

## The Benefits of Preventative Maintenance

Preventative maintenance is essential to your operational confidence and peace of mind, which is why every charger sold by InCharge now comes with it included.

These proactive service visits help catch potential issues early, preventing costly downtime and keeping your chargers operating at peak performance. If you purchased chargers in the past or use chargers from other manufacturers, now is the time to get them covered, too.

For even more confidence, consider InService maintenance and repair plans. They provide comprehensive support to ensure seamless charging so your EVs are ready when you need them (*see reverse*).



InCharge technician servicing an ABB Terra DC Fast charger.

**Schedule your maintenance visit today.**

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



InCharge technician servicing an ICE-60 DC Fast charger.

## Preventative Maintenance Visit: What's Included

### Thorough Station Inspection

- Inspect for damage, rust, or general wear
- Inspect air filters for cleanliness (if applicable)
- Check for signs of vandalism or pest activity
- Clean the entire station and remove debris for a well-maintained appearance
- Perform a full station test with a vehicle to ensure smooth operation

### Plug & Cord Care

- Check for wear and tear on cables and connectors
- Ensure all plugs are intact and functioning properly
- Clean connectors and cables to prevent charging issues

### Pedestal Inspection (if applicable)

- Inspect and test cable holster, retractor, and clamp for wear and secure attachment
- Inspect for damage, rust, or general wear

### Post-Inspection Report

- You'll receive a comprehensive report with an overview of the visit, including inspection notes, photos, and any recommended fixes

We currently service chargers manufactured by multiple leading brands.



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 + 20%	Cost + 20%	✓
Preventative Maintenance Visits		✓	✓	✓
Spare Parts Inventory				✓
InControl Subscription				✓
Uptime Commitment				✓

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

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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