
ABB E-mobility – Global Footprint

Smart, reliable EV charging technology, backed by deep experience and service excellence.

1M+

EV CHARGERS

Sold worldwide, including 50,000+ DC fast chargers across more than 85 countries.

up to 600 kW

WIDE PRODUCT RANGE

From AC to DC fast charging, tailored to every public, commercial and fleet charging operation.

13+

YEARS' EXPERIENCE

Deploying advanced, connected EV charging systems in every environment – for networks, fleets, OEMs and utilities.

1,800+

TALENTED EMPLOYEES

Dedicated to ABB's E-mobility's customers including 250+ in the United States.



ABB E-mobility DC Charging Products Portfolio

A wide range of power and configurations for every use case



Terra DC Wallbox
24 kW DC

Terra 54
50 kW

Terra 94/124/184
90-180 kW

High power
175-350 kW

HVC Bus/Truck
50-450 kW

Destination DC
Car: 1-4 hours
Bus/Truck: 4-12 hours

DC Fast
Car: 30-60 min
Bus/Truck: 2-8 hours

DC Fast (power sharing)
Car: 15-60 min
Bus/Truck: 1-4 hours

DC High Power
Car: 10-20 min
Bus/Truck: 30-90 min

Accommodates on-route and overnight charging scenarios
Bus/Truck: 5 min-8 hours

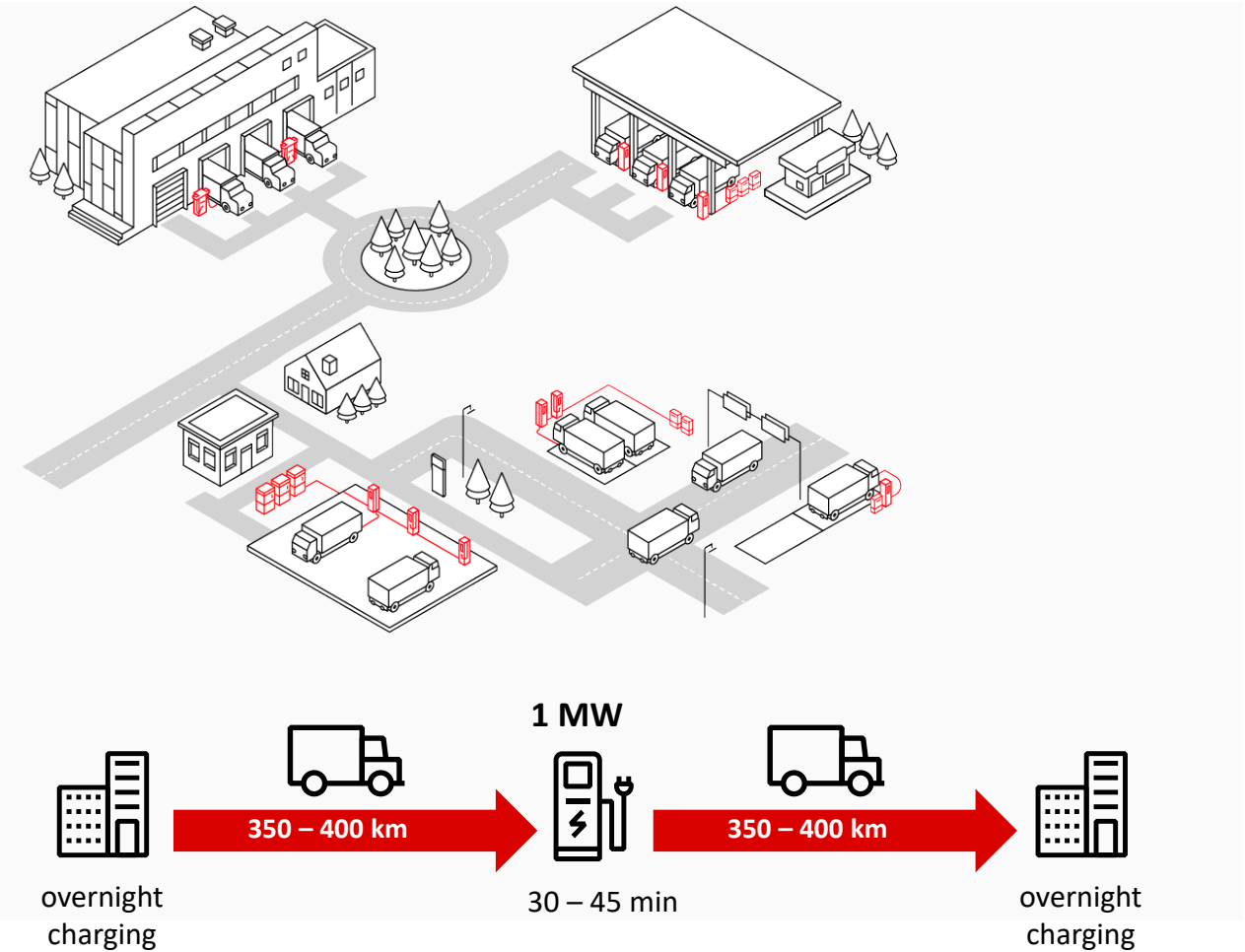
Connected Services

Charger Connect: Online 24/7/365, remote NOC support, software updates and upgrades, back-end enabled

Web tools - Driver Care/Charger care: Access control, statistics, remote advanced diagnostics, trouble ticketing, etc.

Business model enablement: OCPP Integrations, custom APIs, payment terminal interface

ABB E-mobility Megawatt Charging System (MCS)



New charging standard for heavy-duty vehicles

Charging power from 1 MW up to

3 MW

First pilot projects 2023, commercial release 2024



ABB E-mobility Charger Reliability Best Practices

ABB

https://qrco.de/charger_reliability

Keys to charger reliability and uptime

1

Round the clock connectivity with robust remote service capabilities

2

Advanced planning for **preventive maintenance and corrective service**

3

On-call support from hardware-OEM trained technicians

4

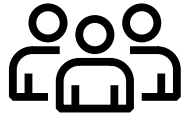
Always available spare parts for routine and critical services



Charger reliability best practices

