

# Alfen Charging Equipment - Using the Customer portal

This document contains a working instruction for creating Customer Service Tickets via the Alfen Service portal. Please follow the 8 different steps in order to successfully create a Service ticket:

- Step 1: Log in to the Alfen Service portal
- Step 2: Choose in what way Alfen can assist you
- Step 3: Select the charging station for which you want to report an issue
- Step 4: Verify the charging station details and contact information
- Step 5: Select the preferred method of support
- Step 6: Register the issue you are experiencing
- Step 7: Customer specific information, warranty terms and conditions
- Step 8: Create the Customer Service Ticket

## Step 1: Log in to the Alfen Service portal

Go to the following website:

>>><http://support.alfen.com><<<

- Have you raised a ticket before? Then please log-in with your existing credentials.

### Log in

#### Customer Service Portal Login

By creating an account and accessing the Customer Service Portal, you accept the Customer Service Portal Terms & Conditions.

These Customer Service Portal Terms & Conditions can be accessed and read here.

  
  
  
 Keep me logged in  
[Forgot your password?](#)  
[Sign up for an account](#)

- Didn't you raise a ticket before? Then please create a new account by signing up with your company e-mail address.

### Log in

#### Customer Service Portal Login

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 Keep me logged in  
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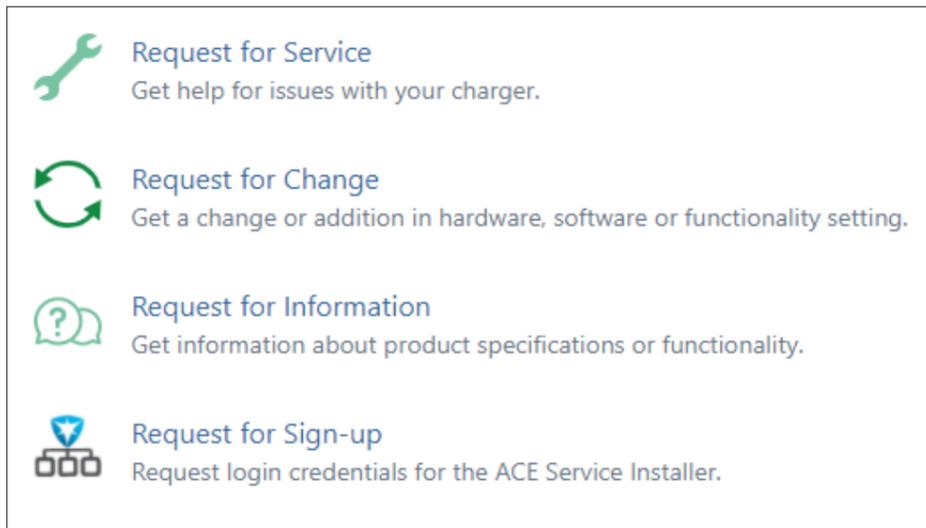
## Sign up for an account

  
 [Back to login](#)

## Step 2: Choose in what way Alfen can assist you

Make a choice for one of the following options when creating a new ticket, depending on what support you need from Alfen:

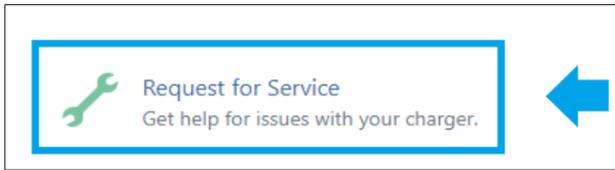
- Request for Service - when your charging station is not functioning properly;
- Request for Change - when you want a change in the hardware or software of your charging station;
- Request for Information - when you want more information about charging station-related topics (e.g. product-, service-, or installation questions);
- Request for Sign-up - when you want to receive login credentials for a new ACE Service Installer account.



Please note: depending on the type of request you are choosing, the required information can be different. In this instruction a **Request for Service** will be used as an example. This because it is the most common type of request. Other request types follow the same structure, only with different content.

### Step 3: Select the charging station for which you want to report an issue

From here on, we will use a **Request for Service** as an example. Other forms of requests have mostly similar instructions. For a Request for Information or a Request for Sign-up you do not have to select a charging station, so this step does not apply.



- In the 'Charger'-field add the **object number** of the **charging station you want to report an issue for** (e.g. 52345R001 or ACE0013456).

