

Installation, Commissioning and Activation

Scope & Terms Europe

Definitions

Charger Installation & Commissioning (ChargePoint Ready AC / CP6000/ Alpitronic HYC) – After site preparation is completed by the Customer, a ChargePoint O&M will mount the station on its anchor (Wall mount or Pedestal) and connect the wires. The ChargePoint O&M will perform assessments, energize the station, complete any required configuration and pinpointing steps to ensure the station is installed in accordance with ChargePoint's specifications. ChargePoint O&M will perform functional and safety related tests. A commissioning form will be provided at the end of the service.

Activation / Provisioning – ChargePoint's Deployment Team will review any required forms, verify the Customer is onboarded on the Customer Cloud (also called NOS), including agreeing to the MSSA and creating a Network Manager Account. After commissioning & provisioning the station on ChargePoint's network, ChargePoint's Deployment Team will provide basic instructions on the cloud functionalities. At activation completion, the charger is ready to operate.

On Demand – When relevant upon acceptance of a quote by the customer, ChargePoint Deployment Specialists may at customer's costs also dispatch and coordinate ChargePoint O&Ms for installation fixes and repair activities to ensure compliance with site design guide and/or local regulations & industry practices as well as ensuring proper charging commissioning.

The onboarding guide provides a detailed overview of ChargePoint Order to Activation process and is available at the following url: <https://www.chargepoint.com/en-gb/products/guides>.

Charger Commissioning & Activation product

We provide standard services for Installation & Commissioning across our several hardware as well as activation services to our software and solution.

Order Information

| <u>Hardware/ Service</u> | <u>Service offer SKU</u> |
|--|---|
| Alfen Single/ double | ALF-INSTALL |
| CP6000 | CP6000-INSTALL-COMMISSIONING CP6000_WALL_RETROFIT_COMMISSIONING CP6000_PED_RETROFIT_COMMISSIONING |
| Alpitronic Hypercharger | ALPI-HYC50-INSTALL-COMMISSIONING ALPI-HYC150-400-INSTALL-COMMISSIONING |
| Datahub | FLT-TELEMAT-DH-INSTALLATION |
| DLM | DLM-HW-INSTALL-COMMISSIONING |
| Labor & travel | [AC/ DC] - Half Day- Repair – EU region [1/2/3/4/5] [AC/ DC] - Full Day- Repair – EU region [1/2/3/4/5] |
| Activation / Provisioning | <u>ChargePoint Ready & CP6000</u> : CPSUPPORT-ACTIVE <u>ChargePoint Compatible Chargers</u> : CP-NETWORK-INTEGRATION-PROVISIONING <u>DLM</u> : DLM-ACTIVE |
| Activation & Configuration (Upgrade) | <i>[Model]</i> -Upgrade Remote Service |
| Deployment Services (Site Audits, etc) | CPS_DPLT |
| On Demand Services | CPSUPPORT_PM |
| OnRamp [x] Service | ONRAMP_[x]_ONSITE_WORK |

Focus on Services Key Tasks & Activities

| Task | | Activity |
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| 0 | Customer Prerequisites | Customer and/or their Contractor must complete the Customer Prerequisites in the Terms of Services section below, and where relevant return the completed documents, in response to the ChargePoint Deployment Specialist's Welcome Email. |
| Installation & Commissioning (ChargePoint Ready Chargers (AC) / CP6K) | | |
| 1 | Scheduling | ChargePoint's Deployment Team will assign an O&M to the order and the O&M will reach out to the Customer to schedule an installation date. |
| 2 | Safety Protocol | Once on-site for installation and/or commissioning, ChargePoint's O&M will apply lock out/tag out (LOTO) in adherence with site requirements, ChargePoint's safety policy, and Injury and Illness Prevention Program (IIPP). |
| 3 | Civil Work Assessment | ChargePoint's O&M will assess, measure, and verify (if applicable): <ul style="list-style-type: none"> Concrete pad, anchor bolts, and conduits comply with required specifications, integrity of mounting surface Wiring, circuit protection, fault protection and metering, if applicable |
| 4 | Electrical Assessment | ChargePoint's O&M will assess, measure, and verify (if applicable): <ul style="list-style-type: none"> Protection devices AC Conductors (size, type, rating) Breaker panels Earthing and potential equalization connection Transformer configurations, if applicable Communication cables (routing, termination, pinout), if applicable |
| 5 | Mechanical Stand Up | ChargePoint's O&M will mount the station on the anchor hardware, terminate wiring and if the station is paired, terminate the AC conductors, and install the communication cable (if applicable). |
| 6 | Station Energization and Configuration | For AC stations, ChargePoint's O&M will remove the lock out/tag out (LOTO), energize the station, complete hardware power configuration (and pairing if applicable), and apply any firmware updates (if applicable). All mandatory and optional testing is executed and referring documentation is created. |

