

Scope of Work/Services – HBN Products

Scope of maintenance support during the agreement term:

DESCRIPTION OF SERVICES-

1. For any breakdowns service would be available in normal business hours (6X8)
2. SEITB will manage all logistics of spares delivery, scheduling technicians visit and ensuring a smooth trouble shooting and resolving the issues reported
3. During breakdown of the machines, Certified Field Service Representative (FSR), backed by years of industry experience, will visit, diagnose, and take appropriate corrective actions.
4. SEITB Certified FSR will run tests to verify your system is functioning correctly in all operational modes, firmware upgrades during site intervention.
5. Validation of Site conditions for smooth operations and provide suggestion for improvement as applicable during site intervention
6. The average response time will be 8 Hours (will vary for remote location as per FSR travel time)
7. The average resolution time will be 48 Hours from the time of request (for complex issues additional time will be needed)
8. Collection and final disposal of replaced spares and components
9. Replacement of Spares / Internal RBC Batteries If included under AMC Coverage.
10. Repair / Replacement Services Support.

Status Of The Product	Type Of Support
Renewal of SIB/AMC Care Pack within 15 Days after the Expiry date	Continues Support
Seamless warranty (SIB/AMC Care Pack Registered within Standard warranty)	Continues Support
SIB/AMC Care Pack Registered for a Product which is not in Standard warranty/SIB/AMC Care Pack or after 15 days of expiry	The first call can be logged after 45 days of SIB/AMC Care Pack registration(Start date)

EXCLUSIONS:

Defects caused by the following shall also not be covered under this Agreement and SE shall not be bound by the terms of this Agreement, in case:

- (a) External Batteries & other connected Accessories (SNMP cards, Links, cables, Ext. Chargers .. etc)
- (b) The Customer does not use the Equipment in accordance with the written documentation or instructions issued by SE.
- (c) The Customer gets the Equipment serviced / repaired by any non-SE certified personnel or entity or repairs or services the Equipment on its own.

- (d) The UPS room is not dust free or clean.
- (e) The UPS room temperature is not kept at the required room temperature, or;
- (f) The battery is drained fully (usage beyond the specified time), or;
- (g) Damage is caused to the Equipment because of any negligence, abuse, Rodent Entry, Liquid damage or misuse of the Equipment.
- (h) Product Shifting / Relocation / disconnection & Re-Installation.
- (i) Delay of accurate information from customer or in decisions and approvals
- (j) Support for third-party equipment's.

Additional scope of work listed below shall be charged extra through change order

- I. Preventative maintenance /Annual shutdown maintenance.
- II. IR test and voltage measurement for batteries.
- III. Load test.
- IV. Efficiency measurement.
- V. Thermography.
- VI. Reinstallation of products.
- VII. Load study.
- VIII. Energy Audit. Etc.