

trainings applying the “Train-The-Trainer” principle. Customer’s personnel that participate in such training provided by Kempower may be granted a “Train-The-Trainer” certificate by Kempower, which enables such personnel to train other Customer personnel and grant such other personnel training certificates for different topics related to the Products. Customer shall only permit the provision of Support Services by Customer’s personnel that have completed the appropriate Kempower certification training for the Products in question. The certification(s) received by Customer’s personnel will immediately become void in the event such personnel’s employment or service relationship with the Customer expires or is terminated. The Customer shall assign a responsible Customer representative to track and maintain the certifications of Customer’s personnel, regardless of whether a “Train-The-Trainer” certificate is granted by Kempower. Kempower shall be permitted to audit Customer’s personnel certification records annually, via an on-site or online meeting with the responsible Customer representative. Customer shall, at its own expense, maintain the overall competence of its personnel and subcontractors required for the successful provision of the Support Services. This includes, but is not limited to, ensuring that the Support Services are performed only by electricians licensed by all applicable governing bodies to perform electrical installations in accordance with Applicable Laws.



Kempower NA Standard Limited Warranty Terms and Conditions

REV 2.00 NA 10.01.2024

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Kempower NA Standard Limited Warranty Terms and Conditions

1. Definitions and Scope

Customer means a customer or a Kempower authorized sales partner or distributor who has purchased a Kempower Product and/or Spare Part directly from Kempower. These Standard Limited Warranty Terms and Conditions shall only apply to businesses as customers.

Extended Warranty shall have the meaning ascribed to it in Section 4 herein.

Kempower means Kempower Inc., located in Durham, NC.

Product means new, electrically powered equipment with a Kempower serial number.

Spare Parts means selected replacement, upgrade or retrofit upgrade parts of Kempower equipment manufactured by Kempower.

Warranty means the warranty as specified in these NA Standard Limited Warranty Terms and Conditions.

Warranty Claim Notice shall have the meaning ascribed to it in Section 5.1. herein.

2. Standard Limited Warranty

Kempower Products are designed and tested for demanding industrial and commercial environments, and Kempower rectifies defects on Products which are clearly attributable to material and/or manufacturing faults during the Warranty Period.

This Warranty is provided by Kempower Inc. and shall apply between Kempower and a Customer. An end customer purchasing a Kempower Product or Spare Part from an Kempower authorized sales partner or distributor shall not benefit from this Warranty directly.

The Warranty is limited to the terms and conditions specified in this Warranty document. A Kempower authorized sales partner or distributor may offer a more extensive warranty to end customers, but Kempower does not, under any circumstances, accept any liability exceeding what is specified in this Warranty.

This Warranty is exclusive and supersedes any other quality and performance warranties, whether written, verbal or implicit. Any other warranties, including any implied warranties of merchantability or fitness for purpose, are hereby specifically excluded.

3. Geographical Scope

This Warranty is valid for Products and Spare Parts sold by Kempower to and located in the United States or Canada.

4. Warranty Period

The Warranty Period for Products starts 1) at the delivery of the Product according to the agreed delivery term and remains valid for 24 months from the date of commissioning of the Product, or 2) 30 months from the date of shipment of the Product from Kempower, whichever occurs first.

For a separate fee, the Customer can purchase an extended warranty period for the Product ("**Extended Warranty**"). This Extended Warranty must be ordered at the time the Product is purchased by the Customer. It is not possible to purchase the Extended Warranty for the Product after the initial Product purchase.

The Warranty Period for Spare Parts is 1) 12 months from the date of installation, or 2) 24 months from date of shipment from Kempower, whichever occurs first.

5. Warranty Claims Process

5.1. Warranty Claim Notice

Without prejudice to any further statutory or contractual obligations to inspect and notify defects that may exist, the Customer shall without undue delay, and at the latest within 14 days after Customer knew or should have known of the defect, notify Kempower in writing of any defect ("**Warranty Claim Notice**"). The Warranty Claim Notice must be made through the [Kempower Support Portal](https://kempower.atlassian.net/servicedesk/customer/portal/2/group/5) (<https://kempower.atlassian.net/servicedesk/customer/portal/2/group/5>) and it must contain a description of the defect, the purchase confirmation and/or registration document to the Kempower authorized service partner, copy of the original delivery note, Product serial number and any other information required by Kempower.

If the Customer fails to make the Warranty Claim Notice within the time limits set forth herein, the Customer shall lose its right to any remedies available under the Warranty.

If the defect may cause damage, the Customer shall make the Warranty Claim Notice to Kempower immediately. The Customer shall take reasonable measures to minimize damage and comply with Kempower instructions. The Customer shall bear the risk of any damage to the Product resulting from its failure to notify or minimize damage.

