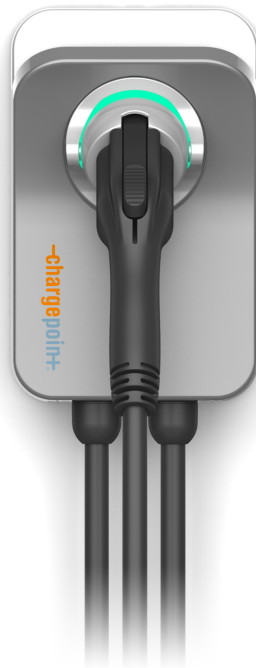


# CPH50

## Network Charging Station

### 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 electric shock. The charging station must be connected to a grounded, metal, permanent wiring system, or an equipment grounding conductor shall be run with circuit conductors and connected to the equipment grounding terminal or lead on the Electric Vehicle Supply Equipment (EVSE). Connections to the EVSE shall 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 vapors 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.
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. Inquire 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 Product Reference Documentation](#).

## Copyright and Trademarks

©2013-2025 ChargePoint, Inc. All rights reserved. This material is protected by the copyright laws of the United States and other countries. It may not be modified, reproduced, or distributed without the prior, express written consent of ChargePoint, Inc. ChargePoint and the ChargePoint logo are trademarks of ChargePoint, Inc., registered in the United States and other countries, and cannot be used without the prior written consent of ChargePoint.

## 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



**NOTE:** Helpful information to facilitate 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.



---

# Revision History

This page provides a summary of revisions made, listing the month and year of each update along with a brief description of the changes made.

Month & Year	Version Number	Description
Oct, 2025	v1	Added a note in the <a href="#">Install the New Holster Ball</a> and <a href="#">Remove the Charging Cable</a> sections instructing the user to retain the original J1772 cable for future use, should they choose to switch from NACS to J1772 cable.

# Contents

IMPORTANT SAFETY INSTRUCTIONS .....	i
Revision History .....	iv
<b>1 Introduction .....</b>	<b>1</b>
Bring These Tools and Materials .....	4
Inspect the Box for Contents .....	4
<b>2 Power Cord Replacement Kit .....</b>	<b>5</b>
Remove the Cover .....	5
Remove the Existing Power Cord (If Present) .....	8
Install the New Power Cord .....	10
Attach the Wire Cover and Faceplate .....	14
Mount the Station and Plug the Cord In .....	15
Restore Power .....	16
<b>3 Holster Ball Assembly Replacement .....</b>	<b>17</b>
Remove the Existing Holster Ball .....	17
Install the New Holster Ball .....	19
Restore Power .....	21
<b>4 NACS Conversion and Cable Replacement Kit .....</b>	<b>22</b>
Remove the Charging Cable .....	22
Replace the Charging Cable .....	25
Attach the Wire Cover and Faceplate .....	27
Install NACS Holster Insert .....	28
Prepare the Charging Cable for Use .....	29
Restore Power .....	29

# Introduction 1

Follow this guide to service and replace the CPH50 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-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter and check that the power is off. Keep 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 shipments 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 CPH50 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](https://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:

- Familiarize yourself with the instructions in the service guide.
- If you have not installed or serviced the CPH50 recently, orient yourself to the CPH50 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 authorized 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 shipments of components in a dry covered location and protect from moisture.
- Familiarize yourself with the contents of each shipping 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.



**NOTE:** 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](https://chargepoint.com/support).















**IMPORTANT:** You must be a licensed electrician and complete online training to become a ChargePoint certified installer. If you do not complete training, you cannot access the ChargePoint network to complete installation. Find online training at: [chargepoint.com/installers](https://chargepoint.com/installers). If the charging station is not installed by a ChargePoint certified installer, using a ChargePoint approved method, it is not covered under warranty and ChargePoint is not responsible for any malfunctions.

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

## Bring These Tools and Materials

To install ChargePoint CPH50 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		Bubble 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 ensure you have 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

# Power Cord Replacement Kit 2

This topic provides instructions for replacing an input power cord in Home Flex charging stations. Do not install the kit until you have read the instructions in this document.



**DANGER:** RISK OF SHOCK. Before performing any procedure, you must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off. Keep 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, AND/OR PROPERTY DAMAGE.



**CAUTION:** Use low torque settings when working with power tools during installation or servicing. Over-torquing can damage the equipment.

## Remove the Cover

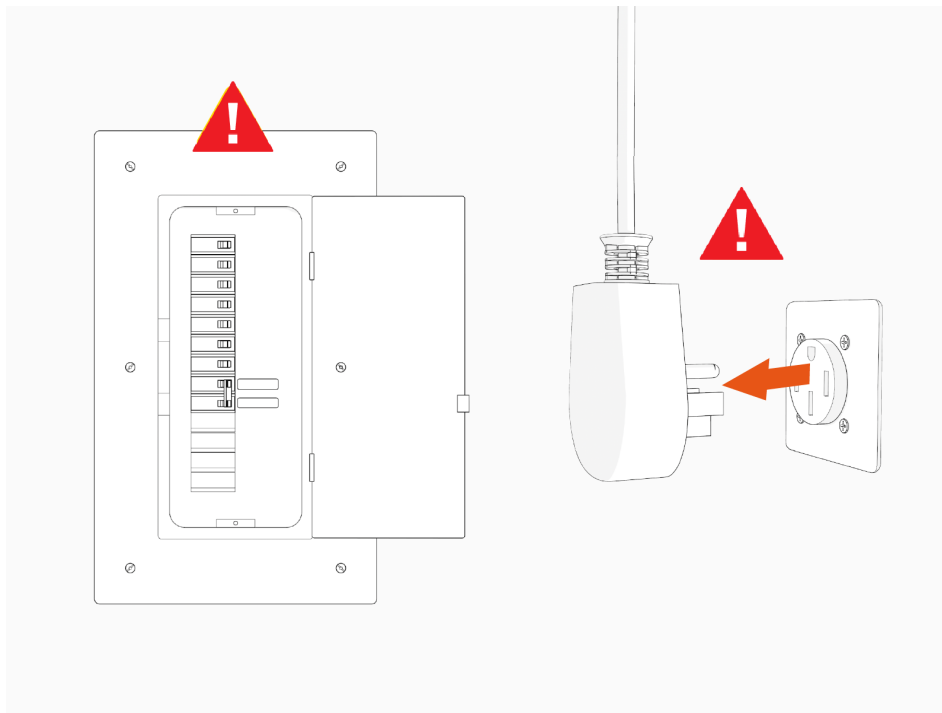
Configure the following steps to remove the cover:

1. Turn off power to the charging station at the circuit breaker.
2. Unplug the power cord, if present.



**WARNING: RISK OF SHOCK.** Before performing any procedure, you must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off. Keep 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, AND/OR PROPERTY DAMAGE.

