

X-Series X-Care

Warranty, Insurance, Service

Optimal long-term operation,
reliability, and performance

3 levels of protection

Warranty

Repair or replace (corrective)
24/7 hotline support

Insurance

Capacity guarantee (DC Box)
RTE guarantee (DC Box, MV Box)
360 asset monitoring (predictive)

Service

SLA: response-time, spare parts
Availability guarantee (DC Box, MV Box)
On-site qualified maintenance (preventive)

Each X-Care tier addresses a distinct risk area and can be selected independently or combined with the others depending on the Customer's required level of product coverage, performance risk protection, and operational support.

Warranty, Insurance, and Service can be acquired:

- upfront, as part of the project purchase, or
- as-you-go, as a recurring operational service under an LTSA (X-Care Flex).

Optional services

- Spare parts kit
- Preventive maintenance
- Commissioning & SAT
- BoP construction
- Lifecycle management
- End-of-life management

"Maxxen's service team provides high-availability support with rapid response times, both remotely and on-site. Their structured service methodology, European engineering standards, and proximity to project locations deliver a significant operational advantage, ensuring continuity, reliability, and full lifecycle performance across the system."