

Remote Service Package

Streamlined Technical Support for Certified Teams

Ballard's Remote Service Package is a structured remote support framework offered to operators of Ballard's standard fuel cell modules. Designed for operators with in-house technicians certified through the Ballard Academy, the Remote Service Package minimises downtime of your fleet by providing direct access to Ballard's Remote Support Center through a bank of hours that can be tailored to your requirements.



DIRECT ACCESS TO SUPPORT

- Dedicated phonenumber for remote technical support
- No need for quotes or per-call purchase orders
- Support available exclusively to certified technicians



USAGE TRACKING

- Each support call is logged with technical ID, module registration, issue summary, and time spent



SIMPLIFIED ADMINISTRATION

- Prepaid hourly vouchers (single invoice model)
- Monthly balance reports
- Consistent agreement ID for reordering - streamlined tracking

Ballard Academy Certification

Certified technicians have access to support that spans the full product lifecycle - from integration and commissioning to ongoing maintenance and service. The programme is designed to align with the practical needs of field service teams, with training delivered on-site or at Ballard's facilities in Canada and Denmark.

Technicians can also rely on defined warranty coverage and comprehensive access to service parts for efficient system operation.

Telematics Integration

Ballard's Remote Service Team may require access to telematics devices capable of transmitting real-time operational data.

Data sharing enables:

- Enhanced diagnostic support and engineering insights
- Continuous product improvement
- Long-term data storage and analysis, compliant with applicable laws