



# Customer Support Ticket Submission Template

Please complete the form below and include this document as an attachment to your support inquiry. Additionally, please provide screenshots or photos and a Salesforce invoice or proof of purchase as an attachment. The following information is needed to expedite the ticket resolution process. Incomplete information may result in a delay to ticket resolution.

**First Name**

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**Last Name**

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**Company Name (if applicable)**

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**Phone Number**

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**Email Address**

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**Do you belong to a Utility Program or Corporate Account?**

**Yes (please specify)**

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**No**

**Product(s)**

JuiceBox®

JuiceBox® Pro

JuiceStand Pro™

JuicePedestal™

JuicePump™ DCFC

JuiceRouter™

Enel X Way App

JuiceNet® Software

Other (please specify)

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**Unit ID Number(s)**

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Find product Unit ID location on page 2. For multiple products, separate Unit ID with a comma.

**Issue (provide as much information as possible)**









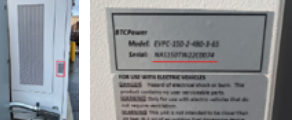
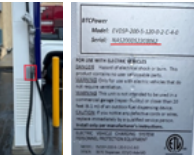
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**Have you attempted to power cycle the unit since the issue occurred?**

**Yes**

**No**

## Enel X Way Unit ID Location Table

Product	Location	Picture Reference
<b>JuiceBox (Legacy Models)</b> *Stand and pedestal Unit IDs found on JuiceBox chargers	<ul style="list-style-type: none"> <li>Side of the unit</li> <li>Printed on the sticker</li> </ul>	
<b>JuiceBox (Current Models)</b> *Stand and pedestal Unit IDs found on JuiceBox chargers	<ul style="list-style-type: none"> <li>Side of the unit</li> <li>Printed on the sticker label</li> </ul>	
<b>JuiceRouter</b>	<ul style="list-style-type: none"> <li>Side of the unit</li> <li>Printed on the sticker label</li> </ul>	
<b>Payter Credit Card Reader</b>	<ul style="list-style-type: none"> <li>Located under the terminal</li> <li>Below the printed barcode</li> </ul>	
<b>JuicePump 50 kW</b>	<ul style="list-style-type: none"> <li>Located on the right rear bottom of the unit</li> <li>Printed "Veefil" sticker label</li> <li>Should this label be missing or incorrect, the charger's serial number is also engraved on the top right frame of the unit</li> </ul>	
<b>JuicePump RTM 50/75 kW</b>	<ul style="list-style-type: none"> <li>Located on the bottom left side of the unit, when standing in front of it</li> <li>Printed "Veefil" sticker label</li> </ul>	
<b>JuicePump 175 kW Power Cabinet</b>	<ul style="list-style-type: none"> <li>There are two labels needed on the power cabinet</li> <li>Both are located towards the bottom front of the unit</li> <li>One is for the Electronic Vehicle Charger Control Unit (CCU)</li> <li>The other is for the entire cabinet itself</li> </ul>	
<b>JuicePump 175 kW Dispenser</b>	<ul style="list-style-type: none"> <li>Located on the right rear of the dispenser</li> <li>Printed "Veefil" sticker label</li> <li>This serial is for the dispenser unit only</li> </ul>	
<b>JuicePump 100-350 kW Power Cabinet</b>	<ul style="list-style-type: none"> <li>These are the "HPC series" of chargers from BTC</li> <li>Label locations will be the same regardless of Gen 2 or 4</li> <li>Located on the side of the cabinet</li> <li>Printed on "BTC Power" Sticker Label</li> </ul>	
<b>JuicePump 100-350 kW Dispenser</b>	<ul style="list-style-type: none"> <li>These are the "HPC series" of chargers from BTC</li> <li>Label locations will be the same regardless of Gen 2 or 4</li> <li>Located on the side of the cabinet</li> <li>Printed on "BTC Power" Sticker Label</li> </ul>	
<b>JuicePump 180 kW All-In-One (AIO)</b>	<ul style="list-style-type: none"> <li>Located on the right side of the unit when standing in front of it, directly to the right of the CCS cable input</li> <li>Printed on "BTC Power" Sticker Label</li> </ul>	