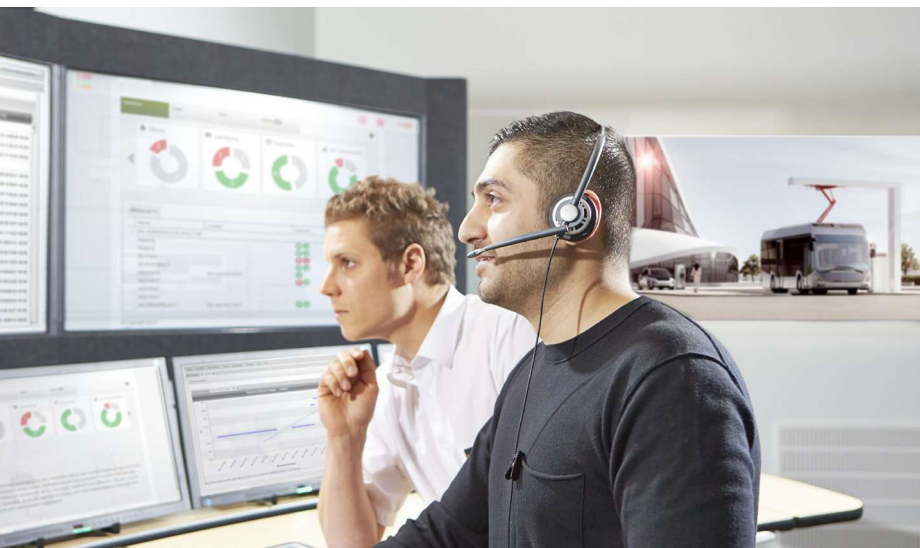


Warranty and Services

Supporting best-in-class uptime



Charging infrastructure backed by a warranty must offer the highest utilization and lowest downtime. ABB's warranty services are enhanced by remote and real-time connectivity to ensure seamless operation and longest equipment lifetime.

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.

ABB's EV charging infrastructure service offering includes remote and software services as well as training in addition to parts and warranty services.

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



Standard warranty and SLA programs

Services for every charging site

Every ABB EV charger is backed by a standard warranty and an experienced service team committed to customer success. ABB's service level agreements optimize charger uptime and ensures faster remote and on-site response times.

	Scope for USA	Standard warranty execution	Optional SLA offering
	Spare parts delivery	Within 7 days after diagnostics for standard parts	Next-day shipping of standard parts
	Corrective Maintenance	Included	Included
	Remote Support	Within 7 days	Within 48 hours
	Onsite Support	Within 14 days *	Within 96 hours
	Preventive Maintenance	Available on demand	Included

* See standard warranty provisions by product, including travel and labor, on the following page of this document.

— **Standard Warranty vs Optional SLA**
 ABB's standard warranty provides a foundation for operational planning. However, proactive planning should include service level agreements which significantly enhance charger reliability and uptime.



Standard warranty

ABB Product line	Parts	Labor	Travel	Logistics	Preventive Maintenance	Extended Warranty*
Terra AC Wallbox UL	3 years	—	—	Shipping for RMA	—	—
Terra DC Wallbox UL (20-24 kW)	2 years	—	—	Shipping for RMA	Optional*	Option up to 5 years
Terra DC Fast All-in-One UL (50-180 kW)	2 years	2 years	major metros	Shipping for RMA	Optional*	Option up to 5 years
Terra DC High Power UL (175 kW, 350 kW)	2 years	2 years	major metros	Shipping for RMA	Optional*	Option up to 5 years
HVC-C Depot Fleet UL Charging Systems	2 years	2 years	major metros	Shipping for RMA	Optional*	Option up to 5 years

Terms and conditions

- Warranty terms outlined in ABB Standard Terms & Conditions at time of sale apply
- The standard warranty covers labor and parts as cited in the chart above
- Limited travel included for warranty claims within metro locations of 1M+ population as applicable in the chart above
- Standard parts can be available on site within 7 working days
- Standard path to ticket resolution is typically within 7 working days (service tech or part dispatched)
- Warranty response times contingent on active Charger Connect for remote connectivity

Warranty exclusions

- Used for purposes other than to charge an EV
- Use outside specified ambient conditions
- Acts of nature, vandalism, misuse, normal wear and tear
- Overvoltage due to lightning strike or grid imperfections; grid instability
- Unauthorized opening, demounting or moving
- ABB chargers must be maintained and/or stored according to ABB instructions; and may not be left without power for an extended period of time
- After-hours travel and labor
- Consumable parts

Warranty service terms

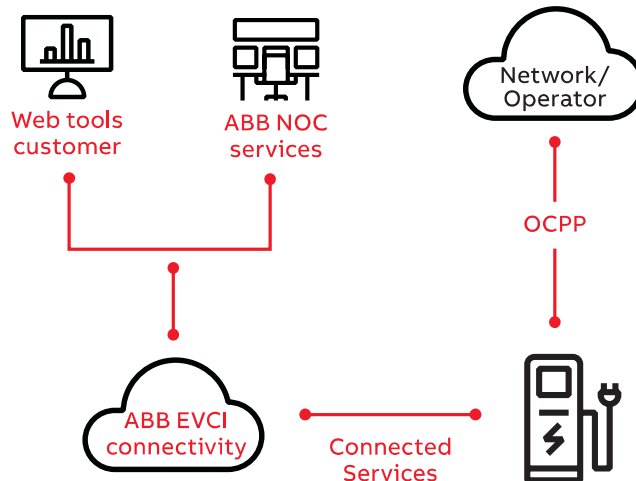
- Service personnel must be considered qualified personnel according to NFPA 70E
- Certificate of training attendance for ABB EV charging products and services must be on file for each person servicing ABB charging equipment
- Acceptable training programs include one conducted by ABB or an ABB certified trainer
- To validate warranty, equipment must be maintained and serviced by ABB approved qualified personnel

