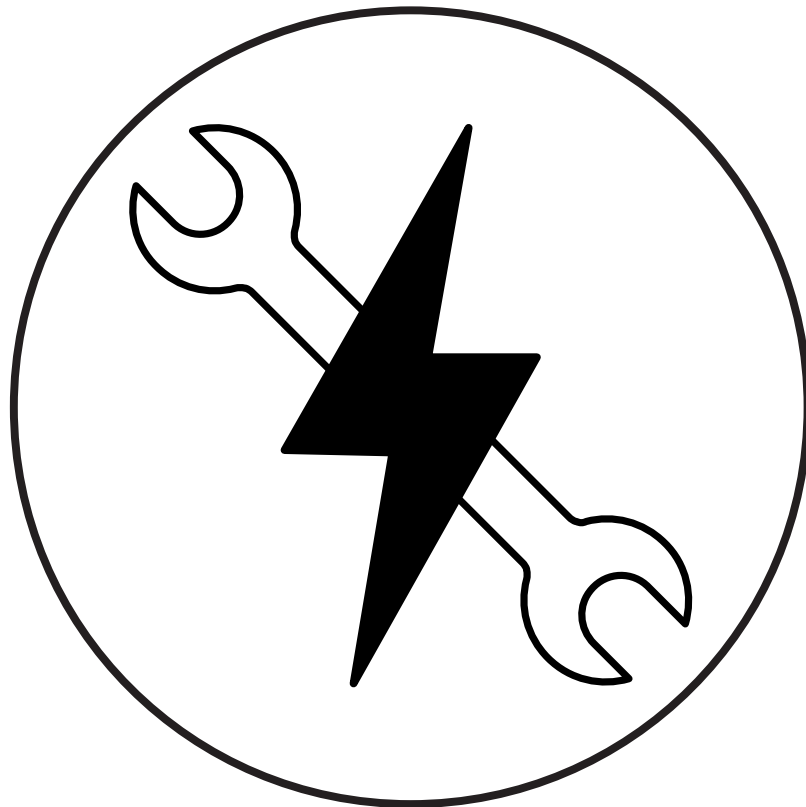


Attachment to the Quotation

Service Level Agreements



Shaping the power of the future

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Revision	Date	Comment
1.0	2022-01-12	Initial
1.1	2022-15-12	Minor improvements. + Added Swop Solution on SLA 1 & 2
1.2	2023-03-01	Index regulated prices
1.3	2023-08-03	New template
1.4	2023-23-03	Small adjustments in chapter 3
1.5	2023-06-06	Moderate adjustments and improvements in service offerings

Approval

Role	Name	Position	Signature	Date
Author	Ola Skar	CS Director		2022-01-12
Check	Peter Hutka	CS Manager		2022-15-12
Approve	Kenneth Bodahl	CEO		2023-09-06

Reference

Other documents referred to in this document

Document No.	Name
14606	Commissioning Procedure – Power Cabinets
14607	Commissioning Procedure – AC cabinets
14608	Commissioning Procedure - Multicabinet
14483	Installation Guide – PowerShaper 2.0
14735	Installation Guide – Power Base 600
MNG-0005	Limited Global Warranty

1 Introduction

Battery Energy Storage Systems (BESS) requires periodic preventative maintenance services to ensure system operational longevity and optimal performance. The purpose of this document is to describe the services Pixii offer, in addition to the physical products, to ensure maximized life expectancy.

These recommended, comprehensive services – for the convenience of the customer – include commissioning of the system after installation, periodic maintenance, extended warranties, consultant services and various Service Level Agreements (SLAs). The SLAs includes – but are not limited to – project documentation, periodical calibrations, monitoring on regular basis, swap solutions and condition reports.

The services described in this document are important for both Pixii and the customer, primarily to define the system operational requirements and to clarify the responsibilities of Pixii and the customer.

If the customer chooses not to engage Pixii for any of our services, the customer remains responsible to provide the required services described in this document to ensure the conditions of the warranty are maintained.

In any case the customer must engage with Pixii Authorized service personnel to perform the minimum requires maintenance described in the system Installation Guide.

Please refer to this document for inclusion for the various SLA options.

