



CP800

Service Guide



IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS



WARNING: This manual contains important instructions for Home Flex. When using electric products, always follow basic precautions, including the following.

1. **Read and follow all warnings and instructions before installing and operating the ChargePoint® charging station.** Install and operate only as instructed. Failure to do so may lead to death, injury or property damage and will void the Limited Warranty.
2. **Only use licensed professionals to install your ChargePoint charging station and adhere to all national and local building codes and standards.** Before installing the ChargePoint charging station, consult with a licensed contractor, such as a licensed electrician, and use a trained installation expert to ensure compliance with local building and electrical codes and standards, climate conditions, safety standards, and all applicable codes and ordinances. Inspect the charging station for proper installation before use.
3. **Always ground the ChargePoint charging station.** Failure to ground the charging station can lead to risk of electrocution or fire. The charging station must be connected to an earthed, metal, permanent wiring system or an equipment earth conductor shall be run with circuit conductors and connected to the equipment earth terminal or lead on the Electric Vehicle Supply Equipment (EVSE). Connections to the EVSE must comply with all applicable codes and ordinances.
4. **Install the ChargePoint charging station using a ChargePoint approved method.** Failure to install on a surface that can support the full weight of the charging station can result in death, personal injury, or property damage. Inspect the charging station for proper installation before use.
5. **This charging station is not suitable for use in Class 1 hazardous locations, such as near flammable, explosive or combustible vapours or gases.**
6. **This device should be supervised when used around children.**
7. **Do not put fingers into the electric vehicle connector.**
8. **Do not use this product if any cable is frayed, has broken insulation, or shows any other signs of damage.** Call ChargePoint Support immediately at 1.888.758.4389 (24 hours).
9. **Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other signs of damage.** Call ChargePoint Support immediately at 1.888.758.4389 (24 hours).
10. **Use 90°C wire copper conductors only.**
11. **Applicable only to NA - Do not operate the charging station in temperatures outside its operating range.**
For charging stations set to 16–48 A, the range is -40°F to 122°F (-40°C to 50°C).
For charging stations set to 50 A, the range is -40°F to 113°F (-40°C to 45°C).
12. **Other than the charging cable, Home Flex contains no field serviceable parts.** Do not attempt to repair or service any other part of the unit yourself. If the unit requires servicing, contact ChargePoint, Inc.

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13. **Ensure the charging cable is positioned so it is not stepped on, tripped over, or subjected to damage or stress.** Do not close a garage door on the charging cable.

Product Disposal

ChargePoint Home Flex is electronic and therefore may not be disposed of as part of unsorted domestic waste. Enquire with local authorities regarding proper disposal. Product materials are recyclable as marked.



Document Accuracy

The specifications and other information in this document were verified to be accurate and complete at the time of its publication. However, due to ongoing product improvement, this information is subject to change at any time without prior notice. For the latest information, see our documentation online at chargepoint.com/guides.

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Warranty

For information on warranty, refer to <https://store.chargepoint.com/warranty-policy>.

Symbols

This guide and product use the following symbols:



DANGER: Risk of electric shock



WARNING: Risk of personal harm or death



CAUTION: Risk of equipment or property damage



IMPORTANT: Crucial step for installation success



Read the manual for instructions



Ground/protective earth

Illustrations Used in This Document

The illustrations used in this document are for demonstration purposes only and may not be an exact representation of the product. However, unless otherwise specified, the underlying instructions are accurate for the product.

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Introduction 1

Follow this guide to service and replace the CP800 components.

Before You Begin



DANGER: RISK OF SHOCK. Before performing any procedure, the technician must disconnect the power to the charging station at the service panel. Follow local code to de-energise the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter and check that the power is off. Keep the power off for the circuit until all cover panels are correctly reinstalled and the work is complete. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE OR PROPERTY DAMAGE.



WARNING: Do not perform installation or service in inclement weather. If you work in rain or wind, you must use a weather-proof shelter that covers all boxes and components.



CAUTION: Keep components in original packaging, free of moisture, and protected from damage until you install or service them at the site. Store all deliveries of components in a dry covered location and protect from moisture.



CAUTION: Comply with these guidelines to prevent component damage.

- Use tools suitable to torque metric fasteners. All fasteners used on the CP800 are in metric sizes.
- Use the given torque values to tighten the fasteners.
- Ensure that the tools such as torque tool, multimeter, and Ethernet tester are calibrated.



CAUTION: Warranty Limitation

- If the charging station is not installed, commissioned, or serviced by a ChargePoint certified technician using a ChargePoint-approved method, it is *excluded* from all ChargePoint and other warranties and ChargePoint is not responsible.
- You must be a licensed electrician and complete training at chargepoint.com/installers to become ChargePoint certified and to access ChargePoint's web-based installer tools or ChargePoint Installer app.



IMPORTANT: During servicing, ChargePoint recommends taking a photo before removing each part, so you can refer to the photos when reassembling the system.



WARNING: Follow Service Guide instructions *only*. Use only ChargePoint-authorized parts.

Additional Documentation

To ensure safety for you and others, do this before you begin:

- Familiarise yourself with the instructions in the service guide.
- If you have not installed or serviced the CP800 recently, orient yourself to the CP800 by reviewing the Site Design, Installation, and Datasheet as well as any other materials you find helpful.

Check and Protect Parts

To ensure your safety, do the following:

- Use only authorised parts and accessories sold and supplied by ChargePoint for the unit and model.
- Keep components in original packaging, free of moisture and protected from damage until you install or service them at the site.
- Store all deliveries of components in a dry covered location and protect from moisture.
- Familiarise yourself with the contents of each delivery box.
- Ensure that you have all the parts for the work you plan to perform.
- Have more than one technician or qualified support person present if components are heavy.
- Keep liquids (and objects containing liquid) away from the unit, never on or inside it.