Upon receipt of the Warranty Claim Notice, Kempower shall perform the necessary troubleshooting and investigations remotely, on-site or in-house, and may require additional information from the Customer, to resolve the Warranty claim.

5.2. General Customer Obligations

To benefit from this Warranty, the Customer shall:

- Provide true, accurate and complete information in the Warranty Claim Notice;
- Provide Kempower any additional information that Kempower may require to investigate and resolve the Warranty claim;
- Return to Kempower, at Kempower's request and cost, defective Products or parts for investigation, repair, or replacement;
- Allow Kempower remote monitoring and use of Kempower ChargeEye;

- Ensure unhindered access to chargers in case of on-site troubleshooting or repair, including access to closed premises, keys in case of special locking mechanism on charger, etc.;
- Ensure availability of personnel to power down transformers, if needed;
- Announce any changes to the charger after commissioning (e.g., change of locks) relevant to the Warranty claim or its solution immediately;
- Ensure the work environment on-site meets all relevant applicable health, safety and environment legislation and guidelines; and
- Keep replacement products and parts and malfunctioning or replaced Product or part, that Kempower may request to be returned, in their possession and adequately insure them against the risk of theft or damage whilst in their possession

Kempower shall not be liable for failing to provide remedy under this Warranty if the failure occurred due in part or as a result of the Customer not fulfilling its obligations stated herein. The Customer shall be liable to Kempower for any additional waiting time and other reasonable costs, including but not limited to, costs relating to the technician who could not access the site or the Product as a result of the Customer not fulfilling its obligations stated herein.

5.3. Warranty Remedy

Once a Warranty claim is accepted, Kempower shall, at its discretion and its cost, repair or replace the defective Product or Spare Part as stated herein. Kempower may:

- Repair the defect remotely;
- Repair the defect on-site by Kempower or Kempower authorized service partner technicians;
- Repair the defect in-house at Kempower manufacturing site; or
- Replace the defective Product or defective part by making a new delivery or delivering replacement parts.

Kempower shall take care of dismantling the defective part and installing the replacement part or Product or repairing the Product at Kempower's cost. Kempower and Kempower authorized service partners shall perform warranty services on regular working hours and standard support hours of Kempower or the Kempower authorized service partner as applicable.

Kempower reserves the right to use factory refurbished parts as Warranty replacements.

Kempower reserves the right to have the malfunctioning component sent to Kempower for investigation. Shipment cost will be borne by Kempower.

Defective Products and parts which have been replaced shall be made available to Kempower and shipped to Kempower at Kempower's request and cost. Such Products and parts shall become property of Kempower at the delivery to Kempower.

Kempower shall have the right to request the shipping of the malfunctioning or replaced Product or part for three (3) months from the filing of the Warranty Claim Notice. If

the Customer does not send the malfunctioning or replaced Product or part to Kempower within one (1) month from Kempower's request, Kempower reserves the right to charge the Customer the full cost of the Warranty replacement Product or part.

When a defect in a part of the Product or Spare Part has been replaced, Kempower shall be liable for the part in replacement only under the same terms and conditions and Warranty period as those applicable to the original Product.

Kempower shall have fulfilled its obligations in respect of the Warranty claim when it has repaired or replaced the Product to the Customer as stated herein. Kempower shall not be liable for any other loss the defect may cause, including loss of production, loss of profit and other indirect loss or any other material, labor, installation, travel, or other costs. The value of the warranty service is always limited to the purchase price of the Product or Spare Part.

5.4. Customer Liability for Costs

If a Warranty Claim Notice is made but Kempower determines that there is no defect or the defect is not covered by the Warranty, the Customer shall remunerate Kempower, or the Kempower authorized service partner, for the costs incurred as a result of the Warranty Claim Notice, including troubleshooting, repair work and all related costs.

Warranty services may only be provided by Kempower or Kempower authorized service partners. Kempower is not liable for any costs for unauthorized repair or damages due to unauthorized repair, and any such unauthorized repairs may void the Warranty.

Division of Costs for Warranty Tasks

Warranty Task	Customer's Cost	Kempower's Cost
Warranty replacement parts		X
Warranty replacement parts shipping		X
Requested return parts shipping		X
Onsite labor*		X
Travel and accommodations	X	
Any additional labor cost or fees	X	
Extended warranty	X	
Preventative Maintenance	X	

*Labor may be claimed per the tact time list at rates defined in the agreement executed between the parties.

6. Warranty Limitations

Pre-requirements for validity of the Warranty. The Warranty is valid provided that:

- Customer has paid the purchase price of the Product or Spare Part in full;
- Installation, commissioning and maintenance of the Product has been performed properly by a person trained and certified by Kempower;
- The defect or fault of the Product or Spare Part is reported to Kempower in accordance with these Warranty terms and conditions; and

- The title and possession of the defective Product, or its part replaced under Warranty, transfers or is transferred to Kempower or an authorized Kempower service partner at Kempower's cost upon replacement, if the Product or part allows such return.