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| 7 | Pinpointing | <p>For AC stations, ChargePoint's O&M will associate the station with specific coordinates (latitude and longitude) so it can be found on a map.</p> <p>For DC stations, please refer to the Commissioning steps.</p> |
| 8 | Cellular Signal OR Ethernet connection | <p>ChargePoint's O&M will check the cellular signal strength and quality to comply with required ChargePoint specifications.</p> <p>Note: the Customer is solely responsible for ensuring that a proper cellular signal is available on site. This needs to be confirmed by Customer via submission of Construction Signoff Form</p> <p>If Ethernet connection is used: ChargePoint's O&M will check the Ethernet connection quality provided at the station to comply with required ChargePoint specifications.</p> |
| 9 | Functional and Safety testing | <p>ChargePoint's O&M will then assess and test the station for:</p> <ul style="list-style-type: none"> • Functionality of all built-in and site safety devices and mechanisms such as breakers, RCD, earthing connection, ... • Station functionality with EV-Simulator • Display • Authorize a test charge • Integrity of subsystems and components • Station integrity and damage |
| 10 | Completion | <p>ChargePoint's O&M will then assess the station for:</p> <ul style="list-style-type: none"> • Cleanliness • Proper application of labels <p>ChargePoint's O&M will complete the Site Commissioning form and then call ChargePoint's Deployment Team to report on completion via submittal of a Certification of Completion/Site Commissioning Form including customer's signature.</p> |
| CP4000 to CP6000 Retrofit | | |
| 1 | Removal & Site Check | <p>ChargePoint's O&M will de-commission and de-install the old CP4000. The station will be safely packaged and returned to ChargePoint.</p> |

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| | | ChargePoint O&M will confirm whether installation is suitable for CP6K and if not list non-conformity items for site remediation for CP6000 installations (due to regulation update for instance). Customers can opt for ChargePoint services or third party's services for site remediation. |
| 2 | Cable Extension | If required, for mainly wall-mounted CP4000, ChargePoint's O&M may extend the existing power supply cable to ensure a suitable length for a successful installation of CP6000. The junction box might be visible next to the CP6000 station. |
| 3 | Installation & Commissioning | See chapter: 'Installation & Commissioning (AC/ CP6K/ Alpitronic HYC)' |
| DC Installation (Alpitronic/ DC ChargePoint Ready Chargers) | | |
| 1 | Scheduling | See requirements for scheduling installation or commissioning under Terms of Services below. |
| 2 | Safety Protocol | Once on-site for installation and/or commissioning, ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer will apply lock out/tag out (LOTO) in adherence with site requirements, ChargePoint's safety policy, and Injury and Illness Prevention Program (IIPP). |
| 3 | Civil Work Assessment | ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer will assess, measure, and verify (if applicable): <ul style="list-style-type: none"> • Concrete pad, anchor bolts, and conduits comply with required specifications, integrity of mounting surface. • Wiring, circuit protection, fault protection and metering, if applicable |
| 4 | Electrical Assessment | ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer will assess, measure, and verify (if applicable): <ul style="list-style-type: none"> • Protection devices • AC and/or DC Conductors (size, type, rating) • Breaker panels • Earthing connection • Transformer configurations, if applicable • Communication cables (routing, termination, pinout), if applicable |

