



Take your EV sales to the next level

EV charging solutions for auto dealerships





Glossary

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- ⚡ The benefits of EV charging
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We're at a tipping point

Electric vehicles, which once seemed novel, are now an integral part of the urban landscape. Climate change is reshaping our world, and our collective desire to take action is perfectly aligned with a smarter, smoother way to get where we need to go.

At FLO, we're accelerating the adoption of electric vehicles by building the most reliable charging solutions on the market. From hardware to software to service, we do it all—giving you the best experience possible at every charge.

Each year we deliver millions of charging sessions at home, at work, and on the go at thousands of stations across North America, each one engineered to handle the heat and weather the cold.

As governments and manufacturers support the transition to zero-emissions vehicles, FLO is there to connect cars and consumers to the energy needed to power the world toward a more promising future.



Global automakers are planning to invest nearly **\$1.2 trillion** in electric vehicles and batteries through 2030.

Source: Reuters, 2023

Weber, M. (2022, October 21). EV Investments. Reuters.
[reuters.com/graphics/AUTOS-INVESTMENT/ELECTRIC/akpeqgzypr/#:~:text=By%20Paul%20Lienert&text=In%20the%20third%20installment%20in,on%20EVs%2C%20batteries%20and%20materials](https://www.reuters.com/graphics/AUTOS-INVESTMENT/ELECTRIC/akpeqgzypr/#:~:text=By%20Paul%20Lienert&text=In%20the%20third%20installment%20in,on%20EVs%2C%20batteries%20and%20materials).



Three-quarters of EV owners expect dealers to be extremely or very knowledgeable on topics of importance to new EV owners, such as maintenance, repairs, charging and battery life.

However, customers found almost 10% of dealers to be only somewhat knowledgeable at all on these things, and are more interested in making sales at their pace than meeting customer expectations.

Source: Forbes, October 2023

Tengler, S. (2023, November 1). New Data tells dealers they need customer experience overhaul for evs. Forbes.
forbes.com/sites/stevetengler/2023/10/31/new-data-tells-dealers-they-need-customer-experience-overhaul-for-evs/

Give your dealership the edge it deserves

With the transformative investments that OEMs and Governments are undertaking to make electric vehicles (EVs) a viable choice for consumers, you have an emerging opportunity to position yourself as a market leader.

By acting now to install electric vehicle charging stations at your dealership, you will be ready to receive deliveries of EVs and have them prepared to move off your lot.

As your customers walk in to explore your EV offerings, you will be able to demonstrate your expertise and become a trusted resource from the first interaction by helping them visualize and understand charging products and services they need to fully enjoy their new purchase. Gain an edge over your competitors - **now and in the future.**



Evolve your dealership

Installing EV charging stations is not just a box to check, they bring added value to your dealership.

Increase your bottom line

New EV owners are seeking convenience. Become a one-stop-shop by selling EV charging stations and essential accessories.

Offer a new hospitality feature

Show customers your appreciation and turn their waiting time into charging time.

Provide first-hand demonstrations

Educate new owners on how EV chargers work in a real-world setting.

Give your employees an additional workplace perk

Provide your employees a new workplace perk and give them another reason to become EV ambassadors.

Be ready for test drives

Fast charging stations can have EVs quickly charged and ready for your customers to experience.

Generate recurring revenue

Earn additional revenue while offering your customers the convenience to re-charge.

Reduce your cost of refuelling

Deliver your new customers a fully charged vehicle with no added trips to the gas station. Plus, you can recharge EVs at a lower cost than at the pumps*.

*Based on an average of current market gasoline prices per litre/gallon vs. electricity per kWh on energy cost to refuel a vehicle per 100miles/160 kilometers

One out of four vehicles sold in 2025 will be electrified, with EVs accounting for 10% of the market in 2025, up from 7.5% in 2024.

Source: Cox Automotive, January 2025.

The complete package

We deliver a full suite of EV charging solutions with everything you need to successfully deploy charging stations - putting you in control to operate your stations at their full potential.

Comprehensive charger portfolio

We offer a full portfolio of configurable Level 2 & DC Fast charging solutions, built with care.

