

Service Products and Support

We've got you covered.

Our service products and support solutions provide everything you need to make electric vehicle (EV) charging a success for your business.

Offering EV charging is a great way to attract drivers to your business, reach your sustainability goals, boost revenue and much more. But setting up and running a successful EV charging program can take considerable time and effort—especially if you've never done it before. That's why ChargePoint offers a comprehensive range of service products and support solutions that make getting started with EV charging faster, easier, and more convenient than ever.

Our Service Products and Support team will assist you at every step of the way from designing your program, to finding one of ChargePoint's national operations and maintenance (O&M) partners for site preparation and installation, to configuring and activating your charging stations, and finally, helping you plan for future expansion. Plus, with our initial and extended maintenance coverage, you'll get all the coverage you need for a truly worry-free experience.

When you choose ChargePoint, you don't just get industry-leading charging stations and access to the world's largest and most open EV charging network. You also get a partner who has got you covered, no matter where you are on the road to EV charging success.

| Where you are | ChargePoint Service Products and Support |
|--------------------------------------|--|
| Design and plan your site | Site Planning, Installation and Validation by a national O&M partner |
| Install your stations | Installation by a national O&M partner |
| Configure and activate your stations | ChargePoint Configuration and Activation |
| Manage and maintain your stations | ChargePoint Assure |

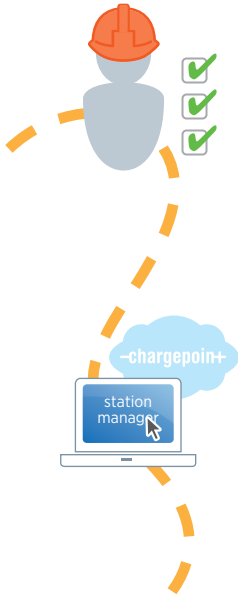


Getting started—fast

With installation of any ChargePoint station, you start with one year of coverage under ChargePoint Assure, the industry's first Parts and On-Site Labor warranty program. With Assure, if any ChargePoint product fails due to a manufacturing defect, the ChargePoint support team will roll to your site and repair or replace your stations at no cost with a one business day response commitment. ChargePoint Assure also provides the following:

- + A broad range of service level commitments
- + Monthly and quarterly station performance metrics reporting
- + Unlimited station management software changes
- + 98% station uptime commitment with non-performance penalties
- + Repair labor coverage for failures typically excluded for warranty such as vandalism, abuse and accidents

Want more years of worry-free operation? You can add up to four additional years of coverage under ChargePoint Assure.



Pulling ahead of the pack

Offering EV charging can seem like a big step. It means designing your site, installing your stations and making sure they're correctly configured and activated. Fortunately, our Service Products and Support team is here to help.

First, ChargePoint's national O&M partners offer a Site Qualification Survey service to ensure your stations are placed at the right location to achieve optimal performance. Our partners will provide a no-obligation quote and top quality station installation at competitive, prices.

Rather use your preferred installation team? No problem, ChargePoint Site Validation allows you to use your preferred installation contractor while assuring their work meets all published requirements of a quality installation and activates your Assure coverage.

Once your stations have been professionally installed, ChargePoint's Configuration and Activation service will quickly get them online. We'll help you set up and activate your stations according to your EV charging program goals, and we'll test your station configurations before they go live.

Maintaining your lead




If you're like many of our customers, you may not have time to manage your EV charging offerings on a daily basis. With ChargePoint Assure solution we will manage your stations for you so you can get the full value from your EV charging program. Our experts will do it for you according to your custom EV Charging needs. You'll receive unlimited changes to your software configuration (pricing policies, access control, etc.), monthly reports and analytics, that help you manage EV station utilization and performance.

The road ahead

ChargePoint is committed to expanding our EV charging network. A big part of that commitment is continually looking for new ways to help ChargePoint station owners grow and thrive. We hope you'll take a closer look at our service products and support options—and think about driving into the future by adding EV charging to your business model.

Ready to start your EV charging program?

We want to hear from you.

-  Visit chargepoint.com/service
-  Call +1.408.370.3802 or +1.877.370.3802 (US toll free)
-  Email sales@chargepoint.com



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