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| 5 | Mechanical Stand Up | ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer will mount the station on the anchor hardware, terminate wiring and if the station is paired, terminate the AC and/or DC conductors, and install the communication cable (if applicable). |
| DC Commissioning | | |
| 1 | Scheduling | See requirements for scheduling commissioning under Terms of Services below. |
| 2 | De-Energization | Once on-site, ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer will apply lock out/tag out (LOTO) in adherence with site requirements and ChargePoint's safety policy, Injury and Illness Prevention Program (IIPP), and other requirements relating to de-energizing the EVSE. |
| 3 | Site Assessment | ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer will assess the site for: <ul style="list-style-type: none"> • Cellular repeater configuration (make, model, line of sight), if applicable • Station protection (bollards, wheel stops) |
| 4 | Civil/Environmental Assessment | ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer will assess: <ul style="list-style-type: none"> • Station installation (concrete pad dimensions, slopes, water entrapment) • Conduit runs • Station serviceability (clearance, slopes, ventilation) |
| 5 | Mechanical Assessment | ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer will assess: <ul style="list-style-type: none"> • Station torquing (electrical cables, mounting, anchoring hardware, surface conduit entry kits, markings/labeling) • Station leveling |
| 6 | Electrical Assessment | ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer will assess, measure, and verify: <ul style="list-style-type: none"> • Protection devices • AC and DC Conductors (size, type, rating, bend radius, clearance, termination) • Transformer configurations |

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| | | <ul style="list-style-type: none"> • Grounding impedance • Communication cables (routing, termination, pinout) • Labeling • Earthing and potential equalization connection |
| 7 | Station Assessment | <p>ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer will assess the station for:</p> <ul style="list-style-type: none"> • Integrity of subsystems and components • Cleanliness • Cabling and harnesses • Proper terminations • Station integrity and damage • Proper application of labels • Displays |
| 8 | Station Energization and Configuration | <p>If there are no critical non-conformities, ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer will remove the lock out/tag out (LOTO) in adherence with the policies set forth above, energize the station, complete hardware power configuration (and pairing if applicable), and apply any firmware updates.</p> |
| 9 | Pinpointing | <p>ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer will associate the station with specific coordinates (latitude and longitude) so it can be found on a map.</p> |
| 10 | Cellular Signal OR Ethernet connection | <p>ChargePoint's O&M will check the cellular signal strength and quality to comply with required ChargePoint specifications.</p> <p>Note: Customers are solely responsible for ensuring that a proper cellular signal is available on site. This needs to be confirmed by Customer via submission of Construction Signoff Form</p> <p>If Ethernet connection is used: ChargePoint's O&M will check the Ethernet connection quality provided at the station to comply with required ChargePoint specifications.</p> |
| 11 | Functional and Safety testing | <p>ChargePoint's O&M will then assess and test the station for:</p> <ul style="list-style-type: none"> • Functionality of all built-in and site safety devices and mechanisms such as breakers, RCD, earthing connection, ... • Station functionality |

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| | | <ul style="list-style-type: none"> • Display • Authorize a test charge • Integrity of subsystems and components • Station integrity and damage |
| 12 | Completion | <p>ChargePoint's Authorized Commissioning Partner or ChargePoint's Site Engineer will call ChargePoint's Site Engineer to report on completion, so that they may review the Certificate of Completion/ Site Commissioning Form for accuracy, completeness and detailing of critical and non-critical non-conformities.</p> <p>ChargePoint's Authorized Commissioning Partner or ChargePoint's Site Engineer will obtain customers signature and then call ChargePoint's Deployment Team to report on completion via submittal of a Certification of Completion/Site Commissioning Form including customers' signature.</p> |
| Activation (ChargePoint Ready and Compatible) | | |
| 1 | Review of pre-requisites | <p>Once the station is commissioned, ChargePoint's Deployment team will verify that the Customer prerequisites in the Terms of Services below are complete.</p> <p>This only applies to ChargePoint Ready & CP6000 Activation Service.</p> |
| 2 | Configuration | ChargePoint's Deployment Team will configure the Customer's cloud software according to the Station Activation & Configuration Form provided by the customer, applying access and pricing policies, as well as adding the station to ChargePoint network. |
| 3 | Provisioning | <p>ChargePoint's Deployment Team will review cloud and warranty tokens associated with the Customer's org on Customer Cloud (also known as NOS) and apply them to the station.</p> <p>Warranty/ Service token do not apply to ChargePoint Compatible chargers.</p> |
| 4 | Onboarding call | ChargePoint's Deployment Team will schedule a call with the customer's Network Manager to review and adjust NOS configuration (if needed). ChargePoint's Deployment Team will provide basic instructions on how to use NOS and introduce the NOS help center, where step-by-step guides and how-to-videos are provided. |