The following **are not covered** by the Warranty:

1. Damages caused by occurrences such as:
 - a. Normal wear and tear or deterioration of the components, including but not limited to wear of Consumables as stated in the Products maintenance manual;
 - b. Circumstances arising after the risk has passed to the Customer;
 - c. Force Majeure conditions;
 - d. Connection to incorrect or faulty mains supply voltage, including voltage surges outside the equipment's specification;
 - e. Overloading;
 - f. Incorrect transport or storage; or
 - g. Non-compliance with applicable safety regulations.
2. Any expenses related to direct or indirect travel costs, such as mileage, daily allowances, or accommodation.
3. Defects caused by non-compliant remote-control messages from the Customer's back-end system, such as OCPP load balancing or equivalent.
4. Interoperability changes to the control software required by new types of vehicles that are introduced to the market after the delivery of the Product.
5. Interoperability changes to the hardware required by new types of vehicles that are introduced to the market after the delivery of the Product or part.
6. Defects arising out of a design, materials or production methods provided, stipulated or specified by the Customer.
7. Purely aesthetic defects and minor defects, that do not affect the functioning or operability of the Product.

The following **may** void the Warranty:

1. Modifications made to the Product without prior written approval from Kempower;
2. Using parts or Spare Parts other than Kempower supplied or approved parts or Spare parts or Consumables for the repair or maintenance of the Product;
3. Not adhering to the user, operation, installation, commissioning and maintenance instructions for the Product;
4. Not installing the latest software updates available within a reasonable time of their release;
5. Repair work done by other than a Kempower authorized service partner; or
6. Installation, commissioning or maintenance tasks on the Product done by a person without a valid training certificate issued by Kempower.

The following **will** void the Warranty:

1. Acts of vandalism to the Product or its parts;
2. Unauthorized opening or uninstalling of the Products;
3. Using the Product for anything other than the purpose specified in the technical documentation and owner's manual;
4. Using the Product in environmental conditions other than the conditions specified in the technical documentation;

5. Subjecting the Product to stronger mechanical impact than specified in its IK rating;
6. Not obeying specified instructions when dimensioning the system (e.g. cable dimensioning);
7. Not obeying the preventive maintenance program and its work instructions;
8. Not addressing environmental factors such as excessive dust in the preventive maintenance schedule;
9. Damages caused by grid instability, grid over/undervoltage, or other grid connection faults;
10. Damage to the cabling caused by machinery, natural events, or equivalent;
11. Damage to the user interface touch screen caused by excessive force;
12. Damage to the charging cables and plugs or Pantographs caused by incorrect use;
13. Cyberattack or equivalent caused by an unprotected communication system; Inability to upgrade the Product's control software because of its location or a disabled communication network. The availability and operation of the communication network is the Customer's responsibility; or
14. Bringing the Product to circulation as a used product.

TO THE FULLEST EXTENT ALLOWED BY LAW, KEMPOWER HAS NO OBLIGATIONS REGARDING THE PRODUCTS OR SPARE PARTS OTHER THAN WHAT IS SPECIFIED IN THIS WARRANTY.

Kempower Satellite

Version 2

The Kempower Satellite DC charging system is the optimal solution for public charging and other sites that need multiple fast charging outputs.

Satellites are connected to Power Unit. One Power Unit can simultaneously provide energy for up to 8 DC charging outputs with 800 VDC systems and up to 6 outputs with Adaptive Voltage systems covering both 400 VDC and 800 VDC charging.

The maximum available charging power of the system is 600 kW, depending on the Power Unit version. Each output can deliver up to 320 kW to the charging Satellite when using the optional 400 A charging cable.

Kempower Satellite is available with CCS1, J3400/NACS and CHAdeMO vehicle connectors, including configurations specifically for NEVI-funded charging sites to provide drivers the flexibility to choose the connector that matches their vehicle.

Maximum charging power

Up to 320 kW

Number of Satellites in the system

1–8



1. Charging cable support system
2. 7" touch screen display
3. RFID reader
4. Vehicle connector
5. Mounting flange



Advanced cable support system for premium user experience



Easy-to-use, intuitive user menu on a 7" touch screen display



On-screen QR code for following the charging status on your mobile phone



Kempower advanced charging Satellite system with up to 8 simultaneous charging outputs



Cabling distance between Power Unit and Satellites up to 262 feet/80 meters



Advanced charging control and customization with Kempower ChargeEye

Product code interpretation

ST•N•7•L•P•L•C0

Kempower Satellite Version 2 • 1 x J3400/NACS connector • 23 ft./7 m charging cable • 350 A cable current • Payter P68 payment terminal • North American version • unbranded