Do not discard the part you are replacing. Reuse the packaging from the new part to return all removed parts to ChargePoint.

If Damaged, Do Not Service

Do not perform work or remove any signs or covers from the unit if you find any of the following:

- The charging station housing shows mechanical damage.
- The charging cables or connectors are visibly damaged.
- The station is unstable or moves.

If you find such damage, *turn off the station*, advise the site manager to keep the unit(s) off, and contact ChargePoint immediately. Find your region's technical support number at chargepoint.com/support.

CP800 stations are alternating current (AC) charging stations, capable of delivering up to 22 kW (three phase) of power to an electric vehicle (EV). They feature metering compliant with calibration law and backend connectivity via OCPP 2.0.1 and it can be used in semi-public and public areas with billing based on energy consumption.















IMPORTANT: The charging station must be installed by a licensed electrician. If you need help finding one, refer to the Quick Start Guide or visit chargepoint.com/homeinstall.

Follow the instructions in the Installation Guide and heed all warnings.

Bring These Tools and Materials

To install ChargePoint CP800 charging stations, you need the following tools and materials:

	4 mm (3/16 in) drill bit		T20 Torx screwdriver with torque setting
	10 mm (3/8 in) nut setter		Flat blade (4.5 mm) screwdriver with torque setting
	Wire stripper		Spirit level
	Hand-held drill		QR code scanner (usually built into the camera app)
	Smartphone with internet connectivity		ChargePoint installer login credentials
	ChargePoint Installer app		ChargePoint Driver app

Inspect the Box for Contents

Check to make sure that you have all of the following parts before beginning work.

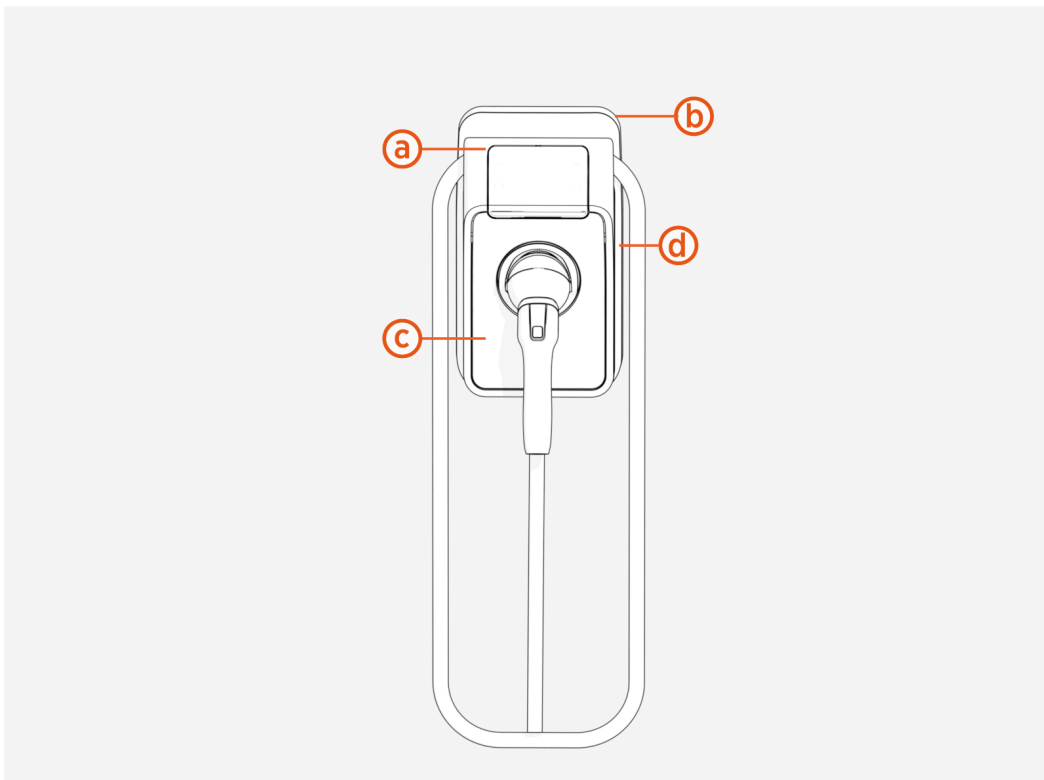
- Charging station
- Backplate
- Quick start guide
- Three 6 mm (3/8 in) x 51 mm (2 in) lag screws
- Three masonry anchors
- M25 cable gland
- Locking screw

Head Unit Replacement 2

Before you begin ensure you check the following:

1. Refer to the site drawings and identify the charging station to be serviced.
2. End all charging sessions and activity for the station to be serviced.

Refer to the diagram below for the location and order of each component to be removed.



- (a) Head Unit
- (b) Backplate
- (c) Faceplate
- (d) Energy Management Accessory

Steps to Replace Head Unit

To replace the head unit, follow the instructions below:

1. Remove the station from the backplate.
 - a. Insert a screwdriver into the leftmost hole underneath the station.
 - b. Pull the screwdriver towards you to release the security latch.



- c. Push the station upward to detach it from the backplate.

