



Alfen Charging Equipment Services

Alfen charging points are increasingly becoming smarter and the possibilities for communication are growing. It is therefore becoming more important to know what is going on within the charging station and to understand why a charging point does or does not charge a vehicle. When you cannot solve the problem on your own, Alfen offers the expertise to come with a solution quickly and reliably. When needed, we make sure your charger is ready for use again as soon as possible.

You will find more information about our service options on the back of this leaflet.



Standard warranty (Carry-in)

On default, Alfen offers a 27 months-Carry-in warranty on all its charging equipment. You can easily report an error or malfunction on our service portal support.alfen.com. After receiving the return form, the charging point can be sent to the specified return address for inspection or potential repairs. Parts, materials and labour costs are all covered by our warranty. After receiving the charging point, Alfen aims to return it within 5 business days.

On-site Service

If you prefer On-Site service instead of shipping back your charging station, you can opt for an On-site service module on top of your standard warranty. Our Alfen service partners will then come to the charger location for inspection and take care of repairs, if so required. Alfen aims to carry out on-site service within 5 business days after you have filled in your request on our service portal.

Alfen On-site Service Module

All prices are per year, per charger and ex VAT

Europe Region 2 (DE/UK/CH/GR/AT/IR)	Carry in Warranty extension*	On-site Service**	Care** (year 3, 4 & 5, includes warranty and on-site service)
Eve Single S-line / Pro-line	£ 26.50	£ 20.00	£ 45.00
Eve Double Pro-line	£ 61.50	£ 28.00	£ 89.00
Twin / PG-line	£ 61.50	£ 56.00	£ 117.50

Region 2: Germany, United Kingdom, Switzerland, Greece, Austria, Ireland. (Geographical restrictions may be applicable.)

* Carry in Warranty can be extended with a maximum of 3 years ** On site Service on Eichrecht Products only available in Germany

For remote areas, e.g. island and other isolated areas prices will be offered separately. For all services performed by Alfen ICU B.V. ("Alfen"), the Alfen Charging Equipment Service Terms and Conditions are applicable, a download is available here: <https://alfen.com/en-gb/media/667> or can be requested from Alfen, unless the Customer and Alfen have entered into a Master Service Agreement ("MSA"), in which case the MSA applies. **General purchase terms and conditions of customers are expressly rejected.**

A Business Day means a day which is not a holiday, a Saturday or Sunday in the country where the services are to be provided or in the Netherlands.

A Carry-In warranty applies to the EV Chargers: <https://alfen.com/media/710>.

The Carry in Warranty can be extended with a maximum of 3 years if purchased within twenty seven (27) months from the moment the Product is shipped from Alfen's factory in Almere, the Netherlands.

If On Site Service is requested for a longer period than 2 years, this On Site Service is only possible in combination with an extended warranty, therefore prices for Care apply.

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