



FLUENCE SMART SERVICE PLANS

Power Up Your Smartstack Investment

Fluence Smart Service Plans combine industry-leading guarantees, optimized performance, intelligent operations, and efficient services — in an effort to help our customers maximize revenue, uptime, and lifespan of your Smartstack battery storage system.

That's why they include industry-leading performance guarantees across four key areas—availability, energy capacity, dispatchable energy accuracy, and efficiency. Designed to drive quantifiable gains in uptime, energy output, and asset longevity. Each guarantee delivers measurable value independently, and even greater impact together.

MORE UPTIME. MORE ENERGY. GUARANTEED.

The Industry's Leading Performance Guarantees

Availability Guarantee



MORE UPTIME, MORE REVENUE.

Guarantees up to 99% system uptime to support critical energy market participation and reduce revenue risk.

Record of High Availability

Fluence systems have delivered approximately over 98% availability globally in 2024—providing a strong operational foundation now backed by a 99% Availability Guarantee for our Smartstack system.

24/7 Remote Monitoring with Quick Support-Response Time

Fluence support team monitors alarms and system data in real time to detect issues early and reduce downtime.

Predictive Maintenance Alerts Early Issue Detection

AI-powered alarms notify the support team when component behavior trends outside normal operating conditions, allowing action before performance issues occur.

Rapid Spare Parts Access for Faster Repairs

Critical spare parts are stored onsite or at regional hubs to enable fast repair, minimizing system downtime.

Financially-Backed Guarantee

Guarantee includes financial protection if system uptime falls below the guaranteed threshold.

Dispatchable Energy Guarantee



BID MORE WITH CONFIDENCE.

Guarantees accurate real-time dispatch of usable MWhs—reducing guesswork and energy buffers—so you can bid more confidently and capture additional revenue without overcommitting.

Improved Dispatch Accuracy

24/7 real-time system corrections achieve $\pm 4\%$ dispatch accuracy, allowing operators to reduce buffers from typical levels of 15–25%—or up to 50% in some markets—to around 8%.

Automated SOC & SOB Recalibration Improves Energy Estimates

Fluence OS recalibrates State of Charge (SOC) and State of Balance (SOB) using real-time Battery Management System (BMS) data—improving the accuracy of available energy estimates, enabling more confident dispatch planning.

Financially-Backed Guarantee

Guarantee includes financial protection if dispatchable energy delivery falls below the guaranteed threshold.

Energy Capacity Guarantee

POWER THAT LASTS.



Delivers long-term energy capacity guarantees informed by advanced degradation modeling—**uniquely enhanced by Fluence's In-Use Life Extension**, the only offering in the market that upgrades energy capacity guarantees over time.

Guaranteed Energy Capacity Up to 25 Years

While most competitors only offer 20-year capacity guarantees, Fluence guarantees that systems will still deliver capacity between years 21–25, helping maximize ROI in the later stages of the asset's life.

Degradation Modeling Improves Capacity Forecast Accuracy with Over 90% Confidence

Fleet- and lab-tested degradation curves more accurately model usable energy capacity over time, helping predict long-term system performance with greater confidence.

Exclusive In-Use Life Extension Reassess and Upgrades Guarantees

System health is reviewed each year via site-specific machine learning models to increase capacity guarantees when possible—supporting long-term energy delivery and lifetime value.

Upside, Without the Risk to Initial Energy Capacity Guarantee

Even if future assessments predict lower capacity, the guarantee will never be reduced—only maintained or increased.

Financially-Backed Guarantee

Guarantee includes financial protection if capacity falls below the guaranteed threshold.

Round-Trip Efficiency (RTE) Guarantee

MORE EFFICIENT STORAGE.
LOWER OPERATING COSTS.



Guarantees energy efficiency across the charge and discharge cycle for up to 25 years—helping reduce operating costs and maximize delivered energy.

Guaranteed Efficiency Lowers Operating Costs

Guarantees round-trip efficiency (RTE), reducing energy lost during charging and discharging to help improve OPEX.

25-Year Coverage—5 Years Longer Than Standard

RTE is guaranteed for up to 25 years—compared to the industry standard 20 years—extending protection for cost-sensitive and finance-driven projects.

Financially-Backed Guarantee

Guarantee includes financial protection if round-trip efficiency falls below the guaranteed threshold.



Fluence Energy, Inc. (Nasdaq: FLNC) is a global market leader delivering intelligent energy storage and optimization software for renewables and storage. Our solutions and operational services are helping to create a more resilient grid and unlock the full potential of renewable portfolios. With gigawatts of successful implementations across nearly 50 markets, we are transforming the way we power our world for a more sustainable future.

FOLLOW US



fluenceenergy.com

© 2025 Fluence. All rights reserved.

BR-057-02-EN