

ChargePoint Assure Pro

ChargePoint Assure Pro® offers best-in-class EV station support, monitoring, and maintenance designed to meet the needs of mission critical charging operations

With Assure Pro, ChargePoint takes responsibility for safeguarding your charger by providing mission-critical remote support, proactive monitoring, and coordination of on-site repairs by expert support specialists.

Around the clock technical support

- + Get direct access to the ChargePoint's industrial support team 24 hours a day, 7 days a week
- + Get help from a dedicated team of experts that only support Assure Pro customers

Response within one hour

- + ChargePoint responds to and acknowledges all issues within one hour, even outside of business hours
- + ChargePoint technical support specialists coordinate all repairs

Resolution within 24 hours

- + ChargePoint ensures that critical, service affecting issues are resolved within 24 hours
- + ChargePoint will dispatch a local authorized technician for station repair as needed, any time of day
- + Locally forward stocked spares — managed and maintained by ChargePoint — provide the parts your EV station needs for rapid repairs
- + Get on-site repairs quickly and without extra cost for parts under warranty

Proactive monitoring

- + ChargePoint monitors your stations 24/7, capturing and routing critical, service affecting alerts
- + Keep your stations up and running with expedited troubleshooting and dispatch services

Annual preventative maintenance

- + ChargePoint authorized technicians come on-site to your locations for annual physical inspections, including the replenishment of consumables, at no additional cost

Requirements

Installation quality affects the long-term reliability and availability of EV charging stations, so we require that stations covered by Assure are installed in accordance with our specifications published on ChargePoint University ('CP University').

Choose one of the following ways to install your station and activate Assure:

1. Complete station installation with a ChargePoint, or ChargePoint hardware supplier, certified and/or authorized installer (note: ChargePoint installation certification is obtained via CP University).
2. Perform station installation by purchasing Installation from ChargePoint.

ChargePoint DC stations must be commissioned by a ChargePoint Authorized Commissioning Partner. Commissioning is performed after the station is installed, and includes assessments (e.g., confirmation of cellular and local network coverage), energization of the station, and completion of any required configuration and pinpointing steps.

Comparison

| Option | Assure | Assure Pro |
|--------------------------|---|---|
| Availability | Available for up to 5 years. Stations must be installed and validated by an installer that is certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier ⁽¹⁾ | Available for up to 5 years. Stations must be installed and validated by an installer that is certified and/or authorized by either ChargePoint or a ChargePoint hardware supplier ⁽¹⁾ |
| 24x7 Technical Support | Included | Included |
| Proactive Monitoring | Included | Included |
| Parts cost coverage | Included and part delivery to service partner coordinated by a ChargePoint technical support engineer | Included and part delivery to service partner coordinated by a ChargePoint technical support engineer |
| Labor cost coverage | Included and coordinated by a ChargePoint technical support engineer. Labor cost coverage also included for damage caused by vandalism and accidents | Included and coordinated by a ChargePoint technical support engineer. Labor cost coverage also included for damage caused by vandalism and accidents |
| Preventative Maintenance | Not included | Included |
| Service Levels | Response 1 business day after receipt On-site 1 business day after part delivery 98% annual uptime | Response 1 hour after receipt Resolution 24 hours after receipt |

⁽¹⁾ Installations not performed by a ChargePoint, or ChargePoint hardware supplier, certified and/or authorized installer are not covered under warranty

⁽²⁾ For more information on Assure and Assur Pro Terms & Conditions visit www.chargepoint.com/legal/support-services

Ordering Information

| Description | Order Code |
|---------------------------|--|
| Assure for CT4000 Family | CT4000-ASSUREPRO-n ⁽¹⁾ |
| Assure for CP6000 Family | CP6000-ASSUREPRO-n ⁽¹⁾ |
| Assure for Express Family | CPE250-ASSUREPRO-n ⁽¹⁾ EXPP-BLOCK-ASSUREPRO-n ⁽¹⁾ EXPP-PL1000-SINGLE-ASSUREPRO-n ⁽¹⁾ EXPP-PL1000-DUAL-ASSUREPRO-n ⁽¹⁾ EXPP-PL2000-SINGLE-ASSUREPRO-n ⁽¹⁾ EXPP-PL2000-DUAL-ASSUREPRO-n ⁽¹⁾ |
| Assure for CPF Family | CPF-ASSUREPRO-n ⁽¹⁾ |

⁽¹⁾ Substitute n for desired years of service (1, 2, 3, 4 or 5 years)

Companion Services

| Description | Order Code |
|--|---|
| Onboarding, Configuration and Provisioning | CPSUPPORT-ACTIVE |
| Installation for AC products | CPF-INSTALL-COMMISSIONING CT4000-INSTALL-COMMISSIONING CP6000-INSTALL-COMMISSIONING |
| Commissioning for Express Family | CPE250-COMMISSIONING CPE250-PAIRED-COMMISSIONING EXPP-PL1000-COMMISSIONING EXPP-PL2000-COMMISSIONING EXPP-BLOCK-COMMISSIONING |
| Installation for Express Family | CPE250-INSTALL-COMMISSIONING CPE250-PAIRED-INSTALL-COMMISSIONING EXPP-PL1000-INSTALL-COMMISSIONING EXPP-PL2000-INSTALL-COMMISSIONING EXPP-BLOCK-INSTALL-COMMISSIONING |



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