

# ChargePoint® Customer Experience

## North America User Guide



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# Purpose and Audience

This document is intended to assist North American (US and Canada) ChargePointStation Owners and Partners who request Deployment and Support services from ChargePoint. It is a non-legal document that reflects the implementation of product-specific terms and conditions. For your reference, links to the official legal documents are included as needed.

## Request Service

### Communicate with Support

- Coverage is available 24/7 via telephone or online for EV Drivers, Station Owners, and Partners.
- For telephone support, visit the Contact Us page for the regional phone number at [chargepoint.com/support](https://chargepoint.com/support)

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# Opening a Case

Station Owner/Partner can open a case with ChargePoint support by:

- **Owner Support Web Form:** This easy-to-use form can be used to submit general queries or report an issue with your ChargePoint stations. See here: [North America Owner Support Form](#).
- **ChargePoint Cloud Dashboard:** Submitting a case through your account dashboard allows you to raise concerns with a specific station. Link to dashboard: [North America Cloud Dashboard](#).
  1. From your dashboard, select the **Stations** tab.
  2. Click the **Station Name** for the station you would like to view.
  3. Select the **Status/Actions** tab from the orange navigation bar.
  4. This page will show the status of stations.
  5. From the **Troubleshooting** section, select **Report a Problem**. This will automatically send all the relevant station information to our Support team for investigation.
- Contact ChargePoint Support by calling the appropriate regional phone number.
- Drivers can also report station faults using the Mobile application. These cases are created in the Mobile App by locating the station and clicking "Report a Problem."
- A specialized team of technical support engineers proactively monitors all commissioned stations using cloud-based applications. Support cases are logged by this team whenever an issue is detected. They identify unreachable stations and attempt to resolve them remotely whenever possible. If remote resolution is not feasible, a case is created and escalated to the next level. The customer is then informed about the issue with the station, and an engineer works with the customer until the issue is resolved.

## Information Required To Open A Case

To ensure the Station Owner/Partner receives the most efficient assistance, they or their supporting partner must provide the following detailed information:

- Station Owner's name, phone number, email address, and location.
- Caller's name, phone number, and email address.
- A detailed description of the problem encountered, or the service requested.
- The impact of the problem, Outage or Service Available
  - **Outage:** The station cannot dispense energy
  - **Service Available:** The station can dispense energy
- An identifier to help ChargePoint Support identify the station and retrieve the service entitlement:
  - Station serial number or MAC address for hardware issues. (The location of the serial number/MAC address of the stations is shown in [Appendix: Locating Station Serial Number/MAC Address](#).)
  - Name of the station(s) (if the serial number is not available).
- A photograph illustrating or explaining the issue.

## Service Entitlement Verification

Using the data provided during case creation, ChargePoint Support will verify the service entitlement. The entitlement will outline the coverage (e.g., parts and/or labor if applicable) and service level objectives (SLOs) provided, if any, to the Station Owner/Partner during case resolution.



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## ChargePoint Support will perform the following actions:

- Open the case (if not already opened via digital channels).
- Verify the service entitlement and cloud plan of the station based on the information provided by the Station Owner/Partner.
- Send an email to the case contact with the case number and relevant details.
- Analyze logs (if applicable), station details, and station configuration to diagnose and troubleshoot the issue.
- An initial intake process may be conducted upfront, which may result in a handoff to the appropriate team, with the primary purpose of assessing and best routing the incoming cases.

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# ChargePoint Services

ChargePoint provides various services, including Consulting Services to help with planning, Deployment Services to ensure proper installation and integration, and Support Services to efficiently operate the hardware. These services are designed to assist customers throughout the lifecycle of their EV charging infrastructure. Customers must contact Sales to purchase any of these services.

## Consulting Services

Non-hardware-specific services focus on supporting customers through planning, education, and seamless implementation. The various services in Consulting are:

Services	Description
Construction Consulting Services	Design, procurement and project management services help customers with EV charging projects make ready, complementing their staff and/or contractor.
API Consulting Services	Onboarding, ongoing debugging support, and custom API feature development services help customers use ChargePoint's APIs in their native systems.
Training & Certification Services	ChargePoint Training and Certification provides both online and instructor-led training, ensuring technicians are skilled and well-equipped to install, commission, and maintain EV charging infrastructure in alignment with industry safety and regulatory standards.
Grant Application Services	Application preparation services help customers secure grant funding through document gathering, content generation, and ongoing education.
Software Set-Up Services	Remote software onboarding services help customers with configuring their ChargePoint software solution settings.

