



# Removal of Existing Product

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## Executive Summary

The Wright Line Service Team can provide customers with many value added services which include the ability to remove your existing furniture and equipment, for disposal or storage. A Wright Line certified and trained Service Team will fulfill the service. The Removal Service can be applied to General Office, Technical Office, or Data Center environments.

Using the Wright Line Service Team to remove your existing products will allow you to have one complete team handle your turnkey installation, move and/or reconfiguration.

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 removal.
Service Can Be Provided for Any Product Line	Places the control of the project with one team. This service can be provided for any product line/equipment using Wright Line certified technicians.
Defined Disposal Practices	Assure maintenance of chain of custody and satisfaction of customer requirements.
Green Certified Vendor	Green practices employed where possible/feasible.

## Details of Service

The Wright Line Service Team will disassemble customer's equipment to the extent necessary for removal in accordance with the requirements of the project as defined in a Scope of Work agreement between the customer and Wright Line prior to placement of the order. The Wright Line Service Team will take necessary steps to protect product and facility as defined in the Scope of Work. The Service Team will consistently communicate with the customer to ensure expectations are met throughout the course of the project.

Service	
Activities	Description
Disassemble Existing Product / Building Preparation	All equipment will be disassembled and readied for removal. Building to be prepared for removal of equipment.
Removal from Facility	Product will be handled in accordance with defined requirements and loaded onto carts and equipment and transported out of the building for final disposition.
Disposal of Equipment	Where disposal is required, product will be loaded onto our trucks and taken to disposal site as defined in the project Scope of Work.

Check-out & Review	
Activities	Description
Work Inspection	Wright Line Service Team will perform final walk through to double check work performed to Wright Line specifications.
Customer Acceptance	Customer will confirm that removal was performed to their satisfaction and sign the 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. A standard height loading dock for access to the building.
2. Unrestricted access to elevator if needed to accommodate internal delivery/removal.
3. A means to gain entry to and from the building.
4. Location to be free and clear of all debris, personal belongings and items not designated for removal/disposal.
5. All equipment scheduled for removal/disposal to be clearly identified and disconnected from all electrical, data, and telecom feeds prior to arrival of the Wright Line Service Team.
6. Ability to bring tools and transportation assistance products to the site.
7. Customer's full disclosure of any and all security requirements such as the need for loading dock appointments, sign-in requirements, and any safety requirements of personal protective equipment required.
8. A project Scope of Work will be agreed upon prior to order.
9. Typically, this service does not include disposal of monitors, electronic switches or other products that require special disposal practices.

## Scope of Responsibility

Wright Line Scope of Responsibility:

- Site visit required.
- Determine from the site visit all the logistical requirements of the project including site access, transportation requirements, and final disposal.
- Provide the customer with a complete scope of work.
- Furnish all equipment and labor to complete the project.
- 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:

- Customer will need to provide a work site free and clear of all computers and personal contents and have all electrical, telecom and data cabling removed.
- Disclose any and all security and safety requirements. Disclose any building procedures that need to be met such as loading dock scheduling, elevator scheduling and any other building facility management requirements.
- Provide a Point of Contact to the Service Team for scheduling.
- Make dates available for removing product.
- Provide a point of contact at completion for sign-off and acceptance.
- Identify related work, impacting service work.
- Customer will be responsible for the creating proper documentation for maintaining chain of custody for disposal of their property.
- Unless otherwise specified in the project Scope of Work, customer will be responsible for any cleaning or remedial work required at the site, post removal. Detailed cleaning of the product (if being placed in storage) will also be the responsibility of the customer, unless otherwise noted in the scope of work.

## 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)
- Anti-Tip Anchoring
- Seismic Bracing
- Warranty Validation

Wright Line offers the following additional services:

- Product Moving and Reconfiguration
- Maintenance and Service Contracts

## Pricing

Pricing is available for installation 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 Sales for pricing per your specific requirement.

## Terms and Conditions

Standard Wright Line Terms and Conditions apply, available in the sales quote package, at [www.wrightline.com](http://www.wrightline.com), or by contacting your Wright Line Sales Representative.