| Upgrade (Alpitronic HYC) | | |
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| 1 | Field Dispatch | ChargePoint's Deployment Team will coordinate the field dispatch of a certified technician for the Upgrade service |
| 2 | Configuration - Charger | ChargePoint's Deployment Team will ensure the Customer's product configuration reflects the upgrade. |
| 3 | Configuration - NOS | ChargePoint's will configure Customer's model in ChargePoint back end. |

Terms of Service

- **Site Preparation.** The Customer and the Contractor(s), including Contractor(s) for construction and/or installation selected by Customer, are responsible for all work related to proper site design and installation of the charging stations, as well as all costs associated with delays or costs for correcting critical non-conformities related to:
 - Site design in accordance with ChargePoint' Site Design Guide(s) and/or station manufacturer's instructions i.e. Alpitronic or Alfen
 - Installation (unless Installation service is purchased from ChargePoint) in accordance with ChargePoint's Installation Guide(s) and/or station manufacturer's instructions i.e. Alpitronic or Alfen
 - Documentation and training are available on ChargePoint's University website (<https://cpinstaller.learnupon.com>) and/or via station manufacturer i.e. Alpitronic or Alfen. Some station manufacturers (i.e. Alpitronic) require mandatory training and certification.
- Deployment Services include diverse services such as site visits, inventory of existing Installed Base & health assessment, third party visits sold by ChargePoint under custom scope.
- **Site Access:**
- Customer must grant ChargePoint O&M, ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer access to site and all relevant locations (i.e. electrical cabinet). If access is denied or delayed, ChargePoint reserves the right to invoice customers for costs caused by insufficient site access or the remediation of unsafe work environment.
- **Customer Prerequisites.** ChargePoint requires all the following to completed by the Customer before the services can be scheduled and/or completed:
 - **Network Manager Account.** Creation of Network Manager Account on Customer Cloud (also known as NOS).

- **Cloud Terms.** Acknowledgement of the ChargePoint Cloud Terms, completed via the Network Manager Account creation process.
- **Activation & Configuration Data Collection.** Completion and Submission of Station Activation & Configuration Form.
- **Construction Signoff Form.** If Installation (AC) and/or Commissioning (DC) was purchased, completion of the Construction Signoff Form, including providing any specific photos requested, provided by the ChargePoint Deployment Team in the Welcome Email. The following information is mandatory to be provided by customer to ChargePoint via Construction Signoff Form including customer's and customer's contractor's signature:
 - AC and DC cable rating, type and size including insulation testing report. The Contractor selected by the Customer to install the station is typically responsible for performing insulation testing.
 - Breaker and RCD (if applicable) rating
 - Customer and contractor to ensure all terminations done to all testing to be conducted.
 - Cellular (4G) testing report to ensure reliable and stable connection to ChargePoint backend OR, if supported by station and ChargePoint provision of Ethernet cable with stable internet access for charging station to connect to ChargePoint backend.
 - Customer and customer's contractor signature
 - Non-conformity or violation from national and local standard and/or regulations
- **Site Commissioning Form.** Sign off the installation and/or commissioning by signing the Site Commissioning Form. Any of customer's employees are considered authorized to sign off on behalf of the customer unless customer informs ChargePoint at least 3 days before site visit of any deviating regulation.

ChargePoint reserves the right to request further information from customer in case required documents are not completed in a sufficient manner and to pause, postpone or cancel the installation and commissioning of charging stations if one or more of the above-mentioned Customer Prerequisites are not completed. The Customer may be invoiced for all costs associated with pausing, postponing, or cancelling the Installation/Commissioning/Activation.