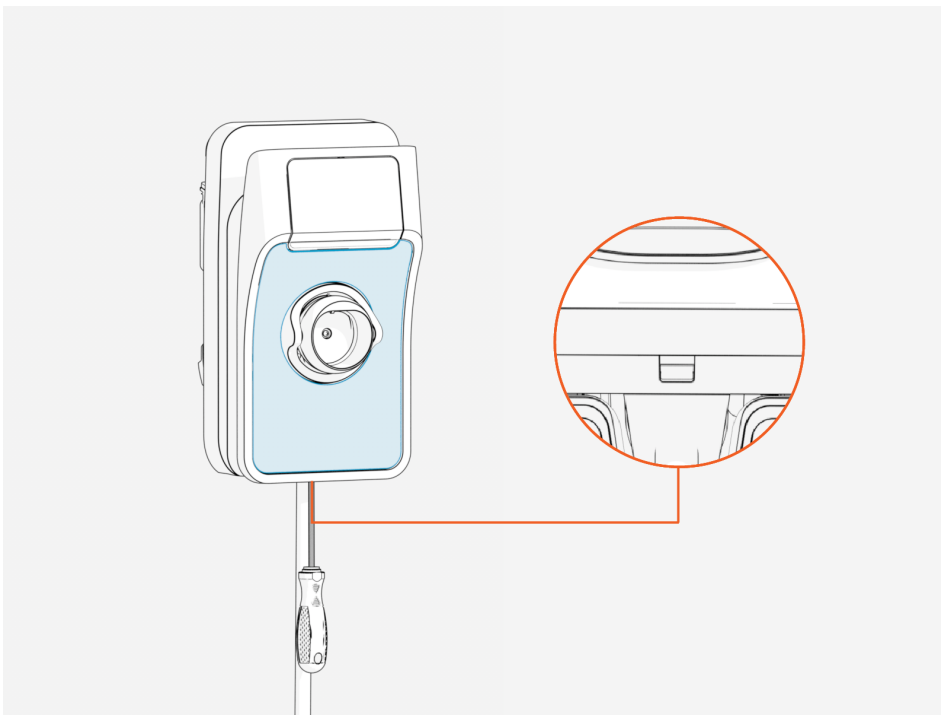


2. Attach the new station by sliding it onto the backplate until it locks.

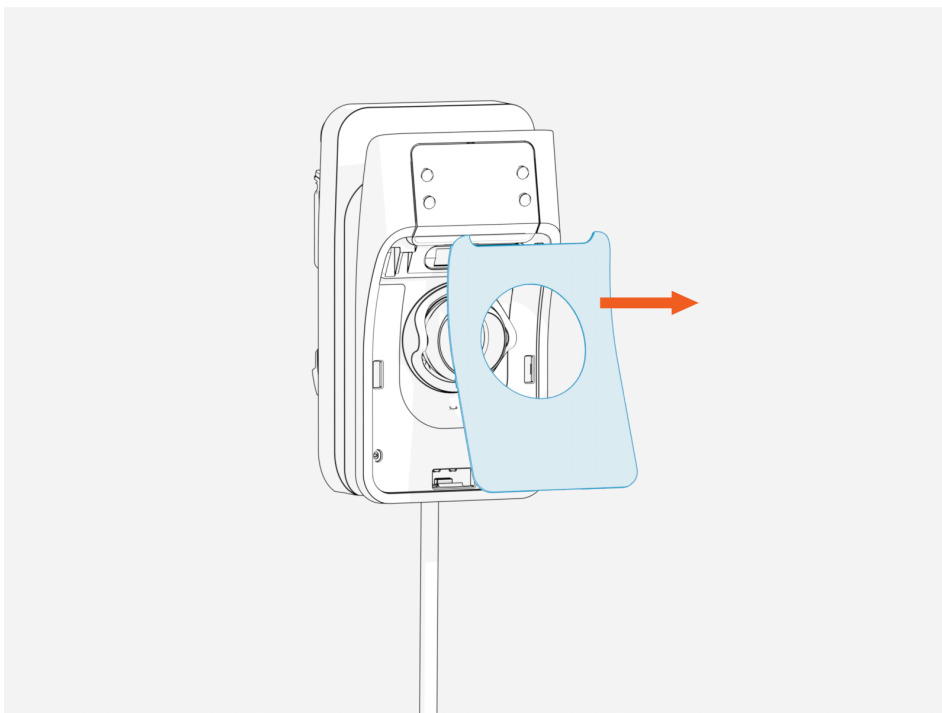
Replace the Faceplate 3

To replace the faceplate, follow the instructions below:

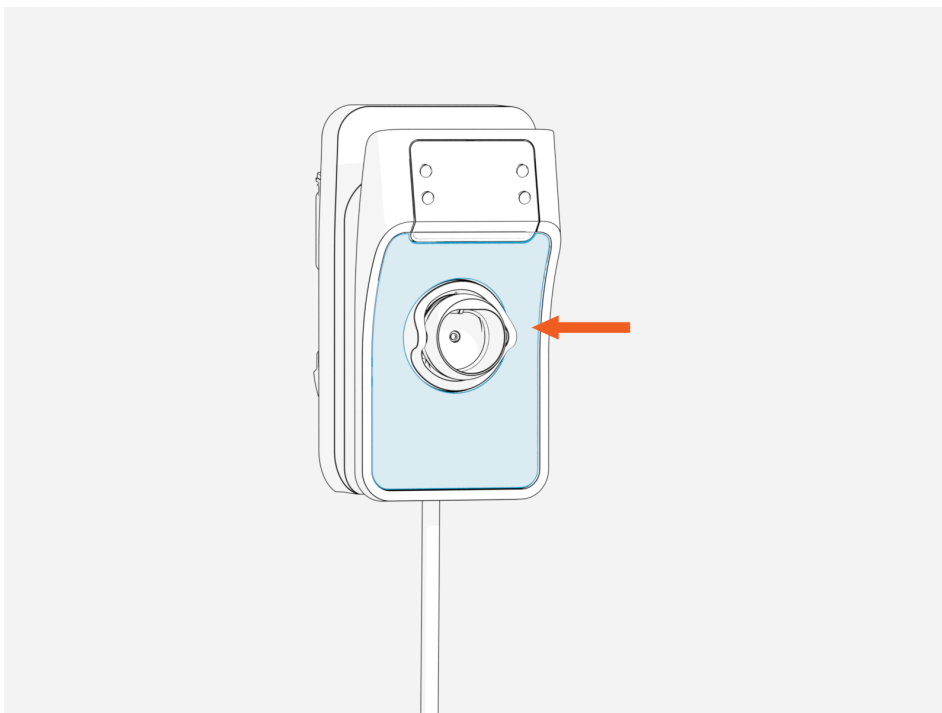
1. Insert a screwdriver to gently pry off the faceplate.