Charger

  
Example ACE00xxxxx or 12345Rxxx

#### Instructions for completing the 'Charger'-field

In this step you decide for which charging station you want to create the ticket. There are 2 options:

1. The charging station **is** linked to your account;
2. The charging station **is not** linked to your account (e.g. because you recently took over the management of the charging station).

#### 1. The charging station is already linked to your account

- Search for the '**Object number**' of the charging station (e.g. 52345R001 or ACE0013456):

Charger

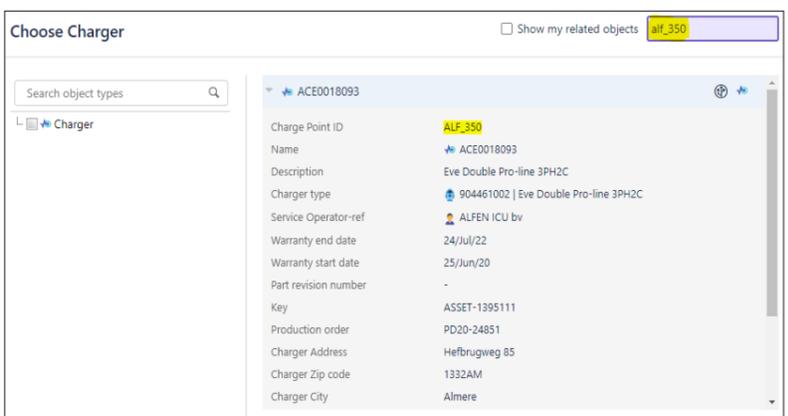
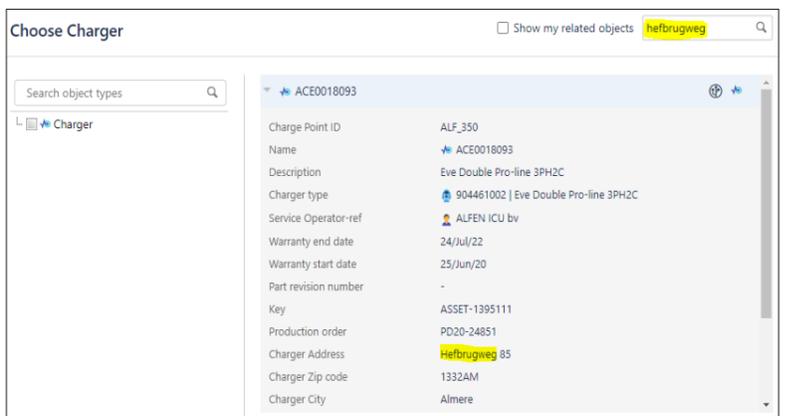
  
ACE0018|  
ACE0018093

- Is the Object number unknown? Then look for the "**Charge Point Identification**" (e.g. NL-ABC-12345) or the **address of the charging station**.
- Select the magnifier-button (  ) next to the 'Charger'-field to open the searching menu.

Charger

- In the newly opened screen, search for the CPID or the address. Click the Object number to select ('Selected').

Search on Charge Point Identification	Search on address
	

Please note: by clicking the arrow before the Object number, you will find more information about the charging station.

#### 2. The charging station is not yet linked to your account

- Does searching for the Object number, Charge Point Identification or address does not give a result?  
-> Then you are not the Reporter with management of this charging station.
- Are you sure the charging station should be under your management?  
-> Then please request management of this charging station via a Request for Information-ticket.

## Step 4: Verify the charging station details and contact information

After selecting the Object number, the underlying fields ("Charger address" to "Location contact email") will be automatically completed with the available information.

- All fields have to be filled in order to create a ticket;
- Check if the automatically completed information is filled in correctly.

Charger

ACE0018093

Example ACE00xxxx or 12345Rxxx

Charge Point Id  
ALF\_350

Charger address  
Hefbrugweg 85

Charger zip code  
1332AM

Charger city  
Almere

Charger country  
NL

Location contact name  
Alfen Charging Equipment

Location contact phone  
+31 (0) 36 549 3401

Location contact email  
ace.aftersales@alfen.com

Update charger address details

No  
 Yes

Is the information incorrect or incomplete? Please follow the instructions below on to change this.

### Instructions charger location and contact information

In order to change the fields "Charger Address" to "Location contact email" the "Update charger address details"-field has to be changed from 'No' to 'Yes':

Update charger address details

No  
 Yes

Now it is possible to change the necessary fields.

