

O&M Service Program

Peace of Mind with Extended Warranty Coverage for EV Charging Products



Overview

ABM offers a standard manufacturing warranty across all of our EV charging product lines, covering two year hardware support, no cost parts replacement, and 24/7 assistance. To provide complete peace of mind, we recommend our Operations & Maintenance (O&M) Service Program to supplement our standard manufacturer's warranty.

Extended Warranty

If you need to extend the basic warranty, ABM offers Extended Warranty coverage. This coverage extends the same benefits available under our basic warranty and can be purchased for up to three additional years for a total of five years coverage. Coverage begins upon the expiration of the Two-Year Limited Warranty.

O&M Service Program

With our O&M Service Program, ABM provides parts, labor, and orchestration of repairs with expert support specialists. Proactive monitoring, regular reports, and unlimited changes to station policies are included with our O&M Service Program, as well as one-business-day responses to requests and a 98% annual uptime guarantee. Best of all, there is no preventative maintenance required with our charging solutions.

In the initial stages of commissioning and configuring the charging station, you need a partner to rely on. As a member of ABM's O&M Service Program, you get professional guidance during configuration to make the most of your EV charging stations. Chargers are an investment, and it's important to optimize them to your business and your needs.

Base Warranty	Extended Warranty	O&M Service Program
8am-5pm Central Time Technical Support	8am-5pm Central Time Technical Support	24/7 Customer Care
24/7 Customer Care Support	24/7 Customer Care Support	24/7 Technical Support
2 Years of Manufacturing Parts-Only Warranty	Additional Years of Manufacturing Parts-Only Warranty	Extended Warranty
		Labor, Dispatching and Parts Costs
		Hardware Maintenance

O&M Service Program Details

- 98% annual uptime guarantee with credits for non-performance.
- Unlimited software configuration changes.
- Remote technical support and response time within 24 hours.
- Product installation certifications.
- Driver and station owner support on-site.
- Monthly and quarterly reports of your station's performance metrics.

Program Eligibility

Our unplanned maintenance support includes the following:

- Response to support calls and repair of system issues within the coverage period.
- System issue repair or corrective maintenance.
- Timely dispatch of troubleshooting and repair technicians when required according to the Service Level Agreement (SLA).
- Management of all work conforms to the SLA within the coverage period.



Learn more at [ABM.com/SimplifyEV](https://www.abm.com/SimplifyEV)
or call us at 888.681.1573