

# Turnkey Charging Solutions

## Preventive Maintenance Programs

Broken EV chargers and offline software are an inconvenient obstacle to an enjoyable charging (and ownership) experience. To stay ahead of unforeseen outages and issues, ABM offers a range of Preventive Maintenance Programs designed to support our broad customer base.

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### Silver

- One planned maintenance event annually
- Additional maintenance visits may be added upon request
- Guaranteed 12-24 hour response time (dependent on geographic location)
- 10% discount on ABM posted hourly rates
- EV charger operational training available at contract hourly rates with OEM provided material
- Fixed price service for commissioning (dependent on geographic location)
- Fixed price service for campaign maintenance
- ABM eMobility asset service and maintenance tracking
- Service dispatch management
- Parts coordination and supply

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### Gold

- One planned maintenance event annually
- Additional maintenance visits may be added upon request
- Guaranteed 8-12 hour response time (dependent on geographic location)
- 10% discount on hourly rates for non-EV charger service requests
- EV charger commissioning included
- Customer dedicated ABM eMobility asset service and maintenance tracking
- Dedicated toll-free 24/7/365 service center
- Parts coordination and supply
- Part inventory management

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### Platinum

- One planned maintenance event annually
- Additional maintenance visits may be added upon request
- Guaranteed 4-6 hour response time (dependent on geographic location)
- 10% discount on hourly rates for non-EV charger service requests
- Detailed training program to include NFPA-70e, ARC flash and others.
- EV charger commissioning included
- Customer dedicated ABM eMobility asset service and maintenance tracking
- Dedicated service and maintenance coordinator
- Non-EV charger materials included
- Dedicated toll-free 24/7/365 service center

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### Fleet

- One planned maintenance event annually
- Additional maintenance visits may be added upon request
- Guaranteed 4-6 hour response time (dependent on geographic location)
- Onsite technical staff 8 hours/day Monday-Friday (staffing dependent on asset count)
- Non-maintenance activities involving EV charger equipment included
- Detailed training program to include NFPA-70e, ARC flash and others
- EV charger commissioning included
- Campaign maintenance management included
- Customer dedicated ABM eMobility asset service and maintenance tracking
- Dedicated service and maintenance coordinator
- Dedicated toll-free 24/7/365 service center
- Dedicated service and project managers (staffing dependent on asset count)
- Onsite part inventory management
- Uniform attire for site staff

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