

# ChargePoint Assure

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

ChargePoint Assure is the most comprehensive EV station maintenance and management program. 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 24/7 phone support 7 days per week, one business day response to requests, and a 98% annual uptime guarantee. You can also get professional guidance from ChargePoint when configuring your stations to make the most of your EV charging program.

## 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
- + 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 anytime with 24/7 expert support, 7 days per week

## Count on a fast fix with one business day response time

- + We respond to all issues within one business day, and parts are typically shipped within 3-5 business days
- + 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 and accidents

## 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 adjust 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

## Requirements

Because installation quality affects the long-term reliability and availability of EV charging stations, ChargePoint requires that all stations covered by Assure are validated or commissioned to ensure they meet installation specifications. Validation and commissioning are 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. Perform station installation with ChargePoint's help by purchasing Install Valid (AC Stations) or Install Commissioning (DC Stations).
2. Perform station installation without ChargePoint's help by purchasing Validation (AC Stations) or Commissioning (DC stations).
3. For a subset of AC stations, where your installer is a ChargePoint authorized partner or reseller, they may validate the station on your behalf.

## Station Warranty Options

Offering	Parts Only Warranty	Assure
Availability	One year included for free on all stations installed by a ChargePoint certified installer*	Available for purchase for up to five years. Stations must be installed and validated by a ChargePoint certified installer
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 Report		Included
Uptime Guarantee		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 and vandalism
Unlimited Station Configuration		Included

\* Installations not performed by a ChargePoint certified installer are not covered under warranty.

## Ordering Information

Description	Order Code
Assure for CT4000 Family	CT4000-ASSUREn <sup>1</sup>
Assure for Express Family	CPE250-ASSURE-n <sup>1</sup> EXPP-BLOCK-ASSURE-n <sup>1</sup> EXPP-PL1000-SINGLE-ASSURE-n <sup>1</sup> EXPP-PL1000-DUAL-ASSURE-n <sup>1</sup>
Assure for CPF	CPF-ASSUREn <sup>1</sup>

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

## Companion Services

Description	Order Code
Station Activation and Configuration	CPSUPPORT-ACTIVE
Stations Installation and Validation	CT4000-INSTALLVALID
Validation	CPSUPPORT-SITEVALID
Commissioning for Express Family	CPE250-COMMISSIONING CPE250-PAIRED-COMMISSIONING EXPP-PL1000-COMMISSIONING EXPP-BLOCK-COMMISSIONING
Installation and Commissioning for Express Family	CPE250-INSTALL-COMMISSIONING CPE250-PAIRED-INSTALL-COMMISSIONING EXPP-PL1000-INSTALL-COMMISSIONING EXPP-BLOCK-INSTALL-COMMISSIONING



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