

Modernizing Energy Demand Support Services

Demand Management Platform Cooperative Support (Streamline support for your demand management solution)



Resolve Issues Fast

Demand Management Cooperative Support is a partnership between Maplewell Energy, United Electric Power and other technology partners Limtronik and CE+T Power

We combine our experience, resources, and technical expertise to deliver full solution support to our joint customers.



Run at Peak Performance

Demand Management Cooperative Support helps keep your demand management solution up and running at peak performance.

- Only one vendor to call
- Get rapid, coordinated resolution from trained support experts using shared communications and a formal escalation process
- Benefit from shared Maplewell Energy and United Electric Power engineering and development efforts



Simple and Predictive

Get the comprehensive support you need to keep your demand management solution systems up and running. Predictive support enables you to get the most value from your Maplewell solution.

- Meet availability needs with parts delivery and replacement.
- Control cost with flat-rate predictable pricing across the lifecycle of your solution

The following chart lists the support features of Maplewell Energy Demand Management platform provided under the Maplewell Energy Support Services terms. Support terms are governed by the term length the customer purchased at point of sale for software and hardware as well as any support renewal purchases. Support contracts are standardized across software and hardware and can be provided for up to ten (10) years and no less than 1 year. All support contracts can be provided in 1-year increments. Maplewell Energy does not provide partial year support term contracts.

Janiit Software Systems		
SUPPORT FEATURE	DESCRIPTION	ENTITLEMENT DETAIL
Remote Technical Support	Customers may contact Maplewell by: Telephone 720-943-0584, email:support@maplewelleng.com	Included
Target response objective for remote technical support	Maplewell Technical Support provides response by remote means	Initial technical response objective from time of customer contact, based on Severity level, and availability of local language support. See severity level definitions below Severity 1: One (1) business days Severity 2: Two (2) business days Severity 3: Three (3) business days Severity 4: Five (5) business days
Software support	Provides access to all patches and features	Included
Remedial software upgrades	Maplewell Energy provides software upgrades to address known issues	Included
Maplewell Energy Unified Support	While troubleshooting a support issue related to Maplewell Energy, if Maplewell Energy determines that the problem resides with a third-party product, then, upon request, Maplewell Energy will assist the customer in opening a case with the third-party supplier, subject to any support agreement in place between the customer and the third-party supplier. To the extent it can, Maplewell Energy will assist the third-party supplier in its response and resolution of the customer's case. If the customer elects to open a case directly with the third-party supplier, upon request, Maplewell Energy will provide relevant case information to the third-party supplier	Included for Maplewell Energy hardware and software purchased
On-Site support and troubleshooting	Maplewell Energy sends authorized engineers to the installation location to work on the problem after Maplewell Energy has isolated the problem and deemed on-site support necessary	Included for Maplewell Energy hardware and software

JANiiT Hardware (Panels)		
Remote Technical Support	Customers may contact Maplewell by: Telephone 720-943-0584, email:support@maplewelleng.com IM: Public Slack Channel	Included
Target response objective for remote technical support	Maplewell Technical Support provides response by remote means	Initial technical response objective from time of customer contact, based on Severity level, and availability of local language support. See severity level definitions below Severity 1: One (1) business days Severity 2: Two (2) business days Severity 3: Three (3) business days Severity 4: Five (5) business days
Replacement parts delivery target	Maplewell Energy delivers replacement parts within the target response objective	Five (5) day parts replacement – After Standard RMA process has been completed. Note: Replacement parts will be shipped to customer locations for local business day arrival. Local shipment cutoff times, customs, or other logistics factors such as size and weight may affect target response objective. All Replacement parts will follow the hardware warranty RMA process outlined in the SaaS Agreement.
Replacement Parts Installation	Customer replaced, third party professionals or Maplewell Energy professionals install parts delivered	Depending on the customer skill set and time availability it is possible for the customer to replace certain parts within the Maplewell panels. If this is not an option either a Maplewell Energy professional or third-party contractor will be able to assist in install replacement
On-Site support and troubleshooting	Maplewell Energy sends authorized engineers to the installation location to work on the problem after Maplewell Energy has isolated the problem and deemed on-site support necessary	Included for Maplewell Energy hardware and software
Maplewell Energy Unified Support	While troubleshooting a support issue related to Maplewell Energy, if Maplewell Energy determines that the problem resides with a third-party product, then, upon request, Maplewell Energy will assist the customer in opening a case with the third-party supplier, subject to any support agreement in place between the customer and the third-party supplier. To the extent it can, Maplewell Energy will assist the third-party supplier in its response and resolution of the customer's case. If the customer elects to open a case directly with the third-party supplier, upon request, Maplewell Energy will provide relevant case information to the third-party supplier	Included for Maplewell Energy hardware and software purchased

Third Party Battery System (Battery & Inverter)

