



Exclusively by  InCharge Energy

## Multi-brand EV charger maintenance & repair plans.

### Designed to give you confidence in every charge.

One of the promises of electric vehicles is fewer maintenance headaches. If you're operating chargers from multiple manufacturers or your chargers are past warranty, you may have found that's not always the case. It might not always be clear who to call when an unexpected issue arises, or it may be difficult to streamline maintenance and repair across chargers. That's why we created InService™, a streamlined single service program for all your charger maintenance and repair needs - across charger manufacturers. With highly trained in-house service technicians located across the country and flexible plan options to provide just the level of service your organization or charging location needs; we can help you set up a best-in-class service and support plan to keep your EV chargers up and running.



### InService provides operational confidence in everyday charging, for every charger.



Get the support you need with in-house, expert technicians.



Achieve your charger uptime requirements with quick response times.



Rely on trained service teams strategically located across North America.



Count on predictable payment schedules.



Choose from flexible and scalable plans that grow with your business.



Easily request service through InControl™ Software

Get started with the plan that's right for you.

833-772-4638 | [hello@inchargeus.com](mailto:hello@inchargeus.com)

Servicing more EV charger brands than anyone.



InService Plans

Looking for more comprehensive coverage? InService repair and maintenance plans are purpose-built to give you confidence in your electric fleet operations - for every budget and business objective.

Labor Coverage

Monday - Friday  
8 AM - 8 PM ET  
(excluding holidays)

Response Time<sup>3</sup>

2 hours

Dispatch Time<sup>4</sup>

3-5 days

Support Coverage

24/ 7

Compare InService Plans

Includes	Preventative Maintenance	InService Standard	InService Dedicated	InService Premium
Dedicated Technician (FTE/Fractional)			✓	✓
Service Account Manager		✓	✓	✓
24/7 Phone Service Line	✓	✓	✓	✓
Remote Diagnosis/ Repair	Optional <sup>1</sup>	Optional <sup>1</sup>	Optional <sup>1</sup>	✓
Active Monitoring	Optional <sup>1</sup>	Optional <sup>1</sup>	Optional <sup>1</sup>	✓
Labor <sup>2</sup>	✓	✓	✓	✓
Parts	Cost + 30%	Cost + 30%	Cost + 20%	✓
Preventative Maintenance Visits	✓	✓	✓	✓
Spare Parts Inventory				✓
InControl Subscription				✓
Uptime Commitment				✓

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<sup>1</sup>Available option with InControl subscription. <sup>2</sup>Labor related to service product scope of work. <sup>3</sup>Response time defined by NOC responses to a ticket. <sup>4</sup>Dispatch time may vary based on parts availability. Custom Dispatch times available under InService Dedicated or InService Premium Plans