

# Long Term Service Agreement

A complete solution with Stem as your single partner to guarantee any solar and storage project

Direct procurement of clean energy assets like batteries / DC blocks and inverters / PCS means more flexibility for customers. However, coverage is limited to component-level warranties as integrators are not able to provide system-level support. With Stem's Long Term Service Agreement (LTSA), customers keep that flexibility plus gain more cost-effective conversions of productized hardware with comprehensive services. We wrap the entire system to give you a complete, integrated solution. Backed by our in-house proprietary software tools and data models, our unparalleled industry experience supports four levels of flexible LTSA offerings based on your specific needs: Premium Remote Operation Center (ROC), System Warranty, Round Trip Efficiency (RTE) Guarantee, and System Availability Guarantee.

## Reliable support to ensure project availability



### Expert Services

Pairing energy management systems and asset management services to efficiently inform warranties.



### System Warranty

Bringing together separate equipment warranties to support system operations.



### Performance Guarantees

Providing a firm commitment to ensure technical performance and availability.

## Gain long-term confidence and certainty with Stem's LTSA

- Real-time asset performance monitoring
- Warranty management and resolution directly with OEMs
- Full back-stop of 3rd-party OEM warranties
- Round trip efficiency guarantee
- System availability guarantee
- 10-year and 5-year extensions available

# Guaranteeing the performance of your asset for maximum value across the entire lifecycle

		Level 1 Premium Remote Operations Center (ROC) Services	Level 2 System Warranty	Level 3 Round Trip Efficiency (RTE) Guarantee	Level 4 System Availability Guarantee	
ROC Services	Core ROC services	●	●	●	●	24/7 NERC-certified ROC and Asset Operation Services
	Premium ROC services	●	●	●	●	
Stem Warranty	Preventive Maintenance		●	●	●	Complete warranty solution for the entire BESS system (i.e. corrective maintenance, preventative maintenance, spare parts, and other O&M services)
	Corrective Maintenance		●	●	●	
	Spare Parts Management		●	●	●	
	Warranty (Repair & Replace)		●	●	●	
Performance Guarantee	RTE Guarantee			●	●	Guaranteed operating performance of BESS within 5% of defined RTE table
	System Availability Guarantee • Power Availability (MW) • Energy Capacity (MWh)				●	Base offering of 96% availability guarantee, with 97% & 98% available as additional

## Why Stem?

Stem is committed to supporting you throughout the entire project lifecycle to ensure you are maximizing performance. As your single point of contact, we work with you to obtain the promised performance of your battery system. With our unparalleled experience with top tier manufacturers, we know how to best lower or eliminate costs related to vendor management. We enable you to directly procure the hardware you want with the added benefit of access to more affordable capital to ensure the growth and scalability of your portfolio.

**For more information, visit [stem.com](https://stem.com) or contact [sales@stem.com](mailto:sales@stem.com).**

*Note: Pricing and key terms are project specific and will vary based on project specifics.*

