



Performance Warranties & Guarantees

Nuvve stands by the quality of our technology and provides industry-leading warranties and guarantees:

- **Hardware Warranties:**
 - o Standard Manufacturer Warranty on chargers and associated equipment.
 - o Extended warranties available for additional protection beyond the standard period.
- **Software Performance Guarantees:**
 - o Continuous enhancements and updates for Nuvve FLEETBOX™ and Total Energy Management platforms.
 - o Guaranteed compatibility with evolving grid regulations and market integrations.
- **Service Level Agreements (SLAs):**
 - o Guaranteed uptime & availability commitments based on contractual agreements.
 - o Response time guarantees with standard (within 72 hours) and expedited (within 4 hours) field support.
- **Operational Uptime & Reliability Commitments:** Nuvve ensures high system uptime and operational efficiency through:
 - o Redundant System Architecture – Designed to prevent single points of failure.
 - o AI-Optimized Energy Management – Smart charging and load balancing reduce wear and enhance longevity.
 - o Grid-Integrated V2G Services – Seamless participation in energy markets while maintaining vehicle readiness.
- **Customer Support & Continuous Improvement:**
 - o Dedicated Customer Experience & Engineering Support Teams.
 - o Multi-channel support: phone, email, self-service portal, and in-app support.
 - o Proactive issue resolution through 24/7 monitoring and remote diagnostics.
 - o Quarterly internal Performance Reviews & Customer Feedback Loops.
 - o Regular evaluation of uptime, response times, and system performance.
 - o Customer insights inform continuous improvements and feature enhancements.
 - o Field Service Partner Network.
 - o Service providers under contract with performance-based incentives.
 - o Commitment to Long-Term Success.
- **End-of-Life & Sustainability Stewardship:** As part of our long-term stewardship, Nuvve actively promotes sustainability and responsible lifecycle management:
 - o Hardware Recycling & Disposal Services – Partnership with certified e-waste recyclers to minimize environmental impact.



o Carbon Footprint Reduction – Optimization of charging schedules to leverage renewable energy sources. Nuvve’s approach to long-term stewardship is built on a foundation of innovation, reliability, and sustainability. By combining proactive maintenance, industry-leading warranties, 24/7 monitoring, and AI-driven optimizations, we ensure that our customers receive the highest level of service and performance throughout the lifecycle of their investment.

Service and Warranty Plan

- DCFC-V2G and DCFC-V1G Charger Warranty – Proposal includes a 2-year standard warranty (parts only), 3-year extended warranty (parts only) for the total of 5-year coverage, and extended service contract for warranty labor for 5 years for all DC fast charging stations.
- Commissioning Services for DCFC Chargers – On-site system setup, network integration, and performance validation to ensure chargers are fully operational.
- DCFC Preventive Maintenance Plan – Scheduled maintenance program to ensure optimal charger performance, uptime, and longevity (two visits / year recommended schedule).
- We can train your operators or engineers and equip them with basic understanding of the troubleshooting and part replacement to make sure the equipment downtime as well as total cost of ownership is minimized.

Ongoing Support and Maintenance

Nuvve provides comprehensive post-installation support to maintain charger uptime, operational efficiency, and long-term reliability. Our support model includes:

- 24/7/365 Remote Monitoring and Diagnostics – Continuous system oversight through real-time data analytics, enabling proactive issue detection and resolution.
- Predictive and Preventive Maintenance – Scheduled firmware and software updates, as well as routine inspections, to optimize charger efficiency and longevity.
- Break & Fix Services – Coordinated on-site troubleshooting and repairs through our field service provider network, with standard on-site support time of 72 hours standard and up to 4 hours expedited (additional cost).
- Technical Support and Customer Assistance – Multi-channel support through phone, email, self-service portals, and our FLEETBOX™ platform for real-time monitoring and remote control.
- Spare Parts and Warranty Management – Ensuring quick access to replacement components through manufacturer and extended warranty programs.



Original Equipment Manufacturer (TellusPower) Warranty Terms

LIMITED WARRANTY: Subject to the exclusions from warranty coverage set forth below, TellusPower warrants that the Product will be free from any defects in materials and/or workmanship (the “Limited Warranty”) for a period of two years after 30 days from the date of shipment or from date of the initial installation whichever is earlier (the “Warranty Period.”) If the Product becomes defective in breach of the Limited Warranty, TellusPower will, upon written notice of the defect received during the Warranty Period, either repair or replace, at TellusPower’s choice, the Product if it proves to be defective. TellusPower will also pay for shipping charges for the failed part. If the returned part has not failed the customer will pay shipping charges for the replacement part and the associated returned part. Under this guarantee, TellusPower liability is limited to repair or replacement of the product with the same or equivalent, or reconditioned product warranted for the original warranty period. The warranty will not include remove costs, reinstallation costs, loss of charging station revenue, nor loss or damage of any kind whatsoever, whether incidental, consequential, or otherwise.

Exclusions From Manufacturer Limited Warranty

IMPORTANT: The Limited Warranty on your Product shall not apply to defects or service repairs resulting from the following:

- Damages due to normal wear and tear to charging cords, connectors, LCD/LED display, Touch Screen, or any product alteration or modification, misuse, abuse, accident, vandalism, acts of nature, power surges, or use of software, parts, or supplies not supplied by TellusPower, and causes other than manufacturing defects not covered by the warranty.
- Force Majeure – any occurrence or extraordinary event or circumstance beyond the control of TellusPower that is an act of God or whether that occurrence is caused by war, riot, storm, (such as hurricane, flooding, earthquake, volcanic eruption, etc.) or other natural forces, including high input voltage from generators or lightning strikes or acts of nature or other causes.
- Any Alteration or Modification of the Product in any way not approved in writing by TellusPower.
- Abuse, damage or otherwise being subjected to problems caused by negligence (including but not limited to physical damage from being struck by a vehicle) or misapplication or misuse of the Products by customer or end users.
- Any damage to the EV charger cord, unless such damage is caused by a manufacturing defect in the cord or connector assembly.
- Improper site preparation or maintenance that has been improperly installed, operated, handled, or used, including the conditions under which the product was not designed, use in an unsuitable environment, or use in a manner contrary to the TellusPower Installation and Operations Manual or applicable laws or regulations.
- Damage because of accidents, extreme power surge, extreme electromagnetic field. • Use of the Product with software, interfacing, parts or supplies not supplied by TellusPower installation and maintenance procedures.



- Maintenance or use that is not in accordance with TellusPower installation and maintenance procedures.
- That has been subjected to incidental or consequential damage caused by defects or other components of the electrical system.