



Alfen care in the UK

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 servicing critical assets which is why we offer three tier, best-in-class service to ensure that disruption to you is minimal in the rare event a problem does occur.



ALFEN
POWER TO ADAPT



Our Service Packages

Standard warranty (‘Back-to-base warranty’)

Alfen offers a free 2-year warranty on all its charge points. You can easily report an issue via our service portal support.alfen.com. You send the charge point back to our factory for inspection and any necessary repairs. Once the charge point is returned to us, all parts, materials and labour costs are covered by the warranty. We will send your repaired charge point back to you within 5 business days of receiving it.

Onsite repair (‘Onsite warranty’)

If you prefer local support, you can opt for a service contract in addition to our standard warranty. Any 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 any necessary repairs. All 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 the highest level of onsite response so that any problems are resolved within 2 working days. Service reports and firmware updates are also included and there is an opportunity to add preventive maintenance as an optional extra.

Overview of Service Package options

	Back-to-base Warranty	Onsite Warranty	Alfen Care
Telephone support 24/7/365	-	-	✓
Free onsite service	-	✓	✓
Materials and parts	✓	✓	✓
Resolution time	At least 10 days	5 days	2 days
Service report	-	-	✓
Optional preventative maintenance	-	-	✓

All of the above options can be extended to cover chargers for up to 5 years.

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

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