



Powering Business Worldwide

Eaton PowerTrust Service Plan (DC Fast Chargers, AC L2 Chargers) Scope of Work (SOW) Attachment R-18-EV

The terms and conditions in this SOW are in addition to and are incorporated by reference into the T-0 Service Agreement – Terms and Conditions (“Service Agreement”). Terms that are capitalized in this SOW shall have the same meaning ascribed to them in the Service Agreement, unless stated otherwise in this SOW. In case of any conflict between this SOW and the Service Agreement, the terms and conditions of this SOW shall control.

This scope of work is shared by the following electric vehicle charger equipment types: **Eaton Green Motion DC Fast Chargers, Eaton AC Level 2 Chargers**). Note the applicable features vary by type of equipment being contracted and additional scopes of work may be required. All checks or processes may not be applicable to all equipment types or models.

Equipment Type	Corrective Maintenance Coverage	Electronics Preventive Maintenance	Charge Network Management	Tech Support	Vandalism Discounts
Eaton DC Fast Charger	Yes	Yes	Yes	Yes	Yes
Eaton AC Level 2 Charger	Yes	No	No	Yes	Yes

1. **Electronics Corrective Maintenance Coverage:** Inspection and repair of the electronic portion of the charger, or “Power Module” shall be performed as needed during the contracted period of maintenance at no extra charge to Customer. Remedial maintenance provided by Contractor shall include, and be expressly limited to, maintenance to the Power Module, travel expenses, all necessary parts replacement, adjustments and repairs. If the Customer maintains Eaton spare parts at the maintenance site, Contractor may, at its option, use those spare parts in the performance of Corrective Maintenance and shall replace the spare parts, which it so uses, at no cost to the Customer. **Exclusions:** certain wear parts are excluded from electronics corrective coverage including air filters and fans. Repairs due to vandalism is excluded from corrective coverage; vandalism is eligible for a time and material discount.
2. **Electronics Preventive Maintenance:** One (1) annual 5x8 **Electronics Preventive Maintenance** for DC Fast Charger Customer Equipment (AC Charger products excluded) – Calibration of all metering and protective features. Functional testing of all transfer conditions. Inspection of online performance and equipment history. Examination of interfaces to other Powertrain equipment. Written evaluation providing a record of equipment performance. A Contractor will perform the Preventive Maintenance at the time requested by Customer during the CPM. See **Attachment R-2-EV, Electronics Preventive Maintenance (DC Fast Chargers, AC L2 Chargers) Scope of Work.**
3. **Eaton Charge Network Management (CNM) Service** - Contractor will provide remote monitoring service of subscribed DC Fast Charger Customer Equipment (customer is required to purchase Eaton CNM service for AC Level 2 chargers). The CNM service includes the collection of status, alarm, and performance information and data from network-connected Covered Equipment, and the analysis and monitoring of such information and data to provide alarm notifications and reports to Customer.



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4. **7x24 Technical Support:** technical support via telephone to Contractor shall be available to answer product or support questions.
 5. **Discounts on time and material services for vandalism, cord replacements:** Contractor will provide a 30% discount on time and material services like standby scheduled service and a 50% discount for repairs related to vandalism including cord set replacements.
 6. **Install Eaton Charge Network Management (CNM) Service**
 - a. CNM Service Description and Customer Requirements
 - i. Contractor will provide the Eaton Charge Network Management Service on subscribed Covered Equipment. The CNM Service shall include alarm notifications via a dashboard, mobile application, and reports summarizing alarms and Equipment Data.
 1. Access to the CNM Service shall be from Contractor's CNM portal and include Covered Equipment status, alarms, reports and service history.
 2. Contractor's obligation shall be to enable enrollment in the CNM Service by Customer, validation of the CNM Service, and to notify Customer contact when a critical alarm occurs.
 3. Contractor will remotely diagnose critical alarms and if appropriate, resolve emergency events as if Customer has requested Covered Equipment Service, enabling Contractor to arrive at the location of the Covered Equipment per the contracted CPM hours. If subscribed Covered Equipment has no contracted Covered Equipment Service coverage other than the CNM Service, Contractor's obligation will solely be to notify Customer contact when a critical alarm occurs.
 4. Display and availability Equipment Data will vary and depend on the Covered Equipment, connectivity equipment and access to wireless network.

The Customer shall, from the commencement date of the Service Agreement, maintain the Charger Power Module in accordance with the published operating specifications for the Charger Power Module at the time of purchase.

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