

# ChargePoint CP6000

## 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 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. **Instructions applicable to Installation and Site Design Guides**  
**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.  
**Instructions applicable to Service, Operation & Maintenance Guides**  
**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 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 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 -40°F to 122°F (-40°C to +50°C).
12. 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.



**Applicable to EU** - 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.



## 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

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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



**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.

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# Revision History

This page lists document updates by month and year, with a short summary of the changes made.

Month & Year	Version Number	Description
October, 2025	v1	Added <u>Lens Replacement</u> and <u>SIM Replacement</u> FRUs.

# Introduction 1

Follow this topic to service and replace parts of the ChargePoint® CP6000 series charging stations.

## Before You Begin



### **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.



### **WARNING:**

Do not install or service the charging station in inclement weather. If you work in snow, 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:** Use low torque settings when working with power tools during installation or servicing. Over-torquing can damage the equipment.



**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:**

When you service a charging station, ChargePoint recommends taking a photo before removing each part, so you can refer to the photo when reassembling.

## Additional Documentation

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

- Familiarize yourself with the instructions in this Service Guide.
- If you have not installed or serviced the CP6000 charging station recently, orient yourself to the CP6000 by reviewing the Site Design Guide, Installation Guide, and Datasheet, as well as any other materials you find helpful.

Access documents at [ChargePoint Product Reference Documentation](#).

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

---

## 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.



# Questions

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

## Serviceable Parts

For detailed information, refer to the appropriate section of this guide.

- [Head Assembly](#)
- [Control and Communications Module](#)
- [Smart Cable Assemblies](#)
- [Lens](#)
- [SIM Card](#)
- [CMK](#)
- [Top Cap](#)
- [Holster Replacement](#)
- [EMV Chip Reader](#)

# Replace the Head Assembly 2

To replace the head assembly, perform the following steps:

## Bring These Tools



Torx screwdriver (T25)



4 mm hex wrench



10 mm socket



Protective cut-proof gloves



**NOTE:** The replacement kit includes an L-wrench with a T25 driver on one end and a 4 mm hex fitting on the other end.



**IMPORTANT:** The charging station with the faulty part must have an Activated status.



**NOTE:** These charging stations are available in several configurations. The images in this guide might not match your station exactly; however, the installation steps are the same unless otherwise noted.

# Remove the Smart Cable Assemblies

To remove the Smart Cable Assemblies, perform the following steps:



**IMPORTANT:** Smart cables on dual port stations are numbered 1 and 2 from left to right when viewing the front of the charging station.

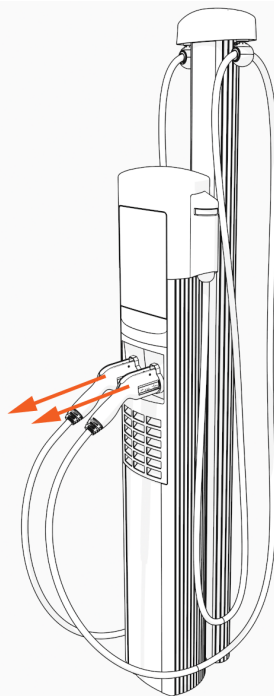
1. Use your ChargePoint card or the mobile app to wake the station up.



**IMPORTANT:** If the station does not have power, contact the station owner to learn when power will be available and discuss appropriate next steps.

If you do not have a ChargePoint account, go to [chargepoint.com/support](https://chargepoint.com/support), find your region's technical support number, and contact ChargePoint Support.

2. Unlock the charging cables and set them down gently.



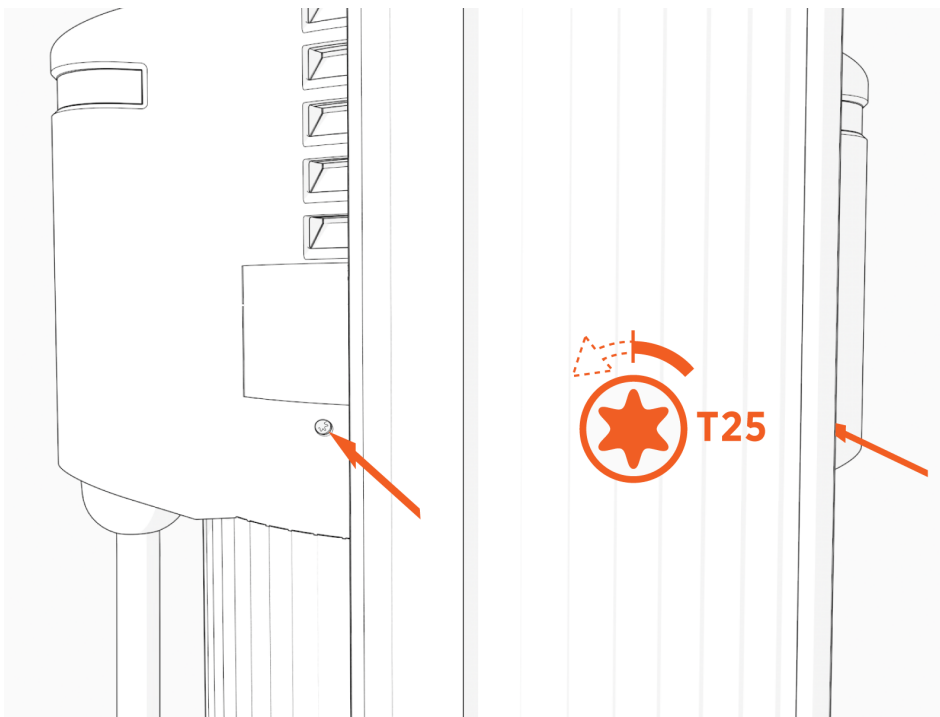
3. Disconnect the power to the CP6000 at the service panel.

**DANGER: RISK OF SHOCK**

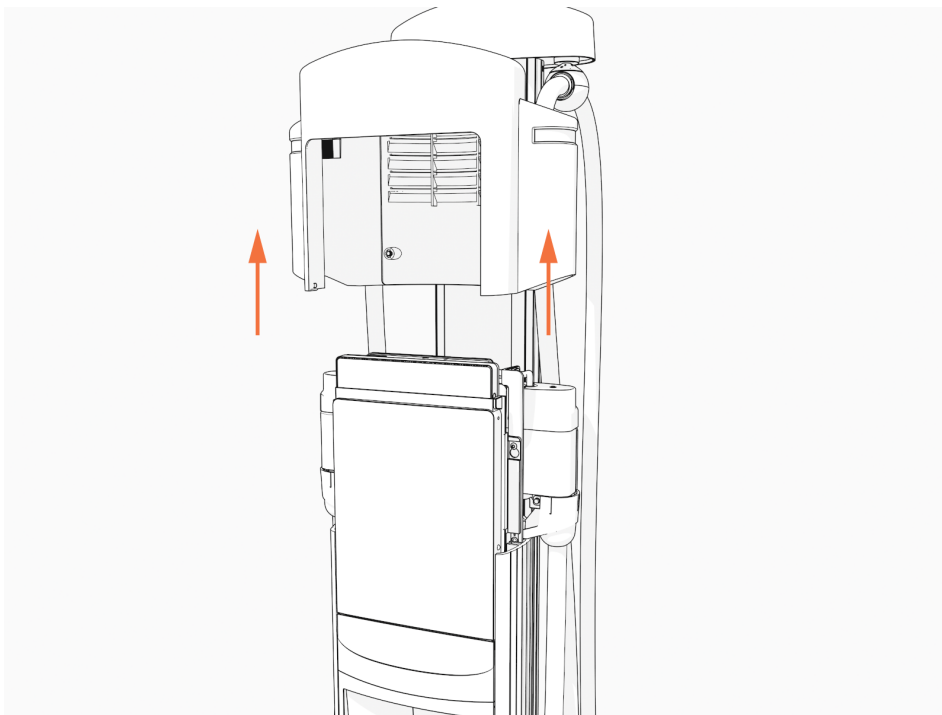
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep power off until top cap is correctly reinstalled and the work is complete.

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

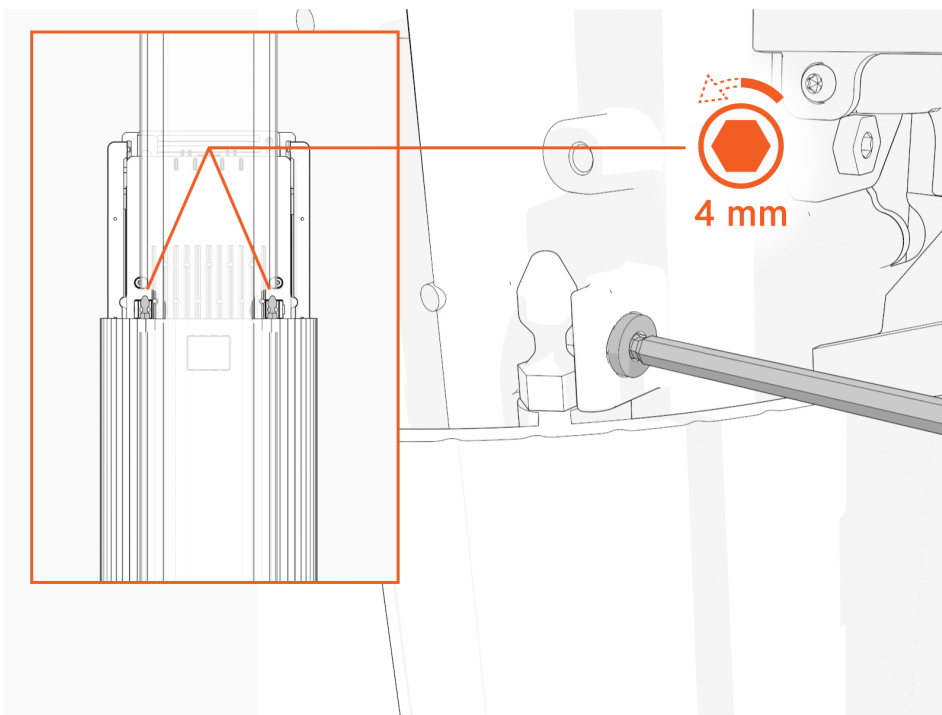
4. Use the L-wrench to loosen two captive screws securing the top cap.



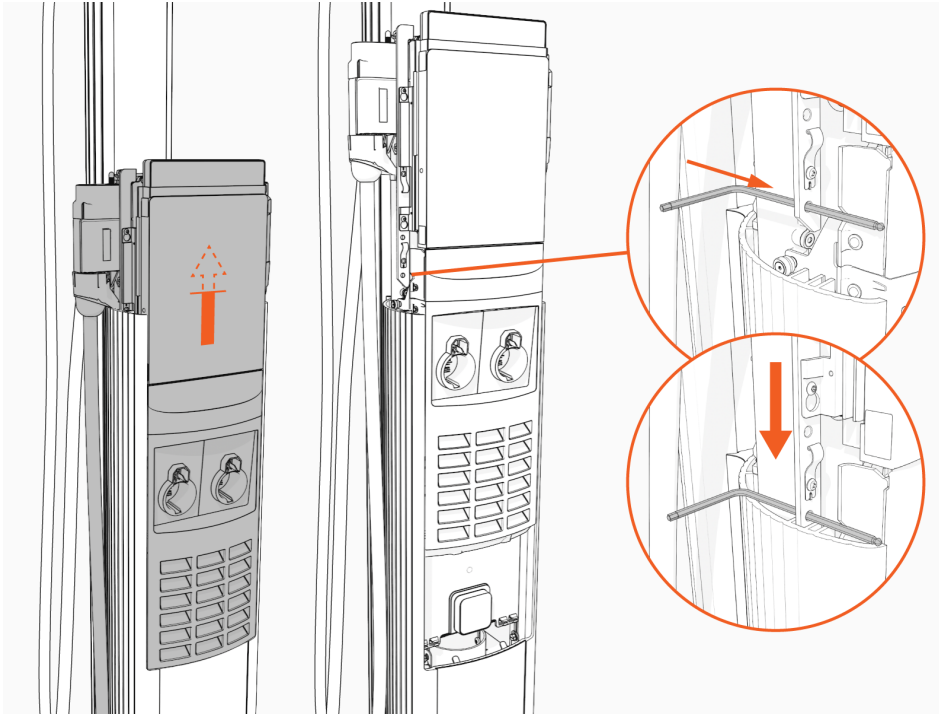
5. Remove the top cap.



