Secure the availability, performance and safety of your EV chargers with an ABB Charger Care service agreement.

**ABB Charger Care**

With an ABB Charger Care service agreement we can optimize the uptime of your charger network, and guarantee a fast remote and on-site response time.

ABB Charger Care is available for all ABB EV charging products: Terra 23 and 53 fast chargers, Terra HP high-power chargers, HVC e-bus chargers, DC wallboxes, and AC chargers.

The ABB EVI Service team can tailor a Service Level Agreement (SLA) matching your organization’s wishes. Several modules are available, including proactive monitoring, preventive and corrective maintenance, training programs, spare parts, and software updates and upgrades.

**Proactive monitoring and remote diagnosis**

By connecting chargers, service solutions and people, ABB has been able to diagnose more than 90% of the service cases remotely, solving over 60% of these cases without any site intervention in the past two years. This results in significant savings on down-time, travelling, transportation, man-hours and resources.

Remote condition monitoring and troubleshooting are important advantages of ABB chargers. ABB is constantly monitoring over one hundred parameters of every charger. We have a geographically separated, redundant server setup with a team of experts in our Network Operations Center (NOC) watching over availability of the server network.

**Certified service teams**

Repairs are exclusively performed by ABB certified personnel. This could be ABB’s service organization, or your own service organization after training and certification by ABB.

ABB service teams are prepared to offer support 24/7 according your needs and SLA definitions.

**Preventive maintenance**

ABB provides a complete maintenance schedule to keep your chargers in good health.
Corrective maintenance
Remote diagnosis, modular design and clear procedures ensure quick repairs, reducing inconvenience on your location. Spare parts are available from a central warehouse, minimizing lead time.

Software updates and upgrades
Over-the-air software updates and upgrades will be installed on all chargers covered by an SLA.

Training programs
Training modules are available for end-users, customer care personnel and service engineers. Trainings can be hosted at your location on request.

Clear communication
Via ABB Web tools you can quickly track service interventions, spare parts orders, and create cases to be handled by ABB.

Charger operation and service responsibilities

<table>
<thead>
<tr>
<th>Global ABB</th>
<th>Local ABB or 3rd party</th>
<th>Owner / Operator</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Global Technical Support</td>
<td>- Support all charger related cases</td>
<td>- Site operation</td>
</tr>
<tr>
<td>- Network Operations Center</td>
<td>- Advanced remote diagnostics</td>
<td>- Support all driver related cases</td>
</tr>
<tr>
<td>- Support all escalated cases</td>
<td>- Warranty cases handling</td>
<td>- Manage contact with driver</td>
</tr>
<tr>
<td>- Maintain and update diagnostic tools, solutions and service instructions</td>
<td>- On-site support</td>
<td>- ABB Web tools and APIs for:</td>
</tr>
<tr>
<td>- Rollout of software updates</td>
<td>- Escalate cases to Global ABB</td>
<td>- Managing charging infrastructure and payment</td>
</tr>
<tr>
<td>- Support and maintain all connectivity infrastructure</td>
<td>- Local parts logistics</td>
<td>- Basic remote diagnostics</td>
</tr>
<tr>
<td></td>
<td>- Preventive Maintenance</td>
<td>- Monitoring charger status</td>
</tr>
</tbody>
</table>

For more information please contact:

ABB EV Infrastructure
Delftweg 65
2289 BA Rijswijk
The Netherlands
Phone: +31 70 307 6200
E-mail: info.evc@nl.abb.com

www.abb.com/evcharging