Customer care

Operational availability is key to EV success. Our team of customer service agents are ready to help 24/7*

Customer satisfaction score
(CSAT): 89%

Net promoter score (NPS): 53**

Additional revenue opportunity

Generate revenue by opening your stations for public access. FLO's PCI-DSS compliant payment system enables station owners to collect revenue from station usage.

Extended network benefits

Get noticed by EV drivers looking to recharge near you! Join a network of over 95,000 public chargers currently on the FLO mobile app.

Remote station monitoring

A dedicated team of network operation specialists monitor the health of your stations remotely to ensure your EV stations operate at peak performance, reducing downtime and maximizing lifespan.

Performance promise

In-service support solutions and customer care ensure that your system is prioritized with periodic maintenance services to ensure a seamless charging experience for everyone.

*On-the-road driver support: 24/7

Owner support: 7-days a week, 7 am – 9 pm EST

Holidays may affect hours of operation

**Net promoter score (NPS) and customer satisfaction score (CSAT) are reported based on the 2023 calendar year.

CSAT is measured through customer feedback and expressed as percentage between 0-100%. NPS measures customer loyalty by looking at their likelihood of recommending a given business ranging from -100 to +100 where a higher score is more desirable.



Join something big

Lean on our network of publicly accessible Level 2 and DC Fast charging stations to give drivers the confidence they need to flip the switch to electric.



**95,000+
public stations**

With Level 2 & DC Fast charging stations across Canada & the United States*.



**98% network
uptime**

EV drivers can rely on our stations when they need to charge**.



**600,000+
members**

depend on our reliable public network.

