

# EVBox Care Plans

Our EVBox Care Plans ensure your EVBox Troniq station performs consistently and efficiently with maintenance, spare parts management, quick on-site intervention and remote support. With four different levels of coverage, our Care Plans help you get the most out of your charging station at a predictable cost to your business.

Each Care Plan is available for two, three, or five years.

## 01

### *Business continuity*

Keep your business running smoothly with charging stations performing at a high level.

## 02

### *Predictable total cost of ownership*

Our services protect you from unplanned maintenance costs. We keep your charging stations running at a fixed fee which means you'll avoid surprise expenses.

## 03

### *Peace of mind*

Rest assured knowing that we'll take care of everything related to Care Plans, from planning and scheduling through to execution.

#### Remote Care

2, 3 or 5 years duration

Extended product warranty from year 3

Cost of parts and transport of parts included

Quarterly service management meetings

Remote technical support with SLA (1-business day\*)

Cost of labor included

Annual preventive maintenance

#### Essential Care

2, 3 or 5 years duration

Extended product warranty from year 3

Cost of parts and transport of parts included

Quarterly service management meetings

Remote technical support with SLA (1-business day\*)

Spare part delivery with SLA (3-business days\*)

Cost of labor included

Annual preventive maintenance

#### Extended Care

2, 3 or 5 years duration

Extended product warranty from year 3

Cost of parts and transport of parts included

Quarterly service management meetings

Remote technical support with SLA (1-business day\*)

Spare part delivery with SLA (3-business days\*)

On-site intervention with SLA (3-business days\*)

Cost of labor included

Annual preventive maintenance

#### Complete Care

2, 3 or 5 years duration

Extended product warranty from year 3

Cost of parts and transport of parts included

Quarterly service management meetings

Remote technical support with SLA (1-business day\*)

Spare part delivery with SLA (3-business days\*)

On-site intervention with SLA (3-business days\*)

Cost of labor included

Annual preventive maintenance

\* For priority 1 cases.

Warranty conditions apply to all Care Plans. Extended Warranty included from year three. For an overview of all Care Plan services and associated SLAs, please refer to our [service descriptions document](#).

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