



statement of work

Assembly and Installation Service

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Executive Summary

The Wright Line Installation Service Team provides customers with comprehensive assembly and installation of the purchased products. The Installation Service is customized to the specific needs of the customer and facility. A Wright Line certified and trained installation team performs the service for General Office, Technical Office, or Data Center products.

Customers can be assured of proper assembly and installation according to the plan, ensuring that the product will deliver value through out the entire lifecycle of the product.

Additional services offered by Wright Line are listed in the “Other Services” section on page 4.

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.
Trained and Certified Service Professionals	Ensures that installation requirements and schedules are met and the product is correctly installed.
Global Knowledge	The Wright Line Service Team provides experience gained from product installations around the world.
Corporate and Factory Support.	The Service Team is backed by the entire manufacturing capability of the company to meet demands in short cycle times and keep project schedules intact.
Early Initial Alignment	The Service Team is engaged early in the project cycle, before any manufacturing begins, to review the project details and resolve possible problems before installation begins.

Details of Service

The Wright Line Service Team will install the product in designated areas in accordance with Wright Line policy and protocol. The area of installation will be kept as clean and clear as possible during installation. Service Teams are trained to recognize that, due to the sensitive nature of ongoing activities in some environments, team members must make every effort to minimize noise. However, the use of power tools is required for proper assembly. A certain degree of noise is unavoidable.

Where conditions dictate, the Service Team will use a portion of the corridors surrounding the main room of activity for temporary staging of new product. The use of this space is required for staging and pre-assembly of some products to minimize the distractions within the main room during installation and to expedite the flow of product for assembly.

Customer training and orientation is provided on a one-time basis, and includes a representative sample of each type of workstation installed.

Upon completion of the installation, the product is wiped clean and the floor left broom clean.

Service	
Activities	Description
Logistical Planning	Work-flow logistics are detailed, communicated, and confirmed to define when, where, how, and in what sequence the work will be completed.
Pre-Assembly.	Some individual components are pre-assembled in the staging area to facilitate proper main unit installation.
Main Assembly.	Sub-assemblies and main components are installed to form a complete product.
Post Assembly	Final adjustments are made and the product is cleaned.

Check-out & Review	
Activities	Description
Power up	Where applicable, power is applied to all devices to assure defect free operation.
Operational Test	Operation of all electrical and mechanical features is confirmed by a full test sequence in accordance with Wright Line specifications.
Product Confirmation	Product as purchased, delivered, and installed is certified to be within specifications and Limited Lifetime Warranty is activated.
Customer Review	Customer is presented with completed installation detail, instructed as to proper operation of products, and acceptance is requested in the form of customer signed work order.

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. A standard height loading dock for our freight contractors to deliver product.
2. Customer’s receiving crew will stage product awaiting installation.
3. A means to gain entry to and from the building (badges, escorts etc).
4. Ability to bring tools and transportation assistance products to the site
5. Unrestricted access to elevator to accommodate internal movement of product where required.
6. Install location to be free and clear of old furniture, files and debris, ready for assembly.
7. All renovation work completed prior to product installation (to protect product from damage by other disciplines).
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:

- Schedule certified Installers to perform service.
- Ensure Installation is per manufacturer's specifications.
- Conduct work in a timely manner.
- Identify any open issues.
- Manage any site-based issues affecting service delivery.
- Provide a service point of contact to the customer.
- OSHA safety certification.

Customer Scope of Responsibility:

- Provide an authorized point of contact to the service team for scheduling and on site coordination.
- Notify Wright Line Service Team of any barriers, such as security clearance, insurance requirements, or any special training or induction sessions required (and fees if required) prior to pricing service.
- Disclose any building restrictions that need to be met such as loading dock scheduling, elevator scheduling and any other building facility management requirements.
- Make dates available for scheduling of installation.
- Provide a point of contact at completion for sign-off and acceptance.
- Identify any related work impacting service delivery.
- Identify any requirements for split or "phased" installations prior to service pricing.
- Customer arranges for debris disposal, or purchases the Inside Delivery, Strip, Place, and Remove service.

Other Services

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

- Inside delivery, strip, place, and remove debris
- Removal and disposal of old furniture and equipment

Wright Line offers the following additional services:

- Warranty Validation
- 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.