Life Is On | **Schneider Electric**

Break Fix - Corrective Maint
IDAV
January, 21 2021

Customer | Customer Ref. :

Customer Company	: Digiplex Norway AS - Holtskogen		
Site contact name	: Per Aksel Westby	Site contact Tel	: +4795294546
Site contact email	:		
Site company	: Digiplex Norway AS - Holtskogen		
Site address	: Holtskogen 31 1825 Tomter Norway,		
Site country	: Norway	Customer account	:
Room name	: contener		

Field Service Engineer | Service Request # / Activity :

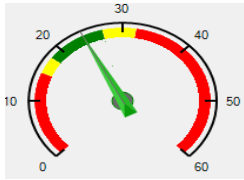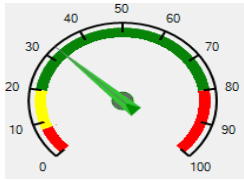| FSE name	: Tahir Lodhi	Service District	:
FSE address	:		

Visit results

THE RESULTS OF THE INTERVENTION CONFIRM THAT THE EQUIPMENT COMPLIES WITH ITS ORIGINAL SPECIFICATIONS

(FSE) Recommendations / required actions

Disabled the alarm. "No standby units available"

Disabled this alarm on all cooling units.

Signature

Customer signature	Schneider Electric signature
Per Aksel Westby	Tahir Lodhi

Equipment data		Customer Ref. :	
Equipment concerned	: IDAV	Install/Startup date	: January, 21 2021
Serial number	: SCE153577	Capacity	: 45.3 kW
Configuration	: Group configuration		
Unit number within group system: 2 / 2			

Main Information

Room & environmental conditions	Cooling
24 °C	33.00%
Ambient temperature	Room environment humidity
	Equipment age : 0 years, 0 months, 0 days

Visit data		Customer Ref. :	
Service Request # / Activity :			
Work time start	: January, 21 2021 10:22	Work time end	: January, 21 2021 10:22
Entitlement#	:	Entitlement name	:
Account ID	:	ISX Solution	:

Synthesis page

Checks carried out	Status when leaving	Comments
Incident description	🟢	
Investigation and analysis	🟢	
Conclusion, system status & recommendation	🟢	
ERP feedbacks		
Load Condition	🟢	
Diagnosis	🟢	
Corrective action	🟢	
Optional controls		
System Room Check		
Room and Environment	🟢	
Unit Functional check		
Initial Functional Check	🟢	
Air flow check	🟢	
Final Inspection		
Final Inspection	🟢	
Customer issues	🟢	

Did you know ?

Circulation of cool air in a computer room is rarely optimized; typically only 30 to 50% of this air is actually employed to cool the IT equipments.
The ever increasing requirement for more density in today's IT equipment only heightens the need for data center air management specialists, who are properly trained to diagnose the computer room air flow and temperature requirements and recognize issues that can be corrected by implementing simple best practices.
Improved management of airflow in your IT room can result in:

Lower Costs - Reduced energy consumption and cold air demands.

Increased Availability - Improved server cooling results in higher reliability.

Increased Capacity - Better cooling efficiency increases equipment performance and eliminates the need to add more cooling units.

Schneider Electric's commitment:

Schneider Electric is committed to helping customers reduce energy costs and carbon emissions by 30%.
Deploying new technologies such as blade servers and virtualization create new challenges in terms of power, cooling and energy management. In addition, the capacity requirements of many Data Centers has been multiplied by 30 in 2 years, all experts agree that this rise will continue to accelerate.
Optimizing the power consumption of computer rooms and data centers is critical and may require leveraging new technologies to achieve economies in power consumption. These economies are substantial.

To turn our words into action, our Schneider Electric's Field Service Engineers have received specific training to enable them to diagnose the effectiveness of the airflow in your IT rooms.

On the next page you will find the results of this evaluation.

