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

ChargePoint Assure is the most comprehensive support, maintenance and warranty programme in the industry. Assure covers everything needed to keep ChargePoint electric vehicle (EV) charging solutions up and running. With Assure, ChargePoint takes responsibility for fixing hardware issues by providing parts, labour 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 labour that ChargePoint dispatches and manages
+ Call us during business hours 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 on site to repair your station within one business day of receiving any required parts
+ Support specialists co-ordinate all repairs

Rest easy with the industry’s leading parts and labour warranty
+ We offer the EV charging industry’s first and most comprehensive warranty for parts and on-site labour
+ We cover labour to repair issues that often aren’t covered under warranty, such as vandalism, accidental damage and excessive wear and tear

Optimise with expert advice and unlimited changes
+ 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 behaviour

Get a glimpse into driver behaviour 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 utilisation, performance, energy usage and environmental impact
+ Compare your station use with organisations 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 mobile and local network coverage (through Wi-Fi) and verification that all ChargePoint installation requirements are met. Choose one of the following ways to validate stations and activate Assure:

1. Authorised ChargePoint operations & maintenance (O&M) partners who perform site preparation and station installation will automatically validate the stations and enable Assure.
2. Authorised 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

<table>
<thead>
<tr>
<th>Feature</th>
<th>No Warranty</th>
<th>Exchange Warranty</th>
<th>Assure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price</td>
<td>Installations not performed by a ChargePoint certified installer are not covered under warranty</td>
<td>Included free for 2 years on all stations installed by a ChargePoint certified installer</td>
<td>Available at a nominal cost for a period of 1 to 5 years</td>
</tr>
<tr>
<td>Parts Covered</td>
<td>—</td>
<td>Defective parts are exchanged</td>
<td>Included and co-ordinated by a ChargePoint support specialist</td>
</tr>
<tr>
<td>Certified On-Site Labour</td>
<td>—</td>
<td>Not included: station owner must find a ChargePoint certified installer to perform any repairs</td>
<td>Included and co-ordinated by a ChargePoint support specialist</td>
</tr>
<tr>
<td>Monthly Station Summary Report</td>
<td>—</td>
<td>—</td>
<td>Included</td>
</tr>
<tr>
<td>Detailed Quarterly Reports</td>
<td>—</td>
<td>—</td>
<td>Included</td>
</tr>
<tr>
<td>Uptime Guarantee</td>
<td>None</td>
<td>None</td>
<td>98% with non-performance penalty</td>
</tr>
<tr>
<td>Proactive Monitoring</td>
<td>—</td>
<td>—</td>
<td>Included</td>
</tr>
<tr>
<td>Service Level Agreement</td>
<td>—</td>
<td>—</td>
<td>1 business day response time 1 business day from parts arrival for on-site labour</td>
</tr>
<tr>
<td>Labour Coverage</td>
<td>—</td>
<td>—</td>
<td>Included for damage caused by accidental damage, vandalism and excessive wear and tear</td>
</tr>
<tr>
<td>Unlimited Station Configuration</td>
<td>—</td>
<td>—</td>
<td>Included, ChargePoint or one of it’s partners will provide stations configuration free of charge.</td>
</tr>
</tbody>
</table>

## Contact Us

To order ChargePoint services and warranties:

- Visit chargepoint.com
- Call +31 (0)20-7997365, Monday to Friday, 8:00 – 17:00
- Email sales.eu@chargepoint.com

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