## Deployment Services

Pre-activation services are designed to support customers in hardware deployment on their site. The various services in Deployment are:

Services	Description
Installation Service	On-site services help customers by installing non-residential hardware after they complete the make ready.
Commissioning Service	On-site services help customers by validating the quality of their deployment after the non-residential hardware is installed.
Activation Service	Remote hardware onboarding services help guide customers through the deployment of their hardware; this may include configuration and installation support, remote validation of installation quality, network provisioning, and/or early life support.
Home Installation Service	On-site services help customers by installing residential hardware including the make-ready process (permits, electrical, etc.).

## Support Services

Post-activation services help customers with the operation and maintenance of hardware. The various services in Support are:

Services	Description
Assure	Support plan providing technical support, parts and labor coverage, with defined service levels (98% uptime) to help customers with the ongoing maintenance of their hardware.
Assure Pro	Support plan providing technical support, parts and labor coverage, with defined service levels (24-hour resolution) to help mission critical customers with the ongoing maintenance of their hardware.
Customer Managed Labor Plan (also referred to as CMLP)	ChargePoint Customer Managed Labor Plan (CMLP) is a parts-only support plan that gives customers the flexibility to work with their on-site technicians for any ChargePoint hardware repairs. CMLP customers have access to proactive monitoring, 24/7 remote support, and standard or mission critical service levels.
Safeguard Care	On-site proactive, periodic inspection and maintenance services helping customers with identifying, resolving and escalating issues.

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# Support Options

ChargePoint provides a range of warranty and Support Plans designed to meet the diverse operational and maintenance needs of Customers.

## Commercial Warranty

ChargePoint offers two types of Warranty coverage: Standard Warranty and Extended Warranty. The Standard Warranty is included with all Hardware purchases made directly from ChargePoint or through authorized ChargePoint distributors/resellers. Extended Warranty is optional warranty coverage available for purchase in addition to the Standard Warranty. It provides additional years of coverage for your applicable Hardware beyond the Standard Warranty period.

ChargePoint offers repair labor for Hardware covered under Warranty for a separate fee.

For more information, see here: [chargepoint.com/legal/support-services](https://chargepoint.com/legal/support-services).

## Assure

ChargePoint Assure is a Support Plan that provides comprehensive monitoring, proactive maintenance, and dedicated support for EV charging stations. It includes 24/7 remote monitoring, a one-business-day response time, on-site repairs by ChargePoint certified technicians, and the industry's most extensive parts and labor warranty — even covering labor for incidents like vandalism and accidents. The plan also ensures 98% annual uptime and offers detailed reporting on station reliability.

For more information, see here: [chargepoint.com/legal/support-services](https://chargepoint.com/legal/support-services).

## Assure Pro

ChargePoint Assure Pro is a premium Support Plan designed for mission-critical EV charging operations. It provides 24/7 technical support from a dedicated team, one-hour response times, and guaranteed resolution of outages within 24 hours. The plan includes proactive monitoring, expedited troubleshooting, locally stocked spare parts for rapid repairs, and annual preventative maintenance with on-site inspections. Assure Pro ensures maximum uptime and reliability for high priority charging infrastructure.

For more information, see here: [chargepoint.com/legal/support-services](https://chargepoint.com/legal/support-services).

## Customer Managed Labor Plan

The Customer Managed Labor Plan (CMLP) is a parts-only support plan that allows customers to use their own, or 3rd party's, on-site technicians for ChargePoint hardware repairs. With CMLP, ChargePoint handles remote troubleshooting and diagnosis, and then hands off the issue for on-site resolution by the customer's ChargePoint-certified technician. Labor is also available from ChargePoint technicians for a separate fee. CMLP customers benefit from proactive monitoring, 24/7 remote support, and remote diagnosis service levels (standard or critical options are available).

## Work with your own technicians

- Maximize station uptime by using your on-site technicians for repairs.
- Give your technicians another tool in their toolkit with the ChargePoint Training & Certification program.
- Save time by avoiding searching for and scheduling a technician outside of your business.

For more information, see here: [chargepoint.com/legal/support-services](https://chargepoint.com/legal/support-services).

## Safeguard Care

Safeguard Care is an add-on option to your Commercial Warranty or Support Plan (e.g., Assure, Assure Pro, or Customer Managed Labor Plan).

Safeguard Care aims to proactively identify, escalate and resolve issues to save you time, protect your brand image and maximize your reliability. With this add-on, ChargePoint will conduct hardware inspections, cleaning and repairs, site area inspections, and provide detailed issue reports to you monthly, for a frequency of your choosing (biweekly, monthly or quarterly).

For more information, see here: [chargepoint.com/legal/support-services](https://chargepoint.com/legal/support-services).

