

ChargePoint Service Products

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

ChargePoint, the company that developed the largest and most open EV charging network in the world, now 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® charging stations are the most advanced and reliable in the world, site conditions, utilization, accidents and sometimes even equipment failures can cause unanticipated costs and efforts to resolve. For these reasons, ChargePoint has developed and offers the best warranty in the industry. Each ChargePoint station comes with 1 year of ChargePoint Assure coverage—the industry's first and most comprehensive Parts and On-Site Labor warranty at no extra cost.

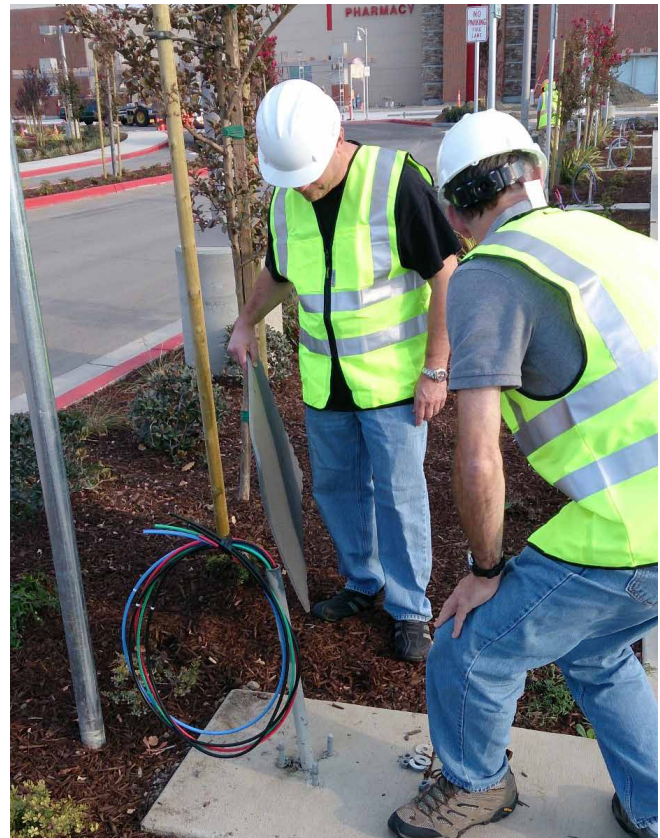
To keep your stations online and to ensure an enjoyable experience for both the driver as well as the station owner, we go beyond the typical warranty break fix features. We've included station management, station performance metrics reporting and unlimited software configuration changes at no additional 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 items typically excluded from most warranties like vandalism, abuse and accidents.

Ongoing station management service is a key part of Assure. The annual Cloud Services Subscription is required for all ChargePoint stations and gives you, the station owner, access to a rich set of data and analytic tools to monitor the usage of your charging stations, identify problems, and assess how well your stations are meeting your business goals. You can easily add new stations, and design and modify your station policies, however with Assure, you may request these changes be performed on your behalf by our expert staff.

With the station management service from ChargePoint Assure, you can request the day-to-day management of your stations be performed by the ChargePoint team for hands-off management.

That's a full year of no worry support. If a station fails due to a manufacturing defect we roll our service team to repair or replace that product on site.

Want more years of worry free support? Purchase 1 to 4 additional years of ChargePoint Assure coverage 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
- + 1 business day response time to station failures or 1 business day from Parts arrival when required
- + Monthly summary reports and detailed quarterly reports of your station's performance metrics
- + Proactive station monitoring and dispatch
- + Labor coverage for station equipment issues typically not covered by warranty such as vandalism, abuse and accidents caused by reckless drivers or snow plows

Note: A successful Site Validation is required to enable your first year ChargePoint Assure coverage. Without a successful Site Validation your stations will be covered by our standard Parts-Only exchange warranty.

Site Qualification Survey and Installation Services

To ensure your station installation is performed to the highest quality standards and at the lowest possible cost, ChargePoint has partnered with select national operations & 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 these Partners to survey your site, and complete the site preparation and station installation automatically qualifies your site for ChargePoint's Assure Parts and Labor warranty. If you choose to employ an installation contractor other than the ChargePoint O&M partner, validating the installation quality to obtain the Assure warranty involves having a ChargePoint validating the site preparation and installation following completion by the independent contractor or internal customer installer.

Key benefits of SQS:

- + Electrical capacity assessment to determine requirements for trenching, panels, transformers, and wiring
- + Assessment of local and state permit requirements
- + Analysis of available cellular coverage
- + A 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 warranted for 12 months
- + Close coordination and documentation with ChargePoint support team from start to finish
- + Warranty claims are administrated by ChargePoint support
- + Auditable adherence to ChargePoint quality and performance specifications
- + Licensed and ChargePoint Certified staff

Site Validation Service

Because proper installation is critical to trouble-free charging station operation, ChargePoint now offers a Site Validation service at a nominal cost per site to validate that your installation was performed properly. A successful Site Validation is required to enable your first year of ChargePoint Assure coverage, however, should you choose a ChargePoint O&M partner to perform your installation, the Site Validation is included at no cost. Order a ChargePoint Site Validation after the completion of your station installation to make sure your installation is done to ChargePoint's technical and operational requirements and to activate the ChargePoint Assure coverage during the full 12 months after station activation.

Key benefits of ChargePoint Site Validation Service:

- + Electrical capacity validation and transformers, panel, breaker, and wiring inspection
- + Confirmation of adequate cellular and local area network coverage
- + Confirmation that installation meets all documented ChargePoint requirements



Station Activation and Configuration Services

Charging stations on the ChargePoint network deliver the ultimate in flexibility when it comes to setting charging station policies. As a ChargePoint 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 ChargePoint Configuration and Activation, 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 and purchase Station Activation and Configuration Service with all your stations to get you up and running quickly.

Key benefits of Station Activation and Configuration Service:

- + Activate ChargePoint service plans
- + Activate ChargePoint warranties
- + Configure administrator accounts
- + Configure Radio Groups
- + Configure Custom Groups
- + Configure Connections
- + Configure Access Control
- + Configure Visibility Control
- + Configure Pricing
- + Configure advertising
- + Configure station video clips
- + Configure reports and alerts

Ordering Information

Service Product	Order Code
ChargePoint Assure for CT4000	CT4000-ASSURE ⁿ ¹
ChargePoint Assure for Express 100	CPE100-ASSURE ⁿ ²
ChargePoint Assure for Express 200	CPE200-ASSURE ⁿ ²
ChargePoint Site Qualification Survey	Contact your ChargePoint Sales Representative
ChargePoint Site Validation for CT4000	CT4000-SITEVALID
ChargePoint Site Validation for Express	CPEXPRESS-SITEVALID
Station Activation & 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).

Contact Us

To order ChargePoint services and warranties:



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