

Service Products and Support

We've got you covered.

Our service products and support solutions provide everything you need to make electric vehicle (EV) charging a success for your business.

Offering EV charging is a great way to attract drivers to your business, reach your sustainability goals, boost revenue and much more. But setting up and running a successful EV charging program can take considerable time and effort—especially if you've never done it before. That's why ChargePoint offers a comprehensive range of service products and support solutions that make getting started with EV charging faster, easier, and more convenient than ever.

Our Service Products and Support team will assist you every step of the way from designing your program, to site preparation and installation, to configuring and activating your charging stations, and finally, helping you plan for future expansion. Plus, with our initial and extended maintenance coverage, you get all the coverage needed for a truly worry-free experience.

When you choose ChargePoint, you don't just get industry-leading charging stations and access to the world's largest and most open EV charging network. You also get a partner who has got you covered, no matter where you are on the road to EV charging success.

Where you are	ChargePoint Service Products and Support
Designing and planning of your site	Identification of a ChargePoint operations and maintenance (O&M) partner, Site Qualification Survey
Installation of your stations	Installation by an O&M Partner, Station Installation and Validation Services
Configuration and activation	Station Activation and Configuration
Ongoing management and maintenance	Assure

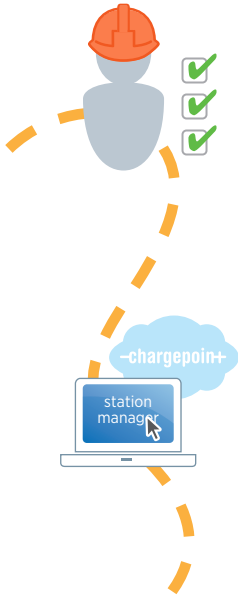
Getting started—fast

With installation of any ChargePoint station, you start with one year of coverage under ChargePoint Assure, the industry's first parts and on-site labor warranty. With Assure, if any ChargePoint product fails due to a manufacturing defect, the ChargePoint support team will repair or replace your stations at no cost with a one business day response commitment. ChargePoint Assure also provides the following:

- + A broad range of service level commitments
- + Monthly and quarterly performance reports and metrics
- + Unlimited station management software changes
- + 98% station uptime commitment with non-performance penalties
- + Repair labor coverage for failures typically excluded from warranties such as vandalism, abuse and accidents

Want more years of worry-free operation? You can add up to four additional years of coverage under ChargePoint Assure.





Pulling ahead of the pack

Offering EV charging can seem like a big step. It means designing your site, installing your stations and making sure they're correctly configured and activated. Fortunately, our Service Products and Support team is here to help.

First, ChargePoint's premier O&M partners offer a Site Qualification Survey to ensure your stations are placed at the right location to achieve optimal performance. Our partners will provide a no-obligation quote and top quality station installation at competitive prices.

If you prefer not to use a ChargePoint O&M partner to prepare the site, you can use your preferred contractor to prepare the site and/or perform the installation. Under Station Installation and Validation, our team will visit your site to validate the installation or perform the installation ensuring that everything meets ChargePoint's technical and operational standards.

Once your stations have been installed, our Station Activation and Configuration Service will quickly get them online and ready for drivers to use. We will help you set up and activate your stations according to your goals and test your station configuration before they go live.

Maintaining your lead




With ChargePoint Assure, an industry leading warranty, we proactively monitor your stations to ensure they are online giving your drivers the best possible charging experience. You'll receive unlimited changes to your software configuration including pricing policies access control and more, plus monthly reports and analytics that help you track your stations' utilization and performance.

The road ahead

ChargePoint is committed to expanding access to charging to help drive adoption of EVs. We are continually looking for new ways to help ChargePoint station owners grow and thrive. We hope you'll take a closer look at our service products and support options—and think about driving into the future by adding EV charging to your business.

Ready to start your EV charging program?

We want to hear from you.

-  Visit chargepoint.com/service
-  Call +1.408.705.1992
-  Email sales@chargepoint.com



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