



Customizable warranty and maintenance products¹.

All chargers purchased from InCharge include a 2 year, parts only **Standard Warranty**.

Product	Coverage	Response Timing	Total Duration	Purchase Timing
Extended Warranty	Parts only	Based on availability	3 to 5 years	At time of original hardware purchase
TechCare	Labor only	Based on availability	2 to 5 years	At time of original hardware purchase
InCharge Care (see reverse)	Parts, labor, preventative maintenance	Based on uptime commitment	Up to 5 years	At any time ²
Preventative Maintenance	Semi-annual or annual visits	N/A	Up to 5 years	At any time

1. All warranty products exclude misuse, vandalism and damage outside of normal use. Additional limits may apply. 2. At any time with inspection of equipment by InCharge.

Service Hours

Monday - Friday 8am-8pm EST, excluding holidays
For InCharge Care customers: 24/7 year-round



As-needed Maintenance

Contact InCharge for your charger maintenance needs, any time.

"Request Service" on InControl dashboard | 833-772-4638 option 3

Choose from 2 **InCharge Care** options, based on your preferred uptime³ commitment.

InCharge Enhanced Care

95%
uptime

- Parts and labor coverage
- Annual preventative maintenance visits
- Proactive monitoring

InCharge Ultimate Care

97%
uptime

- Parts and labor coverage
- Semi-annual preventative maintenance visits
- Proactive monitoring

3. Uptime: Uptime is calculated on a per-site level and is measured based on the total charging port uptime at a particular site. A charging port is considered "up" when its hardware and software are both online and available for use, or are in use, and the charging port successfully dispenses electricity in accordance with requirements for the minimum power level.



75%+
Remote repair

InControl™ charge management software (CMS) provides remote diagnosis and remote repair. Many issues are resolved before you're even aware of them.

