

RS Guidance Document for Schneider Service in a Box and Add on Engineering Labour day.

Definition:

“Service in a Box” from Schneider Electric is an Annual Support Contract spanning 12 calendar months from first activation date.

The “Add-on Engineering day” is a bolt on option to Service in a Box and is designed to offer a customer an additional, planned on-site Engineer day as/if required.

Level of Cover Provided:

The service provides 24 hour per day, 7 day per week access to Schneider Electrics Applications support team via telephone. The support team can provide Technical Support over the phone to assist you with your Schneider electric application, from fault finding and troubleshooting to recommending possible solutions.

The Service in a Box plan includes one planned on-site engineering day. This engineering day can be used in conjunction with the Telephone support to fault find or to assess the overall health of your application.

The on-site engineering day can also be used for install or commissioning of basic automation systems. In order to assess the requirement, complexity and duration, a scope of work is required clearly defining and outlining required work together with your Health & Safety or site induction processes.

Please note that we are unable to offer reactive or emergency on-site labour support as part of the standard Service in a Box plan. The plan is intended to compliment your planned maintenance schedule.

The Engineering day element of Service in a Box applies to **Labour only** and does not include the cost of required materials, components or supporting products required for an installation or repair. For product requirements please visit uk.rs-online.com. For component costs we recommended you obtain details on the cost of individual components in advance of any planned work to assess if it is more economical to repair or buy new.

Genuine Schneider OEM components can be ordered via RS as part of a non-stocked offer (where available).

On-site visit:

Once the scope of work has been finalised and agreed with Schneider Electric, a date will be agreed for your visit. If any changes are required to the agreed date, we recommend you contact Schneider Electric at the earliest possible opportunity to reschedule the planned visit/work.

There is a cancellation charge for failed engineering day visits which are cancelled within 2 days of the planned work (“**See cancellation**”).

Cancelation:

Schneider Electric's Field engineering resource is booked to meet critical site time scales and schedules. If projects are cancelled within 2 days of the agreed planned visit, the following cancellation charge will apply for disruption to Schneider Electric's Schedule:

Days' notice	
Within:	2 Days
Cancellation Charge (%):	100%

The charge will result in the Engineering day element of Service in a Box **or** the add-on Engineering day being removed and will require a new purchase of an additional Engineering day for the desired work to be carried out.

The cancellation is limited to the engineering day element and will not affect the telephone support service on your Contract.

For un-activated Service in a Box or Add-on engineering days, **clause 12 "Cancellations and Returns"** of our standard RS Terms and Conditions of sale apply. A copy of our Terms and Conditions of sale can be found here: <http://uk.rs-online.com/web/generalDisplay.html?id=aboutRS/terms-conditions-of-sale>

Renewal:

We do not offer automated renewal of your support plan after the 12 month period has lapsed. If you wish to renew your coverage, we recommend you Purchase a new Service in a Box plan. Please contact your RS Account Manager who can discuss your requirements or alternatively please visit our website: uk.rs-online.com or call 08457 201201.

Limitations and Liability:

Scope:

The Service in a Box support plan is limited to one single 'plant' per Purchase. In the case of multi-plant sites, please contact your RS Account Manager who can help to understand your requirements or scope and offer advice on a possible solution (involving Schneider Electric as required).

Liquidated Damages:

- Schneider Electric "Professional Indemnity" Insurance applies to all Consultation, Services performed or delivered as part of the Service in a Box or Add-on Engineering day support plan.
- In the event of any claims please contact Schneider Electric on the standard contact details contained within your Welcome Pack or Letter.
- Schneider Electric shall be liable to the RS Customer for discharging liquidated damages of zero point five (0.5) % of the ex-works price service for which the delivery is delayed for each full week of delay following a one-week grace period, it being hereby stipulated that the amount of these liquidated damages shall not, in all cases, exceed five (5.0) % of the amount of the price. The aforesaid liquidation damages shall constitute the sole remedy of the Buyer in the event of delays and shall only be payable by Seller if the delay is exclusively attributable to the Seller.

- We recommend you contact your RS Account Manager to gain information on the Schneider Electric insurance coverage level in advance of any purchase to ensure they comply with your businesses requirements.

Health & Safety:

Where the conditions on site are exceptionally arduous or dangerous, Schneider Electric reserves the right to quote special rates or withdraw the service. If you believe, or are unsure, if your site would fall into this category, please discuss with Schneider before preparing your Scope of Work.

In accordance with Safety procedures Schneider Electric engineers will, wherever possible, work on 'Dead' equipment. Where this is not possible, the RS Customer are expected to co-operate to ensure a high level of safety. Where site conditions demand the presence of a second competent person it is expected that the RS Customer will provide one who meets the necessary requirements and holds the correct competency certification.

Where this is not possible, Schneider Electric reserves the right to withdraw from site at no penalty or to provide a second member of our own staff at an additional charge ("Additional Engineering Labour day" element).

Schneider Electric will produce a 'Method statement' when on site to the relevant site personnel. If necessary Schneider Electric will produce a risk assessment document.

It is anticipated that Schneider Electric can gain access to site in a reasonable time scale in order to complete the planned work in the time allocated. It is the RS Customers responsibility that any site inductions do not stop or hinder the completion of the expected work. Any site inductions should be accounted for in the Scope of Work with an accurate duration noted.

Complaints Procedure:

If for any reason you are not satisfied with the Service you have received from Schneider Electric. Please contact your RS Components Account Manager to discuss your concerns and log your issue. Your RS Account Manager will raise your concerns directly with Schneider Electric. If following your complaint, you feel this has not been resolved to your satisfaction, the issue will be escalated to RS Components Global Account Manager at Schneider Electric.

