.
Labor Warranty	Refer to terms and conditions

Preparation and Finalization

These operations are parts of the LOTO¹ process needed in order for the qualified Field Service Representative to maintain the asset.

Sections	Operations
State of the Equipment Before the Intervention	Marking out of the work area
	SF6 pressure check
	Data check on the SMD module
	De-energization, lock out and tag out
	LOTO steps confirmation
State of the Equipment After the Intervention	Removal of locks and tags, and restoration of power
	Voltage indicators check
	Final visual check

1. Lock out, tag out (LOTO) is a safety procedure used to ensure that electrical equipment is properly shut off and not able to be started up again prior to the completion of maintenance or repair work.

Details of Service

The following operations will be performed during the manufacturer maintenance, depending on the type of equipment

SMAirSeT Switchgear

Sections	Operations	Maintenance	
		Intermediate	Manufacturer
State of the Equipment Before the Intervention	Marking out of the work area	•	•
	Voltage indicators check	•	•
	De-energization, lock out and tag out	•	•
	LOTO steps confirmation	•	•
	General condition check	•	•
Visual Inspection	Mechanical parts check	•	•
	Active parts check	•	•
Service Operations	Busbars compartment cleaning	•	•
	MV connection and tightening check	•	•
	Cubicles maintenance		•
Functional Tests and Diagnostics	Insulation resistance measurement		•
Reassembly	Covers refitting	•	•
State of the Equipment After the Intervention	Voltage indicators check	•	•

SMAirSeT Fixed DMVL Circuit Breaker

Sections	Operations	Maintenance	
		Intermediate	Manufacturer
State of the Equipment Before the Intervention	Marking out of the work area	•	•
	Pressurized air check	•	•
	Voltage indicators check	•	•
	Data check on the SMD module	•	•
	De-energization, lock out and tag out	•	•
	LOTO steps confirmation	•	•
	Electrical testing - Charge or Close or Open	•	•
	Manual testing - Charge or Close or Open	•	•
	General condition check	•	•
	Interlocking operations check		•
Disassembly	Covers removal	•	•
Visual Inspection	Mechanical parts check	•	•
	Active parts check	•	•
Service Operations	Cubicle cleaning	•	•
	Circuit breaker maintenance	•	•

Sections	Operations	Maintenance	
		Intermediate	Manufacturer
Functional Tests and Diagnostics	LV wiring check	•	•
	MV connection and tightening check		•
	Associated protection relay maintenance		•
Reassembly	Covers refitting	•	•
State of the Equipment After the Intervention	Manual testing - Charge or Close or Open	•	•
	Electrical testing - Charge or Close or Open	•	•
	Voltage indicators check	•	•

SM AirSet IM Switch Cubicle

Sections	Operations	Maintenance	
		Intermediate	Manufacturer
State of the Equipment Before the Intervention	Marking out of the work area	•	•
	Voltage indicators check	•	•
	Data check on the SMD module	•	•
	De-energization, lock out and tag out	•	•
	LOTO steps confirmation	•	•
	Electrical testing - Charge or Close or Open	•	•
	Manual testing - Charge or Close or Open	•	•
	General condition check	•	•
	Interlocking operations check		•
Disassembly	Covers removal	•	•
Visual Inspection	Mechanical parts check	•	•
	Active parts check	•	•
Service Operations	Cubicle cleaning	•	•
Functional Tests and Diagnostics	Operation counter check	•	•
	LV wiring check	•	•
	MV connection and tightening check		•
	Associated protection relay maintenance		•
Reassembly	Covers refitting	•	•
State of the Equipment After the Intervention	Manual testing - Charge or Close or Open	•	•
	Electrical testing - Charge or Close or Open	•	•
	Voltage indicators check	•	•

Sm AirSeT PM-QM Fuse - Switch Cubicle

Sections	Operations	Maintenance	
		Intermediate	Manufacturer
State of the Equipment Before the Intervention	Marking out of the work area	•	•
	Voltage indicators check	•	•

