

statement of work

Data Center Cooling Assessment Service

Contents

Executive Summary..... 1
 Details of Service..... 2
 Assumptions 3
 Scope of Responsibility .. 3
 Pricing..... 3
 Terms and Conditions..... 3

Executive Summary

Assess the effectiveness of your data center cooling infrastructure

Data centers are faced with many challenges; continuous availability, efficiency, infrastructure resiliency, and increasing load densities. Data center managers have a multitude of cooling options available, ranging from low cost optimization measures to high impact hot or cold air containment strategies. Wright Line's Data Center Cooling Assessment Service will provide the information necessary to make cost effective decisions about improving data center cooling infrastructure performance.

Features	Benefits
Trained and Certified Service Professionals	Ensures that the customer's requirements and schedules are met on or ahead of time.
Experienced and Knowledgeable Team	The Professional Service Team is comprised of personnel with cross-disciplinary experience that has made us leading experts at working in live critical environments.
Calibrated measurement instruments	Wright Line utilizes state of the art equipment, including infrared cameras and airflow measurement hoods to ensure the accuracy of results.
Assessment planning	The Service Team will develop an assessment plan ranging from basic site observation and temperature profiling to comprehensive airflow measurement and analysis to suit the customer's individual business requirements.
Report and Analysis of Results	The Service Team shall collect the raw data and review the validity of each data set of captured results.
Solution Recommendations	Wright Line will provide a comprehensive report that highlights cooling solutions ranging from simple optimization steps to more complex containment strategies.

Details of Service

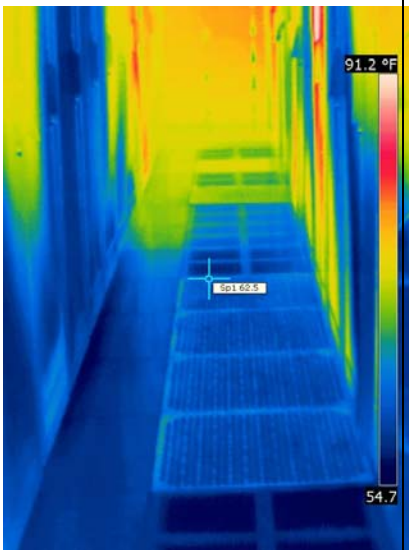
The Wright Line Professional Services Team will meet with you to understand assessment goals and present a method of procedure (MOP) for approval prior to scheduling a change management window.

Upon approval, the Professional Services Team will perform tasks as prescribed in the MOP. Any on-site deviations from the MOP will be discussed and approved by the customer prior to implementation.

Upon completion, a comprehensive assessment report will be delivered to the customer in the form of secured “pdf” soft copy. Hard copy reports will be furnished upon request.

Service Scalability

Recommended Cooling Assessments



Assessment	Report Content
Level 1	Cooling infrastructure characterization and review High Temperature problem areas and root cause analysis Recommendations to improve cooling distribution and heat rejection capabilities
Level 2	Level 1 Assessment plus: <ul style="list-style-type: none"> • Infrared thermography indicating excessive temperatures and sources of air leakage • Room scale cooling capacity vs power utilization analysis
Level 3	Level 2 Assessment plus: <ul style="list-style-type: none"> • Airflow measurement • Air distribution and heat rejection effectiveness • Bypass air analysis • Hot Aisle, Cold Aisle or Heat Containment system analysis and validation

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:

- Data Center access during agreed work hours
- Access to all air distribution infrastructure space, including plenums

Scope of Responsibility

Wright Line Scope of Responsibility:

- Develop and produce Method of Procedure
- Provide airflow and temperature measurement equipment and tools
- Produce and furnish a completed report

Customer Scope of Responsibility:

- Provide access to Data Center
- Provide all supervision if required
- Obtain Change Management approval
- Provide details of area to be assessed

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 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.