Item	Code	Description
Product type	ST	Kempower Satellite Version 2
Vehicle connector type	U	CCS1
	N	J3400/NACS
	UU	2 x CCS1
	UN	CCS1 & J3400/NACS
	UD	CCS1 & CHAdemo
	NN	2 x J3400/NACS
	Y	CCS1 or J3400/NACS ^A
Charging cable length	5	16.4 ft./ 5 m
	7	23 ft./ 7 m
Nominal charging cable current	B	125 A (CHAdemo)
	C	200 A (CCS1)
	D	250 A (J3400/NACS)
	E	300 A (CCS1)
	G	380 A (J3400/NACS) ^B
	H	400 A (CCS1) ^B
	L	350 A (J3400/NACS) ^B
User interface and payment	S	Standard user interface
	O	Payter Apollo: Contactless payment with online PIN entry and verification ^C
	P	Payter P68 payment terminal with contactless, chip reader, and magnetic stripe (no PIN pad) ^D
Equipment stop	E	Equipment stop button ^E
Certification	BL	Buy America compliant North American version ^F
	L	North American version (ETL-approved product meeting UL and CSA requirements)
Branding	C0	Unbranded: roof and base in black color, no stickers
	Cn	Branded: number (n) indicates branding, e.g. C8

^AAvailable in 400 A/380 A configuration for charging one vehicle per Satellite with either CCS1 or J3400/NACS.

^BOnly single-cable Satellites or when configured as Kempower Flex Satellite.

^CWhen a credit card reader is needed in Washington State, use Payter P68 due to local regulations.

^DAvailable in the US only.

^ENot available for Kempower Flex Satellite configuration with vehicle connector type Y. Remote equipment stop button can still be used.

^FOnly available on Satellites with vehicle connector type Y.

Product codes

Product code	Charging outputs	Vehicle connector	Simul. charging with 2 outputs	Max. charging current	Charging power at 400 VDC	Charging power at 800 VDC
Product codes with 16.4 ft./5 m charging cables						
ST•U•5•C•S•L•	1	CCS1	N/A	200 A	80 kW	160 kW
ST•U•5•H•S•L•	1	CCS1	N/A	400 A	160 kW	320 kW
ST•N•5•D•S•L•	1	J3400/NACS	N/A	250 A	100 kW	200 kW
ST•N•5•G•S•L•	1	J3400/NACS	N/A	380 A	152 kW	304 kW
ST•N•5•L•S•L•	1	J3400/NACS	N/A	350 A	140 kW	280 kW
ST•UU•5•C•S•L•	2	2 x CCS1	Yes	2 x 200 A	2 x 80 kW	2 x 160 kW
ST•UU•5•E•S•L•	2	2 x CCS1	Yes	2 x 300 A	2 x 120 kW	2 x 240 kW
ST•UD•5•CB•S•L•	2	CCS1 & CHAdeMO	Yes	200 A & 125 A	80 kW & 50 kW	160 kW & 100 kW
ST•UD•5•EB•S•L•	2	CCS1 & CHAdeMO	Yes	300 A & 125 A	120 kW & 50 kW	240 kW & 100 kW
ST•UN•5•CD•S•L•	2	CCS1 & J3400/NACS	Yes	200 A & 250 A	80 kW & 100 kW	160 kW & 200 kW
ST•UN•5•ED•S•L•	2	CCS1 & J3400/NACS	Yes	300 A & 250 A	120 kW & 100 kW	240 kW & 200 kW
ST•NN•5•D•S•L•	2	2 x J3400/NACS	Yes	2 x 250 A	2 x 100 kW	2 x 200 kW
ST•Y•5•HG•S•L•	2	CCS1 or J3400/NACS	No	400 A or 380 A	160 kW or 152 kW	320 kW or 304 kW

Note: Versions with 23 ft./7 m charging cables: Change **5** to **7** in the product code, e.g. from STU**5**CSL to STU**7**CSL.

Note: Versions with a payment terminal: Change **S** to **O** or **P** in the product code, e.g. from STU**5**CSL to STU**5**COL or STU**5**CPL.

