Commercial EV Charger Maintenance: A Practical Guide



Updated 23 November 2026. A charger that will not start a session is worse than no charger at all: drivers plan around it, fleets miss their overnight top up and staff stop trusting the system. Good commercial EV charger maintenance stops that happening, and it costs far less than the downtime it prevents. Here is what maintenance should cover, how often it should happen and what to look for in a contract.

Why commercial EV charger maintenance matters

Chargers on a business site work hard. They sit outside in all weathers, cables are dropped and driven over, and the units rely on software, a data connection and a back office platform to authorise and bill sessions. Any one of those can fail.

There are three good reasons to maintain them properly:

- **Safety and the law.** The Electricity at Work Regulations 1989 require electrical systems to be maintained, so far as is reasonably practicable, to prevent danger. Chargers are part of your electrical system.
- **Uptime.** Most faults are small: a tripped protective device, a lost data signal, a damaged connector or an out of date firmware version. Caught early, they are a quick fix. Left alone, they become a charger nobody uses.
- **Protecting your investment.** Grant funded chargers must be installed to BS 7671 and the

IET Code of Practice for EV charging equipment. Keeping them in that condition protects your warranty and the value of the installation.

What a maintenance visit should include

A proper service visit is more than a wipe down. As a minimum, expect:

- A visual check of each unit, pedestal, cable, connector and holster for damage, water ingress and wear
- Checks on isolators, protective devices and earthing, with electrical testing where required
- Thermal imaging of terminations to spot connections running hot
- A test charge on every socket to confirm sessions start, stop and record correctly
- Firmware updates and a check of the data connection and back office settings
- Signage, bay markings and accessibility checked against how the site is actually used
- A written report with photos, readings and any recommended remedial work

How often should commercial chargers be serviced?

There is no single legal interval for EV chargers. The right frequency depends on how heavily they are used, where they are installed and who uses them. For most business sites, we recommend:

- **Remote monitoring all the time.** Networked chargers report faults as they happen, so many problems can be spotted and reset remotely before a driver notices. Our guide to monitoring commercial EV charging explains how this works.
- **Simple monthly checks by site staff.** A walk round to look for damaged cables, loose holsters and warning lights.
- **A planned service visit at least once a year,** more often for busy fleet depots, public car parks and rapid chargers.
- **Periodic inspection and testing** of the installation at the interval recommended on your electrical certificate.

If your chargers are open to the public

If members of the public can use your chargers, the Public Charge Point Regulations 2023 apply to the charge point operator. Every public charge point must be backed by a free, staffed helpline available 24 hours a day, and networks of rapid chargers (50kW and above) must be reliable 99 percent of the time on average over each calendar year. That level of reliability is impossible without active monitoring and a maintenance partner who can respond quickly.

What a dead charger really costs

Take a depot running ten electric vans, each covering 100 miles a day at around 0.35 kWh per mile. That is 35 kWh per van per day. As an illustration, at 25p per kWh on a business tariff, a night on the depot charger costs about £8.75 per van. Push that same van onto a public rapid charger at 75p per kWh and the same miles cost around £26.25, plus the driver time spent waiting.

If one charger is out of action for a fortnight and two vans have to use the public network every working day, that is roughly £35 a day, or about £350 over ten working days, before counting lost hours. A single service visit typically costs less than that. You can compare fuel costs in more detail in our cost per mile guide.

What to look for in a maintenance contract

Not all maintenance plans are equal. Before you sign, check:

- **Response times.** How quickly will someone attend a fault, and is that measured in working hours or calendar hours?
- **Remote support.** Can the provider see your chargers and reset them without a visit?
- **Parts and labour.** What is included, and how are replacement connectors and cables priced?
- **Brands covered.** Can they support the makes you already have, not just the ones they sell?
- **Reporting.** Do you get uptime figures and a written record of every visit?
- **Software.** Who looks after firmware, the back office platform and tariff settings?

Also check your existing warranty terms. Our post on charger warranties and support covers what manufacturers usually require.

Planning new chargers? Build maintenance in from day one

The cheapest way to keep chargers working is to install the right ones in the first place: networked units, sensible cable management, protection against vehicle impact and a supply sized for the load. That is how we approach every commercial EV charging installation. If you already have chargers that are underused or unreliable, see our EV charger maintenance service and we can survey them and tell you honestly whether they are worth repairing.

Grants are still available for new workplace chargers until 31 March 2027, and fleet operators can look at the Depot Charging Scheme.

Chargers not pulling their weight?

Book a free site survey. We check your chargers and supply, fix what is worth fixing and plan any new chargers, including the grant paperwork. No obligation.

Book a free site survey or call 0121 661 7969

Sources: The Electricity at Work Regulations 1989, regulation 4 (legislation.gov.uk); The Public Charge Point Regulations 2023 and OZEV guidance (GOV.UK); Commercial chargepoints: minimum technical specification (GOV.UK); Workplace Charging Scheme guidance for installers (GOV.UK). Running cost figures are illustrative.