Implementing solutions that meet EV driver expectations by supporting charger operational goals.

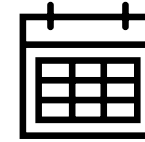
ABB E-mobility Delivers 97+% Uptime



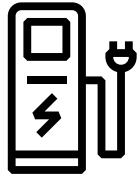
Knowledgeable, trained **technicians** in the proximate geographic region of the charger



24/7/365 **connectivity and monitoring** of the operations of chargers



Life Cycle Management
Scheduled **preventative maintenance**



Sufficient local inventory of **spare parts** and logistics infrastructure



Detailed **documentation and procedures** to troubleshoot and repair chargers



24/7/365 **service call center** to receive service or repair requests with service ticketing process



Established **Training Certification**
On-line, On-site, In-center

ABB resolves 90%+ service cases remotely

ABB E-mobility Workforce & EVSE Technician Training Overview



Prepare workforce for tech support of industry-leading EV chargers



Support high performing charging systems at every site



Ensure safety from site design through life-cycle operation



Earn training certifications for each course

Virtual & Hands On Training

- Specifications and configurations of the charger products and systems
- Pre-installation best practices
- Installation process
- Charger operations
- Commissioning process
- Site acceptance
- Remote services
- Safely opening charging units
- Component inspections
- Circuit board identification
- Wiring specifics (AC and DC)
- Operations
- Maintenance and parts

ABB Training Outcomes

- Understand charging product and system components
- Proper commissioning practices
- Safety with electrical connection and charging systems
- Safety with electrical procedures and PPE equipment
- Installation methods and best practices
- Charger start-up, operation and shut-down
- Service and maintenance best practices
- ABB E-mobility service organization and tools
- Diagnostic and trouble-shooting tools
- Identify and resolve most issues

RESOURCES:

[ABB Reliability Whitepaper](#)

[ABB NEVI Overview](#)

[ABB CFI Overview](#)

[ABB Workforce & Service Technicians Trainings](#)

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