

SUPPORT SERVICES

YOUR UPTIME IS OUR PRIORITY!

Tritium offers a complete suite of services — fast repairs, expert training, and tailored programs — so your charging network runs reliably, costs stay predictable, and drivers stay confident.



SLA UPGRADES

Fast-track warranty repairs with expedited response times:

PACKAGE	CASE DIAGNOSIS	PARTS DISPATCH
+ Standard Warranty	7 days	7 days
+ Advanced SLA	3 days	5 days
+ Premium SLA	1 day	2 days



TRAINING CERTIFICATION

- + Online + Instructor-led training
- + Certification for installing & servicing Tritium products
- + Empowers your team to solve issues faster, safely and independently



CRITICAL SPARE PARTS KITS

- + Minimize downtime with parts ready on-site
- + Control costs by avoiding emergency shipping and delays
- + Stay prepared for the most common failures



PREVENTATIVE MAINTENANCE

- + Annual inspection
- + Cleaning + wear-and-tear part replacement
- + Maintains compliance with safety standards and manufacturer requirements
- + Proactive care prevents costly breakdowns



MYTRITIUM WALLET

- + Pre-load funds for out-of-warranty parts and remote hours
- + Avoid delays by keeping your network running without purchase order approvals and payment processing delays



CABLE CARE

- + Protection against cable theft and vandalism
- + Peace of mind with built-in coverage and support

