



# SERVICING AND MAINTENANCE AGREEMENT

The Service & Maintenance plan is a comprehensive preventative plan whereby a Sevadis Engineer will visit you once in a 12-month period and conduct a series of integrity tests on your electric vehicle charging station/s.

The annual maintenance visit will ensure that your electric vehicle charging station/s are performing to their design specifications.

## The Agreement Includes:



Telephone support - Mon - Fri - 8.30am - 5pm



All enquiries are responded to within 48 hours



Dedicated account team to support your needs



Remote software support all year round, including over-the-air updates



Annual onsite inspection of charge points

## Annual Inspection Detail:

- Pre-visit customer contact to record any known outstanding issues
- Full electrical assessment using specialist EVSE testing equipment by a Sevadis-approved installer
- Visual inspection of the unit housing(s)
- Unit stability test
- Recording of wear and tear, as well as general observations
- Check the continuity of cable runs where accessible
- Visual inspection of Consumer unit
- General clean
- Report generation for customer records
- Monthly remote activation and monitoring of each online charging socket
- Named point of contact for any issues that may occur, be they operational or technical