

## SERVICE QUICK GUIDE



Dear Customer,

The Alfen Charging Equipment Service team welcomes you on board and by this letter would like to introduce our primary processes to make sure you can find your way easily within our service organisation.

### Alfen Charging Equipment has the following warranty model:

- **Back to base warranty:** standard factory warranty of 2 years for all Alfen Charging Equipment products; requests for service under this warranty shall be submitted via Customer service portal at <https://support.alfen.com>; defective charging equipment shall be returned to the factory for repair; this warranty might be extended to 5 years in total (involves extra fees).

### Alfen Charging Equipment has the following service models:

- **Alfen on-site** (Service Module 1, requires a service agreement, involves extra fees); this model is available from 1 to 5 years from the moment the Back to Base Warranty starts; requests for service under this model shall be submitted via Customer service portal; defective charging equipment is repaired on site;
- **Alfen Care** (Service Module 2 and 3, requires a service agreement, involves extra fees); this model is available from 1 to 5 years from the moment the Back to Base Warranty starts; requests for service under this model can be submitted at Customer service portal or by phone 24/7/365; defective charging equipment is repaired on site; different resolution time and preventive maintenance options are available.

Please contact your Sales Manager at Alfen Charging Equipment for more details if desired.

### How you can reach us:

When your installed and commissioned charging equipment fails to perform as required you may raise a request for service at Customer service portal. In case your charging equipment is covered by Alfen Care, you may also call Alfen Service Desk 24/7/365.

To place a request for service via Customer service portal, please follow these steps:

- go to <https://support.alfen.com> where you will be asked to log-in or sign up for an account. If you don't have an account yet, please create one as follows:
  - email: please fill in generic email address (a single email address for your company, which would be accessible for all colleagues, who will be placing requests for service at Alfen Charging Equipment);
  - password: please fill in a safe password;
  - full name: your company name how it shall be identified at Alfen (Reporter name);
  - log in.

You are at Alfen Charging Equipment Customer service portal now and you can place a request for service/ back to base:

- to make sure that you get the best possible service we can provide within shortest period of time, please make sure you fill in all required fields as detailed as possible and include the following information:
  - related photos, reflecting reported failure (required only when placing a request for service, failure is hardware and/or software related),
  - diagnostics, logging/event files and configuration parameters for the following period: (i) 24 hours before the reported failure until 1 hour after the reported failure and (ii) as of the moment of the last successful charging session until 1 hour after the reported failure (required only when placing a request for service, failure is software related);

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- Alfen Expert Desk will answer you in your online ticket (request for service), which is accessible 24/7 and contains live information, the answers will only be provided though during business hours from 8:00 to 16:00; Alfen Expert Desk will attempt to help you remotely and only when it is not possible or it doesn't resolve a failure, you will be asked to send your charging equipment to the factory or an ad hoc onsite service (involves extra fees) may be offered in case your charging equipment is not covered by any of the service modules. In case your charging equipment is not covered by the Warranty and you would like Alfen to repair it, then the ad hoc service fees as per the overview below are applicable.

### Ad hoc onsite service:

Ad hoc onsite service is supplementary and available only for charging equipment, installed on the mainland of the following countries: the Netherlands, Belgium, Luxemburg, Germany, UK, France, Italy, Spain, Portugal, Norway, Sweden, Finland.

Ad hoc service shall be requested via Customer service portal, you will receive proposed date and time accordingly. Such service is provided during business hours between 8:00 and 16:00.

The following fees are applicable for ad hoc onsite service:

Country	call out costs (charged at all times)	labor costs per 30 minutes (charged only when not covered by warranty)	used parts and materials (charged only when not covered by warranty)
the Netherlands	€ 95,00	€ 35,00	invoiced against Alfen's prices
Belgium	€ 120,00	€ 35,00	invoiced against Alfen's prices
Luxemburg	€ 120,00	€ 35,00	invoiced against Alfen's prices
Germany	€ 150,00	€ 35,00	invoiced against Alfen's prices
UK (mainland)	£ 130,00	£ 40,00	invoiced against Alfen's prices
France	€ 120,00	€ 35,00	invoiced against Alfen's prices
Italy	€ 120,00	€ 35,00	invoiced against Alfen's prices
Spain	€ 120,00	€ 35,00	invoiced against Alfen's prices
Portugal	€ 120,00	€ 35,00	invoiced against Alfen's prices
Norway	1.800,00 kr	600,00 kr	invoiced against Alfen's prices
Sweden	1.800,00 kr	600,00 kr	invoiced against Alfen's prices
Finland	€ 190,00	€ 40,00	invoiced against Alfen's prices

*Alfen Charging Equipment may adjust the above fees.*

If you have any questions, please feel free to contact your account manager at Alfen Charging Equipment.

At your service,  
Alfen Charging Equipment Service team

### Alfen B.V.

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