



ENSTO

Ensto EV services

Secure your EV charging investment

Optimum performance.
Increased lifetime value.
Improved air quality.

Better life.

With electricity.

Our service packages

Ensto EV Premium

Full EV charging infrastructure management by Ensto

- Charging point online commissioning to Ensto EV Cloud
- Charging point management by Ensto team
- Charging point firmware update by Ensto team

Ensto EV Services help make EV charging smarter business:

- No need for heavy internal IT resources and costs
- Take control. Lower your operating costs from day one
- Secure, reliable data flow with Ensto EV Cloud management software

Ensto EV Standard

Hosted EV charging network management system

- Charging point management by Customer
- Charging point firmware update by Customer

Complete your set of Ensto EV Services with the following extensions:

- Dynamic load management
- Ensto mobile data subscription
- Customer branding
- Factory pre-commissioning
- Extended warranty
- Charging point spare parts kit for your local stock
- Extended technical support

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SERVICE LEVEL

Service Options

	STANDARD	PREMIUM
Charging point communication (must select 1 option)		
Ensto mobile data subscription	*	*
Charging Point Commissioning		
Charging Point Factory preset online with SIM card	*	*
Commissioning Charging Point to Ensto EV Cloud by Ensto team	-	✓
Cloud Management		
Operator account creation and management by Ensto team	✓	✓
Charging Point creation and management by Ensto team	-	✓
User account creation and management by Customer	✓	✓
Technical Support		
Hardware remote 2nd level Technical support	-	✓
Hardware remote 3rd level Technical support	✓	✓
Software remote 2nd level Technical support	-	✓
Software remote 3rd level Technical support	✓	✓
Warranty		
Charging Point Hardware warranty	✓	✓
Updates		
Charging point Firmware update for online charging point by Ensto team	-	✓
Charging point Firmware update for online charging point by Customer	✓	-
Cloud Management Software Update by Ensto team	✓	✓

SERVICE LEVEL

Package Options

	STANDARD	PREMIUM
Value option package		
Charging Point Spare Parts kit option Package	*	*
Extended Technical Support options package	*	*
Extended Warranty options package	*	*
Gateway to external system options package		
Create OCPP link between Cloud and third party system by Ensto team	*	*
Commissioning Charging Point to third party back end by Ensto team	*	*
Charging point Firmware update with third party back end	*	*

✓ = Included * = Optional - = Not included

ENSTO is a leading solution provider of smart EV charging infrastructure and services. Our thousands of chargers in operation prove their reliability while contributing to a profitable charging business and a cleaner environment.

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