

Service Products and Support

We've got you covered.

ChargePoint offers world-class service products and support to meet your needs at every stage of the EV charging experience. From site planning to installation and set up, to ongoing care, when you choose ChargePoint, you're covered.

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 every step of the way from designing your program, to 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 get all the coverage needed 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
Designing and planning of your site	Identification of a ChargePoint® operations and maintenance (O&M) partner, Site Qualification Survey
Installation of your stations	Installation by an O&M partner, Station Installation and Validation Services
Configuration and activation	Station Activation and Configuration
Ongoing management and maintenance	Assure

Getting started—fast

Initial Site Setup

Accurate site qualification, quality site preparation and professional installation are crucial for the ongoing reliability of your EV charging stations. To ensure your stations are installed with the highest quality standards at the lowest possible cost, ChargePoint has partnered with a nationwide network of operations & maintenance (O&M) professionals to provide you with high-quality design and installation services. Our ChargePoint trained and certified partners are contractually committed to offering the highest level of certified services at a competitive benchmarked price. Due to their advanced training and expertise, choosing a ChargePoint O&M partner automatically qualifies your stations for ChargePoint Assure on site maintenance and management plan purchases.

Initial Activation and Configuration

ChargePoint's solutions are versatile and can be customised to meet your charging goals. With the purchase of ChargePoint's Activation and Configuration service, a specialist will consult you directly to guide you in the set-up and activation of your stations.

Based on your needs, we'll set up all your charging policies as well, including pricing, access control, administration rights, advertisements and more. In addition, we'll provide you with the kind of expert advice on best practices that comes from establishing and operating the world's largest EV charging network.



Pulling ahead of the pack with ChargePoint Assure

ChargePoint Assure is the most comprehensive EV station maintenance and management program in the industry. Assure enhances your standard parts warranty with dispatched labor at committed service levels to perform on-site repairs, as well as a long list of additional features. Should a charging station fail due to a manufacturing defect or accident, the ChargePoint Support team will rush to your site to repair or replace the station. You may purchase up to five years of ChargePoint Assure coverage.

Additional Assure features include:

- + 24X7 proactive station health monitoring
- + Proactive dispatch of repair technicians when required
- + One (1) business day on-site response after parts are onsite
- + Unlimited software configuration changes
- + 98% annual uptime guarantee with financial penalty for non-performance
- + Monthly reports and detailed quarterly reports of your station's performance metrics
- + Coverage of labor for repairs typically not covered under standard warranty such as vandalism, abuse and accidents

In order to purchase ChargePoint Assure, your installation must be validated in one of two ways

1. Use a ChargePoint O&M partner to perform your site make-ready and station installation. Our expert, fully trained O&M partners will ensure that your charging stations are properly installed and validated.
2. If you choose not to use a ChargePoint O&M partner to prepare the site, ChargePoint's Station Installation and Validation Services allow you to use your own contractor to prepare the site. Once the site is prepared, we will visit your site and perform a quality inspection to ensure it meets ChargePoint's technical and operational standards and install your stations. In addition to qualifying your site for purchase of ChargePoint's Assure maintenance and management plan, Site Validation allows you to rest assured that your station's infrastructure and installation were performed correctly. The final validation of the site preparation and station install will qualify the station for Assure both during the warranty period and for continuing Assure coverage should you desire to purchase it.

Standard Warranty

ChargePoint offers best-in-class hardware and industry leading support. Our standard warranty is one year parts only when installed by a ChargePoint Certified Installer. We strongly recommend upgrading your standard warranty to ChargePoint's Assure maintenance and management plan for a comprehensive, turnkey, hassle-free station ownership experience

Maintaining your lead

With ChargePoint Assure, we proactively monitor your stations to ensure they are online giving your drivers the best possible charging experience. You'll receive unlimited changes to your software configuration including pricing policies access control and more, plus monthly reports and analytics that help you track your stations' utilization and performance.

The road ahead

ChargePoint is committed to expanding access to charging to help drive adoption of EVs. We are 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.



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