

ZOE Authorized Service Agreement

For C&I BESS Products

This document was made, with the principal of mutual benefit and good faith, in accordance with the “Contract Law of PRC” and related law, regulation and/or interpretations, by and between the entrusting party and trustee, subject to the services that provided hereunder.

This document applies for ZOE product as below:

SN	Product Model
1	Z Box-C
2	Z Box-H
3	Z PCS
4	I01 Series
5	EMS
6	Other C&I BESS Products

The authorized service agent shall provide with service scope as below:

- System fault information collection
- Onsite inspection of battery system
- Component replacement (including PCS, battery module, HV cabinet, EMU, aerosol, liquid cooling unit, coolant, breaker, screen, power box, sensor, cables, UPS, terminals, etc.)
- Firmware update (onsite & remotely)
- Battery cabinet replacement (including Z Box-C, Z Box-H, Z PCS, I01 series, turnkey transformer station, etc.)
- EMS installation and debugging
- Regular system maintenance

Ensuring quick service and good customer service experience, all service engineers must pass ZOE authorized service training. The authorized service agent should prepare all equipment needed.

ZOE quick service principle:

- 2h response from local service agent if warranty claim initiated
- 12h response from ZOE service team if warranty claim sent to ZOE HQ
- 48h solution offered for resolving the system problem

ZOE authorized service agreement is valid for one year since the date of sign. New agreement should be prepared one month before the operating agreement expired.

ZOE authorized service agent is obligated to provide service as per ZOE requirement and principle. ZOE is obligated to pay for the related fee occurred during service job, including human resource, special equipment rent from third party, travel, delivery cost, etc.

Standard service fee is defined as below:

SN	Service Scope	Rate	Unit	Remarks
1	Human Resource	50	€/h/person	Human resource cost includes sending engineer to replace component, update firmware, regular maintenance.
2	Travel	50	€/20km	≤20km, 50€ for one round trip; >20km, additional 10€ for every 10km further.
3	EMS Debugging	150	€	Only for system over 10MWh
4	Battery Cabinet Replacement	150	€	Cost excepts human resource and travel.
5	Cabinet/ Component Transportation	/	€	Charge as per the delivery agent bill/ invoice.
<p>Note: Rates above are including pre-tax.</p>				

When service job is finished, service engineer is requested to submit the “Onsite Service Form”, after ZOE service department confirmation, ZOE financial team will arrange the payment. The payment can be paid case by case, or once per month.

Only service job initiated by ZOE service department could be charged for service cost. Service engineer should fully follow SOP/ resolution provided by ZOE service department, or which lead to the system failure unfixed, service cost will not be charged by ZOE.

This document is extremely classified. All legal rights are reserved by ZOE.

Shanghai ZOE Energy Storage Technology Co., Ltd
Global Service Department
27th Feb 2024