

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

2.2.1 Response and correction time

The response time and correction time is dependent on the category of the defect.

Priority Category	Response Time and Defect Correction Time
P1 Critical Defect	Response time 2 working days, fix plan/solutions in 5 working days.
P2 Major Defect	Response time 2 working days, fix plan/solutions in 5 working days.
P3 Minor Defect	Response time 2 working days, fix plan/solutions in 5-7 working days, correction next firmware release.

P4 Single Unit Defect	Response time 2 working days, fix plan/solutions in 5-7 working days, 14-21 business days for spare parts delivery
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* Chargers installed by Autel authorized installation contractors / partners, and pre-commissioned by Autel service partners are eligible for the following premium service.

* Spare parts delivery time is 14-21 business days is based on the spare part stock in Autel’s warehouse (Netherlands, UK).

* Spare parts delivery day can be significantly reduced if local spare parts are stocked near the charging site.

2.2.2 Fault categories

Category	Definition
Category 1 Critical Defect	One or more business or safety critical functions of the charger and/or its operating system is not working properly: <ul style="list-style-type: none"> - Systematic fault on charging function (Example: fault occurs after firmware update) - Systematic fault on installation and commissioning (Example: Installer unable to commission chargers with current firmware/meters) - OCPP connection fault (The charger cannot connect to an integrated third-party OCPP server at all) - Charger’s defect may hazard users’ safety or local power supply
Category 2 Major Defect	Major disturbance of charging by charger and/or its operating system causing function loss or significant disturbance in Chargers operation: <ul style="list-style-type: none"> - Connection failure with certain OCPP backend (Example: Some functions do not work properly on a third-party cloud, including connection dropping, smart charging fault, etc.) - Charging has been suspended by a certain brand/model of EV
Category 3 Minor Defect	Minor disturbance of charging caused by charger and/or its operating system, not effecting business critical functions: <ul style="list-style-type: none"> - Charging speed is lower than expected with smart charging - Some functions are unavailable or partially unavailable (PV function is not fully available) - New smart meter non-compliance
Category 4 Single unit Defect	Errors that occur for only one unit that effects the charger and/or its operating system is not working properly: <ul style="list-style-type: none"> - Fault code displayed on App/OCPP server - Connection fault with 4G/Wi-Fi/Ethernet/Bluetooth - Component burned/damaged - Other non-product issue (network, power supply, poor commissioning, etc.)

2.3 Related Definition and Instructions

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

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

3) Defect Correction Time is defined as the maximum allotted time requested for Autel to provide remote response after receiving an EV charger support request and provide a solution.

4) Spare Parts Delivery Time 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;
- b. Caused by vehicle manufacture's failure;
- c. Caused by customer's failure to upgrade the system after advance notice from Autel, including system maintenance, upgrade and simulated fault drills;
- d. Any network or equipment failure or configuration adjustment beyond Autel equipment;
- e. Caused by force majeure and/or other unexpected events which are out of Autel's control; or
- f. 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, but within your payment order within warranty period, Autel will not modify your SLA terms in a way that substantially reduces the service level.