

ChargePoint CPE100 End of Sale / End of Life Field Notice

Date: March 31st, 2021

CPE100 End of Life Notice

Topic:

The ChargePoint CPE100 Charging Station product family has reached its End of Life (EOL) and this memo serves as the EOL notice to all customers and channel partners. While EOL is an inevitable part of the overall product life cycle, ChargePoint recognizes that the end-of-life (EOL) milestone can impact its customers. With that in mind, we have set out the following milestones to help manage the EOL transitions.

Affected Products:

This EOL notice affects all CPE100 Models:

Model	Description	Cable
CPE100I-S-CHD	ChargePoint Express Plus 100 Branded Door	Chademo
CPE100I-S-CHD-CAN	ChargePoint Express Plus 100 Branded Door	Chademo Canada
CPE100I-S-CMB	ChargePoint Express Plus 100 Branded Door	CCS
CPE100I-S-CMB-CAN	ChargePoint Express Plus 100 Branded Door	CCS Canada
CPE100I-S-CMB-HOG	Customized Branded Door	CCS

Note: CHBRN / EL (non-ChargePoint branded) products are also EOS for HW and SW.

EOL (End of Life) and EOS (End of Support) Milestones:

The Last Order Date and Last Shipment Date below apply to all customers. The EOL / EOS dates below apply to customers with existing Assure or Warranty services contracts. For customers who do not have an existing services contract, out of warranty service and support may be available within the EOL / EOS dates. Please contact Owner Support directly. This Notice has no impact on ongoing deployment and activation of CPE100 products.

Customers with existing Assure or Warranty services contracts that extend beyond the EOL / EOS dates below and in need of service and support should contact Owner Support directly. ChargePoint reserves the right to satisfy the support requirement by replacing the discontinued product with functionally equivalent hardware.

Milestone	Definition	Date	Affected Products
End of Life Notice	This is the date that the End of Sale Notice was made available for customers, distributors, and resellers.	Mar. 31 st , 2021	All
Last Order Date	This is the last date an order will be accepted on the product. **There is no inventory of this product. Last orders are not available.	N/A**	All
Last Shipment Date	This is the last shipment date that can be requested as part of the Last Order.	N/A**	All

End of Support SW/FW	After this date, ChargePoint will no longer issue FW / SW releases in support of the product. Bug fixes, maintenance releases, workarounds or patches for critical bugs will be reviewed and addressed as necessary when reported through ChargePoint Support.	Mar. 31 st , 2023	All
End of Support Date HW	This is the last date on which ChargePoint will provide service and support for the product hardware. After this date, all support services for the product are unavailable (including RMA's, etc.).	Mar. 31 st , 2023	All

Successor Product:

ChargePoint is in the process of introducing a successor DC 24kW wall box product. The new product will have similar features as the outgoing CPE100 and will include additional capabilities such as single-phase input and remote diagnostics. Please contact your Sales representative for more information on the product and availability.