General electrical specifications

DC charging connector options	CCS1, CHAdeMO, J3400/NACS
Voltage	Max. 1000 VDC
Standby power	25 W

Environmental specifications

Operating temperature	-22...122 °F/ -30...+50 °C
Derating	Charging cable pin temperature limits charging current. For other limiting variables, see the applicable Power Unit datasheet.
Storage temperature	-40...140 °F/ -40...+60 °C
Ambient air humidity	< 95% relative humidity
Enclosure rating	NEMA 3R

Connections and protocols

Ethernet	RJ45, IEEE 802.3/802.3u
OCPP	1.6j/2.0.1
Connectivity	Kempower ChargEye solution
CCSI	SAE J1772/CCS, DIN 70121:2012, ISO 15118-1:2013, ISO 15118-2:2014
CHAdeMO	0.9/1.0
NACS	SAE J3400
Authentication methods	RFID: ISO 14443A, ISO 15693, ISO 14443B (STM SRI512) Customer backend via OCPP Payment terminal AutoCharge ISO 15118-2 Plug & Charge

Electrical connections (between Satellite and Power Unit)

DC power cable per vehicle connector (terminals 2 x 300 MCM/2 x 150 mm ² per pole)
Control power cable (24 VDC)
Communications cable (RJ45)

Electrical protections

Vehicle connector pin temperature monitoring
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Compliance to standards

IEC 61851-1, IEC 61851-23, IEC 61851-21-2
UL 2202, UL 2231-2
CSA Std. c22.2 No. 281.2, CSA Std. c22.2 No. 107.1
FCC 47 CFR Part 15 Subpart B, Class A
CTEP Certified to Accuracy Class 2.0 (< 1.0% error):
- COA No. 5982-24 for Kempower standard devices without a 3rd party DC meter - COA No. 5981-24 for Kempower devices with an integrated 3rd party DC meter

Options

Payment terminal	Payter Apollo: Contactless payment with online PIN entry and verification ^A Payter P68 payment terminal with contactless, chip reader, and magnetic stripe (no PIN pad) ^B
Equipment stop button ^C	
Customized branding	Branding options, such as custom colors and stickers Contact Kempower for availability, pricing, and minimum order quantity

^AWhen a credit card reader is needed in Washington State, use Payter P68 due to local regulations.

^BAvailable in the US only.

^CNot available for Kempower Flex Satellite configuration with vehicle connector type Y. Remote equipment stop button can still be used.

Mechanical dimensions

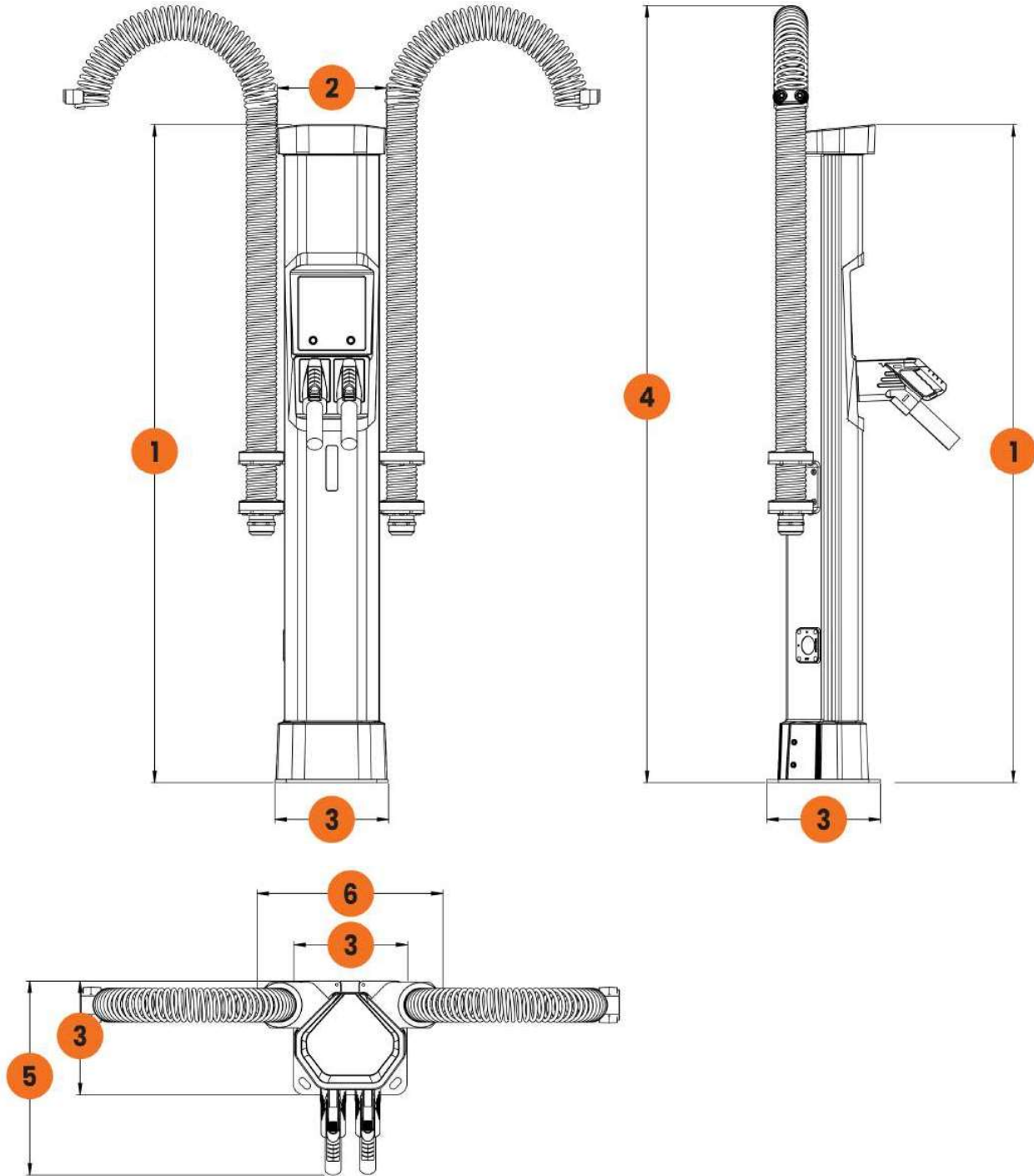
Size (W x H x D)

