

# GENCARE<sup>®</sup>

## **PROACTIVE CUSTOMER CARE For Stationary Power Applications**

With tested knowledge and know-how, Plug Power has developed a strong expertise in keeping customer DC power plants up and running. The GenCare program offers aftermarket service options to stationary customers in order to make the move to hydrogen and fuel cells even easier.

GenCare provides ongoing service for both GenSure fuel cells and GenFuel hydrogen infrastructure, offering a menu of tiered services on either a comprehensive or a la carte basis. Services include everything from preventive maintenance, health checks and managed spares programs to monitoring, in-the-field service and extended warranty options.

Proactive one stop shopping makes it easy to ensure that your GenSure fuel cells are ready to provide optimal power when power is critical.

With comprehensive customer care, our customers  
Power Their Possibilities.



**There's no better way to  
guarantee uptime.**

## PREVENTIVE MAINTENANCE

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

## ON-SITE SERVICE AND SUPPORT

GenCare technicians can perform preventive maintenance and service labor at your site. A managed spares program is also available as part of GenCare, providing rapid response to parts requests by the customer or GenCare technicians. A managed spares program ensures that non-warranty needs in the field can be quickly resolved without the need to issue a purchase order.

## ADVANCED SYSTEM MONITORING

For customer locations with network connectivity, consistent diagnostics of the GenSure and GenFuel systems allow the customer and the GenCare service team to monitor uptime and reliability of the hydrogen and fuel cell system.

## TIERED SERVICE CONTRACTS

Plug Power's GenCare contracts for the stationary market include a menu of selectable services to suit the needs of each customer. Include preventive maintenance and health checks, an extended warranty and/or a managed spares program. GenCare is flexible because the work environment isn't always structured the same for each customer.

## GENCARE SERVICE

### Comprehensive or a la carte (Services priced as needed)

Standard factory warranty	Preventive hydrogen infrastructure maintenance
Extended warranty	Fuel cell health checks
Preventive fuel cell maintenance	Managed spares program
	System monitoring*

### Contract Terms

5 years typical. Flexible depending on the needs of each customer's business.

\*Depending on customer network connectivity



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