



SERVICE THAT MOVES EMOBILITY

Reliable charging with expert care

01

EKO SMART ENERGY SYSTEMS
ENERGETYKA

The key issue in providing fast charging infrastructure is its high availability, which is why at Ekoenergetyka we focus on proven solutions and an efficient technical support network.

We are pioneers of electromobility and one of the leaders among producers of high-power charging infrastructure in Europe.

We believe in the energy transformation and the need for changes towards zero-emission transport. Our goal is to provide durable and reliable fast charging stations and ensure the safe operation of chargers.

We provide:

Thanks to our experts and an extensive network of service partners, we provide full service support from regular inspections to quick service.

- Comprehensive installation of chargers, required acceptance and commissioning
- Active monitoring of charging stations
- Online support from a multilingual Helpdesk
- Remote diagnosis and repairs
- Spare parts
- Inspection and maintenance programs
- On-site service
- Technical trainings
- Charging station upgrades

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WHO WE ARE



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02

SERVICES

1

Comprehensive installation

Qualified staff carries out the complete installation of chargers. During commissioning, our technicians perform the required electrical measurements, conduct a final test and, together with the client, confirm the correct operation of the installed infrastructure.



2

Active monitoring

Supervision of the proper operation of an individual charging station allows you to immediately detect irregularities in its operation and take steps to eliminate disruptions. Active monitoring provides constant access to current loader operating parameters and operation reports, maximizing the charger's operating time and its availability.



3

Online support from a multilingual Helpdesk

The remote service support center works 24/7, ensuring the assistance to customers in situations that requires support. We can communicate directly from the headquarters in Poland in many languages, and thanks to local service partners, we can increasingly redirect the request to service points that speak the local language.



4

Remote diagnosis and repairs

Our chargers are equipped with remote diagnosis and repair systems as a standard. More than a half of the requests are successfully handled without the need for intervention on-site, which significantly shortens the response time and increases the availability of charging points.



5

Spare parts

We manage the stock of spare parts in our warehouse in Poland and a network of consignment warehouses abroad. We want to be sure that in a critical situations the customer can count on our effective help. In the area of logistics, we cooperate with the renowned international carrier to shorten the shipping time to a minimum.



6

Inspection and maintenance programs

Based on several years of experience, we have developed comprehensive inspection and maintenance programs, successfully protecting the chargers for many years of operation. As a part of the inspections, the technical condition of equipment is verified, and consumable parts are replaced.



7

On-site service

Ekonoenergetyka Service is a company employing over 100 people dealing exclusively with service and after-sales services. With the development of our network of service partners, we are present in nearly every country in Europe. Thanks to this, we come when called, if the situation requires it. By remaining in constant contact with the charging station owner, we take care of the infrastructure.



8

Technical training

A professional Training Center provides multiple training programs for partners and customers which contains both lectures and practical workshops with the use of charging stations. Each training program ends with a certificate for participants.



9

Charging station upgrade

Selected charging station models have been designed to allow later upgrades. We offer the possibility to increase the output power for selected chargers, software updates and extensions of the control system with additional functions not selected at the initial stage. The scope of the offer also includes intelligent energy management tools and advanced analytical diagnostic tools.



03

SERVICE CONTRACTS

We offer individually tailored service contracts, ensuring maximum business benefits for our customers.

Contract type	Preventive maintenance	Support	Extended scope of service	Premium service		
				Silver	Gold	Platinum
Annual preventive maintenance (including consumable parts)	✓		Option	✓	✓	✓
Remote support	✓	✓	✓	✓	✓	✓
Repairs			✓	✓	✓	✓
Spare parts	Discount	✓	✓	✓	✓	✓
Response time (remote)			GWC ¹	8h	4h	1h
Response time (on-site)			GWC ¹	72h ²	48h ²	24h ²
Technical training		✓				
Active monitoring		✓ ³		Option ³	Option ³	Option ³

Subsequent levels of service contracts bring tangible benefits to owners and users of charging points.

- Increasing the availability of charging infrastructure due to the replacement of critical components depending on the total number of charging cycles
- Ensuring, after the warranty period, response and repair times at the GWC level
- Spreading the costs of inspections and replacement of consumable parts included in the budget
- Minimizing the risk of unplanned costs related to charging station failures
- Reducing the risk of additional costs related to a sudden failure
- Ensuring maximum charger availability by minimizing response and repair times
- Freezing of prices for inspections and consumable parts for the duration of the contract
- Increasing business continuity security through constant supervision and remote service support

¹ GWC means the General Warranty Conditions of Ekoenergetyka Polska S.A.
² On-site response times may vary depending on the location of the charging station (e.g. in overseas territories).
³ Due to the type of internet connection and technical specifications of charging stations, active monitoring may not be available for individual charging stations.

04

SERVICE SUPPORT LEVELS

Thanks to training programs and a certification system, we guarantee a high level of technical assistance and service support, regardless of location.

Remote support /help desk	SL1	Remote	Availability and support of consultants at the stage of the registration and notification process, conversation with the customer, remote diagnosis and analysis of charger parameters, remote repair (if possible) by dedicated Technicians / Experts
		Ekoenergetyka Service	
First level of service support			
Repair	SL2	On-site	Intervention of the service team directly at the charger, on-site diagnosis and repair with the participation of a service technician, replacement of damaged parts
Service		Ekoenergetyka Service	
Expert	Second level of service support	or Service Partner	
Expert repair	SL3	On-site	Direct visit by a service engineer to the charger and repair on site. Possible consultations with a team of software experts and designers
Service		Ekoenergetyka Service	
Engineer	Third level of service support		

In our daily work, we successfully use a three-step notification handling process.

1

The first step is to perform remote diagnosis and, if possible, also repair.

