

## Autel EV Charger Service Level Agreement

### 1. Service Scope

Autel's EV charging infrastructure service includes remote and onsite software/hardware support services, as well as training, parts delivery and warranty services. The application of the Service Level Agreement ("SLA") presupposes that the authorization of the customer is obtained.

This SLA specifies the tech support/service level indicators provided by Autel to its customers, together with data management and service quality assurance.

### 2. Service Statement

#### 2.1 Service contents

##### 2.1.1 Remote Service:

- a. Remote diagnostics
- b. Software/firmware updates
- c. Autel charge maintenance platform(Web tools)

##### 2.1.2 Pre-Commissioning, On-site service and parts availability

- a. Standard warranty
- b. Extended warranty options (service with additional payment)
- c. Inhouse pre-commissioning (service with additional payment)
- d. On-site commissioning (service with additional payment)
- e. Spare parts program (item with payment only when used)

##### 2.1.3 Training

- a. Standard online training program
- b. Customized training program

##### 2.1.4 Software service

- a. OCPP integration(service with additional payment)
- b. Charge integration and interoperability testing and validation (service with additional payment)
- c. Customized software integration support (service with additional payment)

#### 2.2. Service Availability\*

No.	Item	Availability
1	Charger Support Request Response Time (CSRRT)	Email (evsupport.eu@autel.com) will be responded within max. 2 business days
2	Remote Diagnostics Response Time (RDRT)	<ul style="list-style-type: none"> <li>• 90% issues will be responded within 24 hours with effective solutions</li> <li>• All issues will be responded within 72 hours with effective solutions</li> </ul>
3	Deployment Time of On-site Service (DTOS)**	7-14 business days for spare parts delivery

\* Chargers installed in the UK by OZEV approved and Autel authorized installation contractors / partners, and

pre-commissioned by Autel service partners are eligible for the following premium service, i.e. DTOS is up to 48 hours with Autel spare parts held in stock by an Autel service partner.

\*\* DTOS can be significantly reduced if local spare parts are stocked near the charging site or in Autel distributor's warehouses.

### **2.3 Related Definition and Instructions**

1) Service Period: EV charger's whole warranty period.

2) Charger Support Request Response Time (CSRRT), is defined as the maximum allotted time requested for Autel to respond to customer inquiries and begin the remote troubleshooting process.

3) Remote Diagnostics Response Time (RDRT), is defined as the maximum allotted time requested for Autel to provide remote response after receiving an EV charger support request.

4) Deployment Time of On-site Service (DTOS), is defined as the amount of time from the completion of the remote diagnostic response process to the delivery of spare parts, in the event that the issues cannot be resolved remotely. Spare parts will be delivered to the customer site directly or by post. The time of on-site work must be mutually agreed by customers and Autel. Autel will supply pre-training and remote assistance for spare part replacement.

5) Service unavailability due to the following reasons is not included in the Autel service:

- a. Caused by the user's own failure;  
Caused by vehicle manufacture's failure;
- b. Caused by customer's failure to upgrade the system after advance notice from Autel, including system maintenance, upgrade and simulated fault drills;  
Any network or equipment failure or configuration adjustment beyond Autel equipment;  
Caused by force majeure and/or other unexpected events which are out of Autel's control; or
- c. Circumstances where Autel can be exempted from liability as described in relevant laws and regulations, relevant agreements, relevant rules or instructions.

### **3. Others**

Autel will assess and revise the SLA agreement from time to time. Autel undertakes not to modify the SLA terms substantially within the warranty period.