

Extended Warranty and O&M Plan

Our comprehensive warranty, maintenance, and support plans cover all operational aspects of electric vehicle supply equipment (EVSE) to ensure annual availability and hassle-free asset ownership of Enel X Way charging stations. Enel X Way delivers customers peace of mind, putting the care of charging stations into our professional hands. To get most out of the stations, the Operations & Maintenance (O&M) Program encompasses best-in-class truck-roll services that include parts and labor costs coverage, 24/7 remote troubleshooting, professional technicians dispatching, preventive services, and robust charging station health monitoring.

Why the O&M Plan?

Enel X Way offers a full and comprehensive maintenance service for charging stations under the O&M Plan. Our remote monitoring will help identify problems before drivers do. On rare occasions of malfunctioning, our service teams are available for troubleshooting 24/7, and for cases that require truck-roll service, Enel X Way will coordinate and dispatch certified professionals to address the problem in the timeliest fashion. Enel X Way will cover the cost of technician labor, parts, and a full replacement of the charging station (if needed) under this service. The O&M Plan may be purchased with either 3 or 5 years of coverage, providing customers financial flexibility with two industry-standard service choices. O&M plans include our extended parts warranty.

What Does the Remote Services Only Warranty Cover?

The Enel X Way Extended Warranty Plan provides 24/7 access to our Customer Care Team that will attempt to troubleshoot and resolve the issue. If the issue persists, the Customer Care Team will escalate to the next level support team. Enel X Way will coordinate and dispatch certified professionals within our network to address the problem. The costs of technician labor, parts and a full replacement of the charging station will need to be covered by the client.

What Does the Extended Warranty Cover?

The Enel X Way Extended Warranty Plan provides an extension to our standard limited parts-only warranty. The warranty covers defects in materials and parts during the warranty period and is subject to the Warranted Products being used in accordance with the applicable product description and instructions. The costs associated with removal, repair, and / or reinstallation are not included. Technician services and truck-roll are not included with the extended warranty unless the O&M plan is purchased.

Warranty Options

O&M Functionality	Base Warranty	Remote Service Only	Extended Warranty	O&M Plan
Emergency Service				24/7
Customer Service (chat & email)	24/7	24/7	24/7	24/7
Customer Service (phone)	5 AM - 10 PM PST	24/7	24/7	24/7 (Level 1)
Technical Support	8 AM - 5 PM PST Monday - Friday	8 AM - 5 PM PST Monday - Friday	5 AM - 5 PM PST Monday - Friday	5 AM - 5 PM PST (Level 2) Monday - Friday
Field Services Support				8 AM - 5 PM PST (Level 3)
Level 2 Parts Warranty	3 years	3 years	2 additional years	For the contract duration
Level 3 Parts Warranty	2 years	2 years	3 additional years	For the contract duration
Software / Firmware Upgrades		Free	Free	Free
Labor & Truck-Roll Service Cost		Additional charge		For the contract duration
Preventive Service				Included

What is Not Covered?

The Enel X Way O&M Plan and Extended Warranty are voided if the product has been opened or modified by any person other than the Enel X Way service manager or authorized service provider. Enel X Way does not cover damage to the product from mishandling, vandalism, or extreme weather events. Coverage must include Enel X Way licensed electrician or certified installer.