All physical-on site obligations for ChargePoint are fulfilled and acknowledged as such by the customer signature. If not explicitly expressed by the customer, a non-signed Certification of Completion/Site Commissioning Form results in customers' acknowledgement and acceptance for ChargePoint having fulfilled onsite scope of work and therefore all physical-on site obligations.

ChargePoint shall provide the customer with a Site Commissioning Form after completion of the ChargePoint obligations on site. At that time the customer shall sign the Site Commissioning Form and provide comments (if any). Failure by customer to sign the Site Commissioning Form shall be considered as deemed acceptance of the Installation/Commissioning/Activation, except where customer expressly declares that the Installation/Commissioning/Activation is inadequate for acceptance by giving written notice to ChargePoint.

- **Installation Site Visit.** ChargePoint reserves the right to accumulate multiple station installations for one site into one site visit. If requested by customer, splitting station installation for one site into more than one visit, is feasible but customer is going to be quoted and invoiced by ChargePoint for additional costs caused by customer's request. ChargePoint therefore is going to quote for additional site visits. Once the quote is accepted by the customer, ChargePoint is going to dispatch for multiple site visits.
- **Contractor Availability.** If DC-Commissioning service for native ChargePoint hardware was purchased, Customer must confirm that the Contractor selected by the Customer to install the station is scheduled to be on site during the scheduled Commissioning visit.
- **Rescheduling:** A 72-hour notice is required for rescheduling commissioning services. There may be a rescheduling fee for any rescheduling or cancellations outside of the 72-hour notice requirement.
- **Relocation.** Relocating a charging station requires re-commissioning including site design and preparation with all associated obligations for customer such as cellular signal testing and Construction Signoff Form completion, subject to additional fees.
- **Limitation of Liability.** The Customer's failure to meet its responsibilities, including the prerequisites above, may void ChargePoint's obligations to perform and complete the Installation, Commissioning or Activations services. ChargePoint is not responsible for product reliability or safe operation of un-commissioned DC charging stations.

Focus on Datahub & Dynamic Load management installation and activations

Datahub installation: A ChargePoint O&M will install the Datahub with the cabling, wiring and connectors. Buses are prepared by the customer.

Dynamic Load Management Site qualification & Preparation. The Customer and the Contractor(s), including Contractors(s) for construction and/or installation selected by Customer, are responsible for all work and reports related to proper site qualification and commissioning of the Dynamic Load Management, as well as all costs associated with delays or costs for correcting critical non-conformities related to:

- Site qualification & design in accordance with ChargePoint' Site qualification Guide(s) and Site Commissioning form (including all relevant information such as total Grid Power on site)
- Construction in accordance with ChargePoint's Construction sign off form
- Documentation and training are available on ChargePoint's University website (<https://cpinstaller.learnupon.com>).

Dynamic Load Management Installation: A ChargePoint O&M will install and commission the DLM gateway, including Energy Meter and Router with SIM-Card included in the purchased DLM bundle. Customer must have completed with their own contractor/installer all preparations (construction, civil, electrical, safety and network preparations) so that the hardware can be installed and commissioned (see previous section: **Dynamic Load Management Site qualification & Preparation**). Total Grid Power on site and other levels will be recorded in the commissioning form.

Dynamic Load Management Activation: Following completion of the commissioning and recording of relevant information in the commissioning form (Total Grid Power Onsite, etc), and turning-on of the GridX DLM, the certified installer contacts ChargePoint's Support department. Our activation expert will activate the GridX in both the back end of GridX and in NOS together with the installer's support. Missing or inaccurate information might prevent activation from going forth and result in invoicing a second activation.

Customer Prerequisites. ChargePoint requires all the following to be completed by the Customer before the services can be scheduled and/or completed:

Site Access: Customer must grant ChargePoint O&M, ChargePoint Authorized Commissioning Partner or a ChargePoint Site Engineer access to site and all physical and connected relevant locations (bus, chargers, network). If access is denied or delayed, ChargePoint reserves the right to invoice the customer for costs caused by insufficient site access or the remediation of unsafe work environment.

Master Terms & Conditions. All services above are subject to the ChargePoint Deployment and Consulting Services Terms and Conditions, as amended from time to time by ChargePoint, found at <https://www.chargepoint.com/legal/deployment-consulting-services>.