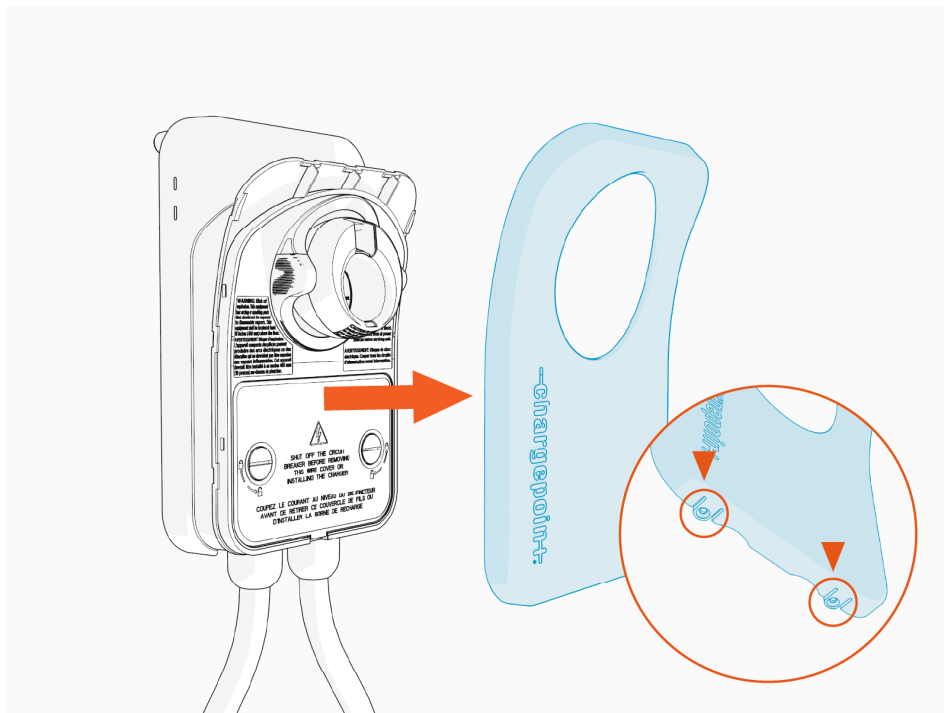
Do not plug the new power cord in before completing the replacement procedure.



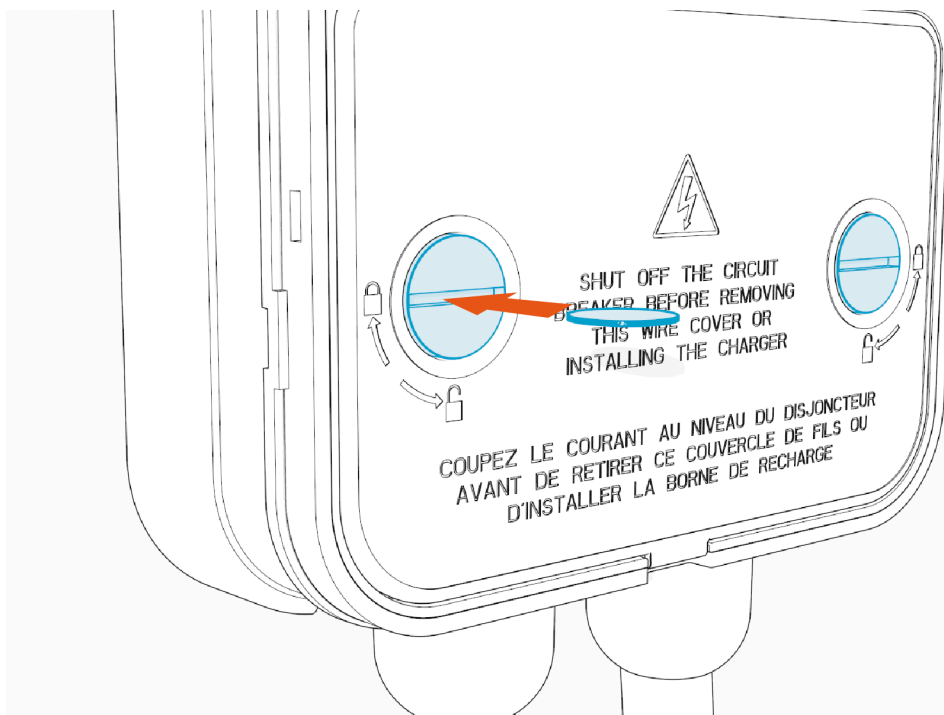


3. Remove the faceplate.

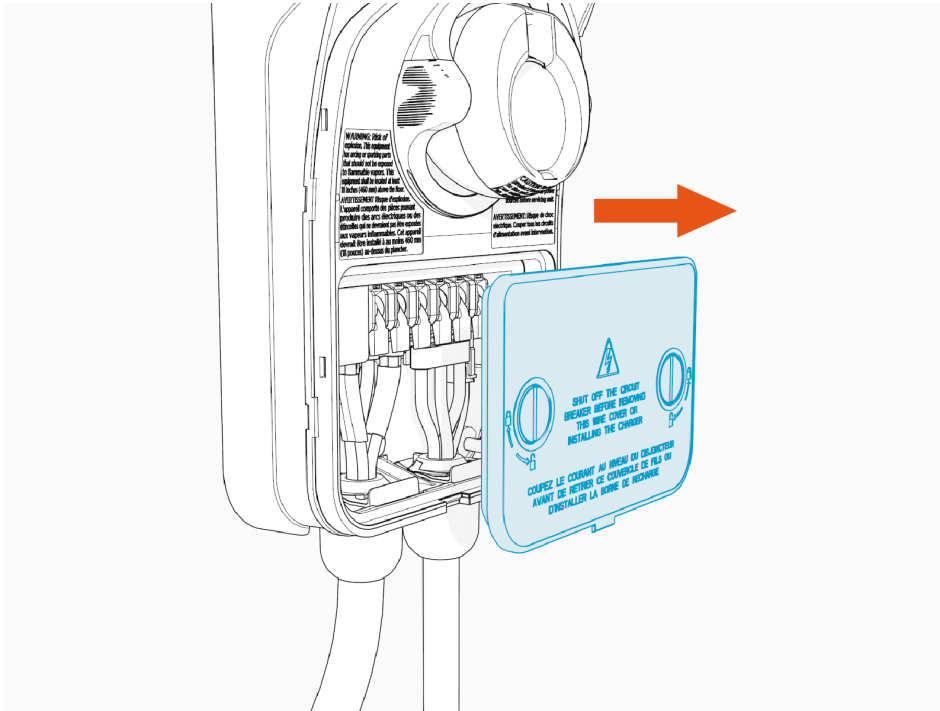
Pull down on the two tabs located on the bottom of the faceplate, then pull the faceplate away from the charging station.



