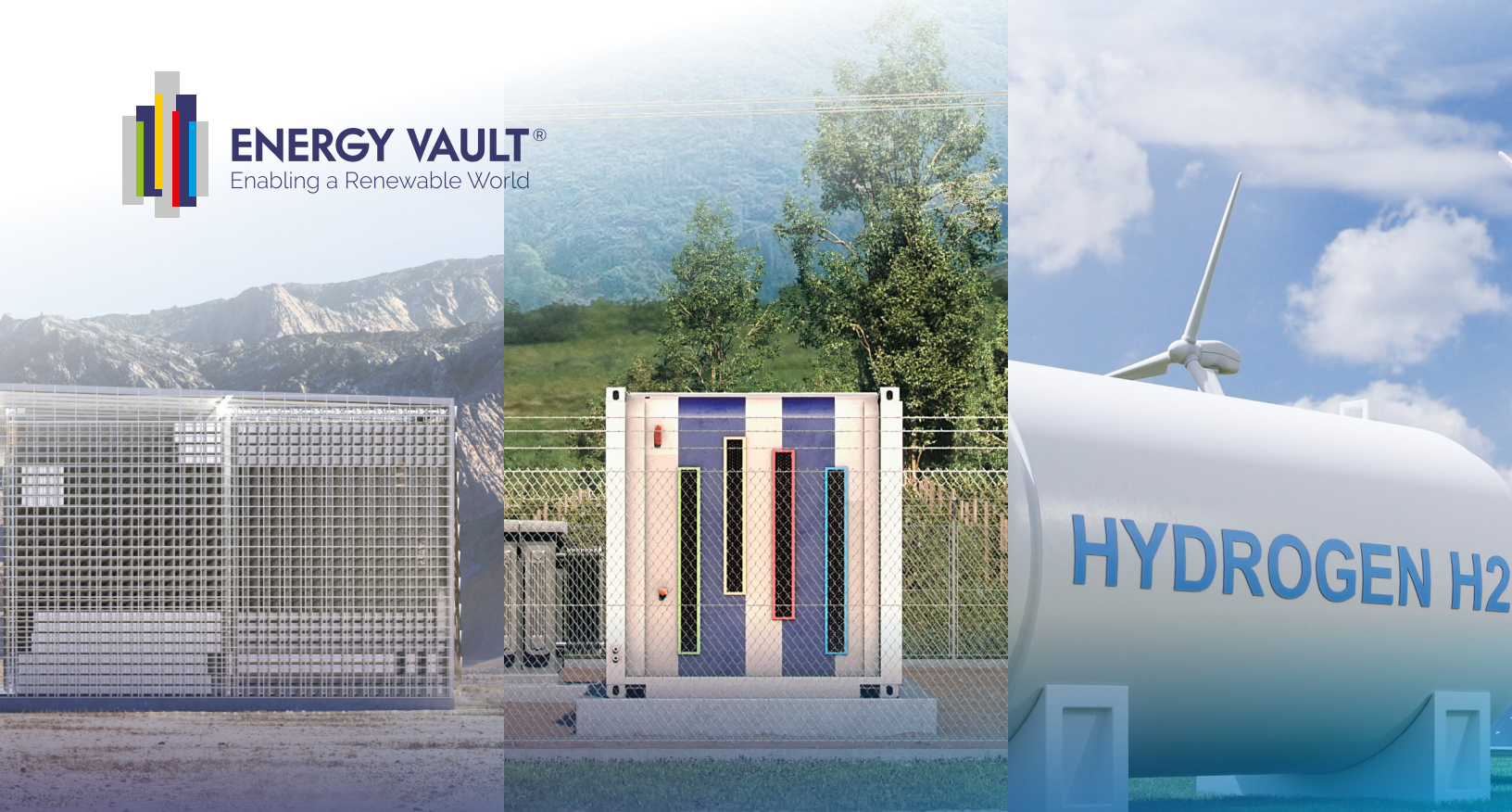




ENERGY VAULT®
Enabling a Renewable World



LONG TERM SERVICE OFFERINGS

Ensure performance & availability over an asset's lifecycle

Performance and availability are essential to realizing an asset's net revenues and operating when prices spike. As risks – and the costs to address those risks – evolve over the lifetime of an asset, having an operations and maintenance partner can enhance future cost certainty while optimizing revenue.

Energy Vault leverages asset and fleet level data to plan ahead to maximize uptime. We target maintenance windows least likely to impact revenue potential. Our long-term service agreements meet customers where they want to be – both now and in the future – by recognizing and balancing tradeoffs between cost and levels of risk management.



SYSTEM PERFORMANCE

Maximize availability and revenue potential by optimizing planned maintenance windows



PEACE OF MIND

Get assets back online quickly when the unexpected happens



RISK MANAGEMENT

Navigate uncertainty with preventive and corrective maintenance, performance guarantees and support



COST CERTAINTY

Ensure your desired level of service is performed through long-term pricing agreements



FLEXIBLE SCOPE

Select a level of service and add-ons that aligns with your cost and risk management goals

SERVICE LEVELS

Energy Vault offers three service levels to meet our customers' diverse needs.

Level 1 provides a VaultOS™ Energy Management System software license with cloud storage and updates, preventive maintenance, and monitoring services.

Level 2 includes all Level 1 services plus Equipment Coverage with corrective maintenance and spare parts. Customers may at Energy Vault's discretion have the option of limited Performance Guarantees under Level 2.

Level 3 includes Levels 1 and 2 services and adds Performance Coverage with 24x7 monitoring and availability, capacity, and round-trip efficiency guarantees.

Add-on packages are available for all service levels and include a flexible performance guarantee, augmentation, dispatch optimization, and asset monitoring.

✓ Included

+ Add-on

LEVEL 1

LEVEL 2

LEVEL 3

			LEVEL 1	LEVEL 2	LEVEL 3
SOFTWARE		EMS UPDATES & SECURITY CLOUD STORAGE HARDWARE MAINTENANCE	✓	✓	✓
SERVICE		PREVENTIVE MAINTENANCE MONITORING TRAINING	✓	✓	✓
EQUIPMENT		CORRECTIVE MAINTENANCE SPARE PARTS		✓	✓
PERFORMANCE		AVAILABILITY GUARANTEE CAPACITY GUARANTEE RTE GUARANTEE EXTENDED WARRANTY		+	✓
ADD-ONS		FLEXIBLE PERF. GUARANTEE AUGMENTATION DISPATCH OPTIMIZATION ASSET MONITORING	+	+	+

SERVICE EXECUTION

Energy Vault's service execution strategy relies on warehouses, network operation centers, and engineering support centers around the world.

Spare Parts and Tools

- Projects larger than 100 MWh are supported by on-site spare parts and tools coupled with warehouses or other regional inventory support
- Projects smaller than 100 MWh are supported by warehouses and/or other regional inventory support

Service Personnel

- 24x7 / 8x5 onsite, dedicated personnel to reduce response time
- On-site and remote system monitoring
- Partnerships with local HVAC and fire safety system service providers