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2. Remove the existing faceplate.



3. Install the new faceplate – Align the new faceplate with the edges of the head unit and press gently until it snaps into place.

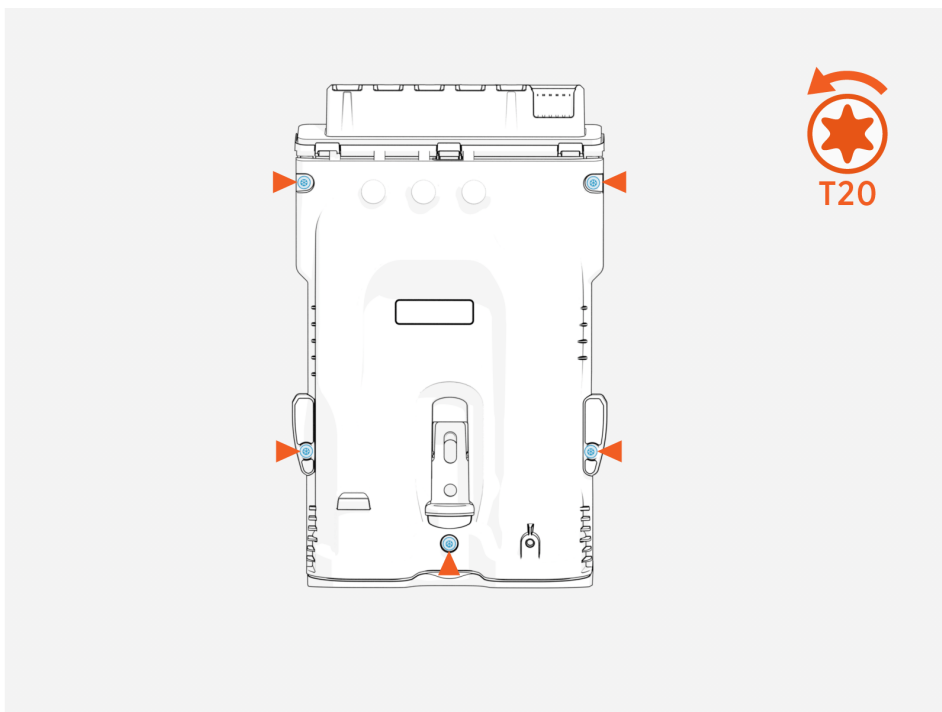


Replace the Backplate 4

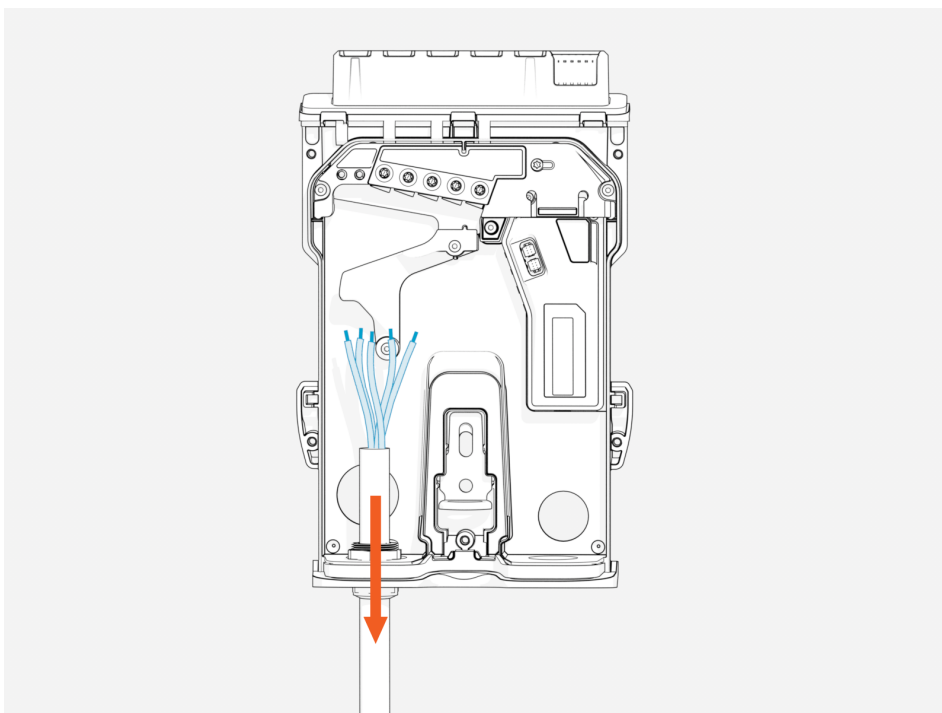
1. Remove the station from the backplate.