4. Use a coin or a large screwdriver to unlock the wire cover.



5. Lift the wire cover off.

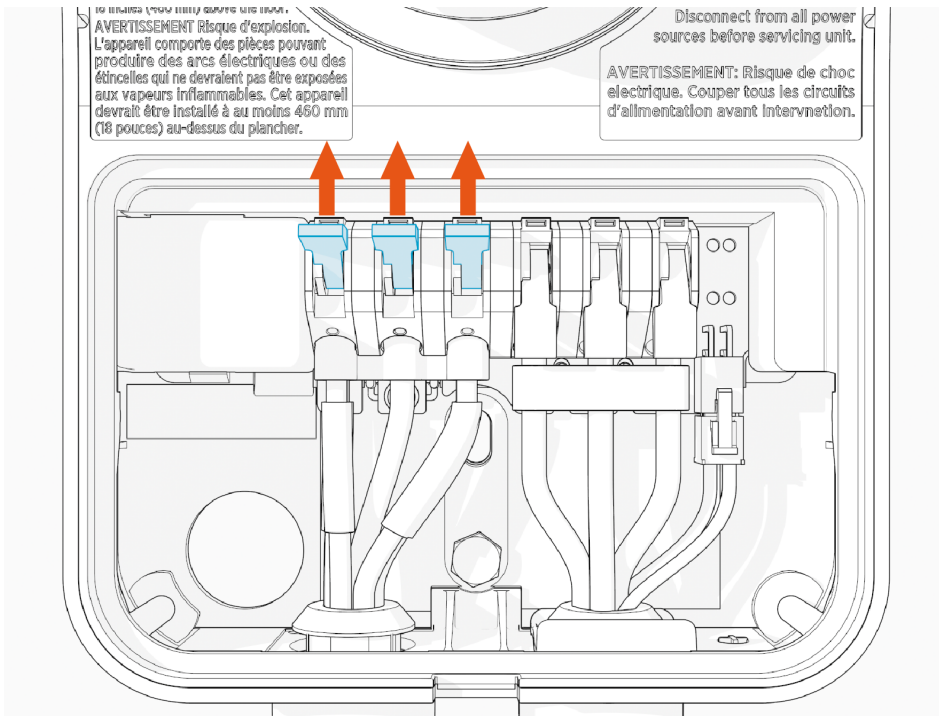


## Remove the Existing Power Cord (If Present)

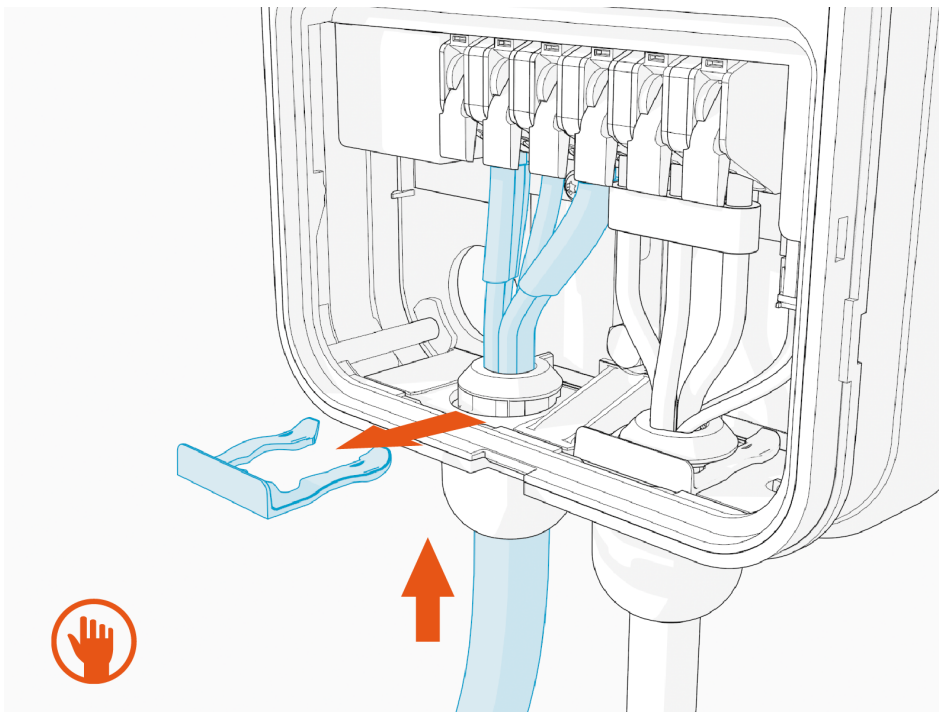
Configure the following steps to remove the existing power cord (if present):

