

ChargePoint Assure Assist

Get parts coverage, timeline certainty, and support while you leverage your internal or an existing partner's labor.



For station owners with on-site technicians, or who work with trusted ChargePoint® resellers, Assure® Assist offers a flexible plan preparing them for the unexpected while allowing them to retain control over who performs on-site repairs.



Savings

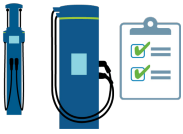
Reduce expenses by using your existing technicians or by bundling repairs with other work performed by your trusted ChargePoint partner.

Flexibility

Stock parts on site to minimize waiting times and choose the service levels that best meet your needs.



What is included



Parts coverage

Reduce average repair costs by up to 20% vs buying parts out of warranty.



Network Operating Center monitoring

Proactively identify issues and resolve many of them remotely.



Remote diagnosis

Determine issues' cause, warranty coverage, and parts requirements with responses within one business and issue diagnosis within two.

For mission critical operations, the optional Assure Assist Pro improves these service levels with response times within one hour and issue diagnosis within 12 hours.



24/7 remote expert support

Give technicians dedicated guidance as they perform repairs to ensure first-time-right work.



Above and beyond our standard warranty

	Standard Warranty Included with hardware purchase	Assure Assist
Term	2 Years	Up to 10 years total
Parts Coverage	Yes, shipped to customer	Yes, delivery coordinated by ChargePoint Service Technician
Labor Coverage	No	No, customers must use their own technician
Network Operating Center (NOC) Monitoring	No	Yes
Targeted Service Levels	No	1 Business Day Response 2 Business Day Diagnosis <i>Note: 1 Hour response / 12 Hour diagnosis for mission-critical applications also available with Assure Assist Pro.</i>

Note: For more information on Assure Assist, please see the Remote Support and Parts Warranty Terms & Conditions at www.chargepoint.com/legal/support-services



Assure Assist and the ChargePoint Training and Certification Program

Our training and certification program enables the technicians who work for our customers and partners to perform repairs on ChargePoint hardware. The program combines general electrical and electric vehicle supply equipment (EVSE) knowledge with actionable product-specific courses.

For more details, visit:

www.chargepoint.com/partners/training-certification.



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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