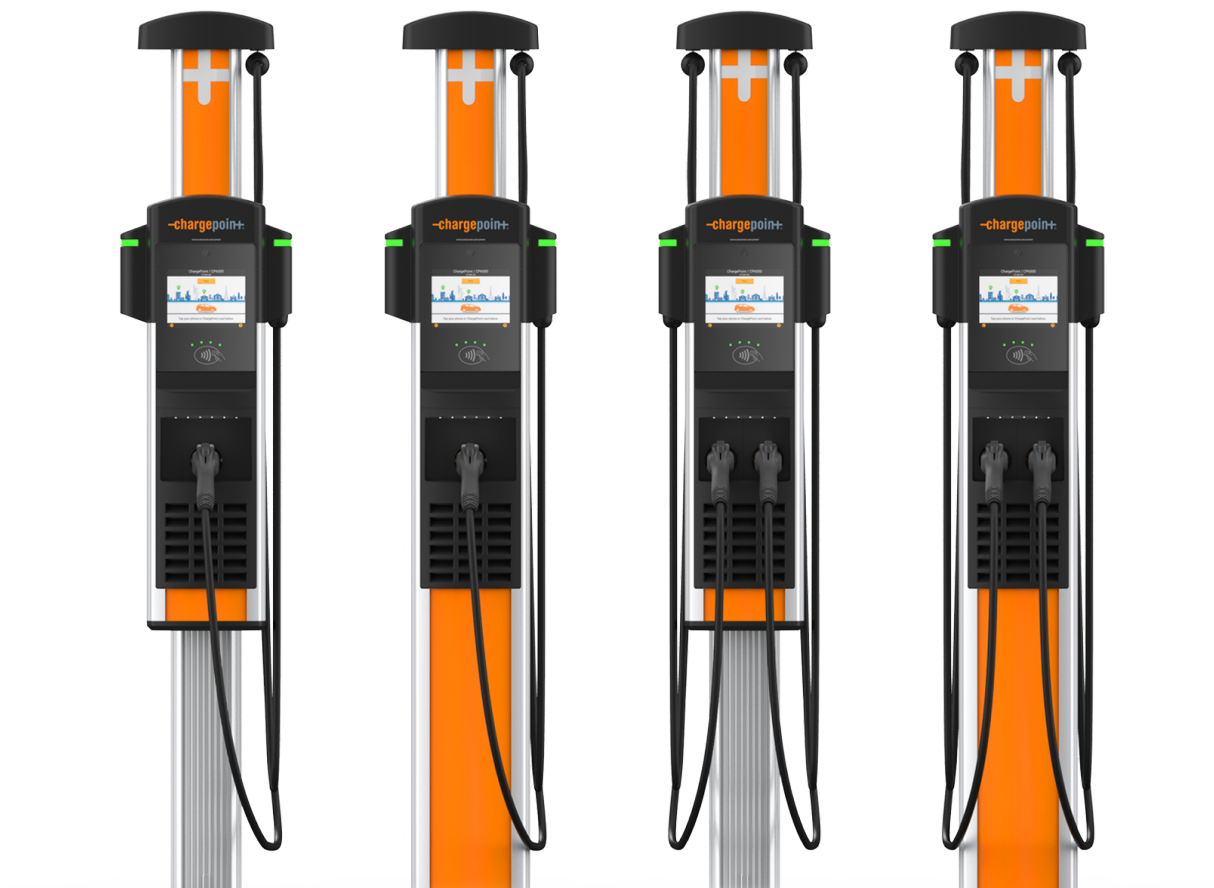


# CP6000



Networked Charging Station

## Operations and Maintenance Guide



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# IMPORTANT SAFETY INSTRUCTIONS

## SAVE THESE INSTRUCTIONS

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### WARNING:

1. Read and follow all warnings and instructions before servicing, installing, or 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 certified by ChargePoint for installation and service, adhere to all national and local building codes and standards, and 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 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 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 Class 1 hazardous locations, such as near flammable, explosive, or combustible vapors or gases (This charging station is not suitable for use in any ATEX classified area, such as near flammable, explosive, or combustible vapors or gases).
6. Supervise children near this device.
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.
9. Do not use this product if the enclosure or the electric vehicle connector is broken, cracked, open, or shows any other signs of damage.
10. Use only copper conductor wire rated for 90 °C (194 °F).
11. Do not operate the charging station in temperatures outside its operating range of -13°F to 122°F (-25°C to 50°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 Support EU.
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.





