

EV Connect ShieldACT™ and ShieldDCT™

Drivers expect charging to be reliable—and your network reputation depends on it. EV Connect Software+ proactively monitors stations and resolves up to 70% of issues remotely within 24 hours. For issues that require on-site service, Shield ensures continuity with guaranteed repair SLAs and predictable pricing—minimizing downtime, eliminating surprises, and keeping drivers charging.

24/7 Remote Technical Support

Our 24/7 expert support team proactively resolves issues in real time—starting sessions, resetting stations, and more—so problems are fixed fast without requiring your involvement.

Resolution SLAs

24-72 hour dispatch/repair turnaround.

Hardware & Parts

We coordinate with hardware manufacturers for all hardware warranty claims and procurement of parts on-site.

Response Time

Response to any issue within 24 hours of occurrence.

Cost of Parts Included

Costs of hardware parts for station repair or replacement covered while station is under manufacturer warranty.

Proactive Monitoring & OTA Resolution

Proactively monitoring station health utilizing proprietary monitoring software. Most of the time, we'll resolve the issue remotely Over the Air (OTA) within 24 hours.

Software Platform SLA

99.9% software uptime.

Labor Dispatch

Certified technicians dispatched on-site for hardware issues that cannot be addressed remotely.

Preventive Maintenance (DCFC Only)

Maximize uptime and revenue with annual preventive inspections. Our comprehensive checks cover interior and exterior components, voltage, current, and power performance—plus a full fault review—to catch issues early and keep stations operating at peak performance.

20%

higher first-time success rates than non-Shield ports