

warranty & extended warranty

	Standard Warranty 24 months	Extended Warranty for Year 3 to 5 **)
Service	standard	standard
service hours	9*5	9*5
access to support desk	✓	✓
software maintenance	✓	✓
proactive monitoring	-	-
initiation of preventive maintenance	-	-
reaction time *)	best effort	best effort
remote response time *)	best effort	best effort
remote resolution time *)	best effort	best effort
onsite response time *)	best effort	best effort
onsite resolution time *)	best effort	best effort
priority if onsite intervention necessary	-	-
annual preventive maintenance	-	-
spare parts	✓	✓
prerequisites	commissioning protocol	commissioning protocol
price per hypercharger per year	incl. in charger price	6% of charger price per year

Additional Service Packs during warranty & extended warranty

Remote Service Packs				Remote and Onsite Service Packs			
REM Bronze ¹	REM Silver ²	REM Gold ³	REM Platinum ⁴	REMON Bronze ¹	REMON Silver ²	REMON Gold ³	REMON Platinum ⁴
9*5	13*6	13*6	24*7	9*5	13*6	13*6	24*7
✓	✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓
✓	✓	✓	✓	✓	✓	✓	✓
NBD	8 hrs	4 hrs	1 hr	NBD	8 hrs	4 hrs	1 hr
NBD+1	NBD	8hrs	2 hrs	NBD+1	NBD	8hrs	2 hrs
NBD+2	NBD+1	NBD	4 hrs	NBD+2	NBD+1	NBD	4 hrs
best effort	best effort	best effort	best effort	NBD+3	NBD+2	NBD	6 hrs
best effort	best effort	best effort	best effort	NBD+3	NBD+2	NBD	8 hrs
✓	✓	✓	✓	✓	✓	✓	✓
-	-	-	-	✓	✓	✓	✓
-	-	-	-	-	-	-	-
warranty / extended warranty	warranty / extended warranty	warranty / extended warranty	warranty / extended warranty	warranty / extended warranty	warranty / extended warranty	warranty / extended warranty	warranty / extended warranty
209,00 €	407,00 €	649,00 €	759,00 €	725,00 €	1 040,00 €	1 525,00 €	TBD

roadmap for service pack implementation

¹ bronze available from Q3/2021

² silver available from Q1/2022

³ gold available from Q1/2022

⁴ platinum available from Q2/2022

^{*)} for Severity 1 level

NBD - next business day

** for year 6-10 price indication of 5%

all prices are excl. VAT and index adjusted annually
Eurozone Labour Cost Index (as published by Eurostat)