



Saft Services for Storage Systems

Service package



TotalEnergies

Get more from your Energy Storage Systems

From full operation and maintenance to basic service support, Saft is a long-term partner that operates a customer-centric service approach with a 100-year legacy in industrial batteries. Saft customers benefit from more than 10-years of proven track record of Energy Storage Systems (ESS) installed all over the world.

Our global team of highly skilled and experienced professionals delivers multi-level service solutions to meet each customer's needs. Together, we make sure that their ESS are running optimally, operate efficiently and are maintained in a proactive way to prevent unplanned events.

Long Term Service Agreement

Saft has developed a comprehensive set of global tools and processes to support the life cycle of our ESS through long term services agreement options.

After-sales portal

Saft's web portal enables straightforward case management and interaction with Saft's service teams.

Spare management

Saft provides options for spare parts management to ensure high availability and reliability of ESS, from maintaining stock at customer sites to inventory management at strategic locations around the world.

Training

Saft training provides operators and maintenance personnel with the knowledge and skills needed to safely operate and maintain the ESS, including both classroom and practical, hands-on sessions.

Maintenance

The service life, reliability, availability and safety of Saft's ESS rely on maintenance cycles and regular upkeep. Saft also provides corrective maintenance options to restore operational conditions.

Preventive maintenance

- Routine service visits, visual inspection, equipment cleaning
- Contractual, operational, and regulatory tests and checks
- Component replacement (time based / condition based)

Corrective maintenance

- Remote troubleshooting
- Field repairs & component replacement

Product warranty

Saft offers a Standard Product Warranty and an Extended Warranty connected to a service agreement to support the Lifecycle needs of your project.

Standard warranty

- Up-to 5-years duration on electrochemistry
- Up-to 2-years on balance of system

Extended warranty

- Up-to 15-years duration. Longer durations considered upon request
- Covering parts only, or parts and labor
- The Extended Warranty must be connected to a Service Agreement with Saft

Performance Guarantee

Depending on the project's specific needs, Saft offers a range of Performance Guarantees.

Ageing

Ageing Guarantees ensure battery life degradation is maintained within specified levels throughout the service agreement with Saft.

Efficiency

Round Trip Efficiency Guarantees assure that high levels of energy efficiency are maintained throughout charge and discharge cycles.

Availability

Availability Guarantees provide assurance of overall system uptime to fulfill the energy / power demands of the project and end customer

Digital Supervision

For round the clock connectivity and condition monitoring of the ESS, Saft offers various levels of supervision.

Remote monitoring & diagnosis

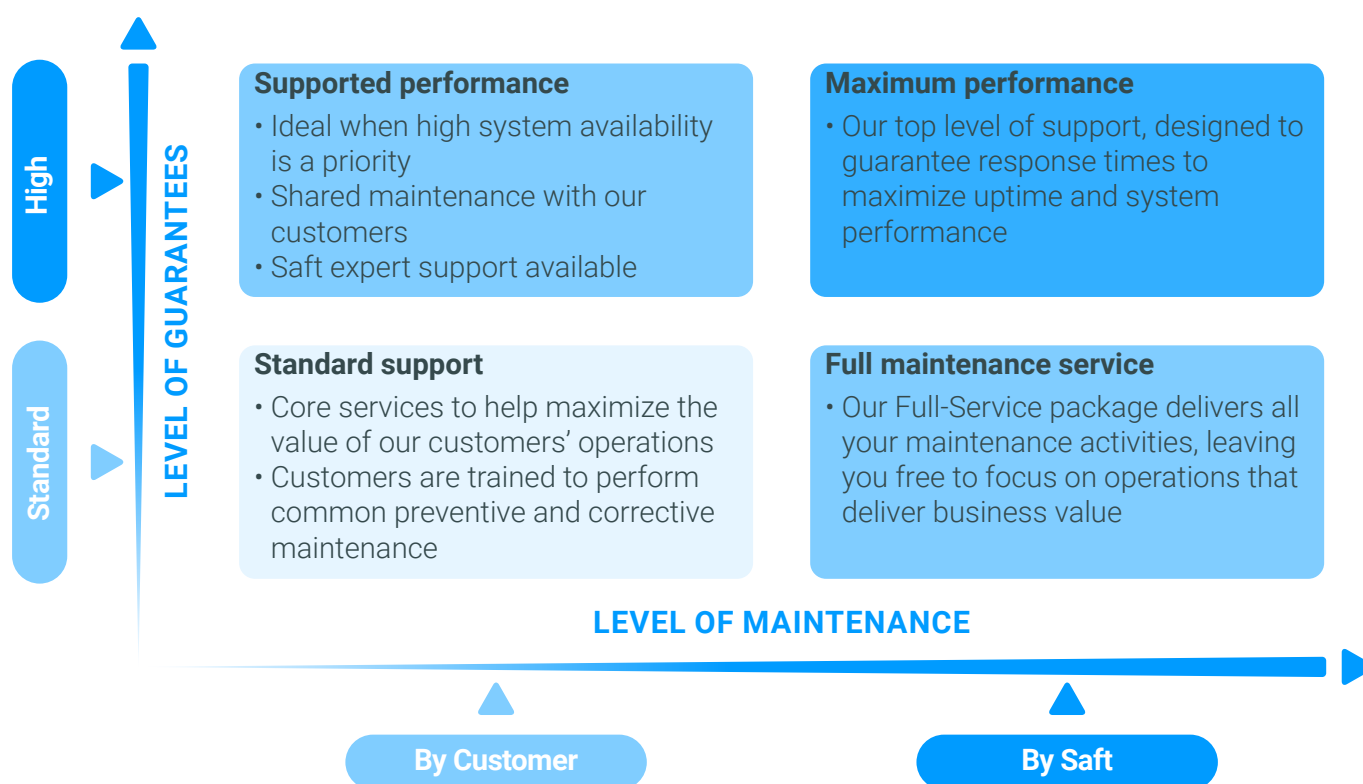
Saft's e-supervision digital solutions provide continuous energy storage system monitoring and snapshot reports of critical parameters and early detection of anomalies to optimize use of ESS.

Optional Hotline

Saft provides optional 24/7 remote technical support provided by our dedicated ESS service hubs as part of our global network of 12 regional hubs.

Saft service packages

To adapt to the specific customer performance guarantees and service level requirements, Saft offers four levels of service packages through long-term service agreements delivered directly by Saft teams around the world through the 4S program - Saft Services for Storage Systems.



Saft ESS experience

ESS installed or contracted worldwide (as per April 2022)

100
ESS projects

750
MWh installed energy

550
Installed ESS containers

For more details or specific requests, contact Saft at: ESS-services@saftbatteries.com

We energize
the world.
On land,
at sea,
in the air
and in space.

SAFT

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