**IMPORTANT:** Under no circumstances will compliance with the information in a ChargePoint guide such as this one relieve the user of the responsibility to comply with all applicable codes and safety standards. This document describes approved procedures. If it is not possible to perform the procedures as indicated, contact ChargePoint. ChargePoint is not responsible for any damages that may result from custom installations or procedures not described in this document or that fail to adhere to ChargePoint recommendations.

## Product Disposal

Applicable to NA - Do not dispose 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.com/guides](https://chargepoint.com/guides).

## Copyright and Trademarks

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## 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

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## 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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# ChargePoint CP6000 Series Operations and Maintenance

The ChargePoint CP6000 is an all-purpose charging station for property owners, businesses, and municipalities. It can be mounted on a pedestal or a wall.

CP6000 charging stations are alternating current (AC) supply equipment. Once they are installed and activated, they are connected to the AC network.

Follow this guide to properly operate and maintain the ChargePoint® CP6000 charging station.

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## 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.
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## CP6000 Guides

Access ChargePoint documents at [chargepoint.com/guides](https://chargepoint.com/guides).

| Document                        | Content                                                                                                     | Primary Audiences                               |
|---------------------------------|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| Datasheet                       | Full station specifications                                                                                 | Site designer, installer, and station owner     |
| Site Design Guide               | Civil, mechanical, and electrical guidelines to scope and construct the site                                | Site designer or engineer of record             |
| Construction Signoff Form       | Checklists used by contractors to ensure the site is correctly completed and ready for product installation | Site construction contractor                    |
| Installation Guide              | Anchoring, wiring, and powering on                                                                          | Installer                                       |
| Operation and Maintenance Guide | Operation and preventive maintenance information                                                            | Station owner, facility manager, and technician |
| Service Guide                   | Component replacement procedures, including optional components                                             | Service technician                              |
| Declaration of Conformity       | Statement of conformity with directives                                                                     | Purchasers and public                           |

### Service Menu

The service menu is reserved for authorized installers or service personnel. It can be accessed after entering a 5-digit PIN on the display of a CP6000. The PIN is unique for each CP6000. The current PIN for a charging station can be found in the ChargePoint backend. After each incorrect attempt, the interface for entering the PIN will be locked out for an increasing duration; Maxing out at 15 minutes after the 5th failed attempt and for each failed attempt thereafter. The locked state does not affect any ongoing charging sessions. The following options are available :

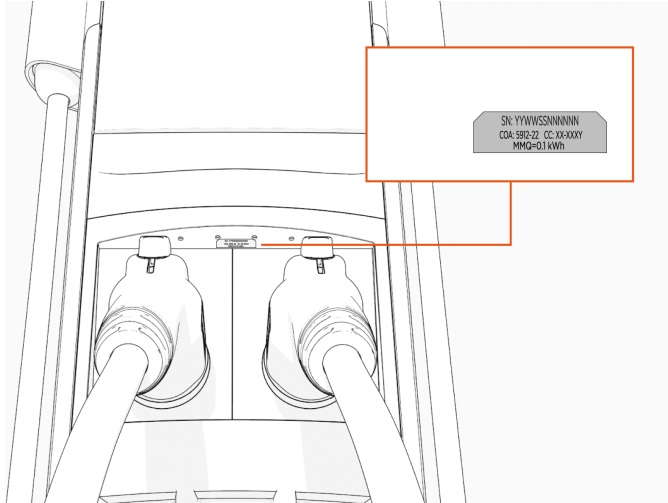
- Show errors and/or lift station lockdown (top cap alarm)
- Restart
- Factory reset

For assistance, navigate to [chargepoint.com/support](https://chargepoint.com/support) and contact technical support using the appropriate region-specific number.

# Serial Number Location

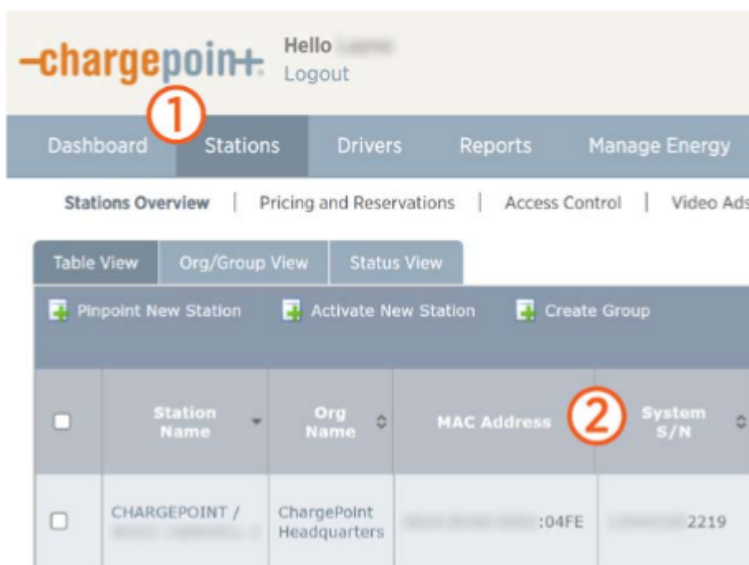
## On the Station

Locate the serial number next to the charging cable holster downlights.



