

eMobility OnSite Commissioning Service

Statement of work

03/2022

GEX3224500

1	Executive Summary	3
2	Features & Benefits	3
3	Details of Service	4
3.1	Service deliverables	4
3.2	Technical content	4
4	Assumptions	6
5	Scope of Responsibility	6
5.1	Schneider Electric responsibilities	6
5.2	Customer responsibilities	6
6	Project Work Details	7
6.1	Schedule	7
6.2	Location	7
6.3	Completion criteria	7
7	Terms and Conditions	7

1 Executive Summary

The EVlink Commissioning Service provides the assurance that the architecture is commissioned according to Schneider Electric standards and specifications.

The service includes the following:

- Commissioning of the charging station parameters and the load management system: EcoStruxure EV Charging Expert (if applicable)
- Customer report providing traceability for the parameters changes with backup files
- Work performed onsite by certified expert according to manufacturer's guidelines and using manufacturer's specialized tools.

This service is targeted for eMobility infrastructure from 15 AC charging stations connected to EcoStruxure EV Charging Expert and from 1 DC charging station.

For less than 15 EVlink AC charging stations, we can as well support over remote assistance for the commissioning of the charging station and load management system.

The commissioning services apply only to Schneider Electric brand products (charging stations, power meter, switch, modem...). The non-Schneider Electric brand equipment is not under Schneider's responsibility.

In addition to the EVlink Commissioning Service, we offer additional support service:

- Connection to a back-end supervision: support for integration of the charging infrastructure to an Open Charge Point Protocol (OCPP) supervision (additional commercial reference to be ordered)

This service is performed during normal business hours.

On the day of his intervention, the technician does not check the quality of your work. If the work is not completed, we reserve the right to invoice the trip and to schedule another appointment.

2 Features & Benefits

Features	Benefits
Flexible service scheduling *	Service scheduling to support customer's business requirements.
On-site certified service professional	Provides an one-time on-site visit of certified Field Service Engineer(s), trained to safely start your charging station infrastructure following manufacturer's guidance.
Supply all necessary labour and travel	Frees customer resources to concentrate on core business activities.
Charging stations and load management parameters changes	Settings fitting to customer's application providing optimal operational efficiency.
Connection to a back-end supervision (optional)	Integration of the charging infrastructure to an OCPP supervision

* This service is performed during normal business hours.

3 Details of Service

3.1 Service deliverables

The Commissioning Service provides the on-site labour and needed tools to commission the EV charging infrastructure. The specific activities of this service are listed below:

Service deliverables	
Activities	Description
Coordinate Customer Site Arrival	Schneider Electric will coordinate the time and date of the Service Professional arrival at the customer site. Service Professional will arrive on site as scheduled, coordinating the service delivery and any special requirements, with the appointed contact.
Site Readiness check	Schneider Electric will provide a check list to the customer prior to the commissioning in order to ensure the readiness of the site. The customer needs to return the checklist prior to the commissioning service delivery.
Safety Check	Schneider Electric Service professional will, prior to the job execution, check if the job is ready to be done, consulting a complete safety checklist to ensure that there will be no harm to people and equipment during and after the commissioning.
Installation check	Schneider Electric professionals will check the eMobility installation to ensure there are no signs of damage, the environment is suitable for operation, and provides sufficient service access.
Commissioning	Schneider Electric professionals will commission the infrastructure according to customers' needs. (further details on the paragraph 3.2 Technical content)
Test	Schneider Electric professionals will ensure the start of the charging station and record a charging session.
Back-up	Schneider Electric professionals will create a back-up of charging station configuration
Commissioning report	Schneider Electric professionals will record a specific customer report covering parameter data of the EV Charging infrastructure.

3.2 Technical content

Detailed list of technical content	
Area	Items checked, recorded, or modified
Installation check	Check that the electrical protections have a rating consistent with the installation (circuit breaker, RCD, MNx) Check visually the earth connection Check the general condition of the charging stations
Case 1: DC Charging station Commissioning	Charging Station configuration: setting of the charging station parameters Authentication modes configuration Communication configuration & priority setting: WIFI / Hotspot / LAN / 4G

