# Procédure Après-Vente de ALFEN

**Procédure à suivre en cas de panne de la borne de recharge :**

- **L'installateur** de la borne de recharge **crée le Ticket de Service.**
- Le ticket est créé sur le portail de service Alfen : https://support.alfen.com
- Les instructions pour créer un Ticket de Service se trouvent ci-dessous.

**Options possibles après le signalement d'un défaut :**

- Alfen analyse le défaut et tente de proposer une solution à distance.

Si aucune solution n'est possible, Alfen propose 2 options :

- L'installateur renvoie le chargeur pour réparation au centre de réparation d'Alfen.
  - frais d'expédition = payés par l'installateur
- L'installateur choisit une réparation sur place
  - frais de déplacement = payés par l'installateur

**Produit sous garantie** :

- Les frais de réparation et les heures de travail ne sont pas facturés
- Les frais d'expédition ou de déplacement sont facturés.

**Dead On Arrival (DOA) :**

- Aucun coût ne sera facturé.

**Adresse Centre de réparation Alfen :**

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

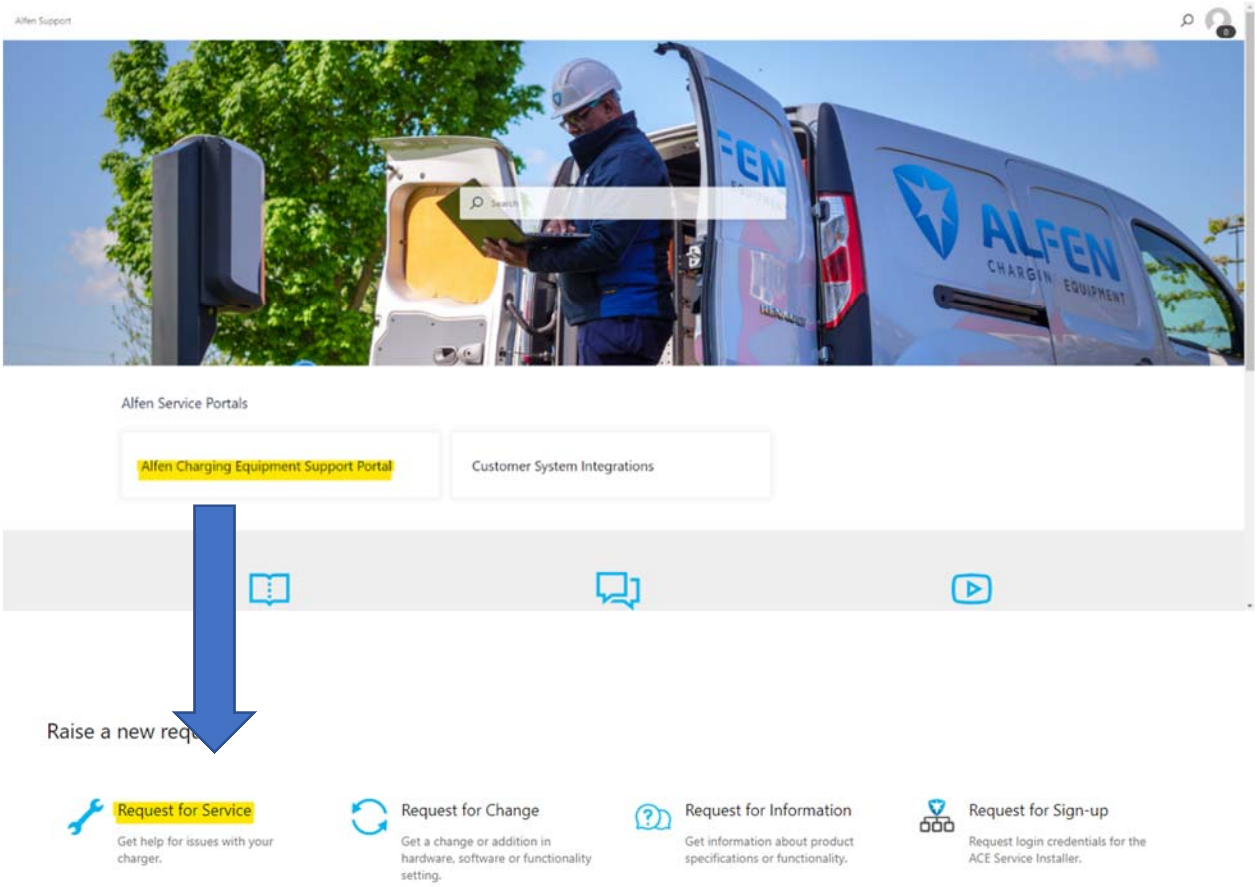
**Coordination des tickets :**

Pieter Gaudissabois
p.gaudissabois@alfen.com
+32 491 28 57 23

**Conditions de garantie Alfen :**

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

**Création d'un Ticket de Service :** https://support.alfen.com.



Alfen Support

Search

Alfen Service Portals

Alfen Charging Equipment Support Portal

Customer System Integrations

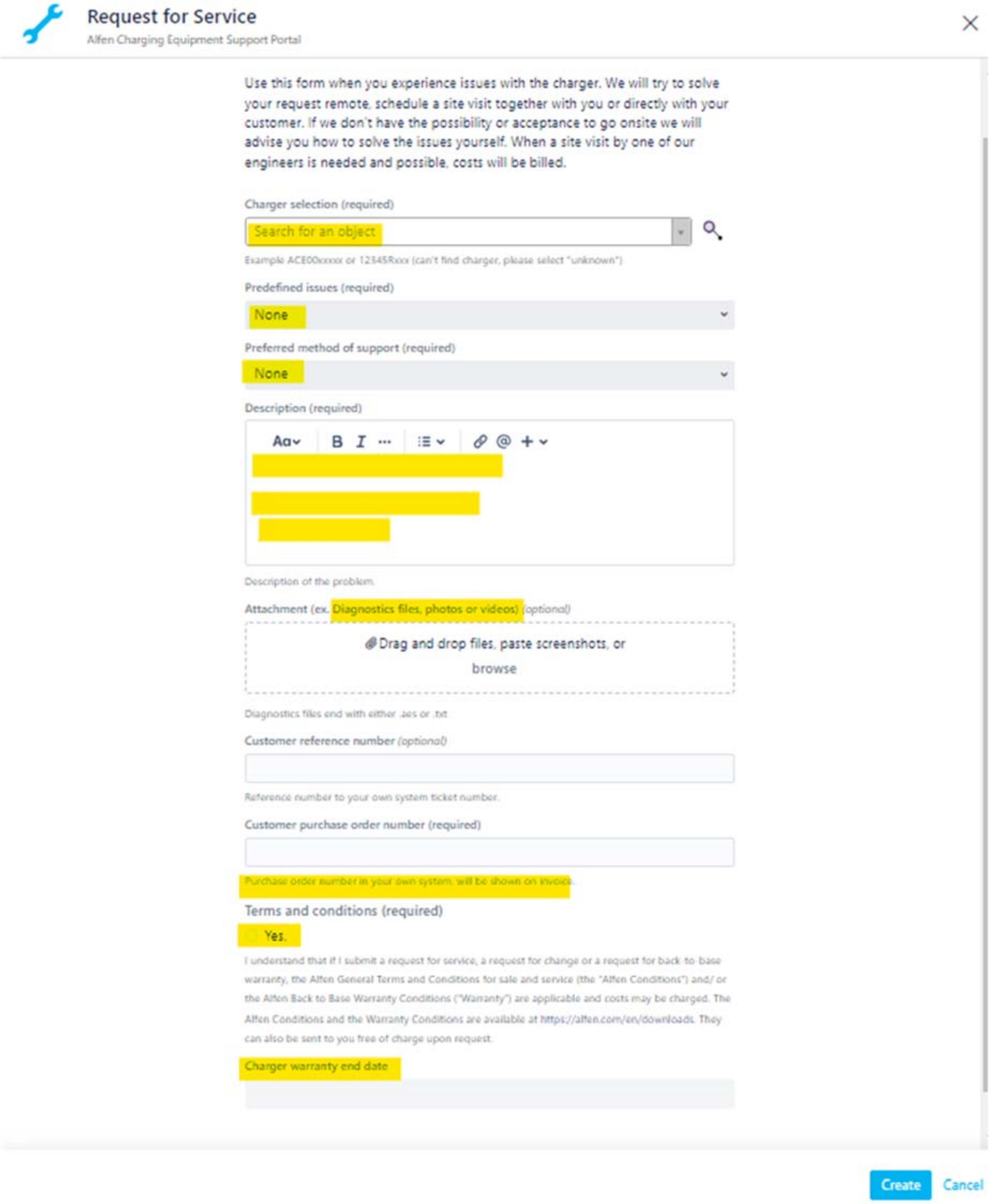
Raise a new req

**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)**

Search for an object

Example ACE00xxxxx or 12345Rxxx (can't find charger, please select "unknown")

**Predefined issues (required)**

None

**Preferred method of support (required)**

None

**Description (required)**

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)

○ Yes.

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**