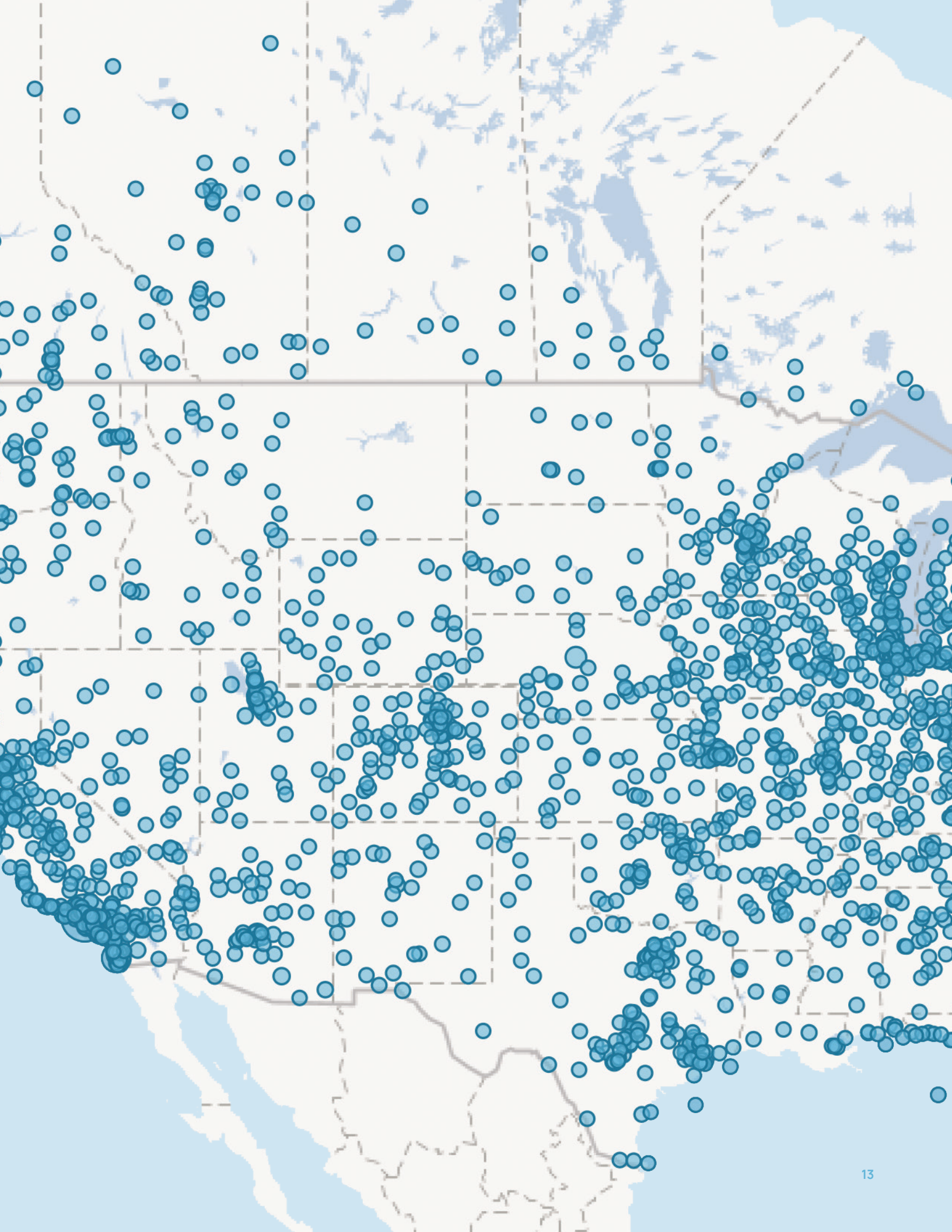


Click or scan to explore
our network map.

*Through interoperability with our partner roaming agreements with BC Hydro, ChargePoint, Electric Circuit, e-Charge Network, & Shell Recharge

**FLO's charging station uptime is 98% or better and is calculated on a 12-month rolling basis. FLO's uptime target has been achieved continuously across several years of reporting.

For more information please visit: flo.com/flo-charging-station-uptime/



Getting started is simple

We take the complication out of deploying EV charging stations. Our charging experts will guide you through each step of the deployment process, from start to finish, and work with you to find the perfect solution for your business.



1

Consultation

A dedicated FLO charging expert will work with you to determine your needs, usage behavior, and budget.

If available and eligible, our team will help you navigate and apply for funding programs to subsidize the cost of the stations.

2

Site evaluation

FLO's application engineering team will conduct a site analysis to design a site plan that best suits your deployment needs.

This includes determining right-sized hardware to optimize your electrical capacity, parking environment, and advise on any needed electrical upgrades.

3

Installation support

Installation guidance is provided whether you choose an electrician from our trusted network, or if you use your own electrical contractor.



4

Onboarding

A personalized onboarding session will be scheduled with our commissioning team to activate and configure your new EV charging station and answer any questions you may have.

5

After-care support

We ensure your charger performance through remote monitoring and over-the-air updates.

If you or your customers need assistance, our call center is available 24/7 for support.

Superior charging experiences every time

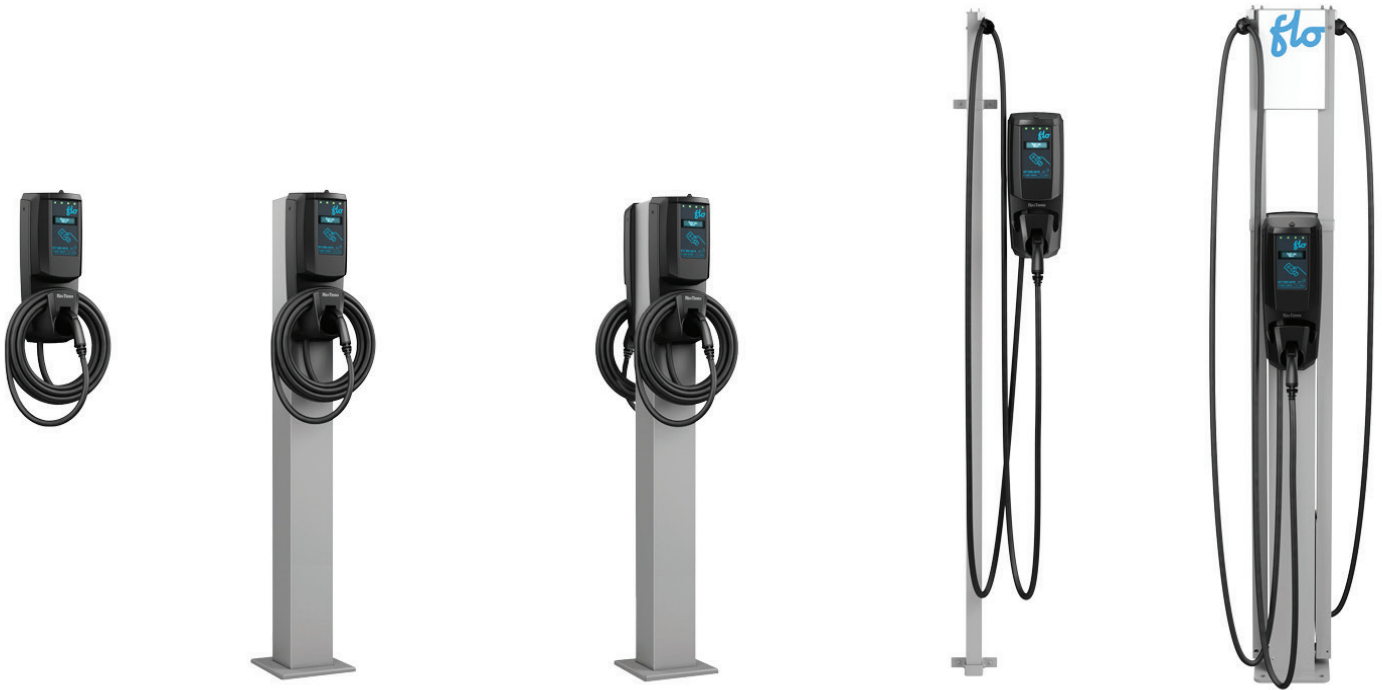
FLO's products are well established in the market with extensive deployments throughout North America.