## From the ChargePoint Cloud Dashboard

1. Log in to ChargePoint and select Stations.
2. Find the MAC address and serial number (System S/N) next to the station name in the **Stations Overview** table.



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## Questions

For assistance, navigate to [chargepoint.com/support](https://chargepoint.com/support) and contact technical support using the appropriate region-specific number.

# Maintenance

The station needs preventive maintenance over its lifetime.

ChargePoint's network connection monitors system health and alerts you when corrective maintenance might be required.

Customers who have purchased the ChargePoint Assure Pro maintenance service are entitled to one annual preventive maintenance service for their stations. An authorized ChargePoint Service Technician should perform this service. For more information on becoming a ChargePoint certified installer or service technician, visit [chargepoint.com/installers](https://chargepoint.com/installers).

## Site Manager Responsibilities

The site or facility manager has a few duties for general site maintenance:

- Ensure stations are free of debris and nothing is blocking the front and rear vents.
- Clear away snow and other substances to maintain the clearances specified in the *CP6000 Site Design Guide*.
- Check each station monthly for vandalism or damage. If the station shows signs of vandalism, 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. Pressurized water can damage the system. To clean the charging station, use a damp cloth.

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# Preventive Maintenance

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## **DANGER:** RISK OF SHOCK



- Before any procedure, the technician must disconnect the power.
- 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 until top cap is correctly reinstalled and the work is complete.

FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE, OR PROPERTY DAMAGE.

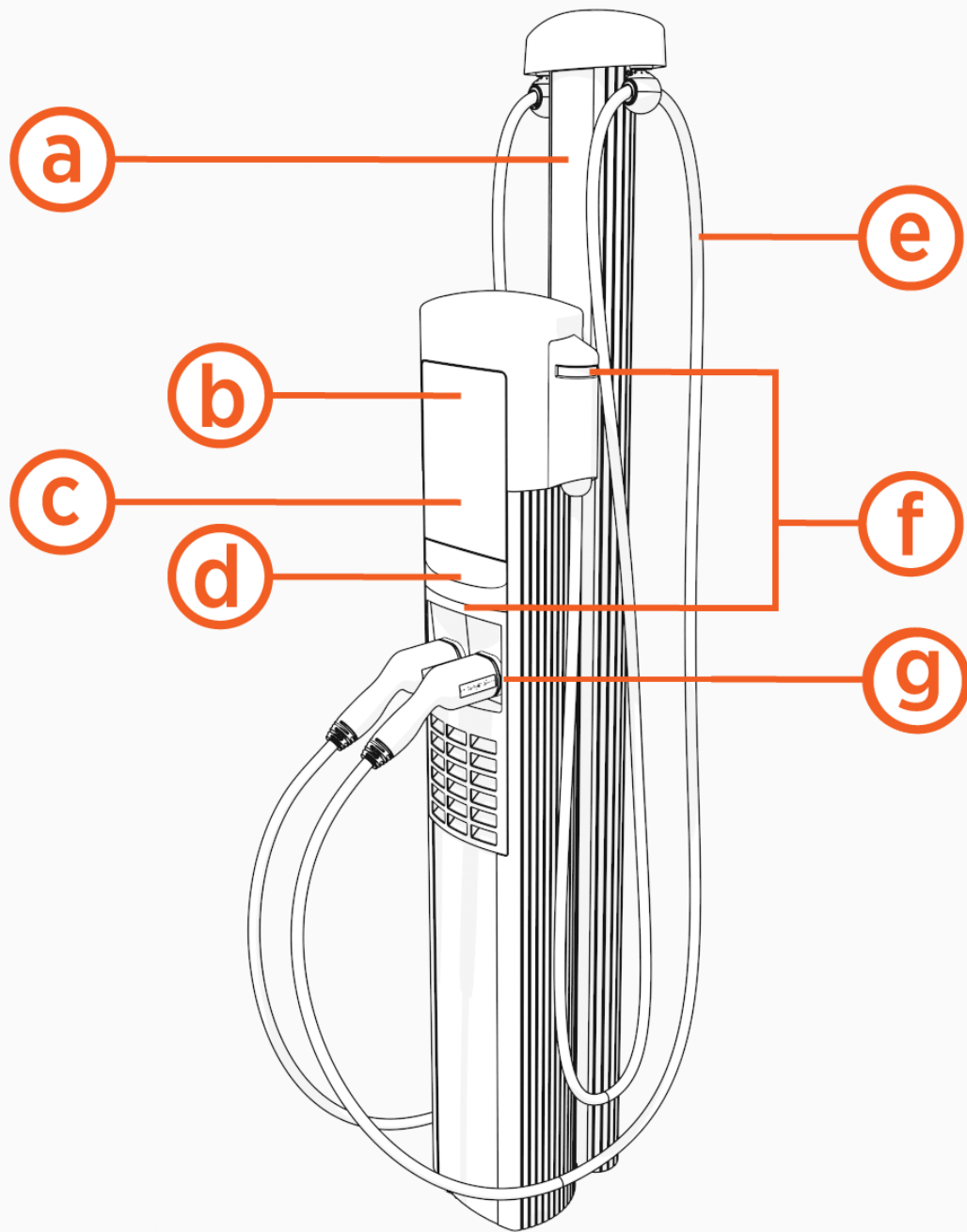
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**WARNING:** Follow Service Guide instructions *only*. Use only ChargePoint-authorized parts.

