

Installation, Commissioning, and Activation:

Scope and Terms

Installation, Commissioning, and Activation are Services provided by ChargePoint to address the needs of our customers in the following ways:

Description of Services.

Installation. Once Site Preparation (as defined below) is completed by a customer who purchases (a) ChargePoint-manufactured electric vehicle charging station(s) or hardware and/or (b) third party-provided hardware sold by ChargePoint (subsections (a) and (b) are collectively defined as “**Products**”), a ChargePoint Operations and Maintenance partner (“**O&M Partner**”) will mount the Products on its anchor hardware or concrete pedestal, terminate the wires and then energize and configure the Product (“**Installation**”). Further, Installation for ChargePoint-manufactured DC Products includes Commissioning. See the “Key Tasks and Requirements” section below for further details and requirements for Installation.

Commissioning. After the Products are anchored and wires are terminated, a ChargePoint, or a third party authorized by ChargePoint to undertake Commissioning (“**Authorized Commissioning Partner**”), will perform various assessments, including without limitation, energize the charging hardware, complete any required configuration and pinpointing steps, and validate the Product was installed in accordance with ChargePoint’s specifications (“**Commissioning**”). Customer is required to purchase Commissioning from ChargePoint with its purchase of any ChargePoint-manufactured DC charging hardware. Commissioning may also be required for third party-manufactured DC charging stations – please inquire with ChargePoint for the latest requirements. See the “Key Tasks and Requirements” section below for further details and requirements for Installation.

Activation. ChargePoint will assist the customer with the onboarding, configuration, and activation of customer’s entitlements, including without limitation, entitlements to ChargePoint’s cloud management platform (“**ChargePoint Cloud Platform**”) in connection with the Products (“**Activation**”). See the “Key Tasks and Requirements” section below for further details and requirements for Activation, including ChargePoint’s onboarding guide at <https://chargepoint.ent.box.com/v/gettingstarted> for a detailed overview of the process for Activation.

Key Tasks and Requirements.

Please review the table below for a summary of the key tasks and requirements for the Services described above. All the Services described are subject to the ChargePoint Deployment and Consulting Terms and Conditions, as amended from time to time by ChargePoint, found at <https://www.chargepoint.com/legal/deployment-consulting-services>. Any capitalized term not otherwise defined in this Scope and Terms document are defined in the Deployment and Consulting Services Terms and Conditions.

Task		Activity
0	Service Prerequisites	Customer, or a third-party contractor separately procured by customer, must complete the “Service Prerequisites” listed under the Additional Terms and Conditions section below. In addition, customer is required to complete and/or submit all required documentation described in the ChargePoint’s “welcome email,” which initiates the activation and onboarding process for customer’s purchased Product to connect and interoperate with ChargePoint’s Cloud Platform (“ Welcome Email ”).
Installation		
1	Scheduling	ChargePoint will assign an O&M Partner to customer’s work order, and O&M Partner will reach out to customer to schedule a date to perform the Installation.
2	Safety Protocol	Once on-site at customer’s proposed site for Installation, O&M Partner will apply lock out/tag out (LOTO) to ensure Installation can be done in accordance with applicable safety requirements, site requirements, ChargePoint’s Health and Safety Policy, a copy of which may be requested from ChargePoint.
3	Electrical Assessment	O&M Partner will assess, measure, and verify the following in accordance with the Site Design Guide and Installation Guide (as both are defined below): • Protection devices (e.g. disconnects, breakers, fuses) • AC and DC Conductors (size, type, rating) • Breaker panels • Transformer configurations (Wye – secondary, input voltage) • Communication cables (e.g. routing, termination, pinout)
4	Civil Work Assessment	O&M Partner will assess, measure, and verify the following in accordance with the Site Design Guide: • ADA compliance to the extent specified in the Site Design Guide • Concrete pad, anchor bolts, and conduits comply with required specifications • Wiring, circuit protection, and metering are in place

5	Mechanical Stand Up	O&M Partner will mount the Product on the anchor hardware, terminate wiring, and if the Product is paired then terminate the AC and DC conductors and install the communication cable.
6	Cellular Signal	O&M Partner will check the cellular signal strength and quality to comply with ChargePoint's specifications described at https://chargepoint.ent.box.com/v/misc-tn1416-enus .
7	Charging Station Energization and Configuration	For AC charging stations, O&M Partner will remove the lock out/tag out (LOTO), energize the charging station, complete hardware power configuration, and apply any firmware updates. For DC charging stations, please refer to the Commissioning portion of the "Key Tasks and Requirements" table.
8	Pinpointing	For AC charging stations, O&M Partner will associate the Product with specific coordinates (latitude and longitude) so it can be found on ChargePoint's charging network map. For DC charging stations, please refer to the Commissioning portion of the "Key Tasks and Requirements" table.
9	Completion	O&M Partner will then assess the Products for the below inspection items, and share the outcome of such assessment to ChargePoint: • Integrity of subsystems and components • Cleanliness • Cabling and harnesses • Proper terminations • Hardware integrity and damage • Proper application of labels • Displays If the applicable Product fails to pass the above-described assessment, then ChargePoint will inform customer of the issue(s) identified in such assessment and pause the Installation until customer remediates the issues to the satisfaction of ChargePoint. As between the parties, it is the sole responsibility of customer to address and fix the issues identified in the above-described assessment. Once the applicable Product passes the above-described assessment to the satisfaction of ChargePoint, O&M Partner will call ChargePoint to report the completion of such assessment.
Commissioning		
1	Scheduling	Customer must comply with the "Scheduling of Commissioning" requirements listed under the Additional Terms and Conditions section below.

