

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. The ChargePoint® CT4000 is the most advanced and reliable charging station in the world. Built on millions of operating hours of EV charging experience, the CT4000 family is so reliable that ChargePoint can offer the best warranty in the Industry. Each CT4000 comes with 1 year of ChargePoint Assure coverage—the industry's first Parts and On-Site Labor warranty at no extra cost. That's a full year of no worry support. If a CT4000 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 5 additional years of ChargePoint Assure coverage for as little as 10% of list price per year.

Key benefits of ChargePoint Assure:

- + All parts and dispatched repair labor
- + Coverage in all 50 states and Canada
- + All triage and repair coordination responsibilities
- + Remote automated monitoring and proactive dispatch

Note: A successful Site Validation is required to enable your first year ChargePoint Assure coverage. Without a successful Site Validation your CT4000 will be covered by our standard Parts-Only exchange warranty.

Site Qualification Survey and Installation Services

Accurate site qualification, quality site preparation, and professional station installation are imperative to the ongoing reliability of your EV charging stations. 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. That service begins with a ChargePoint O&M partner providing, at your request, a Site Qualification Survey (SQS) and a competitive installation quote at no cost or obligation to you should you ultimately choose to employ an installation contractor other than the ChargePoint O&M partner. Contact support@chargepoint.com to request your no-cost, no-obligation Site Qualification Survey.

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
- + Includes Site Validation to activate your first year of ChargePoint Assure

Site Validation Service

Because proper installation is critical to trouble-free charging station operation, ChargePoint now offers a Site Validation service at a very 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 prior to completion of your station installation to make sure your ChargePoint Assure coverage is in effect 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

Station Management Service

The annual Cloud Services Subscription required for all ChargePoint stations 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 sophisticated station policies to meet your changing business needs. But what if you don't have the staff or the time to take advantage of all that capability? The ChargePoint Station Management Service is designed for those station owners who wish to outsource all those day-to-day management tasks. Start with Station Activation and Configuration Service and add 1 to 5 years of Station Management Service to leave the day-to-day details to your ChargePoint support team. Combine with ChargePoint Assure for a totally outsourced, hands off EV charging solution.

Key benefits of Station Management Service:

- + Zero day-to-day station management resource
- + Unlimited station policy changes—just call or email our support team
- + Monthly summary and quarterly detailed reporting
- + Coordination of service calls
- + Coordination of installation of new stations
- + Discount for multiple year purchase
- + Combine with ChargePoint Assure for a 98% uptime guarantee with a 10x prorated penalty for nonperformance
- + Combine with ChargePoint Assure for one business day response commitment



Ordering Information

Service Product	Order Code
ChargePoint Assure	CT4000-ASSURE <i>n</i>
ChargePoint Site Qualification Survey	Contact support@chargepoint.com
ChargePoint Site Validation	CT4000-SITEVALID
Station Activation & Configuration Service	CPSUPPORT-ACTIVE
Station Management Service	CPSUPPORT-MGMT <i>n</i>

* Substitute *n* for the duration of the warranty or service. (1, 2, 3, 4, or 5 year).

Contact Us

To order ChargePoint services and warranties:

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



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