Service Level Agreements
Supporting best-in-class uptime

Charging infrastructure must operate with the highest utilization and lowest downtime. ABB’s service level agreements meet that demand, incorporating a decade of experience with thousands of intelligent fast chargers deployed across the globe.

Services ensure operational excellence
Operational excellence starts with reliable chargers. ABB’s family of EV chargers are modularly designed to withstand heavy operation under rugged conditions.

In addition, ABB’s fast chargers are the easiest in the market to service, with 24/7 connectivity for remote diagnostics, and accessible designs that expedite maintenance and field service.

Remote services
- 24/7 connectivity
- Remote services
- Remote diagnostics
- Firmware upgrades
- ABB Web tools

On-site service and parts availability
- Standard warranty execution
- Extended warranty options
- Service level agreements
- Preventive service and maintenance
- Spare parts programs

Custom software services
- OCPP integration
- Autocharge integration testing
- Interoperability testing and validation
- Customized software integration support

Training
- Standardized online training
- Customized service training
- Third-party service training programs
E-mobility Service Level Agreements
High utilization requires maximum uptime.

ABB’s service level agreements optimize charger uptime for faster remote and on-site response times, from the industry's most experienced service team – committed to customer success.

Charger Support Request Response Time (CSRT)
Response time is defined as the maximum allotted time requested for ABB to respond to customer inquiries, acknowledge receipt by the EV charging service team, and begin the remote troubleshooting process.

Remote Diagnostics Response Time (RDRT)
Remote Diagnostic Response time is defined as the maximum allotted time requested for ABB to provide remote response after receiving a charger support request. In cases where the charger error is flagged as a level 3 issue and the support issue must be elevated to the Global Service Desk, the final response time may be delayed.

Deployment Time of On-site Service (DTOS)
Deployment time is defined as the amount of time after the remote diagnostic response process is complete to the dispatching of an engineer/tech to site. If the issue cannot be resolved via remote support and it is mutually agreed that on site support is needed; and spare parts are either at site or confirmed for delivery to site, then ABB authorized service personnel will be dispatched to be on site. The timing of site work must also be mutually agreed upon.

Customer Block of Time (CBOT)
ABB offers the option of pre-purchasing ABB technical support time to provide an all-included troubleshooting service for ABB chargers, remote assistance, on site repairs, spare parts and travel time/expenses to be converted and deducted.

The bank of hours is accrued annually upon the renewal of this contract. By selecting to bank hours, the customer will no longer be charged on a time and material basis and instead will have hours converted and deducted from their balance, as requested. If the hours consumed or converted exceed the banked time, the customer will be billed the difference.

Customer Block of Time Options:
- CBOT1: 20 hours
- CBOT2: 100 hours
- CBOT3: 250 hours
- CBOT4: 500 hours

If an SLA is purchased, a minimum of 20 hours of CBOT must be purchased. The purchase of these hours allows ABB to quickly respond to all technical and charger support inquiries.

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Business hours are 7AM to 7PM CT Monday to Friday.

1) May be 2 hours outside business hours
2) Requires a 4-month ramp up from the date of SLA contract.
3) Requires a 6-month ramp up from the date of SLA contract.
4) Not suggested for high utilization sites where charging sessions may exceed recommended maintenance intervals.
5) Recommended and required if extended warranty is purchased.
6) Dependent on stock availability
Service Level Agreement Options
A flexible menu of services

As the e-mobility market has grown, so have the needs of charging infrastructure owners and operators. To ensure that every site can reach its highest potential, ABB also offers preventive services to support proactive management business models.

Preventative Maintenance (PM)
Preventive maintenance (PM) can be scheduled at regular intervals from the commissioning date of every charger. This work shall be completed by an ABB E-Mobility authorized service technician per listed maintenance schedules and according to product recommendations.

ABB’s E-Mobility PM includes a visual inspection of internal and external components, an air filter change and unit testing as well as advising on necessary or recommended repairs which may be additional. Travel expenses will be charged at standard rates.

Preventative Maintenance options
PM1: Once every 2 years
PM2: Once per year
PM3: Twice per year
PM4: Custom Site PM calculated basis project

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

ABB can also store customer-dedicated spare parts at our facility based on ‘pallet per year’ basis. Pre-selected spare parts in this program can be made available to ship within 24 business hours.

ABB can offer multiple options for spare parts solutions, storage and availability. We encourage our customer to carry routine and critical wear and tear parts as well as those with long lead times to ensure the highest uptime, round-the-clock availability of chargers, and lowest cost to overall operations.

Spare Parts List
For a list of recommended spare parts please contact your ABB sales representative.

Storage of Customer Selected Spare Parts
CSSP1: At the customer site (recommended)
CSSP2: At the ABB facility
Availability of Replacement of Spare Parts:
ARSP1: Standard lead times - 6-8 weeks
ARSP2: Shipped within 1 week from stock
ARSP3: Shipped within 24 business hours

Standard and Extended Warranty Coverage
ABB offers a standard warranty for all EV charging equipment. Detailed warranty terms by product can be found in ABB’s product warranty documentation. Optional extended warranties are available for purchase at the time of the charger purchase to increase coverage length and scope while securing known costs upfront. Standard preventative maintenance packages must be purchased for an extended warranty to be valid.

ABB also offers extended warranties after commissioning during the valid warranty period, which may require an updated proposal from ABB’s e-mobility sales team. During the post-warranty period, a Service Contract can be purchased from ABB to enable ongoing service support.

Connected Services and Web Tools
Charger connectivity enables remote service and support. Through ABB’s robust platform, our customers have 60% of their service cases solved remotely resulting in very short response times and substantially reducing downtime. Connectivity allows remote software updates including charging protocols, user interface enhancements and back-end solutions for minimal field intervention as well as future-proofing software.

ABB Web Tools provide an online web interface that gives charging infrastructure operators and fleets with real-time status information and usage statistics on their equipment. Owners can gather detailed session statistics, configure chargers according to their preferences and obtain valuable insights through charger usage statistics. All charge session data can be exported and managed directly from this user-friendly application.

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