

CP4100 and CP4300 Families

3-Phase AC Charging Stations

Operations and
Maintenance Guide



IMPORTANT SAFETY INSTRUCTIONS: SAVE THESE INSTRUCTIONS

WARNING:



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 earth the ChargePoint® Charging Station. Failure to earth 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 earthing conductor must be run with circuit conductors and connected to the equipment earthing 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 on a concrete pad 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 hazardous locations.



Important: Under no circumstances will compliance with the information in this manual relieve the user of their responsibility to comply with all applicable codes or safety standards. This document describes the most commonly used installation and mounting scenarios. If situations arise in which it is not possible to perform an installation following the procedures provided in this document, contact ChargePoint, Inc. **ChargePoint, Inc. is not responsible for any damages that may occur resulting from custom installations that are not described in this document or for any failure to adhere to installation recommendations.**

Product Disposal

To comply with Directive 2012/19/EU of the European Parliament and of the Council of 4 July 2012 on waste electrical and electronic equipment (WEEE), devices marked with this symbol may not be disposed of as part of unsorted domestic waste inside the European Union. Enquire with local authorities regarding proper disposal. Product materials are recyclable as marked.



No Accuracy Guarantee

Commercially reasonable efforts were made to ensure that the specifications and other information in this manual are accurate and complete at the time of its publication. However, the specifications and other information in this manual are subject to change at any time without prior notice.

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Basic Operation 1

This guide describes how to operate and maintain a ChargePoint® 4100 or 4300 family AC charging station as a station owner or facility manager.

For full charging station specifications and ratings, refer to the charging station *Data Sheet* at:

chargepoint.com/eu/support/guides/

Power On the System

The charging station is powered on by the installation team at the site's electrical panel, immediately after completing installation. The charging station does not have a separate power switch.

When power is turned on at the panel after it is first installed, the station runs a self-diagnostic that includes:

- Electrical safety checks
- Lighting checks
- Display panel visual checks
- Component operation checks (such as fans and contactors)
- Network connectivity checks
- Installation Wizard process (allows installer to complete configuration and pinpointing of the station on user maps)

When power is turned on at the panel after servicing or a power outage, the station runs a self-diagnostic to ensure safe and correct operation:

- Electrical safety checks
- Lighting checks
- Display panel visual checks
- Component operation checks (such as fans and contactors)
- Network connectivity checks

If any errors are found, the station displays error codes on the website dashboard. See Section 3 for further information on diagnostics.



Important: If a charging session stops because of a power failure, the station resumes the charging session a few minutes after power returns. The charging cable remains locked in the vehicle.

On CP4300 stations, if the charging cable is unlocked, removed from the vehicle and placed in the charging station during a power failure, the station locks the charging cable. Users must start a new session to remove the charging cable from the station.

Power Off the System

The charging station does not need to be powered off except during service. The charging station does not have a separate power switch. The service technician turns off power at the electrical panel before beginning work. There is no need for a software command to power off the station; the hardware is not harmed by disconnecting the circuit's breaker.



Important: You must be a licensed electrician and complete an online training class to become a ChargePoint Approved installer or service technician, and to get a login for ChargePoint. If you do not complete this training, you are unable to complete installation or service procedures.

Go to: chargepoint.com/eu/installers



DANGER: RISK OF SHOCK. Before performing any procedure, the technician must disconnect the power to the charging station at the service panel. Follow standard practice and local regulations to de-energise 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 scope is completed. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY OR LOSS OF LIFE.

Configure System Behaviour

ChargePoint offers its station owners a variety of software features to customise operation, such as:

- How to set pricing and billing methods for station use.
- Who is allowed to use the station?
- Waiting lists if the station(s) are already full.
- How to display simple messages on the station.

All configuration is done on the ChargePoint website for station owners. You are issued a username and password during the station purchase process. Log in at:

eu.chargepoint.com/admin/dashboard

Scope of Maintenance 2

Responsibility for Maintenance

The ChargePoint charging station needs minimal preventative maintenance over its lifetime. ChargePoint's network connection monitors for system health and sends an alert when corrective maintenance might be required.

Maintenance can be performed by ChargePoint technicians if the station is covered by an Assure maintenance agreement; otherwise, the customer can send their own technicians for training to become approved by ChargePoint to perform the work. For more information on becoming a ChargePoint Approved installer or service technician, see: chargepoint.com/eu/installers

Site Manager's Responsibilities

The site or facility manager where the ChargePoint charging station is installed has a few minimal duties for general site maintenance:

- Ensure the station is free of debris or any substance blocking the front and rear vents.
- Keep snow below 0.25 m (10 in) to ensure proper ventilation.
- Check each station monthly for vandalism or damage. If the station is marked, contact ChargePoint for replacement signs. If the station appears damaged, contact ChargePoint for a service visit.
- Check each charging cable monthly for any signs of wear or damage. If a cable appears damaged, contact ChargePoint for a service visit.



