

Fluence Operational Services

FLUENCE
A Siemens and AES Company

Fluence delivers unparalleled insights and services built on lessons learned from more than 14 years of energy storage experience and decades of energy sector knowledge.

Our team follows through on our commitments and is focused on building strong, long-term partnerships with our customers. We find creative solutions to maximize your asset value and meet the unique commercial and operational requirements of energy storage projects.



About Our Operational Services

Proper energy storage system maintenance is complex. Maximizing the lifetime value of your asset requires technicians with a comprehensive skill set across multiple technologies to ensure optimal performance and reduce the risk of system downtime, all while upholding thorough health and safety standards.

We offer operational services packages across four levels designed to address the needs and risk preferences of different customers.

What Fluence brings to your storage asset:



GUARANTEES

Safeguard asset revenue potential over project life with degradation, capacity, and availability guarantees.



MAINTENANCE

Maintain equipment and optimal operating conditions with preventative and reactive maintenance.



REPORTING

Understand asset state of health, performance, and risk with monthly system analysis and KPI reporting.



WARRANTIES

Secure your system with back-to-back OEM equipment warranties and extensive Fluence claims support.



SUPPORT

Access 24/7 support backed by the most comprehensive data and experienced team in the industry.



TRAINING

Receive comprehensive training delivered by experienced service reps - available with all service packages.

Compare Service Levels

To determine the right level for your business, it is important to evaluate the commercial performance guarantees that must be met, your in-house capabilities to meet those performance requirements, and the risks and penalties for underperforming.

Fluence Operational Services Packages

LEVEL 1

Guided Service

Fluence provides comprehensive training for your team to operate the system and perform preventative and reactive maintenance.

This level includes access to our 24/7 helpdesk, software upgrades and equipment warranties.

Risk Ownership



LEVEL 2

Shared Service

Shared Service adds reactive maintenance and 24/7 monitoring. Fluence trains your team to operate the energy storage system and perform preventative maintenance.

Limited performance guarantees are provided.



LEVEL 3

Complete Service

Fluence performs all preventative and reactive maintenance and 24/7 monitoring.

This level includes performance guarantees for time-based availability, with the option to add commercial or customized availability guarantees.

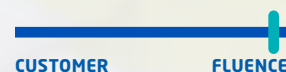


LEVEL 4

Asset Management

Fluence provides complete asset management including operational, contractual, financial, and risk management. Fluence manages relationships with stakeholders, including investors, off-takers, grid operators and contractors, allowing the owner to focus on the financials of the business.


Available in select markets



Our Experience

 **14**
YEARS OF
EXPERIENCE

 **25+**
OPERATING PROJECTS
UNDER SERVICE

 **3,200+**
MW OF ASSETS
UNDER SERVICE*

 **7,600+**
GW-HR OF GRID
SERVICES DELIVERED

**Under management and contracted backlog as of March 31, 2022*



About Fluence™

Fluence (Nasdaq: FLNC) is a global market leader in energy storage products and services, and digital applications for renewables and storage. With a presence in 30 global markets, Fluence provides an ecosystem of offerings to drive the clean energy transition, including modular, scalable energy storage products, comprehensive service offerings, and the Fluence IQ Platform, which delivers AI-enabled digital applications for managing and optimizing renewables and storage from any provider. The company is transforming the way we power our world by helping customers create more resilient and sustainable electric grids.