2 Project Documentation Agreement

1. This agreement forms part of the quotation offered to the customer and describes Pixii's part of the System Project Documentation that will be provided prior to delivery of the Pixii System.
2. To ensure that the system will be delivered and commissioned according to the application, Project planning are often required.
3. The price quoted for the "Project Documentation" is included in our quotation and is required to be paid in advance with the purchase order.
4. The Project Documentation price is calculated as 0.1% of the equipment list price (with a minimum cost of 1500€). The Project Documentation cost is waived when choosing either Silver or Gold SLA (see Chapter 7 in this document).
5. Within one month after the Project Documentation Agreement is signed, a Project Manager will contact the customer and arrange a project kick-off meeting.
6. Should the customer choose to forgo the Project Documentation Agreement, the customer remains responsible for the whole installation.
7. The specific documents provided as part of the Project Documentation Agreement is subject to system power and capacity, number of cabinets, services provided, and overall project requirements. This includes:

Project Documentation Includes	Comments
Scope of work	Mandatory
Project Coordination	Mandatory
Introduction meeting	Mandatory
Mechanical specifications	Mandatory
Layout and placement of the cabinets	Mandatory
System safety and environmental precautions	Mandatory
Drawings for installation of batteries and modules	Mandatory
Single line diagram of the entire electrical connection on site	Mandatory
System specifications (ratings of system, battery information etc)	Mandatory
Overview of serial numbers, Mac addresses, IP addresses in Gateways etc	Mandatory
Training and synchronizing with installers, and recommend our partner network	On Request
Ethernet connection planning	Mandatory
Planning and designing of AC distribution cabinet	On Request
Recommended upstream breaker and input cable	Mandatory
Electrical installation (AC Mains connection, protective bonding connection, customer alarm connection)	Mandatory
Complete documentation package that includes above, and in addition commissioning forms, schematics, datasheet of batteries etc	Mandatory

3 Remote Commissioning Agreement

1. This agreement forms part of the quotation and describes the remote configuration of the customer system after installation, the "Remote Commissioning Procedure" for Pixii's system.
2. For Pixii to proceed with remote commissioning, we require that all cabinets are completely installed in accordance with the "Pixii Installation Guide", connected to internet with open ports for remote access, and that the AC Power is ON. **NB: The batteries must be switched OFF.**
3. Pixii will perform remote commissioning in accordance with this agreement after the installation is completed and installer/customer has completed and returned the "Commission Procedure" documents to Commissioning@Pixii.com. One "Commissioning Procedure" document per cabinet is required, plus one for the complete system. The installer is required to be on the system site and available on phone during commissioning, for turning on battery breakers etc.
4. Should the customer prefer a Pixii technician to perform "on-site" commissioning, daily site attendance rates are shown in chapter 6 in this document.
5. Prior to the Commissioning, the customer must provide Pixii with information related to how the system shall operate, which system services/applications that shall run, and specify any higher-level EMS system (MQTT, Modbus) if applicable. This should be specified in the Commissioning Procedure form that's filled in after installation.
6. The following items are included in Pixii's Remote Commissioning agreement:

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

7. Calculated pricing for remote commissioning:

Number of cabinets	Price in € (X=number of cabinets)
1-10	$(300*(X-1))+500$
11-30	$250*X$
31-60	$225*X$
61-100	$200*X$
>100	$175*X$

Enter the number of cabinets

[Click here for final price](#)

Number of PowerBases	Price in €
1	1800
2	3500
>2	1500 per PowerBase

4 Periodical Maintenance Agreement

1. This agreement forms part of the system quotation and describes the periodical maintenance procedure for the system.
2. To ensure maximum operational lifetime, periodic inspections of the system are required. To comply with the terms and conditions of the “Pixii Warranty Statement”, the customer is required to follow and complete the maintenance procedure.
3. This procedure may be adapted as required based on local conditions and regulations. Pixii strictly recommends preventative maintenance check at least once per year, as per described in the “Pixii Warranty Statement” and the “Installation Guide”. More regular visits may be required for the replacement of filters or cleaning the air condition unit, based on local environmental conditions. Only authorized and qualified personnel are allowed to perform system maintenance, according to the Installation Guide.
4. If engaged, Pixii will perform this maintenance at least annually after the installation, after the commissioning and testing has been completed (please refer to the table below for a list of services included).
5. The Periodical Maintenance option is billed annually in advance and is listed in the quotation as “Annual Maintenance”. The cost for Periodical Maintenance is calculated to 0.5% of the system list price listed in our quotation, with a minimum of €1500/annum. Subject to inflationary pressures, Pixii reserves the right to adjust the periodical maintenance cost on a yearly basis. Maintenance Agreement cost is included if choosing SLA Silver or Gold (referred to in Chapter 7 in this document).
6. Pixii will undertake periodical maintenance in accordance with this agreement until canceled. The customer may cancel this Agreement at any time, and if canceled, Pixii will perform maintenance for the period the customers have paid for upfront. Any additional warranty will then be canceled (referred to in chapter 5 in this document).
7. Pixii may perform a remote pre-service check on the system to determine if the system requires a full site maintenance visit, or if the maintenance can be performed remotely. Pixii will coordinate with the customer when we need to perform in-person maintenance on-site. Pixii will perform the maintenance ourselves, or through a Pixii-certificated subcontractor acting on behalf of Pixii. Costs related to the travel, diet and any overnight accommodation comes in addition and will be agree upon in advance.