For more information on optimizing energy usage and availability in your data center, call one of our Energy Specialists on http://www.schneider-electric.com. To learn more please view our short video "Energy Management Services for Your Data Center". You can also download free white papers on this subject at www.apc.com/en (under "Support" - "learn "-" White Papers ")
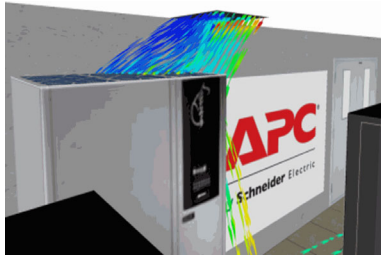
Cooling unit alignments
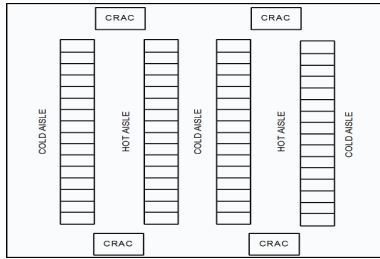
To optimize a raised-floor cooling system, cooling units must be aligned with hot aisles.
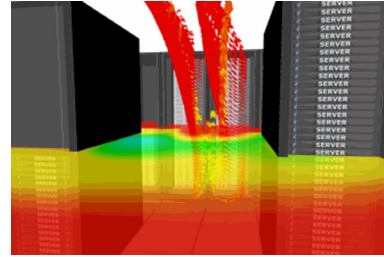
Raised floor leakage
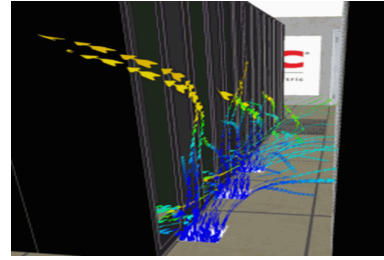
Cable cutouts in a raised floor environment should be sealed to avoid bypass airflow.

Diffuser location

Roof or wall mounted distribution vents need to be properly positioned to better facilitate hot air removal.
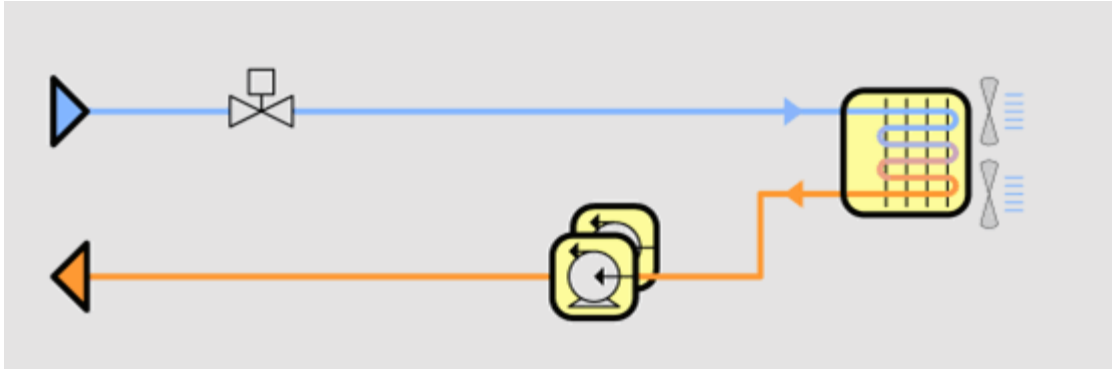
Gaps in the rows

Prevent hot exhaust from recirculating back to the equipment's intake side by removing any openings (gaps) in the rows.

Maintenance summary

Disabled the alarm. "No standby units available"

Disabled this alarm on all cooling units.

Installation configuration

Comments

Customer

No comment

Customer issues

Customer

No comment

Schneider Electric

The minimum group setting of the cooling unit is 0. If we need both cooling units in working. Then we need to change the alarm setting through Tuner (enable to disable).

Disabled the alarm. "No standby units available"

Disabled this alarm on all cooling units.

1 Incident description

Impact on customer	No disturbance
Environmental condition	Normal environmental condition
Equipment status	Cooling equipment is operational
FSR observation	No Standby Units Available Alarm

2 Investigation and analysis

Generic type of problem	Software problem
Description of FSR action	The minimum group setting of the cooling unit is 0. If we need both cooling units in working. Then we need to change the alarm setting via Tuner (enable to disable).

