

PACCAR CHARGERS — SERVICE

Always the best customised charging solution

Service agreements you can rely on

Thank you for placing your trust in our PACCAR Chargers. Your charging solution has been developed and manufactured to ensure maximum uptime for your electric vehicles. To ensure that you make the most of your PACCAR Charger, we have developed service packages (Service Level Agreements) that perfectly fit your needs. You can choose between Gold, Silver and Bronze service levels. Details of what each package includes can be found in our brochure. Your DAF dealer will be happy to advise you in making your choice. After filling out the form on the back of this sheet, our service partner will contact you to conclude the service contract.

Your Service Level Agreement includes:

- ✓ Servicing for two years as standard, valid after your PACCAR Charger has been delivered
- ✓ Over-the-air software updates to ensure your PACCAR Charger is compatible with DAF Electric trucks and other electric vehicles in the future

Checklist to be used in cases if there is an issue with your PACCAR Charger

1. Check whether the emergency switch (if present) of your PACCAR Charger is in the operating position
2. Make sure that the (main) switches of your PACCAR Charger and DAF Electric truck are switched on
3. Check the display of your DAF Electric truck and check the status/code
4. Check the display or the indicator lamps of your PACCAR Charger and check the status/code
5. If your DAF Electric truck indicates a fault, contact your DAF dealer
6. If your electric vehicle does not give an error message and still fails to charge, try to connect another electric vehicle to your PACCAR Charger if possible
7. If steps 1 to 6 do not give the desired result, contact the helpdesk:
 - a. Check the type plate to identify the type of PACCAR Charger
 - b. If the type designation for your charger ends with a 0, call +31 (0)85 0185 243
 - c. If the type designation for your charger ends with an X, call +31 (0)88 5016 333
8. If first-line support cannot resolve the fault (within the set time), a technical expert will contact you to resolve the problem within the agreed timeframe
9. In the unlikely event that the problem is still present, the charger will be investigated on site by technical experts within the agreed timeframe

Checklist for the DAF dealer

1. Your customer has a fault:
 - The fault concerns a DAF Electric truck: You contact us to carry out diagnostics and, if necessary, to make a repair appointment
 - The fault concerns a PACCAR Charger: You assist the customer to contact the first-line helpdesk

On the back of this leaflet you will find the application form for the Service Level Agreement.

PACCAR Charger Service Level Agreement information form

Send the completed form to your DAF dealer. If you have any questions, Your DAF dealer will be happy to assist you.

General information of customer	
Company name	
Contract contact person	
Postal code / City	
Country	
General phone number	
Contact person e-mail address	
SLA type (Bronze / Silver / Gold)	
Type of charger(s) and number of outlets per charger	
SLA duration	Standard 24 months, longer period on request.
Installation location(s) and address(es)	