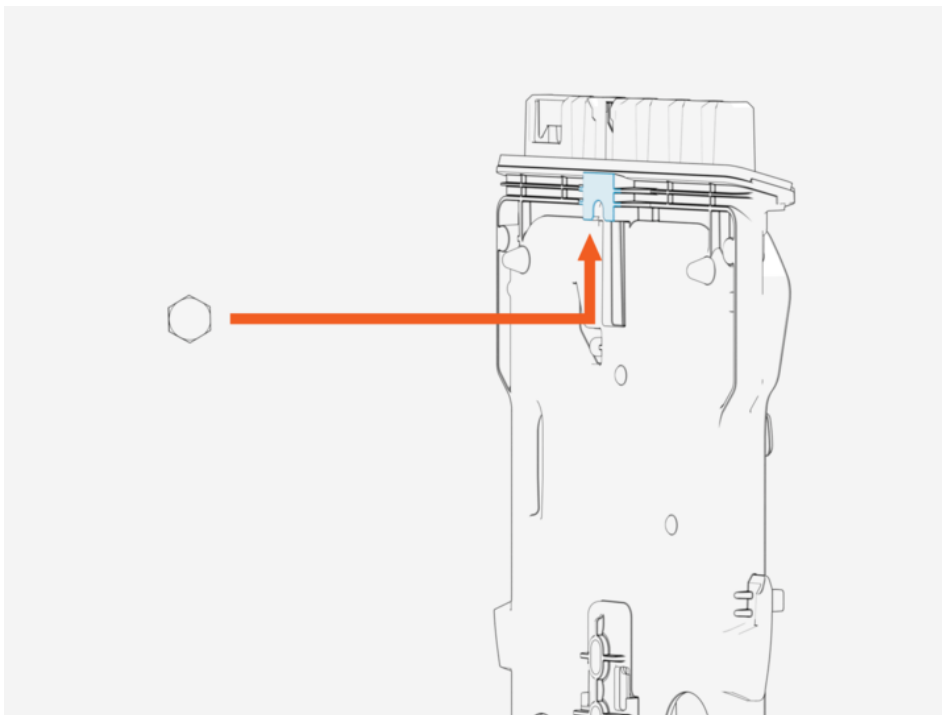
2. Unscrew and remove the backplate cover.



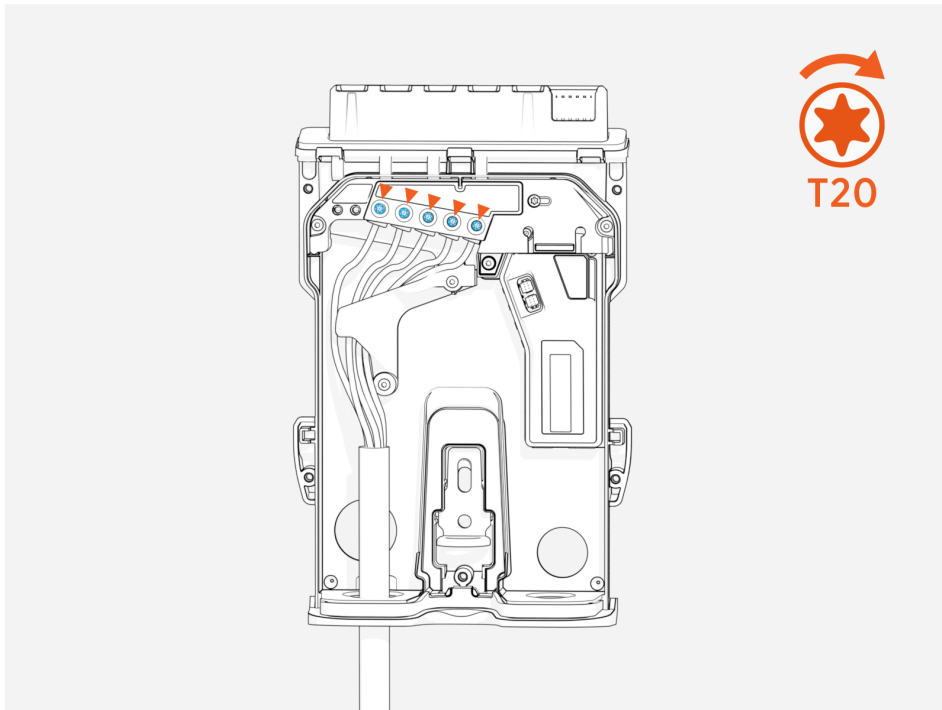
3. Disconnect all AC and data wiring.



