

# Smarter Mobility

## ABB Charger Care



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 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 95% of the service cases remotely, solving over 75% 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 a SLA.

**Training programs**

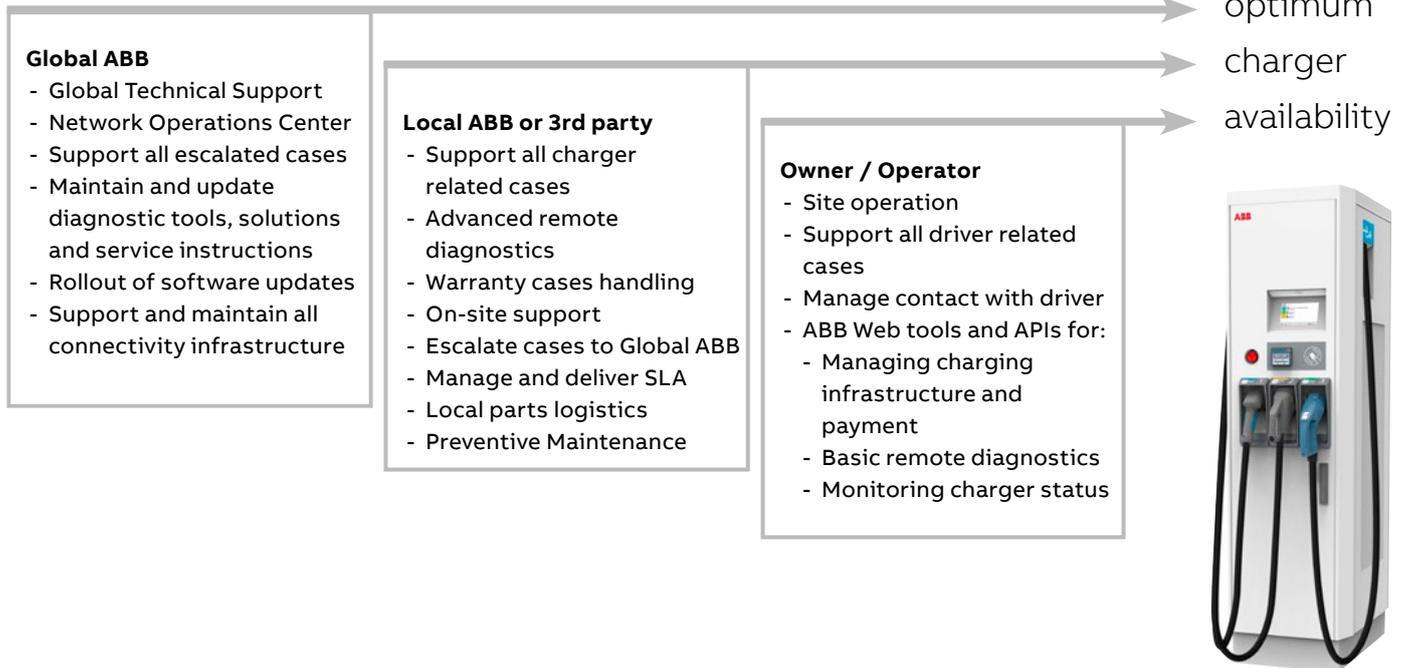
Training modules are available for end-users, customer care personnel and service engineers. Trainings can be hosted at your location on request.

**Clear communication**

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

Benefit from ABB's experience and expertise servicing 10,500+ fast chargers world wide

Charger operation and service responsibilities



For more information please contact:

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