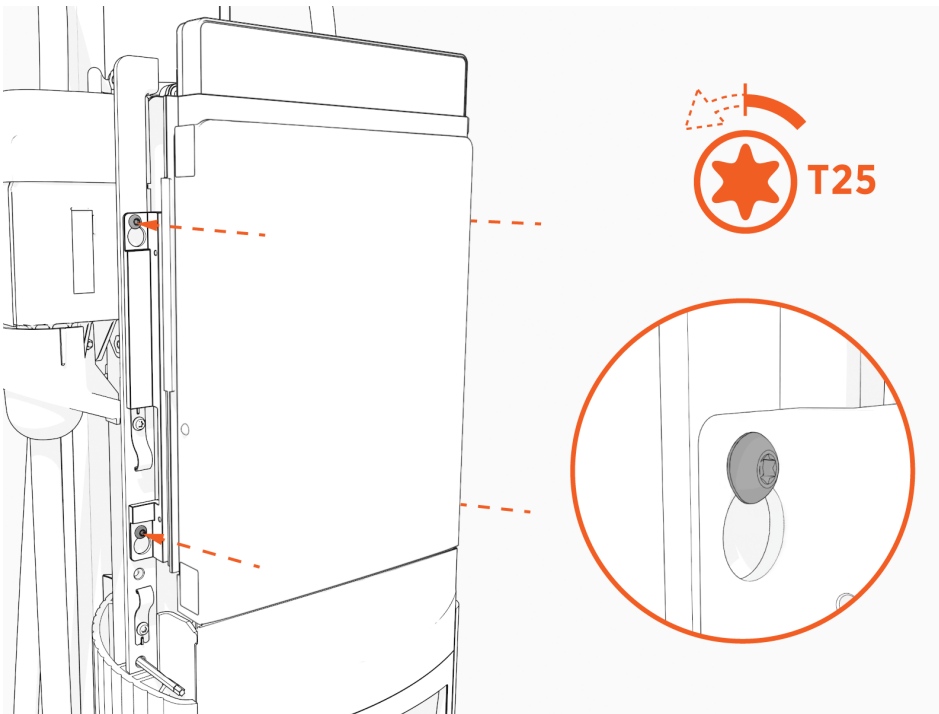
6. Use the L-wrench to loosen, but do not remove, the screws securing the head assembly.



7. Lift head assembly. Insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.

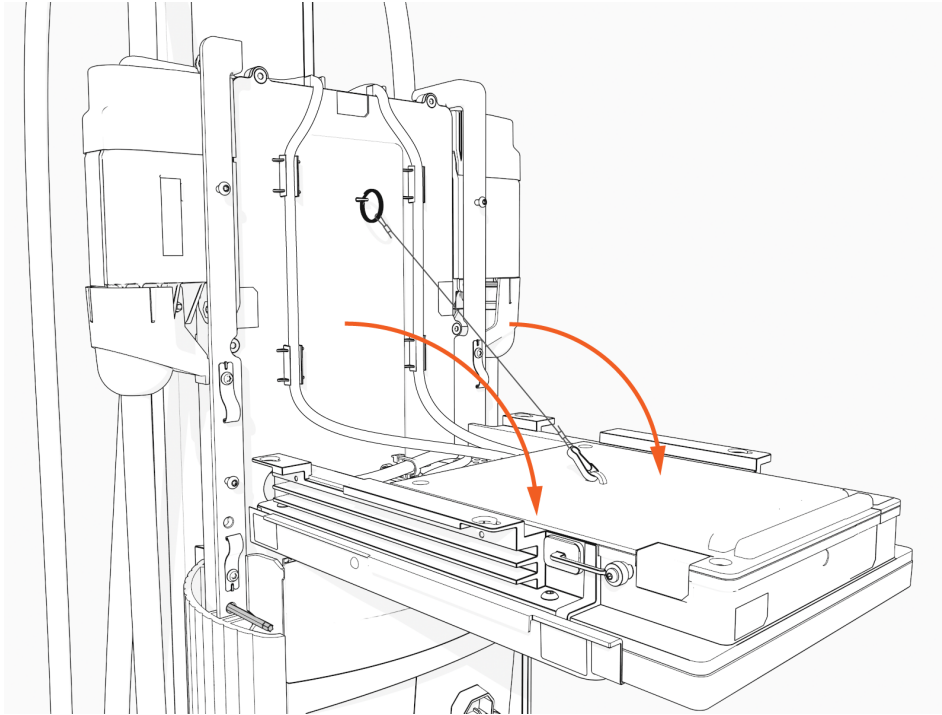


8. Using a T25 driver, loosen, but not remove, four M4 screws that secure the Control and Communications Unit (CCOM) to the head assembly.

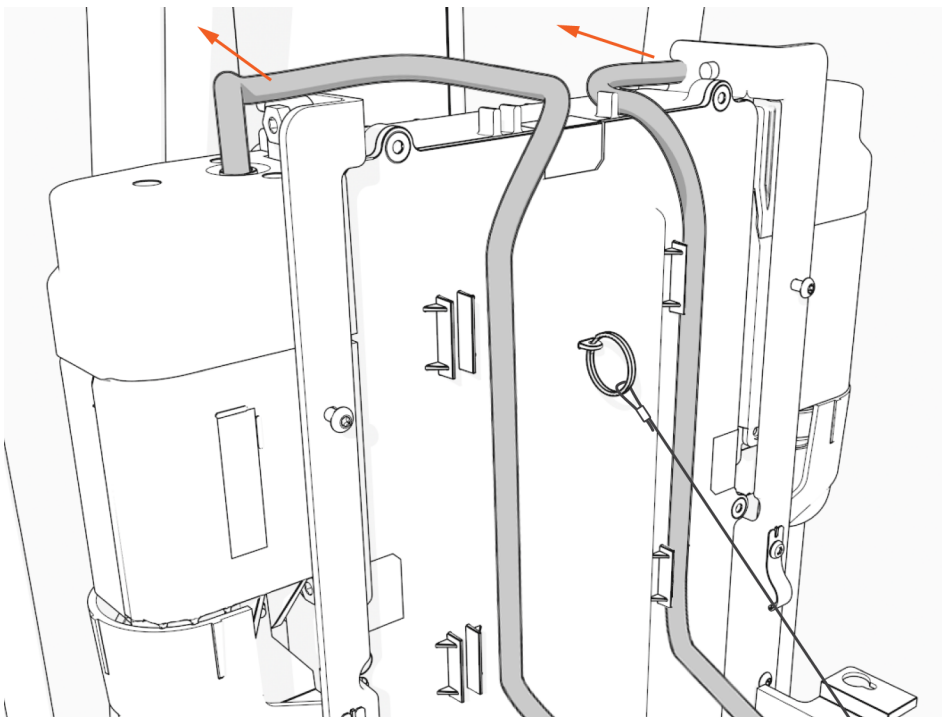


9. Lift the CCOM up and tilt it away from the head assembly.

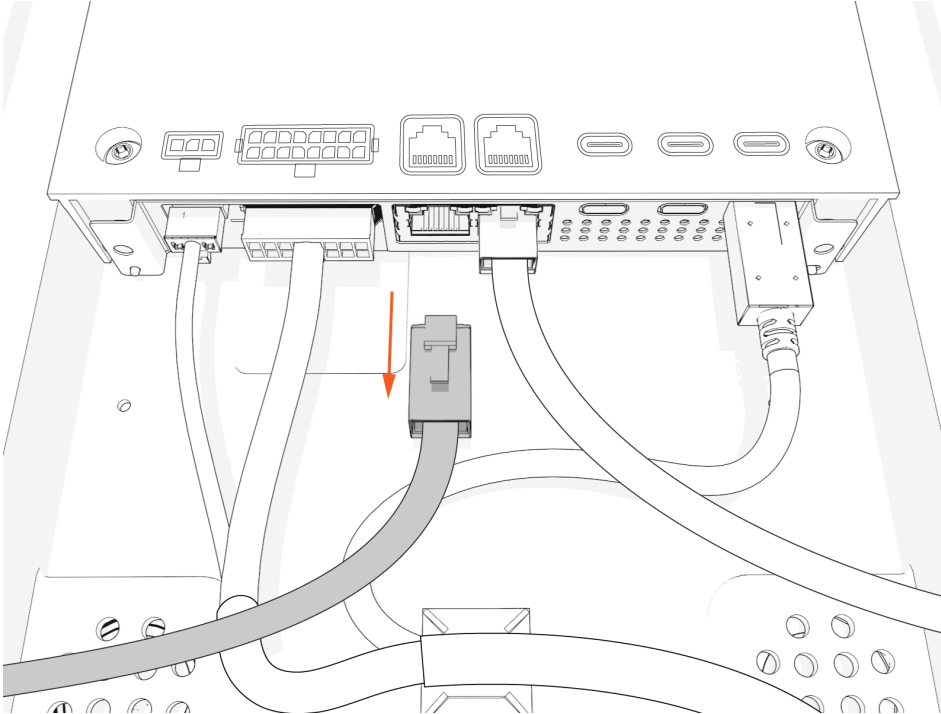
The bottom edge of the CCOM rests on the upper edge of the holster assembly.



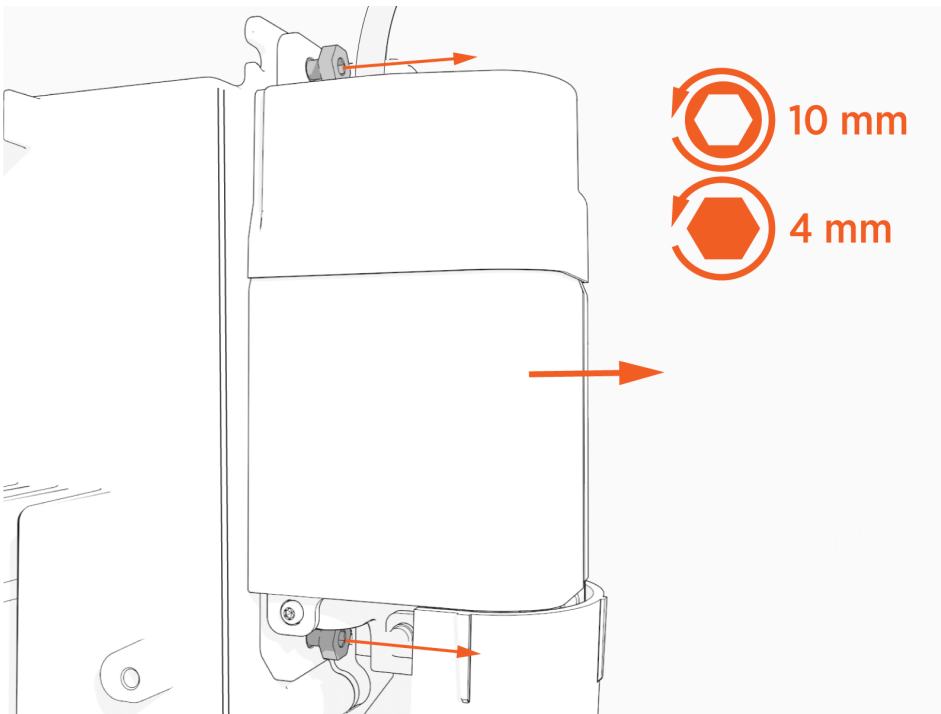
10. Unsnap the RJ45 Ethernet cables.



