

# EV Charger Total Care Package

NHP's Services and Solutions team can help you reduce the risk of unplanned downtime and optimise operational performance



EV Solutions



[nhp.com.au](http://nhp.com.au) | [nhpnz.co.nz](http://nhpnz.co.nz)



1300 647 647 | 0800 647 647



[sales@nhp.com.au](mailto:sales@nhp.com.au) | [sales@nhp-nz.com](mailto:sales@nhp-nz.com)



# Optimise Performance

As electric vehicles move from niche to mainstream including commercial vehicles, the reliability of the network is paramount. EV infrastructure must ensure close to 100% uptime.

This requires a reliable and national network of service technicians who understand chargers inside and out.





## Why should you get your EV charger serviced by NHP?

Due to the relatively new technology of the EV chargers, seeking out a service company that has been accredited by the EV manufacturer and knows what they are doing is crucial.

NHP is the only authorised and trained Australian and New Zealand Delta EV distributor and service agent and the NHP Services and Solutions team has been specifically trained to deliver best practice services, from concept design through to installation and after-sales service.

With extensive experience in the electrical and engineering industry, our specialist teams work collaboratively to design and deliver solutions to maximise the success of your project. NHP Services and Solutions has an extensive infrastructure, including repair centres, test rooms, field service technicians, application engineers and a team of project coordinators.

NHP staff pride ourselves on customer service excellence. Our people are committed to look after our customers for the life of their project and beyond.

Our team of service technicians hold tertiary and/or trade qualifications and regularly participate in supply line partner training programs to ensure our services are completed in line with manufacturer specifications.

Equipped with comprehensive product knowledge, our technicians are committed to delivering the best practice of electrical services while providing an exceptional customer experience.



## EV Charger Total Care Package Features

To help support customers with their current challenges, NHP offers a comprehensive service package for Delta EV chargers and the wider range of NHP products. The EV charger Total Care Package offers more than just a service, it includes a warranty you can trust to give you total peace of mind.



### Commissioning

The NHP Service team will be there on activation. Several checks will be done to ensure that the latest firmware is loaded and operational to charge. If there is a billing provider this connectivity will be checked. A report is generated to confirm operation of the charging station.



### Yearly Service

NHP's Services and Solutions team will perform an on-site predictive and preventive maintenance check according to Delta's specifications on your EV chargers.



### Extended Warranty

At the conclusion of every service of the EV Charger Total Care Package, the warranty is extended by 12 months (up to a maximum of up to 5 years). There is also an option for this to be applied to other NHP products.

## The power of local

While our customers' challenges may be complex, their ultimate goal is likely simple - run a profitable, safe and sustainable operation. The NHP Services and Solutions Team can assist you achieve your goals through services designed to minimise downtime, stabilise maintenance costs and help modernise their plant assets.

Our technical expertise is just one pillar to the service excellence we can provide. Thanks to our strategically located personnel in metro and regional areas around Australia and New Zealand, you can expect quick response times as well as optional 24/7 technical support with emergency breakdown assistance.

To complement our local personnel, NHP also ensure standard same day dispatch Australia-wide courtesy of our local stock holdings and National Manufacturing and Distribution Centre located in Melbourne, and the Distribution Centres located on New Zealand's North and South Islands.



