



Pluginvest Services

Thank you for your interest in Pluginvest's products and services.
You will find a wide range of charging solutions, including additional services.

Charging packages

MONITORING

- Mobile internet subscription (SIM card) for charging station
- Automatic firmware updates of charging station
- Access to Pluginvest's online platform
 - Real-time dashboard
 - Registration & activation of charge cards
 - Remote management and control of charging station
- 24/7 helpdesk support



HOME REIMBURSEMENT

- Monthly invoice for employer of employee home charging sessions
- Reimbursement of consumed electricity of home charging sessions to employee
- Employer determines which CREG-rate (National, Flemish, Brussels or Walloon rate)
- Automatic quarterly update of CREG-rate
- Privately accessible (also accessible to third parties if desired)

OR

PUBLIC REIMBURSEMENT

- Reimbursement of charging sessions by employees or third parties on the business' charging stations
- Possibility to set own additional charging rate

Extra options:

- Public access for third parties
- Publication on the European network of 700.000 charging stations

This package is only applicable for Charge@Work, EV parking and self-employed persons

Support packages

CARE

- Priority treatment of support tickets via helpdesk
- Handling of warranty issues with the manufacturer
- No intervention fees
- Interventions within **5 working days**

CARE +

- Priority treatment of support tickets via helpdesk
- Handling of warranty issues with the manufacturer
- No intervention fees
- Interventions within **2 working days**

EXTENDED WARRANTY

- Additional one-off cost to extend the manufacturer's warranty from 2 years to 5 years