1. Lift the three levers on the left side of the terminal block.

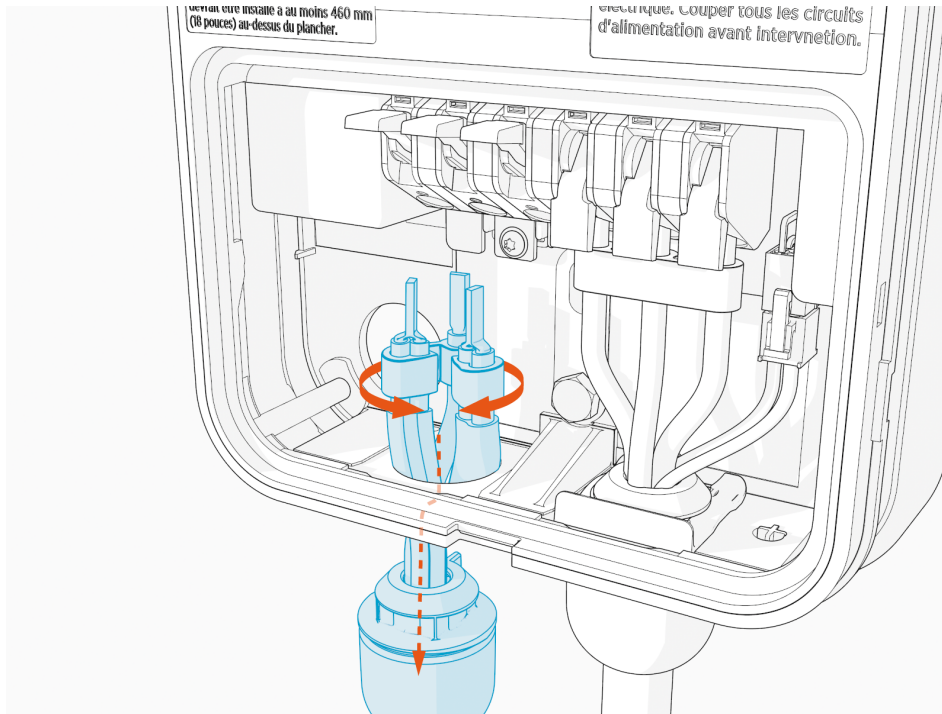
**Note:** Lift only the three left-most levers and wires when replacing the power cord. Do not lift or remove the three right-most levers and wires.



2. Push up on the power cord to relieve tension, then slide the cable clip out.



3. Squeeze the black wire harness that holds the three wires together and slide the power cord out through the hole at the bottom of the station.



**NOTE:**

Follow recommended product disposal guidelines when discarding the cable.

## Install the New Power Cord

To install the new power cord, configure the following steps:



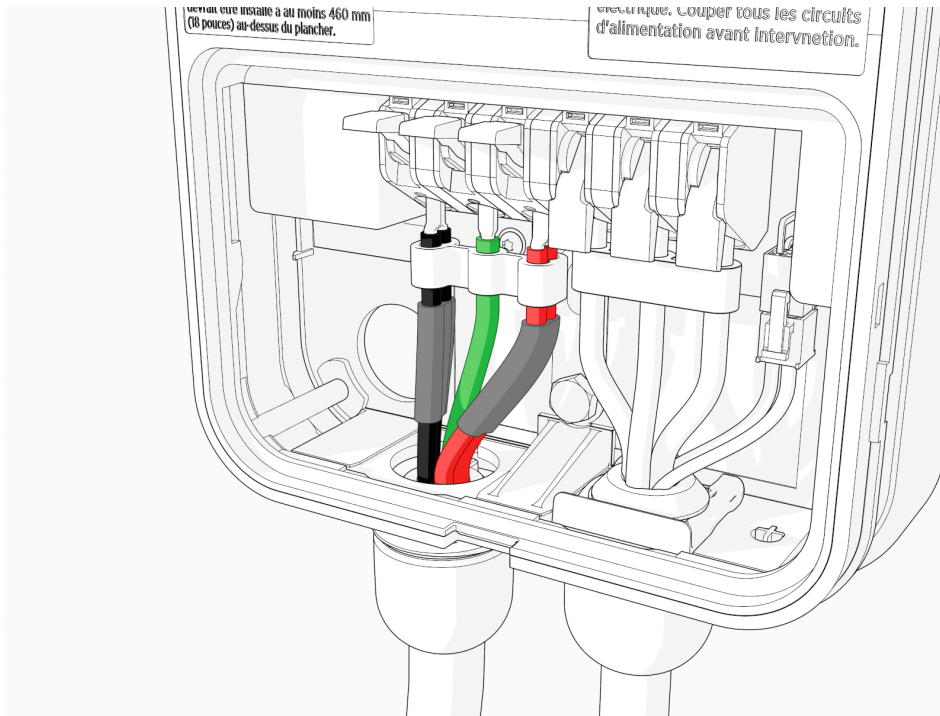
**WARNING: RISK OF SHOCK.** Before performing any procedure, you must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off. Keep power 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, AND/OR PROPERTY DAMAGE.**

1. Remove the new power cord from the packaging.
2. Remove the cable clip from the cord.
3. Ensure the three left-most levers are in the raised position.
4. Squeeze the wires and black wire harness and insert them into the opening on the lower left side of the station, pushing up until the cable collar is flush against the enclosure.

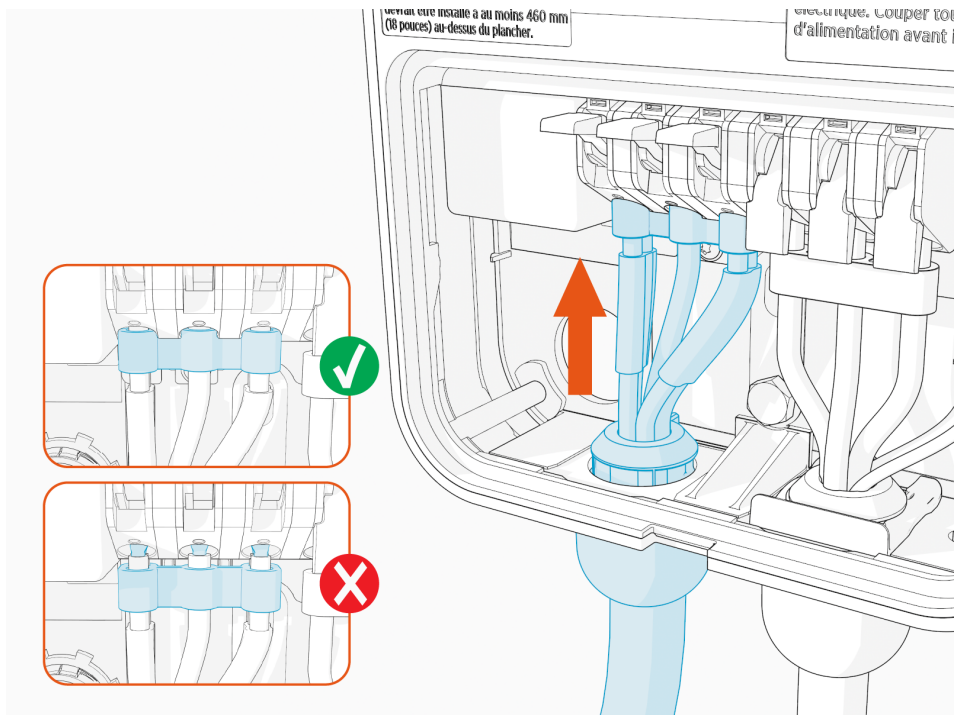
**Note:** Ensure that the guide ridge on the cable collar goes into the corresponding slot at the back of the hole.