2	De-Energization	Once on-site at the customer's proposed site for Commissioning, ChargePoint's Authorized Commissioning Partner will apply lock out/tag out (LOTO) in adherence with customer-specific site requirements, as specified by customer during the scheduling for Commissioning, and ChargePoint's Health and Safety Policy (a copy of which may be requested from ChargePoint), and other requirements ChargePoint deems necessary, in its sole discretion, relating to de-energizing the applicable Product.
3	Site Assessment	ChargePoint's Authorized Commissioning Partner will assess the following in accordance with the Site Design Guide and Installation Guide: • ADA Compliance to the extent specified in the Site Design Guide • Cellular repeater configuration (make, model, line of sight) • Hardware protection (bollards, wheel stops)
4	Civil/Environmental Assessment	ChargePoint's Authorized Commissioning Partner will assess the following in accordance with the Site Design Guide and Installation Guide: • Product installation (concrete pad dimensions, slopes, water entrapment) • Conduit runs • Product serviceability (clearance, slopes, ventilation)
5	Mechanical Assessment	ChargePoint's Authorized Commissioning Partner will assess the following in accordance with the Installation Guide: • Product torquing (electrical cables, mounting, anchoring hardware, surface conduit entry kits, markings/labeling) • Product leveling
6	Electrical Assessment	ChargePoint's Authorized Commissioning Partner will assess, measure, and verify the following in accordance with the Installation Guide: • Protection devices • AC and DC Conductors (size, type, rating, bend radius, clearance, termination) • Transformer configurations (Wye – secondary, input voltage) • Grounding impedance • Communication cables (routing, termination, pinout) • Labeling
7	Product Assessment	ChargePoint's Authorized Commissioning Partner will assess the following for the Product in accordance with the Installation Guide: • Integrity of subsystems and components • Cleanliness

		• Cabling and harnesses • Proper terminations • Hardware integrity and damage • Proper application of labels • Displays
8	Cellular Signal	ChargePoint's Authorized Commissioning Partner will check the cellular signal strength and quality comply with ChargePoint's specifications as described at https://chargepoint.ent.box.com/v/misc-tn1416-enus .
9	Product Energization and Configuration	If any of the described assessments for Commissioning (as described in this table) identify critical non-conformities, then ChargePoint will inform customer of the issue(s) identified in the applicable assessment and pause the Commissioning until customer remediates the issues to the satisfaction of ChargePoint. As between the parties, it is the sole responsibility of customer to address and fix the issues identified in the previously described assessments. Critical non-conformities include, without limitation, flaws in Site Preparation and/or installation work that pose a safety risk, as determined by ChargePoint. If there are no critical non-conformities with the described assessments for Commissioning (as described in this table), then ChargePoint's Authorized Commissioning Partner will remove the lock out/tag out (LOTO), to energize the Product, complete hardware power configuration (and pairing if applicable), and apply any firmware updates; provided that, customer also complies with the Additional Terms and Conditions section below.
10	Pinpointing	ChargePoint's Authorized Commissioning Partner will associate the Product with specific coordinates (latitude and longitude) so it can be found on ChargePoint's charging network map.
11	Completion	ChargePoint's Authorized Commissioning Partner will submit the completed Commissioning-related forms to ChargePoint for ChargePoint's review of such forms for accuracy, completeness, and description of any critical and non-critical non-conformities. ChargePoint may, upon written request by customer, provide a Commissioning-related punch list report after the successful completion of Commissioning.
Activation		
1	Customer Onboarding	Once the Product is installed, or in the case a DC charging station has been successfully completed Commissioning, ChargePoint will verify whether customer completed the "Service Prerequisites" described in the Additional Terms and Conditions below.

2	Configuration	ChargePoint will (a) configure customer's access to the ChargePoint Cloud Platform in accordance with the Station Activation & Configuration Form (provided with Welcome Email), which reflects the configuration setting (e.g. RFID reader) that ChargePoint sets up for each Product use by drivers; (b) apply access and pricing policies to customer's organizations created on the ChargePoint Cloud Platform, and (c) add customer's initial set of Product to the ChargePoint Cloud Network.
3	Installer Onboarding and Installation Review	If customer chose its own installer for Installation, then ChargePoint will direct such installer to the (A) necessary training and provide the necessary documentation to undertake Installation, including, without limitation, guiding them through power management configuration, support general questions related to logistics and educating them on deployment requirements; and (B) ChargePoint's Training & Certification program as needed. Once Installation is complete, ChargePoint will request from customer's installer any necessary documentation to validate such installer's performance of Installation meets ChargePoint's requirements. If ChargePoint identifies any deficiencies and/or errors with customer's installer performance of Installation, then ChargePoint will communicate such identified deficiencies and/or errors to customer and withhold and/or delay Provisioning until such issues are resolved to ChargePoint's reasonable satisfaction.
4	Provisioning	ChargePoint will review cloud and warranty entitlements associated with the customer's organizations on ChargePoint's Cloud Platform and apply them to the applicable Products.
5	Early Life Support	During the first 72 hours after Provisioning, ChargePoint will monitor the Product's performance and uptime and escalate any identified issues to the customer.

