



Lifecycle Solutions

Energy Storage

Energy storage systems are foundational to modern energy infrastructure—but managing them over time is anything but simple. Their complexity spans hardware, software, and services, and no single component can ensure sustained performance. Without a unified, system-level strategy, you can face escalating maintenance costs, unexpected downtime, and premature asset degradation.

Holistic energy storage approach

Valo's Lifecycle Solutions provide 24/7 remote operational support through our Global Technical Expertise Centre (GTEC), equipped with GEMS advanced diagnostics. By arming our experts with real-time insights, we accelerate issue resolution—delivering long-term reliability, optimised performance, and stronger returns across the entire energy storage lifecycle.

Tiered service model

Valo's Lifecycle Solutions are built around a flexible, tiered model designed to meet the unique needs of each customer. These agreements transfer full maintenance and performance responsibility to Valo.

■ – Standard ○ – Optional

Ultra

Valo handles all planned and corrective maintenance, delivering peace of mind through comprehensive warranty and performance guarantees. With expert remote support and software services included, your system stays optimised and protected.

Pro

Valo performs both planned and unplanned maintenance labour. With expert remote support, software services and limited performance guarantees, your team can stay focused on operations.

Core

Valo equips your team with the training and certification needed to take full control over maintaining your system. With expert remote support and continuous software services, we're with you every step of the way.

Performance Guarantees and Extended Warranty

Performance guarantees

*Annual Availability (Limited Annual Availability for Pro) and Energy Capacity



Performance guarantees

**add-on* Roundtrip Efficiency



System Extended Warranty

*Corrective maintenance parts, labor, travel, shipping



Warranty management



Monthly performance report



Planned and Unplanned Maintenance

Planned maintenance tasks

*Annual per OEM recommendation, including parts, labor, travel, shipping



Planned maintenance tasks

*Annual per OEM recommendation, labor and travel *only*



Unplanned maintenance tasks

*Labor *only*, capped



Maintenance planning



Lifecycle Management and Technical Support

Remote Operational Support

*Troubleshooting and advice available during local *office hours*



Remote Operational Support

*Troubleshooting and advice available *24/7*



GEMS PPC software corrections



GEMS Cloud Connect Services

*Access to Cloud Connect, data retention packages and new features or applications



We're with you every step of the way

Global Technical Expertise Centre (GTEC)

Valo's GTEC serves as the nerve centre for 24/7 remote operational support, staffed by local, in-house, dedicated experts who provide immediate access to advanced diagnostics and troubleshooting. By leveraging real-time data from the GEMS Digital Energy Platform, GTEC enables rapid issue resolution and proactive system management. This centralised intelligence hub ensures that energy storage systems operate at peak performance, minimising downtime and extending asset life.

Expert field service engineers

Valo's field service engineers are the boots on the ground, delivering hands-on expertise when and where it's needed most. These highly trained professionals are expert-certified in OEM inverter and battery maintenance, ensuring that critical components are serviced to the highest standards. Working in tandem with GTEC and your operations team, they perform planned maintenance, implement upgrades, and resolve complex technical issues.

GEMS Cloud Connect

GEMS Cloud Connect is more than a monitoring tool—it's a strategic command centre for your energy storage portfolio. Hosted in the cloud and powered by real-time analytics, it delivers fleet-level performance visibility and anomaly detection across all assets. This enables our team to shift from reactive maintenance to data-driven optimisation, reducing unplanned outages and total cost of ownership.

Your trusted partner in energy storage

With proven innovation and global energy leadership, Valo is your bankable partner—backed by a worldwide network of expert service technicians ready to support your project from commissioning through long-term performance.



98%

Fleet-wide availability

Valo's GridSolve™ energy storage systems under Lifecycle Agreements have achieved a fleet-wide average annual availability of 98%.

70%

Issues resolved remotely

Through the Global Technical Expertise Centre (GTEC) and GEMS diagnostics, 70% of operational issues are resolved remotely.

13 GWh

Under agreement

Valo currently manages over 13 GWh of energy storage capacity under Lifecycle Agreements.

60+

Installations covered

More than 60 installations are actively supported under Lifecycle Agreements.

25+

Field service engineers worldwide

A globally distributed team of 25+ field service engineers ensures localised, expert support for rapid response.



VALO



Contact us today to learn how we can
energise your next project.
valoenergy.com