Sections	Operations	Maintenance	
		Intermediate	Manufacturer
	Data check on the SMD module	•	•
	De-energization, lock out and tag out	•	•
	LOTO steps confirmation	•	•
	Electrical testing - Charge or Close or Open	•	•
	Manual testing - Charge or Close or Open	•	•
	General condition check	•	•
	Interlocking operations check		•
Disassembly	MV fuses removal		•
	Covers removal	•	•
Visual Inspection	Mechanical parts check	•	•
	Active parts check	•	•
Service Operations	Cubicle cleaning	•	•
Functional Tests and Diagnostics	Operation counter check	•	•
	LV wiring check	•	•
	MV connection and tightening check		•
	MV fuses check		•
	Associated protection relay maintenance		•
Reassembly	MV fuses refitting		•
	Covers refitting	•	•
State of the Equipment After the Intervention	Manual testing - Charge or Close or Open	•	•
	Electrical testing - Charge or Close or Open	•	•
	Voltage indicators check	•	•

Assumptions and Exclusions

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:

Time, People, and Location

- The system must be installed in an environment that adheres to manufacturer specifications.
- Services performed on-site by Schneider Electric Services Representative will be executed during the Schneider Electric business hours unless otherwise requested by the Customer. These hours are Monday through Friday from 8:00 A.M. to 5:00 P.M. weekly, local time, unless other specified.
- All services are performed on-site by qualified field by Schneider Electric Services Representative.
- 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 service technical support determines an on-site visit is necessary and the time the Schneider Electric Services Representative arrives at the customers site.
- 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 on this Statement of Work and the local service definitions will prevail. For more information, please refer to your Schneider Electric Services Sales Representative.
- Please verify the service coverage and response time for your location with your local Schneider Electric Services Representative.
- Delays in fulfilling the service caused by labour disputes of third parties, customer contracted services, or other unforeseen conditions may affect the schedule.
- 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.
- Any delays resulting in lost time caused by others may be chargeable.
- The end user is responsible for enabling one staff member always on-duty, available to be contacted for an incident.

Service Activities and Upgrades

- Preventative maintenance upgrades to 24/7 are available. On-site response upgrades to 8 hour 24/7 or 4 hour are available. The 4 hour on-site response upgrade may not be available in all locations, please check with your local Schneider Electric Service Sales Representative or reseller for availability.
- Where next day, 4 hour or 8 hour services are available for purchase, qualified Services Representatives will arrive on-site within 4 hour or 8 hour from the time Schneider Electric Services Technical Support deems an on-site visit is necessary.
- The complete maintenance check implies that the system is placed in maintenance bypass.
- The EcoStruxure Asset Advisor platform for Electrical Distribution is not available in all locations. Please consult with your local Schneider Electric service sales representative for availability in your area.
- The Customer acknowledges that the Internet and/or the cloud service can lead to temporary technical issues that may impact the EcoStruxure Asset Advisor platform.
- By joining a Remote Session, Customer agrees and confirms that its employees:
 - Are authorized to work on and are in control of electrical equipment.
 - Cannot be asked by the Support Agent to open or operate the electrical equipment. (repair and modification of energized equipment are forbidden).
 - Are qualified to install, service or maintain the electrical equipment.
 - Wear the needed personal protective equipment to work with the related electrical equipment.
- By joining the Remote Session, customer accepts the content of this section and acknowledges the following Schneider Electric liability exclusion statements:
 - Schneider Electric does not accept any liability for any installed programs on Customers computer, including any computer protection (firewall or virus scanner). Data security is the sole responsibility of the Customer. Liability is restricted to gross negligence.
 - Schneider Electric will use its best endeavors to perform the requested work and to the maximum extent permitted by law and excluding damages arising from its gross negligence, no responsibility or liability is assumed by Schneider Electric and its subsidiaries for any type of damages arising out of your connection to, or use of, the Remote Session. Schneider Electric makes no warranty or representation of any kind, whether express or implied, as to whether the technical support provided under this remote session will meet Customer requirements, expectations or purpose, or will be error free.
- The Prevention Indexes are non-binding and are communicated by Schneider Electric to assist the Customer in the Electrical Fire Detection. When a Prevention Index increases, experts from the Connected Services Hub analyze the situation and provide actionable recommendations to help the Customer mitigate the risks of fire in his electrical assets. It is Customer sole responsibility to implement the necessary actions with the appropriate planning based on Schneider Electric recommendations.
- Continuous monitoring of temperature elevation and/or Risks Indexes calculation do not replace a fire extinction system and a strict follow-up of the on-site maintenance guidelines.

