

After Sales Training

Star Charge Europe GmbH

Ruo Yi, Technical Support Engineer

Aug. 8, 2023



Training is one of the services which Star Charge service team provides to customers and service partners. The training content includes the following aspects:

- Basic training (online web session or video materials):
Introduction of charger specification & highlights, installation and commissioning workflow, charger operation methods and common troubleshooting.
- Advanced training (on-site in Star Charge demo zone in Germany or customer's location):
On-site demonstration of preventive and corrective maintenance workflow, practical exercises on chargers, field experience sharing and analysis of charger diagnostics file.

For new customer, one basic training for the purchased product will be provided for free. In addition, Star Charge service engineer will provide free online support to customer during customer's first time installation and commissioning. This combination of training and remotely supports ensures that new customers can be quickly familiar with charger's install and commission workflow and put it into operation in a short time.

For customers who already got basic training and want to acquire more practical skills of preventive, corrective maintenance methods, understand charger's diagnostic log files and have in-depth communication with Star Charger engineer team, the advanced training is provided for this purpose. The advanced training can only be conducted on-site, either in Star Charge demo zone in Germany or customer's location. This is a paid service.

For training needs, please contact: Ruo Yi, Technical Support Engineer, service.europe@starcharge.com



Basic training:

Participants: new customers or existing customers who ordered new product models.

Contents:

- Introduction of charger specification & highlights
- Installation requirements and workflow
- Commissioning steps and software configuration
- Charger operation methods and common troubleshooting.

Training form: online web session or video materials

Tools for training: computer, headset and Microsoft Teams

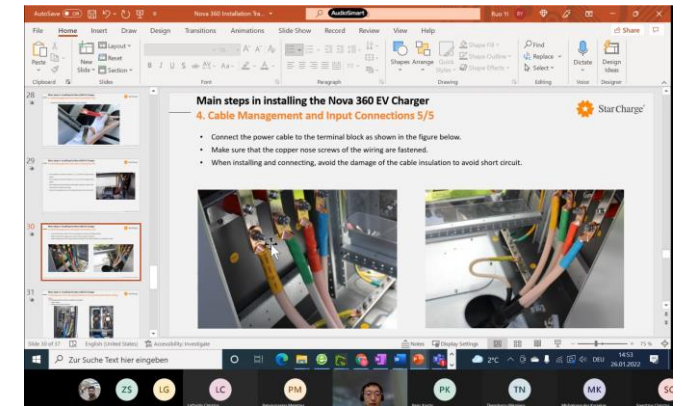
Number of participants: unlimited

Duration: 1.5 - 2h per charger product.

Languages: English by default. For special needs, German, French, Portuguese, Spanish, Norwegian and Polish are possible.

Fee: For new customers or existing customers who ordered new product models, one basic training is free.
For other cases, 300 Euro per product.

Appointment lead time: 2 weeks



Online session



Training videos



Advanced training:

Participants: customers who already got basic training and is familiar with the installation and commissioning of chargers.

Contents:

- On-site demonstration of preventive and corrective maintenance workflow
- Practical exercises on actual chargers
- Charger internal structure and spare parts
- Field experience sharing from Star Charge service team
- Analysis of charger diagnostics file

Training form: on-site in Star Charge demo zone in Germany or customer 's location

Tools for training: safety shoes

Number of participants: 10 person maximum

Duration: 1-2 days (depends on customer' s specific requests)

Languages: English

Fee:1000 Euro/day

Appointment lead time: 4 weeks



Demo zone in Rüsselsheim, Germany



Customer's location



Certification

If a local service organization wants to become an authorized service partner of Star Charge, core members of the service organization need to attend a series training programs to finally obtain the certificate. This training is based on the idea “train the trainer” : provide detailed and comprehensive training to core members of the service company to empower them to train other people in their organizations. The certificate is valid for 1 year. Service partners need to attend online session per year to refresh maintenance skills and extend the validity period of certificate.

1st step

Online basic training

Contact Star Charge service team and get online basic training sessions.

2nd step

On-site advanced training

After attending the online basic training understanding the installation and commissioning workflow of charger products, you will acquire in-depth knowledge for preventive and corrective maintenance, complex troubleshooting and analysis of charger diagnostics file.

3rd step

Skills assessments

At the end the day of on-site maintenance training, trainees will attend theoretical and practical exams.

4th step

Obtain certificate and become authorized partner

The certificate will be issued to the service organization (not person), when the exam is passed.

5th step

Attend online session to refresh skills and extend validity of certificate

The certificate will be issued to the service organization (not person), when the exam is passed.





Thank You.

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Headquarter: No. 39 Longhui Road, Wujin High-tech Zone, Changzhou, Jiangsu, China
China Office: Building 5, Innovation and Research Port, Changzhou, Jiangsu, China
Europe Office: Rugbyring 12, 65428 Rüsselsheim, Germany
APAC Office: 2 Kung Chong Road, #05-01 AA Centre, Singapore 159140
America Office: 46571 Fremont Blvd, Fremont, CA 94538

www.starcharge.com