

FREQUENTLY ASKED QUESTIONS

Q. What is EcoSpark Technologies Inc?

A. EcoSpark Technologies Inc. (ESTi) is a Canadian company that is a provider and enabler of energy technology. Our focus is on the distribution, installation, and maintenance of electric vehicle (EV) charge stations. EcoSpark Technologies goal is to facilitate the adoption of electric vehicles through placement and installation of charging stations in convenient locations, and at an affordable cost.

Q. Why EcoSpark Technologies instead of the competition?

A. EcoSpark Technologies is a Canadian company with a vested interest in helping to make Canada a greener, cleaner place. We also employ a local sales and service staff to ensure superior service 365 days a year. Our competitors are typically foreign companies whose primary focus lies elsewhere.

Q. Why install these units now?

A. Demand for EVs and PHEVs will be rapidly increasing as government incentives continue to be implemented and the price of oil continues to rise. All major car manufacturers will be producing these vehicles in greater numbers. The first Canadian units will become available in the fourth quarter of 2009, moving to mass production beginning in 2010.

Q. What is the difference between level I, level II and level III charging?

A. The difference is the voltage the unit is able to provide. Level I charging units provide 120v, Level II 240v and Level III 480v. The higher the volt capacity, the more efficient and quickly the transfer of electricity can be achieved. A level I charger is able to charge a car in 8-24 hours, level II in 2-8 hours and level III in 10-30 minutes.

Q. How much cheaper are electric vehicles on average then a gasoline car?

A. The cost per kilometer for an electric vehicle can be as low as 10% than that of a gasoline powered car.



Q. What revenue generating options are available with these units to offset costs?

A. EcoSpark Technologies offers a variety of charging stations. Revenue options differ per unit, but can include both charging for the electricity usage as well as advertising opportunities on the units themselves.

Q. Does EcoSpark install the charging stations?

A. EcoSpark Technologies is the recommended installer of their products. However, the charging stations come with installation instructions.

Q. Where will these units be installed?

A. These units can be installed almost anywhere; ideally in public and private parking lots, garages and auto shops, condominium parking garages as well as personal home units. EcoSpark Technologies is able to provide analysis and recommendations as to where the units should be placed.

Q. How many units are recommended per parking garage?

A. At this time, it is recommended that 5% of all spaces per lot have access to a charging station. This number will increase in the coming years as chargeable vehicles are produced in greater volumes.

Q. What is the government (Federal/Provincial) position on charging stations?

A. Governments of all levels support and are currently studying the requirements around the implementation of a charging system network. For example, Vancouver City Council recently mandated that a minimum of 20% of parking spaces in all new condominiums built be equipped with charge stations.

Q. Are there government incentives to buy electric cars?

A. Yes there are. An example is the Ontario government's announcement of rebates of up to \$10,000 for the purchase of EVs and PHEVs, as well as the ability to use HOV lanes beginning in July of 2010, and priority parking in many lots.

Q. What is the difference between an Electric Vehicle and a PHEV?

A. An electric car is one that is powered by battery only. A Plug-in Hybrid Electric Vehicle is one that uses both a chargeable battery as well as a small gasoline engine.



Q. Will this charging station only charge one type of battery?

A. The charging stations are compatible with virtually all EVs and PHEVs.

Q. Do you provide maintenance services for the units?

A. Yes we do. Maintenance plans are available for all units. EcoSpark Technologies employs service teams from coast to coast that are able to react promptly to ensure that your unit is operational 365 days a year.

Q. What if there is a problem with my charging unit?

A. If any problem is encountered, or the unit fails to operate in any fashion, EcoSpark Technologies should be contacted immediately. EcoSpark Technologies provides a 1-800 number and will triage accordingly.

Q. What is the warranty on the charging unit?

A. The base warranty on the unit is one year from the purchase date. EcoSpark Technologies is able to offer flexible extended warranty and maintenance plans to suit your needs.