CAUTION: Do not pressure wash the charging station. Pressurised water could damage the system. To clean the charging station, use a damp cloth.

Preventative Maintenance

ChargePoint, or a ChargePoint approved technician, should perform service checks at the intervals listed below.



DANGER: RISK OF SHOCK. Any maintenance that requires opening the door must be done when the system is de-energised. Turn off the circuit breaker and do not restore power until maintenance is complete and the unit is completely reassembled. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY OR LOSS OF LIFE.

Yearly Maintenance

For all installations:

- Check signs for marks or fading, and replace if needed using the appropriate field replacement unit (FRU) guides.
- Use a damp, lint-free cloth to wipe down the outside surfaces of the station, including the cables, the outer surfaces of the connector and the touchscreen.
- Check the body of the charging station for any signs of rust or damage. Contact ChargePoint if rust or damage is found.
- Verify that the screen and the buttons light up. Replace if needed using the appropriate FRU guides.
- Use the key to open the charging station. Verify that there is no water ingress. Verify that the seals are in good condition. Verify that there is no accumulated dust or debris. If there is damage to the seals, visible water ingress or accumulated dust and debris, contact ChargePoint for assistance.
- Perform all safety testing required by law. This includes requirements associated with PTB type approval and the metering law in Germany. Refer to local regulations for details.

For shuttered sockets:

- Verify the shutter opens freely and returns to closed when not in use. Replace if needed using the appropriate FRU guides.

For attached charging cables:

- Check charging cables and connectors for any degradation or damage and replace if needed using the appropriate FRU guides.
- Check the strain relief for any damage. If damage is found, replace the cable using the appropriate FRU guides.

For Cable Management Kits:

- Verify the bolts securing the bracket to the bottom of the station are secure. If loose, refer to the appropriate installation and FRU guides for guidance.
- Verify the retractor for the cable management kit is not frayed and successfully retracts. For problems with the retractor, contact ChargePoint for assistance.

For pedestal-mounted installations:

- Verify the pedestal cover is secured to the pedestal and undamaged. If damage is found, contact ChargePoint for assistance.
- Verify the pedestal is secured to the ground and does not wobble. If a wobble is found, refer to the appropriate installation and FRU guides for guidance.

For wall-mounted installations:

- Verify the installation does not shift or wobble. If the charging station is not fully secured, contact ChargePoint for assistance.

Five-Year Maintenance

- Perform all yearly maintenance listed above.
- Check correct torque on mounting anchors and cable tabs in the contactor assembly using the appropriate installation and FRU guides.

Reporting 3

This section describes how to find reporting and diagnostic information about your charging stations. All information is located in the ChargePoint dashboard:

eu.chargepoint.com/admin/dashboard

Generate a Report

The ChargePoint dashboard offers a full set of reports for the station owner. Log in to the dashboard and select **Reports** from the top menu bar:



Major features of the reporting view include:

- Report selection by data type in the secondary top menu (Analytics, Financial, Logs etc.).
- Time scope slider below the chart (day, week etc.).
- More advanced filters to apply from the bottom tab (by station name, organisation etc.).
- Detailed data view when mousing over a report graph.

For a tutorial on using the reporting features, select **Help > Videos and Manuals > Advanced Topics > Reporting Features**.

Find Diagnostic Information

Charging station error codes and alerts can be found on the dashboard.

To find alerts on the ChargePoint dashboard:

1. Log in to the dashboard and select **Reports > Alarms** from the top menu bar.
2. Set the drop-down menu to display Most Recent Only, Current Alarms, Historical Alarms or All Alarms.
3. Apply filters from the lower tab if desired.
4. Use the boxes on the left to further select specific data if desired.
5. Export to a .csv format spreadsheet by choosing either Visible Columns or All Columns from the drop-down menu.

To find diagnostic information on a particular station:

1. On the top menu of the dashboard, select **Stations**.
2. Select the Station Name in the Table View.
3. Select the **Status/Actions** tab. Station-specific information appears.

Warranty Information and Disclaimer

The Warranty you received with your Charging Station is subject to certain exceptions and exclusions. For example, your use 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 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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