

ALLOW NIDEC TO MAXIMIZE THE UPTIME OF YOUR EV CHARGING INFRASTRUCTURE



Whether you operate a fleet of electric vehicles or a nationwide chain of EV charging stations, your time is limited. So why not spend it focused on your core business, and leave the maintenance of your EV infrastructure to Nidec?

Not only will our turnkey support & maintenance services save you time, but they can also help maximize your EV system's performance and uptime. Whether remote or onsite, responsive service and maintenance are key to maintaining a high quality charging station operation with maximum uptime.

A turnkey approach to maintaining your Nidec EV infrastructure:

TECHNICAL SUPPORT IS ALWAYS OPEN

Nidec's 24/7 Help Desk is here to provide technical support by phone when you need it most.

REMOTE SUPPORT & DIAGNOSTICS

If you subscribe to Nidec's By Your Side (BYS) remote monitoring service, our service team will use BYS to get the most up-to-date information about your chargers to provide remote assistance and diagnostics. Based on the nature of your need, our technical service team

will either address the issue remotely or escalate the call to the level of technical expertise you need.

ONSITE SERVICE

For maintenance and repairs that cannot be completed remotely, our service team can manage the dispatch of onsite parts and service.

TRAINING

For those with existing service contracts, Nidec can provide training modules for customer service and operations teams that interface with Nidec EV infrastructure.

CHOOSE FROM THREE LEVELS OF EXPANDED SERVICE

Nidec lets you choose the level of service & maintenance beyond your Standard Warranty that best fits your needs.

Three levels of service are available on a subscription basis: Business, Plus or Premium.

Service	Standard Warranty	Business	Plus	Premium
Extended Warranty		✓	✓	✓
Parts in 24 Hours				✓
Parts Next Business Day		✓	✓	
By Your Side		○	✓	✓
Station Management		✓	✓	✓
24 Hour Help Desk	✓	✓	✓	✓
Remote Monitoring	✓	✓	✓	✓
Premium Software Upgrades		○	✓	✓
Proactive Service Dispatch		✓	✓	✓
Preventative Maintenance		○	✓	✓
On Site Next Business Day				✓
On Site in Two Business Days			✓	
On Site in Five Business Days		✓		

✓: Included
○: Optional, at an additional charge

WHAT IT MEANS TO HAVE SUPPORT & MAINTENANCE SERVICES FROM NIDEC

Nidec is a global leader in power management. Our understanding of the EV charging sector is built on decades of experience in renewable energy, Battery Energy Storage Systems (BESS) and electrical grid management. With Nidec, you get a responsive partner with the deep resources, EV expertise and remote monitoring tools to meet uptime requirements and keep your EV infrastructure in top operating condition.