



mr charger
Energy everything

Annual Maintenance EV Charging



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Our Promise

Our main priority as a company is to install and maintain electric vehicle charging units in a range of different settings, including the ones that are typically found in commercial, residential and public sector environments.

We will supply your unit, we will install your unit and we will continue to maintain your unit in order to make your life as easy as it can be. All of the equipment that we use and the products that we install are free of any defects in design, material and workmanship. This ensures that our products will last for an exceptionally long time, as long as our customers enable us to maintain them properly.

Our Aftercare Services

Our aftercare package includes a range of different services, including:

- ⚡ All of our customers are entitled to 1x free on site service inspection. These inspections take place on an annual basis as per the Annual Management Agreement, but we are also able to inspect EV Charge Points and other products that we have installed on an 'as requested basis', but multiple inspections outside of the annual limit will incur an additional cost.
- ⚡ Each of our customers will be given an Annual Safety Report after one of our fully-trained electricians has performed a full test and inspection on their EV Charge Point(s). An example report can be provided upon request.
- ⚡ Our support team is responsible for handling standard queries, call outs and emergency call outs and can be contactable at install@mrcharger.co.uk.
- ⚡ Whether or not a call out is an emergency is determined by the support team and each case must initially be reported at install@mrcharger.co.uk.

Aftercare Cover and Additional Payments

- ⚡ If one of your units does need to be replaced, then it will be replaced by one of our engineers in the soonest time possible. Our reaction time may be impacted on the constraints set out by the manufacturer's warranty/guarantee. Manufacturers' guarantees are typically 2 years or more. This will only happen if the engineer who attends determines that the unit in question is beyond economical repair.
- ⚡ We know that accidental damage is sometimes unavoidable. We encourage our clients to have adequate insurance cover for your Charge Points and barrier protection where appropriate.
- ⚡ Your Annual Maintenance contract does not cover vandalism, nor does it cover damage that is caused by natural disasters. If a third party contractor does any form of work on your unit, then your Annual Maintenance cover will be void.

Early Termination

- ⚡ Early termination of your Annual Maintenance will incur an early termination fee. This fee will be made up of the remaining cost of your contract.
- ⚡ If you fail to exercise your rights as someone who is entitled to the services that come as part of our Annual Maintenance scheme, then that shall constitute as a waiver of those rights.

Our Package

As part of the Mr Charger Annual Maintenance package, you will receive:

Annual Inspections

Our annual inspections include a full connectivity check so that your mobile-enabled devices will never cease to function correctly. This will help to prevent any troublesome errors that could occur without regular inspections.

Each inspection also includes bulb replacements when necessary and an Annual Safety Report for each EV Charge Point.

Replacement Parts

Any necessary replacement parts covered within the manufacturers warranty/guarantee will be replaced. If outside of your warranty, additional charges may be applied. This Agreement does not cover any damage that is caused by user error, vandalism or natural disasters.

Replacement Units

Your EV Charge Point(s) will be swiftly replaced if one of our engineers decides that your unit is beyond economical repair. This will be determined based upon the terms of the manufacturers warranty. This Agreement does not cover any damage that is caused by user error, vandalism or natural disasters.

Replacement RFID Cards and Key Fobs

We understand just how easy it can be to lose your key fobs and RFID cards. We also understand just how many problems it can cause when you do. Because of this, we would replace a maximum of x10 cards as part of your package. Please contact install@mrcharger.co.uk for replacements. Charges may apply if in excess of the limit stated above.

A Personal Representative

One of the most beneficial features of our package is the fact that each package comes with a personal representative. You will be able to reach your representative, one of our trained engineers, during working hours via install@mrcharger.co.uk.

Call out fees: £125 for the first hour and £75p/h thereafter.

Back Office Management

Mr Charger offer a comprehensive Back Office Management contract. Please contact the following for more information: install@mrcharger.co.uk



Prices

Mr Charger: Annual Operation & Maintenance Service-Level Agreement

1-5 Charge Points

£195 +VAT per socket/per year

6-10 Charge Points

£175 +VAT per socket/per year

11-20 Charge Points

£155 +VAT per socket/per year

21+ Charge Points

£135 +VAT per socket/per year

Get in touch with us

Call: 0800 669 6159

Email: install@mrcharger.co.uk

Visit: mrcharger.co.uk

