



EV CLOUD SOLUTIONS,LLC

EV Charging
Services



EV Cloud Solutions offers a suite of services to provide peace of mind that your EV chargers are supported and flexible financing that makes it easy to get started.

Comprehensive support with **EVCS Care™**

EVCS Care™ provides comprehensive 24/7 monitoring, maintenance and support to maximum charger uptime and peace of mind.

Financing simplified with **EVCS Charging as a Service**

EVCS Charging as a Service (CaaS) bundles hardware, installation, software and expert service into a single monthly fee, designed to meet the needs of your business.

EVCS Care™

With EVCS Care™, rest easy knowing that your investment is taken care of through our comprehensive support offering, including:



Proactive monitoring & error detection

With our 24/7/365 remote monitoring, we'll know about problems before your drivers do:

- Our remote access diagnostic and dispatch services keep your system running smoothly before serious problems occur.
- A guaranteed 98% annual charger uptime - with a non-performance penalty for outages caused by hardware or software failures. (See Service Agreement for full details of exclusions)



Priority response time

- For any hardware or software issues that arise, a dedicated EVCS representative will investigate remotely within one business day.
- If parts are needing to be replaced, EVCS will expedite all parts either from the EVCS warehouse or from the manufacturer, at no cost to you.
- For hardware issues requiring replacement, a EVCS qualified technician will service your station within 3 business days (after any replacement parts have been received).



All-inclusive extended warranty

We extend the manufacturer warranty for as long as you subscribe to EVCS Care™, covering the following:

- Labor fees for necessary repairs during the manufacturer's warranty period.
- All parts and labor fees to repair and service your chargers outside of the manufacturer's warranty, including items such as vandalism, auto accidents and excessive wear and tear. *Refer to the list of exceptions below for items not covered.



On-site service

On-site maintenance and diagnostics is performed during any service for an identified hardware issue, including:

- Physical assessment of damage and/or wear to hardware – includes health of charging cables, stability of charging mount, cleaning (graffiti/vandalism to charger shells, wiping down of stations, environmental cleaning of interior if needed).
- Inspect and test networking hardware and internet connection.

EVCS Care™ Pricing

Level 2 chargers:
\$20 USD per charger / month

Level 3 chargers
Starting from \$700 / month

EVCS Charging as a Service (CaaS)

Our CaaS plan provides a streamlined approach to make EV charging a reality for your properties. Bundle hardware, installation, software, energy & asset management (EVCS Control™), and our EVCS Care™ service plan into one monthly subscription.



HARDWARE



EVCS CARE™



INSTALLATION



EVCS
CONTROL™



NETWORK
MANAGEMENT



24/7
SUPPORT

Improve NOI

Unlock new revenue streams and market value to increase your NOI without the need for capital expenditures.

Gain peace of mind with EVCS Care™

Rest easy knowing that your investment is taken care of through our comprehensive support service.

Maximize efficiency

Avoid management complexities with our turn-key installation and on-going system management, while benefiting from predictable monthly costs.

EVCS CaaS Pricing

Level 2 chargers:

\$75 USD per charger / month**

Level 3 chargers

starting at \$400 / month (30kW)
starting at \$800 / month (60kW)
starting at \$1,500 / month (180kW)

Complete support and coverage from your experts in EV charging.

	Incl. in charger mgmt. fee	EVCS Care™	EVCS CaaS
Remote monitoring & diagnostics	✓	✓	✓
In warranty parts	✓	✓	✓
In warranty labor		✓	✓
Out of warranty parts		✓	✓
Out of warranty labor		✓	✓
Priority call response time		✓	✓
On-site service		✓	✓
Charging equipment & installation			✓

Connect with us.

Let's get started with a complimentary consultation. We'll walk you through the ins and outs of EV charging and ensure you get the right system for your property.

Email us today at
INFO@uscharger.com

USCharger.com

EV CLOUD SOLUTIONS, LLC.

*Items not covered through EVCS Care™:

- Acts of God: replacement of chargers damaged by unavoidable catastrophes and natural disasters.
- Cosmetic damages: normal cosmetic wear and tear that do not affect the operation of the station) will not qualify for a full replacement of your charging hardware.
- Stations not bought or installed through the EVCS partner network or through a verified EVCS installation partner.
- EVCS undertakes no responsibility with respect to repairing, replacing, monitoring or servicing anything other than your Charging Stations.
- EVCS Care™ is not available for testing Charging Stations on non-commercially available vehicles.

**Price covers the cost from the panel to the chargers, and assumes a standard installation and 10 year contract.