

Product Lifecycle User Guide

Event	Action	Contact	Documents
Preproduction stage			
New order	Order the Pixii BESS battery energy storage system with our Sales team or one of our authorized distributors	Your Pixii sales partner or our authorized distributor	
Physical delivery	Our shipping team will contact you to arrange the delivery on your pick up point.	shipping@pixii.com	
SLA activation*	Register your SLA service with Pixii. Provide the serial number of the cabinet/s you wish to register.	Online contact form on www.pixii.com/support/	SLA contract
Installation on site	Prepare the location according to specs in the Installation guide and complete the physical installation of the devices	Online contact form on www.pixii.com/support/	Installation manual, Blank commissioning form
Commissioning	Once the system is ready for production operation, please contact our technical team for collaboration to ensure that all components are installed and tested according to the operational requirements	Online contact form on www.pixii.com/commissioning	Completed commissioning form

**In case of an existing site or installation completed more than 12 months from the purchase date - Takeover Maintenance required*

Production stage			
Battery calibration	For SLA customers the system is monitored and maintained on a regular basis. In case your batteries need to be calibrated, one of our technicians will contact you in advance.	Online contact form on www.pixii.com/support/	
Technical issues	If you experience any technical issues during system operation, please notify our Support team specifying the fault and system serial number (so we can identify your device).	Online contact form on www.pixii.com/support/	
Faulty component	Repairs to the system should only be carried out by a trained specialist. If any faulty part needs to be replaced, please fill in the RMA (Return Merchandise Authorization) form online.	Online RMA form on www.pixii.com/rma-form/	Packing and transport instructions
Asset maintenance	To comply with the terms and conditions of the "Pixii Warranty Statement" and to ensure maximum operational lifetime, periodic inspections of the system carried out by authorized personnel are required. One of our technicians will contact you in advance to schedule the service check with you.	Online contact form on www.pixii.com/maintenance	
SLA renewal	One of our agents will contact you with the proposal to renew the service agreement in due course.	Pixii Customer Success team	SLA quote

End of life stage			
Asset relocation/ Ownership change	In case you would like to physically move the devices or to transfer the ownership of the system to a third party, please contact our team for support.	Online contact form on www.pixii.com/support/	
Decommissioning	Our system needs to be disposed in an environmentally friendly manner. Please contact our team for guidelines.	Online contact form on www.pixii.com/support/	Waste Electrical and Electronic Equipment recycling (WEEE) guideline

*Detailed information on the warranty period and terms of warranty is available from our on our website.
If you contact Pixii Customer Support Service, you will be required to provide the system/cabinet serial number.*



Pixii Academy is our online training portal designed to help partners and installers educate themselves on the latest in Pixii's modular BESS technologies and best practices. Whether you are new to the field or an experienced professional looking to expand your knowledge, the Pixii Academy has something for you. Please contact academy@pixii.com if you wish to enroll in our courses. www.pixii.com/pixii-academy

Should you wish to provide any feedback regarding our systems or services, please contact support@pixii.com.