TRITIUM

SUPPORT SERVICES

YOUR UPTIME IS OUR PRIORITY!

All plans include proactive support, guaranteed response times, and access to Tritium's expert team. Available for in-warranty chargers only.

SLA OPTIONS

Fast-track warranty repairs with expedited response times:

PACKAGE	CASE DIAGNOSIS	PARTS DISPATCH
Essential SLA	NBD	NBD +3
Advanced SLA	8hrs	NBD +1
Premium	**4 hrs**	**NBD**

**NBD = NEXT BUSINESS DAY*

CRITICAL SPARE PARTS KITS

- Minimize downtime with parts ready on-site
- Control costs by avoiding emergency shipping and delays
- Stay prepared for the most common failures

PREVENTATIVE MAINTENANCE

- Annual inspection
- Cleaning + wear-and-tear part replacement
- Maintains compliance with safety standards and manufacturer requirements
- Proactive care prevents costly breakdowns

MY TRITIUM WALLET

- Pre-load funds for out-of-warranty parts, remote hours, and many more
- Avoid delays by keeping your network running without purchase order approvals and payment processing delays

CABLE CARE

- Protection against cable theft and vandalism
- Peace of mind with built-in coverage and support

ANY FURTHER QUESTIONS, CONTACT: **CUSTOMERSUCCESS@TRITIUMEV.COM**