

Getting Started with ChargePoint

For New Customers, Installers and Resellers

*How to ensure successful
deployment of new
ChargePoint EV charging
stations and software*

Thank you for choosing ChargePoint! We're excited to help you get charging and join the e-mobility revolution. There are several important tasks to complete after buying charging stations and before the first successful charge. Here's what needs to happen (and who will be involved).

NOTE *The Deployment Team is the main point of contact for each station implementation.*



1 Network Manager account setup *performed by the customer*



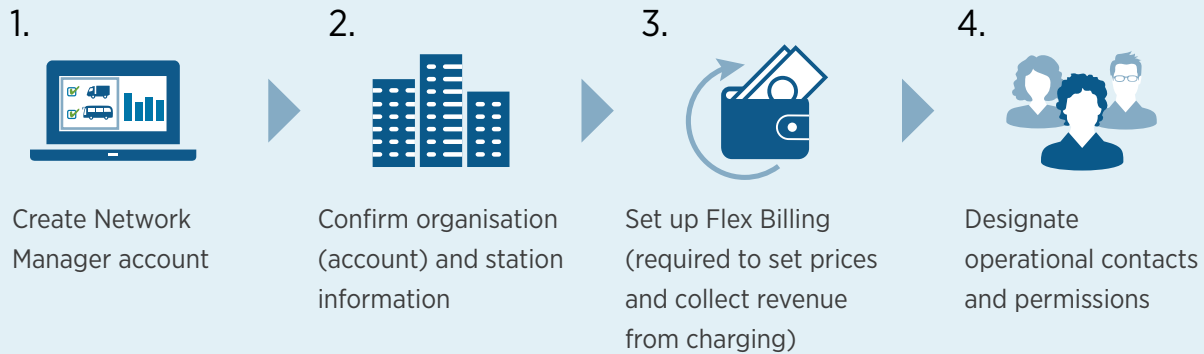
A ChargePoint Network Manager account is required to configure and manage settings such as cost to charge and who can access stations, as well as report on station utilisation, energy costs, greenhouse gas emissions avoided and more.

The contact information for the Network Manager should be provided to ChargePoint and your sales representative when stations are ordered. If this contact is not provided, our Deployment Team will work with the reseller and/or installer to identify the best contact.

New Network Managers will receive an email from notifications@chargepoint.com with an invitation to create a Network Manager account. Network Managers should follow the link and complete these steps.

NOTE

This account must be set up and verified by the Deployment Team before stations will be able to charge vehicles and enable progression of installations going forward.



2 Station shipping and receiving

Once ChargePoint stations ship, the receiving contacts for the account receive email notifications. There are a few things to note about the shipping process:



- + Stations may arrive in different boxes and on different dates
- + Resellers may ship stations along with other items needed for site preparation
- + Software cloud plans, Assure plans and activation services are delivered digitally (there is no physical shipment)

3 Site Preparation

completed by the contractor



Proper site preparation requirements vary by product. Preparation is crucial to successful installation. Stations may not function properly if guidelines are not followed and local regulations are not adhered to.

NOTE

Improper site preparation often leads to station malfunction, permitting failure and safety risks.

Contractors should refer to the appropriate Site Design Guide for each solution (available through [ChargePoint University](#) or via third-party station manufacturer's website i.e. Alpitronic) to find:

- + Site layout best practices
- + Pedestal mount concrete pad and wall mount surface requirements
- + Civil and electrical engineering requirements and reference to national and/or local regulatory standards
- + Mobile communication or Ethernet communication (if applicable) requirements (these must be met for charger to function properly) (see *Site Design Guide - Connectivity*)

4 Station installation, setup and pinpointing *completed by the installer*



The installation process will be slightly different depending on whether it's handled by ChargePoint, a ChargePoint partner, a certified installer or customer's electrical contractor.

Please call **Installer Help Desk** for any inquiry related to new installations, commissioning and activations

+44 (20) 37908697

The ChargePoint Deployment Team will assist you with all your installation, commissioning and activations questions and needs.

Installation purchased from ChargePoint

If station installation services (Install-Commissioning) or ChargePoint as a Service (CPaaS Subscription) have been purchased from ChargePoint, ChargePoint's Deployment team must confirm site readiness prior to station installation. To request confirmation after the site has been prepared, please submit a completed Construction Sign Off Form and all requested pictures by replying to your activation case email thread.

Additional photos or information may be required upon request depending on the complexity of the site preparation. When ChargePoint receives the necessary documentation showing that the site is ready for installation, we will dispatch a ChargePoint O&M partner (installer) to complete installation and commissioning for the site. The Construction Sign Off Form and photos will be shared with the ChargePoint O&M partner (installer) prior to installation and may be peer-reviewed.

Installation completed by a ChargePoint partner, certified installer or customers electrical contractor

The installation process varies for each ChargePoint and third-party manufacturer station.

NOTE

All electricians must complete product-specific ChargePoint certification to set up a ChargePoint installer account, and must be certified in accordance with local and national requirements. Further details are available in ChargePoint's product training via ChargePoint University. For some third-party station manufacturers (i.e. Alpitronic) additional training and certification is mandatory. Please contact third-party manufacturer for further details. Violation against these additional requirements can result in a non-functional and/or non-supported station and/or voided warranty.

A ChargePoint installer account is required in order to install and pinpoint stations, so they can be configured for operation. Installers must complete the training and must set up an account before going onsite for installation. Installers will not be able to complete the installation, commissioning and pinpointing without an installer account. Station owners may wish to complete certification as well.

Certification

(installers must complete before going onsite; station owners may wish to complete certification as well)

- + Register at chargepointuniversity.com
- + Complete the appropriate training course
- + Download appropriate installation guide
- + Download other documentation, if required
- + Set up installer account prior to going onsite for installation

Installation, commissioning and pinpointing *(installers will complete onsite)*

Certified installers must follow the installation instructions for each station. After the AC stations are physically installed, the installer must energise each station, log in to their installer account and pinpoint each station location using the station MAC address. **It is imperative that, at the time of installation, installers complete the Site Commissioning Form including all the required**

photos and submit these to ChargePoint (process might deviate for third-party manufacturers i.e. Alpitronic). ChargePoint will use the Site Commissioning Form and photos to validate the station onto the ChargePoint network operating system. Please contact ChargePoint in case of any questions.

NOTE

When unpacking materials, installers should keep an eye out for any labels that will be added to stations. Installers will give station owners the MAC address label for each station installed.

5 Station activation and configuration

performed by ChargePoint Deployment team



ChargePoint stations must be activated and configured before they will be operational. The Deployment team will coordinate with the Network Manager to gather:



Ongoing admin, service renewal and onsite support contact for the station



Station MAC addresses and names (should be provided by the installer)



Who should be able to view and use the stations



Any videos or imagery to display on the stations (when supported)



Hours of operation



Pricing policy (Flex Billing setup is required to collect revenue)

NOTE

Network Managers will receive an email from activations.eu@chargepoint.com containing guided steps necessary for completing the activation/commissioning of the station. Please make sure you reply to all emails from this email address to expeditiously install, commission and activate your stations.

TIP

Installers will provide the MAC address during the installation process.

Once the stations have been activated, Network Managers can log in with their ChargePoint account to make changes to the configurations at any time.

Post-installation support

View [frequently asked questions for station owners](#) for additional support getting started with EV charging.

Thanks again for choosing ChargePoint!



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