Warranty claim process

- Troubleshooting may be conducted by the network provider or CPO (Charge Point Operator) as applicable before submitting a warranty claim
- If the issue cannot be resolved via basic troubleshooting, ABB can be contacted via the [E-Mobility Service & Resource Portal](#) via the “Submit a request” ticketing function
- An ABB E-Mobility Service Team member will assist with diagnosis and validate warranty claim
- When validated, an ABB Service Provider will 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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* Preventive maintenance (PM) is required with the purchase of an extended warranty.

An extended warranty package may 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's connectivity solutions link ABB EV chargers to back-end systems as well as ABB's service tools. Connected services are essential to networked charging, upholding warranty, enhancing an SLA and optimizing operational lifetime.

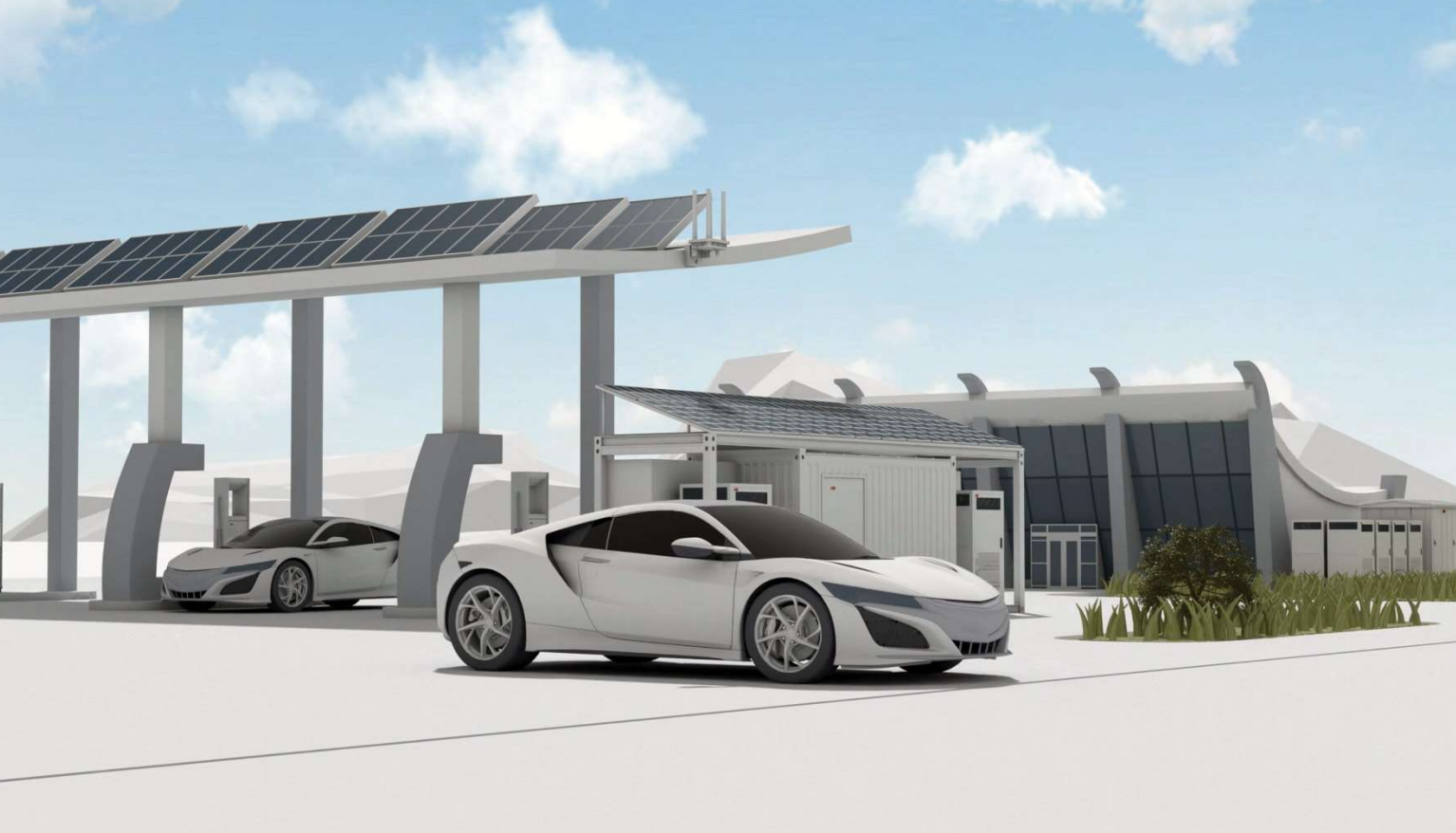


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