Additional Terms and Conditions.

- **Site Preparation.** Customer, or the third-party contractor customer separately hires to perform the Site Preparation, are responsible for the compliance of the site design, construction and/or installation work with ChargePoint's Site Design Guide(s) and/or Installation Guide(s), for the Product ("**Site Preparation**"). For clarity, customer is not responsible for the installation of the Product portion of Site Preparation if customer purchases Installation from ChargePoint. In connection with Site Preparation, each customer is responsible for the following:
 1. Ensure customer's installer who undertakes the installation is trained and certified by ChargePoint via ChargePoint University, i.e. ChargePoint's Training & Certification program;
 2. Site design in accordance with ChargePoint' site design guide(s), which can be found at <https://www.chargepoint.com/products/guides/> ("**Site Design Guide(s)**");

3. Product installation in accordance with ChargePoint's installation guide(s), which can be found through ChargePoint University ("**Installation Guide(s)**"); and
 4. Any costs associated with delays or cost overruns for correcting any non-conformities with the applicable Site Preparation, as identified by ChargePoint's Authorized Commissioning Partner.
- **Service Prerequisites.** Customer is required to complete the following before any of the Services described above may be scheduled and/or completed by ChargePoint:
 1. **Network Manager Account.** Create a Network Manager Account on ChargePoint Cloud Platform.
 2. **Cloud Terms.** Accept ChargePoint's Cloud Subscription Terms and Conditions displayed during the Network Manager Account creation process.
 3. **Activation Form.** Complete the Station Activation and Configuration Form (SAF) provided via Welcome Email.
 4. **Construction Signoff Form.** If customer purchases Installation, then customer must complete the Construction Signoff Form, including without limitation providing any requested site photos, in response to the Welcome Email. The purpose of the Construction Signoff Form is to allow ChargePoint to confirm that the site complies with the specifications for Site Design and Installation Guide, including without limitation, verifying mechanical, electrical, and civil/environmental compliance, prior to sending an O&M Partner to the site.
 5. **Insulation Testing Report.** If customer purchases Commissioning, then an insulation testing report (subject to availability from customer) will be provided for all AC and DC cables between the balance of plant, stations, and equipment installed in between the Product.
 6. **Contractor Availability.** If customer purchases Commissioning, then customer must confirm that its contractor, selected by customer to install the applicable Product, is scheduled to be on site during the scheduled visit for Commissioning.
 7. **Scheduling of Commissioning.** Customer is responsible for scheduling Commissioning with ChargePoint using the Commissioning request form provided by ChargePoint. The Commissioning request form is provided at the same time as the Welcome Email. Note the current requirements for scheduling: (1) a minimum two-week notice is required for scheduling; (2) a 72-hour notice is required for rescheduling the applicable Commissioning appointment; and (3) a rescheduling fee may be assessed to customer for any rescheduling or cancellations outside of the 72-hour notice requirement.
 8. **Commissioning Requirements Specific to Pantograph.** If customer purchases Commissioning for Pantograph (as such product offering, or its successor offering, is made available and sold by ChargePoint at the time of such Commissioning), then customer must confirm, during the scheduling step of Commissioning, and ensure that the electric bus model, selected by customer for use with the ChargePoint-supported Pantograph offering, is scheduled to be on site during the scheduled visit for Commissioning.

- **Relocation of DC Charging Hardware.** If customer relocates DC charging hardware after Commissioning has been completed, then such relocation will require the DC charging hardware to be Commissioned again. Please review Commissioning requirements above.
- **Relocation of Products.** If customer relocates any Product after Activation has been completed, then such relocation will require the Product to undergo Activation again. Please review Activation requirements above.
- **Voiding Services.** Customers' failure to meet their responsibilities described in this document may release ChargePoint from any obligations to perform and complete the applicable Services (i.e. Installation, Commissioning or Activations). ChargePoint is not responsible or liable for the reliability and/or safe operation of DC charging stations that have not undergone Commissioning.
- **Remediation and Additional Fees.** If customer fails to meet any of its obligations for the Services described in this document, including without limitation, remediating any identified non-conformities, failure to pass the applicable assessments, and/or failure to complete any necessary preparation work for Installation and/or Commissioning, then customer acknowledges and agrees (1) ChargePoint is released from any further obligations to perform or complete the Service(s) purchased by customer; (2) ChargePoint is not responsible or liable for the reliability or operation of the Product in question; and (3) ChargePoint is not obligated to perform any Activation for customer. Customers may be required to pay additional fees for (a) re-scheduling of Installation and/or Commissioning; and/or (b) re-Commissioning of DC charging hardware.