2

If the situation requires it, a local partner goes to the site. At this level, we can successfully solve 95% of all requests.

3

In the most difficult cases, an Ekoenergetyka Service engineer takes over the repair.

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05



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06

REMOTE SUPERVISION

The Ekoenergetyka Monitoring Center conducts 24/7 monitoring of charging stations, providing the first line of contact in the event of any problems or faults.

Thanks to dedicated software, we can verify the transactions history, charging parameters and possible inconsistencies.

In our work, we use remote supervision and management tools, EOS (Ekoenergetyka OCCP System) and CMC (Charger Management Console). It is a complete set of software tools for services for status visualization, alerting, diagnosis and remote configuration.

EOS is used by Ekoenergetyka's service, our service partners, CPOs and the users themselves. Its main functionalities includes:

- Access to historical data: statuses, transactions, consumed energy, alerts
- Visualization of the charging process, charts of monitored parameters and a preview of chargers and their status on a map
- Remote control, diagnosis and configuration of charging points
- Advanced tools for managing users, permissions and groups
- Email, text message and in-app notifications
- Data export to .xlsx, .csv, .txt and report generator with the ability to set scheduling

We dedicate **CMC** to trained service personnel to support them through advanced diagnosis and remote configuration changes. CMC offers, among others:

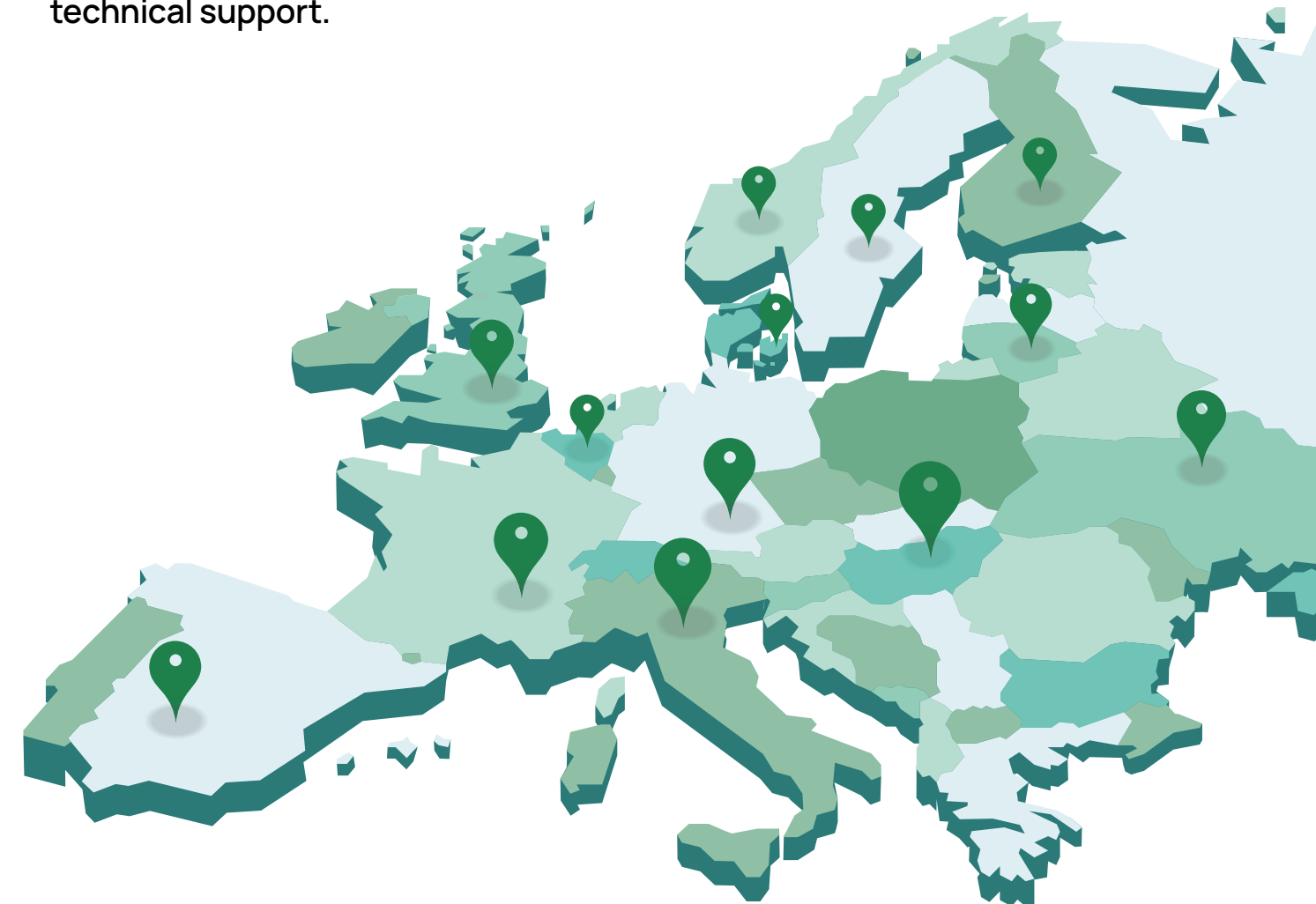
- Configuration of the installation parameters of an OCPP-compliant charger
- Network interface configuration
- Error history with descriptions and recommended actions
- Transaction parameters such as power, current and voltage, and requests sent from the vehicle
- The function of downloading comprehensive log data for external analyzes
- Enabling/disabling RFID authorization

Both packages allow access to the charger via a web browser, without the need to install additional software.

07

SERVICE PARTNERS NETWORK

Our service partners network covers almost all of Europe, so our customers can always count on professional technical support.



24 h/7

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