11. Disconnect the RJ45 Ethernet cables from the CCOM.



12. Loosen the top and bottom screws securing the smart cable.

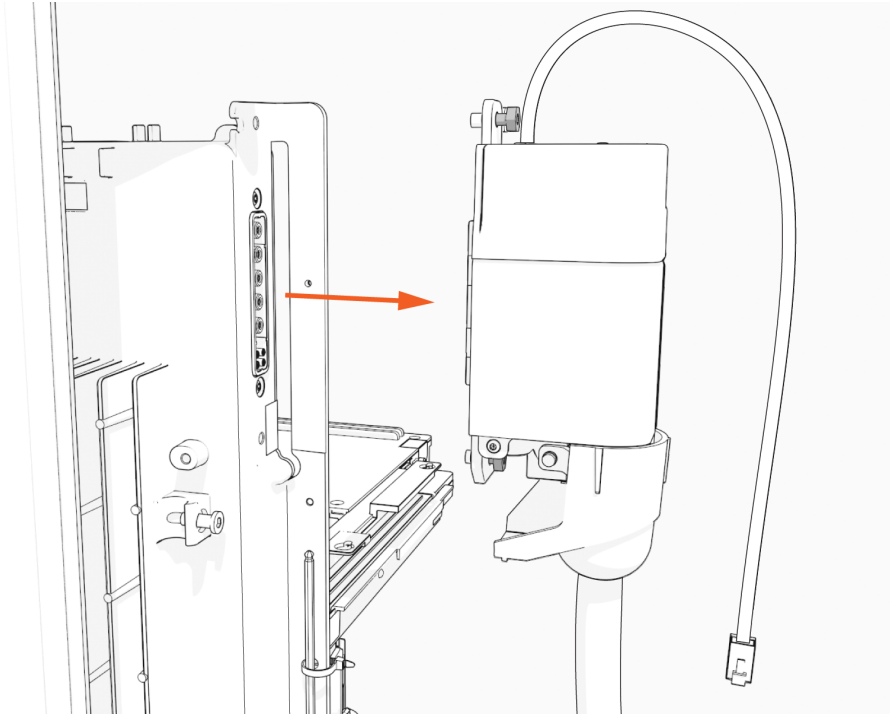




13. Remove the smart cable.



**IMPORTANT:** Avoid damaging connector pins when removing the smart cable.



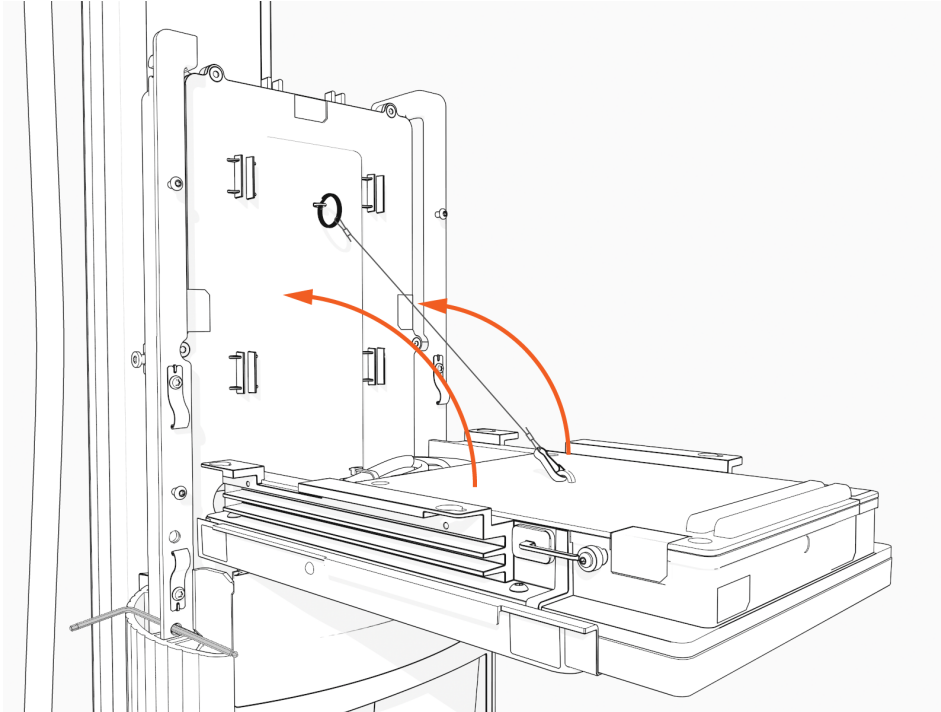
14. Set the cable gently aside.

15. Repeat the previous steps for the second cable.

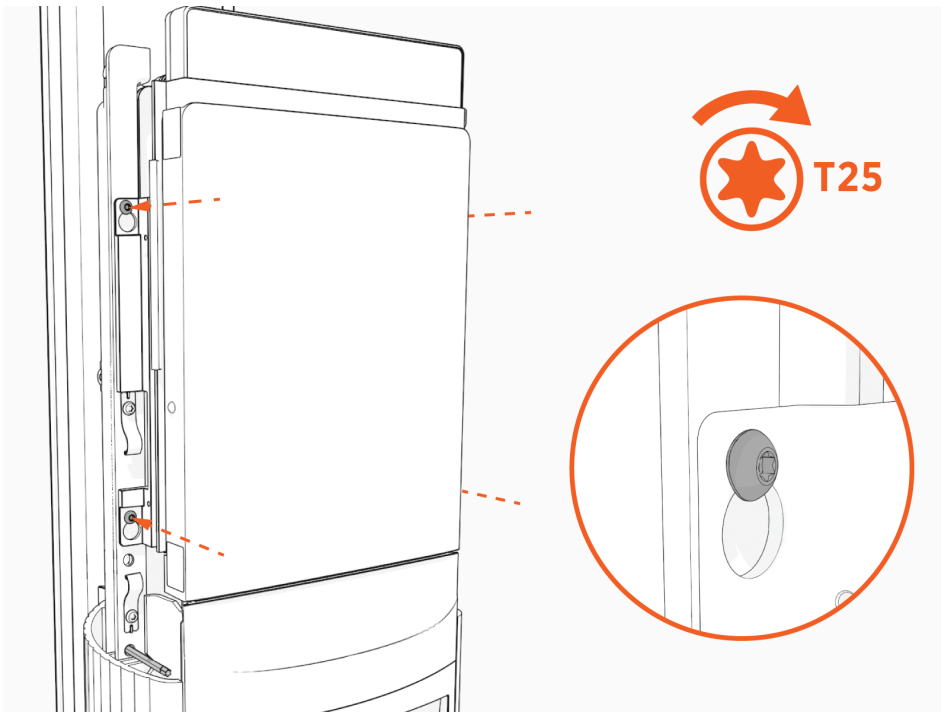
## Remove the Head Assembly

To remove the Head Assembly, perform the following steps:

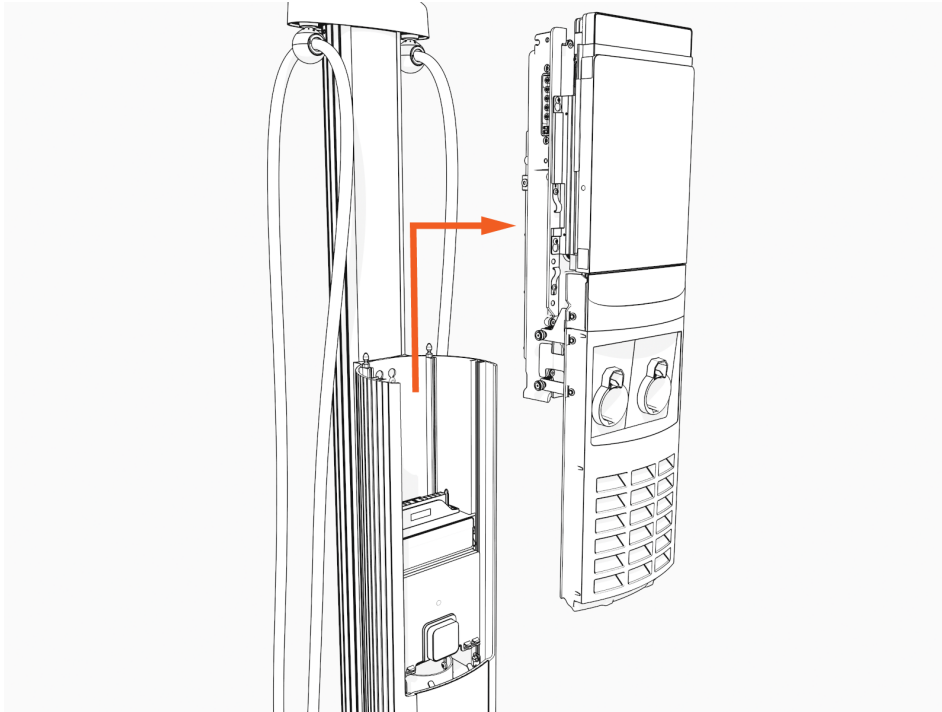
1. Raise the CCOM and slide it into place on the head assembly.



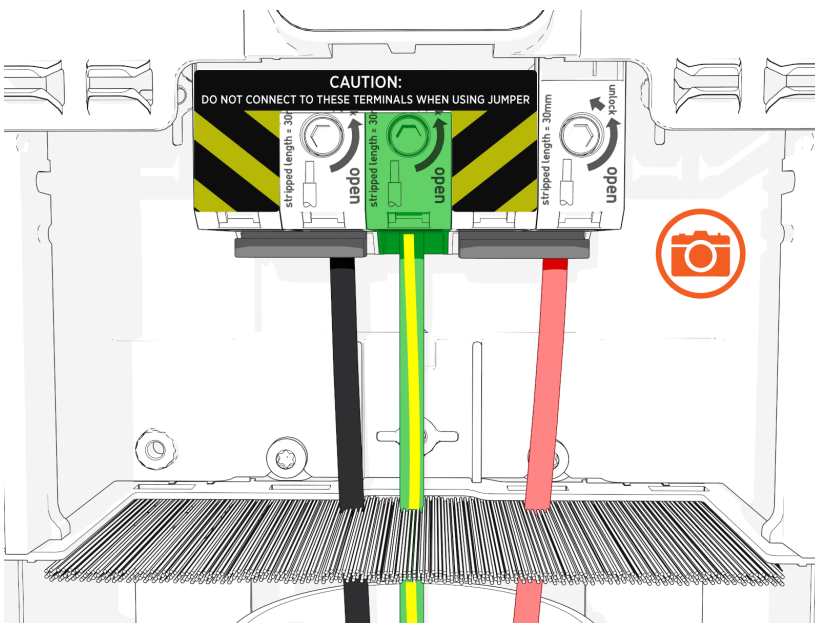
2. Tighten the screws to secure the CCOM.



3. Lift the head assembly to remove it from the pedestal or wall mount enclosure. Set it gently on a padded surface.



4. Take a picture of the completed terminal block wiring with labels. This picture is required to complete the setup process.



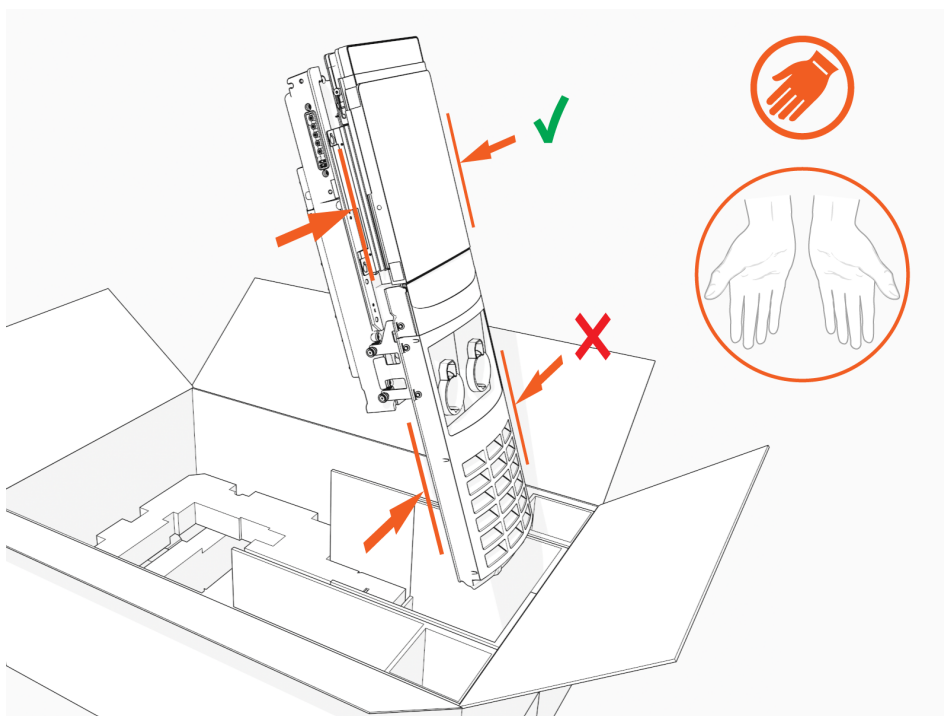
## Install the Head Assembly

To install the Head Assembly, perform the following steps:

1. Remove the head assembly from the packaging by holding the metal castings. Save the packaging and use it to return the removed part to ChargePoint.



