

# ChargePoint Safeguard Care

Protect your EV charging revenue, reliability, and driver experience with regular inspections and preventive maintenance.



When issues go undetected and repairs take too long, EV charging sites lose revenue and driver trust. Safeguard Care fixes this with regular on-site inspections and proactive repairs by trained technicians, giving you complete visibility, faster resolution, and a more hands-off experience.



## Flexible Scheduling

Choose inspection frequency based on site traffic and operational needs.

## Easy Scaling

Grows organically across large install bases without adding complexity.

## Minimized Overhead

Designed to take support burden off your shoulders with proactive visits.



## What is included



### Hardware inspection

Full health checks on all critical components plus complete station cleaning.



### Proactive repair

Technicians arrive stocked with commonly replaced parts to resolve issues on the spot.



### Electrician escalation

Complex electrical issues are seamlessly handed off to ChargePoint certified technicians, so nothing falls through the cracks.



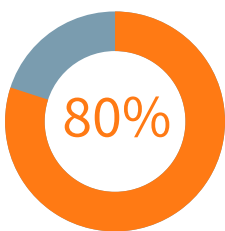
### Reporting

Clear, actionable visibility into site health, issues found, and actions taken, so you always know what's happening at your stations.



## Business impact

Customers have experienced up to:



less time spent dealing with support issues



higher utilization



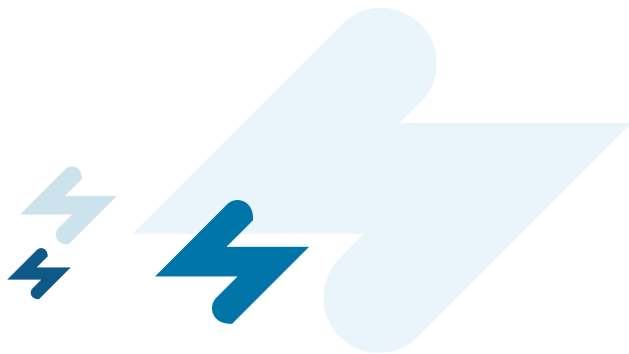
reduction in mean time to resolution



## Assure® and Safeguard Care - Best Together

As your foundational support plan, Assure® provides parts, labor, and prioritized timelines to get it resolved. Safeguard Care complements Assure by getting ahead of issues with scheduled on-site visits, either resolving issues without a support case or identifying everything needed to create one.

Together, they deliver faster resolution, lower costs, and complete peace of mind.



### Let's get started

We're here to help you evaluate your charging program and design a service plan that meets your needs.

[Connect with an Expert](#)

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