Customers value our charging stations for their superior build quality and industry-leading station uptime, which has exceeded 98% consistently across several years of reporting*. Assembled with care.

*FLO's charging station uptime is 98% or better and is calculated on a 12-month rolling basis. FLO's uptime target has been achieved continuously across several years of reporting. For more information visit: flo.com/flo-charging-station-uptime/



Incredibly versatile



CoRe+™ Series

With multiple configuration options available, these stations can be tailored to suit any parking environment. The CoRe+™ Series PowerSharing™ technology enables multiple charging stations to share available power, thereby allowing you to easily and affordably add stations without additional trenching and electrical upgrades.

Level 2
Up to **19.2 kW**
6 to 80A
208 or 240 VAC



Click or scan for more details.







Fast and affordable

SmartDC™ Series

Available in 50 kW or 100 kW, and equipped with universal connectors, these stations are built to resist common types of vandalism and perform in even the harshest weather conditions.



Click or scan for more details.

DC Fast
50 kW or 100 kW
0.5 to 200 ADC
50-500 VDC





The ultimate fast charging experience

FLO Ultra™

The FLO Ultra™ fast charger redefines conventional designs, to enhance your property value, set your location apart from the competition, and attract EV drivers with its groundbreaking, driver-centric experience.

Equipped with two high-powered ports, it can simultaneously charge two EVs, offering a combined output of up to 320 kW.



Click or scan for more details.

DC Ultra Fast
Up to 320 kW
0.5 to 500 ADC
150-1000 VDC





Details that make a difference

Illuminated canopies

Integrated canopy lighting with status indicators gives drivers an added sense of security and makes it easier to identify available charging ports.





2

Let the station do the lifting

The EZLift™ motorized cable management system enhances user accessibility by significantly reducing the carrying weight, and stress on the vehicle charging port.

Independent touch screens

Each charging port has its own touch screen with a user-friendly interface for transactions and real-time state of charge.



Maintain, upgrade, and scale easily

Operational availability is maximized with an easily serviceable design and modular power components that allow for hot-swapping and power upgrades onsite.



Redefining reliability

FLO Home™

At-home charging

Effortlessly charging any EV in under 8 hours, this robust charger is designed for EV drivers who demand reliability, durability, and ease. Built to endure harsh conditions and backed by a 5-year warranty, it's a home charging solution drivers can count on.

Provide a complete EV package for your customers by adding this essential charging accessory to every sale.



Click or scan for more details.