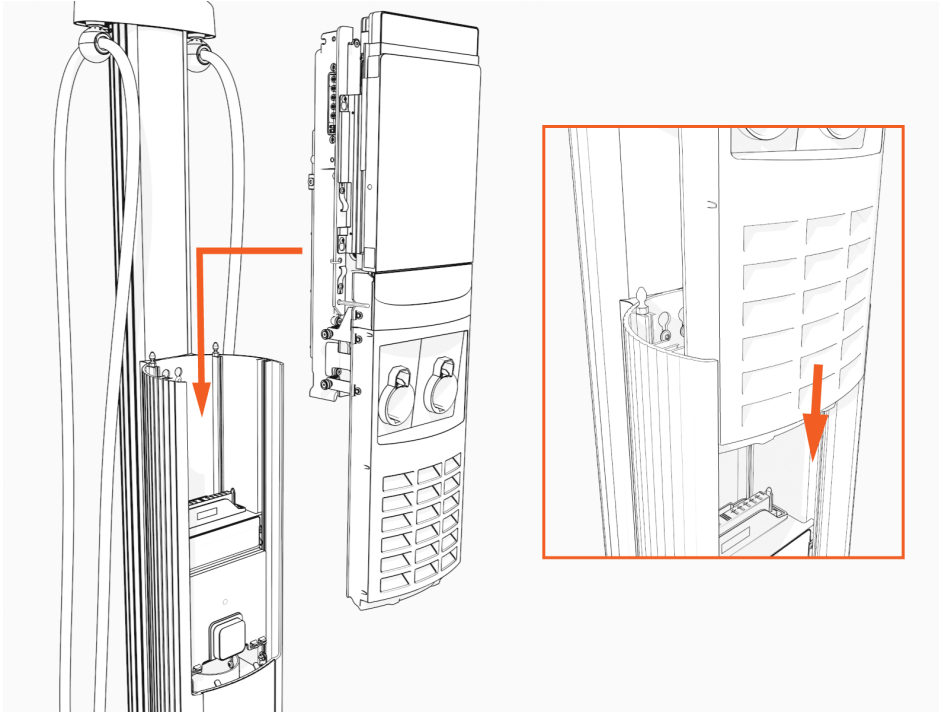
**IMPORTANT:** Wear protective gloves. Hold the metal edges of the head assembly, not the plastic front cover, to avoid damaging the front cover.



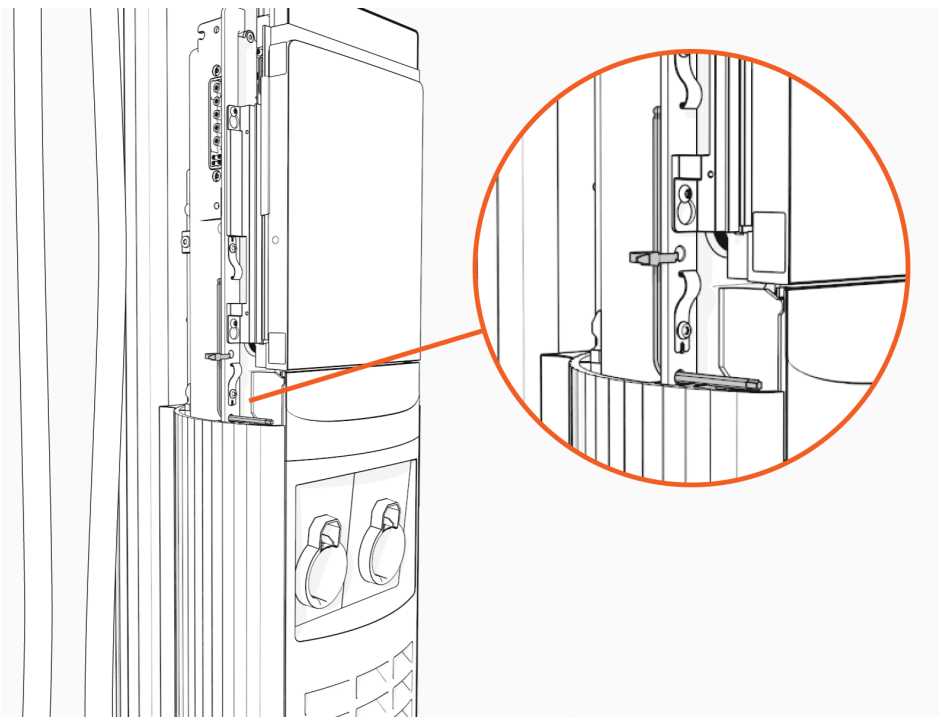
2. Align the rails on the head assembly with the pedestal and slide it into the pedestal housing.



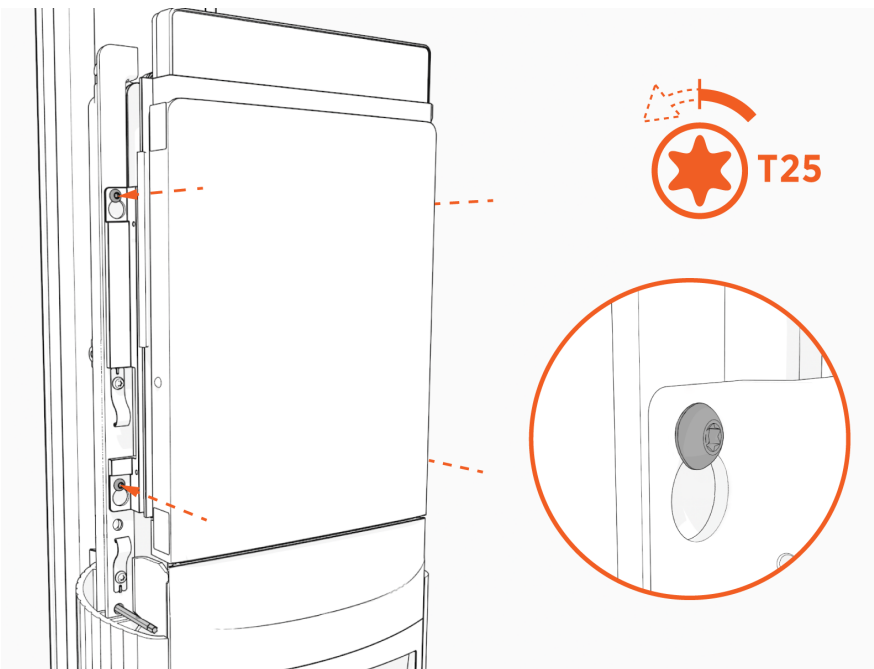
**IMPORTANT:** Avoid damaging cables when installing the head assembly.



The head assembly rests on the L-wrench connected to the side of the assembly.

