

Warranty services

Supporting best-in-class uptime

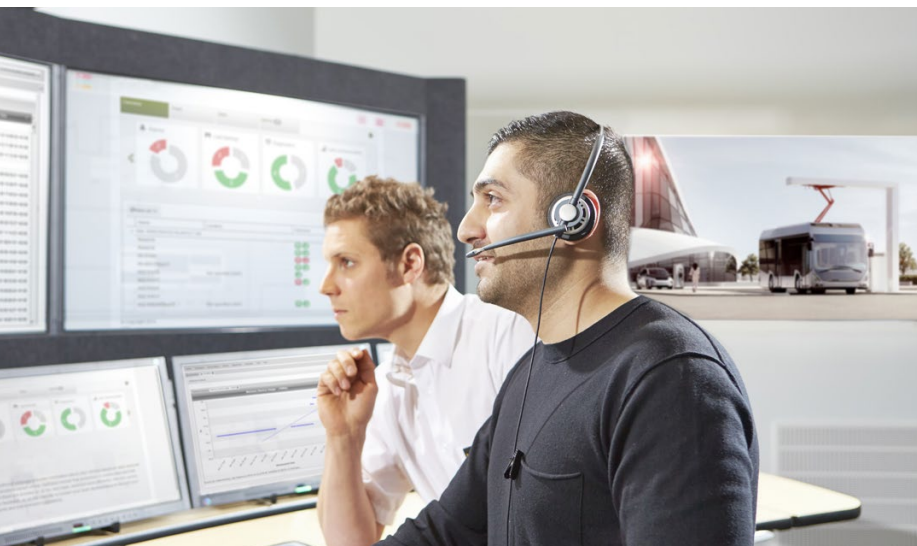





ABB E-mobility electric vehicle chargers are backed by a standard warranty and an experienced service team committed to customer success.

In addition to the standard warranty, our service level agreements (SLA) can optimize charger uptime and support faster remote and on-site response times.

	Scope for USA	Standard warranty execution	SLA offering
	Spare parts shipping	Usually 7 days after diagnostics for standard stocked parts	Next-business-day after diagnostics for standard stocked parts
	Corrective Maintenance	Included	Pre-defined response times*
	Remote Support	Standard escalation	SLA contract-defined*
	On-site Support	Standard escalation	SLA contract-defined*
	Preventive Maintenance	Recommended	Included with designated SLA contracts**

Notes

* SLA response times are 5 business days after dispatch; 3-day or 1-day with custom agreement.
 ** Preventive maintenance package is included with Professional and Enterprise Care SLA tiers. The following page of this document covers standard warranty provisions by product.

Standard Warranty vs Optional SLA

ABB E-mobility's standard warranty provides baseline support during the warranty period. However, proactive uptime planning should include service level agreements which may significantly enhance charger reliability and uptime. For more information, please see the [ABB E-mobility SLA offering](#) documentation.

Standard warranty

ABB Product line	Parts *	Onsite labor	Travel	Preventive Maintenance	Extended Warranty*
Terra AC Wallbox UL	2 years	—	—	—	—
Terra DC Wallbox UL (20-24 kW)	2 years	—	—	—	option up to 5 years total
Terra DC Fast All-in-One UL (50-180 kW)	2 years	2 years	not included	recommended	option up to 5 years total
Terra DC High Power UL (175 kW, 350 kW)	2 years	2 years	not included	recommended	option up to 5 years total
HVC-C Depot Fleet UL Charging Systems	2 years	2 years	not included	recommended	option up to 5 years total

Key terms and conditions

- Warranty terms outlined in ABB E-mobility Standard Terms & Conditions at time of sale apply
- The standard warranty covers labor and parts as cited in the chart above; consumable parts and travel not included
- Standard parts can be available on site within 7 business days
- A response to service tickets without an SLA is typically initiated within 7 business days (service tech or part dispatched)
- Warranty response times are contingent on active Charger Connect for remote connectivity

Key warranty exclusions

- ABB E-mobility charging equipment is used outside its intended purpose and/or outside its design parameters
- ABB E-mobility charging equipment is exposed to acts of nature, vandalism, misuse, normal wear and tear, negligence, accident, overvoltage or other causes outside the control of ABB E-mobility
- Any unauthorized opening, demounting or moving of ABB E-mobility charging equipment is not covered
- ABB E-mobility chargers must be stored, installed, operated and maintained and/or stored according to ABB E-mobility instructions and may not be left without power for an extended period of time
- Travel and off-site labor are not covered by warranty
- Charging equipment comprised of materials provided by or a design specified by purchaser
- ABB E-mobility charging equipment not purchased from ABB or its authorized sales channel
- Consumable parts, such as cables and filters, are not covered by warranty
- All warranty exclusions as outlined in ABB E-mobility Standard Terms & Conditions at time of sale apply

Key service requirements

- All service personnel must be NFPA 70E certified and compliant and approved by ABB
- Certificate of training attendance for ABB E-mobility products and services must be on file for each person servicing ABB charging equipment
- To validate warranty, equipment must be maintained and serviced by ABB E-mobility technician or an ABB E-mobility-approved service partner
- ABB E-mobility Terms & Conditions are provided with every proposal; contractual terms apply

Claim process

- Troubleshooting may be conducted by ABB E-mobility, or in some cases, a network provider or charge point operator as mutually agreed, prior to submitting a warranty claim.
- If the issue cannot be resolved via basic troubleshooting, ABB E-mobility can be contacted through the [ABB E-mobility Service Portal](#) via the case ticketing function
- An ABB E-Mobility Service Team member can assist with diagnosis and validate warranty claim.
- When validated, an ABB E-mobility Service Provider may be assigned to visit the charger and replace any non-functioning parts that are under warranty; corrective maintenance may also be required

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Notes
 * Standard warranty includes certain parts coverage and excludes consumable parts. See ABB standard terms for details.