- Adjust the charger location data in the fields: "Charger address", "Charger zip code", "Charger city" & "Charger Country":

Charger address  
Hefbrugweg 85

Charger zip code  
1332AM

Charger city  
Almere

Charger country  
NL

- You can adjust the contact information in the fields: "Location contact name", "Location contact phone" & "Location Contact email":

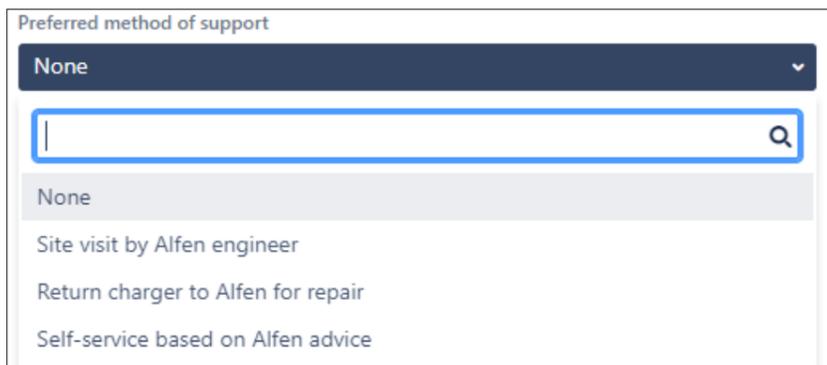
Location contact name  
Alfen Charging Equipment

Location contact phone  
+31 (0) 36 549 3401

Location contact email  
ace.aftersales@alfen.com

## **Step 5: Select the preferred method of support**

Choose the preferred method of support that is most suitable for your request:



The image shows a screenshot of a web form titled "Preferred method of support". At the top, there is a dark blue dropdown menu with the word "None" and a small downward arrow. Below this is a search bar with a magnifying glass icon on the right. Underneath the search bar, a list of options is displayed: "None", "Site visit by Alfen engineer", "Return charger to Alfen for repair", and "Self-service based on Alfen advice".

### **Instructions concerning the different options in the "Preferred method of support"**

There are 4 possible choices in the field "*Preferred method of support*":

1. None
2. Site visit by Alfen engineer
3. Return charger to Alfen for repair
4. Self-service based on Alfen advice

#### **Option 1: None**

Are you not yet sure which solution is preferred, or does none of the other options fit? Then choose 'None'.

#### **Option 2: Site visit by Alfen engineer**

Applicable in case you want to have an Alfen engineer to support on-site. Please note that costs might be charged for a site visit. A site visit is possible in most European countries. In case a site visit is not possible, Alfen will contact you to discuss the alternatives.

#### **Option 3: Return charger to Alfen for repair**

If you want to offer the charging station for repair in the Alfen factory, please choose this option. Alfen will share shipping instructions and an RMA number via e-mail to you (the reporter) and the "*Location contact email*".

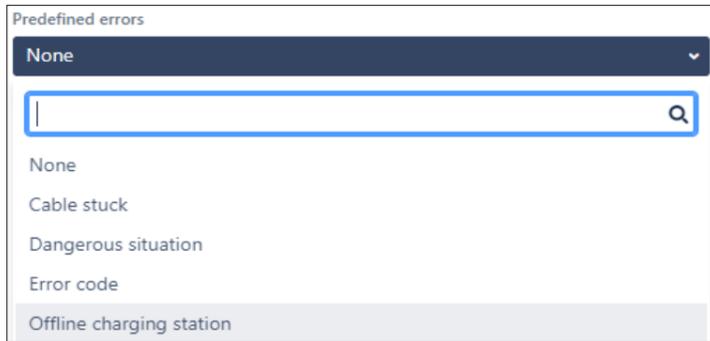
#### **Option 4: Self-service based on Alfen advice**

If you want to solve the issue yourself with (phone-based) support or manuals from Alfen, please choose this option.

## **Step 6: Register the issue you are experiencing**

Please elaborate on the issue you are experiencing:

- If applicable, select a "**Predefined error**" (otherwise 'None');



Predefined errors

None

None

Cable stuck

Dangerous situation

Error code

Offline charging station

There are 5 possible choices in the menu "*Predefined error*":

1. None
2. Cable stuck
3. Dangerous situation
4. Error code
5. Offline charging station

### **Option 1: None**

Choose this options if the other possibilities below do not apply to the issue you are experiencing.