5. Insert the three wires into the terminal block in the following positions:

- Black wire in the left-most terminal (L1)
- Green wire in the second terminal from the left (GND)
- Red wire in the third terminal from the left (L2/N)



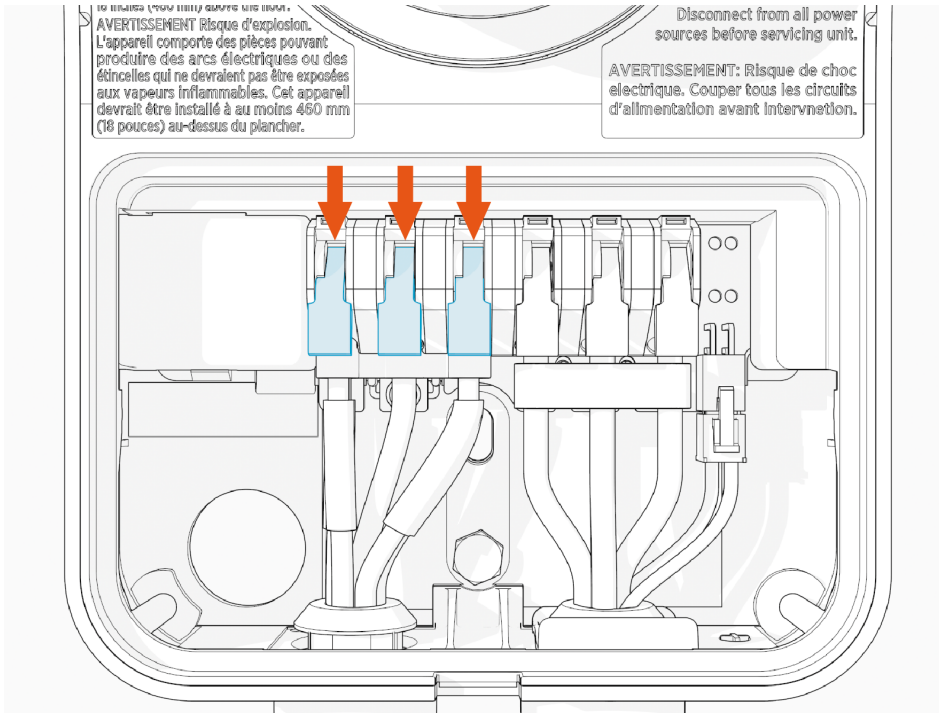
6. Push the cables up until they are fully inserted and the silver conductors are no longer visible.



7. Snap the white levers all the way down on each wire.

**NOTE:**

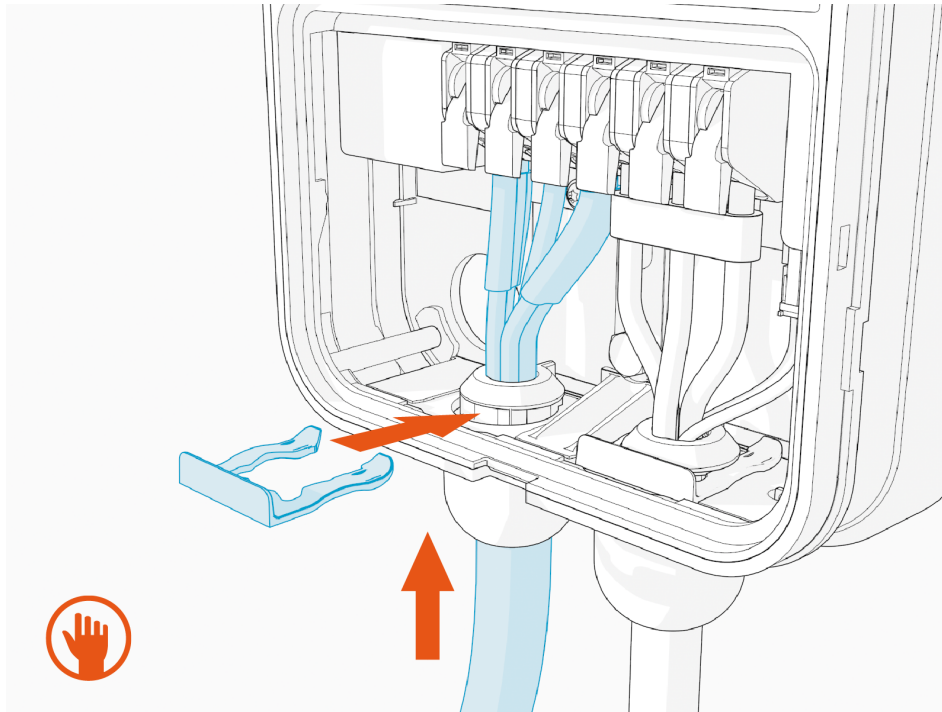
The levers snap shut with great force. Keep fingers away from underneath the levers.



**CAUTION:** Ensure each wire is fully inserted into the connector with no bare wire showing before closing the white lever.



