



Reconfigure and Move Service for Wright Line Products

Contents

Executive Summary 1
 Details of Service 2
 Assumptions 3
 Scope of Responsibility 4
 Other Services 4
 Pricing 5
 Terms and Conditions 5

Executive Summary

Wright Line provides comprehensive reconfiguration and moving services performed by the Wright Line certified Service Team. This service is customized to the specific needs of the customer, and can be performed for General Office, Technical Office or Data Center products.

Reconfiguration and move services provided by the Wright Line Service Team assures the customer that products are properly cared for and assembled, thus protecting the Wright Line limited lifetime warranty.

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	Dynamic conditions for each customer can be met by a highly flexible scheduling capability.
Trained and Certified Service Personnel	A Wright Line Project Manager and certified Service Team will handle your move and/or reconfiguration assuring that the Wright Line limited warranty remains valid.
Corporate and Factory Support	The Service Team is backed by the entire manufacturing capability of the company to facilitate demands in short cycle times allowing project schedules to remain intact.
National Coverage	Wright Line manages the process from start to finish; whether it requires moving product within the same building or across the country.

Details of Service

Wright Line Service Team will disassemble the product as needed to be safely moved to its new location. Product that is moving to a different building will be blanket wrapped before being transported. Once the product is in the new location, the Wright Line service team will install and/or reconfigure 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 uses 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.

Upon completion of the move / reconfiguration, 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.
Main Disassembly	Sub-assembly and main components will be deconstructed to a point where they can safely be moved.
Move	Products are moved to the new location and staged for reassembly
Main Assembly	Product is reconfigured and/or reassembled per specifications.
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.
Service Confirmation	Service, as purchased, is confirmed 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. All equipment, hard wired power, data cables, and personal items will be removed from the product prior to our arrival on site.
2. If moving between buildings, a standard height loading dock at each location is assumed.
3. A means to gain entry to and from all 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 service to commence.
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.
- Furnish all equipment, trucks, and labor to complete reconfiguration and /or move per specifications.
- Ensure Installation is per manufacturer's specifications.
- Conduct work in a professional and 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 a Point of Contact to Service Team for scheduling.
- Make dates available for service scheduling.
- Notify Wright Line of any security clearance or insurance requirements, or any special training or inductions sessions to be attended (fees if required) prior to pricing service.
- 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.
- Notify Wright Line of any scheduled changes within 48 hours.
- Cleaning of the product beyond the normal scope of wiping down exposed surfaces.

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
- Anti-Tip Anchoring
- Seismic Bracing
- Warranty Validation

Wright Line offers the following additional service:

- Maintenance and Service Contracts

Pricing

Pricing is available for reconfiguration and/or move services of standard products with a specific scope of work to be scheduled during regular working hours. Installation changes in the product set or changes in the assumptions or detail of work will require a custom 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.