## Out Of Warranty

Stations are considered "Out-of-Warranty" once your Hardware's Commercial Warranty or Support Plan has expired. This indicates that the product is no longer covered for repairs, service levels or other features. However, ChargePoint will still provide 24/7 Technical Support, albeit on a best effort-basis, and offer you parts and labor for a separate fee.

If a customer purchases a replacement part from ChargePoint for an Out-of-Warranty station, the replacement part comes with a 6-month parts-only warranty.

If a Station Owner performs a repair using a non-ChargePoint certified technician on a station that is covered by a Commercial Warranty or Support Plan, it will void that Commercial Warranty or Support Plan. Consequently, ChargePoint will no longer be contractually responsible for covering parts (and labor, if applicable) or fulfilling its obligations under the Terms and Conditions of the respective Support Plan.

For more information, see here: [chargepoint.com/legal/support-services](https://chargepoint.com/legal/support-services).

## ChargePoint as a Service

ChargePoint-as-a-Service (CPaaS) is a subscription offering that includes the Hardware, Cloud Plan, Assure, Installation service and Activation service. With CPaaS, ChargePoint retains ownership of the charging stations, and customers pay a monthly subscription fee for access. Note: make ready / site preparation costs are not included and paid for by the customer to their contractor directly.

For more information on CPaaS Terms and Conditions, please see: [chargepoint.com/legal/cpaas](https://chargepoint.com/legal/cpaas).

## Late Renewal or Addition of Assure

Customers looking to purchase Assure coverage more than six months after Commercial Warranty or Support Plan expiry must purchase a preventive maintenance inspection from ChargePoint to confirm that there are no outstanding issues.

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# Training and Certification

ChargePoint Training and Certification ensures your EV charging stations deliver maximum uptime and reliability with ChargePoint-certified technicians. Certified techs are trained in EVSE fundamentals, safety, and regulations, plus specialized microcredentials in Installation, Commissioning, and Maintenance. This means faster, safer installs, fewer errors, and quicker resolution of issues—protecting your investment and keeping drivers satisfied.

By requiring certification, you gain confidence that your stations are serviced by professionals with the highest industry standards.

Learn more: [chargepoint.com/partners/training-certification](https://chargepoint.com/partners/training-certification).

## Cloud Plans

ChargePoint Cloud Plans are subscription-based service packages that provide varying levels of software features, management tools, and support for EV charging stations. These plans enable Customers to monitor performance, control access and pricing, manage power usage, and enhance the driver experience. Each plan offers a different combination of capabilities—ranging from essential monitoring to advanced analytics and load management—so organizations can choose the level of functionality that best fits their operational needs.

### Power Plan

The entry-level plan includes **core station management** features like software updates, real-time status, reporting, user management, and valet dashboard. It also supports basic power management (circuit, panel, and site-level sharing, cable sharing, fixed power derating, and hierarchical power sharing). Designed for simple charging needs with essential monitoring and control.

### Community Plan

Builds on the Power Plan by adding driver engagement features such as access control, pricing control, and driver notifications when stations are available. It also enables “Connections” (exclusive offers for selected drivers) and allows stations to be shown on the public network map. Suitable for shared-use environments and businesses wanting moderate control over access and pricing.

### Commercial Plan

Includes everything in Community, plus **enhanced engagement and customization** like on-station video uploads, station messages, tap-to-charge functionality, waitlists, and EV charging network roaming. This plan is ideal for organizations that want to increase visibility, driver convenience, and marketing opportunities.

### Enterprise Plan

The most comprehensive plan, including **all features** from other plans plus **advanced power management** such as Automated Demand Response (ADR), time-of-use power sharing, dynamic load management, and advanced meter data reporting. Best for large-scale operations needing maximum efficiency, load management, and deep analytics.

## Features included in All Plans

Feature	Description
Network connection	Enables 24/7 remote monitoring and status of stations.
API access	Leverage the ChargePoint API available with your cloud plan and integrate ChargePoint with in-house and third-party systems.
Driver Mobile App	Single place for drivers to find available stations, start charging, get updates on charging sessions, see station pictures, read driver tips, and access FAQs.
Driver Portal	Web-based companion to the Driver App. Drivers can find and connect to available stations, join a waitlist, and manage their account on the web.
24/7 Driver Support	ChargePoint provides full support to EV drivers over the phone.
Station Owner Support	Supports station managers 24/7 over the phone and via email.

## Repair Cost Coverage

Repair cost coverage depends on the Commercial Warranty or Support Plan for that station. ChargePoint Support always first checks if the customer's station has coverage for parts and/or labor.

