



FLO Performance Warranty

EV Charging Performance, Guaranteed

The FLO Performance warranty has you covered with an industry-leading uptime guarantee, proactive support, and priority service.

The FLO Performance warranty is a new kind of coverage ensuring your 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 stations will achieve a minimum of 98% uptime at an individual station level. 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 DC fast chargers to ensure the equipment 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 equipment 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 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.

The FLO Warranty Product Family

		Basic warranty	Extended warranty	Performance warranty ¹
Coverage	Term	1 year, parts and labor	1, 2, 3, 4 additional years	1, 2, 3, 4, 5 years ²
	Parts coverage	✓	✓	✓
	Labor coverage	✓	✓	✓
	Travel costs			2 hours travel included
	Vandalism, auto accidents			Labor covered
	Preventative maintenance			SmartDC only: 1 preventative maintenance visit per year
Service levels	Response time			1 business day for all issues
	On-site technician support SLA			1 business day for onsite support from parts availability
	Commissioning service	✓	✓	Priority commissioning service
	Proactive station monitoring	✓	✓	Priority coverage
Uptime	Charging station uptime guarantee			>98% uptime with non-performance penalty
	Reporting			Customized quarterly reporting for usage and performance visibility
Other	Commissioning fee ³			Always included
	Unlimited station configuration ³			Always included

- Requires 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 & Conditions for details on all requirements and exclusions.
- Service starts at commissioning, but term starts on the first day of the following month; Automatic contract renewal following the initial term for an additional one year period.
- Both the commissioning and unlimited station configuration services are included as part of the GMS fee; the GMS package is required in order to add any of the FLO warranty products.