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## Station Components



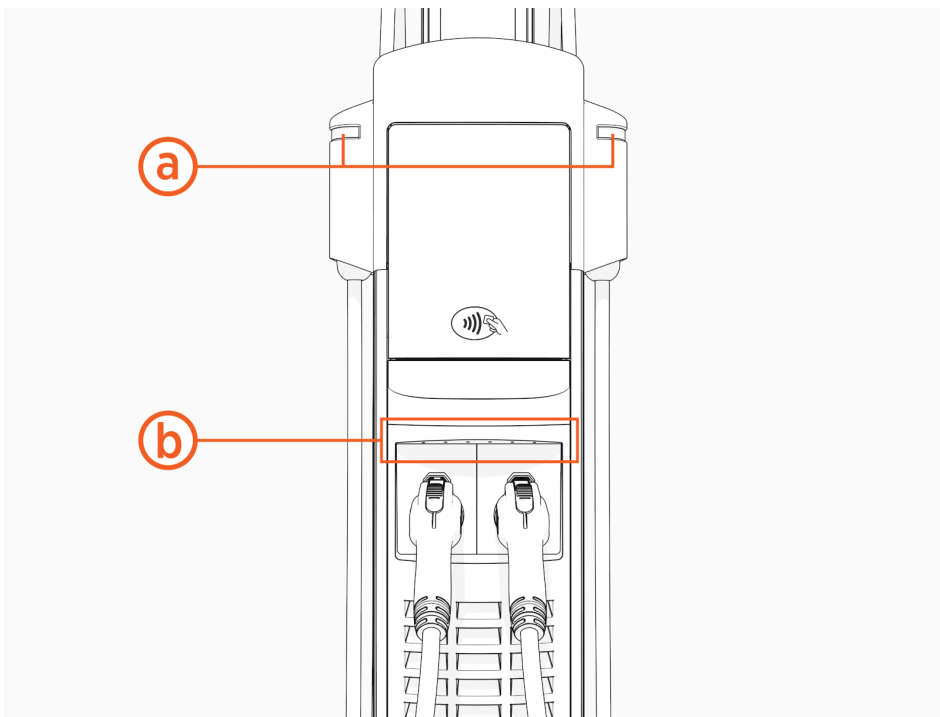
- a. Cable Management Kit (CMK)
- b. Station display
- c. RFID reader
- d. Meter display and type labels
- e. Charging cables
- f. Status LEDs
- g. Type 1 cable

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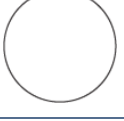
## Annual Maintenance

Perform the following maintenance every year:

- Use a damp, lint-free cloth to wipe down the exterior surfaces, including the cables, outer surfaces of the connector (plug at end of cable), and display.
- Inspect the exterior for any signs of damage. If you find any, contact ChargePoint.
- Inspect exterior vinyl signs for marks or fading. Contact ChargePoint for replacement signs, if needed.
- Inspect charging cables:
  - Check the charging cables and connectors for any sign of damage. If you find any damage, *power the station off*, advise the site manager to keep it off and contact ChargePoint.
  - For stations with a cable management kit (CMK), check that the charging cables operate smoothly by fully extending and retracting. If you find limited motion or retraction, contact ChargePoint.
- Check the status lights (a) and the light bar (b). If any lights are not functioning, or you find other issues, contact ChargePoint.



