

# Electric Vehicle Charging Infrastructure

## Best in class charger uptime guaranteed

With a Service Level Agreement (SLA) ABB helps to achieve maximum uptime for charger networks to secure your charging business.

ABB takes full ownership of the uptime of your charging network. A high uptime starts with high quality products. The Charger Service Centre and tailored diagnostic tooling enable responding effectively and timely to any irregularity in the network. Upon failure ABB will respond with a professional staff of technicians and always resolve the situation. Depending on the type of Service Licence Agreement (SLA), a customer receives pro-active advice and first priority case resolution.

### Connectivity is key

ABB chargers are connected to ABB's Charger Service Center. Remote condition monitoring and remote trouble-shooting are important advantages of ABB chargers. We want to know when your equipment needs care and attention before you do.

Some problems are solved directly by the charger itself, without any service engineer intervening. But if the charger is not able to solve the problem itself, in many cases the trouble-shooting starts remotely.

### Remote troubleshooting and first-time-right repairs

If your charger sends out the message that something is wrong, the service team receives a trigger and solves the problem based on your SLA. Remote trouble-shooting can save you call-out charge and ABB is able to help you faster. If there is a repair involved, we are able to do it first-time-right.

Despite all prevention – quality components, preventive maintenance, remote monitoring – a charger could stop



functioning. We understand that you want your charger to be up and running again as soon as possible.

When a charger needs to be repaired, this is done by a skilled technician. Aided by the information obtained by remote monitoring, repairs are quick and first time right.

Rapid repairs are possible because of the charger's modular design. ABB's fast service minimizes the downtime and inconvenience on your location.

### Preventive maintenance

To keep your charger functioning within specifications, it is advised to service the charger once in a while. Preventive maintenance prolongs charger lifetime and reduces future repair costs.

### Our offering

ABB offers three SLAs:

- On-call service
- On-call+ service
- Uptime service

Additional to the standard SLAs there are extra options to choose from, to tailor the maintenance and repair concept towards your service organization and competences. Furthermore, several training programs can be included in the SLA.

## Service offering

	On call service	On call+ service	Uptime service
<b>Service</b>			
Suited for	Smaller networks without a commercial goal	Larger networks without a commercial goal	Commercial networks
<b>Options</b>			
Service initiation	Service on request	Service on request	Service on request, complemented with pro-active monitoring to ensure a charger health performance of 98%
Helpdesk availability	Business hours (8AM-5PM)	Business days (8AM-11PM)	24/7 hrs
Follow-up time	Determined case by case	Within 2 business days	Within 24 hrs
Parts replacement for service call	All parts excluded	All parts excluded, discount on parts prices	Consumable parts included, other parts excluded, discount on parts prices
Application to track service status information	ABB Web modules	ABB Web modules	ABB Web modules or ABB Connected services APIs
Warranty extension after the first year	Not available	Not included. Optional 1 year additional warranty	Not included. Optional 2 year additional warranty
Preventive maintenance A yearly check including filter replacement	Not included, optional	Not included, optional	Included
Connected services SLA Availability of APIs and connection to customer	90% uptime, optional	99% uptime, optional	99% uptime, optional

For more information please contact:

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