

ChargePoint Care

ChargePoint Care offers comprehensive monitoring, maintenance, support, and hassle-free issue resolution on Alfen stations for our commercial customers.

Stay on top of operations with proactive monitoring

- + Find out about critical problems before your drivers with remote monitoring
- + Keep your stations up and running with proactive troubleshooting and dispatch
- + Call us for expert support, Monday through Friday, in most European languages

Count on us with a one business day response time

- + We respond to all issues within one business day, and parts are typically shipped 5-7 business days after
- + Certified technicians will be on-site to repair your station within one business day of receiving any required parts
- + We include labour and travel coverage to repair issues that often aren't covered under warranty, such as vandalism and accidents.

Get a glimpse into driver behaviour with robust reporting

- + See how stations are being used in easy-to-read monthly summaries
- + Prove success and make improvements with quarterly reports on station utilization, performance, energy usage and environmental impact
- + Compare your station use with organizations like yours

Requirements

Installation quality affects the long-term reliability and availability of EV charging stations, so we require that stations covered by Care are installed in accordance with the manufacturer's specifications.

Choose one of the following ways to install your station and activate Care:

1. Complete station installation with an authorized installer that is certified and/or authorized by ChargePoint hardware supplier
2. Purchase installation from ChargePoint.

Commissioning is performed after the station is installed, and includes assessments (e.g., confirmation of cellular and local network coverage), startup of the station, and completion of any required configuration and pinpointing steps.

Care vs. Standard Warranty comparison

	Standard Warranty	Care
Availability	2 years included with all stations installed by an installer that is certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier ⁽¹⁾	Available for 3 or 5 years in conjunction with the purchase of the charger. Stations must be installed and validated by an installer that is certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier ⁽¹⁾
8x5 Technical Support	Included	Included
Proactive Monitoring	Not included	Included (critical issues)
Parts cost coverage	Included and parts ship to customer	Included and part delivery to service partner coordinated by a ChargePoint technical support engineer
Labor cost coverage	Not included: station owners must pay for labour separately ⁽²⁾	Included and coordinated by a ChargePoint technical support engineer. Labor cost coverage also included for damage caused by vandalism and accidents
Charging Reliability report	Not included	Included

Service Levels	Not Included	Remote Response 1 business day after receipt Onsite Response time: 5 to 7 Business Days
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⁽¹⁾ Installations not performed by a non-certified and/or authorized installer are not covered under warranty

⁽²⁾ Care is only available in Mainland Europe, U.K., and Ireland

Ordering Information

Product	Order Code
Care	ALF-S-CARE-3/ ALF-S-CARE-5 ALF-D-CARE-3/ALF-D-CARE-5
Onboarding, Configuration and Provisioning	CPSUPPORT-ACTIVE
Installation	ALF_INSTALL



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