8. The following items are included as a minimum in Pixii’s periodical maintenance option agreement:

Maintenance services include ^a	Frequency
Visual Inspection	Annually
Fault Clearance	
Firmware updates ^b	
Pre-service check	
Thermal inspection	
Battery and meter communication check	
Post-maintenance report on condition & recommendations	
Corrosion check	When Applicable
Any coolant refill	
Any leakage check if relevant	
Vacuuming, washing and cleaning	
Torque checks on all nuts within the system	
Visually check if the drainage mouth is blocked	
Replacement of filters (including ordering + cost)	
Control the door hinges and apply oil or grease if needed	

^a Maintenance by Pixii or other authorized personnel is required to maintain warranty. The maintenance includes all cabinets in a system.

^b Firmware updates that include critical improvements (e.g., bug fixes etc) are included in the annual maintenance option.
 For non-critical firmware updates that are specifically released by Pixii to add additional, comprehensive features or functions, Pixii will notify the customer of such feature improvements. If required, Pixii may offer these features, subject to quotation. In these instances, Pixii reserves the right to charge for these additional features or functions. Comprehensive updates are agreed separately in the SLAs (chapter 7 in this document).

9. It is Pixii’s recommendation that the Pixii system is monitored via the Pixii Cloud (see details in Chapter 7). It is also strictly recommended that the customer performs periodical visual system checks, particularly if the system is exposed to vandalism or environmental damage (trees falling, leaf build up, grass growing or flooding etc.).

10. Below is a non-exhaustive list of recommended actions that the customer should undertake, to ensure optimal system performance.

- a. Remove any objects around cabinet that can block air flow.
- b. Check for physical damage on the cabinet body. Repair scratches with paint. If the cabinet body has severe damage, like deformation or holes, the system should immediately be taken out of operation and replaced with a new cabinet. Contact Pixii.
- c. Check that the door gasket has no visible damage.
- d. Check that all cabinet entry points are correctly sealed and there is no possibility of water and dust entering the cabinet.
- e. Check that the fans are running without any abnormal noise.
- f. Disassemble outlet filter frame and visually check filter from both sides.
- g. Disassemble inlet filter box and visually check filter from both sides.
- h. Check the batteries, look for possible leakage and mechanical damage.
- i. Check that all accessible cables are not mechanically damaged.
- j. Check that the mains input cable is well tightened
- k. Visually check if the drainage mouth is blocked
- l. Check the cleanness of the condenser and clean it with compressed air

5 Additional Warranty

Warranty (as standard)	Additional years ^b			
5-year Warranty ^a	+1 year	+2 years	+3 years	+5 years

^a The 5-year warranty is based on the "Pixii Warranty Statement" document, and requires annual maintenance service by authorized personnel that minimum equals the length of the warranty time. The customer is obliged to be familiar with the warranty statement.

^b Cost for additional warranty after 5 years is 2% P.A. of equipment cost per system, with a maximum of 5 years in addition. **If choosing 5-year additional warranty, the first year will be free of charge.** Any extended warranty requires annual maintenance by Pixii or Pixii-certified installers according to chapter 4 in this document. Extended warranty is paid in full upfront. Pixii's warranty do not cover any defects or damage caused by events beyond our reasonable control or by the customer misuse or negligence.

