

SERVICE PROPOSAL



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SUMMARY

Zigger Hub Private Limited is committed to delivering dependable, professional, and customer-focused EV charging maintenance services. By partnering with us, organizations can focus on their core operations while we ensure the continuous performance and availability of their EV charging infrastructure. Together, we can build a sustainable, efficient, and future-ready electric mobility ecosystem.



PROBLEM STATEMENT

1. Physical Wear & Degradation

- Connectors degrade from repeated use and environmental exposure.
- Weather damage (moisture, corrosion, temperature extremes).
- Cable deterioration reduces charging efficiency.

2. Software & Firmware Issues

- Outdated firmware causes compatibility problems.
- Software bugs affecting charging protocols.
- Difficulty coordinating updates across distributed chargers.

3. Downtime & Accessibility

- Malfunctioning chargers create gaps in charging infrastructure.
- High maintenance costs reduce operator profitability.
- Poor diagnostics make it hard to identify problems remotely.

4. Preventive Maintenance Challenges

- Lack of predictive maintenance systems.
- Difficult to schedule maintenance without impacting users.
- Hard to forecast component failures.

5. Standardization Issues

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- Different manufacturers use incompatible standards.
- This complicates repair and part replacement.
- Technicians need training for multiple systems.

6. User-Related Damage

- Improper use of equipment
- Leaving connectors exposed to harsh conditions
- Attempting unauthorized repairs

7. Cost Barriers

- Expensive replacement parts
- Specialized technician requirements
- High service call costs

OUR SOLUTION



1. Proactive hardware maintenance

- Scheduled inspections — Quarterly on-site checks of cables, connectors, and enclosures.
- Large pool of local workforce. You can sit back and relax while we take care of the groundwork.
- Weatherproofing services — Sealing, corrosion treatment, and IP-rated component upgrades
- Rapid component replacement — 24/48-hour SLA on connector and cable swaps
- Protective accessories — Holster installation, cable management systems.

2. Remote Monitoring & Firmware Management

- 24/7 Network Operations Center (NOC) monitoring every charger in real-time
- Automated OTA firmware updates with rollback protection
- Compatibility testing lab ensuring updates work across all EV models
- Cybersecurity patching to protect against emerging threats

3. Uptime Guarantee Program

- Predictive fault detection using AI to flag issues before failure

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- Mobile repair fleet dispatched within 4 hours of critical alerts
 - Temporary charger deployment during extended repairs
4. Power Systems & Battery Care
 - Power quality audits identifying grid-side issues
 - Thermal management servicing for high-power DC fast chargers
 - Battery storage maintenance for chargers with integrated buffer batteries
 - Load balancing optimization to extend equipment life
 5. Predictive Maintenance Platform
 - AI-powered analytics dashboard showing health scores per charger
 - Failure prediction models based on usage patterns and telemetry
 - Smart scheduling that minimizes user impact
 - Parts pre-positioning based on forecasted needs
 6. Multi-Vendor Expertise
 - Single point of contact regardless of charger manufacturer
 - Cross-brand compatibility consulting
 7. User Protection & Education
 - Driver education materials (signage, QR-code video guides)
 - Tamper-resistant hardware upgrades
 - Insurance partnerships covering user-related damage
 - In-app reporting tools for users to flag issues instantly



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