



Aftercare Services

The maintenance solution for complete peace of mind

Now that you have installed your charge point it's essential that the charge point(s) remain online and operational, therefore ensuring the charge points offer the best uptime possible through their lifetime. Our aftercare service options provide peace of mind for the day to day operational side and give reassurance that when users plug in they can get a charge and if required dedicated support.

BRONZE

For workplace fleet

This package covers the on-boarding and sim connectivity along with the licence fee and 3rd party insurance, this can be combined with a maintenance plan for an additional fee.

SILVER

For low use fleet/public

This package adds the benefit of a 24/7/365 day a year dedicated support for all charge point users, ensuring the optimum uptime for all the charge points over the service agreement period.

GOLD

For public facing locations

The Gold package ensures that the charge points offer the best uptime possible throughout the charge point lifetime. The Gold service package also offers reassurance that the charge points are monitored C/W and remote diagnostic, quarterly reporting and revenue collection is provided 24/7/365.

We're here to help



Call us on

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www.plug-n-go.com

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ELECTRIC VEHICLE CHARGING

Your best network

Your guide to optimising -
reliable network performance



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Reliable network

Plug-n-go at a glance



Keeping you up to date with regulations;

We achieve 99% reliability over our network, ensuring that our charge points are online and operable.

Old hardware can be replaced so you have a robust and trustworthy EV charge point network available.

Any charge point over 8kw must have contactless payment availability at the location and we provide options to suit your needs, including Apple & Google pay.

Our robust software solution ensures we align with the Open Data Protocol requirements, including all mapping options for full transparency.

The charge points will have full roaming operability, clear pricing and a dedicated 24/7/365 EV driver helpline fulfilling all requirements for public charge point regulations.

Our networks

Our network provides drivers and operators with simple and intuitive controls to start and stop charging sessions whilst ensuring your network remains operational and available when you need it most.

We provide tailored options to ensure your charging network delivers on the investment made into your fleet and transport solution.

Our management platform provides complete control of the charger and driver access profiles and diagnostic information on its performance. This allows us to remotely solve issues often prior to them being reported at the site.

Our charging networks are designed and installed to the very latest EV charging and electrical engineering standards ensuring that your network performs reliably and safely alongside your existing electrical installation.

Our 24/7 EV driver support is provided by the AA who are the largest breakdown organisation in the UK, with specifically trained EV call handlers able to provide helpful assistance remotely, including starting, stopping charge sessions, releasing cables and restarting charging units.



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EV benefits for fleets

- Reliable**
Streamlines fueling operations, offering maximum vehicle uptime by delivering critical performance and maintenance information in real time
- Available**
Fleet managers determine who can access a station and when, for maximum flexibility and cost savings
- Predictable**
Manage fuel with greater price certainty tailored to business needs
- Lower cost per mile**
EVs are less expensive to operate than ICE vehicles, saving 50% or more in fuel and maintenance costs
- Secure**
Protects companies from hardware, software and system vulnerabilities
- Lower infrastructure costs**
Can save organizations as much as 60% on capital expenses
- Compliance**
Future proof to meet government mandates and regulations, today & tomorrow
- Environmental impact**
Helps achieve corporate sustainability goals & improve your ESG score.