	<p>Backend connection configuration Power module configuration</p> <p>EcoStruxure EV Charging Expert configuration (when needed): Zone configuration and Charging Station assignment to zone Load shedding strategy Configuration Setting Power Limits on Charger Guns Update to latest firmware (If update required)</p>
Case 2: AC Charging station Commissioning (without EcoStruxure EV Charging Expert)	<p>Charging Station configuration: setting of the charging station parameters Energy Management: definition of the energy management strategy Authentication mode management of RFID badges Settings of the Charge Data Record Network/modem configuration</p>
Case 3: AC charging station and EcoStruxure EV Charging Expert commissioning	<p>Network Configuration Charging station commissioning Power Meter Configuration (<i>for Schneider Electric products only</i>) Zone configuration and Charging Station assignment to zone Load shedding strategy and degraded mode Configuration Authentication mode configuration: management of RFID badges</p>
Case 4: Commissioning of the charging stations due to EcoStruxure EV Charging Expert upgrade	<p>Charging station commissioning of the additional new charging stations Zone configuration and Charging Station assignment to zone</p> <p><i>Nota: the EcoStruxure EV Charging Expert license upgrade is not included inside the EVlink commissioning offers. EcoStruxure EV Charging Expert license upgrade commercial references must be ordered simultaneously</i></p>
Option: connection to a supervision (option to be ordered separately) *	<p>Connection of EcoStruxure EV Charging Expert or charging stations to an Open Charge Point Protocol supervision, a Charge Point Operator (CPO) Entering of the access codes to the supervision system on the load management web server Setting of the modem parameters</p> <p><i>Nota: The supervision must be under the JSON 1.6 protocol In case of remote supervision, customer must share:</i></p> <ul style="list-style-type: none"> - The list of "IdBoxIdentity" provided by the operator - The operator's URL (URL= Uniform Resource Locator / internet address of the operator) <p><i>Check that the site is connected to the Internet beforehand</i></p>
Functioning test	Charging session tests of all charging stations with an AC Testing tool or an electric car.
Backup	Export of backup files: backup configuration, diagnostic, charge data record, badges (<i>if applicable</i>).
Commissioning validation	<p>Validation with the customer that the installation is commissioned and working properly. General presentation on how to operate:</p> <ul style="list-style-type: none"> - View the main information of the installation - Extract diagnostic and backup file, especially for Customer Care Center support - Manage badges

	- Modify the setpoints (maximum current for a zone),
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* Products may require an active Internet connection if they are connected to Ecostruxure EV Advisor or any other operation platform. It is therefore customer's responsibility to ensure that the infrastructure have at all times an active and stable Internet connection.

The internet connection shall be established by installation date and shall be in line with Schneider Electric Specification. All necessary information to configure devices connectivity (Gateway, dns...) requested in our specification must have been shared prior to installation date.

Schneider Electric is responsible for the connectivity of the infrastructure to the local Network but will not be responsible for the communication over the internet connection. The provision of services via the Platform and the quality thereof may be influenced by the infrastructure's connection to the Internet (including speed and stability). Such factors outside of Schneider Electric's control and any interruption in the Internet connection such as interruption of information transmission, incorrect transfer of information and any other case beyond the areas where there is an internet connection, is not Schneider Electric's responsibility.

4 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.

- This is a standardized fixed price service and only applies to customer locations with standard site and product access.
- The site readiness checklist validates the site conditions prior of the delivery of this service. Any special site conditions that are raised on it may prevent the successful deployment of this service.
- All services are performed on-site by certified Schneider Electric service personnel or partners.

The following items are not included in the scope of this service:

- The charging stations installation including cabling and connections
- Any parts needed

5 Scope of Responsibility

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

5.1 Schneider Electric responsibilities

- Meet the pre-determined scheduled service date;
- Perform all the Commissioning Service activities listed in this Statement of Work (SOW);
- Present required site forms to the customer.

5.2 Customer responsibilities

- Prior to order, inform Schneider Electric Sales of any special site conditions that could prohibit the successful execution of this standardized service.

- Once agreed upon with Schneider Electric Sales, the site readiness check list need to be provided to ensure the acceptable site conditions;
- Provide dates and times when the scheduled work can be performed;
- Fill the commissioning check-list before the commissioning date
- Facilitate site access for Schneider Electric service personnel and provide on-site point of contact.
- Since the product is used as a component in an entire system, the customer will provide the safety of persons by means of the design of this entire system.

On the day of his intervention, the technician does not check the quality of your work. If the work is not completed, we reserve the right to invoice the trip and to schedule another appointment.

6 Project Work Details

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

6.1 Schedule

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

6.2 Location

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

6.3 Completion criteria

Schneider Electric is expected to have finished its written duties when any of the following occurs:

1. Schneider Electric completes all the tasks described in Section 3.0 of this SOW.
2. This service and Statement of Work are terminated for other reasons within the Customer Agreement.

7 Terms and Conditions

Schneider Electric standard Terms and Conditions apply.

The information provided in this Scope of Work cannot be used or duplicated, in full or in part. Other uses for this document are prohibited without written consent by Schneider Electric. All documentation, photographs, imaging or other information provided by the customer, or gathered at the customer site, will be for internal use only and used solely for the purpose of report generation, analysis and recommendations. All services' conditions included in this document apply (i) only between Schneider Electric and that organization that bought the Services Solutions; and (ii) only to those products and services ordered by the Customer at the time that the Schneider Electric Services information is current. Schneider Electric may change the Schneider Electric Services Information at any time. The Customer will be notified of any change in the Schneider Electric Services Information in the manner stated in the then current product ordering and/or services solutions related agreement between Schneider Electric and the Customer, but any such change shall not apply to products or service ordered by the Customer prior to the date of such change. Schneider Electric will have no obligations to provide Services

Solutions with respect to equipment and assets that are outside the Service Area. “Schneider Electric Service Area” means a location that is within (i) one hundred (100) miles or one hundred and sixty (160) kilometers radius of a Schneider Electric service 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. If for any reason, Schneider Electric determines that it is unable to repair the covered unit, Schneider electric will offer a pro-rated refund of the service contract. Please refer to Schneider Electric standard terms and conditions. Products or services obtained from any Schneider Electric partner or reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Schneider Electric Services Solutions on this document. Please contact the reseller or the local Schneider Electric sales representative for additional information on Schneider Electric Services Solutions on Products obtained from a reseller.

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