### **Option 2: Cable stuck**

Choose this option if the charging cable is stuck in the charger.

### **Option 3: Dangerous situation**

Choose this option if there is a dangerous situation going on (e.g. exposed cables).

### **Option 4: Error code**

Is there an Error Code visible in the charger display or the backoffice of the charger? If yes, select this option. In the menu that appears, you can specify the exact error code.



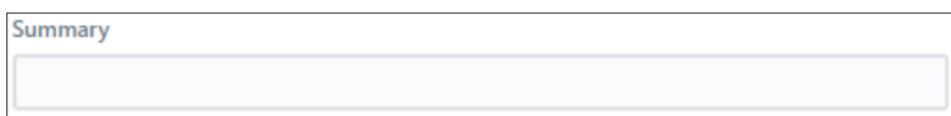
Error code

Search for an object

### **Option 5: Offline charging station**

Is the charger offline in the backoffice, where it should be online? Then choose this option.

- Did you not select a "*Predefined error*"? Please add a short "**Summary**" of your issue in that case;

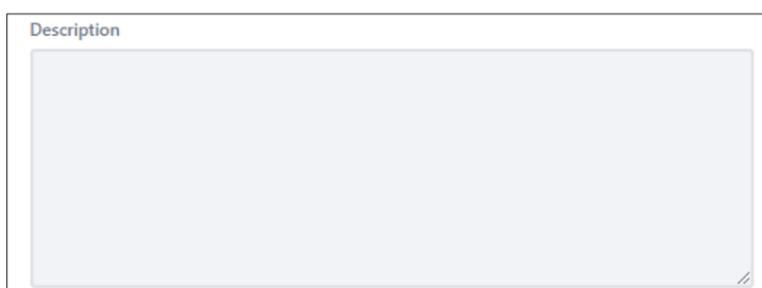


Summary

The "*Summary*"-field can be seen as the title of the ticket. In case you choose under 'predefined error' for another option than 'None', the "*Summary*"-field will be filled automatically already.

Did you choose 'None'? In that case, please add a short summary of the issue (for example "Where can I find more information about Active loadbalancing?").

- Use the "**Description**"-field to add a description of the issue and any additional details;



Description

In the "*Description*"-field you can add a more elaborate description of the issue.

- Even if you choose a "*Predefined error*", it is useful to write down additional details.
- In this field, you can write down everything you expect Alfen needs to solve the issue effectively.

- Use the "**Attachment**"-field to add useful information for the proper analysis of the ticket (e.g. logging);

Attachment

📎 Drag and drop files, paste screenshots, or  
browse

Diagnostics and photos.

In the "**Attachment**"-field you can add attachments that can be useful for the proper analysis of the ticket. Think about:

- Photos/movies;
- Diagnostics/logging;
- Communication.

## **Step 7: Customer specific information, warranty terms and conditions**

In the fields below, customer specific information can be registered and warranty terms and conditions have to be accepted.

- In the field "*Customer reference number*" you could link a ticket number from your own system to the Alfen ticket (only if applicable);
- In the field "*Customer purchase number*" you could link a purchase order number to the Alfen ticket (if this is required by your company). In case costs will be charged for a service visit, Alfen will invoice these costs to the administrator of the charging station. The costs will be shared via an invoice and Alfen will print the "*Customer purchase order number*" on this invoice.
- At the "*Terms and conditions*"-field agreement must be given to the terms and conditions. This can be done by selecting 'Yes'.

**Customer reference number**

Reference number to your own system ticket number.

**Customer purchase order number**

Purchase order number in your own system, will be shown on invoice.

**Terms and conditions**

Yes,

I understand that if I submit a request for service, a request for change or a request for back-to-base warranty, the Alfen General Terms and Conditions for sale and service (the "Alfen Conditions") and/ or the Alfen Back to Base Warranty Conditions ("Warranty") are applicable and costs may be charged. The Alfen Conditions and the Warranty Conditions are available at <https://alfen.com/en/downloads>. They can also be sent to you free of charge upon request.

## **Step 8: Create the Customer Service Ticket**

If you properly filled in all the required fields, you can click "*Create*".

Your ticket is now created and Alfen will contact you about the following steps in order to answer your question or solve the issue you are experiencing.