



## Hypercharge Comprehensive Warranty

### Hypercharge - Level 2 Charger

Hypercharge Networks also offers a comprehensive warranty on Level 2 products of up to a maximum of 5-years. This provides station owners with peace-of-mind that we will deliver ongoing support to maximize station uptime and maintain the equipment in the field, including unlimited call centre support, replacement of parts or the replacement of the entire charger.

Hypercharge Networks' Comprehensive Warranty includes:

- Proactive monitoring of the charging stations with remote monitoring with response time of 4-hours or less
  - Automated alarm notification to site owner
  - Remote Station service w/in 3 hours (5AM-12AM ET)
  - On-Site service within 2 business days
- 97.5% annual station uptime guarantee (excluding electrical infrastructure as source of downtime)
- Troubleshooting, repair, and replacement services included
- 24/7 omnichannel end-user support, including toll-free phone, inbound email, and SMS (text)-initiated support with Canadian-based support specialists.

### Ongoing Service, Support & Spare Parts Management

Hypercharge Networks will continue to support the charging station and be responsible for providing ongoing network operation support, incident management, and EV driver support. Our Customer Experience team based in Canada is dedicated to supporting charging station owners and EV drivers.

Our team proactively monitors the charging stations and in the event of an issue, a representative will contact the driver, and if on-site work is required, contact the station owner's designated administrative contact for the chargers to schedule a time for a contractor to attend. Hypercharge will have discretion to either repair or replace any defective product during the warranty period, at no charge to the customer.

Lastly, Hypercharge carries a complete list of spare parts and materials, with local warehousing, for prompt order fulfilment to ensure issues are resolved as quickly as possible.

Hypercharge Networks Corp.:

Customer:

By: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_

By: \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Date: \_\_\_\_\_