

EV Service Packages

Schneider Electric EV Service Packages offer ongoing preventative maintenance, extended warranty, and critical turnaround services to ensure optimized performance of your electric vehicle charging stations. This offer is open to all EVlink Level 2 EV Charging stations. Preventative Maintenance services are available for 3rd party stations. To find a services solution that meets your needs, call 888-778-2733 (Option 1, Option 1, Option 6).

Service Package Components*	Plus	Prime	Ultra	Ultra Max
Data Services Subscription Plan	✓	✓	✓	✓
Remote Activation Commissioning	✓	✓	✓	✓
Full Service Activation Commissioning	—	✓	✓	✓
Full Service Warranty	—	✓	✓	✓
Remote Monitoring Services	—	—	✓	✓
Annual Routine Maintenance	—	—	✓	✓
Bi-annual Routine Maintenance	—	—	—	✓
Monthly Usage Reports	—	—	—	✓
Parking Signs & Asphalt Decals	—	—	—	✓
SKU Number	EVNETCOMM3	Per Single Station 3 Year Total Package EVPRIMES3 Per Dual Station 3 year Total Package EVPRIMED3	Per Single Station 3 Year Total Package EVULTRAS3 Per Dual Station 3 year Total Package EVULTRAD3	Per Single Station 3 Year Total Package EVULTRAMAXS3 Per Dual Station 3 year Total Package EVULTRAMAXD3

* See these components definition on the back



Service Package Component definitions

- **Subscription Plan:** ChargePoint's Connected Commercial Software Plan.
- **Commissioning:** a multi-step process to activate station on Network for Web Portal access and GPS location services after installation.
- **Remote Activation Commissioning:** customer activates station over the phone with Schneider Electric Customer Service.
- **Full Service Activation Commissioning:** on-site technician activates station and verifies proper connection and functionality; requires limited customer involvement.
- **Full Service Warranty:** Upgrade Warranty Coverage to include 3-years of Hardware and Labor. Standard terms and conditions apply. See Statement of Work for more details.
- **Remote Monitoring Services:** Schneider Electric remotely monitors stations for quicker response time to any alerts.
- **Routine Maintenance:** Annual (Ultra) or Bi-annual (Ultra Max) preventative maintenance visit provides a comprehensive visual, environmental, and electronic inspection of stations to ensure components are performing to defined technical and environmental specifications. This service includes all labor and travel expenses.
- **Monthly Usage Reports:** Customized monthly reporting from Schneider Electric on the status and usage statistics for your EVlink charging station provided to the customer.
- **Parking Signs & Asphalt Decals:** Indicate EV Charging parking spots with Standard EVlink signs and asphalt decals.

★ For more information, call **888-778-2733** (Option 1, Option 1, Option 6).

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