

# 5 Year Protection Plan for Your EV Chargers

EVStar offers comprehensive insurance-backed industry-leading warranty coverage that protects most perils and is underwritten by AIG General Insurance Company. We ensure EV charging stations are operational and will be supported for years to come.

## What's Included?

A 5-year protection plan. The warranty eliminates any out-of-pocket expense during this term. This plan covers mechanical & electrical failures, normal wear and tear that limits functionality, accidental damage from handling, and damage from power surges.

## Selling Points



Your **OEM warranty does not cover** some common issues with your charger like accidental damage, power surge, or normal wear and tear that limits functionality.



Our protection plan covers a variety of damages so you **don't have to worry** about unexpected additional costs.



Customers contact us via the portal or call our toll-free number and **we take care of the rest.**

## BENEFITS

- **Eliminates any out-of-pocket expenses** for the replacement device, repair, or de-installation and re-installations.
- Peace of mind knowing your chargers are **always protected.**
- Removes the management of electricians and repairs. **EVStar handles all claims** and scheduling of repairs.

## FILING A CLAIM

1. The customer logs in to the customer portal. The link will be provided in a welcome email from EVStar.
2. The customer describes the issue and validates their contact details to create the claim.
3. EVStar works with the customer to schedule the technician visit.
4. Replacement or repair happens.
5. The claim is complete.