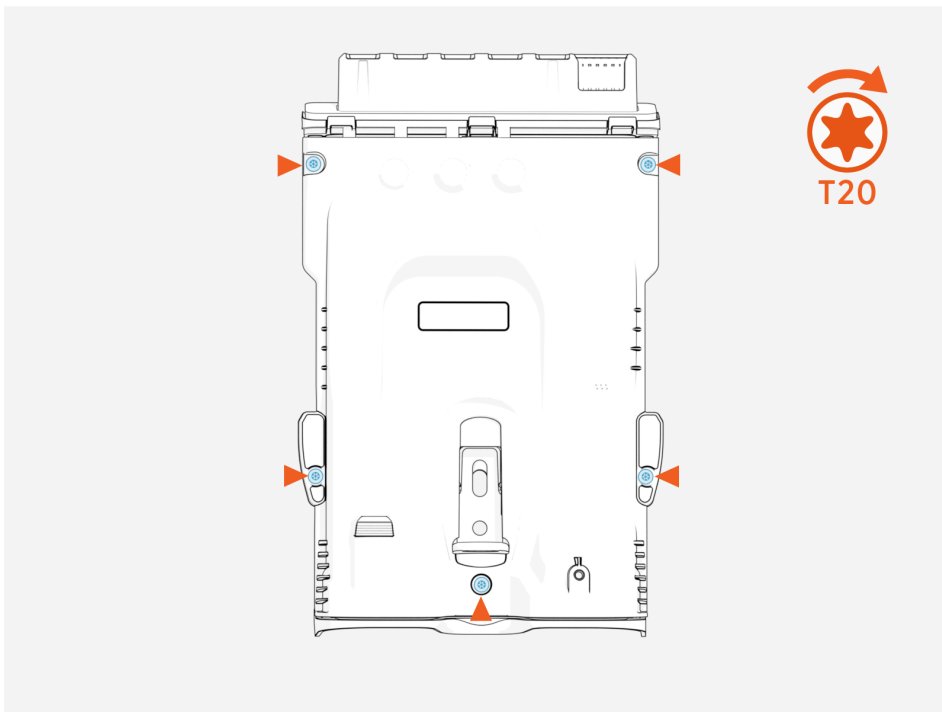
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4. Lift up to remove the backplate from the mounting screw.



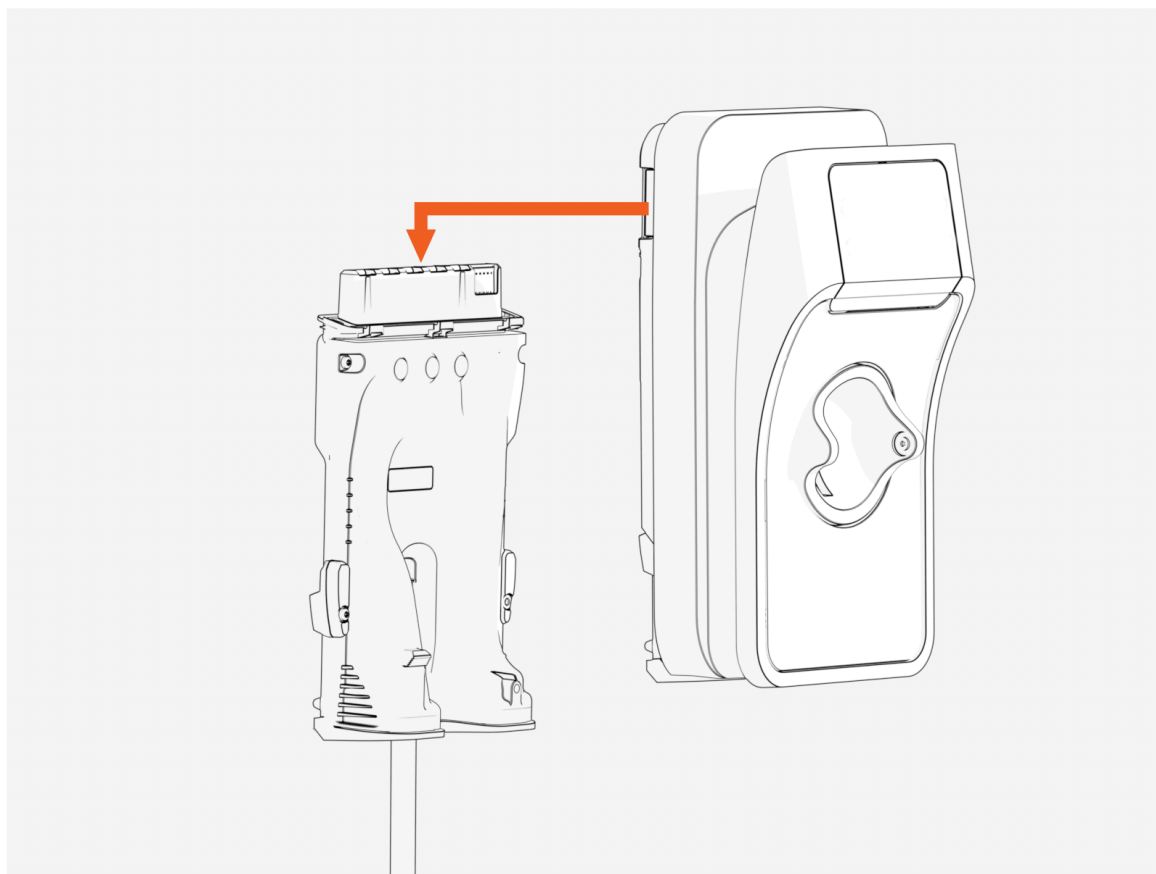
5. Align the new backplate with the mounting screw and slide into position.
6. Reconnect the AC and data wiring.



