EVO Assured

Your Power. Your Way. Assured.

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Australia's lifecycle assurance platform for battery energy storage systems.

The Assurance Maturity Model.

As your operational requirements evolve, EVO ASSURED grows with you.

Protect
Maintain asset health and reliability.

Optimise
Improve performance through data and analytics.

Protect Revenue
Reduce risk and maximise business outcomes.

Guarantee Outcomes
Deliver the highest level of operational assurance.

When Uptime Matters, Choose Assurance.

Energy assets have never been more important to business performance.

EVO ASSURED gives asset owners the confidence that their systems will remain safe, reliable and operational throughout their lifecycle.

From preventative maintenance and remote monitoring through to availability guarantees and executive asset governance, EVO ASSURED delivers the protection needed to maximise value and minimise risk.



Every Asset. Every Stage. Every Outcome.

EVO ASSURED provides end-to-end lifecycle support throughout the operational life of your energy infrastructure.

Lifecycle Services Include:

- Preventative maintenance programs
- 24/7 technical support
- Remote monitoring and diagnostics
- Extended warranty solutions
- Cyber security reporting via GridManager™
- Critical spare parts management
- Performance optimisation
- Asset health assessments
- Lifecycle planning and reporting
- Availability and performance assurance

The Evo Assured Difference.

Local Expertise. National Coverage.

Our Australian-based engineers, technicians and support specialists provide responsive, expert support backed by local knowledge and proven experience.

Digital Intelligence.

Leveraging advanced monitoring, analytics and remote diagnostics, EVO ASSURED identifies issues before they become costly disruptions.

Business-Focused Outcomes.

Every service tier is designed around business objectives, balancing operational risk, performance expectations and investment outcomes.

Long-Term Partnership.

Unlike suppliers who disengage after commissioning, EVO ASSURED remains with you throughout the entire asset lifecycle.

Every system comes EVO Assured.

Every EVO Power BESS comes with our service team's support across all elements of your BESS project. We manage the relationships with our partners, so you don't have to, and provide the assurance that you can be confident your investment is supported for the long term.

- **We provide technical support to help with alarms and incidents**
- **Dedicated telephone support number**
- **Operational advice to assist with getting the most from your BESS**
- **Digital tools to lodge service requests and incidents and track progress**
- **Monitor your BESS via GridManager**
- **Reactive and Proactive support teams for field visits**
- **Firmware and Software updates**

Our Team

Our team are people passionate about customer service, with the technical expertise and experience gained from supporting over 150 installations nationally, across large corporates, DNSP and regulated partners from metro to regional locations.

We operate with customers in HV environments, where safety and quality are paramount, and with the demands of complying to often highly prescribed and disciplined process and procedures.



Expanded Assurance Packages

Increase your confidence in asset reliability and performance with our expanded life cycle assurance packages, that provide Assurance your way.

ESSENTIALS

Protect Your Asset

A proactive support program designed to safeguard investment value and preserve asset performance.

Ideal for: Commercial & Industrial customers, community batteries, and smaller utility-scale applications.

Outcome: Reliable protection, predictable maintenance and maximised asset life.

Package Includes:

- Customer Support Helpdesk 9AM to 5PM business days
- System monitoring via the GridManager Monitoring platform
- Online service request, incident lodgement, ticketing, and tracking via the GridManager digital tool set
- Customer knowledge base
- EVO Power centralised spare parts holding
- On-site preventative maintenance services
- On-site reactive maintenance warranty services
- Defects and performance standard 5-year warranty (FLEX solution 10 year standard)

Suitable for FLEX, NEO, AMP & CONNECT solutions

ESSENTIAL PLUS

Optimise Your Asset

Enhanced monitoring, technical support and operational insights designed to improve performance and reduce downtime particularly across fleets of assets.

Ideal for: Large C&I facilities, multi-site customers, Microgrids, renewable energy projects and performance-focused asset owners.

Outcome: Improved visibility, all-day support and problem resolution and enhanced operational performance and speed of response.

Package Includes:

- Customer Support Helpdesk 24/7
- System monitoring via the GridManager Monitoring platform
- Online service request, incident lodgement, ticketing, and tracking via the GridManager digital tool set
- Customer knowledge base
- Critical and consumable spare parts bundles
- On-site preventative maintenance services
- On-site reactive maintenance warranty services with SLA
- Defects and performance extended warranty

Suitable for FLEX, NEO, AMP & CONNECT solutions

PERFORMANCE

Protect Your Revenue

Advanced lifecycle support for critical assets where downtime directly impacts financial outcomes.

Ideal for: High value infrastructure and counterparty risk management, DNSP, data centres and high-value infrastructure.

Outcome: Reduced operational risk, increased system availability and our highest level of asset assurance.

Package Includes:

- Customer Support Helpdesk 24/7/365 with SLA
- System monitoring and reporting via the GridManager Monitoring platform
- Customer knowledge base
- Tailored and reserved critical and consumable spare parts bundles
- Priority On-site preventative maintenance services
- Priority On-site reactive maintenance warranty services with SLA
- Defects and performance extended warranty
- Availability guarantees

Suitable for AMP & CONNECT solutions

EVO POWER®

EVO Power Pty, Inc.
BLDG 41, 885 Mountain Highway
Bayswater, VIC 3153
ABN: 40 634 823 260

www.evopower.com
sales.au@evopower.com
+61 1300 386 769