



ENHANCED WARRANTY / SERVICE LEVEL AGREEMENT

Service Plan Term Options:

3-year (36 months) or 5-year (60 months) for defects in material and/or workmanship as per Standard Warranty Terms.

Product:

PowerCharge Energy-Series and Pro-Lightning Series Electric Vehicle Charging Station(s)

Warranty Start Date: _____

Warranty End Date: _____

Product Quantities / Model Numbers: _____

Serial Number(s): _____

1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Moser Services Group, LLC, DBA: PowerCharge and _____ “Customer” for the product warranty services required to support and sustain the product.

This Agreement remains valid until the “Warranty End Date” or is superseded by a revised agreement mutually endorsed by the stakeholders, whichever occurs first.

2. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the Customer(s) by the Service Provider(s).

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the Agreement and represent the primary stakeholders associate with this SLA:

- 1) Repair Service Provider(s): PowerCharge. ("Provider")
- 2) Customer(s): _____. ("Customer")

4. Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid until further notice or end date. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

PowerCharge ("Document Owner") is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements/approvals as required.

Review Period: Yearly (12 months)

Previous Review Date:

Next Review Date:

5. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

5.1 Service Scope

The following Services are covered by this Agreement:

- Manned telephone support during normal business hours
- Monitored email support during normal business hours
- Remote assistance using phone and video conferencing with facilities staff
- Onsite Labor for diagnosis, repair, replacement as necessary to meet goals

5.2 Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement Include:

- Payment for all support costs at the agreed interval.
- Reasonable availability of customer representative(s) when resolving a service related incident or request.

5.3 Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Meeting response time's associated with service related incidents.
- Appropriate notification to Customer for all scheduled maintenance and/or repairs.

5.4 Service Assumptions

Assumptions related to in-scope services and/or components include:

- Changes to services will be communicated and documented to all stakeholders.

6. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

6.1 Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- Telephone support: 8:00 A.M. to 5:00 P.M. ET Monday – Friday
- Calls received out of office hours will be responded to the next business day.
- Email support: Monitored @ office 8:00 A.M. to 5:00 P.M ET. Monday – Friday
- Emails received outside of office hours will be monitored by an on-call employee and responded to within 8 business hours.
- Onsite service, when required will be scheduled within 2 business days.

6.2 Service Requests

In support of services outlined in this Agreement, the service Provider will respond to service related incidents and/or request submitted by the Customer within the following time frames:

- 0-4 hours (during business hours) for issues requiring phone or email response.
- Within 1 business days for issues requiring a technical specialist.
- Within 7 business days for issues requiring on-site support.
- Remote assistance will be provided in-line with the above timescales dependent on the type of the support request.

Choose One:

___ 3-year Enhanced Warranty (Parts, Labor, Technical Support) \$_____ USD per unit
___ 5-year Enhanced Warranty (Parts, Labor, Technical Support) \$_____ USD per unit

Model # _____

_____ PowerCharge, Name / Title	_____ Customer, Name / Title
_____ Signature	_____ Signature
_____ Date	_____ Date