For Standard Warranty, only parts coverage is included. For Support Plans like Assure and Assure Pro, both parts and labor charges are covered. For Out-of-Warranty stations, no coverage is provided.

In cases of Vandalism and Accidents, parts coverage is never provided, however labor is covered for Assure and Assure Pro.

See cost coverage scenarios below for reference.

### Scenario 1: Parts Covered, No Coverage for Labor

- When both parts and labor are covered, ChargePoint-designated partner/ ChargePoint-trained technicians will schedule an appointment with the customer, visit the customer location, and use ChargePoint provided replacement parts to repair the station.
- In this case the parts will be shipped directly to the ChargePoint-designated partner / ChargePoint trained technician's location, who will also be responsible for the return of any RMA parts.
- The technician reports to ChargePoint about the status of installation and repair of the station, and ChargePoint will update the customer.
- Note that in this case, the customer pays nothing; ChargePoint covers all parts and labor costs.

### Scenario 2: Parts Covered by ChargePoint, but Customer Prefers Labor on Their Own

- If a customer has only parts covered and no coverage for labor and wants repairs to be performed by ChargePoint, then the customer must pay for labor separately.
- If the customer requests ChargePoint labor, ChargePoint Support will send the customer a "Quote" providing the price and payment details.



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- The customer, when agreeing to pay, will sign the "Quote" and send back the signed "Quote" to ChargePoint.
  - After receiving the signed "Quote," ChargePoint processes a "Sales Order."
  - Following this process, parts are shipped to the partner location, and ChargePoint-designated Partners / ChargePoint-trained technicians will schedule an appointment with the customer to perform on-site repairs and resolve the issues.

## Scenario 3: Labor and Parts covered

- If a customer has only parts covered and no coverage for labor and prefers repairs to be performed by their own technicians or those of their partners' technicians, ChargePoint Support initiates the following process.
- A Fulfillment Sales Order (FSO) will be raised by ChargePoint, and parts will be shipped directly to the customer location.
- The customer is required to use a ChargePoint certified technician to maintain the warranty of the station and replacement parts. Failure to use a ChargePoint certified technician may void the warranty.
- The customer is expected to ship the non-functional part to ChargePoint if ChargePoint issues a Return Material Authorization (RMA). ChargePoint will provide return shipping information and a pre-paid shipping label.
- If the customer fails to return defective/non-functional items as outlined in CChargePoint's return policy, they will be charged/billed a non-return fee of up to 50% of the price of the replacement item.

## Scenario 4: Labor and Parts Not covered

- When neither parts nor labor are covered, customers must pay for both parts and labor.
- The customer can choose to purchase parts only or parts and labor from ChargePoint.
- If the customer requests ChargePoint parts or parts and labor, ChargePoint Support will send the customer a "Quote" providing the price and payment details.
- The customer, when agreeing to pay, will sign the "Quote" and send back the signed "Quote" to ChargePoint.
- After receiving the signed "Quote," ChargePoint processes a "Sales Order."
- Following this process, parts are shipped to the customer location, and, if labor is purchased, ChargePoint-designated Partners/ChargePoint-trained technicians will schedule an appointment with the customer to perform on-site repairs and resolve the issues.

# Spare Parts

ChargePoint customers have the option to order spare parts online using our webstore. The available spare parts are limited today, however ChargePoint will add more in the future.

To see available spare parts, visit our webstore at [store.chargepoint.com/spare-parts](https://store.chargepoint.com/spare-parts).

If spare parts are not available in the webstore, or if a customer does not wish to pay with credit card, customers can raise a support ticket (See [Opening a Case](#)) to place request help with a spare part order, and if applicable, diagnose the spare part required. Customers can order spare parts from ChargePoint either to replace defective hardware or to stock spare parts in advance.

Hardware purchases will be governed by the Terms and Conditions specified in the PO or signed quote.

For customers inquiring about ChargePoint Webstore order status, address change, pending refunds, exchanges or replacements, please email: [cpstore@chargepoint.com](mailto:cpstore@chargepoint.com).

# Service Levels

Service Levels define ChargePoint's target response and resolution timelines for support issues. These levels categorize issues by severity, set expectations for how quickly ChargePoint will respond to and resolve problems, and deliver on reliability metrics like uptime.

## Severity

Severity in a case is determined according to the following criteria:

### S1: Outage

Issues which completely prevent the Hardware from dispensing electricity (i.e., inoperable station).

### S2: Not-Outage

The station is operational but with restricted service, requiring repairs, configuration assistance, minor bug fixes, or upgrades. This reflects a diminished function or ability, lacking full functional or structural integrity.