3 Conclusion, system status & recommendation

Conclusion	The minimum group setting of the cooling unit is 0. If we need both cooling units in working. Then we need to change the alarm setting via Tuner (enable to disable).

4 ERP feedbacks

4.1 Load Condition

|	
Condition of load equipment	No disturbance
Environmental condition	Normal environmental condition
Equipment status	Cooling equipment is operational

4.2 Diagnosis

Circumstance of the fault	No particular circumstance
Premises and environment visual check	The premises are clean
Identify fault present	Other (specify)
Visual check of the unit and components	No component visibly faulty

4.3 Corrective action

Origin of the fault	The fault has not been reproduced
Field Service Bulletins have been performed	No

4.3.1 Alarms Setting
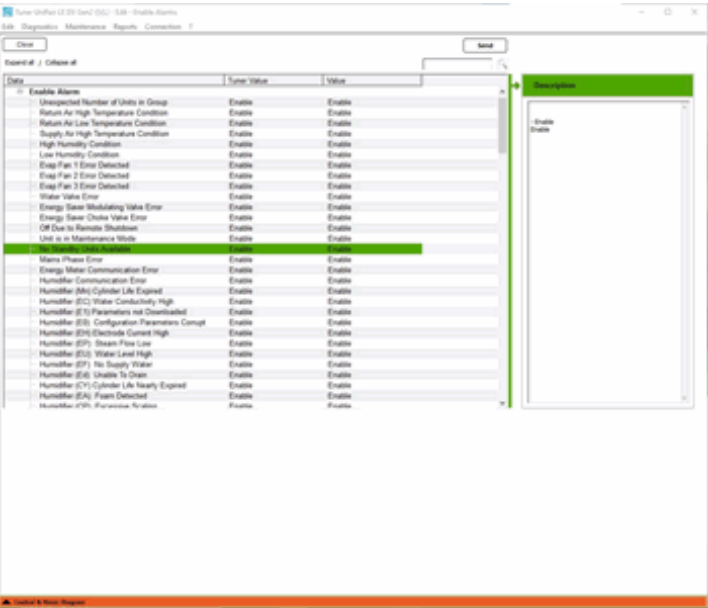
5 Optional controls

5.1 System Room Check

5.1.1 Room and Environment

Unit Room

Record the customer room designation:	contener	Done
Specify the type of room where the unit is located.	Other (specify)	contener
Room construction complete	Satisfactory	
The environment of the equipment is suitable for service operation	Yes	
The room is clean and free of dust and debris	Yes	
The room has a vapor barrier applied to the walls, floor, and ceiling	Yes	
Specify the type of cooling used in the room.	By air-conditioning	Satisfactory
Measure and record the room temperature:	24 °C	Satisfactory
Room Environment Humidity	33 %	Satisfactory
Front service access measurement	0 mm	
There is sufficient access to operate on the unit	Yes	
There is sufficient access to remove the unit	Yes	
The raised floor construction is complete and all tiles are in place	Yes	
The raised floor height	0 mm	
The raised floor plenum space has minimal airflow obstructions	Yes	
The unit ducting is properly attached and supported	Yes	
The unit ducting is complete and diffusers have been installed	No	
The unit motorized damper has been installed	No	

5.2 Unit Functional check

5.2.1 Initial Functional Check

Functional check

All of the evaporator fans are operating	Satisfactory
The flow meter is reading properly	No
The optional water detector is working properly	Yes

6 Final Inspection

6.1 Final Inspection

Equipment Operation

The state and revision of parts help ensure proper operation of the unit.	Yes	
The firmware version is the latest one available.	1.2.6	Yes
All operational tests are passed successfully and system is functional	Yes	

Customer Relationship

List any customer concerns about the unit.	