The standard warranty validity for original equipment parts, excluding consumable parts, begins at the earlier of (i) 30 months from shipment from ABB's factory or (ii) 2 years from charger installation. The standard warranty for new spare parts is 12 months after date of shipment, and the standard warranty for refurbished or repaired parts is 90 days after shipment.

** An extended warranty package must be purchased at the time the charger is purchased. ABB can also offer an extended warranty during the valid warranty period which would require an updated proposal.

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Connected Services
 ABB E-mobility chargers can be integrated with back-end systems as well as ABB E-mobility's service tools. Connected services are essential to upholding warranty, enhancing an SLA and optimizing operational lifetime.

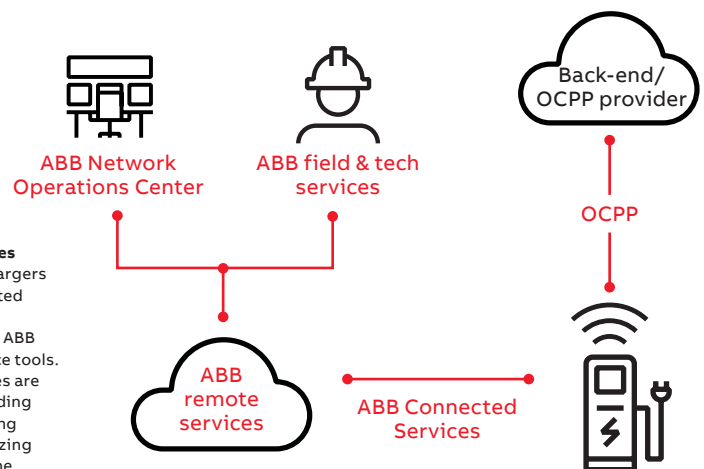


ABB E-mobility complete service offering

Supporting operational excellence throughout the charger lifecycle

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

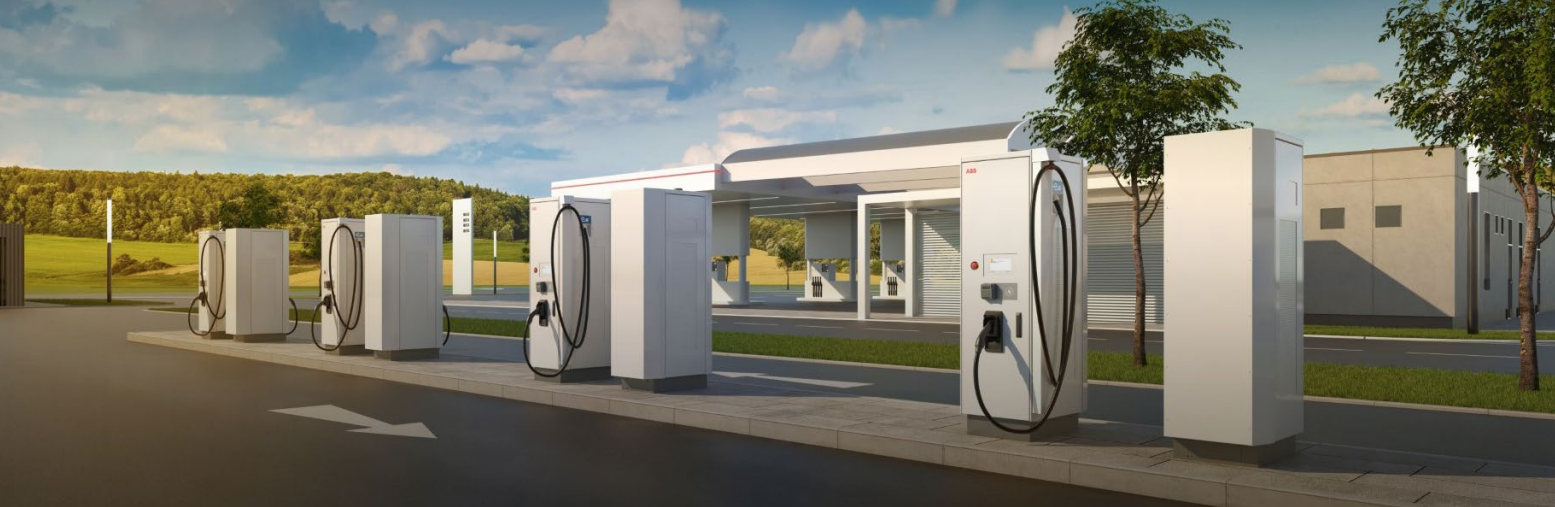


Training

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

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





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



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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