11.8 x 68.4 x 11.8 in./300 x 1738 x 300 mm

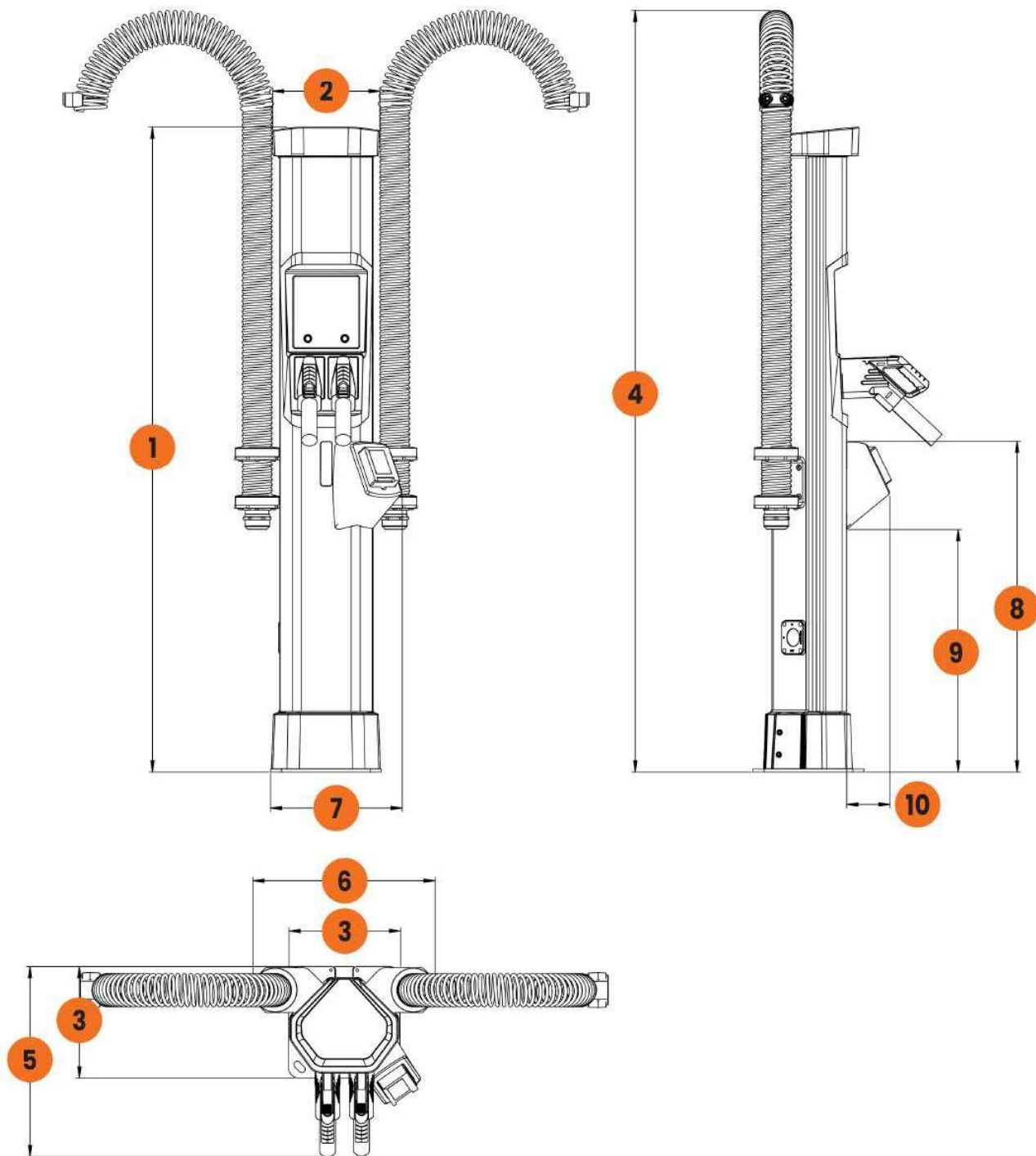
Product code	Weight
ST•U•5•C•S•L•	179 lb./81 kg
ST•U•5•H•S•L•	193 lb./87 kg
ST•N•5•D•S•L•	176 lb./80 kg
ST•N•5•G•S•L•	188 lb./85 kg
ST•N•5•L•S•L•	188 lb./85 kg
ST•UU•5•C•S•L•	269 lb./122 kg
ST•UU•5•E•S•L•	295 lb./134 kg
ST•UD•5•CB•S•L•	256 lb./116 kg
ST•UD•5•EB•S•L•	270 lb./122 kg
ST•UN•5•CD•S•L•	274 lb./124 kg
ST•UN•5•ED•S•L•	304 lb./138 kg
ST•NN•5•D•S•L•	267 lb./121 kg
ST•Y•5•HG•S•L•	302 lb./137 kg