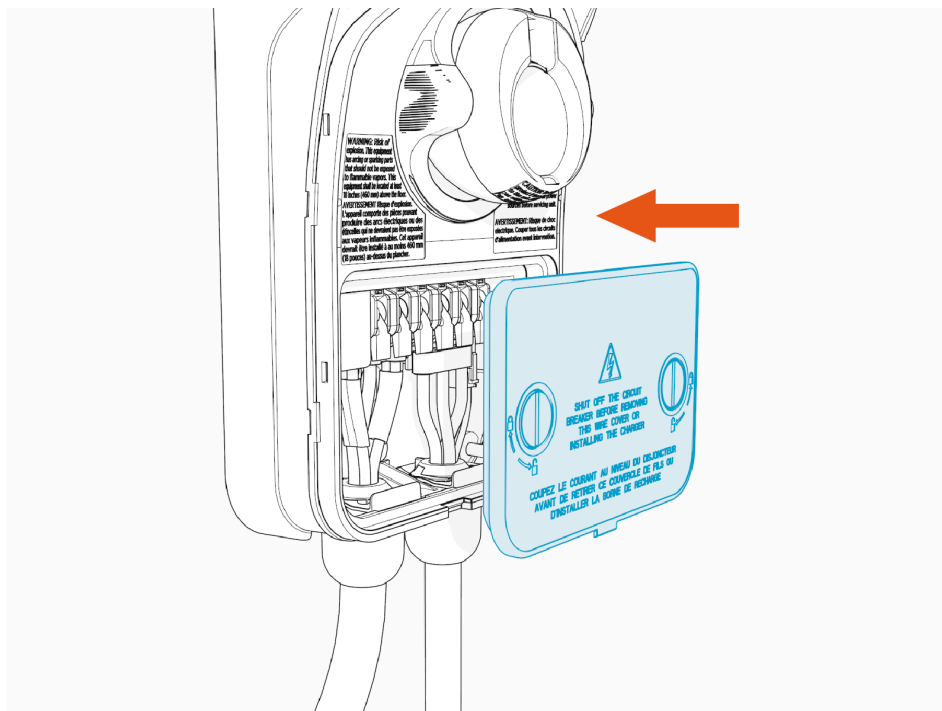
8. Push up on the power cord to relieve tension then slide the cable clip in. This secures the cord and provides strain relief.



## Attach the Wire Cover and Faceplate

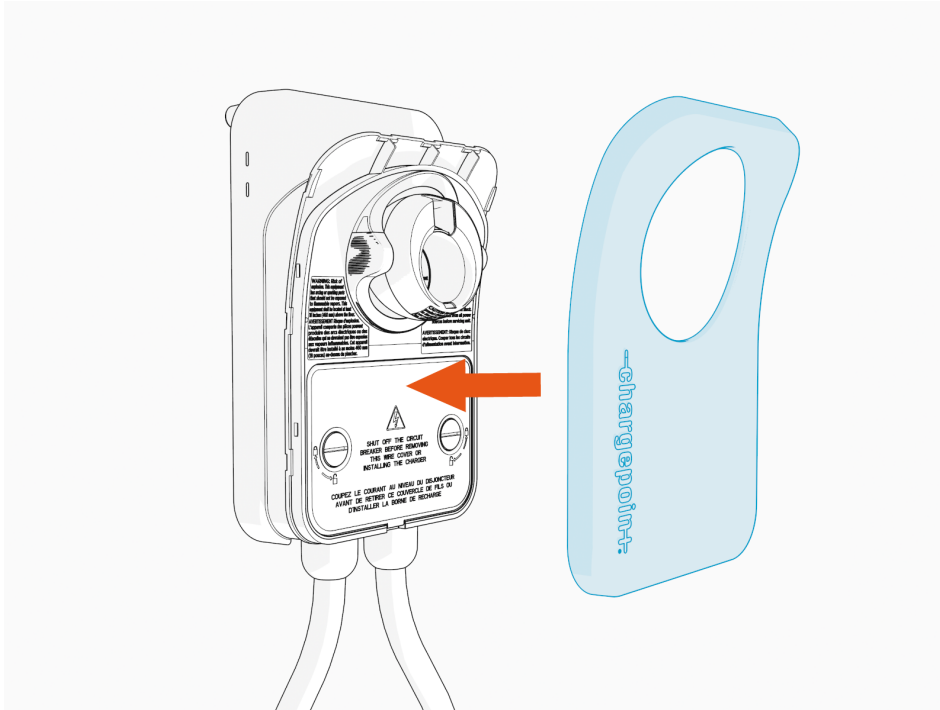
To attach the wire cover and faceplate, configure the following steps:

1. Replace the wire cover.





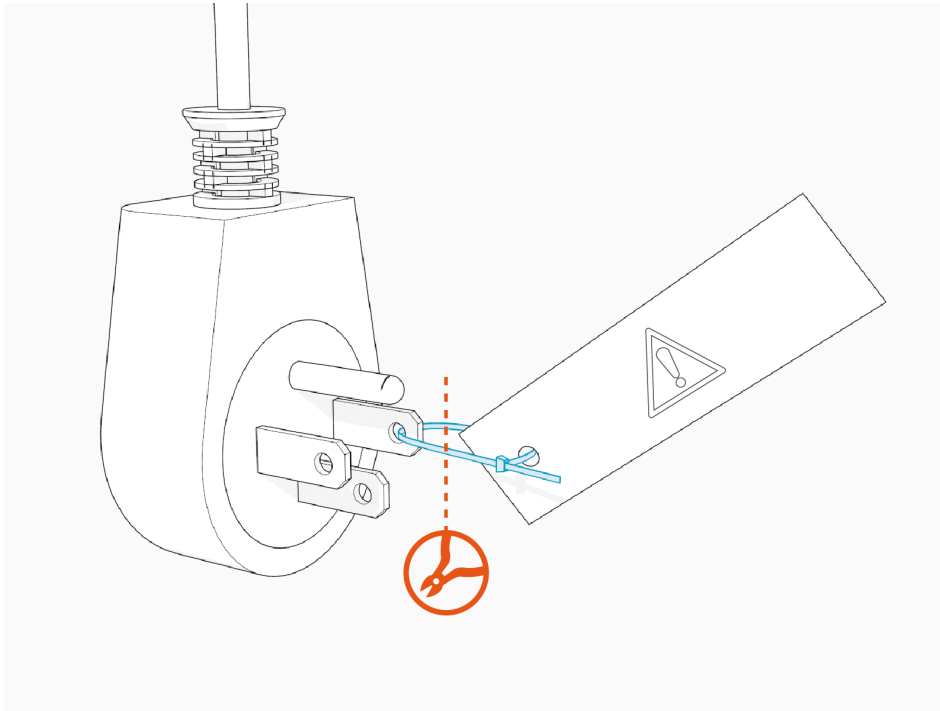
2. Use a coin or a large screwdriver to lock the wire cover in place.
3. Snap the faceplate onto the charging station. Ensure the entire faceplate is snapped in place.



## Mount the Station and Plug the Cord In

To mount the station and plug the cord in, complete the following steps:

1. Remove the warning tag.



2. If the station is already mounted to a wall, plug the power cord into an outlet.

If the station has not already been mounted to a wall, mount the station before plugging the power cord into an outlet. For details on mounting a Home Flex station, visit [Home Flex Installation Guide](#).



**NOTE:**

If the new cord is longer than the cord it replaces, re-mount the station in a higher position to eliminate kinks in the power cord.

