

INF Protect

Most manufacturers standard hardware warranty is one-year parts only for commercial stations. To provide greater peace of mind, INF recommends our INF Protect Plan for FLO manufactured commercial charging stations.

With INF Protect, INF will take responsibility for fixing hardware issues by providing parts, labor, and orchestration of repairs by expert support specialists. Proactive monitoring, regular reports and unlimited changes to station policies are included with Assure, as well as one business day response to requests and a 98% annual uptime guarantee.



Sourcewell members will receive professional guidance when configuring your stations to make the most of EV charging.

Summary of INF Protect:

- 24x7 proactive station health monitoring
- Dispatch of repair technicians when required
- Next business-day, on-site response after parts is delivered
- Unlimited software configuration changes
- 98% annual uptime guarantee with financial penalties for non-performance
- Monthly reports and detailed quarterly reports of your station's performance metrics
- Coverage of labor for repairs typically not covered under standard warranty such as vandalism, abuse, and accidents

The INF Protect offerings include the costs associated for the monitoring, parts, dispatch coordination and the labor to complete all affected warranty repair work. INF Protect is available for a recurring annual fee or in multiyear packages for a greater discount.