



Performance Warranty for FLO Ultra™

EV Charging Performance, Guaranteed

The FLO Performance Warranty is a new kind of coverage ensuring your FLO Ultra™ charging stations always run at peak performance. It's designed to give you peace of mind backed by FLO's industry-leading uptime guarantee of 98% or better. This complete service plan includes proactive site monitoring and support with a priority service response time of one business day for all eligible service issues. The FLO Performance Warranty lets you focus on business matters that count while knowing your charging investment is running smoothly. Now that's a Performance Warranty done right.



Guaranteed uptime of 98% or better

At FLO, we stand behind the reliability of our products and our network. Charging station uptime is a measurement of a product's reliability and is the percentage of non-outage time calculated over a 12-month period in which a charging station is in-use or available for use. With the FLO Performance Warranty, we guarantee that your FLO Ultra™ stations will achieve a minimum of 98% uptime for each charging port. In fact, we are so confident in meeting this threshold that we will refund 50% of your annual service fee if we don't meet our commitment. And it's easy to stay on top of your stats with customized quarterly reporting for usage and performance visibility.



Stay ahead of problems

Our expert team proactively monitors your charging stations 24/7 so we know when something is not working before your customers do. If we cannot fix the issue remotely, we will dispatch a qualified technician within one business day.



Keeping your equipment healthy

The FLO Performance Warranty also provides one preventative maintenance visit per year for your FLO Ultra™ to ensure the station is working at peak performance.



Up and running faster

With the FLO Performance Warranty, we offer priority service for commissioning and activation of your new FLO Ultra so you can start providing charging services to your customers sooner.



Support when you need it

Time is money, that's why our Performance Warranty provides a response time of one business day to have a technician on-site for most service issues so your site is back up and running as fast as possible. The FLO Performance Warranty lets you focus on business matters that count while knowing your charging investment is running smoothly.

Warranty product family for FLO Ultra™

		Basic Warranty	Extended Parts-only Warranty	Labour Warranty ¹	Performance Warranty ²
Coverage	Term	1 year, parts only	1, 2, 3, 4 additional years for parts only	1, 2, 3, 4, 5 optional years	1, 2, 3, 4, 5 years ³
	Parts coverage	✓	✓		✓
	Labour coverage			✓	✓
	Travel costs			2 hours travel	2 hours travel
	Vandalism, auto accidents				Labour covered
	Preventative maintenance				1 preventative maintenance per year
Service Levels	Response time				1 business day for all issues
	On-site technician support				1 business day for on-site support ⁴
	Commissioning service				Priority commissioning service
	Proactive station monitoring ⁵	✓	✓	✓	Priority alerts monitoring
Uptime	Charging station uptime guarantee				>98% uptime with non-performance penalty per charging port
	Reporting				Quarterly reporting for usage and performance
Other	Unlimited station configuration		Included		Included

¹Labour warranty term must be the same as the parts only warranty term; Labour warranty cannot be purchased on its own.

²Requires the station to be connected with a FLO Global Management Services (GMS) plan for the equivalent term of the warranty; Please refer to the FLO Performance Warranty terms and conditions

³Service starts at commissioning, but term starts on first day of the following month; Automatic contract renewal following the initial term for additional one year periods.

⁴From parts availability; Parts typically ship in 24 hours.

⁵Proactive station monitoring is included in the Global Management Services (GMS) fee (FLO's complete network services platform).



info@flo.com

1-855-543-8356

flo.com

