

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 97%–98%¹ 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 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.

¹Enel X Way guarantees 97% annual uptime for DCFC stations and 98% annual uptime for Level 2 stations.

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, ensuring stations are operational 97–98% of the time. 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 extended warranty cover?

The Enel X Way Extended Warranty Plan provides an extension to our standard limited parts-only warranty, which is provided free of charge with the Enel X Way commercial family of Warranted Products. 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	Extended Warranty	O&M Plan
Emergency Service			24/7
Customer Service (chat & email)	24/7	24/7	24/7
Customer Service (phone)	5 AM - 10 PM PST	24/7	24/7 (Level 1)
Technical Support	8 AM - 5 PM PST	5 AM - 5 PM PST	5 AM - 5 PM PST (Level 2)
Field Services Support			8 AM - 5 PM PST (Level 3)
Level 2 Parts Warranty	3 years	2 additional years	For the contract duration
Level 3 Parts Warranty	2 years	3 additional years	For the contract duration
Software / Firmware Upgrades		Free	Free
Labor & Truck Roll Service Cost			For the contract duration
Preventive Service			Included
Service Level Agreement			97-98% availability

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.