## Restore Power

1. Restore power to the station at the circuit breaker.
2. Verify that the charging cable now functions by starting a test session.
  - Plug the handle into a vehicle.
  - Verify that the vehicle is charging.

# Holster Ball Assembly 3

## Replacement

This topic contains important instructions for the Home Flex that shall be used to replace the holster ball assembly. Do not replace the holster ball until you have read the instructions in this document.



**DANGER:** RISK OF SHOCK. Before performing any procedure, you must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off. Keep 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, AND/OR PROPERTY DAMAGE.



**CAUTION:** Use low torque settings when working with power tools during installation or servicing. Over-torquing can damage the equipment.

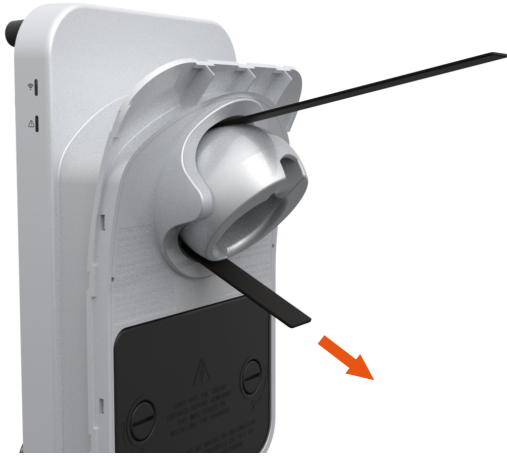
## Remove the Existing Holster Ball

To remove the exiting holster ball, complete the following steps:



**NOTE:** The procedure shows a J1772 holster ball being replaced with a NACS holster ball. The steps remain the same regardless of what type of holster ball is being installed.

1. Turn off power to the station at the circuit breaker.
2. Insert the strap around the holster ball. Push it through so it comes out and around the opposite side of the ball. If necessary, rotate the ball to make it easier to insert the strap.



3. Move the strap sideways and then pull both ends of the strap slowly and firmly until the holster ball is removed. If washers are present, they can be re-used or disposed of; the kit includes two new adhesive washers.

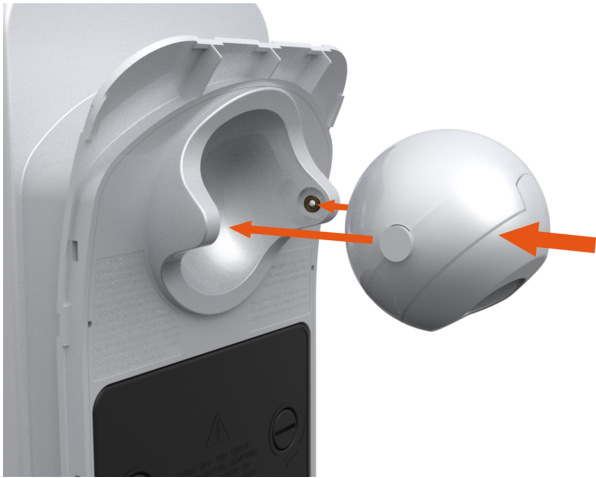


**NOTE:** Use your free hand to prevent the holster ball from popping out too quickly, which could cause injury and/or damage the holster ball should it fall to the floor.

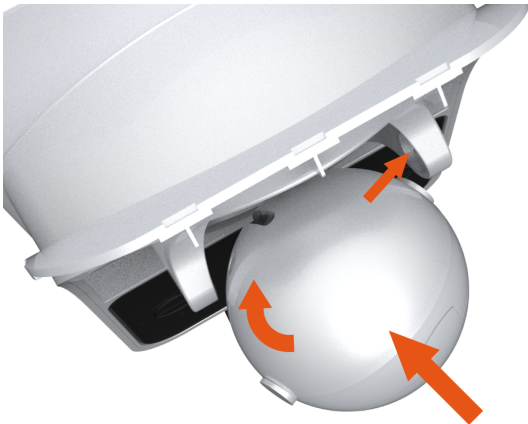
## Install the New Holster Ball

To install the new holster ball, complete the following steps:

1. Apply the two adhesive washers to the inside of the housing assembly, taking care to center the adhesive black washers on the protrusions. Align the protrusions on the new holster ball with the indent on the charger.



2. Push the new holster ball until it snaps firmly into place.





**NOTE:** If you intend to revert from a NACS cable back to a J1772 cable, store the original J1772 cable securely for future use.

## Restore Power

To restore power, complete the following steps:



**CAUTION:** Ensure all panels are installed before powering the station on.

1. Restore power to the station at the circuit breaker.
2. Verify that the charging cable now functions by starting a test session.
  - Initiate a charging session.
  - Plug the handle into a vehicle.
  - Verify that the vehicle is charging.
  - Insert the connector in its holster.

# NACS Conversion and Cable Replacement Kit 4

This topic contains important instructions for the Home Flex that shall be used to install the NACS Conversion Kit. You can replace a broken cable or install the NACS Conversion Kit.

Do not install the kit until you have read the instructions in this document.

To install the NACS Conversion Kit, perform all the steps in this document, up to and including the [NACS Conversion and Cable Replacement Kit](#) step.

To replace a broken cable, follow all the steps in this document, except the [NACS Conversion and Cable Replacement Kit](#) step.



**DANGER:** RISK OF SHOCK. Before performing any procedure, you must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off. Keep 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, AND/OR PROPERTY DAMAGE.



**CAUTION:** Use low torque settings when working with power tools during installation or servicing. Over-torquing can damage the equipment.

## Remove the Charging Cable

To remove the charging cable, complete the following steps:



1. Turn off power to the station at the circuit breaker.
2. Lift the faceplate off by pulling down on the two tabs located on the bottom of the faceplate, then pulling the faceplate away from the charging unit.



3. Use a coin to unlock the wire cover.



**NOTE:** To avoid damage to the wire cover, do not use a screwdriver.



4. Lift the wire cover off.



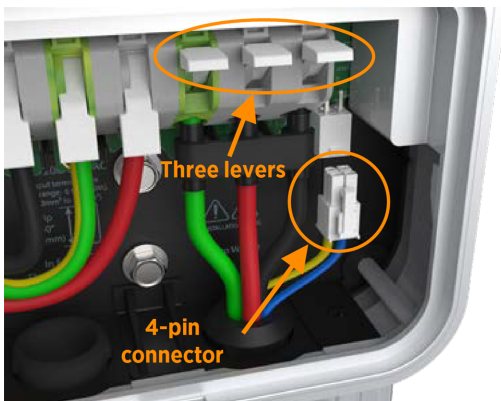
- 
5. Push up on the charging cable to relieve tension then slide the cable clip out. If it is difficult to remove, try sliding the coin under the cable clip and simultaneously sliding the clip out over the coin.



