



ChargePoint Launches Safeguard Care to Proactively Ensure EV Charger Reliability

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CAMPBELL, Calif.--(BUSINESS WIRE)-- ChargePoint (NYSE: CHPT), a leading provider of EV charging solutions, today announced Safeguard Care, a new service offering that provides end-to-end reliability monitoring of ChargePoint charging stations. The program, available now in six launch markets, utilizes a network of trained service providers to routinely inspect chargers, identifying and repairing many common issues while onsite.

ChargePoint Safeguard Care provides regular on-site inspections of EV charging stations and proactive monitoring to help keep stations up and running.

"ChargePoint continues to develop innovative solutions that ensure EV charger reliability, from anti-vandalism measures to monitoring our hardware from our network operations center.

"Safeguard Care further demonstrates our commitment to delivering a reliable charging experience," said JD Singh, Chief Customer Experience Officer of ChargePoint. "As the original manufacturer of the chargers, we are able to ensure the highest standards of service and support. With Safeguard Care, we are giving station owners and EV drivers peace of mind knowing that chargers will be in pristine working order."

Safeguard Care, combined with **ChargePoint Assure®**, is an ideal solution for charging providers with high traffic and distributed charging stations, such as municipalities, parking garages and workplaces. It is particularly beneficial for station owners who do not have their own dedicated staff to inspect and maintain their stations on a regular basis. Each Safeguard Care visit includes a visual inspection of the charging station and the physical area around the chargers, cleaning, minor repairs or adjustments if necessary, and a test charge to validate functionality after the completion of repairs. Any issues the Safeguard Care inspector cannot address on site will be escalated directly to ChargePoint support for follow up.

For more information about Safeguard Care, please visit: <https://www.chargepoint.com/businesses/services>.

ChargePoint and the ChargePoint logo are trademarks of ChargePoint, Inc. in the United States and in jurisdictions throughout the world. All other trademarks, trade names, or service marks used or mentioned herein belong to their respective owners.

About ChargePoint Holdings, Inc.

ChargePoint has established itself as the leader in electric vehicle (EV) charging innovation since its inception in 2007, long before EVs became widely available. The company provides comprehensive solutions tailored to the entire EV ecosystem, from the grid to the dashboard of the vehicle. The company serves EV drivers, charging station owners, vehicle manufacturers, and similar types of stakeholders. With a commitment to accessibility and reliability, ChargePoint's extensive portfolio of software, hardware, and services ensures a seamless charging experience for drivers across North America and Europe. ChargePoint empowers every driver in need of charging access, connecting them to over 1.25 million charging ports worldwide. ChargePoint has facilitated the powering of more than 16 billion electric miles, underscoring its dedication to reducing greenhouse gas emissions and electrifying the future of transportation. For further information, please visit the [ChargePoint pressroom](#) or the [ChargePoint Investor Relations site](#). For media inquiries, contact the [ChargePoint press office](#).

Forward-Looking Statements

This press release contains forward-looking statements that involve risks, uncertainties, and assumptions including statements regarding the usefulness, effectiveness and perceived customer benefits that may be derived from ChargePoint's Safeguard Care service offering. There are a significant number of factors that could cause actual results to differ materially from the statements made in this press release and additional risks and uncertainties that could affect our ability to successfully launch, implement and maintain Safeguard Care, which are included under the captions "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" in our Form 10-Q filed with the Securities and Exchange Commission (the "SEC") on June 6, 2025, which is available on our website at [investors.chargepoint.com](#) and on the SEC's website at [www.sec.gov](#). Additional information will also be set forth in other filings that we make with the SEC from time to time. All forward-looking statements in this press release are based on information available to us as of the date hereof, and we do not assume any obligation to update the forward-looking statements provided to reflect events that occur or circumstances that exist after the date on which they were made, except as required by applicable law.

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