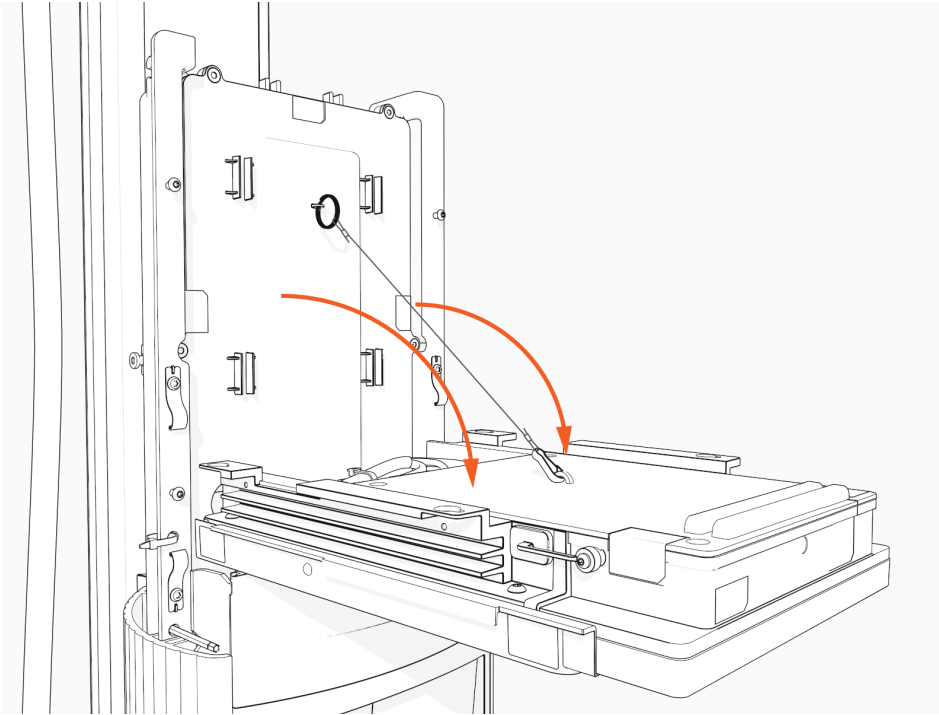


3. Loosen the screws that secure the Control and Communications Unit (CCOM).

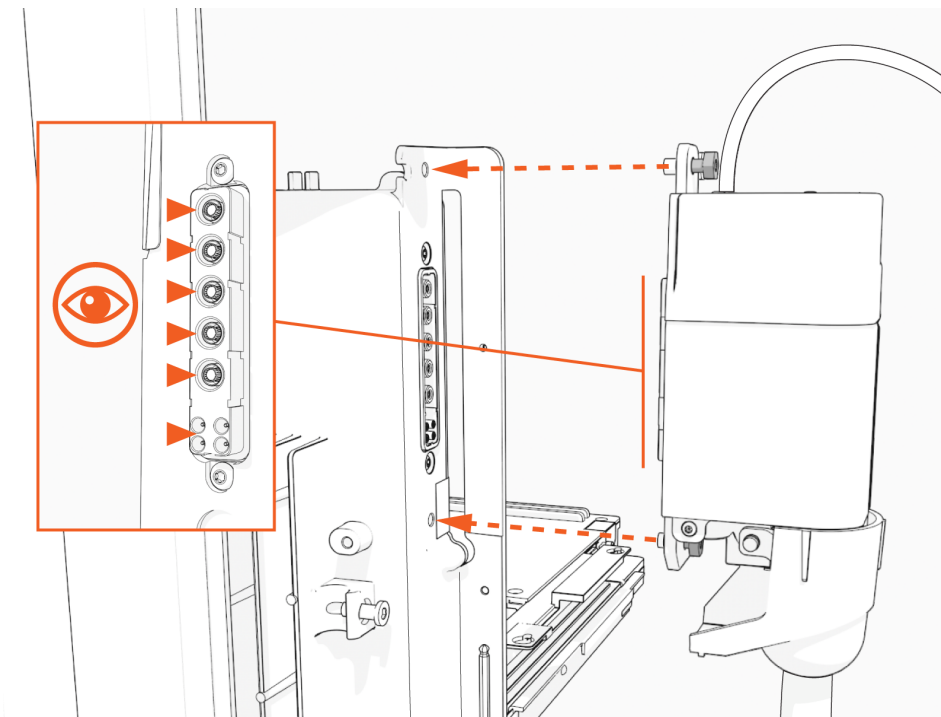


4. Lift the CCOM up and tilt it away from the head assembly.

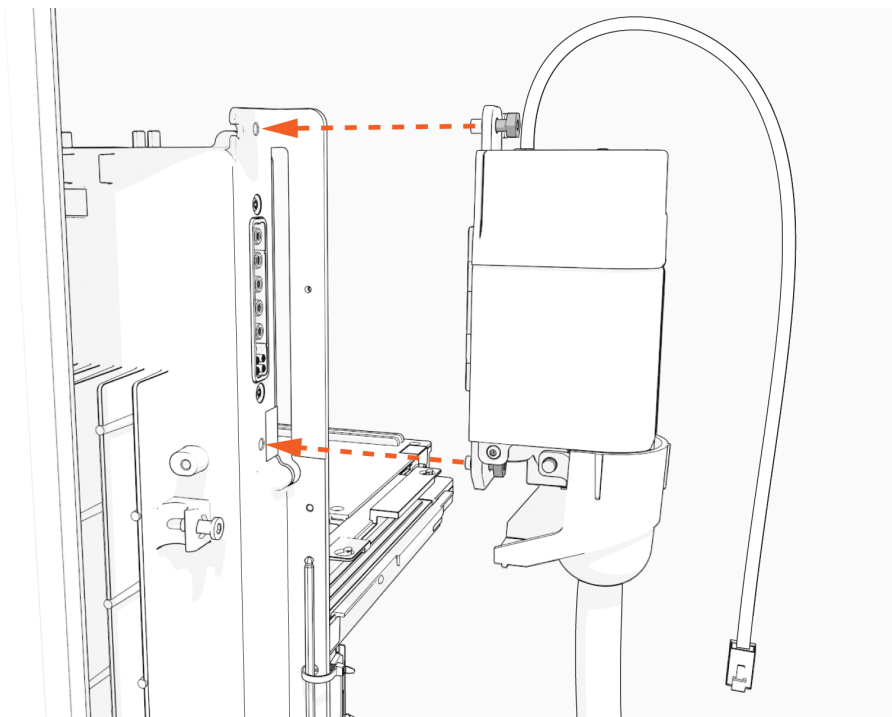
The bottom edge of the CCOM rests on the upper edge of the holster assembly.



5. Ensure there is no visible damage to the connector pins.

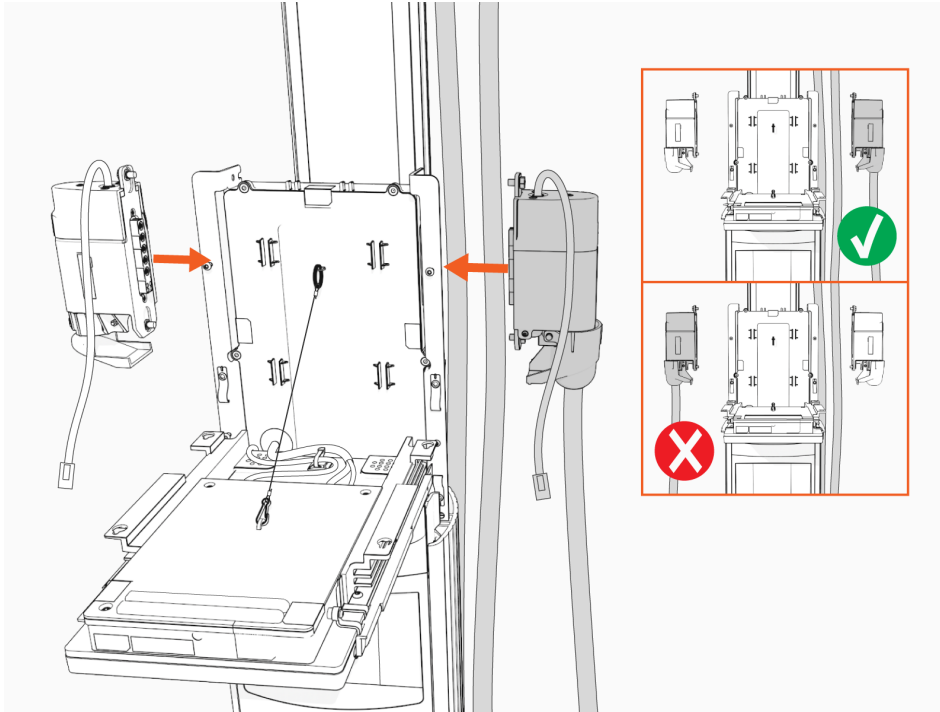


Attach the smart cable by partially engaging one screw and then partially engaging the second screw.

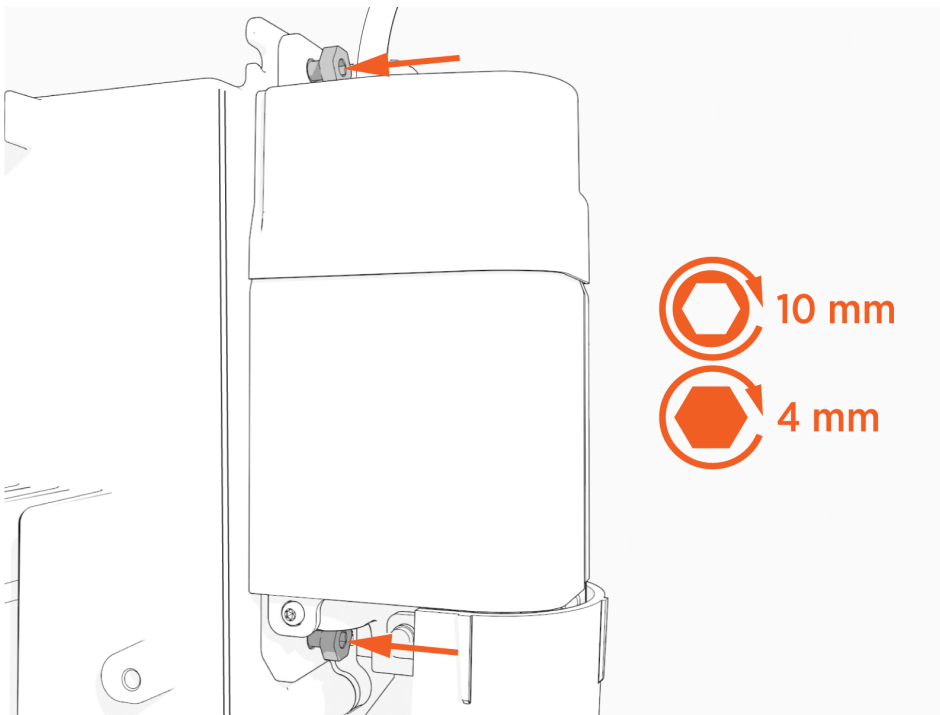




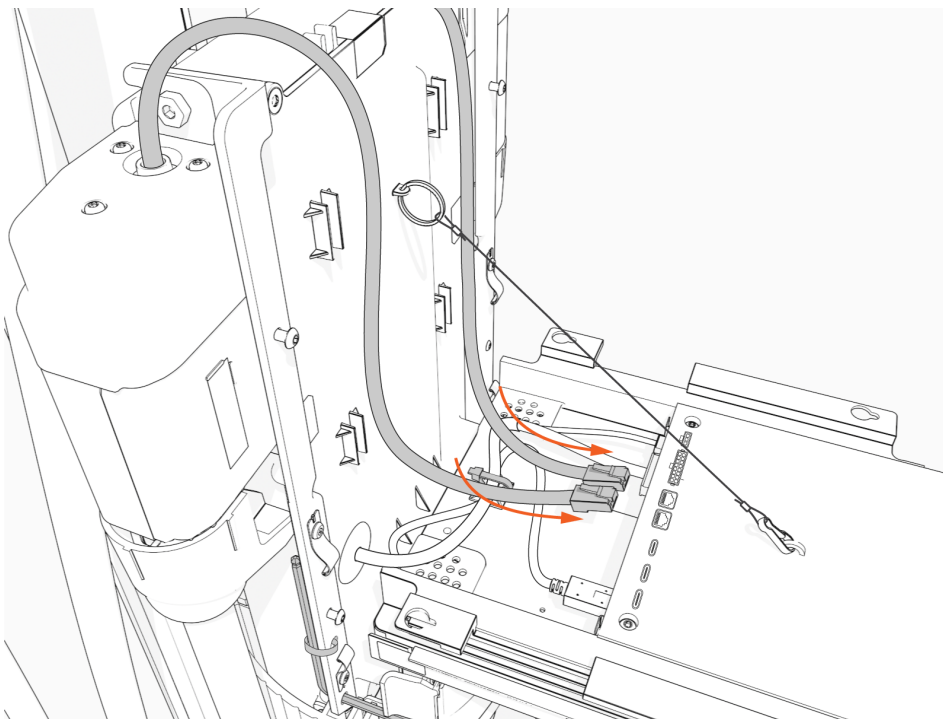
6. On single port stations, attach the smart cable to the **right** side as you are facing the charging station. Connect the blank connector to the left side.



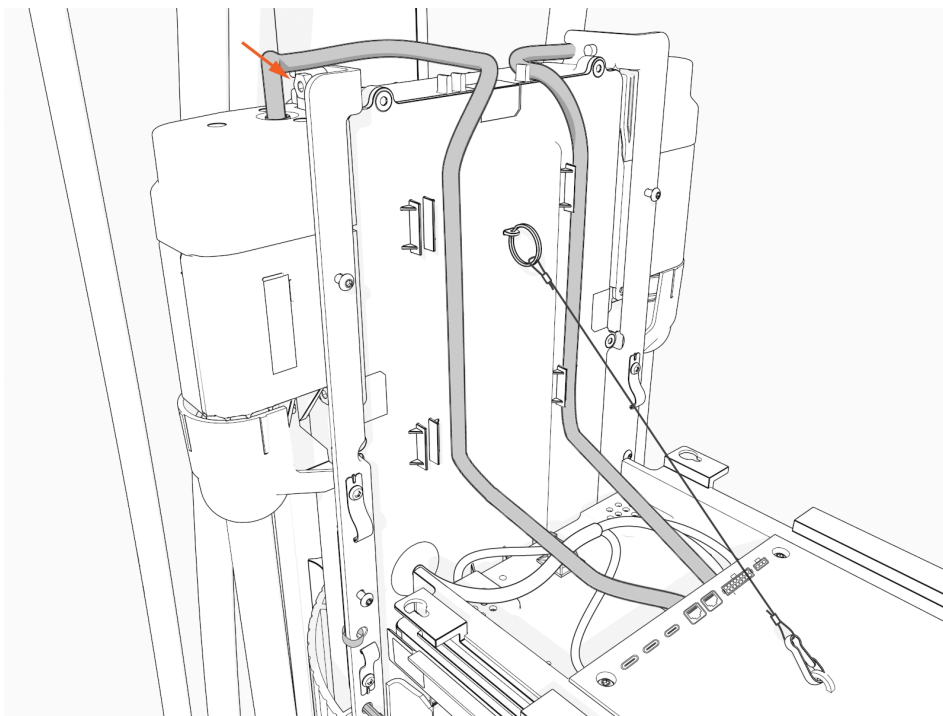
7. Torque both the top and bottom screws to 1.1 Nm (10 in-lb) to secure the smart cable.