Level 2 Residential

Up to 19.2 kW

Adjustable from 6 to 50 A or 80 A

208 or 240 VAC





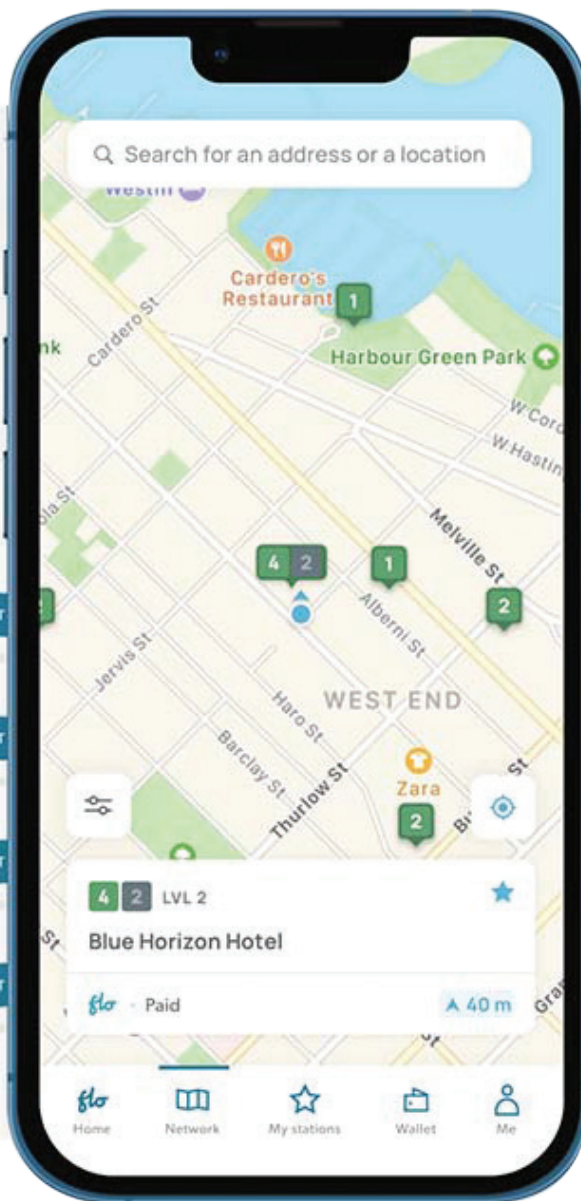
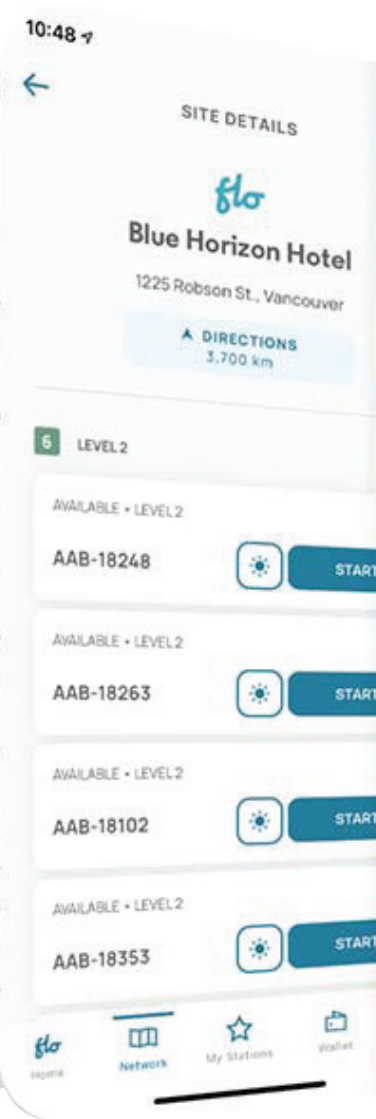
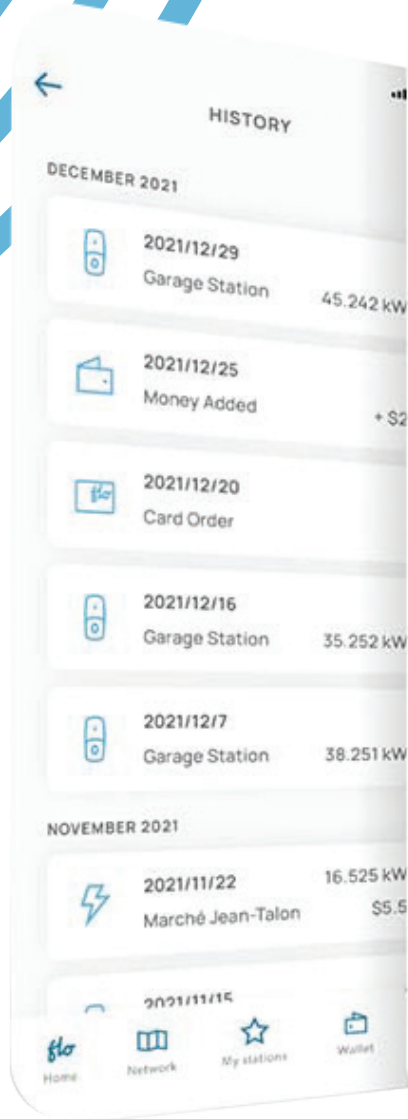
From driveway to highway

