

ChargePoint Assure

ChargePoint Assure® offers comprehensive monitoring, maintenance, support, and hassle-free issue resolution

With Assure, ChargePoint takes responsibility for safeguarding your charger by providing remote support, proactive monitoring, and coordination of on-site repairs by expert support specialists

Stay on top of operations with proactive monitoring

- + Find out about problems before your drivers do with remote monitoring
- + Enjoy 98% annual uptime, including downtime caused by hardware-related outages
- + Keep your stations up and running with proactive troubleshooting and dispatch
- + Call us for expert support, Monday through Friday from 8AM to 8PM, in most European languages

Count on us with a one business day response time

- + We respond to all issues within one business day, and parts are typically shipped 3-5 business days after
- + ChargePoint certified technicians will be on-site to repair your station within one business day of receiving any required parts
- + Fix problems with on-site labor that ChargePoint dispatches and manages

Rest easy with the industry's leading parts and labor warranty

- + We offer the EV charging industry's first and most comprehensive warranty for parts and on-site labor
- + We include labor and travel coverage to repair issues that often aren't covered under warranty, such as vandalism and accidents

Get a glimpse into driver behavior with robust reporting

- + See how stations are being used in an easy-to-read format with monthly summaries
- + Prove success and make improvements with quarterly reports on station utilization, performance, energy usage and environmental impact
- + Compare your station use with organizations like yours

Requirements

Installation quality affects the long-term reliability and availability of EV charging stations, so we require that stations covered by Assure are installed in accordance with our specifications published on ChargePoint University ('CP University').

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

1. Complete station installation with an authorized installer that is certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier (note: ChargePoint installation certification is obtained via CP University).
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

	Standard Warranty	Assure
Availability	2 years included with all stations installed 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⁾
12x5 Technical Support	Included	Included
Proactive Monitoring	Not included	Included
Parts cost coverage	Included and parts ship to customer	Included and part delivery to service partner coordinated by a ChargePoint technical support engineer
Labor cost coverage	Not included: station owners must pay for labor separately ⁽⁴⁾	Included and coordinated by a ChargePoint technical support engineer. Labor cost coverage also included for damage caused by vandalism and accidents
Service Levels	Not Included	Response 1 business day after receipt On-site 1 business day after part delivery 98% annual uptime

⁽¹⁾ Installations not performed by a ChargePoint, or ChargePoint hardware supplier, certified and/or authorized installer are not covered under warranty

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

⁽³⁾ Assure is only available in Mainland Europe, U.K., and Ireland

⁽⁴⁾ For Alpitronic Hypercharger family, labor is included under Parts Warranty Terms & Conditions

Ordering Information

Description	Order Code
Assure for CP6000 Family	CP6000-ASSURE-n ⁽¹⁾
Assure for Alpitronic Hypercharger Family	ALPI-HYC-ASSURE-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 CP6000 Family	CP6000-INSTALL-COMMISSIONING
Installation for Alpitronic Hypercharger Family	ALPI-HYC50-INSTALL-COMMISSIONING ALPI-HYC150-400-INSTALL-COMMISSIONING



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