Note: Versions with 23 ft./7 m charging cables: Add 8.8 lb./4 kg to the weight.

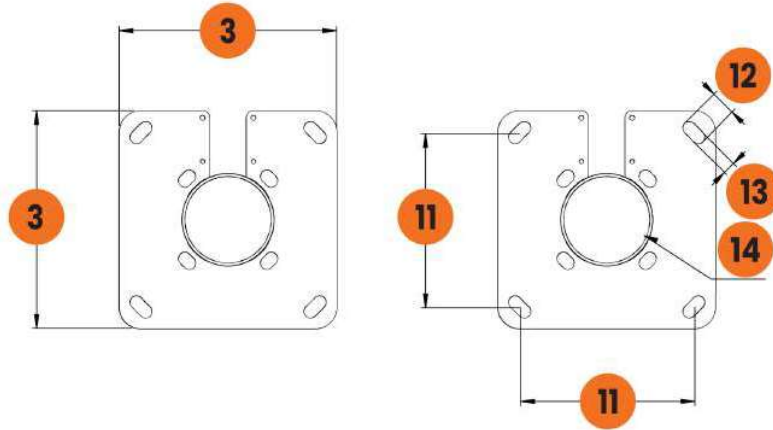
Satellite with two DC charging outputs



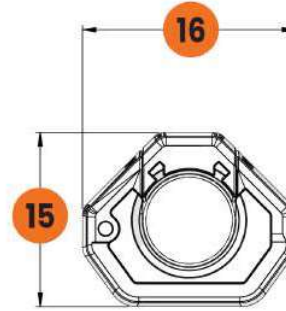
Satellite with two DC charging outputs and payment terminal