7. Reattach the backplate cover and tighten the four screws to secure it in place.



8. Slide the main unit onto the backplate until it clicks into place.

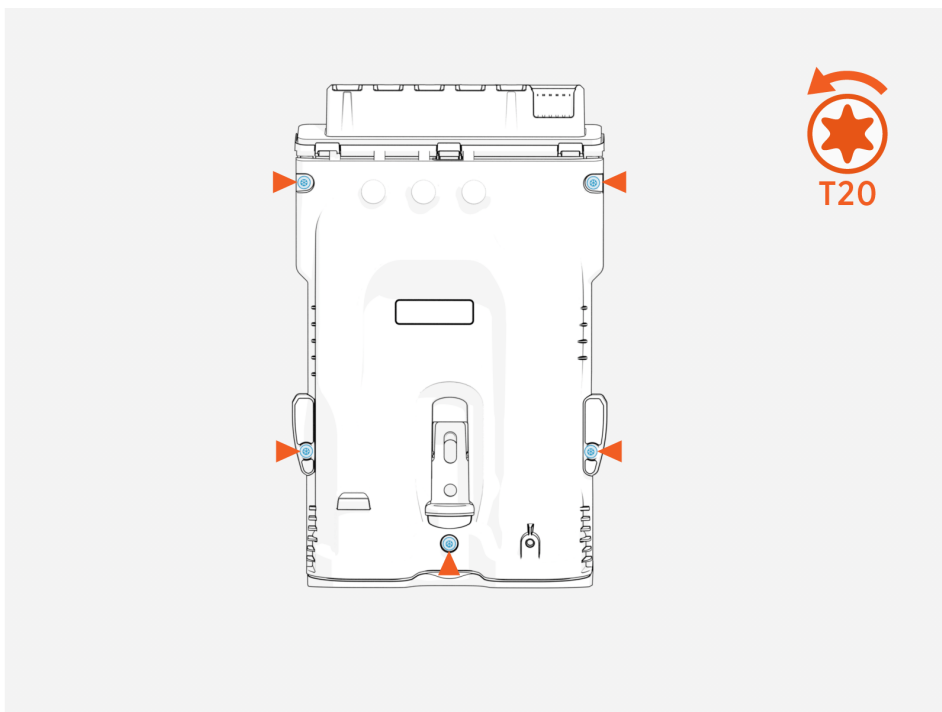


Replace the Energy Management **5** Accessory

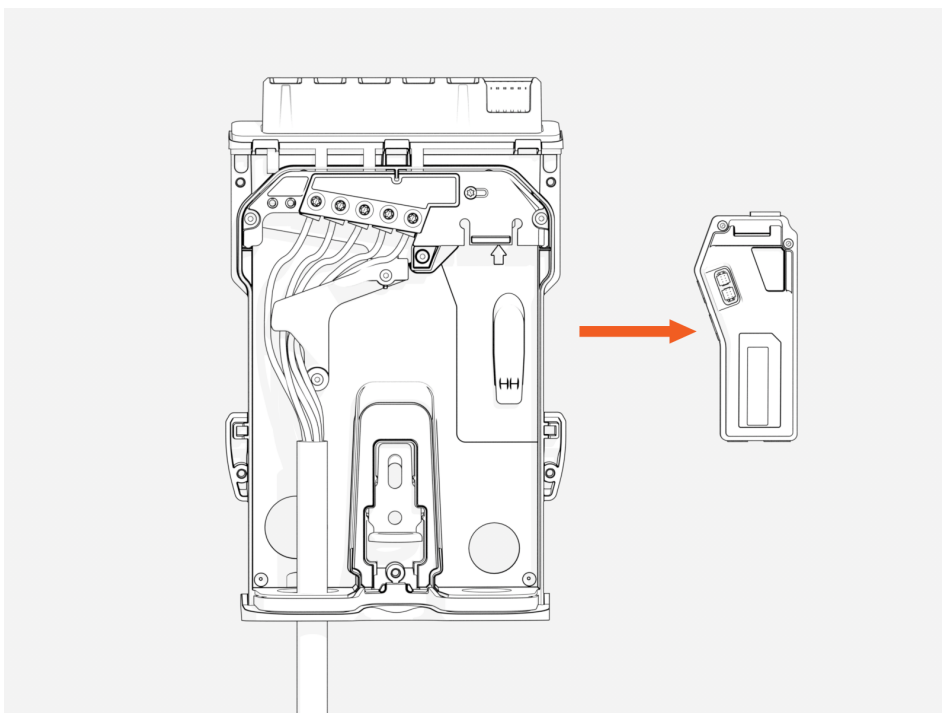
1. Remove the main unit from the backplate.



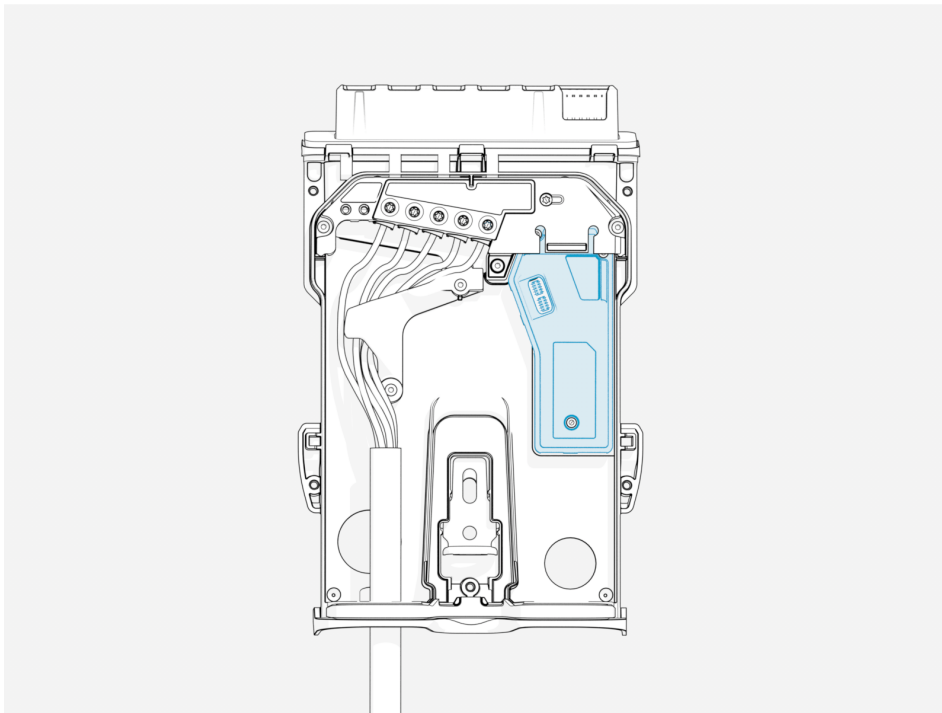
2. Unscrew and remove the backplate cover.