There are also defects, errors, and bugs related to technical inquiries ("how to") that do not adversely affect the station's functionality. You may reach out to ChargePoint Support with those issues as well; see [Request Service](#) for more information.

		Severity	
		1	2
Commercial Warranty	Response	Best Effort	
	Resolution		
Assure	Response	1 Business Day Response	
	Uptime	98%	–
Assure Pro	Response	1 hour	
	Resolution	24 hours	5 business days

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# Station Activation

ChargePoint stations must be activated and configured before becoming operational. The Deployment Specialist team will coordinate with the station manager to complete the activation process.

If station managers need to contact the Deployment Specialist team, they can call 1-866-480-2936 and follow the prompts. The team is available Monday through Friday, from 5 AM to 6 PM PST.

Station Owners should contact the Deployment Specialist team if the station is DOA (dead-on-arrival), defective, missing parts, or if there are issues or questions related to installation or activation. We recommend contacting the Deployment Specialist team within 72 hours (three business days) after the station is activated if there are any issues.

Further information about the Order to Activation process see our Onboarding Guide at [ChargePoint Product Reference Documentation](#).

## Escalation

If a Station Owner/Partner requires the support case to be escalated, they can send the request to [SupportEscalations@chargepoint.com](mailto:SupportEscalations@chargepoint.com).

The information below needs to be provided when raising escalations:

- Case Number (Mandatory)
- Station name, MAC address or Serial number of the station (if case number is not available)
- A brief description of why the case is being escalated.

## Station Transfer of Ownership

When ownership of a station or stations is being transferred to a different entity, an Asset Transfer needs to be processed. If the new owner is not an existing customer of ChargePoint then they will be added to the ChargePoint database.

Contact Station Owner Support to initiate an Asset transfer. The following information needs to be provided when raising an asset transfer request:

- Serial number or MAC address of the stations – the last 8 Characters of the MAC Address can be found in the top right corner of the display screen.
- Proof of ownership – Bill of sale, etc.

- Contact information for the new station administrator.
  - Name of New Organization
  - Administrator's Name
  - Administrator's Email
  - Administrator's Phone #
  - Administrator's Address
  - Bill to contact information, if the Accounts Payable contact differs from the above.

There is a station activation fee of \$249 USD / \$295 CAD per station for transferring the station.

The station activation fee covers:

- ChargePoint facilitating the asset transfer (initial communications, working with the old and new Station Owners, notifying Legal and the Deployment Specialist team)
- Creating the new organization in ChargePoint's database
- Deactivating the stations in the old organization
- Activating the stations in the new organization
- Setting up the stations with access control, object granting, pricing policies, assisting with creating Connection policies, and any other settings in ChargePoint's Cloud software for the new Station Owner

Once the above information is provided, an agreement of ownership will be sent for signature. Following that, a quote will be sent for activation and an invoice.

The agreement must be signed within 120 days. If the agreement is not received by ChargePoint within 120 days, the stations will be decommissioned.

## How to Terminate ChargePoint-As-A-Service (CPAAS)

If a customer requests to terminate the contract for CPaaS, then they need to follow the process below.

1. The termination request must be raised before the 60-day countdown to expiration of service.
2. Station Owner must inform their Sales Contact to terminate the contract.

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# Software Defect Management

If ChargePoint Support identifies a software defect as the issue, they will escalate the case to the product engineering team. Once the product engineering team confirms the defect and its resolution, they will implement the software fix through an automatic software update and Support will notify the customer.

Please note the following:

- Software fixes are only available on generally available software releases and are not provided for products that are End of Life (EOL).
- Below are the products that are End-of-Support for software and firmware:
  - CPF25
  - CPF32
  - CT2000
  - CT500
  - CT1000
  - CT600
  - CPE100
  - CPE200

