

# UNCOMPROMISING CUSTOMER SUPPORT



Powin's global service team views every customer as a key partnership. We provide service structures that can be tailored to any size Project Developer, IPP, or Utility. Powin prides itself on the system-wide knowledge we have earned over a decade of energy storage experience, and we are committed to supporting the needs of every one of our project partners and optimizing their operational and commercial opportunities.

## Powin Service Stack Features



### End to End Service

Powin engineers and develops all of our hardware and software in house, so we can provide maintenance and support without dependence on outside OEMs to perform that service.



### Cell Level Monitoring

As a key differentiator, Powin utilizes our proprietary StackOS battery management platform, providing full visibility into all aspects of our energy storage systems all the way down to the cell level. We allow direct, non-API transparency into the lowest levels of your systems.



### Wrapped Warranties

Powin provides full warranty management of all system components, backed by our suppliers.



### Analytical Reporting

StackOS utilizes cell-level and system analytics, driven by machine learning models, to provide thorough insight into system health and performance.



### Comprehensive Maintenance

To ensure the best system performance, we provide responsive service for necessary maintenance as well as cadenced preventative maintenance plans.



### Best-In-Class Guarantees

Assurance to maximize project revenue through capacity, efficiency and availability guarantees, fully managed by Powin for up to 20 years



### Exceptional Support

Powin's Remote Operations Center (ROC) is available 24 hours a day for you to call us and talk to a Powin technician for personalized support, utilizing a deep suite of tools to monitor, diagnose, and resolve system issues.



### Hands-On Training

Receive comprehensive training delivered by experienced service reps - available with all service packages.

## Powin's Tiered Service Levels

Powin will work with all our energy partners to discover what level of service is necessary for your project and business infrastructure. Choosing the appropriate service level requires understanding the level of service capabilities within your organization, as well as the contractual project requirements, guarantees, and penalties.

### Operations Support

- 24/7 ROC Monitoring
- Software updates
- Annual Performance Reporting

Powin trains customers' technicians to operate and self-service BESS.

**Best for:** Customers ready to take responsibility for the system's operational availability or no strong commercial performance requirements.

### Scheduled Service

- 24/7 ROC Monitoring
- Software updates
- Annual Performance Reporting
- Annual capacity test
- Tech Support
- Scheduled maintenance

Powin trains customers' technicians to operate and self-service BESS.

**Best for:** Customers ready to take responsibility for system's operational availability but rely on Powin's expertise in scheduled maintenance & capacity tests.

### DC Full Scope\*

- 24/7 ROC Monitoring
- Software updates
- Quarterly Performance Reporting
- Annual capacity & Round-Trip Efficiency Test
- Tech Support
- Scheduled maintenance
- Corrective maintenance
- Spare parts management
- LTSA Project manager
- DC Availability Guarantee

Powin provides a comprehensive service package with a strong DC availability guarantee, scheduled and corrective maintenance, capacity & RTE testing, and quarterly reporting.

**Best for:** Companies with strong commercial performance requirements.

### Full Coverage\*

- 24/7 ROC Monitoring
- Software updates
- Quarterly Performance Reporting
- Annual capacity & Round-Trip Efficiency Test
- Tech Support
- Scheduled maintenance
- Corrective maintenance
- DC Availability Guarantee
- Spare parts management
- LTSA Project manager
- DC Availability Guarantee
- AC Availability Guarantee

This Package is similar to DC Full Coverage, but it covers an AC Availability guarantee. This is available only for projects with PSCs purchased through Powin.

**Best for:** Companies with strong commercial performance requirements.

\* Small projects < 50MWh are not eligible for DC Full Scope and Full Coverage

\* Full Coverage is available only for PCSs purchased through Powin