| Status Light Color                                                                 |                 | Operating Definitions                                                                |
|------------------------------------------------------------------------------------|-----------------|--------------------------------------------------------------------------------------|
|   | Light blue      | Plugged in and waiting for capacity due to power management and scheduled charging   |
|   | Blue, pulsing   | Charging a vehicle                                                                   |
|   | Blue, solid     | Charging complete or preparing for vehicle communication after plugging a vehicle in |
|   | Green           | Available and ready to charge                                                        |
|   | Orange, pulsing | Installing software                                                                  |
|  | Orange, solid   | Online, waiting for a reservation                                                    |

| Status Light Color                                                                  |                 | Fault Definitions                                  |
|-------------------------------------------------------------------------------------|-----------------|----------------------------------------------------|
|  | Red             | Out-of-service or disabled                         |
|  | Yellow, pulsing | Plugged in but not authorized, reported as blocked |
|  | White           | Offline                                            |

For assistance, navigate to [chargepoint.com/support](https://chargepoint.com/support) and contact technical support using the appropriate region-specific number.

# Cloud Dashboard and Reports

You can access data and diagnostics, create reports, and manage many features of charging stations in the ChargePoint Platform Dashboard.

To explore all the features, log in to the ChargePoint Platform Dashboard at [na.chargepoint.com](https://na.chargepoint.com) using the login credentials created when setting up the station network manager account.

## Manage Station Configuration

Log in to the dashboard to manage the following:

- Pricing and billing for charging
- Access to stations
- Display messages
- Waitlists (when stations are full)

The layout and design of CP6000 screen displays cannot be customized. Contact ChargePoint to get help on setting up individual advertisements.

## View Diagnostic Information

You can view diagnostic information on a charging station or component:

1. Go to Stations in the main menu.
2. Choose the **Station Name** in the Table View.
3. Choose the Status/Actions tab to view station-specific information.

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**CAUTION:** If a *red* status alert appears, contact ChargePoint immediately.



A yellow status alert provides you with information. Unless functionality appears affected, typically no action is required.

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## Generate Reports

Log in to ChargePoint Platform and navigate to **Reports** tab, to access the following reports:

- Reports by data type (such as Analytics, Financial, Logs)
- Duration slider (by day, week, month, year) below the chart
- Advanced filters (such as station name, organization) at the bottom tab
- Detailed data view when you hover over a report graph

Log in to ChargePoint Platform and click on the ? icon in the top right corner of the screen to access the [ChargePoint Platform Online help](#).

## Reports on Alerts

You can also view station error codes and alerts from the ChargePoint Platform and export that information to a report.

1. Log in to the ChargePoint Platform Dashboard.
2. Go to **Reports > Alarms**.
3. Choose **Most Recent Only**, **Current Alarms**, **Historical Alarms**, or **All Alarms** from the dropdown menu.
4. Apply filters from the bottom tab.
5. Use the check-box on the left to choose specific data.
6. Export as a CSV file by choosing either **Visible Columns** or **All Columns** from the drop-down menu.

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## 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.

### FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Important: Changes or modifications to this product not authorized by ChargePoint, inc., could affect the EMC compliance and revoke your authority to operate this product.

Exposure to Radio Frequency Energy: The radiated power output of the 802.11 b/g/n radio and cellular modem (optional) in this device is below the FCC radio frequency exposure limits for uncontrolled equipment. The antenna of this product, used under normal conditions, is at least 20 cm away from the body of the user. This device must not be co-located or operated with any other antenna or transmitter by the manufacturer, subject to the conditions of the FCC Grant.

### ISED (formerly Industry Canada)

This device complies with the licence-exempt RSS standard(s) of Innovation, Science and Economic Development Canada (ISED). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux flux RSS exemptés de licence d'Innovation, Sciences et Développement économique Canada (ISDE). L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter.

Radiation Exposure Statement: This equipment complies with the IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

Énoncé d'exposition aux rayonnements: Cet équipement est conforme aux limites d'exposition aux rayonnements ioniques RSS-102 Pour un environnement incontrôlé. Cet équipement doit être installé et utilisé avec un Distance minimale de 20 cm entre le radiateur et votre corps.

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FCC/IC Compliance Labels

Visit [chargepoint.com/labels](https://chargepoint.com/labels).



[chargepoint.com/support](https://chargepoint.com/support)

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