6 Rates for additional physical consultant services

Rates for services within Slovakia, Norway and Germany	Price
During normal weekly working time (08-16)	€ 150.00 per hour
Outside normal weekly working time (16-08)	€ 200.00 per hour
Saturdays	€ 225.00 per hour
Sundays and public holidays	€ 250.00 per hour
Travel cost	Cost +5%
Diet (Local governmental minimum rates (≈50€ per day))	Cost
Overnight accommodation allowance	€ 200.00 per day

Rates for services in other countries	Price
Monday to Friday	€ 1250.00 per day
Saturdays, Sundays and public holidays	€ 1750.00 per day
Travel cost	Cost +5%
Diet (Local governmental minimum rates (≈50€ per day))	Cost
Overnight accommodation allowance	€ 200.00 per day

7 Service Level Agreements

Convenience Services	No SLA	SLA 1 (silver)	SLA 2 (gold)
Project Documentation (details in Chapter 2) ^a	Excluded	Included	Included
On- or off-site commissioning (details in Chapter 3) ^b	Excluded	Included	Included
Maintenance services (details in Chapter 4) ^b	Excluded	Included	Included
Rates for additional services (details in Chapter 6)	As above	As above -10%	As above -20%
Calibration of batteries, system optimization	Excluded	Monthly	Fortnightly
Monitoring of the system ^c	Excluded	Fortnightly	Daily
Condition reports	Excluded	Annually	6-monthly
Access to self-monitoring system ^d	Excluded	Included	Included
4G-router and SIM-card ^e	Excluded	Included	Included
Technical support reaction time (business days) ^f	-	3d	1d
Dashboard Features ^g	Basic	Basic	Advanced
Software updates ^h	Critical only	Improvement	Comprehensive
Critical spare parts availability (business days) ⁱ	-	10d	2d
Swap solution on products ^j	Excluded	Included	Included
Price (percent of equipment cost) ^k	0%	2% pr year	3% pr year

^a Technical Project Management prior to delivery (Pixii recommended site layout, user documentation, electrical schematics based on breakers and schematics of the cabling within the system for the Pixii delivery). Done remotely prior to installation. See details in attachment 2.

^b Commissioning and maintenance by Pixii or Pixii-certified third party Pixii-partner.

^c Pixii is monitoring the system(s) remotely online. We will perform proactive support of the system in coordination with the customer if needed in case of alarms etc.

^d Customer needs to create account on Remote.it platform. Pixii will then provide site access for self-monitoring tool.

^e Applies for European Union (EU) countries only. If the customer's location is outside EU, the price for 4G-SIM is quoted separately.

^f Pixii works on resolution directly after reacting to the inquiry and escalates to third parties if needed.

^g Basic: SoC, power, alarms. Advanced: SoC, power, alarms, temperature, batteries, devices, voltage. Onboarding of the dashboard with Pixii-technician (30 minutes) is included if choosing SLA.

^h Critical updates: bug fixes. Improvement updates: For convenience. Comprehensive updates: Feature enrichments. SW updates applies to our own updates, not customer requests. Pixii will inform when new software is launched, customer chooses if Pixii shall install it.

ⁱ Time from the customer request a spare part, until it arrives at agreed location. However, Pixii cannot guarantee for any third-party negligence with transportation companies etc. If quicker critical spare part availability is required, Pixii recommend the customer to order and provide own spare stock at own cost.

^j Pixii decides if a component is faulty and needs replacement, and customer fills in RMA form. Pixii will send a healthy component with similar State of Health as the faulty component. Customer replaces the component and returns the faulty component in the existing packing to Pixii. Warranty agreement applies.

^k Minimum cost are calculated and set to €5000/year for SLA Silver and €7500/year for SLA Gold. The cost is index regulated annually.

8 Annex to contract

Item	Annex data	Details
1	Project Documentation	System site (Site name, address, country):
	Yes No	
2	Remote Commissioning	
	Yes No	
	If Yes, type number of cabinets:	
3	Maintenance	Any comments:
	Yes No	
4	Extended Warranty	
	Yes No	
	If Yes, type number of cabinets:	
5	SLA	
	Yes No	
	If Yes, SLA 1 or SLA 2?	

Project Documentation (upfront)	€
Commissioning price (upfront)	€
Maintenance price (pr year)	€
Extended warranty price (upfront)	€
SLA price (pr year)	€

Total Price upfront	€
Total Price annually	€

Customer		Contractor	
Location, Date		Location, Date	
Signature		Pixii AS	
Signature		Pixii AS	
Stamp		Stamp	



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PIXII