

SLA Service Level Agreement

Services makes a difference

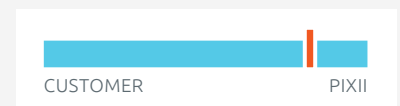
Our comprehensive services are designed to meet your need to maximize operational efficiency while ensuring your devices remain within warranty terms and conditions.

The extent of the responsibility shift from the customer to Pixii varies, ranging from partial (SLA Bronze) to substantial (SLA Gold).

Explore our comparison document to discover the solutions that best suit your requirements and elevate your experience with Pixii.

Responsibilities

Gold SLA



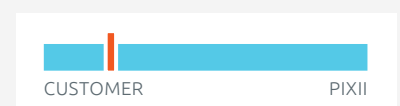
Silver SLA



Bronze



No SLA



Service	No SLA	Bronze	Silver	Gold
5 years limited warranty	✓	✓	✓	✓
Technical support (email)	✓	✓	✓	✓
Technical support (response time, business days)	10	5	3	1
Pixii Cloud monitoring tool (access level)	1	1	2	3
Remote system access (# of users)	0	2	5	Unlimited
System monitoring by Pixii			Weekly	Daily
Condition report			Annually	6 months
Customized solution planning and engineering			✓	✓
Remote commissioning	\$*	✓	✓	✓
On-site commissioning (when deemed necessary)	\$*	\$*	\$*	✓
Annual maintenance	\$*	✓	✓	✓
Battery performance check (fortnightly)			✓	✓
Swap replacement on products			✓	✓
Critical spare parts availability (business days)			5	2
Hourly rate for consultancy services (EUR)	200	200	175	150
Price of SLA (EUR)		600	800	1200

**service may be purchased on demand*



5 years limited warranty

Pixii offers a limited warranty for 5 years on the product. Please refer to the separate Warranty Statement for more information, which can be found at Pixii's official website



Technical support

Pixii provides comprehensive technical support from our dedicated support engineers to assist you with any inquiries you may have. This may include - but is not limited to - product questions, assistance with configurations, adjusting settings, troubleshooting and resolving any issues, handling RMAs, etc.



Technical support response time

Our technical support team aims to provide prompt assistance to our customers. The response time for technical support may vary depending on the nature and complexity of the issue.

However, we strive to prioritize customer inquiries and support requests based on the level of SLA. Our goal is to ensure that your system operates as expected and address any potential issues in a timely manner.

