



EV MADE EASY

eMobility[®] support services make EV charging easy.

usa.siemens.com/emobility

Key benefits:

- Minimized downtime
- Extended lifecycle
- Proactive 24/7 support
- Faster response time
- Quick commissioning
- Remote monitoring
- White glove support

Uptime and reliability are major factors in making your electrification project a success. Making sure your charging infrastructure is performing as designed is vital. Let Siemens make it easy for you. Siemens has a vast network of EV technicians to provide fast response times remote and in the field.

Charging electric vehicles should be easy and convenient, which is why Siemens offers several EV Made Easy support service packages for AC and DC chargers to help keep your chargers working properly while extending their lifecycle and maximizing your investment.

SIEMENS

EV Support Packages



Basic

- **Preventative Maintenance** – Follows the OEM recommended scheduled visits for whatever charging equipment subscribed. Most charger manufacturers recommend two site visits per year to maintain DC chargers and 1 per year to check AC chargers.
- **Remote Proactive Monitoring** – monitors your chargers 24x7x365 remotely to ensure they are operating with proactive troubleshooting and real time digital alerts. Proactive monitoring of your chargers combined with a corrective maintenance SLA allows you peace of mind that we will notify you of any problem and will take immediate action to solve it.
- **Remote 24/7 Support** provides access to Siemens eMobility hotline for 24x7 real time support.
- **Data Plan** ensures reliable operation via a cellular connection that can roam on the best available network.
- **5% Discount** on Siemens eMobility parts ordered.

Catalog Number – **US2:BASICSERVICE**



Advanced

- Enjoy all benefits offered in the **Basic package** plus:
- **Extended Warranty** – Bundled into the Advanced package, we provide an extended warranty for our chargers for up to 5 years. Standard remote and parts service applies during the extended warranty.
- **3 Business Day Corrective Maintenance Agreement** – If you run into issues with your chargers and need a technician to get on site right away this service level agreement provides a guaranteed response time for a technician to be on site to get your chargers back up and running.
- **10% Discount** on Siemens eMobility parts ordered







Catalog Number – **US2:ADVSERVICE**



Premium

- Enjoy all benefits offered in the **Basic and Advanced packages** plus:
- **1 Business Day Corrective Maintenance Agreement** – If you run into issues with your chargers and need a technician to get on site right away, this SLA service provides a guaranteed response time for a technician to be on site to get your chargers back up and running.
- **20% Discount** on Siemens eMobility parts ordered.

Catalog Number – **US2:PREMSERVICE**

	BASIC	ADVANCED	PREMIUM
 Proactive Remote Monitoring	✓	✓	✓
 Scheduled Maintenance	✓	✓	✓
 Data Plan	✓	✓	✓
 Parts Discount	5%	10%	20%
 5-Year Extended Warranty	✗	✓	✓
 Guaranteed Onsite Window	✗	3 Days	1 Day

General Terms of Service

All site visits are scheduled during normal business hours. No weekend or holiday work is included. Three-week lead time is required to schedule any onsite visits (for scheduled services). This service does not include any installation or termination of communication and electrical wiring or troubleshooting electrical power equipment. Cancellation one week prior to visit may incur a rebooking fee.

In certain remote locations, additional fees may apply. Only available in the United States of America.

Ala Carte Services

Individual services are available with standard pricing available in Industry Mall.

Description	Catalog No.
Annual Cellular Data Plan	US2:DATAPLAN1
Startup for 4 AC chargers	US2:ACSTARTUP4
Startup for 10 AC chargers	US2:ACSTARTUP10
Startup for 1 DC Charger	US2:DCSTARTUP1
Startup for 4 DC Chargers	US2:DCSTARTUP4
AC Charger Proactive Monitoring	US2:ACCAREPLUS1
DC Charger Proactive Monitoring	US2:DCCAREPLUS1
Scheduled Maintenance for 10 AC Charger	US2:AC10EASYCARE1
Scheduled Maintenance for 1 DC Charger	US2:DC1EASYCARE1

Bulk Services

Individual services are available with standard pricing available in Industry Mall.

Description	Catalog No.
Custom Price for On-Site Startup Service	US2:STARTUPBULK
Custom Price for Proactive Remote Monitoring	US2:CAREPLUSBULK
Custom Price for Scheduled Maintenance	US2:EASYCAREBULK

Legal Manufacturer

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