



## APL Italia – Services Concept

APL Italia offers a range of services to ensure the proper operation and maintenance of our PP25 EU Power Pallets. These activities are orchestrated out of APL's European base of operations in Terni, Italy, as well as by a growing network of regional partners across Italy.

APL maintains full time business and technical staff in Terni to directly performance the below activities, as well as to support and train regional partners to perform them on behalf of APL. The range of offered services are as follows:

### Range of Services

- **Field Commissioning**
  - Assembly, Configuration, Start-up
- **Training Sessions and Product Demonstrations**
  - Operators, Technicians – onsite and at APL Italia HQ
- **Preventive Maintenance Plans**
  - At regular intervals via quarterly site visits
- **Corrective Action**
  - Warranty and non-warranty service calls
- **Spare Parts Warehouse**
  - Bundled Replacement Parts Kits, High Uptime Kits & individual parts
- **Technical Support**
  - Italian telephone and email support, service portal

### APL Italia Services Intention

The attached addendum explains the required maintenance tasks required by either daily operators or interim preventative maintenance. All maintenance tasks listed in the table at intervals of 1750 hours or higher are intended to be performed by an APL Certified Technician. All tasks described for lower shorter intervals are intended to be performed by trained Operators at the local site.

Our goal is to have an APL Italia Technician onsite for the initial start-up and field commissioning of each Power Cube installation. During this 2-to-3 day site visit, Power Cube operators will be trained on the successful operation and regular maintenance of the systems. For extended training sessions of both operators and technicians, we will offer 2-to-4 week hands-on learning sessions at APL Italia's HQ at the SLO Farm facility in Terni.

**Operators** – based onsite or locally – customer employee or contractor

Perform all regular duties associated with operating the Power Cubes and maintenance tasks recurring at monthly intervals (500hr) or less. Examples include: emptying ash buckets, loading continuous feed system, oil changes.

**Responsibilities include:**

- Daily Power Cube operations
- Continuous feed operations and feedstock handling
- Operations log - tracking of all pertinent information

***Certified Technicians*** – based at APL Italia HQ or regional partners' locations

Perform all preventive maintenance tasks at recurring intervals of 1,750 operating hours (3 or 6 months depending on use case) and higher, along with all field service repairs. Examples include: gasifier maintenance, gasifier overhaul, engine overhaul.

**Responsibilities include:**

- Maintenance and repairs to Power Cube, continuous feed, electrical
- Maintenance log – tracking of all pertinent information
- Centralized case tracking in service portal
- Power Cube field commissioning and start-up

**APL Service Packages**

APL Italia offers Service Packages to cover all preventive maintenance and overhauls required for annual operation of 3500 or 7000 hour use intents. These service packages are based on a technical site visit every 1750 hours of operation. This will result in 4 visits per year (every 3 months assuming 7000 Op Hrs) or 2 visits per year for operators only wanting workday runs, or 3500 hours per year.

Our recommended end user pricing is 7000 euros/yr for the 7000-hr plan or 3500 euros/yr for the 3500-hr plan, plus travel expenses. These service plans cover all parts, labor and other ancillary costs to perform factory specific maintenance tasks. In terms of total project finance, this equates to 40 euro/MWh. Discounts are possible if there are multiple machines at the site.