

GENCARE®

97% UPTIME: Guaranteed for your GenDrive Fuel Cell-Powered Fleet

With tested knowledge and know-how, Plug Power has proven a strong expertise in keeping material handling fleets up and running. When moving to hydrogen fuel cells, Plug Power makes it easy with GenCare.

GenCare available to all customers. GenCare is an ongoing maintenance program for both the GenDrive fuel cells and GenFuel hydrogen infrastructure. GenCare includes SiteView advanced system monitoring, preventative maintenance, periodic system enhancements, parts inventory logs and rapid-response on-site service by trained GenCare technicians.

Dedicated GenCare customer service solutions keep your hydrogen and fuel cell systems running at maximum productivity, ensuring maximum fleet uptime.

GenCare has proven successful and popular with customers. GenCare service is expertly integrated with product quality and innovative maintenance features to ensure customers enjoy continued product uptime and productivity.

With comprehensive customer care, our customers
Power Their Possibilities.



There's no better way to
guarantee uptime.

SITEVIEW INTELLIGENT SYSTEM MONITORING AND DIAGNOSTICS

Intelligent data provides timely information 24/7 to monitor uptime and reliability of the hydrogen and fuel cell systems. The SiteView team monitors myriad data including fleet availability, upcoming maintenance requirements and hydrogen fuel usage, enabling material handling professionals to do what they do best: keep products moving across the supply chain.

PREVENTIVE MAINTENANCE

Proper upkeep of the GenDrive fuel cells is provided by the GenCare service team. Most scheduled maintenance is easily accomplished without ever having to remove the GenDrive unit from the truck.

ON-SITE SERVICE AND SUPPORT

GenCare technicians perform preventive maintenance and service labor at your site. Additionally, GenCare technicians maintain a parts inventory for your site, ensuring thorough, rapid and on-site response to your fleet needs.

GUARANTEED 97% UPTIME

GenCare personnel ensure that the GenDrive fuel cell engines are running at maximum availability at every site. Dedicated care allows Plug Power to guarantee 97% uptime.

COMPREHENSIVE CONTRACTS

Plug Power's all-inclusive GenCare contracts include labor, parts and service for the GenDrive fuel cell engines and GenFuel hydrogen infrastructure.



GENCARE SERVICE TIERS

Contract Terms: 5 Years Typical

Local

- Hands-On Repairs
- Direct Diagnostics
- Data Collection
- Comprehensive Reporting
- Preventative Maintenance

Regional

- Parts Distribution
- Maintenance Allocation
- Service Training

Corporate

- Engineering Support
- Customer/Site Reporting
- Parts Shipment
- Comprehensive Diagnostics
- Parts Return
- Service Manuals

Corporate Headquarters

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West Coast

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