

# elevate

hassle-free maintenance

## Prioritizing the health of your charging equipment



### 99.9% Service-level guarantee

Our Hassle-Free Maintenance offers a service level agreement—our guarantee to you that your EVs are charged and ready to go 99.9% of the time.



### Issue identification & resolution

End-to-end support for charging equipment issues – from initial triage through final retest. We offer critical issue management and communications, including identifying alternative action pathways, so you can focus on operations.



### Beyond preventative maintenance

In addition to monitoring preventative maintenance schedules, our artificial intelligence and machine learning enabled omega platform provides predictive maintenance and predictive repair based on learned usage of your equipment.



### Managing warranties & equipment reserves

If issues with your charging operations arise, we work directly with the charger manufacturers to seamlessly repair/replace equipment under warranty. We also consign and leverage spare parts to keep your EV fleet fully operational.



### Cost-effectively prolonging equipment lifespan

elevate ensures the useful life of your equipment is maximized, while minimizing costly repairs. This means less time downtime, fewer replacements, and long-term cost savings.

## elevate: How does it work?

elevate is a service offering that goes beyond standard warranties and maintenance programs offered by EVSE providers, giving fleets peace of mind that their EV charging infrastructure ecosystem is consistently up and running. elevate, paired with omega, our intelligent charge management system, automatically notifies our Network Operations Center when potential issues arise in your charging operations, initiating problem resolution day or night.



### Triage

We'll immediately assess any alerts or errors and begin the problem resolution process.



### Ticketing

omega generates and tracks a ticket for each incident and measures acknowledgment, response, and resolution times.



### Troubleshoot

We'll immediately investigate identified issues through remote troubleshooting of software, API, and hardware components.



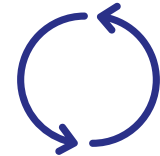
### Dispatch

Should remote troubleshooting not suffice, we'll send ground support to your site.



### Repair

For equipment that needs repair, we'll deploy certified technicians to ensure faulty hardware is fixed promptly.



### Replace

If a replacement is needed, we'll work to keep your operations going, via warranties, equipment spares, temporary chargers, etc.



### Retest

Once your repaired or replaced hardware is installed, we'll run necessary testing to ensure full functionality.



### Report

Incident data and resolution timelines are then aggregated into monthly health reports.



### Retire

For equipment that has been obsoleted by the OEM, we'll manage the end-of-life disposal or recycling process.

Let's electrify together

[hello@bppulsefleet.com](mailto:hello@bppulsefleet.com)

[bppulsefleet.com](http://bppulsefleet.com)

335 E Middlefield Rd,  
Mountain View, CA  
94043, USA