Site

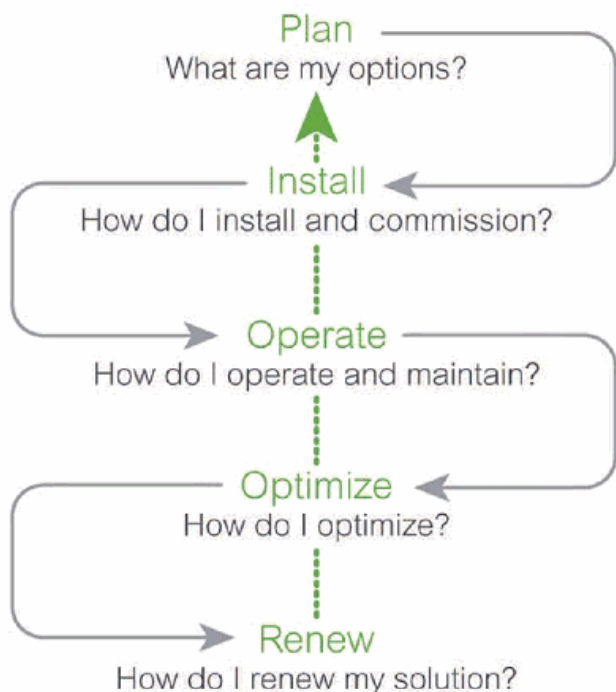|	
The site and the equipment are being left in a clean and tidy condition.	Yes

6.2 Customer issues

See summary page

SERVICES SOLUTIONS FROM A TRUSTED ADVISOR

Rely on Schneider Electric Critical Power & Cooling Services to protect your UPS from unexpected issues and downtime. Trained and trusted professionals are at your disposal to support and provide high quality service for your equipments.

Life Cycle Services

Plan — What are my options?
Install — How do I install and commission?
Operate — How do I operate and maintain?
Optimize — How do I optimize?
Renew — How do I renew my solution?

Schneider Electric Critical Power & Cooling Services (CPCS) provides the expertise, services, and support you need for your building, industry, power, or data center infrastructure.

- Experience: Our proud 170-year history has led us to worldwide recognition as the thought leader in energy management, power and cooling infrastructure, and energy efficiency.
- Reputation: Our highly trained teams — technical support, project managers, Field Service Engineers (FSEs) — and our strong commitment to quality service have earned us a reputation as a trusted advisor in the industries we serve.
- Availability: Our extensive worldwide service network is one of the largest in the world. This enables us to deliver service where and when you need it.
- Expertise: Our highly skilled, certified FSEs are trained directly by the product developers themselves. This provides them with the highest level of system knowledge, resulting in accurate and quick diagnosis and repair.
- Speed: If equipment issues should arise, our technical support team is only a phone call away, ready to help you quickly diagnose the problem. When on-site help is required, our service plans dispatch a FSE rapidly, ensuring your system is up and running as fast as possible.

Plan

Assessment: Site survey, engineering analysis, environmental inspection.

Design Planning: Free online tools to plan and design tailor-made solutions.

Install

Project Management: Assistance in completing rollouts on time and within budget.

Installation: Equipment implementation and optimization, physical assembly and logistics coordination.

Start-up: Initial setup, installation, verification.

Training: Onsite equipment orientation, operational and maintenance education.

Operate

Service Plans: comprehensive onsite service packages with either Next-Business-Day availability or response upgrades to 4-hour and 8-hour.

Monitoring Service: 24*7 digital monitoring service with instant access to data and experts through Smartphone apps well as operational insights and analytics.

Preventive Maintenance: Corrective maintenance, system cleaning, environmental inspection, functional verification, and free firmware upgrades.

Optimize

Asset Capacity Trending: proactive asset planning guidance, along with analysis of critical power, cooling, and room layout domains.

Data Center Health Check: Site-level assessment as well as inventory list for Schneider Electric and 3rd party vendor equipment.

Renew

Modular Power Revitalization: comprehensive on-site UPS refresh service for modular UPS solutions, updated by certified service professionals.

Modernization Services: solutions to protect your aging UPS from unexpected issues and downtime. Assets' availability will increase and investments maximized.

For more information, please visit Critical Power & Cooling Services website at:
http://www.schneider-electric.com/b2b/en/services/field-services/critical-power-and-cooling/