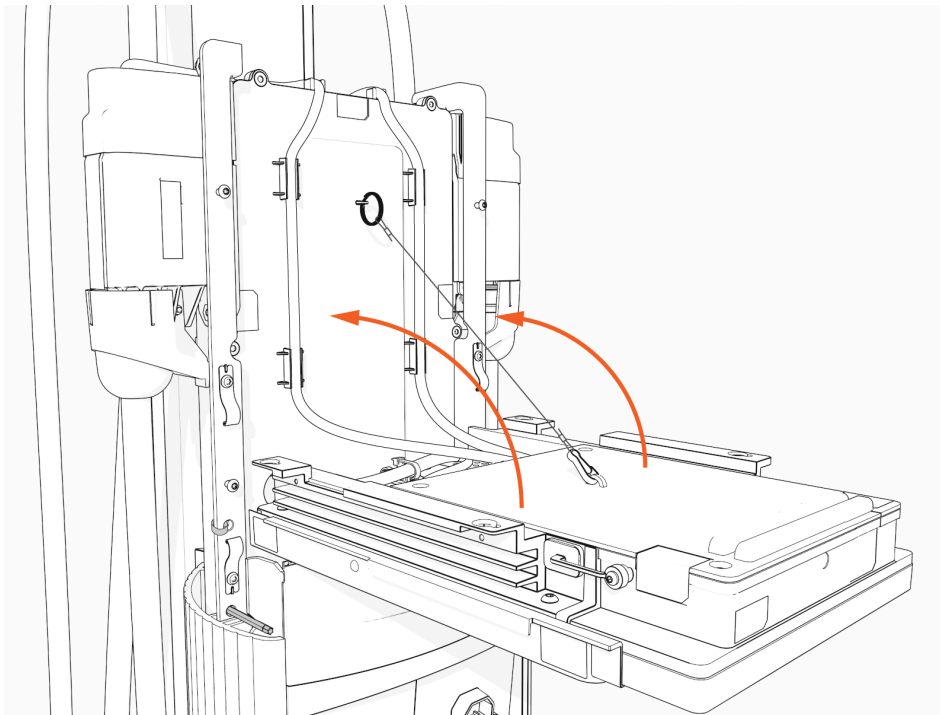
8. Connect the RJ45 Ethernet cables from the smart cable assembly to the bottom of the CCOM.



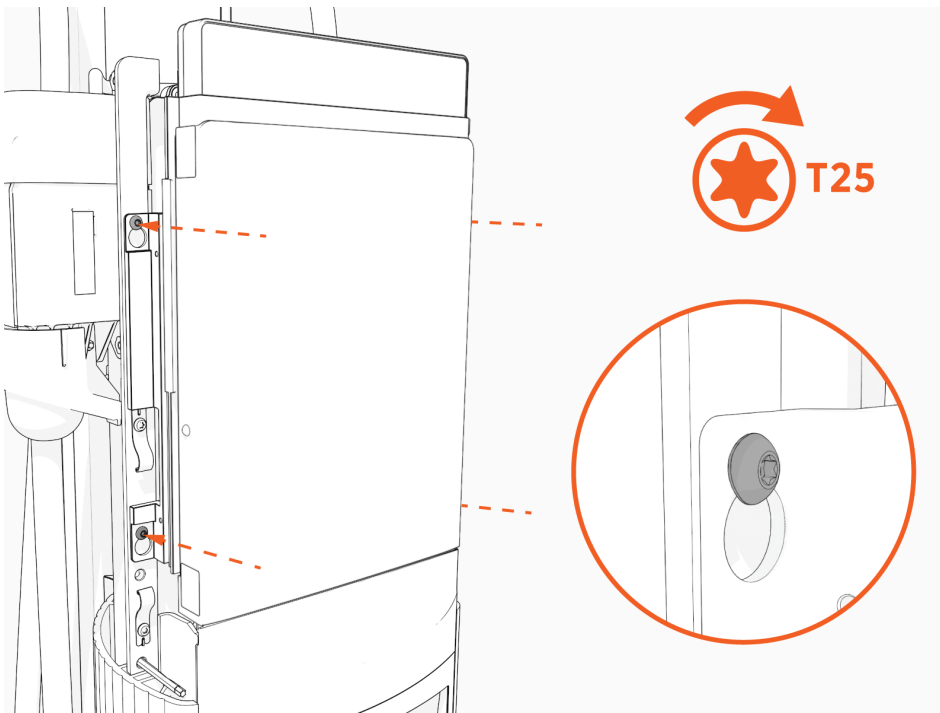
9. Slide the RJ45 Ethernet cables into the slots.



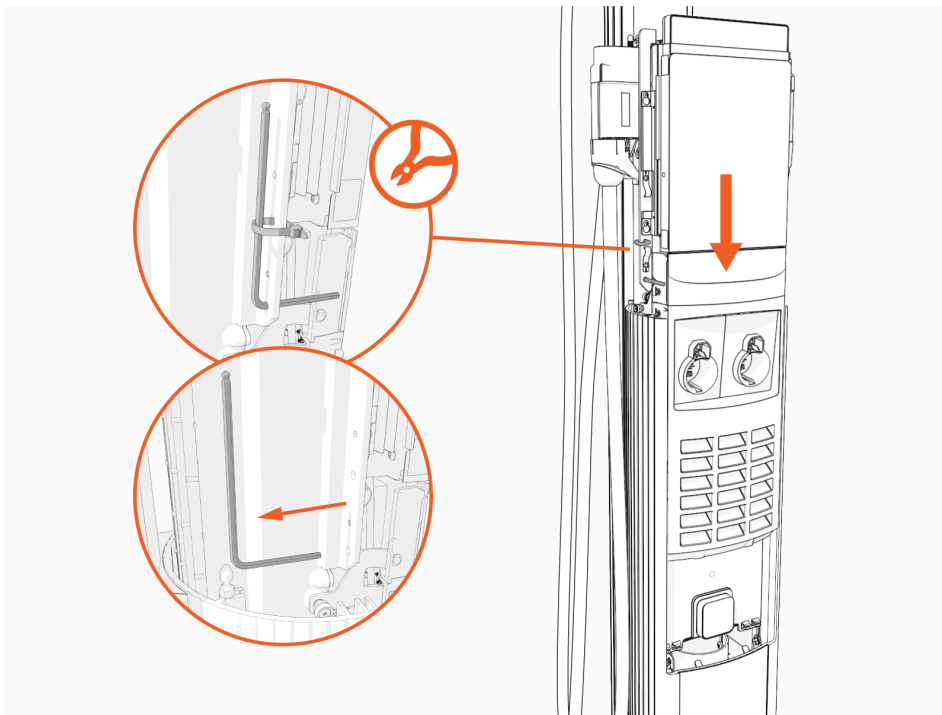
10. Raise the CCOM and slide it into place on the head assembly.



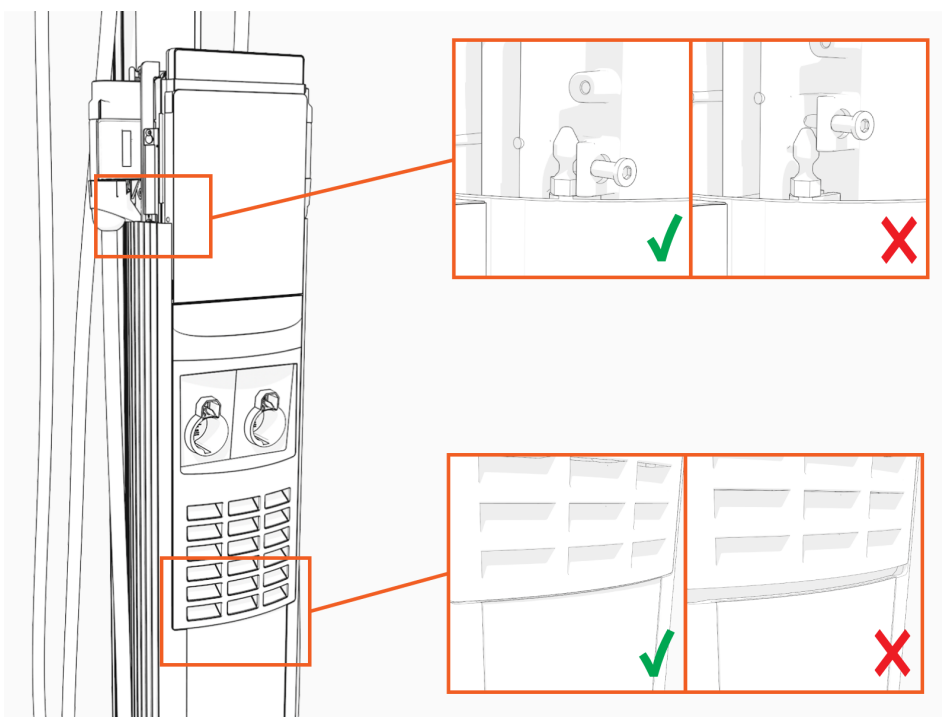
11. Torque the screws to 1.7 Nm (15 in-lb) to secure the CCOM.



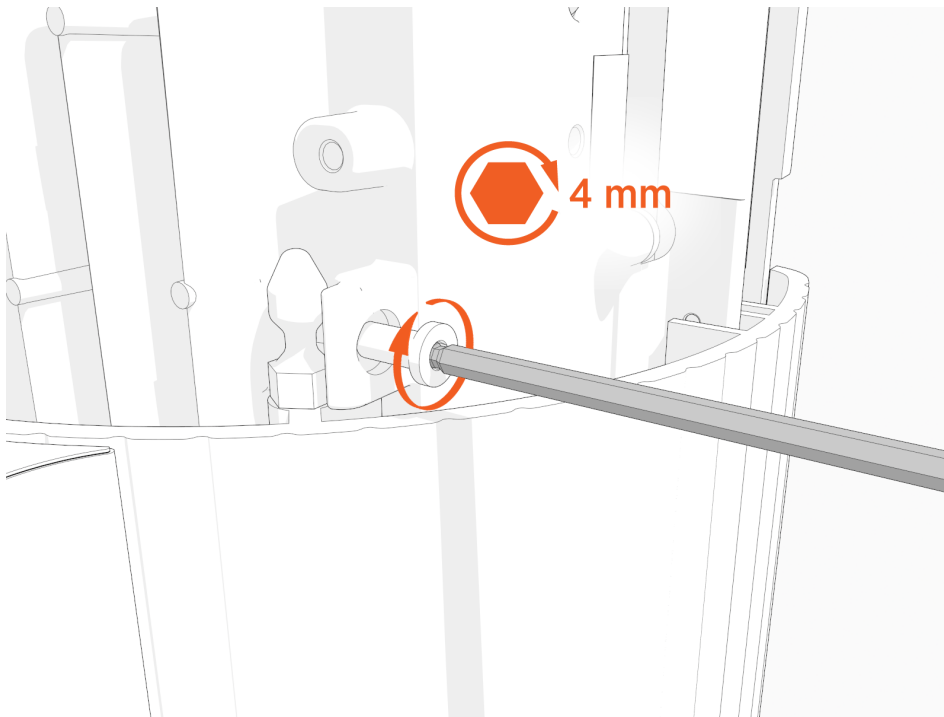
12. Remove the L-wrench. Slide the head assembly all the way into the pedestal housing.



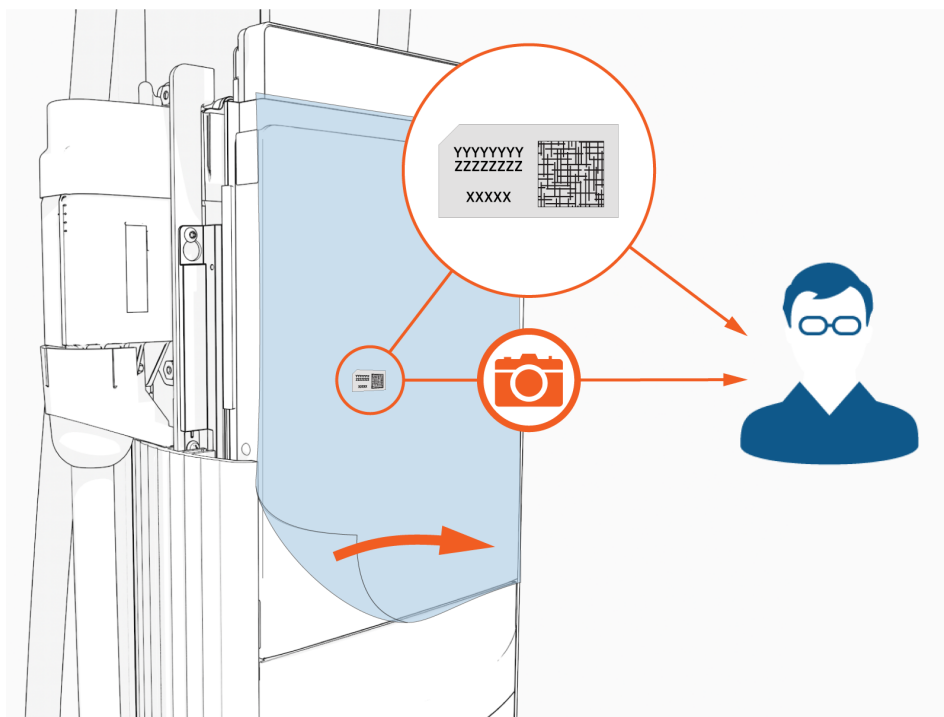
13. Ensure the head assembly is fully seated.



