

# ChargePoint Customer Managed Labor Plan

ChargePoint Customer Managed Labor Plan offers Proactive Monitoring, maintenance flexibility, and parts coverage.

ChargePoint® Customer Managed Labor Plan (CMLP) is a parts-only support plan that gives customers the flexibility to work with their on-site technicians for any ChargePoint hardware repairs. CMLP customers have access to proactive monitoring, 24/7 remote support, and standard or critical service levels.

## Work with your own technicians

- + Maximize station uptime by using your on-site technicians for repairs
- + Give your technicians another tool in their toolbelt with the ChargePoint Training & Certification program
- + Save time by avoiding searching for and scheduling a technician outside of your business

## Get the exact support you need

- + Access 24/7 remote expert support so your team never has to repair stations alone
- + Get notified about station issues as soon as they occur with proactive monitoring
- + Receive remote diagnostics within two business days to support your technician's repairs

## Rest easy with reliable parts at your fingertips

- + Purchase parts that have been tested for reliability in our world class testing facility
- + Get fast resolution with delivery of parts within four business days
- + Keep parts stocked on-site for faster issue resolution

## Requirements

Installation quality affects the long-term reliability and availability of EV charging stations, so we require that stations covered by CMLP are installed by ChargePoint-certified technicians.

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

1. Complete station installation with a ChargePoint-certified technician.
2. Complete station installation by purchasing Installation from ChargePoint.

ChargePoint DC stations must be commissioned by a ChargePoint Authorized Commissioning Partner. Commissioning is performed after the station is installed, and includes assessments (e.g., confirmation of cellular and local network coverage), energization of the station, and completion of any required configuration and pinpointing steps.

## Comparison

Offering	Standard Warranty	CMLP
Availability	2 years included with all stations installed by a ChargePoint-certified technician <sup>(1)</sup>	Available for up to 5 years. Stations must be installed and validated by a ChargePoint-certified technician <sup>(1)</sup>
24x7 Technical Support	Included	Included
Proactive Monitoring	Not included	Included
Parts cost coverage	Included and parts ship to customer	Included and coordinated by a ChargePoint support specialist
Labor cost coverage	Not included. Station owners must pay for labor separately	Not included. Labor needs to be provided by a ChargePoint-certified technician
Service Levels	Not included	<b>Response:</b> 1 business day (CMLP) or 1 hour (CMLP Critical <sup>(2)</sup> ) <b>Diagnosis:</b> 2 business days (CMLP) or 12 hours (CMLP Critical) <b>Part delivery:</b> 4 business days

<sup>(1)</sup> Installations performed by someone that is not certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier will void the warranty on your hardware.

<sup>(2)</sup> CMLP and CMLP Critical offer the same coverage with different service levels. Customer can note preference at time of order and use the relevant SKU listed in the Ordering Information table below.

Note: For more information on CMLP, please see the Remote Support and Parts Warranty Terms & Conditions at [www.chargepoint.com/legal/support-services](http://www.chargepoint.com/legal/support-services)

## Ordering Information

Description	Order Code
CMLP for CPF Family	CPF50-CUSTOMER-MANAGED-LABOR-[CRITICAL] <sup>(1)-n<sup>(2)</sup></sup>
CMLP for CT4000 Family	CT4000-CUSTOMER-MANAGED-LABOR-[CRITICAL] <sup>(1)-n<sup>(2)</sup></sup>
CMLP for CP6000 Family	CP6000-CUSTOMER-MANAGED-LABOR-[CRITICAL] <sup>(1)-n<sup>(2)</sup></sup>
CMLP for Express Family	CPE250-CUSTOMER-MANAGED-LABOR-[CRITICAL] <sup>(1)-n<sup>(2)</sup> EXPP-BLOCK-CUSTOMER-MANAGED-LABOR-[CRITICAL]<sup>(1)-n<sup>(2)</sup> EXPP-PL1000-SINGLE-CUSTOMER-MANAGED-LABOR-[CRITICAL]<sup>(1)-n<sup>(2)</sup> EXPP-PL1000-DUAL-CUSTOMER-MANAGED-LABOR-[CRITICAL]<sup>(1)-n<sup>(2)</sup> EXPP-PL2000-SINGLE-CUSTOMER-MANAGED-LABOR-[CRITICAL]<sup>(1)-n<sup>(2)</sup> EXPP-PL2000-DUAL-CUSTOMER-MANAGED-LABOR-[CRITICAL]<sup>(1)-n<sup>(2)</sup></sup></sup></sup></sup></sup></sup>
CMLP for Pantograph	EXPP-PANTO-PL2000-SINGLE-CUSTOMER-MANAGED-LABOR-[CRITICAL] <sup>(1)-n<sup>(2)</sup> EXPP-PANTO-PL2000-DUAL-CUSTOMER-MANAGED-LABOR-[CRITICAL]<sup>(1)-n<sup>(2)</sup></sup></sup>

<sup>(1)</sup> Include if CMLP Critical is desired

<sup>(2)</sup> Substitute n for desired years of service (3, 4 or 5 years). Customer Managed Labor Plan is not available for 1 or 2 year terms.

## Companion Services

Description	Order Code
Onboarding, Configuration and Provisioning	CPSUPPORT-ACTIVE
Installation for AC products	CPF-INSTALL-COMMISSIONING CT4000-INSTALL-COMMISSIONING CP6000-INSTALL-COMMISSIONING
Installation for Express Family	CPE250-INSTALL-COMMISSIONING CPE250-PAIRED-INSTALL-COMMISSIONING EXPP-PL1000-INSTALL-COMMISSIONING EXPP-PL2000-INSTALL-COMMISSIONING

	EXPP-BLOCK-INSTALL-COMMISSIONING
Commissioning for Express Family	CPE250-COMMISSIONING CPE250-PAIRED-COMMISSIONING EXPP-PL1000-COMMISSIONING EXPP-PL2000-COMMISSIONING EXPP-BLOCK-COMMISSIONING
Commissioning for Pantograph	PANTO-COMMISSIONING



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