# Station Owner Responsibilities

1. Provide Access and Information
  - a. Grant reasonable access to ChargePoint or its authorized technicians for performing support, repairs, or maintenance.
  - b. Provide accurate and complete information requested by ChargePoint, including photos, site details, and hardware-related information.
  - c. If Assure Pro was purchased, designate a 24x7 point of contact for mission-critical support and promptly update any changes to contact or access requirements.
  - d. Disclose special facility access requirements and any non-standard vehicle models that will use the hardware.
2. Assist with Remote Troubleshooting Before On-Site Dispatch
  - a. Provide all necessary information for timely and professional remote support, including station logs, photos, and fault descriptions.
  - b. Perform **initial troubleshooting steps** as requested by ChargePoint Support, including:
    - i. Power cycling the station.
    - ii. Taking photos of breakers and wiring.
    - iii. Validating visible damage on ports, connectors, or latches.
    - iv. Checking the operational status of the station.
  - c. If unable to perform these activities, inform ChargePoint Support so that a Field Technician visit can be arranged. Note: an additional fee will apply for this service.
    - i. ChargePoint Support will send you a quote with Field Technician charges and once the quote is approved by the customer, the Field Technician visit will be scheduled.
3. Support On-Site Service
  - a. Provide ChargePoint technicians with unrestricted access to the station and adequate working space.
  - b. If access is required to the breaker or the electric infrastructure, as requested by our Field Technicians, ensure an authorized representative is present for access and coordination.
4. Maintain Site and Hardware
  - a. Keep the physical site clean, safe, orderly, and compliant with applicable laws and regulations.
  - b. Maintain hardware according to ChargePoint's documentation, including preventive maintenance, permitting required over-the-air firmware updates with reliable cellular connectivity for the hardware.
  - c. Notify ChargePoint if the hardware is in an environment that poses a potential health or safety hazard to field technicians; remedy such hazards before service can proceed.
  - d. For pantograph systems, pre-purchase and locally store any non-ChargePoint pantograph spare parts required for repairs.
5. Ensure Proper Installation and Commissioning
  - a. Ensure hardware is installed and commissioned according to ChargePoint specifications, using ChargePoint trained and certified technicians.
  - b. Notify ChargePoint and complete re-activation / re-commissioning if hardware is relocated.

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## 6. Timely Communication

- a. Notify ChargePoint promptly of any hardware issues, outages, or impairments.
- b. Cooperate during troubleshooting by providing necessary details for remote diagnosis.
- c. For repairs requiring lifts or other special equipment (e.g., overhead pantographs), confirm availability in advance to avoid service delays.

## 7. Subscription, Warranty, and Cloud Requirements

- a. Maintain an active ChargePoint Cloud plan concurrently with your Commercial Warranty or Support Plan coverage.
- b. Ensure that stations registered with Assure, Assure Pro, or Warranty are correctly mapped in the Network Operations System (NOS) and update their exact location if necessary. It is the responsibility of the Station Owner to ensure the station is correctly mapped. Please refer to the steps below to update the location.
  - i. Login to NOS and navigate to the station.
  - ii. Go to configuration.
  - iii. Click on Edit.
  - iv. In the map where the wrong pinpoint is showing up, drag the pin to the correct location.
  - v. Notice that the Latitude and Longitude have been updated.
  - vi. Scroll down to the bottom of the configuration page and click save.
- c. If transferring ownership of the hardware, provide prior written notice (60 days) to ChargePoint to maintain warranty/support validity.

## 8. Return of Parts

- a. Return defective parts, if required, within the timeframe specified on the replacement part order. Failure to return them may result in additional charges.

## 9. Local Compliance and Environment

- a. Ensure local compliance with all safety, legal, and regulatory requirements.

For more details on Station Owner Responsibilities, please refer to the link below, as responsibilities vary based on the Commercial Warranty or Support Plan: [chargepoint.com/legal/support-services](https://chargepoint.com/legal/support-services).

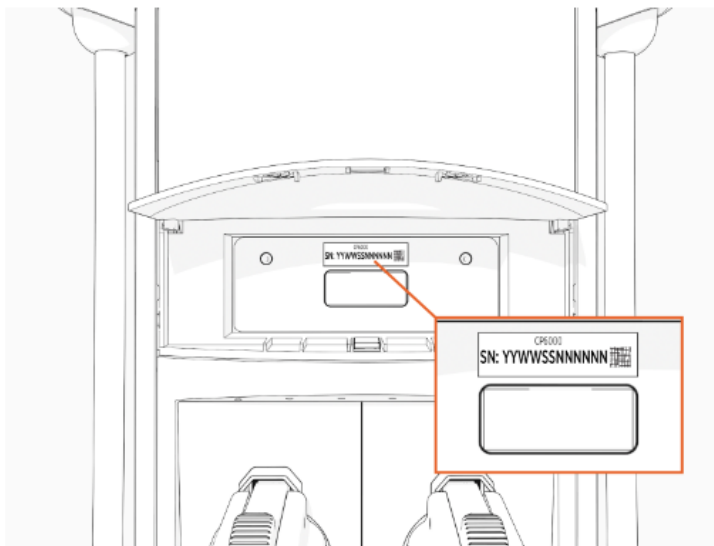


# Appendix: Locating Station Serial Number/MAC Address A

Location of the Serial number and MAC Address of a station varies by station type. This document explains where to locate the Serial number and MAC Address of a station based on station type.