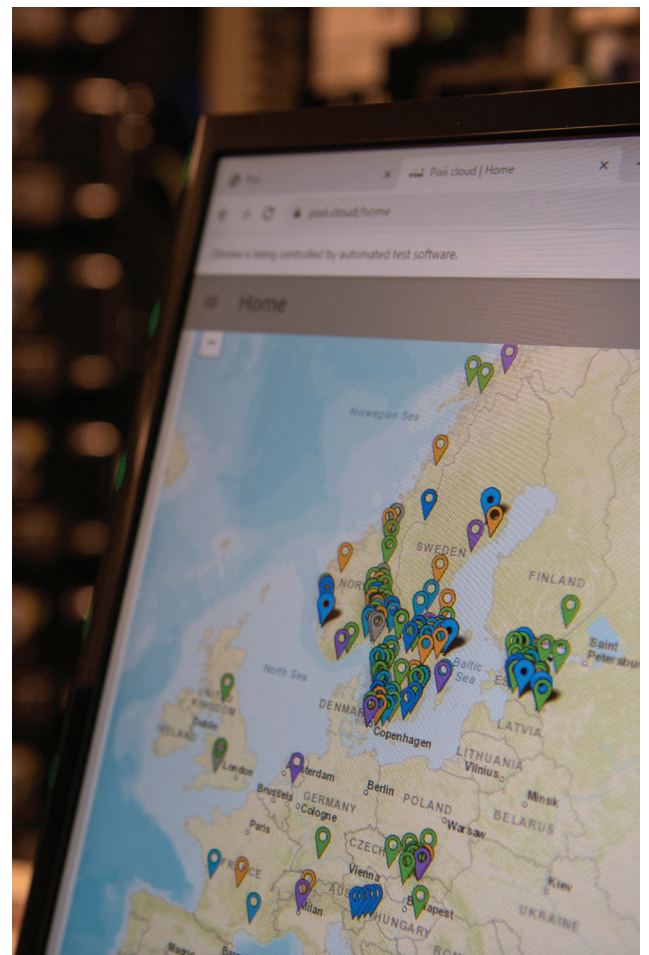
Pixii Cloud monitoring tool

The Pixii Cloud monitoring tool is a powerful feature that provides a comprehensive performance overview of your installation. Pixii Cloud allows you to manage alarms, collect historical data and effectively reduce callouts and maintenance costs.

Level 1 access includes a 7 day data history (low level of data granularity – average data for every 30 minute interval) with access to a limited dashboard

Level 2 access includes a 30 day data history with access to an advanced dashboard

Level 3 access includes a 90 day data history (high level of data granularity – average data for every five minute interval) with access to a premium dashboard





Remote access to the system

Remote access to the system enables users to access and control the Pixii energy storage system from a remote location. It allows users to monitor and manage the system's settings, configurations and performance without the need to be physically present at the site.

Access is granted to 2, 5 or an unlimited number of users per site depending on the SLA level.

System monitoring and issues handling

System monitoring is a critical aspect of Pixii's energy storage solutions. Pixii support team remotely monitors system's state of charge, alarms, functionality, and promptly reacts to all findings. All issues that can't be resolved remotely and all alarms are reported to the customer. This enables you to keep track of the performance and health of your energy storage system.

Additionally, our expert team and Pixii certified installers can provide technical support and assistance in monitoring and optimizing your system.

Condition reports

A condition report is a document that provides a detailed summary of activities and parameters that have been completed or recorded on the battery system in the given period of time. In the context of Pixii's battery energy storage systems, a condition report includes information about the overall performance, functionality and health of the system.

It may also highlight any issues or areas that require attention or maintenance. Regular condition reports can help ensure that the system operates optimally and remains within warranty terms.

Customized solution planning and engineering

At Pixii, we are committed to providing not just products, but comprehensive solutions tailored to meet specific customer's needs. Our Customized Solution Planning and engineering service ensure that every aspect of your installation is thoroughly planned and documented for seamless integration and operation.

System Documentation is provided prior to or alongside the delivery of the Pixii System.

Based on the complexity of the installation, Pixii reserves the right to determine whether customized installation documentation is necessary or if standard installation guide suffices.

For larger systems, project planning is often required to ensure that the system is delivered and commissioned in alignment with the intended application.

The specific documents provided as part of the Customized solution planning and engineering is subject to system power and capacity, the number of cabinets, services provided, and overall project requirements.



Customized installation documentation contains:



Complete documentation package that includes: System specification, Installation site preparation, Mechanical installation, Electrical installation (AC mains connection, protective bonding connection, customer alarm connection, Ethernet connection), Overview of serial numbers, Mac addresses, IP addresses, schematics, data-sheet of batteries, Pixii converters etc.

Remote commissioning

Once the system is ready for production operation the commissioning process will ensure that all components are installed and tested according to the operational requirements. Commissioning must be conducted by authorized personnel – a Pixii engineer or a Pixii certified subcontractor on behalf of Pixii.

For Pixii to proceed with remote commissioning, we require that all cabinets are completely installed in accordance with the Pixii System Documentation, connected to Internet with open ports for remote access, and that the AC Power is ON. The batteries must be switched OFF.

Prior to the Commissioning, the customer must provide Pixii with information regarding to how the system shall operate, which system services/applications it shall run and specify any higher level of EMS system (MQTT, Modbus) if applicable.

This information should be specified in the Commissioning Procedure form which is filled out after installation and sent to Pixii via <https://www.pixii.com/commissioning>. One “Commissioning Procedure” document per cabinet is required, plus one for the complete system. The installer is required to be on the site location and available on the phone during the commissioning time slot.

