

Smart After-Sales Service for Hybrid Energy Systems in Malaysia



Overview

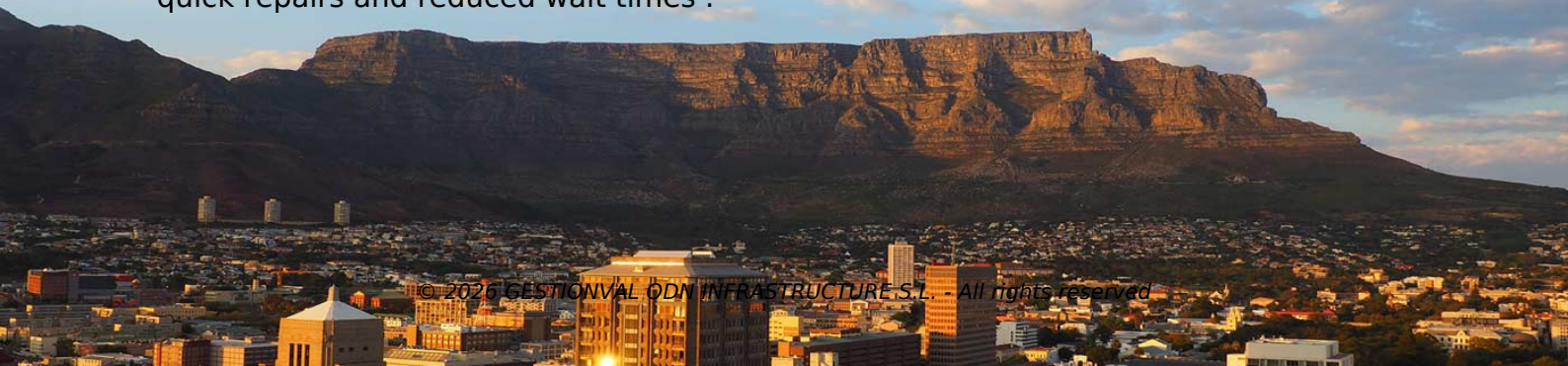
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Key Takeaways

Malaysia offers advanced after-sales services for hybrid energy systems, including real-time battery monitoring, local repair partnerships, digital service platforms, and comprehensive parts and support networks. Smart EV After-Sales Services

smart Malaysia has introduced the smartCare program, a comprehensive after-sales service ecosystem designed to enhance EV ownership and ensure system reliability and safety . Key features include:

- Live High Voltage (HV) Battery Monitoring: Real-time monitoring of battery health in smart EVs, sending alerts to smart Central in China for proactive maintenance .
- Local HV Battery Repair Partners: Certified technicians perform eco-friendly repairs, reusing functional components to minimize downtime and environmental impact .
- Digital Services via Hello smart App: Owners can book services, access user guides, and receive emergency assistance through a user-friendly interface .
- Parts and Logistics Support: Over 3,000 SKUs and 10,000 parts in stock, ensuring quick repairs and reduced wait times .



- **Service Facilities:** Dedicated HV battery rooms, EV chargers at all outlets, and body & paint repair centers in Ipoh, Kuala Lumpur, and Penang .
 - **Qualified EV Technicians:** Continuous training ensures up-to-date knowledge of EV and hybrid energy technologies .
 - **Warranty and Assistance:** Includes 8-year/200,000 km battery warranty, 4-year vehicle warranty, 2-year spare parts warranty, and 24/7 roadside assistance .
- Hybrid Energy Systems Support

For broader hybrid energy systems, including solar and battery energy storage systems (BESS), distributors like One Green provide:

- **Grid-tied and Hybrid Inverters:** Efficient, reliable, and compatible with residential, commercial, and utility-scale projects .
- **Modular and Scalable Battery Solutions:** Designed for peak shaving, load shifting, and backup applications, maximizing energy independence .
- **Comprehensive Components:** Solar cables, mounting structures, rapid shutdown devices, and monitoring systems for safe and compliant installations .
- **Technical Support:** Consistent product availability and responsive support for installers and EPCCs, ensuring smooth deployment and maintenance .

Benefits of Smart After-Sales Ecosystem

- **Proactive Maintenance:** Real-time monitoring allows early detection of potential issues, reducing system downtime.
- **Eco-Friendly Repairs:** Reuse of functional components minimizes environmental impact.
- **Enhanced Reliability:** Certified technicians and digital tools ensure optimal performance of hybrid energy systems.
- **Convenience:** Centralized service centers, digital apps, and extensive parts inventory streamline maintenance and repairs. In Malaysia, these services collectively ensure that hybrid energy systems, whether in EVs or solar-battery setups, are maintained efficiently, safely, and sustainably, providing peace of mind to owners and operators while supporting long-term energy performance and reliability .

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smart Malaysia Debuts smartCare EV Aftersales Service Program

With more than 3,000 SKUs and over 10,000 parts in stock, this partnership aims to reduce wait times and enhances

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