

Extended Warranty and O&M Plan

Our comprehensive maintenance and support plan covers all EVSE operational aspects to ensure 98% annual availability and hassle-free asset ownership of all Enel X charging stations. Enel X delivers customers peace of mind, offsetting the care of charging stations into our professional hands. To get most out of the stations, the O&M Program encompasses best-in-class truck-roll services that include: parts and labor costs coverage, 24/7 remote troubleshooting, professional technicians dispatching, preventive services and robust charging station health monitoring.

What Does the Extended Warranty Cover?

The Enel X Extended Warranty Plan offers a 2-year extension to our standard 3 year limited parts-only warranty, which is provided free of charge with the Enel X family of Warranted Products including JuiceBox Pro[®], JuicePedestal[®], JuiceStand[®], JuiceRouter[®] and JuicePump^{®1}. The warranty covers defects in materials and parts during the warranty period, and is subject to the Warranted Products being used in accordance with the applicable product description and instructions. The costs associated with removal, repair and/or re-installation are not included.

Why the O&M Plan?

Enel X offers a full and comprehensive truck roll maintenance service for charging stations under the O&M Plan. Our remote monitoring will help identify problems before drivers do, ensuring stations are operational 98% of the time. On rare occasions of malfunctioning, our service teams are available for troubleshooting 24/7, and for cases that require truck roll service, Enel X will coordinate and dispatch certified professionals to address the problem in the most timely fashion. Enel X will cover the cost of technician labor, parts and a full replacement of the charging station if needed under this service. The O&M Plan may be purchased with either 3-years or 5-years of coverage, providing customers financial flexibility with two industry-standard service choices.

¹The JuicePump UPT (universal payment terminal) and output cables are excluded from warranty coverage.

Warranty Options

O&M Functionality	Base Warranty	Extended Warranty	O&M Plan
Emergency Service			24/7
Customer Service (chat & email)	24/7	24/7	24/7
Customer Service (phone)	5 AM - 10 PMPST	5 AM - 10 PMPST	5 AM - 10 PMPST
Technical Support	8 AM - 5PMPST	8 AM - 5PM PST	5 AM - 10 PM PST
Parts Warranty	3 years	2 additional years	For the contract duration
Labor & Truck Roll Service Cost			For the contract duration
Preventive Service			Included
Service Level Agreement			98% availability, 48-72h dispatch/repair turnaround

What is Not Covered?

The Enel X Extended Warranty and O&M Plan is voided if the product has been opened or modified by any person other than the Enel X service manager or authorized service provider. Enel X does not cover damage to the product from mishandling and extreme weather events.