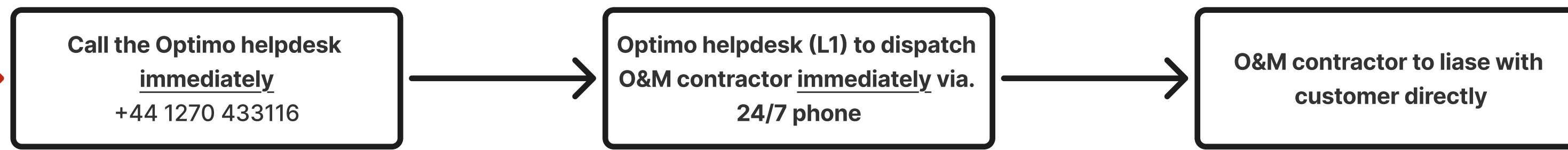


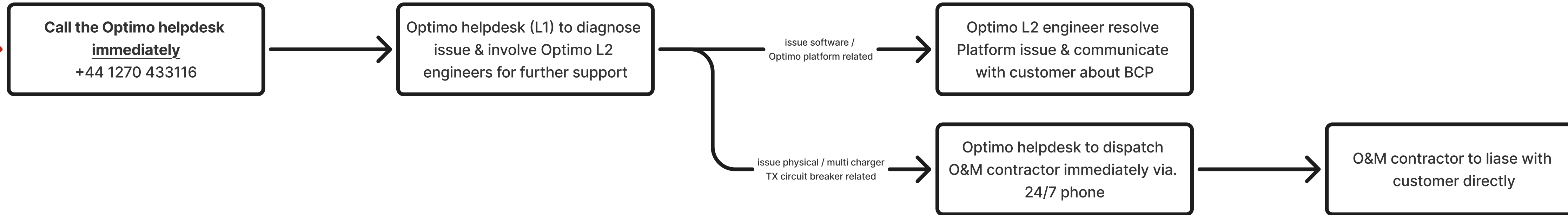
Health & Safety / danger to life related issues

Eg.: fire, smoke, burning smell, arcing, stripped cables / insulation issues, water damage, etc...



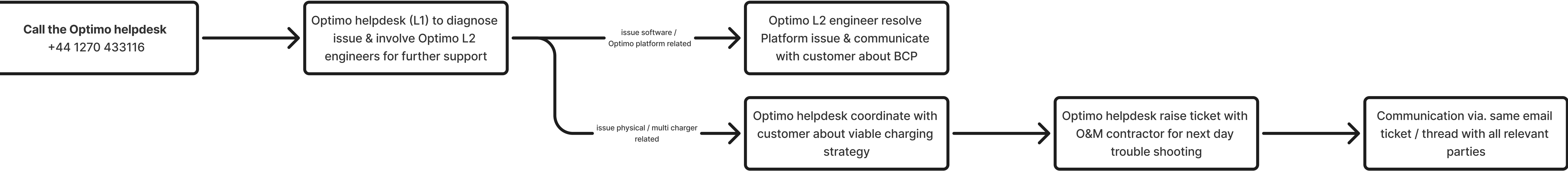
Major Operational concern related issues

Eg.: charger issues, faults, entire TX chargers go offline, charging power related issues that impact more than 6+ vehicles, and there are no workaround / spare chargers



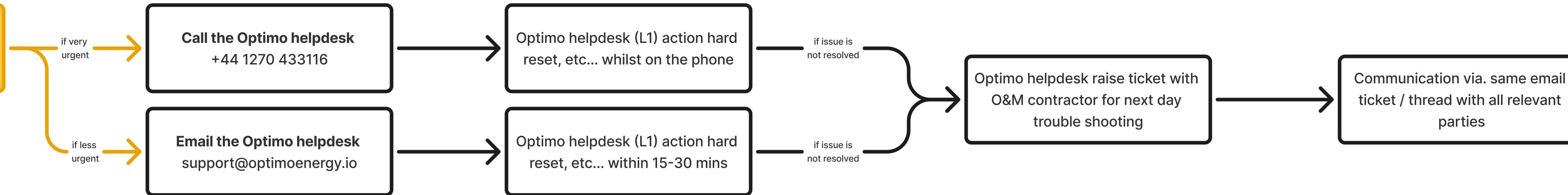
Possible to Minor Operational concern related issues

Eg.: any charger related issue that impacts less than 6 vehicles, however there are other chargers available / workarounds



Urgent Charger action related issues

Eg.: hard reset a charger, prioritise a charging session over others, "why is this charger only outputting 3kW", etc...



Charger fault / queries related issues

Eg.: a charger is offline, a gun/connector/plug is faulted and showing red on the LED, etc...