## CP6000

Lift the front door to show the serial number:



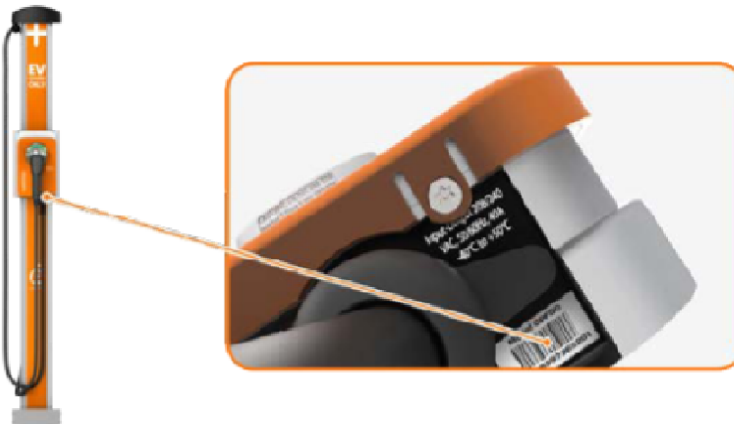
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## CPF50

MAC Address for a CPF50 is located on the top of the station

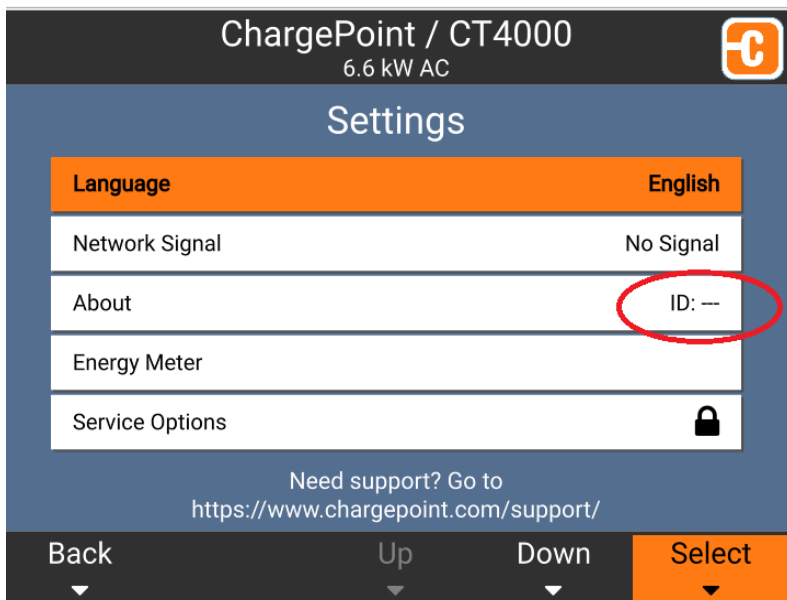
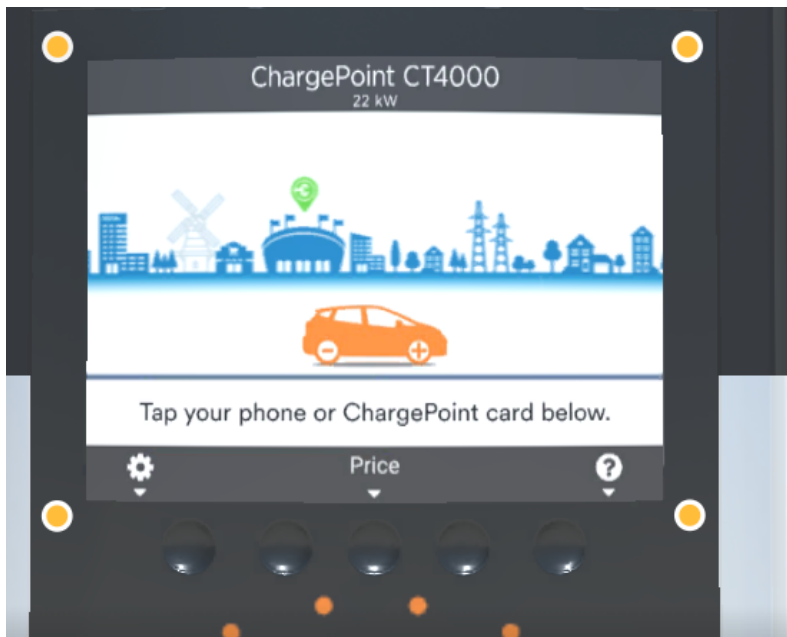


The serial number is located at the bottom of the base unit, near the output charging cable.



