



Installation, Start-up, and Site Audit Services

STATEMENT OF WORK

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1.0 Executive Summary

Panduit Installation, Start-up, and Site Audit Services are a key part of the deployment of single-phase UPS. These services provide the qualified Panduit Services personnel needed to install, energize, and check the functionality of your system in the different modes of operation. These services provide help to ensure that the solution has been started up according to Panduit Services standards and specifications. The Installation and Start-up Services are performed during normal business hours with an available 7x24 scheduling upgrade option. Please contact your local Panduit sales representative for more details.

2.0 Details of Service

2.1 SITE AUDIT/SURVEY, INSTALL, AND START-UP FOR SINGLE PHASE UPS-SERVICE DELIVERABLES

The specific features and deliverables of these services are listed below. For each item listed below, Panduit Services will perform the work described and create and maintain a project summary document that contains the key data and information.

Site Audit/Survey:

- Confirm and document the Room or location where UPS is to be installed
- Confirm Rack type and that there is space in the rack to be installed
- Determine devices that will be connecting to the UPS
- Determine available PDU and Outlets at the rack
- Type of Outlet connections
- Confirm grounding at the rack
- General temperature of the room
- Determine network device and connection for IP connected UPS's
- Any physically observable causes for concern

Install/Startup: Single Phase 1-5kVA UPS

For Panduit UPS Devices from 1 to 5 kVA

- The resource will inventory on-site equipment and materials against BOM
- Deinstall existing device(s) if present
- Install the device in a manner specified with standard OEM-provided Mounting hardware.
- Plug-in device(s) to power in a manner specified by Panduit
- Interconnect the device to the network infrastructure in a manner specified by Panduit
- Power up the device per operating procedure

Install/Startup: Single Phase 6-10kVA UPS

For Panduit UPS Devices from 6 to 10 kVA

- The resource will inventory on-site equipment and materials against BOM
- Deinstall existing device(s) if present
- Install device in a manner specified with standard OEM provided Mounting hardware.
- Verify customer supplied Electrical Connection, Plug in device(s) to UPS
- Interconnect the device to the network infrastructure in a manner specified by Panduit
- Power up the device per operating procedure

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
- Business hours are defined as Monday through Friday from 8 am to 5 pm weekly, local time.
- 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 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.
- 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.

Work Completed: January 25, 2023