Exclusions

Any items not expressly included in this offer for the services will be subject to 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:

Additional Scope of Work Not Expressly Included in the Order or Contract

- Safety officer or security escort charges.
- Costs and charges associated with switching and isolation operations.
- Additional type test, test or FAT with reports out of Schneider Electric standards.
- Repair of damage due to abuse, misuse, lack of maintenance or other events outside Schneider Electric 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 manufacturers instruction.
- Cabling or wiring external to equipment.
- Software programming.
- Process design, civil, and other mechanical works.
- Consumable, additional spare parts, cables or other materials.
- Additional equipment or raw material required to perform (generator, testing kit, lift, crane, ladder, etc.).
- Intervention in a different location than planned and adaptations required due to insufficient nature of, or error in, the information sent by customer, a change to the location of the equipment or its environment.
- All hardware and system supply, installation and configuration are excluded from this Plan. Please refer to Asset Connect Statement of Work.
- Removal and disposal of legacy equipment.
- Support for third party equipment.

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 customers site which were not previously agreed to Schneider Electric.
- Induction, safety, or cybersecurity training longer than planned.
- Access to final destination longer than 30 minutes.
- Delays related to IT (no camera, no laptop, format disk after mission, etc.).
- The expenses related to the replacement parts required to repair the equipment following an on-site emergency intervention are optional.

Stand by Time or Waiting Time More Than 30 Minutes Unless Caused by Schneider Electric

- Unavailability of customer or its third party 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).
- Delay or unavailability of transport either when not organized by Schneider Electric or outside of Schneider Electric's control.

Extra Working Hours Not Included in the Order or Contract

- Schedule modification or acceleration plan requested by the customer.
- Additional expenses (accommodation, catering, and transportation).
- Delay in decisions and approvals by the customer.
- Delay or unavailability of accurate and complete information as requested by Schneider Electric.

Other Circumstances that Increase the Time or Costs of Performing

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

Please contact your local Services Representative for clarification.

Scope of Responsibility

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

Schneider Electric Service Responsibilities

- Schedule qualified and approved representatives 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.
- Conform to local health and safety regulations.
- Meet manufacturer and customer safety requirements.
- Submit site form to the customer.
- Inform and provide recommendations to the customer about any action items not included in the Statement of Work.

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 date and time when the scheduled work can be performed.
- Provide Schneider Electric with 5 business day notice of any required reschedule.
- Facilitate site access for qualified Services Representative.
- 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 Representatives 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 customers responsibility to ensure all services due are scheduled in advance of contract expiration.

Project Work Details

The project work details listed below are provided by Schneider Electric service for the customer with regard to services date, place and completion criteria.

Schedule

Actual set dates will be discussed and approved between Schneider Electric Services and the customer.

Location

The location of this service will be on customer site and will be agreed to by Schneider Electric Services and the customer prior to the service delivery.

Completion Criteria

Schneider Electric service 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 [Details of Services](#), page 8 of this Statement of Work document.
2. This service and Statement of Work are terminated for other reasons within the Service Customer Agreement.

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