



statement of work

Anti-Tip Anchoring Service

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Executive Summary

The Wright Line Service Team can provide customers with an Anti-Tip Service for their Wright Line enclosures and technical furniture. Most Wright Line products are free standing and self-supporting, however there may be environmental conditions in which best practices call for additional safeguards against tipping or other movements. Wright Line can provide an anti-tip solution that will help to relieve concerns for unusual environmental conditions.

See the *Seismic Bracing Service* statement of work for details of service designed to meet the requirements of specific seismic environments.

Additional services offered by Wright Line are listed in the [Other Services](#) section on page 5.

Features	Benefits
Service can be provided for 5x8 at standard rates, or 7x24 at premium rates	A highly flexible scheduling ability adapts to dynamic conditions for each customer.
Available for most Wright Line Products	Provides a secure solution where local environmental conditions may require best practice of anchoring Wright Line products to the floor.
Trained and Certified Service Personnel	Able to execute the correct installation procedure that meets the specifications of the install.
National Coverage	With standardized corporate documentation, an anti-tip solution is available wherever the need arises.

Details of Service for Concrete Slab Floor

Wright Line will assemble the furniture/enclosures per Wright Line procedures and protocol, in accordance with the customer's specifications as defined in the order and CAD drawings. The product will be assembled and secured to the floor via specific anchoring brackets or specific modifications to the furniture as required by Wright Line specification. The anchors/fasteners used will be industry standard anchors/fasteners applied in accordance with Wright Line specifications.

Service	
Activities	Description
Furniture Assembly & Preparation	Wright Line products will be assembled per the specifications for the layout of the installation.
Floor Drilling	Anchor holes will be drilled into the concrete floor to appropriate depth. Dust and debris will be removed using a HEPA filter vacuum.
Anchors Set	Dust and debris will be removed from the anchor holes. Anchors will be set and secured into place.
Clean Up	Any remaining dust and debris will be removed and area will be cleaned for final inspection.

Details of Service for Raised Tile Computer Room Floor

The Service Team will assemble the product per Wright Line procedures and protocol, in accordance with the customer's specifications as defined in the order and CAD drawings. The product will be assembled and secured to the floor via specific anchoring brackets or specific modifications to the furniture as required by Wright Line specification. The anchors/fasteners used will be industry standard and applied in accordance with Wright Line specifications.

Service	
Activities	Description
Furniture Assembly and Preparation	Wright Line products will be assembled per the specifications for the layout of the installation.
Tile Floor Drilling	Holes will be drilled into the floor tiles for the threaded rods that will connect the anchors in the concrete below the floor tiles to the product to be secured above the floor tiles.
Concrete Floor Drilling	Anchor holes will be drilled into the concrete floor to appropriate depth. Dust and debris will be removed using a heap filter vacuum
Anchors Set	Dust and debris will be removed from the anchor holes. Anchors will be set and secured into place.
Anchor Connection	A threaded rod will be attached to the anchor via a coupler. The rod will run from the anchor, up through the raised floor and into the product to be secured. Rods will be cut to length and any excess rod will be removed.
Clean Up	Any remaining dust and debris will be removed and area will be cleaned for final inspection

Check-out & Review	
Activities	Description
Work Inspection	Wright Line Service Team will perform final walk through to double check work performed and confirm all anchors are set to Wright Line specifications.
Customer Acceptance	Customer will confirm that installation was performed to their satisfaction and sign the Installation Work Order upon completion of the work.

Assumptions

Customer satisfaction is Wright Line’s top priority. This includes timely, accurate, and complete delivery of services. To provide a superior level of service, Wright Line makes the following assumptions when developing a price quote and setting the expectation of service delivery:

1. An anti-tip solution cannot be considered Seismic Bracing. A seismic solution will require a site-specific set of calculations that are generated, signed and sealed by a structural engineer and/or engineering firm.
2. Only Paramount™ and VS2™ have product-specific anchoring brackets. Vantage™ enclosures are anchored directly through the base of the enclosure which can result in the loss of one rack unit (IU) of space at the lowest location in the enclosure.
3. Field modifications are required to some Wright Line product lines such as LMS, Profile, Linx, and Optimedia to provide an anti-tip solution. A foot obstruction hazard may result from the modification of these product lines.
4. Wright Line Security Suites require anchorage to the floor as part of the installation process. The installation cost includes anchorage to the immediate floor for this product only. Additional charges will apply for anchorage to a concrete floor below a raised tile computer room floor.
5. A means to gain entry to and from the building (badges, escorts, etc).
6. Install location to be free and clear of debris.
7. Ability to bring tools and transportation assistance products to the site.
8. Service will be provided during normal weekday business hours on a 5x8 basis unless otherwise noted.

Scope of Responsibility

Wright Line Scope of Responsibility:

- Protect customer product and property during installation.
- Adherence to all customer site specific Security and Safety protocols and guidelines.
- Removal of all dust and debris via a HEPA filter vacuum.
- Schedule certified Installers to perform service
- Ensure Installation is per manufacturers specifications
- Conduct work in a timely manner
- Identify any open issues
- Manage any site based issues effecting service delivery
- Provide a service point of contact to the customer.

Customer Scope of Responsibility:

- Disclose any and all security and safety requirements. Disclose any building procedures that need to be met such as FM200 or other fire suppression systems that need to be off-line during the installation.
- Provide a point of contact to service department for scheduling of installation.
- Make dates available for install scheduling.
- Provide a point of contact at completion for sign-off and acceptance.
- Identify any related work impacting service delivery.
- Provide product location verification prior to drilling.
- Any customer proposed anti-tip solution that includes anchoring to walls or ceilings must be verified in writing by customer's facilities management and subsequently reviewed and accepted by Wright Line before any work commences.

Other Services

Wright Line offers the following services, which can be integrated with the installation process:

- Assembly and Installation
- Inside Delivery, Strip, Place, and Remove Debris (IDSPR)
- Removal and Disposal of Old Furniture and Equipment
- Seismic Bracing
- Warranty Validation

Wright Line offers the following additional services:

- Product Moving and Reconfiguration
- Maintenance and Service Contracts

Pricing

Pricing for this service is available on an order by order basis. A pre-quote consultation and/or walk-through by a Wright Line Service Team member are advised (required for truckload deliveries) to determine the scope of services. Changes in the product set or changes in the assumptions or detail of work after the original scope of work is set may require a new quote. Contact your Wright Line Sales Representative for a quote according your specific requirements.

Terms and Conditions

Standard Wright Line Terms and Conditions apply, available in the sales quote package, at www.wrightline.com, or by contacting your Wright Line Sales Representative.