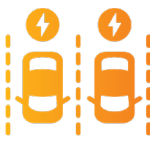


# INTRODUCING JET Charge Assist

Your expert partner for safe,  
affordable & reliable EV operations



## Maximize Charger Uptime

Reduce outages and ensure reliable charging for drivers and customers.



## Ensure Safety

Avoid the worst with regular checks and repairs for compliance and warranty needs.



## Use the Right Tool for the Job

Get support from EV charging specialists who understand the demands of advanced fleet operations.

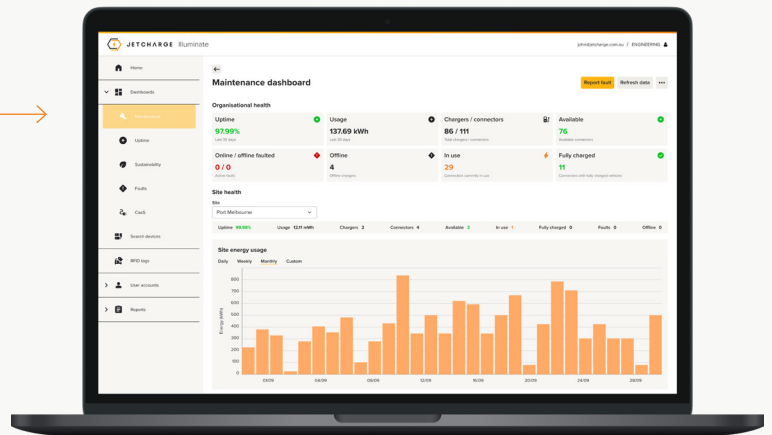


## Protect Your Customer Experience

Partner with a trusted provider offering fast service response times.

**JET Charge Assist offers tailored maintenance plans from self-service to full asset management. Each plan includes:**

- » Dedicated EV charging asset management platform
- » Comprehensive customer support framework
- » Scheduled maintenance option
- » Proactive troubleshooting
- » Remote and onsite repairs
- » Support by our team of EV charging experts



## Comprehensive EV charging management

Illuminate - our EV charging asset management platform - reflects a decade of experience supporting chargers in a range of operating environments. It offers intuitive, powerful monitoring for everything from individual chargers to entire networks.

Check charger status, receive targeted fault alerts when appropriate, remotely diagnose and repair issues, access crucial performance data like uptime, service history, energy usage and emissions impacts, understand what your infrastructure costs to operate and when it might need replacing.

## 24/7 Help Centre here for you

Our Customer Care team is ready to respond at any time of the day or night, with industry-leading expertise, remote troubleshooting capability and national field services support.

## National field services network

Count on rapid response and minimal downtime with our nationwide network of experts, extensive spare parts inventory and efficient supply-chain.

Find out more and  
get in touch for pricing!

[jetcharge.com.au/maintenance](https://jetcharge.com.au/maintenance)

1300 856 328

[info@jetcharge.com.au](mailto:info@jetcharge.com.au)



Choose the JET Charge Assist package that best suits your needs and budget

### What level of support is right for your needs?

	SELF SERVICE 01	SCHEDULED SERVICE 02	ALWAYS THERE 03
Monitor, diagnose and resolve issues with the JET Charge Illuminate platform and Help Centre support.		Get additional support for scheduled maintenance activities and management.	Enhanced monitoring, response and repair— all day, every day, without exception.
Integrated JET Charge Illuminate software for asset management	✓	✓	✓
Easily view service history and current charger status	✓	✓	✓
Access technical support from JET Charge Help Centre experts and electricians	✓	✓	✓
Scheduled maintenance per AS3000, safety, manufacturer & CPO requirements	✗	✓	✓
Time or utilisation based inspection intervals for AC and DC chargers, e.g. annual versus charging hours	✗	✓	✓
Visual inspection, functional check and certified test reports	✗	✓	✓
Repair quotes based on agreed pricing schedules	✗	✓	✓
24/7 monitoring with JET Charge and customer's own internal resource integration options	✗	✗	✓
Dedicated, specialist EV charging support including on-call technical experts, national field services network, critical spares warehousing and distribution	✗	✗	✓
Uptime targets and reporting with outage and remediation options analysis	✗	✗	✓

### Trusted by Australia’s biggest EV fleets

With 15,000+ EV charging stations installed since 2013, JET Charge has built a reputation as Australia’s leading and most trusted EV charging partner. We take the time to understand your unique EV charging needs, ensuring we provide the right solution for your requirements and budget.



UJET 11094

Find out more and get in touch for pricing!

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