Remote Technical Support	Customers may contact Maplewell by: Telephone (720)-460-0014, (866) 303-5668 email:support@maplewelleng.com IM: Public Slack Channel	Included
Target response objective for remote technical support	Maplewell Technical Support provides response by remote means	Initial technical response objective from time of customer contact, based on Severity level, and availability of local language support. See severity level definitions below Severity 1: One (1) business days Severity 2: Two (2) business days Severity 3: Three (3) business days Severity 4: Five (5) business days
Replacement parts delivery target	Maplewell Energy delivers replacement parts within the target response objective	Five (5) day parts replacement – After Standard RMA process has been completed with third party battery manufacture or integrator. Note: Replacement parts will be shipped to customer locations for local business day arrival. Local shipment cutoff times, customs, or other logistics factors such as size and weight may affect target response objective. All Replacement parts will follow the hardware warranty RMA process outlined in the SaaS Agreement.
Replacement Parts Installation	Customer replaced, third party professionals or Maplewell Energy professionals install parts delivered	Depending on the customer skill set and time availability it is possible for the customer to replace certain parts within the Maplewell panels. If this is not an option, either a Maplewell Energy professional or third-party contractor will be able to assist in install replacement
On-Site support and troubleshooting	Maplewell Energy sends authorized engineers to the installation location to work on the problem after Maplewell Energy has isolated the problem and deemed on-site support necessary	Included for Maplewell Energy hardware and software
Maplewell Energy Unified Support	While troubleshooting a support issue related to Maplewell Energy, if Maplewell Energy determines that the problem resides with a third-party product, then, upon request, Maplewell Energy will assist the customer in opening a case with the third-party supplier, subject to any support agreement in place between the customer and the third-party supplier. To the extent it can, Maplewell Energy will assist the third-party supplier in its response and resolution of the customer's case. If the customer elects to open a case directly with the third-party supplier, upon request, Maplewell Energy will provide relevant case information to the third-party supplier	Included for Maplewell Energy hardware and software purchased

The services and offerings described herein are subject to and limited and governed by the Maplewell Energy.

SaaS terms, available at <https://www.maplewelleng.com/sales-terms-and-conditions/> ("Maplewell Energy Support Services terms"). The Maplewell Energy Support Services terms are subject to revision or modification on a prospective basis at Maplewell Energy's sole discretion without notification to customer. All hardware cases will be evaluated for immediate work independent of severity. Software cases will receive a response and worked to resolution during Maplewell Energy's regional business hours. Outside Maplewell Energy regional business hours, the response objective may be delayed software cases. Maplewell Energy regional business hours are typically 8 a.m. to 5 p.m. Monday through Friday (Excluding standard U.S. holidays) but can vary with local language requirements.

SERVICE LEVELS NORTH AMERICA

ERROR SEVERITY LEVELS. Maplewell will respond to service requests by the Customer or its designated agents, and correct reported and reproduceable errors (the "Error") or provide an appropriate work-around (the "Work-Around") in accordance with the Severity Level (defined below) of the Error as designated by the Customer or its designated agents, based on the following (collectively, the "Severity Levels"):

Severity 1: An Error in the Maplewell Technology or the Services that (i) causes the Maplewell Technology or the Services to cease operating or cease operating in any material respect; (ii) is likely to directly or indirectly delete, impair, damage or corrupt any System, Customer Data or Usage Data; or (iii) poses direct or indirect imminent harm to any System, Customer Data or Usage Data.

Severity 2: An Error that either, although the Maplewell Technology and the Services remain operational, (i) causes a significant function of the Maplewell Technology or the Services to be impaired; or (ii) could reasonably be expected to have a material adverse impact on Customer's business.

Severity 3: An Error that causes a minor function of the Maplewell Technology or Services to be impaired, which adversely affects, or is likely to adversely affect, Customer's business.

Severity 4: An Error that causes a minor function of the Maplewell Technology or Services to be impaired but does not have, and could not reasonably be expected to have, an adverse effect on Customer's business.

HARDWARE WARRANTY AND PARTS REPLACEMENT PROGRAMS FOR NORTH AMERICA

Standard RMA Program- Included at no cost or obligation to our customers and covers all parts Process:

- 1) A customer technician works directly with Maplewell Support to identify suspect part(s)
- 2) Maplewell Support emails a Return Material Authorization (RMA) number and pre-paid 2-day RMA shipping label to the customer technician for the suspect part(s)
- 3) Customer technician ships the suspect part(s) to Maplewell utilizing the 2-day RMA shipping label provided
- 4) Upon Receipt, Maplewell tests the suspect part(s) then provides an estimate to replace the suspect part(s) based on warranty evaluation within 2 business days of receipt
 - a. If the returned suspect part(s) are eligible for warranty coverage, Maplewell will ship configured replacement part(s) within five (5) business days of receipt at no charge the customer
 - b. If the returned suspect part(s) are not eligible for warranty coverage:
 - i. The customer will be required to place a PO for replacement parts
 - ii. After PO receipt, Maplewell will ship the configured replacement part(s) within five (5) business days of receipt of PO
 - iii. Maplewell will invoice customer upon shipment for replacement parts
 - iv. Under the Standard RMA Program, RMA parts must be returned within 14 business days of the issuance of the RMA number to be eligible for warranty replacement