

Lifecycle Service



Natural Gas Vehicle
Fueling Stations

Safe & reliable
refueling
for natural gas
vehicles (NGV)



Complete aftermarket service package to keep your fueling station operating at peak performance

Start-up support, remote monitoring, helpdesk, preventive maintenance, servicing, calibration, training with qualified personnel across Europe.



Hypercare program for smooth start-up and continuous operation

Chart's HYPERCARE program is specially designed to support you through the critical start-up phase of your station.

- 24/7 on-site assistance
- Operator and driver training
- Remote monitoring and immediate access to Chart experts through our helpdesk



Howden Uptime elevates the reliability of LNG fueling stations

- Automated tracking of station availability
- Planned maintenance scheduling
- Alert insight and root cause analysis
- Thermal performance monitoring
- Usage trends
- Included in initial warranty



Remote Helpdesk Support 24/7

Helpdesk Available 24/7!

- Equipment analysis
- Technical assistance
- Trouble shooting
- Software updates
- Emergency assistance



Maintenance and Calibration

Periodic inspection of all key components including tank, vaporiser, dispenser, pipe work, electrics, safety and control systems.

All calibrations are carried by Chart technicians in full accordance European regulations.



Spare Parts Program

Guaranteed dispatch within 48 hours. Emergency fast-track available on request.

Optional customer specific spares inventory:

- Critical
- Emergency
- Recommended



Training

Tailored packages for customers, subcontractors and level 1 service providers.

All training is provided by Chart qualified technicians.

Single-day training programs include:

- Fueling station: Functionality, operation & safety
- LNG dispenser: Daily usage and maintenance
- LNG trailer: Filling and unloading processes
- Intervention on site (basic knowledge)
- First level troubleshooting training (diagnostic, parts replacement, etc.)



Please contact us

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