



Alfen Charging Equipment Service

Complete solution for Alfen charge points

Alfen's reputation for manufacturing reliable electricity grid equipment has been built over many decades. We know what it takes to build robust and intelligent products that last and have been applying our knowledge to the manufacture of smart electric vehicle charge points since 2008. We also understand the importance of flexibility when servicing assets which is why we offer two best-in-class service programs in addition to our standard warranty.





Standard warranty ('Back-to-base warranty')

Alfen offers a 2-year back-to-base / carry-in warranty on all its charge points. You can easily report an issue via our service portal support.alfen.com. You will receive instructions on how to send the charge point back to our factory for inspection. Once the charge point is returned to us and analysis shows repairs are covered by warranty, we will send your repaired charge point back within 5 business days.

Onsite repair ('Alfen Onsite')

If you prefer local support, you can opt for a service contract in addition to our standard warranty. The issues reported to our service portal, which can't be resolved remotely, will then result in an onsite visit by our technician who will inspect your charge point and undertake necessary repairs. The repairs will be conducted within 5 business days of receipt of your request via our service portal.

Complete service package ('Alfen Care')

'Alfen Care' is our most comprehensive service package. It provides you, or your charging equipment users, with 24/7 telephone access to our professional service department. The package includes different levels of onsite response so that a problem can be resolved to your expectations. Service reports are also included and there is an opportunity to add preventive maintenance as an optional extra.

Overview of Standard Warranty & Service options

	Back-to-base Warranty	Alfen Onsite	Alfen Care
Telephone support 24/7/365	-	-	✓
Free onsite service	-	✓	✓
Materials and parts	✓	✓	✓
Resolution time	5 business days (as of receipt of equipment at factory)	5 business days	24 hours to 3 business days (depending on country and accessibility of the charger)
Service report	-	-	✓
Optional preventative maintenance	-	-	✓

Alfen Onsite and Alfen Care options can be extended up to 5 years.

Want to know more? Your Sales Manager will be happy to talk you through the options in detail.

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