

A large, semi-transparent version of the Tritium logo is positioned on the left side of the page, partially overlapping a dark blue, curved graphic element that resembles a car's body panel.

# Support Service Packages

# Remote Services and Parts



Tritium is committed to enhancing Product and Service quality through continuous improvement, field experience and customer feedback. With Product Uptime now being one of the most important requirements for customers globally, Tritium offers a comprehensive Product Warranty and the option to accelerate the delivery of Tritium Product Warranty services with new outcome-based Service Level Agreements (SLA). Based on the Product Warranty and selected SLA, customers will have committed timelines for key activities, and the option to have a committed Product Uptime across their fleet.

	Warranty	Optional SLAs	
		Advanced	Premium
Term		36 months	
Coverage		Remote Services and Parts	
Remote Services Time <sup>(1)</sup>	7 days	3 days	1 day
Parts Dispatch Time <sup>(2)</sup>	7 days	5 days	2 days
Warranty / SLA Fee	Included with the Product	Optional at additional fee	Optional at additional fee
Maximum Term Extension <sup>(3)</sup>		24 months	
24/7 Active Monitoring <sup>(4)</sup>	Optional at additional fee	Optional at additional fee	Included
Preventative Maintenance <sup>(5)</sup>		Optional at additional fee	
Spare Parts Management <sup>(6)</sup>	N/A	Included	Included

- (1) Remote Services means a Tritium Support Engineer has either (a) returned the Product to service remotely, or (b) determined that onsite intervention is required. Time is measured in calendar days commencing from when the Customer submits a Warranty Claim via MyTritium. For the Advanced and Premium SLAs, the Customer will receive a Service Credit if the Remote Services Time is not achieved for a Warranty Claim.
- (2) Parts Dispatch means that Tritium has released the required Component(s) for the Warranty Claim from its warehouse. Time is measured in calendar days commencing from when the Customer submits a Warranty Claim in MyTritium. For the Advanced and Premium SLAs, the Customer will receive a Service Credit if the Parts Dispatch Time is not achieved for a Warranty Claim.
- (3) Term Extension must be purchased initially with the Product as a Warranty Upgrade.
- (4) 24/7 Active Monitoring means Tritium will proactively monitor the Customer's fleet of Products for status codes and if required, automatically generate a Support Ticket.
- (5) Preventative Maintenance means the annual scheduled maintenance activities prescribed within Tritium's Product maintenance documentation in accordance with Tritium's Warranty Statement. Tritium (or its service technicians) can perform these annual scheduled maintenance activities for an additional fee.
- (6) Spare Parts Management means Tritium will manage a dedicated allocation of Components for the Customer's fleet of Products.

All Tritium Service Packages are governed by Tritium's Warranty Statement and Tritium's optional Advanced or Premium Service Level Agreement.

# Remote Services Parts and Technician



	Optional SLAs		
	Warranty	Advanced	Premium
Term	36 months		
Coverage	Remote Services, Parts, and Technician		
Committed Uptime <sup>(1)</sup>	N/A	≥95%	≥99%
Remote Services Time <sup>(2)</sup>	7 days	3 days	1 day
Onsite Deployment Time <sup>(3)</sup>	14 days	5 days	2 days
Warranty / SLA Fee	Warranty technician upgrade fee <sup>(4)</sup>	Optional at additional fee	Optional at additional fee
Maximum Term Extension <sup>(5)</sup>	24 months		
Travel Fees <sup>(6)</sup>	Included within Metropolitan Areas		
24/7 Active Monitoring <sup>(7)</sup>	Optional at additional fee	Optional at additional fee	Included
Preventative Maintenance <sup>(8)</sup>	Optional at additional fee	Included	Included
Spare Parts Management <sup>(9)</sup>	N/A	Included	Included

- (1) The Customer will receive a Service Credit if the Product Uptime is not achieved within a calendar month. Product Uptime is defined in Tritium's Service Level Agreement.
- (2) Remote Services means a Tritium Support Engineer has either (a) returned the Product to service remotely, or (b) determined that onsite intervention is required. Time is measured in calendar days commencing from when the Customer submits a Warranty Claim via MyTritium. For the Advanced and Premium SLAs, the Customer will receive a Service Credit if the Remote Services Time is not achieved for a Warranty Claim.
- (3) Onsite Deployment means that a Tritium Certified Maintenance Technician has attended site with the required Component(s) for the Warranty Claim. Time is measured in calendar days commencing from when the Customer submits a Warranty Claim in MyTritium.
- (4) The inclusion of a technician for onsite deployment must be purchased initially with the Product as a Warranty Upgrade.
- (5) Term Extension must be purchased initially with the Product as a Warranty Upgrade.
- (6) The cost of Tritium Certified Maintenance Technician's travel is included within Metropolitan Areas. Travel Fees apply outside Metropolitan Areas. Refer to Tritium's Service Level Agreement.
- (7) 24/7 Active Monitoring means Tritium will proactively monitor the Customer's fleet of Products for status codes and if required, automatically generate Support Tickets.
- (8) Preventative Maintenance means the annual scheduled maintenance activities prescribed within Tritium's Product maintenance documentation in accordance with Tritium's Warranty Statement. Tritium (or its technician) can perform these annual scheduled maintenance activities for an additional fee.
- (9) Spare Parts Management means Tritium will manage a dedicated allocation of Components for the Customer's fleet of Products.

All Tritium Service Packages are governed by Tritium's Warranty Statement and (for Advanced and Premium) Service Level Agreement.



ELECTRIFY TRANSPORTATION™

[tritiumcharging.com](http://tritiumcharging.com)