



BoxPower provides seamless end-to-end services to serve clients' needs for any solar plus storage project. After installing your system, BoxPower's lifetime operations and maintenance (O&M) packages ensure that your investment in clean energy is reaching peak performance.

BoxPower offers three O&M packages to meet any client's needs and budget: Economy, Premium, and First Class:

	Description	Economy	Premium	First Class
Quarterly Report	<p>Quarterly reports provide system details including</p> <ul style="list-style-type: none"> <li>• Power and data uptime/reliability</li> <li>• Peak load</li> <li>• Min/max PV production</li> <li>• Total solar energy production</li> <li>• Battery discharge energy</li> <li>• Min/max battery SoC</li> <li>• Inverter energy</li> <li>• Generator energy production</li> <li>• Generator runtime</li> <li>• Renewable energy fraction</li> <li>• ATS transfer operations</li> </ul> <p>Monthly reports offered for the First Class package</p>	✓	✓	✓
Dashboard View	<p>Web-based monitoring and control platform provides real-time information on:</p> <ul style="list-style-type: none"> <li>• Power use</li> <li>• Energy production</li> <li>• Incident and alarm notification</li> <li>• Controls to generators</li> </ul>	✓	✓	✓
SMS/Email Fault Alarm	<p>SMS and email alarms are sent to designated administrators in the event of a system incident or alarm.</p>	✓	✓	✓

	Description	Economy	Premium	First Class
Preventative Maintenance	Perform remote monitoring and on-site inspections of the system's electrical, structural, and mechanical equipment to ensure optimum performance. Includes: <ul style="list-style-type: none"> <li>• Periodic cleaning</li> <li>• Updates and testing of hardware and software systems</li> <li>• Minor adjustments to prevent long-term performance impacts</li> </ul>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Solar Panel Cleaning	Professionally clean the solar panels twice per year to maximize solar production	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
BESS Maintenance	Maintain the Battery Energy Storage System (BESS) for optimum performance to maximize battery lifecycles	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Genset Maintenance Scheduling	Monitor and schedule routine generator maintenance based on manufacturer suggested intervals	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fuel Delivery Scheduling	Monitor and schedule fuel deliveries on behalf of the customer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Warranty Administration	Register all components integrated in the system for warranty compliance. Customer informed if system updates are recommended	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Remote Troubleshooting	A dedicated team of service engineers and technicians views, controls, and troubleshoots the system remotely	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Preemptive Checks	<ul style="list-style-type: none"> <li>• Daily checks of system performance to ensure optimum operations</li> <li>• Additional system checks offered in anticipation of and during extreme weather and other natural events</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
99.7% Uptime Guarantee	Service engineers and technicians monitor utility-scale power uptime performance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Onsite Troubleshooting	Service engineers and technicians are dispatched to service system issues that cannot be addressed remotely	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
24/7 Support	Service engineers and technicians are available 24/7/365 to address system incidences, issues, and questions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Annual Performance Testing	Annual tests performed on system components to measure capacities and ensure optimum performance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>