

ChargePoint Service Products

Everything you need to make EV charging a success for your business.

ChargePoint®, the company that built the largest and most open EV charging network in the world, also provides best-in-class services to help you at all stages of implementing an EV charging solution that is right for your business. Backing up these service products is the largest and most experienced support team in the industry.

ChargePoint Assure

High quality service and support starts with high quality products, site preparation and installation. Even though ChargePoint stations are the most advanced and reliable in the world, site conditions, daily use, accidents and sometimes even equipment failures can cause unanticipated cost and effort to resolve. That's why ChargePoint offers best warranty in the industry—ChargePoint Assure.

To keep your stations online and to ensure the best charging experience, we go beyond the typical warranty. Under Assure, we proactively monitor your stations, report performance metrics and perform unlimited software configuration changes at no additional cost. We back our performance with a service level response time commitment and a 98% annual station uptime commitment. We even cover labor costs for repairs typically excluded from warranties, like vandalism, abuse and accidents.

Once validated, each ChargePoint station comes with one year of coverage under Assure at no cost. Want more years of worry free support? Purchase up to four years of additional support through ChargePoint Assure for as little as 10% of list price per year.

Key benefits of ChargePoint Assure:

- + Unlimited software configuration changes
- + 98% annual uptime guarantee with non-performance penalty
- + Response time of one business day to station failures, or within one day from parts arrival when necessary
- + Monthly summary reports and detailed quarterly reports of your station's performance metrics
- + Proactive station monitoring and dispatch
- + Coverage of labor for repairs of issues typically not covered under warranty such as vandalism, abuse and accidents

Note: A successful Site Validation is required to enable your first year of coverage under ChargePoint Assure. Without a successful Site Validation your stations will only be eligible for our standard parts-only exchange warranty

Site Qualification Survey and Installation Services

To ensure your stations are installed with the highest quality standards at the lowest possible cost, ChargePoint works with a nationwide network of premier operations and maintenance partners (O&M partners). These partners are contractually committed to providing the highest level of service using personnel that have been trained and certified by ChargePoint. Using our partners to survey your site, complete the site preparation and install your stations automatically validates and qualifies your site for coverage under Assure. If you choose to employ an installation contractor other than the ChargePoint O&M partner, additional steps are necessary to validate and qualify your site for Assure.

Key benefits of an SQS:

- + Evaluation of electrical capacity to determine requirements for trenching, panels, transformers, and wiring
- + Assessment of local and state permit requirements
- + Analysis of available cellular coverage
- + Comprehensive quote for turnkey design, permitting, site preparation, station installation and site validation

Key benefits of engaging a ChargePoint O&M partner to install your stations:

- + Pricing is based on benchmarks achieved through competitive bidding
- + No hidden costs. Our partners provide a turnkey commitment for design, permitting, delivery and inspection
- + All work performed is covered under warranty for 12 months
- + Close coordination with the ChargePoint support team from start to finish
- + Warranty claims are administrated by ChargePoint support
- + Auditable adherence to ChargePoint quality and performance specifications
- + All work is performed by licensed and ChargePoint certified installers whose work automatically qualifies your site for coverage under Assure

Station Installation and Validation Services

Because proper installation is crucial to trouble-free charging station operation, ChargePoint now offers Station Installation and Validation Services at a nominal cost per site.

With our Station Installation and Validation Services, your station will be installed and validated by a qualified and ChargePoint certified installer to ensure it meets the technical and operational standards.

Key benefits of Station Installation and Validation Services:




- + Installation will be performed by an experienced and ChargePoint certified installer
- + Inspection of transformers, panel, breaker and wiring
- + Confirmation of adequate cellular and local area network coverage
- + Confirmation that installation meets all documented ChargePoint technical and operational requirements

Site Validation is also available as a standalone service for customers who wish to use their own contractor for site design and/or installation.

Should you choose a ChargePoint O&M partner to perform your site preparation and station installation, Site Validation is included at no cost.

Contact Us

To order ChargePoint services and warranties:

-  Visit chargepoint.com/service
-  Call +1.408.705.1992
-  Email sales@chargepoint.com

Station Activation and Configuration Services

The ChargePoint network offers powerful and flexible tools to help you manage your stations. As a station owner you have complete control of pricing, access control, station visibility to the public, advertising messages, video displays, administration rights granting, reservation policy, and more. With the purchase of Station Activation and Configuration Service, one of our specialists will work with you on the initial set-up and activation of your stations based on your specific needs. Take advantage of our experts' experience with Station Activation and Configuration Service to get you up and running quickly.

Key benefits of Station Activation and Configuration Service:

- + Consultation and expert advice on best practices for setting pricing, access and station policies
- + Expert configuration of your charging stations and policies
- + Hassle-free activation of stations and ongoing coverage and care under Assure

Ordering Information

Service Product	Order Code
Site Qualification Survey	Contact your ChargePoint Sales Representative
Assure for CT4000	CT4000-ASSURE ⁿ¹
Assure for Express 100	CPE100-ASSURE ⁿ²
Assure for Express 200	CPE200-ASSURE ⁿ²
Station Installation and Validation for CT4000	CT4000-INSTALLVALID
Site Validation for CT4000	CT4000-SITEVALID
Site Validation for Express	CPEXPRESS-SITEVALID
Station Activation and Configuration Service	CPSUPPORT-ACTIVE

¹ Substitute *n* for additional years of service desired. (1, 2, 3, or 4 years).

² Substitute *n* for additional years of service desired. (1, or 2 years).

³ Substitute *n* for desired years of service. (1, 2, 3, 4, or 5 years).