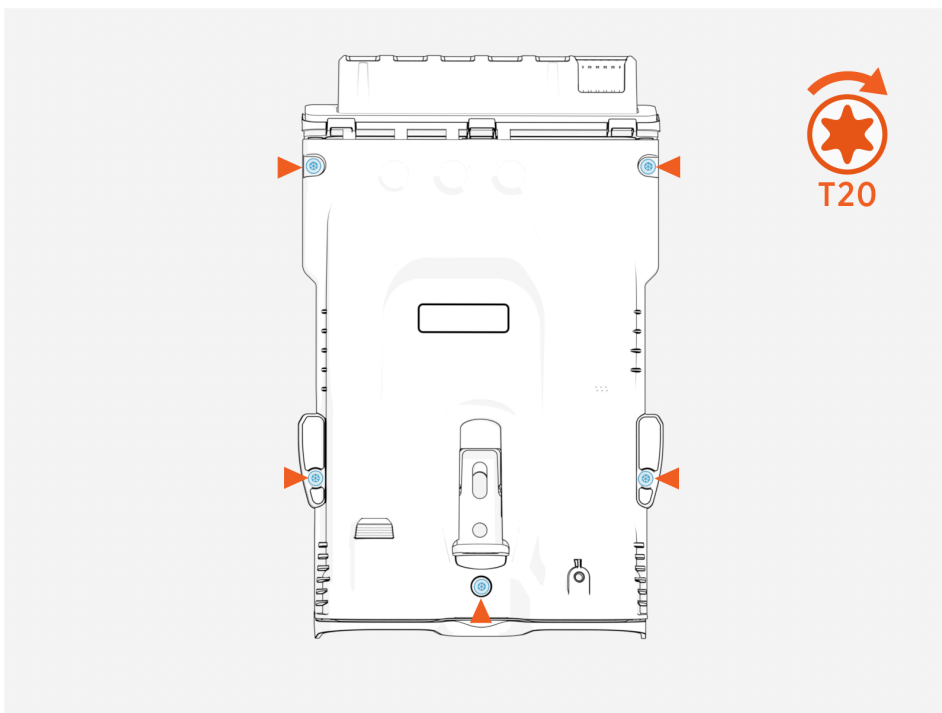
3. Remove the existing Energy Management Accessory.



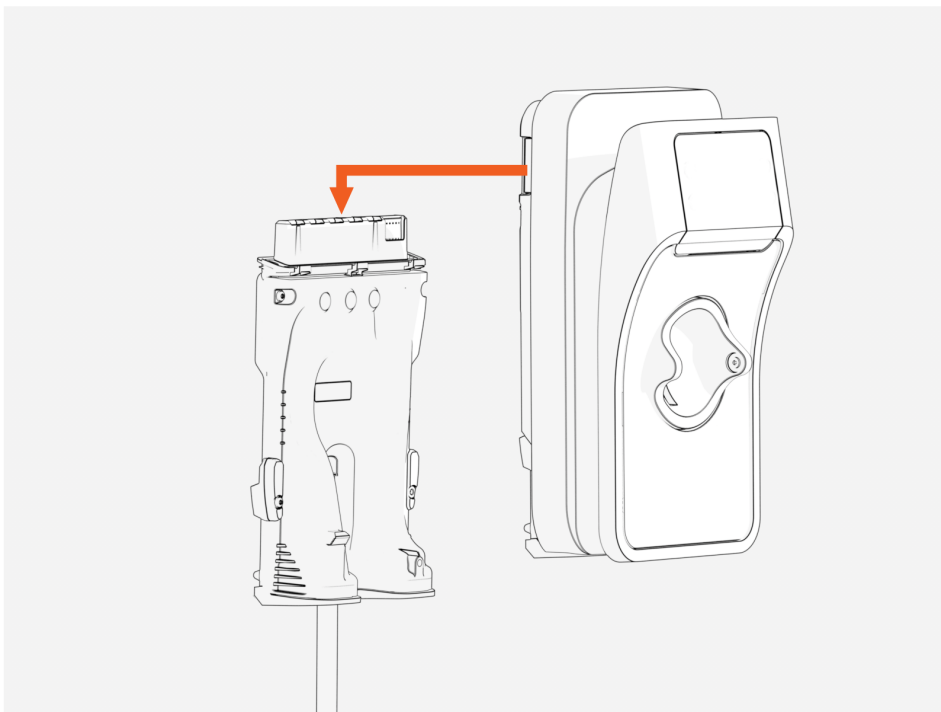
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4. Insert the new Energy Management Accessory.



5. Reattach the backplate and tighten the screws to secure it.



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6. Slide the main unit onto the backplate until it clicks into place.



Limited Warranty Information and Disclaimer

The Limited Warranty you received with your charging station is subject to certain exceptions and exclusions. For example, your use of, installation of or modification to the ChargePoint® charging station in a manner in which the ChargePoint® charging station is not intended to be used or modified will void the limited warranty. You should review your limited warranty and become familiar with the terms thereof. Other than any such limited warranty, the ChargePoint products are provided “AS IS”, and ChargePoint, Inc. and its distributors expressly disclaim all implied warranties, including any warranty of design, merchantability, fitness for a particular purposes and non-infringement to the maximum extent permitted by law.

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