The FLO app, connects EV drivers to their FLO Home™ and is a gateway to tens of thousands public Level 2 & DC Fast chargers across Canada and the United States*. Easily power your EV on-the-go by using the map to locate a nearby station, plug-in, and click start.



Click or scan
for more information.

*Through interoperability with our partner roaming agreements with BC Hydro, ChargePoint, Electric Circuit, e-Charge Network, & Shell Recharge.



Give your stations the edge they deserve

FLO's station management services and extended protection plans give you complete peace of mind so you can keep your focus on moving EV's off your lot.





Operate your stations to their full potential

FLO's Global Management Services gives you access to a range of features involved in day-to-day station management, you can count on FLO's industry-leading support to ensure your stations stay up to date and visible to EV drivers.



Generate recurring revenue

Your stations become visible to EV drivers on the FLO Network and enable you to generate revenue from drivers who use your station to recharge.



Future-proof your investment

On-going software and firmware updates ensure your chargers remain compatible to new and future generations of electric vehicles.



One stop station management

An interactive dashboard helps you make data-driven decisions to maximize revenue, and the ability to configure station access, power management, and set billing modes and rates.



Click or scan
for more information.



Automated payment processing

We collect and remit back to you the payment transactions initiated with the FLO app or RFID card, or our roaming partner apps.*



Remote station monitoring

If an incident occurs that puts your station out of working use, our remote monitoring team will detect, diagnose, and actively work to resolve it.



Support when you need it

If you or a driver encounters an issue at a charging station, our customer experience team is available to provide real-time assistance.**

*Through interoperability with our partner roaming agreements with BC Hydro, ChargePoint, Electric Circuit, e-Charge Network, & Shell Recharge

**On-road driver support is available 24/7. Owner support is available Monday to Friday 7am-9pm EST. Holidays may affect hours of operation.

Performance to the max

Guaranteed uptime of 98% or better

FLO Performance Warranty protects your charging investment and provides the ultimate peace of mind. We have you covered with an industry leading uptime guarantee of at least 98%, 24/7 proactive monitoring and support, and priority maintenance service from our expert team.



Annual health check

FLO Performance Warranty includes one preventative maintenance visit per year for DC Fast chargers to ensure the equipment is operating at peak performance.



Protection for the unexpected

In the event of an accident or vandalism that compromises functionality and/or safety, we'll take care of the labor costs required to get your station repaired and operational again.



Front of the line service

You receive priority service for commissioning and activation of your new equipment, plus any customer service requests responded to within one business day.



Click or scan
for more information.



One-day response time

If your station requires a service visit, we'll have a certified technician dispatched within one business day to have it back up and running as fast as possible.*



98% uptime guarantee

We ensure your station achieves a 98% uptime or greater**, if we don't meet this threshold, you will receive a refund of 50% of your annual service fee.

* Within one (1) business day of a technician receiving the parts and components required to complete the service request.

**FLO's charging station uptime is 98% or better and is calculated on a 12-month rolling basis. FLO's uptime target has been achieved continuously across several years of reporting.

Take their word for it

To support the rollout of new EV models, Mercedes-Benz Canada selected FLO to provide charging solutions for their entire dealership network.

This amplified the company's commitment towards providing customers with a comprehensive, best-in-class experience while delivering fast and high-quality charging solutions.



Click or scan
to learn more.





Let's get started

We are ready to provide you a fully comprehensive suite of EV charging solutions that will prepare your dealership for the electric future. Are you ready to take your EV sales to the next level?

Speak to one of our charging experts for your personalized consultation.



Click or scan to get started.

Dealerships that have chosen to electrify with us.







flo.com
1-855-543-8356
automotive@flo.com