6. Lift the three levers on the right side of the terminal block to remove the green, red, and black wires, and unplug the 4-pin connector.



**NOTE:** Do not lift or remove the three left-most levers and wires. Only the three right-most levers and wires, along with the 4-pin connector, are being lifted and replaced.



7. Slide the charging cable out through the hole at the bottom of the station. You might need to squeeze the black wire harness that holds the three wires together, along with the 4-pin connector.



**NOTE:** If you intend to revert from a NACS cable back to a J1772 cable, store the original J1772 cable securely for future use.

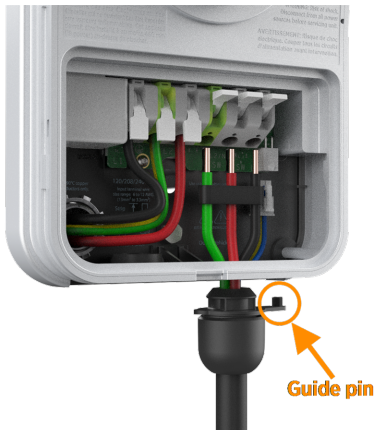
## Replace the Charging Cable

To replace the charging cable, complete the following steps:

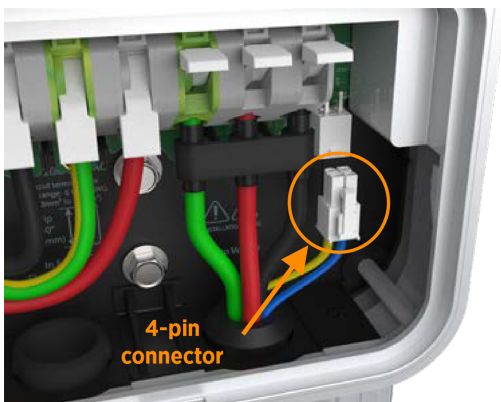
1. Unwrap the new charging cable.
2. Remove the cable clip from the cable. Squeeze the wires and black wire harness and, along with the 4-pin connector, insert them into the opening on the lower right side of the station, pushing up until the cable collar is flush against the enclosure.



**NOTE:** Ensure that the guide pin on the cable collar goes into the corresponding hole on the bottom of the enclosure.



3. Insert the green wire in the third from the right terminal; the red wire in the second from the right terminal; and the black wire in the right-most terminal of the output block; then insert the 4-pin plug into the connector to the right of the terminal block.



4. Push the cables up until the silver conductors are no longer visible.
5. Snap the white levers all the way down on each wire.

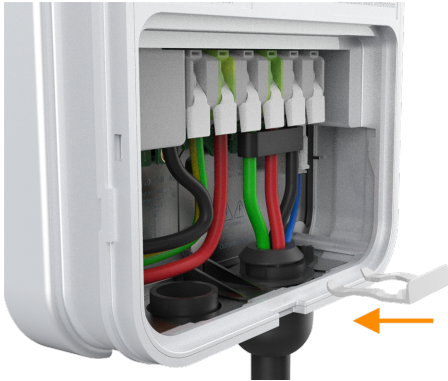


**NOTE:** The levers snap shut with great force. Keep fingers away from underneath the levers.



**CAUTION:** Ensure each wire is fully inserted into the connector with no bare wire showing before pressing it into place with the white lever.

6. Push up on the charging cable to relieve tension then slide the cable clip in. This secures the cable and provides strain relief.



## Attach the Wire Cover and Faceplate

To attach the wire cover and faceplate, complete the following steps;

1. Replace the wire cover over the exposed wiring.



2. Use a coin to lock the wire cover in place.



**NOTE:** To avoid damage to the wire cover, do not use a screwdriver.

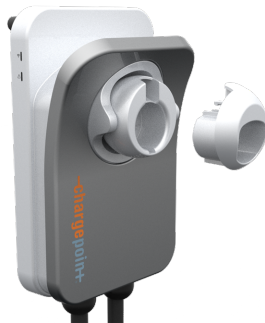
3. Snap the faceplate onto the charging station.



## Install NACS Holster Insert

Convert the holster to accept NACS cables by installing the NACS holster insert. **The holster insert cannot be removed once it is installed**, so make sure you are ready to convert your holster to accept a NACS cable. Configure the following steps to install NACS holster insert:

1. Insert the holster insert supplied with the kit into the holster. The insert should click when fully inserted.



2. Insert the cable into the holster and ensure it does not fall out.



## Prepare the Charging Cable for Use

To prepare the charging cable for use, complete the following steps:

1. Extend the charging cable to its full length to remove any kinks or twists.
2. Wrap the charging cable over the top of the charging station.
3. Insert the connector in its holster.

## Restore Power

To restore power, complete the following steps:

1. Restore power to the station at the circuit breaker.
2. Verify that the charging cable now functions by starting a test session and configure the following steps:
  - Initiate a charging session.
  - Plug the handle into a vehicle.
  - Verify that the vehicle is charging.
  - Insert the connector in its holster.

---

## 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.

### Limitation of Liability

CHARGEPOINT IS NOT LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS, LOST BUSINESS, LOST DATA, LOSS OF USE, OR COST OF COVER INCURRED BY YOU ARISING OUT OF OR RELATED TO YOUR PURCHASE OR USE OF, OR INABILITY TO USE, THE CHARGING STATION, UNDER ANY THEORY OF LIABILITY, WHETHER IN AN ACTION IN CONTRACT, STRICT LIABILITY, TORT (INCLUDING NEGLIGENCE) OR OTHER LEGAL OR EQUITABLE THEORY, EVEN IF CHARGEPOINT KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY EVENT, THE CUMULATIVE LIABILITY OF CHARGEPOINT FOR ALL CLAIMS WHATSOEVER RELATED TO THE CHARGING STATION WILL NOT EXCEED THE PRICE YOU PAID FOR THE CHARGING STATION. THE LIMITATIONS SET FORTH HEREIN ARE INTENDED TO LIMIT THE LIABILITY OF CHARGEPOINT AND SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.