Footprint of standard installation flange

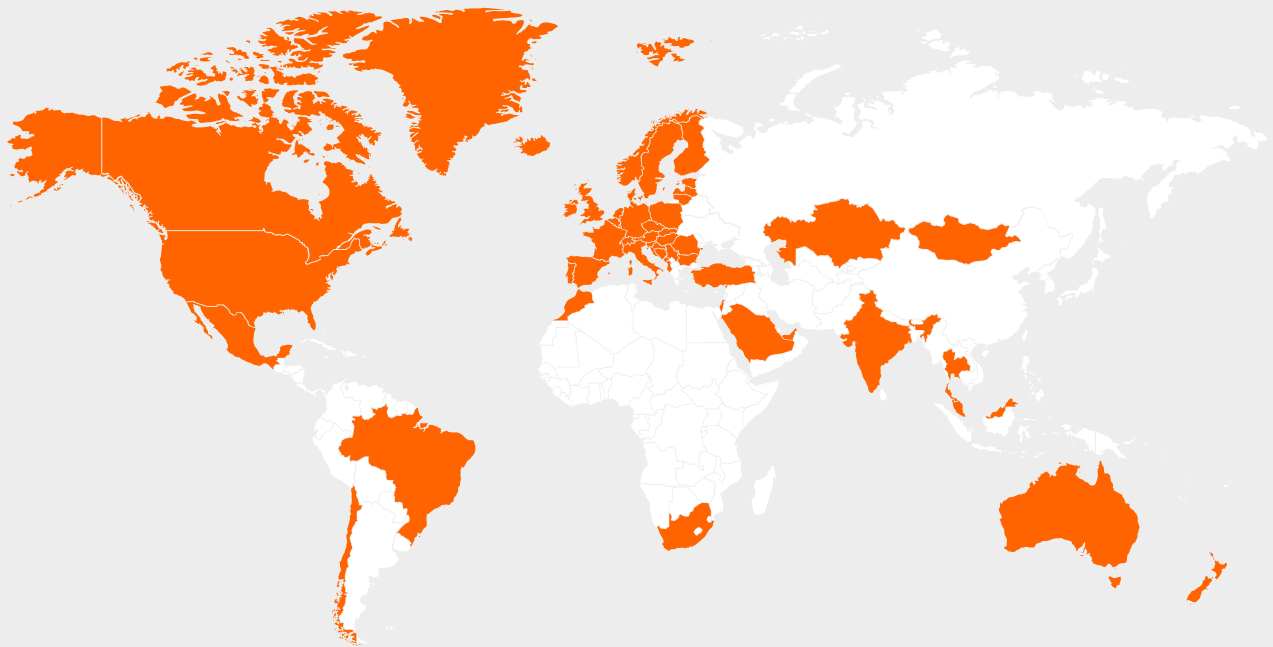


Footprint with mounting tube



Measurements

1.	68.4 in./1738 mm	6.	19.4 in./493 mm	11.	9.4 in./240 mm	16.	11.6 in./294 mm
2.	11.4 in./289 mm	7.	13.9 in./354 mm	12.	1.4 in./36 mm		
3.	11.8 in./300 mm	8.	35.9 in./911 mm	13.	0.7 in./18 mm		
4.	82.7...94.5 in./2100...2400 mm	9.	26.6 in./675 mm	14.	4.7 in./120 mm		
5.	18.6 in./473 mm	10.	4.5 in./115 mm	15.	9.4 in./239 mm		



Kempower Inc.

2530 S Tricenter Blvd, Durham, NC 27713 USA



Kempower Power Unit C500

Power Cabinet Version 4 | Power Module Version 2



Kempower Power Unit is the heart of Kempower's flexible, modular and scalable DC charging system with dynamic power management.

One or two standard Power Units can simultaneously provide energy for up to 8 DC charging outputs in Satellites, Control Units or Pantographs. MORE Plugs Power Units with 600 kW supply up to 12 DC charging outputs simultaneously. By utilizing individual 25 kW power channels in the installed Power Modules, Power Unit's unique dynamic power management harnesses the full potential of on-demand power routing. This enables significant cost savings in the installed charging hardware and grid connection while optimizing the charging experience.

A triple cabinet Power Unit can have up to twelve 50 kW Power Modules, providing a maximum nominal power of up to 600 kW. Two Power Units can be connected in parallel for a maximum nominal power of 800 kW for double cabinets or 1200 kW for triple cabinets.

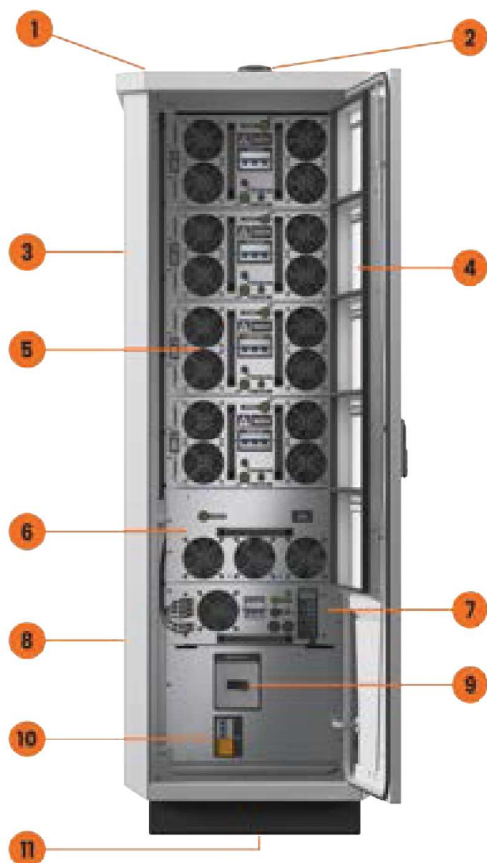
With dynamic power management, the available charging power of all Power Modules is automatically distributed to all connected charging outputs according to the requests of the electric vehicles.

Power range

Up to **1200 kW**

Adaptive voltage range

150–1000



1. Lifting lugs
2. WiFi/cellular/GPS antenna
3. Maintenance door with air outlets (behind cabinet)
4. Air inlet
5. Power Module (1–4 pcs/cabinet)
6. Power distribution module
7. Control module
8. DC output (DIN rail inside cabinet)
9. Main switch
10. Surge protection device
11. AC supply cable entry



**Charging power for up to
12 charging outputs, 12
single Satellites or 6 double
Satellites**



**1–4 50 kW Power Modules per
cabinet**



**Scalability with add-on
Power Modules and a parallel
connection of two Power
Units**



**Improved cost efficiency of
the charging system**



**Lockable door for safety and
easy access**



**Advanced charging control
and customization with
Kempoer ChargeEye**