

# ChargePoint Assure

Industry-leading support, maintenance and warranty deliver peace of mind.

ChargePoint® Assure is the most comprehensive support, maintenance and warranty program in the industry. Assure covers everything needed to keep ChargePoint electric vehicle (EV) charging stations up and running. With Assure, ChargePoint takes responsibility for fixing hardware issues by providing parts, labor and orchestration of repairs by expert support specialists. Proactive monitoring, regular reports and unlimited changes to station policies are included with Assure, as well as one business day response to requests and a 98% annual uptime guarantee. You can also get professional guidance when configuring your stations to make the most of EV charging.

ChargePoint EV charging stations are the most advanced and reliable in the world, but site conditions can change, wear and tear occurs, and accidents or equipment failures can happen. High-quality service and support start with high-quality products, site preparation and installation, but these elements alone aren't enough. An EV charging station is a smart investment, so it's smart to protect it with the best warranty. With Assure, you don't have to spend time figuring out how to fix or maintain your station. It's always ready to charge so you get a good return on your investment.

## What Does Assure Include?

### Stay on Top of Operations with Proactive Monitoring

- + Find out about problems before your drivers do with remote monitoring
- + Get 98% annual station uptime with a non-performance penalty for outages caused by station hardware or software failures
- + Keep your stations up and running with proactive troubleshooting and dispatch services
- + Fix problems with on-site labor that ChargePoint dispatches and manages
- + Call us during business hours (5 AM – 6 PM Pacific) for expert support

### Count On a Fast Fix with One-Business-Day Response Time

- + We respond to all issues within one business day
- + ChargePoint certified technicians will be onsite to repair your station within one business day of receiving any required parts
- + U.S.-based support specialists coordinate all repairs

### 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 cover labor to repair issues that often aren't covered under warranty, such as vandalism, auto accidents and excessive wear and tear

### Optimize with Expert Advice and Unlimited Changes

- + U.S.-based EV charging experts advise you on best practices for station configuration and management in your region and industry
- + Our team makes unlimited station configuration and policy changes for you, so you can control access to your station, set charging rates and make adjustments based on driver behavior

### Get a Glimpse into Driver Behavior with Robust Reporting

- + See how your 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

## What Does Assure Require?

Because installation quality affects the long-term reliability and availability of EV charging stations, ChargePoint requires that all stations covered by Assure are validated to ensure they meet installation specifications. Validation is performed on-site and includes inspection of power availability, panel, breaker and wiring; confirmation of cellular and local network coverage (through WiFi) and verification that all ChargePoint installation requirements are met. Choose one of the following ways to validate stations and activate Assure:

1. Authorized ChargePoint operations & maintenance (O&M) partners who perform site preparation and station installation will automatically validate the stations and enable Assure.
2. Authorized ChargePoint reseller partners certified to perform self-validation may validate station installations and enable Assure.
3. When independent or in-house installers are used, validation may be purchased from either of the partners above. After the partner successfully validates site preparation and station installation, Assure is enabled.

## Warranty Options

Feature	No Warranty	Exchange Warranty	Assure
Price	Installations not performed by a ChargePoint certified installer are not covered under warranty	Included for free on all stations installed by a ChargePoint certified installer	First year included for free on stations installed and validated by a ChargePoint certified installer; additional years available at a nominal cost
Parts Covered	—	Defective parts are exchanged	Included and coordinated by a ChargePoint support specialist
Certified On-Site Labor	—	Not included: station owner must find a ChargePoint certified installer to perform any repairs	Included and coordinated by a ChargePoint support specialist
Monthly Station Summary Report	—	—	Included
Detailed Quarterly Reports	—	—	Included
Uptime Guarantee	None	None	98% with non-performance penalty
Proactive Monitoring	—	—	Included
Service Level Agreement	—	—	1 business day response time 1 business day from parts arrival for on-site labor
Labor Coverage	—	—	Included for damage caused by accidents, vandalism and excessive wear and tear
Unlimited Station Configuration	—	—	Included

## Ordering Information

All ChargePoint commercial charging stations receive a complimentary year of Assure coverage once the station is validated. You can get additional years of Assure coverage using the ordering information below.

Description	Order Code
Assure for CT4000 Family	CT4000-ASSURE <sup>n</sup>
Assure for Express 100	CPE100-ASSURE <sup>n2</sup>
Assure for Express 200	CPE200-ASSURE <sup>n2</sup>
Assure for CPF25	CPF25-ASSURE <sup>n1</sup>

<sup>1</sup> Substitute *n* for desired years of service (1, 2, 3, 4 or 5 years).




<sup>2</sup> Substitute *n* for additional years of service desired (1 or 2 years).

## Companion Services

Description	Order Code
Station Activation and Configuration	CPSUPPORT-ACTIVE
Station Installation and Validation	CT4000-INSTALLVALID
Validation	CPSUPPORT-SITEVALID
Fleet Plan	CPCLD-FLEET <sup>n1</sup>
Commercial Plan	CTSW-SAS-COMM <sup>n1</sup>
Service Provider Plan	CTSW-SAS-SP <sup>n1</sup>

## Contact Us

To order ChargePoint services and warranties:

-  Visit [chargepoint.com/service](https://chargepoint.com/service)
-  Call +1.408.705.1992
-  Email [sales@chargepoint.com](mailto:sales@chargepoint.com)



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