

ChargePoint Safeguard Care

ChargePoint Safeguard Care helps you identify and resolve issues with your chargers faster, while saving you time and money in the process.

Our inspectors come on-site to spot problems early, make minor repairs, arrange repairs, for more complex issues, and keep your charging site clean and tidy.

Free up your team's time

- + Stay focused on your business while we inspect your stations so you and your staff can focus on what matters most.

Minimize long-term expenses

- + Receive fast repair for common services issues, like latch repairs and retractor cable replacement, without the need to hire an electrician.

Maximize charging reliability

- + Prevent missed charging sessions and eliminate relying on drivers to report issues by proactively maintaining your stations. Our inspectors swiftly identify and report all levels of station issues, ensuring maximum uptime.

How it works

- + Inspections are scheduled (biweekly, monthly or quarterly)
- + Cleaning and common repairs are complete during the inspection
- + Electrical issues are escalated to ChargePoint's O&Ms, or your designated maintenance provider
- + Inspection report is shared with you including all station repairs, adjustments, escalations and advisories

Requirements

- + Available in select metro areas only (check coverage using the [ZIP code reference sheet](#))
- + Available for ChargePoint commercial AC stations only
- + Recommend pairing Safeguard Care with a ChargePoint support plan (e.g., Assure) to ensure electrical repair cost is minimized and resolution time is locked in (learn more about Assure in [the brochure](#))

Comparison

	Assure	Safeguard Care
Availability	Available for up to 5 years. Stations must be installed and validated by an installer that is certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier ⁽¹⁾	Available for up to 5 years. Stations must be installed and validated by an installer that is certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier ⁽¹⁾
Description	Support plan replacing your warranty providing you with comprehensive issue resolution, including parts and labor under targeted service levels	Support plan add-on complementary with your support plan or warranty providing you with comprehensive issue identification, with biweekly, monthly or quarterly site visits
Benefits	<ul style="list-style-type: none"> + Minimize your ownership costs with long-term parts and labor coverage + Maintain peace of mind with response time and uptime promises + Catch electronic issues with remote proactive monitoring 	<ul style="list-style-type: none"> + Free up your team's time with a proactive biweekly, monthly or quarterly visit + If you have parts coverage, receive fast repairs for common issues + Maximize charging reliability by swiftly identifying physical issues

⁽¹⁾ Installations performed by someone that is not certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier are not covered under warranty

⁽²⁾ For more information on Assure and Safeguard Care Terms & Conditions visit www.chargepoint.com/legal/support-services

Ordering Information

Description	Order Code
Safeguard Care for AC Family	CP-AC-SAFEGUARD-CARE-BIWEEKLY-n ⁽¹⁾
	CP-AC-SAFEGUARD-CARE-MONTHLY-n ⁽¹⁾
	CP-AC-SAFEGUARD-CARE-QUARTERLY-n ⁽¹⁾

⁽¹⁾ Substitute n for desired years of service (1, 2, 3, 4 or 5 years)

Companion Services

Description	Order Code
Onboarding, Configuration and Provisioning	CPSUPPORT-ACTIVE
Installation for AC products	CPF-INSTALL-COMMISSIONING

	CT4000-INSTALL-COMMISSIONING CP6000-INSTALL-COMMISSIONING
Commissioning for Express Family	CPE250-COMMISSIONING CPE250-PAIRED-COMMISSIONING EXPP-PL1000-COMMISSIONING EXPP-PL2000-COMMISSIONING EXPP-BLOCK-COMMISSIONING
Installation for Express Family	CPE250-INSTALL-COMMISSIONING CPE250-PAIRED-INSTALL-COMMISSIONING EXPP-PL1000-INSTALL-COMMISSIONING EXPP-PL2000-INSTALL-COMMISSIONING EXPP-BLOCK-INSTALL-COMMISSIONING



ChargePoint, Inc.
240 East Hacienda Avenue
Campbell, CA 95008-6617 USA

+1.408.841.4500 or
+1.877.370.3802 US and Canada toll-free

chargepoint.com

Contact Us

Visit chargepoint.com

Call +1.408.705.1992

Email sales@chargepoint.com

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