

## **GUARANTEED UPTIME: For your GenDrive Fuel Cell-Powered Fleet**

With tested knowledge and know-how, Plug Power has proven its strong expertise in optimizing material handling fleet efficiency. When moving to hydrogen fuel cells, Plug Power makes it easy with GenCare.

**GenCare is available to all customers.** GenCare is an ongoing maintenance program for both the GenDrive fuel cells and GenFuel hydrogen storage and fill stations. GenCare includes SiteView, our intelligent data suite, which enables us to provide “best in class” uptime. SiteView includes remote access, data collection and reporting tools.

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. Service is expertly integrated with product quality and innovative maintenance features to ensure that customers enjoy continued product uptime and productivity.

With comprehensive customer care, our customers Power Their Possibilities.

# GENCARE<sup>®</sup>



**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.

## REGIONAL SERVICE SUPPORT TO BE ON-SITE WHEN YOU NEED US

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 UPTIME

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

## COMPREHENSIVE CONTRACTS

Plug Power's all-inclusive GenCare contracts include labor, parts and service for the GenDrive fuel cells and GenFuel hydrogen storage and fill stations.

## GENCARE SERVICE TIERS

Contract Terms: 5 Years Typical

### Local

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

### Regional

- Parts Distribution
- Maintenance Allocation
- Service Training

### Corporate

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



### Corporate Headquarters

968 Albany Shaker Road  
Latham, NY 12110  
518.738.0320

### West Coast

15913 E. Euclid Ave.  
Spokane, WA 99216  
509.228.6500

### Europe

1 Place Paul Verlaine  
92100 Boulogne-Billancourt  
France



**PLUGPOWER.COM**  
gencare@plugpower.com

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