

# Alfen After Sales Procedure

## **Te volgen procedure bij defect laadpaal :**

- **De installateur** van de laadpaal **maakt het Service Ticket aan**
- Ticket wordt aangemaakt op het Service Portaal Alfen : <https://support.alfen.com>.
- De handleiding voor het opmaken van een Service Ticket vind je onderstaand.

## **Mogelijke opties na melding defect :**

- Alfen analyseert het defect en probeert een oplossing op afstand voor te stellen

Als er geen oplossing mogelijk is, biedt Alfen 2 keuzes:

- De installateur stuurt de lader terug ter herstelling naar het herstelcentrum van Alfen
  - verzendkosten = voor rekening van de installateur
- De installateur kiest voor een herstelling ter plaatse
  - uitrijkosten = voor rekening van de installateur

## **Product in garantie :**

- Herstellkosten en werkuren worden niet aangerekend
- Verzend- of uitrijkosten worden wel aangerekend.

## **Dead On Arrival (DOA) :**

- geen enkele kost wordt aangerekend.

## **Adres Alfen herstelcentrum :**

Alfen Charging Equipment Carry-in  
(RMA: write ticket number here)  
Hefbrugweg 85  
1332 AM Almere

## **Coördinatie tickets :**

Pieter Gaudissabois  
[p.gaudissabois@alfen.com](mailto:p.gaudissabois@alfen.com)  
+32 491 28 57 23

## **Garantievoorwaarden van Alfen:**

<https://alfen.com/nl-be/file-download/download/public/1561>

**Aanmaken van een Service Ticket :** <https://support.alfen.com>.

Alfen Support



Alfen Service Portals

Alfen Charging Equipment Support Portal

Customer System Integrations

Raise a new request



**Request for Service**  
Get help for issues with your charger.



**Request for Change**  
Get a change or addition in hardware, software or functionality setting.



**Request for Information**  
Get information about product specifications or functionality.



**Request for Sign-up**  
Request login credentials for the ACE Service Installer.



## Request for Service

Alfen Charging Equipment Support Portal



Use this form when you experience issues with the charger. We will try to solve your request remote, schedule a site visit together with you or directly with your customer. If we don't have the possibility or acceptance to go onsite we will advise you how to solve the issues yourself. When a site visit by one of our engineers is needed and possible, costs will be billed.

Charger selection (required)



Example ACE00xxxx or 12345Rxxx (can't find charger, please select "unknown")

Predefined issues (required)

Preferred method of support (required)

Description (required)

**Aa** **B** **I** **...** **☰** **🔗** **@** **+** **▼**

Description of the problem.

Attachment (ex. Diagnostics files, photos or videos) (optional)

 Drag and drop files, paste screenshots, or  
browse

Diagnostics files end with either .aes or .txt

Customer reference number (optional)

Reference number to your own system ticket number.

Customer purchase order number (required)

Purchase order number in your own system, will be shown on invoice.

Terms and conditions (required)

I understand that if I submit a request for service, a request for change or a request for back to base warranty, the Alfen General Terms and Conditions for sale and service (the "Alfen Conditions") and/or the Alfen Back to Base Warranty Conditions ("Warranty") are applicable and costs may be charged. The Alfen Conditions and the Warranty Conditions are available at <https://alfen.com/en/downloads>. They can also be sent to you free of charge upon request.

Charger warranty end date

Create

Cancel