Extensively  
trained  
and qualified  
service  
technicians



Extensive  
local  
stockholding



Project  
management



National  
service  
network

### THE POWER OF LOCAL

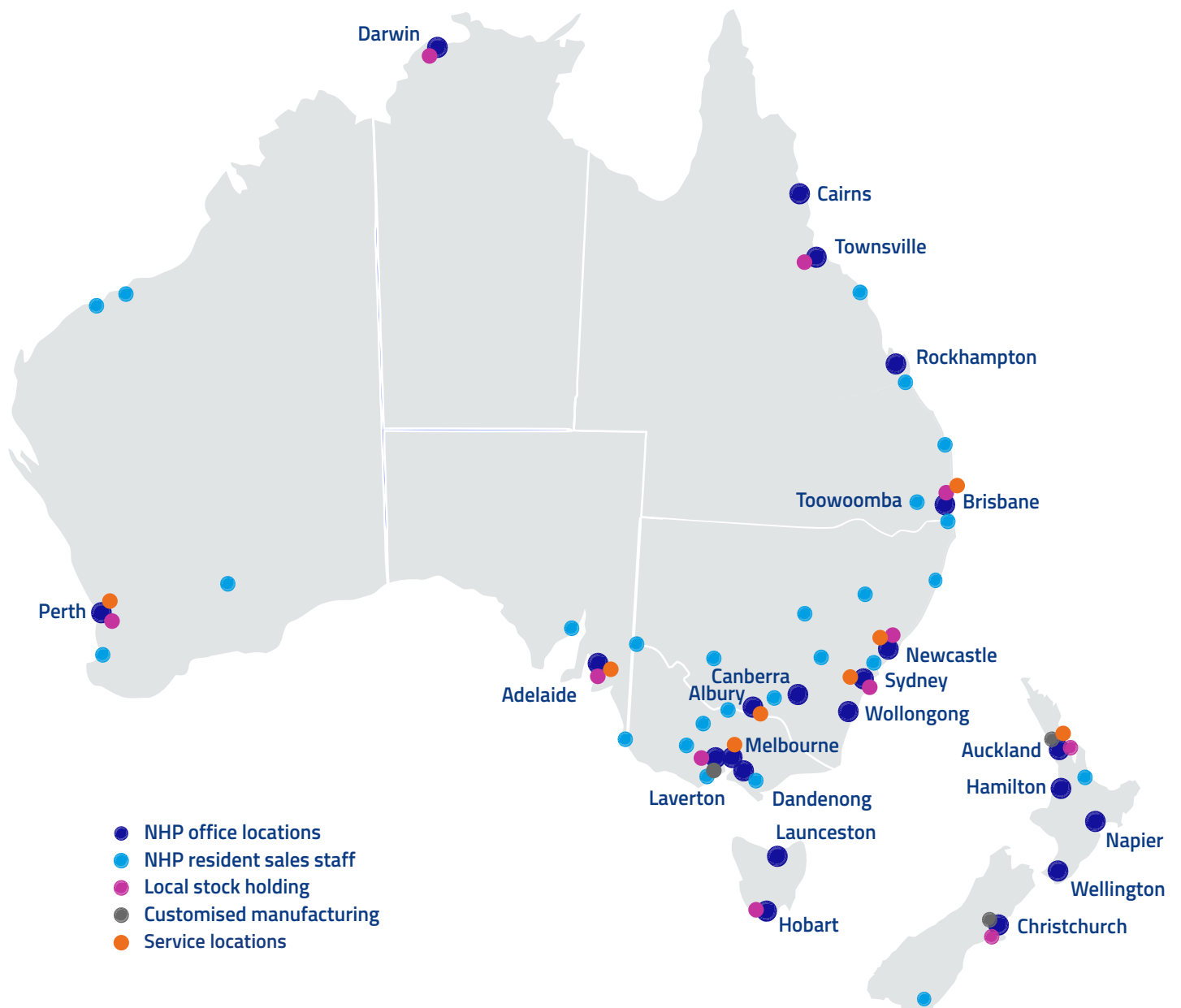
In your local community, city and industry, we understand your specific project needs and we're never far away if you need our support on-site.

### THE POWER OF CHOICE

Choice in product, technology, service and support, enabling you to customise and push boundaries.

### THE POWER OF GLOBAL PARTNERS

With a global network of suppliers, we bring the world's best products and knowledge to your doorstep.





nhp.com.au  
SALES 1300 647 647  
nhpservice@nhp.com.au

nhpnz.co.nz  
SALES 0800 647 647  
servicenz@nhp-nz.com

**NHP ELECTRICAL ENGINEERING PRODUCTS**

A.B.N. 84 004 304 812

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