The following items are included in Pixii’s Remote Commissioning procedure:

Upgrade of Software to the latest revision	Mandatory
Configuration of batteries	Mandatory
Setting correct grid settings	If Applicable
IP - Address configuration	If Applicable
Configuration of AC-meter(s)	If Applicable
Master/Client configuration (multi-cabinet systems)	If Applicable
Configuration of communication with higher level EMS	If Applicable
Configuration of the system services	If Applicable
Battery calibration (LFP Batteries)	Mandatory
Charge/Discharge tests	Mandatory
Commissioning documentation (SAT, testing results)	Mandatory

On-site commissioning

Should the customer prefer a Pixii technician to perform commissioning directly on the installation location, these requests are assessed individually based on the level of installation complexity and the level of solution customization.

The following items of On-site commissioning are additional to the Remote Commissioning procedure:

Travel cost, accommodation and diet related to the on-site commissioning	Mandatory
Visual inspection of cabinet, components, wiring, filters, blind panels	Mandatory
Torque check on all AC input cables and battery input cables	Mandatory
Check of network devices and communication	Mandatory



Annual maintenance

To ensure maximum operational lifetime, periodic inspections of the system are required in compliance with the terms and conditions outlined in the “Pixii Warranty Statement”. These inspections must be conducted by authorized personnel – a Pixii engineer or a Pixii certified subcontractor on behalf of Pixii.

This procedure may be adapted as required based on local conditions and regulations. Pixii strictly requires preventative maintenance check at least once per year, as described in the “Pixii Warranty Statement” and the system installation documentation.

More regular visits may be necessary for tasks such as filter replacement or cleaning the air conditioning unit, depending on local environmental conditions. These additional work tasks are not included in the price of SLA.

Pixii may conduct a remote pre-service check on the system to determine whether a full site maintenance visit is necessary or if the maintenance can be performed partially remotely. Pixii will schedule all required activities in coordination with the customer.

The following items are included in Pixii’s Annual maintenance service:

Travel cost, accommodation and diet related to the annual maintenance	Mandatory
Visual inspection of exterior and interior of the cabinet	Mandatory
Check for damages of cables/ connectors/ fans/ heaters/ SPDs/ breakers/ Aux-contacts/ Smoke detector	Mandatory
Torque check on all specified components	Mandatory
Check Pixii boxes, batteries, alarms	Mandatory
Check all power supply	Mandatory
Check Air-condition unit	If Applicable
Replace inlet/outlet filters	If Applicable
Update software (gateway, modules)	If Needed
Check communication of cabinets Air-condition unit - self test	If Applicable
Clean (dust removal, etc.)	Mandatory
Change filters and faulty components within warranty	Included in the price of SLA
Annual maintenance documentation	Mandatory



Batteries performance check

The periodical check for battery State of Charge (SoC) is a crucial aspect for maintaining the accuracy and efficiency of the battery. It enables precise measurement of the battery's charge levels, discharge patterns, and other relevant performance data. After the thorough check Pixii engineers ensure the LFP batteries are calibrated as needed to comply with the terms and conditions outlined in the "Pixii Warranty Statement".

Through calibration, Pixii's energy storage products can provide accurate information about the battery's capacity and performance, empowering users to effectively monitor and manage their energy consumption.

Pixii will schedule all required activities in coordination with the customer.

Swap replacement on product

Pixii determines if a component is faulty and needs replacement, and the customer fills out an RMA Form on pixii.com.

Based on spare part availability Pixii will proactively react to the situation and dispatch a healthy component with a similar condition as the faulty component. Upon delivery the customer can replace the component and return the faulty one in the original packing to Pixii. The warranty agreement applies throughout this process.

Critical spare parts availability

Critical spare part availability is paramount for Pixii's battery-based energy storage products and services.

Access to these spare parts ensures rapid replacement of any faulty or damaged components, minimizing downtime and ensuring the uninterrupted operation of your energy storage system. The lead time applies to the spare part being shipped from Pixii to the end customer.

Rates for consultancy services and price

All issues raised via pixii.com Support form are assessed by a Pixii Support technician. In case of a non-standard issue, consultancy charges will apply to resolve it. In such case the customer will be notified with a price offer upfront.

Should the customer request an on-site support to resolve any issue, the consultancy rates will also apply. Any travel costs will be invoiced additionally to the consultancy service.

