



BreezEV Ultimate-Guard Program Details

BreezEV offers best-in-class hardware and technical support. Our standard warranty is 3 years parts only. We strongly recommend upgrading your standard warranty to BreezEV's Ultimate Guard plan for a hassle-free station ownership experience.

BreezEV's Ultimate-Guard program includes an extended warranty & comprehensive additional EV station coverage. Ultimate-Guard enhances your standard parts warranty with dispatched labor at promised response times to perform on-site repairs. Should a charging station go out of service for any reason, BreezEV customer support will dispatch a technician to come to your site to repair or replace the station. You may purchase Ultimate-Guard coverage in either a 1 year (renewable) plan or 5 year plan.

ADDITIONAL BREEZEV ULTIMATE GUARD FEATURES INCLUDE:

- 24x7x365 proactive station health monitoring (AmpUp performs this service)
- Remote troubleshooting and support during business hours (AmpUp performs this service)
- Dispatch of technicians when required for on-site repairs
- Unlimited software configuration changes

ONCE YOU PURCHASE AND INSTALL A STATION WITH THE ULTIMATE-GUARD PLAN, YOU MUST:

1. Submit a filled out and signed BreezEV Ultimate-Guard Installer Self-Certification Form
2. Submit photos to BreezEV of the install including photos of:
 - a. EV charging station including close-up images of front and back of the charger(s), front and back of the pedestal(s),
 - b. Internal wiring connections inside the charger(s) and pedestal(s),
 - c. Electrical breaker panel(s), breaker(s) and/or disconnect(s) feeding the charger(s).

RESPONSE TIME COMMITMENT:

BreezEV offer spare parts inventory and our warranty resolution provides you with on average 72-hour response and resolution plan, 7-day remote resolution and 15-day field repairs. Note that time frames listed are on average, in certain areas, times may be extended due to technician availability and/or other factors.

RENEWAL INFORMATION

Renewals will be handled either directly between BreezEV and the station owner or between the distributor and station owner (this can be decided on each project). Part of filling out the initial BreezEV Ultimate-Guard Installer Self-Certification Form will include entering information for BreezEV to contact the station owner to renew their plan at the end of the 1st year.

1YR BREEZEVE ULTIMATE-GUARD (RENEWABLE AFTER YEAR 1)

1. Extended material only warranty – N/A since up to 3 years are included with the Product’s “Standard Limited Warranty”.
2. Product Defects:
 - a. BreezeEV coordinate & dispatches repair.
 - b. BreezeEV Product material would be covered under standard warranty.
 - c. BreezeEV covers the labor for repair to get the station back to normal working conditions.
3. Other Issues: (defined in section below labeled **OMISSIONS FROM LIMITED WARRANTY AND EXTENDED WARRANTY**)
 - a. BreezeEV coordinate & dispatches repair.
 - b. BreezeEV DOES NOT cover ANY material costs (these will be quoted and billed).
 - c. DOES NOT cover ANY of the labor costs (these will be quoted and billed).
 - d. Any labor required for a technician to do an initial evaluation of the proper repair WILL BE BILLED TO THE STATION OWNER. BREEZEVE will not be responsible for any evaluation chargers if the issue is not a product defect.

5YR BREEZEVE ULTIMATE-GUARD

1. Extended material only warranty – First 3 years are included with the Product’s “Standard Limited Warranty”. An additional 2 years are included to extend to a 5 year total warranty.
2. Product Defects:
 - a. BreezeEV coordinate & dispatches repair.
 - b. BreezeEV Product material would be covered under Product’s “Standard Limited Warranty” or extended material warranty (in years 4 and 5).
 - c. BreezeEV covers the labor for repair to get the station back to normal working conditions.
3. Other Issues: (defined in section below labeled **OMISSIONS FROM LIMITED WARRANTY AND EXTENDED WARRANTY**)
 - a. BreezeEV coordinate & dispatches repair.
 - b. BreezeEV DOES NOT cover ANY material costs (these will be quoted and billed).
 - c. DOES NOT cover ANY of the labor costs (these will be quoted and billed).
 - d. Any labor required for a technician to do an initial evaluation of the proper repair WILL BE BILLED TO THE STATION OWNER. BREEZEVE will not be responsible for any evaluation chargers if the issue is not a product defect.

OBTAINING WARRANTY SERVICE

For warranty service you must: (a) obtain a return RMA # from BreezeEV by contacting (847) 380-3540.

OMISSIONS FROM LIMITED WARRANTY AND EXTENDED WARRANTY

IMPORTANT: The Limited Warranty and, if purchased, the Extended Warranty and Ultimate-Guard plan on your Product shall not apply to defects, or repairs, resulting from any of the following:

- Alteration or modification of the Product in any way not approved in writing by BreezeEV
- Vandalism.
- Harm, damage or otherwise being subjected to problems caused by negligence (including but not limited to physical damage from being hit by a vehicle or other object) or misuse, or use of the Products other than as specified in the relevant documentation.
- Improper site prep or maintenance.
- Damage because of mishaps, power surges, severe electromagnetic field, acts of nature/God or other reasons.
- Use of the Product with software or parts not provided or specified by BreezeEV.

You, the customer is responsible for the proper install and maintenance of these charging stations.

ORDERING INFORMATION

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| All plans below are per charger. So, if there are 2 chargers on a single pedestal, 2 plans is required (pedestal included in UG plan). For 3 or 4 chargers per pedestal, 3 or 4 separate plans would be required. | |
| EVC-L2-UG-1 | 1YR BreezeEV Ultimate-Guard Plan |
| EVC-L2-UG-5 | 5YR BreezeEV Ultimate-Guard Plan |