

Great Service. Happy Drivers.

Keeping your chargers working is our highest priority. The Service Plus™ program offers you hands-off preventative maintenance and service packages that make operations easy.

ZEF's approach is designed to deliver **'fix on first visit'** and strives to deliver the best uptime in the industry.

Service Package Benefits

- ▶ Service packages provide increased operational cost certainty
- ▶ Make scheduled maintenance worry free and easy (required per some DCFC warranties)
- ▶ Lower your operating costs by investing in service upfront instead reactively over time
- ▶ ZEF Energy's 5-Year Advantage™ comes with each commercial equipment purchase

ZEFNET
Uptime **99.79%**
Cloud Backend

Charger
Uptime **95-98%**
Under SLA

Field Visit
Response **24-72**
Per SLA **Hours**

Service Plus™ Packages

ZEF Energy's Service Plus™ packages include preventative maintenance and warranty related field service for Level 2 and DC fast charging stations. We offer a variety of packages to meet differing uptime requirements and project needs.

Tier 1 Package: Level 2 Installations
Ongoing service + maintenance for ZEFNET Standard Series

Tier 2 Package: Level 2 Installations
Ongoing service + maintenance for ZEFNET Pro Series

Tier 3 Package: DCFC Installations
Ongoing service + maintenance for DCFC equipment.

Tier 4 Package: DCFC Installations
Ongoing service + maintenance for high-uptime DCFC equipment.



Service Plus™ Packages

ZEF's Service Plus™ program approach is unique and is designed to deliver on the best uptime.

- ▶ Holding spare parts with service partners
- ▶ Direct management of response time
- ▶ Unique approach for rural areas installations

Service Level Agreement Options

	Standard Series 1 Year SLA	Pro Series 5 Year SLA	DC Fast Chargers 5 Year SLA	
	Tier 1	Tier 2	Tier 3	Tier 4
Performance Benchmark	95% Uptime	95% Uptime	95% Uptime	98% Uptime
Remote Monitoring	✓	✓	✓	✓
On-site Troubleshooting	✓	✓	✓	✓
Annual Preventative Maintenance		✓	✓	✓
72-Hour on-site response (once field service need is identified)		✓		
48-Hour on-site response (once field service need is identified)			✓	
24-Hour on-site response (once field service need is identified)				✓
Regional stocking of spare parts		✓	✓	
Spare parts held locally (typically with local service partner)				✓



CONTACT ZEF ENERGY TODAY!
SOLUTIONS@ZEFENERGY.COM

ZEF ENERGY 5-YEAR ADVANTAGE™

- ▶ 5-Year Product Warranty
- ▶ 5-Year Service Level Warranty
- ▶ 5-Year Cellular Connectivity
- ▶ 5-Year ZEFNET™ Software
- ▶ 5-Year US-Based 24/7/365 Tech Support

ABOUT ZEF ENERGY

ZEF Energy offers smart, vertically-integrated Electric Vehicle (EV) charging solutions. Our products are holistically packaged with a focus on advanced control, utility grade metering, driver billing and reporting. Our products include: Level 2 & DC Fast Chargers that are 'Buy America' compliant, are fully integrated with ZEFNET, our power management and network software, and all commercial products include our 5-Year Advantage™, the industry's best warranty, support and software package.