



Statement of Work

Updated 04-06-2020

Preventive Maintenance Service for Select 5-20 kVA UPS Systems

On-Site Service Overview

This one-time service will be scheduled to take place after UPS purchase. At the designated time, technician(s) will travel to the customer's location to perform these tasks:

- Inspect, clean and evaluate the UPS, including vacuuming of exposed external surfaces and fan(s) to remove dust and debris.
- Test the functionality of the UPS system.
- Review the existing UPS installation to determine whether environmental conditions might compromise UPS operation.
- Provide the customer with a detailed report listing work completed and recommended corrective actions not included in the scope of the service.
- Log UPS serial number and location to aid asset management.

Travel and labor costs are included in the price of the service, except as otherwise noted in the statement of work.

Out-of-Scope Tasks and Material

The service provider's responsibilities extend only to the tasks and material explicitly described in this statement of work. Any other tasks and material are considered out-of-scope, and they are not included in the service price. Whether out-of-scope tasks and material can be provided and whether additional charges will apply are at the sole discretion of Tripp Lite and further subject to availability.

This is a non-exhaustive list of out-of-scope tasks and material:

- Additional charges will apply for the correction of out-of-specification conditions, or they will be referred to Tripp Lite technical support for warranty review.
- Maintenance and/or configuration of external battery packs is not included.
- Reconfiguration of network cards, sensors and/or monitoring software is not included.

Service Completion Criteria

Tripp Lite will have fulfilled the service requirements after completing the tasks described in this statement of work and obtaining the customer's signed statement of completion.

Customer Responsibilities

The customer must prepare for the on-site service by fulfilling these responsibilities:

- Complete the pre-work checklist provided by Tripp Lite prior to scheduling service.
- Provide dates and times when the scheduled work can be performed.
- Facilitate site access for the technicians. If preapproved security clearance is required, notify Tripp Lite prior to the arrival of the technician(s) and provide any contractor ID badges required.
- Provide access to the room where work will be performed.

Key Assumptions

The successful completion of the on-site service relies on certain assumptions agreed to by Tripp Lite and the customer. These assumptions include:

- All customer responsibilities have been fulfilled.
- All work will be performed during normal business hours or outside business hours, as specified in the service product description. "Normal business hours" is defined as Monday through Friday, 9:00 a.m. to 5:00 p.m. "Outside business hours" is defined as Monday through Friday, 5:00 p.m. to 9:00 p.m., plus weekends (Saturday and Sunday). Holidays are not included.
- If specified in the service product description, the service requires a two-unit minimum, with one service part per unit.
- All tasks will be performed over a consecutive timeframe (applicable hours and days) unless otherwise agreed by all parties.
- Additional charges will apply for any work performed outside the agreed timeframe.
- Additional charges will apply if the distance between sites exceeds 30 miles.
- Additional charges will apply if the UPS location is inaccessible, if the site contact is unavailable or if technicians are turned away for any reason.
- Additional charges apply for external battery packs.
- It may take up to two weeks to schedule service after the pre-work checklist is approved by Tripp Lite.

Tripp Lite reserves the right to invoice the customer if technicians are turned away upon arrival on-site or if the job is canceled less than 24 hours prior to technicians arriving on-site.