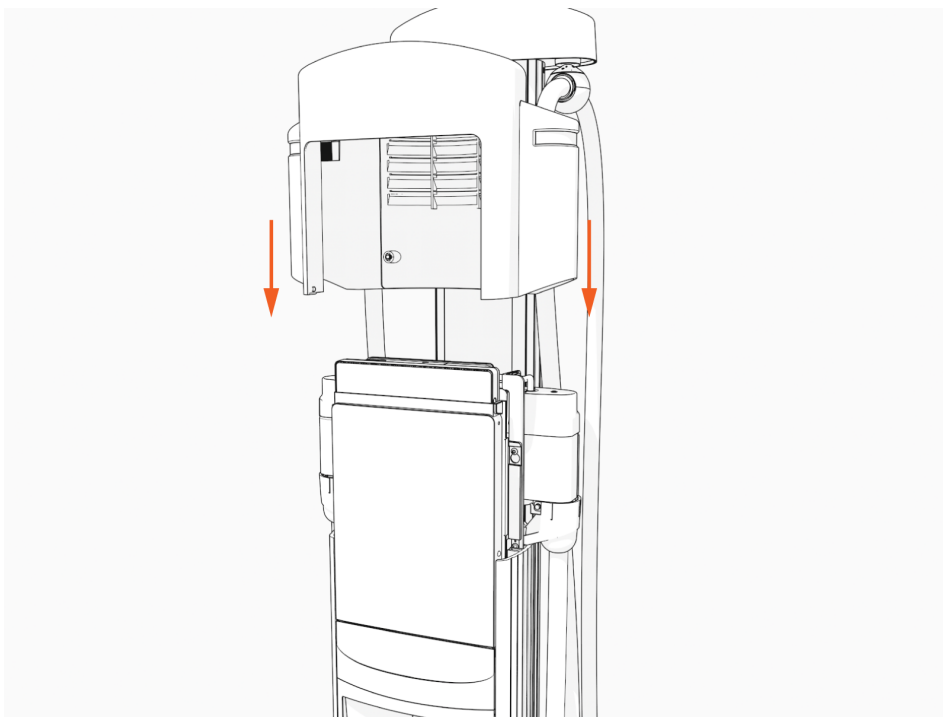
14. Using the L-wrench or 4 mm hex tool, tighten two screws.



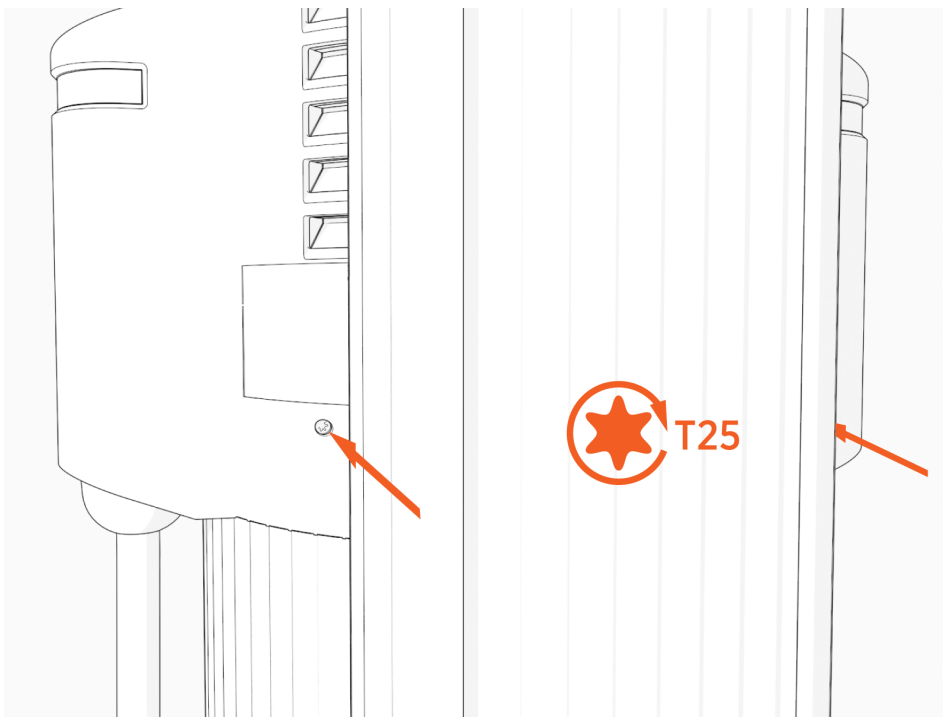
15. Take a picture of the activation label, remove the protective film, and give the protective film with the label to the station owner.



16. Slide the top cap onto the head assembly, adjusting as necessary to clear the charging cables, until it fits into place.



17. Torque two captive screws to 1.1 Nm (10 in-lb).



18. At the electrical panel, power up the station.  
One or both port LEDs appear Red until the lockout faults are cleared.



**IMPORTANT:** If the station does not power up, disconnect the power to the CP6000 and make sure that the head assembly is properly seated.

## Next Steps

Use either one of the following two methods to configure and pinpoint the charging station:

- ChargePoint Installation Wizard and Pinpoint Portal
- OR
- ChargePoint Installer app

## Installation Wizard and the Pinpoint Portal

When you power up the charging station, the on-screen Installation Wizard runs. The wizard verifies operation of the station and performs basic setup tasks.



**IMPORTANT:** Pinpointing allows drivers to quickly locate the charging station on a map. Ensure you accurately pinpoint the charging station when prompted by the Installation Wizard.

Before running the Installation Wizard, ensure you have:

- The new charging station's activation label (located on the plastic film protecting the front of the charging station; a spare label is included in the shipping box)
- Smartphone or laptop with a QR-code scanner, camera, and Internet connection
- Your ChargePoint Certified Installer user name and password

The Installation Wizard includes these tasks:

- Set a language for the Installation Wizard.

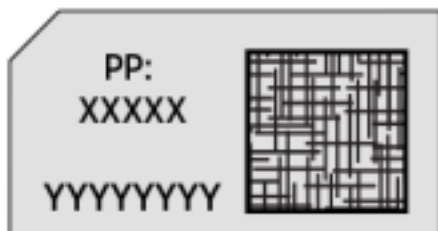


**NOTE:** This does not permanently affect the station's display language. Choose the language most convenient to you.

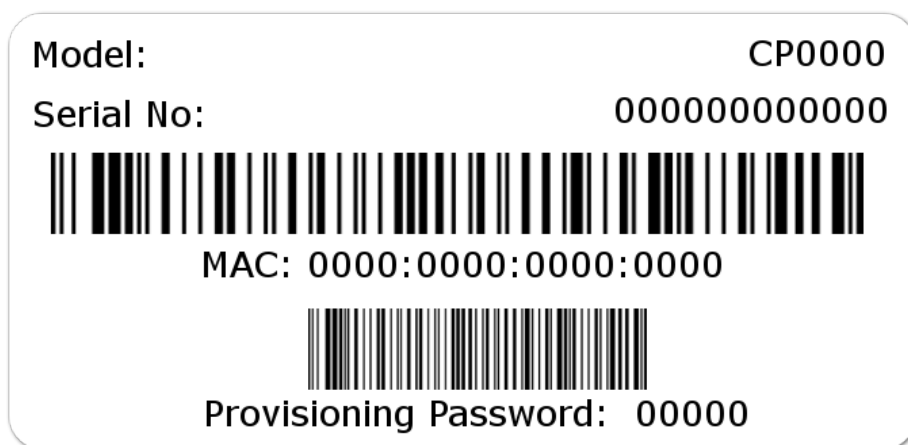
- Configure power
- Check for faults
- Test network connectivity
- Complete the post-installation checklist

## If your smartphone has a scanning app:

1. Open a QR code scanning app.  
Point the camera at the QR code on the activation sticker.



Your device is automatically redirected to the installer pinpointing page. Confirm that the URL of the page is [o.chargepoint.com](https://o.chargepoint.com).



2. Log into the installer site using your installer login. Tap **Log In**.
3. Confirm the MAC address and activation password are automatically entered and correct.
4. Tap **Next**.
5. Follow the prompts to complete the pinpointing process.

## If your smartphone does not have a scanning app:

1. Using your smartphone, navigate to [o.chargepoint.com](https://o.chargepoint.com).
2. Enter the MAC address and activation password printed on the activation label.
3. Tap **Next**.
4. Follow the prompts to complete the pinpointing process.



## ChargePoint Installer app

Use the ChargePoint Installer app to complete the station setup procedure.

1. If you do not already have the Installer app, scan the QR code to download the app, and sign up.



2. Open the ChargePoint Installer app and log in.
3. Select **Configure**.
4. Confirm you have all required materials to continue activation, and select **Yes**.
5. Follow the prompts in the Installer app.

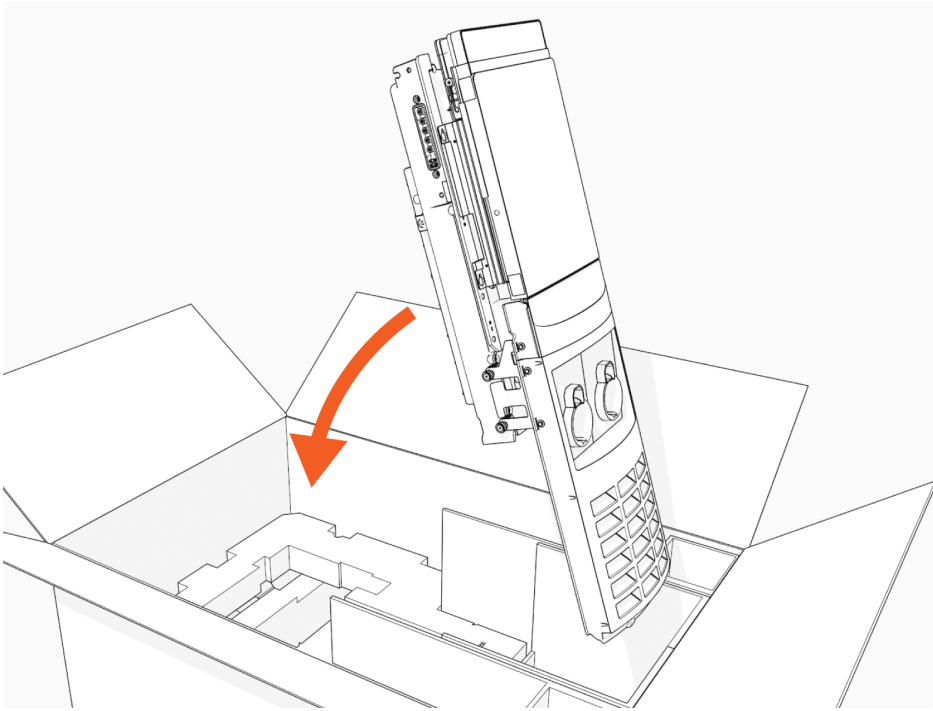
## Clear Lockout Faults

When you replace a part, the station triggers lockout faults.

To clear lockout faults, go to [ChargePoint Support](#) and contact technical support using the appropriate region-specific number.

## Return Head Assembly

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



For assistance, go to [chargepoint.com/support](https://chargepoint.com/support), find your region's technical support number, and contact ChargePoint Support.

# Replace the Control and Communications Module 3

**IMPORTANT:** Removing the Control and Communication Module (CCOM) breaks digital and physical seals. When digital and physical seals break, CP6000 charging stations lock and cannot be used for public charging in Eichrecht jurisdictions.



