rve

# ADVANCED WARRANTY

## Protect your investment. Charge with confidence.

**Our warranty is designed to ensure the performance of your equipment while relieving you of the burden of maintenance and unexpected events.**
**It provides you with professional, fast, and efficient support, regardless of the technical challenges.**

## Why Choose the RVE Advanced Warranty?

**Complete peace of mind**

- Full coverage of the cost of faulty hardware components.*
- Less worry, more time for your priorities.
- Budget control thanks to the elimination of unexpected expenses.

**Fast, priority support**

- Priority access to our technical support team.
- Remote troubleshooting and problem resolution.
- Quick response to keep your charging stations up and running.

**See details in the* Warranty Coverage Table.

## Example of repair costs with and without Advanced warranty

| | Without RVE Advanced warranty | With RVE Advanced warranty |
|---|---|---|
| Travel time (1 hour there + 1 hour back) | 2h x $140 = $280 | $140 |
| Working time on site (2 hours) | 2h x $140 = $280 | $140 |
| Replacement part(s) | $150 to $2000 | $0 |
| **Total** | $710 to $1360 | $240 |

## What Is Covered

- Critical **electronic and mechanical components** of HUBs, DCC+, and SMP+
- **Remote support**, system **software updates**, and critical patches
- **Proactive diagnostics** and monitoring through the **Connect portal**
- See full details in the *Warranty Coverage Table*

### System Warranty

The RVE Advanced warranty **mandatorily applies to the entire RVE electric vehicle energy management system installed on a site**, i.e., all HUBs, SMP+ and DCC+ units installed and connected together.

To activate the Advanced warranty, the HUB and SMP+ must be connected to the Internet, and the DCC+ must be connected to a HUB.

**Protect your installation.**
**Secure your peace of mind.**

To get a personalized quote
or speak with an expert:
**info@rve-usa.com | 1-833-717-1355**

# WARRANTY COVERAGE TABLE

| ITEMS | | WARRANTY LEVELS | | |
|---|---|---|---|---|
| | | **Standard** | **Advanced** | **None** |
| | | 1 year | 3 years (4 years total) | (potential costs) |
| **Connect Portal** | RVE Connect portal premium plan | X | 100% discount | $30 - $400 / month |
| **Hardware** | HUB components | X | X | up to $2,000 |
| | DCC+ components connected to the HUB | X | X | up to $1,000 |
| | SMP+ components | X | X | up to $5,000 |
| | Hardware upgrade of the HUB (retrofit) | | 25% discount | up to $2,000 |
| | SMP+ hardware upgrade (retrofit) | | 25% discount | up to $2,000 |
| | Modification of current transformers (CTs) | | 25% discount | $1,000 per feeder |
| **Software** | Initial system configuration | X | X | X |
| | Software updates on demand | X | 50% discount | up to $800 |
| | Critical software patches | X | X | X |
| **Support** | Support with initial commissioning | X | X | $300 |
| | On-site technical support | | 10% discount | min. $280 |
| | Priority technical support | | X | |
| **Service** | Proactive monitoring and remote diagnostics | | X | |
| | Electrical planning report | | X | |