ABB E-mobility
global service concept
Pioneering the future of e-mobility
Delivering end-to-end electrification solutions for the transport of tomorrow, today.

Long standing experience
More than a decade in launching innovative EV charging technology, complimented by a century of experience in power distribution and energy management.

Trusted problem solver
From highway to home, from EV Fleets to retail, we are the partner of choice for the world's biggest brands of electric vehicle OEMs to nation-wide EV network operators.
ABB E-mobility global service concept

ABB E-mobility global service concept and its "Care" Service Level Agreement combine leading technologies with the knowledge and abilities of experienced service experts to enable fast and reliable solutions in critical moments for critical infrastructure.

Supporting any business model or installation size, ABB E-mobility provides services to its installed base of EV chargers around the world, ensuring the same high quality service to every organization in the sector who trust our expertise and commitment.

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Remote service
ABB technical support teams can diagnose more than 90% and solve over 75% of cases remotely.

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On-site service
ABB on-site teams perform expert preventive maintenance and solve the last 25% of remotely diagnosed cases quickly with the right parts at hand.

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Service Level Agreement
- Remote & on-site support
- Preventive maintenance
- Spare parts

Commissioning
Ensure that the equipment is properly installed according to manufacturer specification

On-demand preventive or corrective maintenance
Ensure optimal performance & compliance scheduled to meet your needs

Training & certification
- Diagnostic training
- Field repair training

Extended warranty
Keep the charging equipment under manufacturer warranty for a longer duration
"Care" offering vs extended warranty
Get the perfect match

ABB E-mobility "Care" Service Level Agreement (SLA) offers 4 level of services, complementing to the product warranty, enabling to find the perfect solution for any type and size of installation even during the warranty and extended warranty. It can be purchased at any moment of the product life cycle. "Care" SLA helps optimize the total cost of ownership and improve uptime.

The ABB E-mobility "extended" product warranty delivers the same level of services as the "standard" warranty. The coverage would be increased up to 5 years. It must be purchased concurrently with the product.

Together with ABB Connected Services that includes a 24/7 connectivity support, the SLA ensures the best experience in remote and onsite diagnosis thanks to the support from ABB E-mobility experts, ensuring faster response times.

<table>
<thead>
<tr>
<th></th>
<th>Standard warranty</th>
<th>Extended warranty</th>
<th>Enterprise 'Care' SLA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Starting date</strong></td>
<td>Included in the product</td>
<td>After standard warranty</td>
<td>At any time</td>
</tr>
<tr>
<td><strong>Connected Services</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Technical support access and response time</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>On-site response</strong></td>
<td>✓ Best effort</td>
<td>✓ Best effort</td>
<td>✓ 5 business days (2)</td>
</tr>
<tr>
<td><strong>Annual preventive maintenance visit</strong></td>
<td>(3)</td>
<td>(3)</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Parts</strong></td>
<td>In warranty scope</td>
<td>In warranty scope</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Labor &amp; Travel</strong></td>
<td>In warranty scope</td>
<td>In warranty scope</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Contract success onboarding</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

(1) Upgrade to 24/7 or upgrade response time to 3 or 1 business days can be quoted. Please consult your ABB E-mobility local sales organization
(2) To be ordered separately
# ABB E-mobility "Care" SLA

## Get peace of mind

**Global and continuous customer support**

The Network Operation Center and support engineers team ensure high connectivity, a fast response and resolution time thanks to ABB certified local partner network.

## High uptime, low investment

**Maximize your profitability**

With the SLA the performance of a charger is measured and improved. It provides a reliable charging experience for EV drivers, and therefore increasing usage and profitability.

## Best in class user experience

**Easy to use**

ABB Connected Services enable an easy real-time remote diagnosis of your chargers and installation. In completion, preventive and corrective on-site maintenance avoids unexpected downtime.

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<thead>
<tr>
<th></th>
<th>Remote Care</th>
<th>Essential Care</th>
<th>Enterprise Care</th>
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</thead>
<tbody>
<tr>
<td><strong>Starting date</strong></td>
<td>At any time</td>
<td>At any time</td>
<td>At any time</td>
</tr>
<tr>
<td><strong>Connected Services</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Technical support access and response time</strong></td>
<td>✓ Web - Next day</td>
<td>✓ Web - Next day</td>
<td>✓ Phone &amp; Web - Same day</td>
</tr>
<tr>
<td><strong>On-site response</strong></td>
<td>✓ Best effort</td>
<td>✓ Best effort</td>
<td>✓ 5 business days (1)</td>
</tr>
<tr>
<td><strong>Annual preventive maintenance visit</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Parts</strong></td>
<td>✓ Discounted rates</td>
<td>✓ Discounted rates</td>
<td>✓ Discounted rates</td>
</tr>
<tr>
<td><strong>Labor &amp; Travel</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Contract success onboarding</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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## Life cycle services
Maximizing service and product support

### ABB E-mobility life cycle support

<table>
<thead>
<tr>
<th></th>
<th>Active</th>
<th>Classic</th>
<th>Limited</th>
<th>Obsolete</th>
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<tbody>
<tr>
<td>Installation and commissioning</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Training</td>
<td></td>
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<tr>
<td>Maintenance</td>
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<td></td>
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<td></td>
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<tr>
<td>Support and remote services</td>
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<tr>
<td>Spare parts</td>
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<tr>
<td>Engineering and consulting</td>
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<tr>
<td>Extensions, upgrades and modernization</td>
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</tbody>
</table>

**Complete life cycle services**

**Limited life cycle services**

### Installation and commissioning
ABB and its service partners offer professional installation and commissioning services.

### Training & certification
ABB’s expertise in complex equipment operation is passed on to customer maintenance crews, helping them achieve maximum performance. ABB offer a full range of courses for classroom and on-site training as well as web-based training (e-learning).

### Maintenance
Regular on-site preventive maintenance, carried out in good time by certified field service engineers, maximizes equipment reliability.

### Support and remote services
On-site technical assistance together with advanced product and application support via telephone and e-mail offer fast failure analysis and rectification. Remote equipment access enables ABB to provide expert on-line access for improved troubleshooting and resolution.

### Spare parts
ABB’s spare part services aim to provide customers with the right spare part at the right place at the right time. ABB provides genuine spare parts and spare part kits, accompanied by the relevant documentation.

### Engineering and consulting
Site-specific assessments establish equipment condition. Performance plus high-level technical analyses serve as a basis for decisions on the tactical implementation of improvements and the development of strategies for extending equipment operating life.

### Extensions, upgrades and modernization
ABB’s upgrade and modernization services are time and cost effective solutions that improve the reliability of operations and extend the life cycle of operational equipment at minimal cost. The service includes advice on viable options while taking into account technological developments and the life cycle of existing equipment. New technologies can improve and extend the functionality of existing equipment at a favorable cost. In many cases, a step-by-step upgrade will enhance the reliability, availability, maintainability and safety of operations.
Product life cycle management
Ensuring full service support

Systematic product maintenance for enhanced reliability and performance
Preventive maintenance and reconditioning schedules are designed to ensure product reliability and optimum performance, as represented by the horizontal red line in below figure.

If preventive maintenance and reconditioning are neglected, the product’s performance and reliability deteriorate mainly through component aging and wear (the downward grey line).

However, at a suitable point in its life cycle, as shown by the stepwise climbing grey line, a product’s reliability and performance can be enhanced by upgrades, retrofits or replacements, thus ensuring that the product remains in good condition with high uptime.

Reliability of operations
ABB’s life cycle services reduce the probability of interrupted operation and maintain performance at the intended levels. Product Life Cycle Management thus improves the reliability of operations and provides the basis for maximized uptime and business success.

Availability of product support
With Product Life Cycle Management, ABB provides an overview of components’ and parts’ status and the resources required. The resultant improvement in the availability of support services allows a rapid response to any issue. Life cycle services create opportunities to keep products and systems within a phase where product support is guaranteed and therefore prevent extended lead times when assistance is required.

Maintainability of products and systems
During the Active and Classic phases, ABB guarantees the availability of full life cycle services. Active application of life cycle management safeguards full maintainability and serviceability. As a result, product lifetime is prolonged and the return on investment (ROI) is increased.
Additional Information
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