## CT4000

Click the “gear” icon. This should bring up an info screen. The MAC ID will be shown in the “About” column:

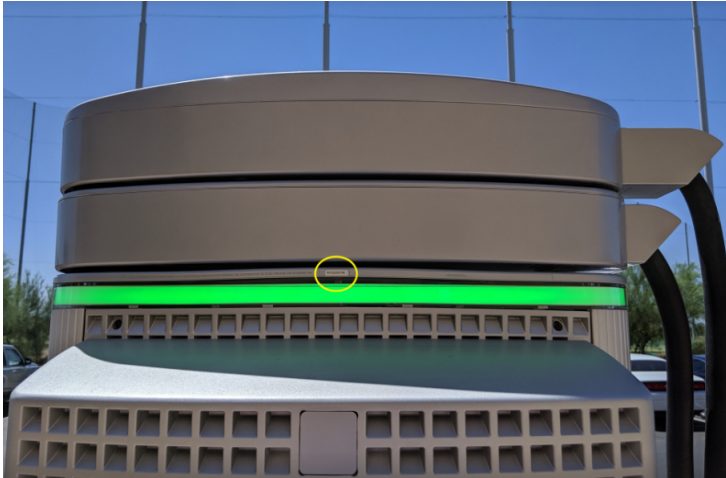


The serial number can be seen just below the screen, but above the holsters and ChargePoint logo. The technician or Station Owner will need to crouch down and look up at the protruding lip of the station screen and lens cover.

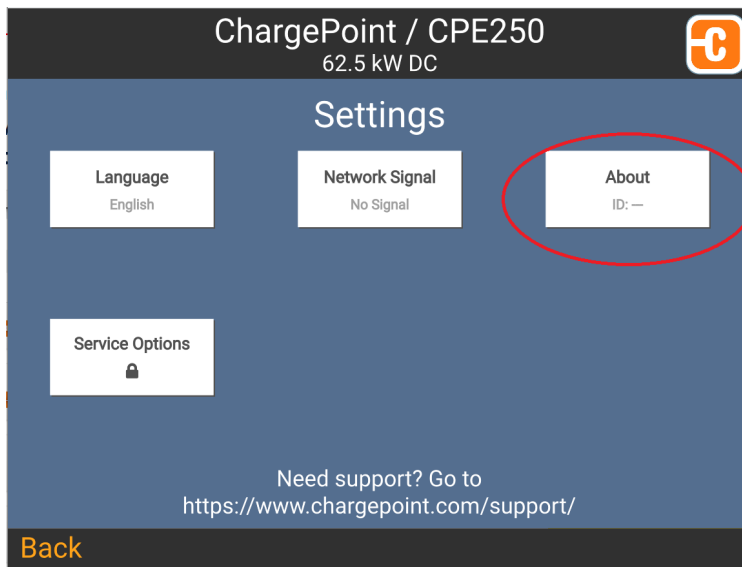


## CPE250

The serial number is on a small sticker on the back of the machine, at the top.



For MAC address, click the first button for the "gear" icon. This should bring up an info screen. The MAC ID will be shown in the "About" column:



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## Express Plus

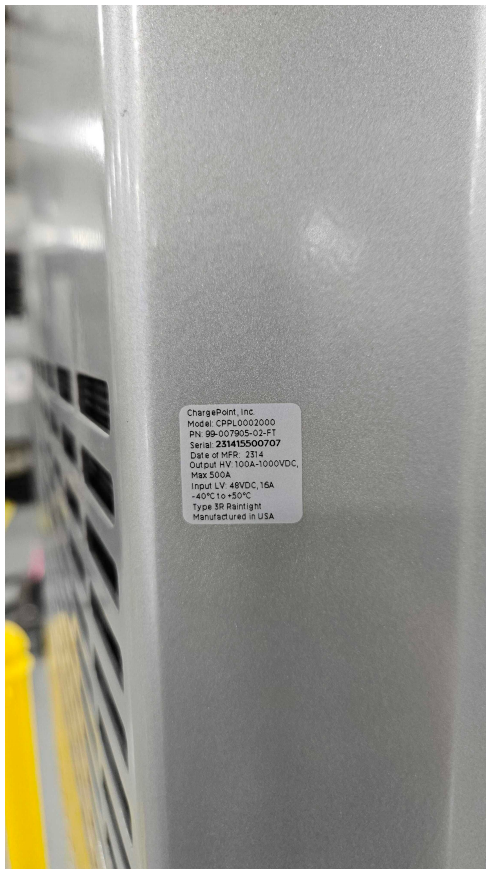
The Express Plus system includes multiple serial numbers located on different parts.

### Power Block Controller Box

Station Serial + MAC label located on Power Block Controller Box:



Power Linkserial number located on the left side of the back cover:



Power Block serial number is located behind the upper front door on the frame in the middle:



