

Service Level Agreements

Supporting best-in-class uptime



Charging infrastructure must operate with the highest reliability and lowest downtime. ABB E-mobility's Service Level Agreements support that demand, incorporating more than a decade of experience with thousands of intelligent fast chargers deployed across the globe.

Proactive services support operational excellence

Operational excellence starts with superior chargers. Our family of EV chargers are third-party certified for safety and designed to withstand heavy operation under rugged conditions.

ABB E-mobility's chargers are easy to service, with round-the-clock connectivity for remote diagnostics, and accessible designs that expedite maintenance and field service.

High uptime demands

Meeting charging infrastructure program requirements which can be 97% operational uptime demand comprehensive planning that includes:

- ABB E-mobility trained installers and field commissioning personnel
- Round-the-clock connectivity
- Warranty services
- Annual preventive maintenance
- Service level agreements that include phone and field support from certified techs
- A world-class spare parts program
- Life-cycle management programs



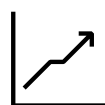
Operational savings

ABB Connected Services, web tools and on-line technical support reduces operational cost.



Quick on-site repairs

Remote diagnostics and spare part priority access to supply chain reduces site down-time.



Anticipate business operations

Ensure consistent standards of service while supporting reliable operations.

1M

chargers sold globally including 50,000 DC fast chargers

85+

countries with ABB E-mobility chargers installed

1800+

talented employees supporting our zero-emission future

12+

years' experience deploying EV charging technology

450

kW max power in a full range of products and use cases

ABB E-mobility Service Level Agreements

Complete overview of options

Service Level Agreement offers 4 levels of options allowing any kind and size of installation to get the perfect match for their requirements.

Features	Remote Care	Essential Care	Professional Care	Enterprise Care
Connected services and web tools	✓	✓	✓	✓
Technical support access and response time	✓ web, standard escalation	✓ web, next-day	✓ phone & web, 24 hr	✓ phone & web, 24 hr
Expedited on-site response *		✓ standard escalation	✓ 5 business days after dispatch	✓ 5 business days after dispatch; 3-day or 1-day with custom agreement
Annual preventive maintenance visit			✓	✓
Preventive maintenance labor travel and parts included			✓	✓
Replacement parts discounts included			✓	✓
Corrective maintenance field service, labor travel and parts included				✓
Bi-annual health report				✓

* on-site response times subject to spare parts availability

Reduced risk of downtime and enhanced reliability



Charger Issue Reported

Response Time

Remote Diagnostics

Deployment Onsite

Charger Issue Resolved

Ticket initiated

A ticket is initiated in the ABB E-mobility Service Portal

Request Received

Ticket acknowledged and remote troubleshooting process is initiated

Diagnostic triage

Remote diagnostic investigation to determine course of action

Dispatch

Includes remote and onsite services in order to resolve issue

Ticket closed

The ticket is closed in the ABB E-mobility Service Portal

ABB E-mobility business hours are 7AM to 7PM CT Monday to Friday.

ABB E-mobility Connected Services

For always online remote services

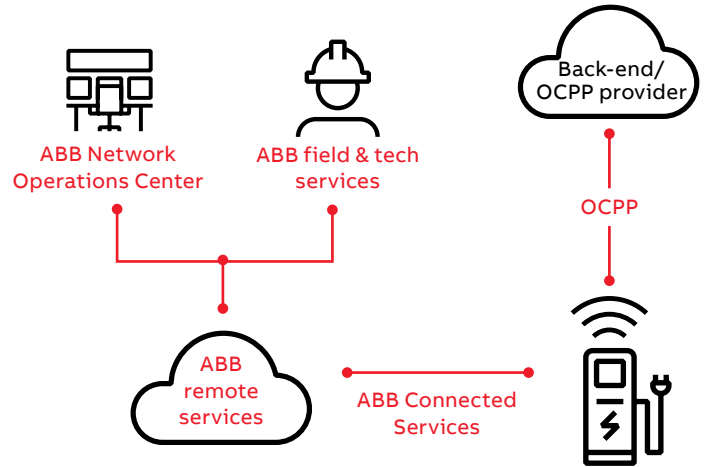
Charger connectivity is essential to networked charging, enabling service level agreements and optimizing operational lifetime.

Connected Services

ABB E-mobility chargers provide online connectivity for enabling business models, user access control, robust data and remote services. ABB E-mobility provides reliable connectivity for remote services that includes over the air updates as well as diagnostics and troubleshooting.

Through our robust platform, service cases can be diagnosed remotely, substantially reducing downtime. Connectivity also supports remote updates and upgrades, including the latest charging protocols, user interface enhancements and integration with any OCPP back-end solution.

Optional ABB Web Tools provide an online web interface that delivers real-time status information and usage statistics on networked chargers. Operators can gather detailed session statistics, configure chargers, and obtain valuable insights through charger usage statistics. All charge session data can be exported and managed directly from this user-friendly application.



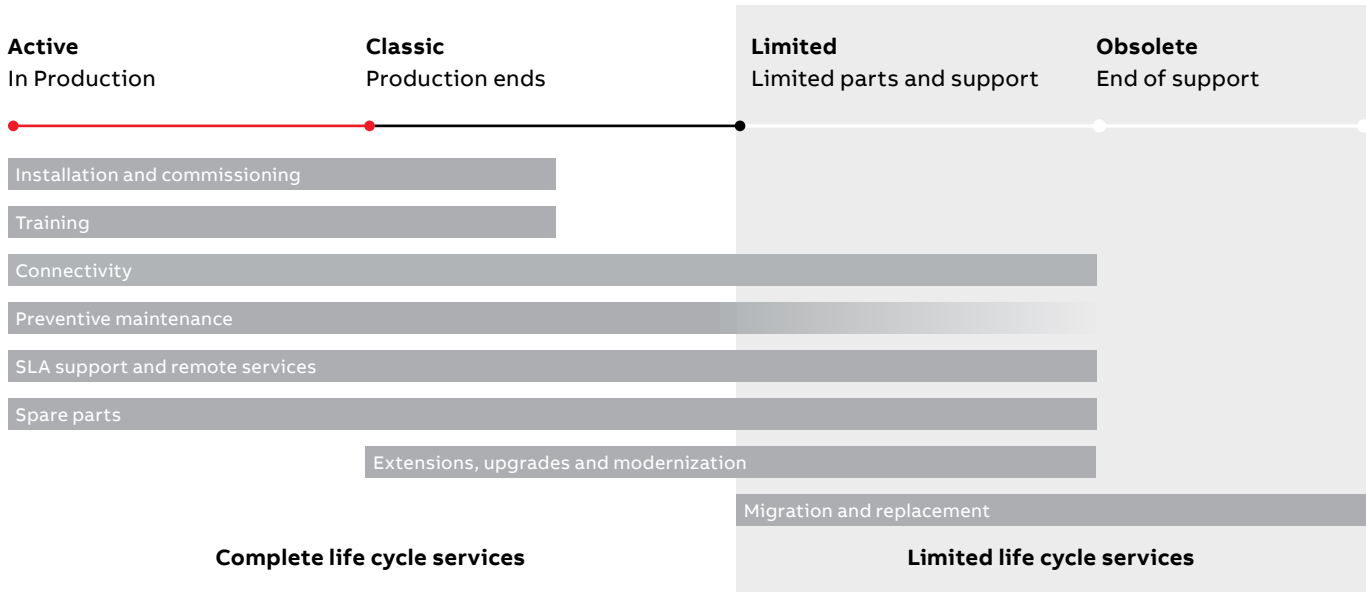
Connected Services
ABB E-mobility connectivity solutions link EV chargers to back-end systems as well as robust service tools.



Life cycle services

Maximizing service and product support

ABB E-mobility life cycle support



Installation and commissioning

Proper installation and commissioning are critical to operational uptime throughout the charger lifecycle. ABB E-mobility service employees are trained to support professional installation and commissioning services.

Training

ABB E-mobility training services deliver educational programs covering charger design, safety and service knowledge to installation and maintenance personnel, helping owners and operators achieve maximum performance. We offer a full range of courses for classroom and on-site training as well as e-learning.

Preventive Maintenance

Preventive maintenance should be scheduled at regular intervals from the commissioning date of every charger. This work should be completed by an ABB E-mobility authorized service technician according to product maintenance schedules.

This service includes a visual inspection of internal and external components, an air filter change and unit testing. A trained service technician will also advise on necessary or recommended repairs. Travel expenses are charged at standard rates.

Spare Parts, Storage and Availability

ABB E-mobility's Center of Excellence (CoE) in the United States manages parts order fulfillment. In addition to our CoE, we also have logistics, stocking and storage facilities to support sites across the country, stocking a basic level of recommended spare parts for all customers with availability on a first come, first served basis.

ABB E-mobility can also store customer-dedicated spare parts at our facility for on-demand usage as an add-on service. Preselected spare parts in this program can be made available to ship within 24 business hours.

Multiple options for spare parts solutions, storage and availability are also available. ABB strongly encourages our customers to stock routine and critical wear and tear parts as well as those with long lead times for optimal charger availability and lower cost to overall operations.

For a list of recommended spare parts please contact your ABB E-mobility sales representative.

Standard and Extended Warranty Coverage

Every ABB E-mobility charger is backed by a standard warranty and an experienced service team committed to customer success. Detailed warranty terms can be found in product warranty documentation.

Product life cycle management

Ensuring full service support

Optional extended warranties are available at the time of the charger purchase to increase coverage length and scope while securing known costs upfront. Standard preventive maintenance packages must be purchased for an extended warranty to be valid. ABB E-mobility also offers extended warranties after commissioning during the valid warranty period.

Extensions, upgrades, and modernization

ABB E-mobility can support upgrade solutions to extend the life cycle of operational equipment. These services include advice on extending charger lifetime while taking into account technological developments and the age of existing equipment. In some cases, a step-by-step upgrade can enhance the reliability, availability, maintainability and safety of operations.

Migration and replacement

At the end of a product's life, replacement or migration to the next product generation will be necessary. ABB E-mobility can advise on the best active products and system components and also make recommendations on the proper disposal of the legacy product.

Operational Excellence

Operational excellence starts with reliable chargers designed to withstand heavy operation under rugged conditions. ABB E-mobility's chargers are also designed for easy accessibility for faster maintenance and field service.

Reliability of operations

ABB E-mobility's life cycle services reduce interrupted operation and maintain performance. Product life cycle management can improve the reliability of operations and provide the basis for improved uptime, utilization and satisfied users.

Availability of product support

Life cycle services keep products and systems within a phase where product support is available and minimize lead times for parts and services.

Maintenance of products and systems

During the Active and Classic phases, ABB E-mobility supports maintenance and service. As a result, product lifetime is expected to be prolonged and return on investment (ROI) may be extended.

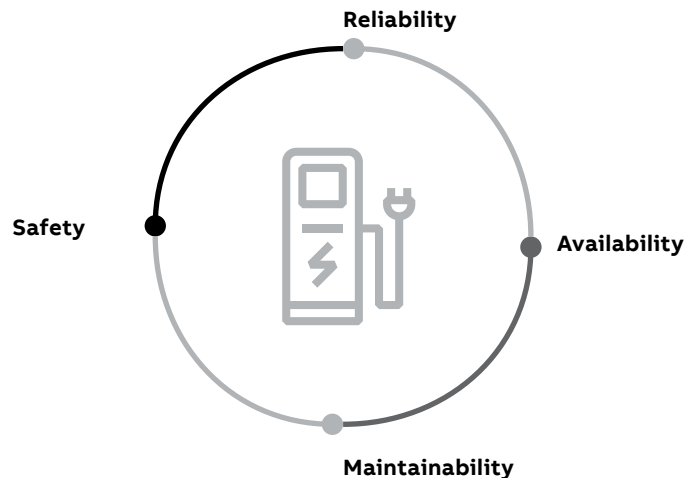
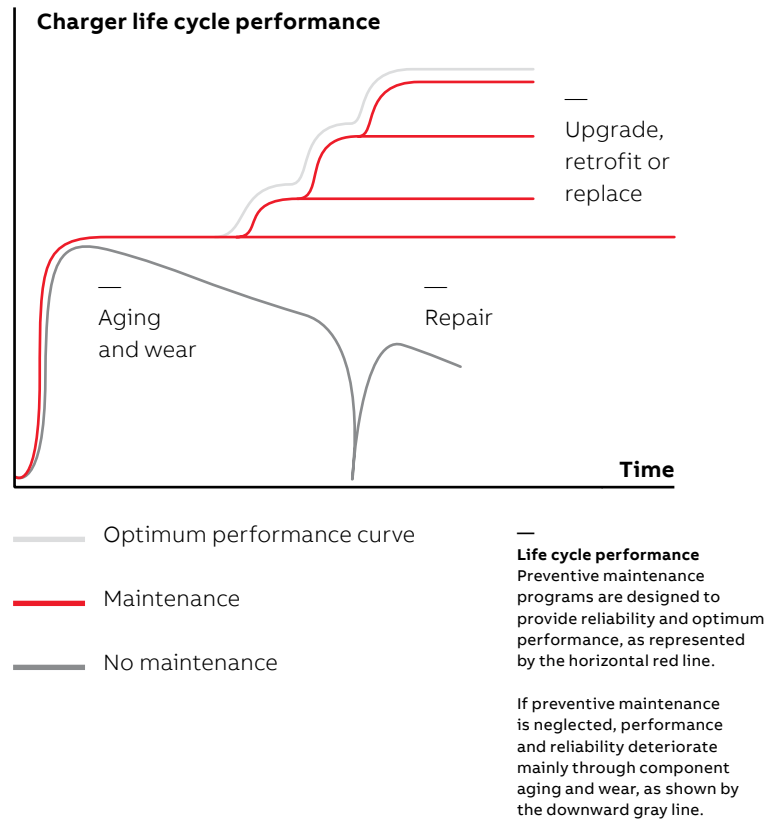


ABB E-mobility complete service offering

Powering e-mobility forward

With more than a decade of EV infrastructure experience, ABB E-mobility is leading the way to a future of zero emission mobility.



Remote services

- Round-the-clock connectivity
- Remote services
- Remote diagnostics
- Firmware updates and upgrades
- Web tools



On-site service and parts availability

- Standard & extended warranty execution
- Service level agreements
- Preventive service and maintenance
- Corrective service and maintenance
- Spare parts stocking programs



Custom services

- OCPP integration
- Plug and charge integration testing
- Interoperability testing and validation



Training

- Standardized online training
- Product and service classroom training
- Customized service training programs
- Third-party service training programs

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The ABB E-mobility service offering includes remote services, back-end integration and training, as well as parts and warranty services.





SUPERIOR CHARGERS

The highest quality and widest range of charging technology

- High quality: components, materials and designs in the widest power range
- Field tested: Built on more than decade of experience in all conditions and use cases
- Safety first: Third party certifications; company-wide health, safety and sustainability mandates.



SMARTEST SERVICES

The most flexible provider of smart, networked and remotely serviced chargers

- Business model enablement, technology integration teams and on-line connectivity
- High uptime: Remote and field service support team for exceptional charger availability
- Future-proof: Always up to date with latest standards and protocols



RELIABLE PARTNER

Vast experience designing and deploying EV charging technology

- Project and service excellence: Dedicated teams to support charger deployment and maintenance
- Human talent: unrivaled engineering and service organization
- Committed: Electrifying transportation for more than a decade

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ABB E-mobility has the technology, services and experience to enable successful EV charging programs.

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