In Eichrecht jurisdictions, ChargePoint strongly recommends replacing the head assembly before attempting to replace the CCOM.

Only a ChargePoint certified installer or a trained technician who has special Eichrecht qualification can replace CCOM and retain Eichrecht validity.

Eichrecht CP6000 charging stations have a "DE-M" marking on the nameplate and on the sealed connection between the head assembly and the Smart Cable Assembly.

## Bring These Tools



Torx screwdriver (T25)



Torx screwdriver (T20)



4 mm hex wrench



**NOTE:** The replacement kit includes an L-wrench with a T25 driver on one end and a 4 mm hex fitting on the other end.



**IMPORTANT:** The charging station with the faulty part must have an Activated status.



**NOTE:** These charging stations are available in several configurations. The images in this guide might not match your station exactly; however, the installation steps are the same unless otherwise noted.

## Remove the Control and Communications Module (CCOM)

To remove the Control and Communication Module, perform the following steps:

1. Disconnect the power to the CP6000 at the service panel.

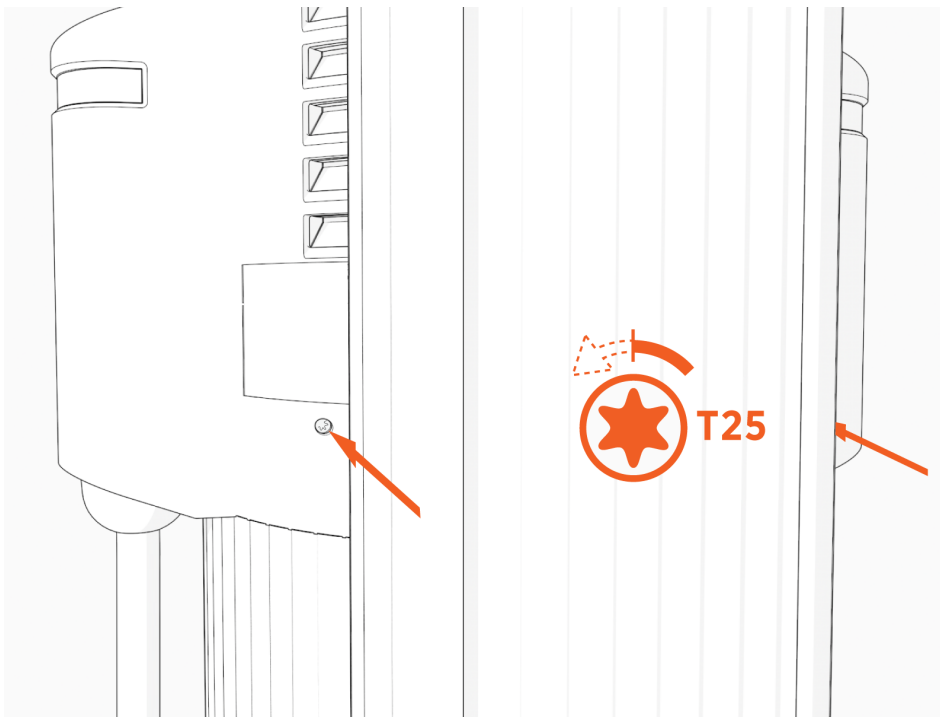


### **DANGER:** RISK OF SHOCK

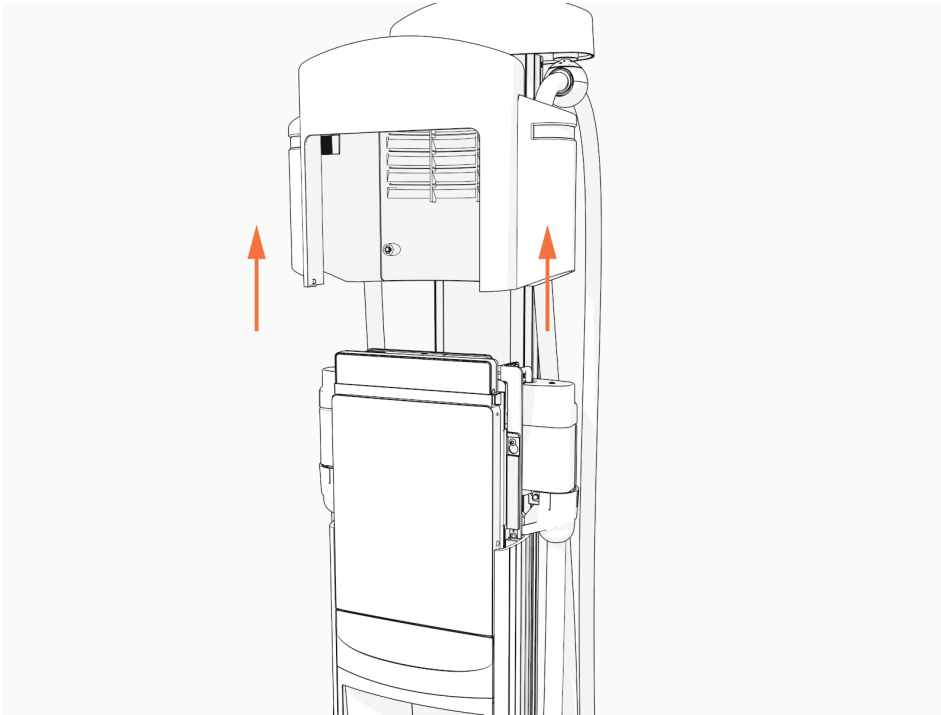
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep power off until top cap is correctly reinstalled and the work is complete.

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

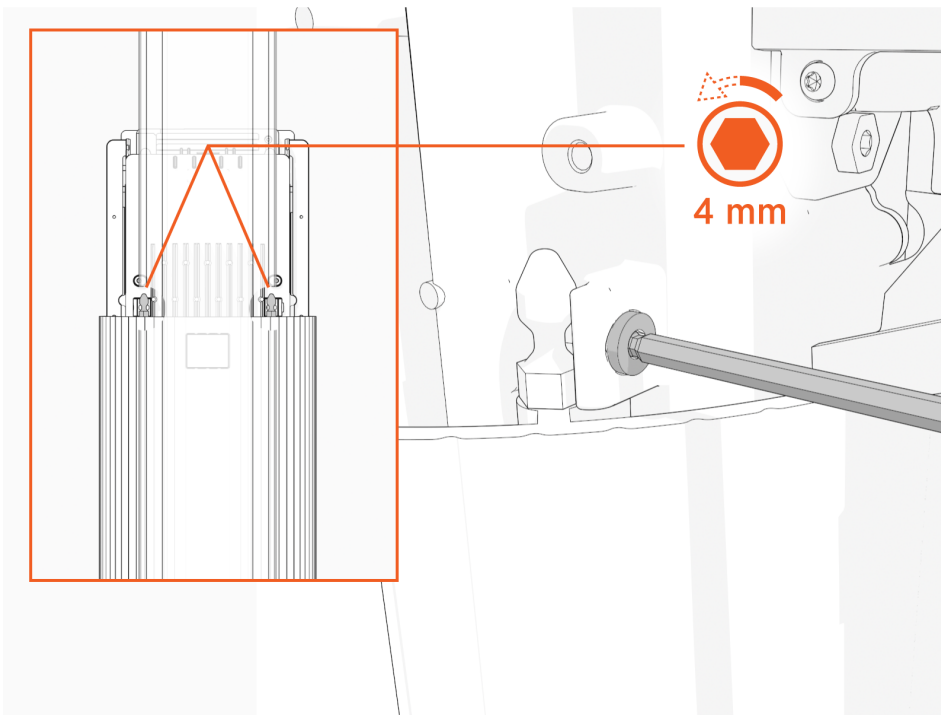
2. Use the L-wrench to loosen two captive screws securing the top cap.



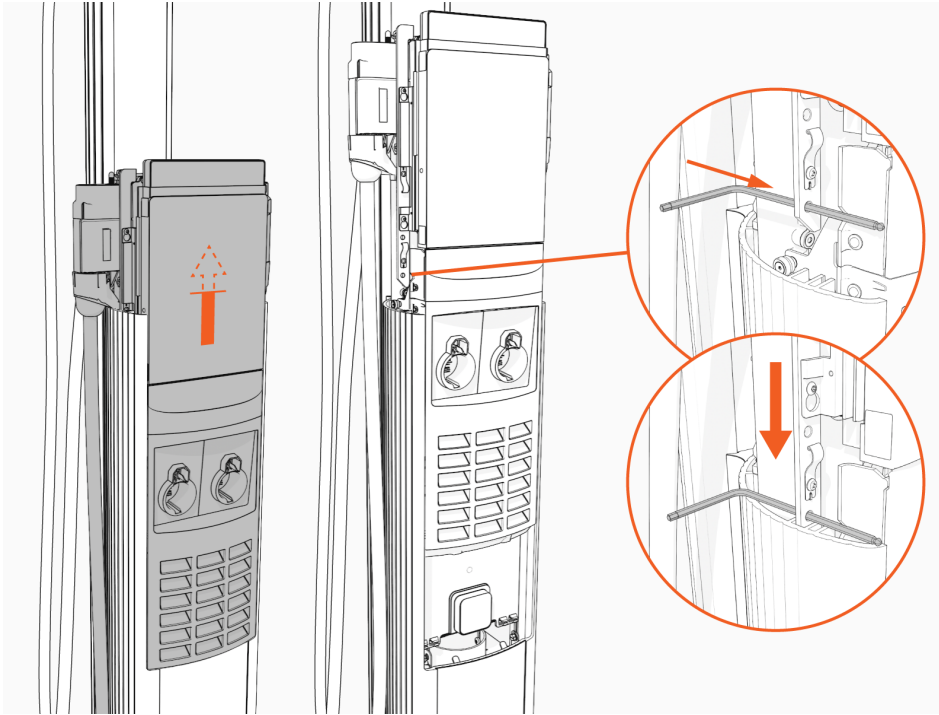
3. Remove the top cap.



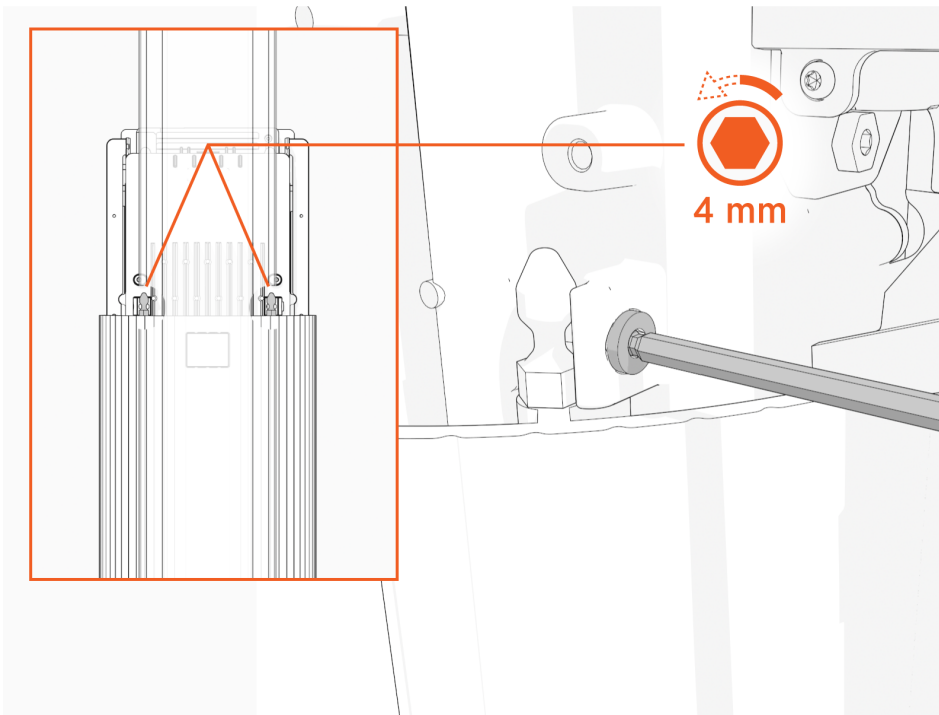
4. Use the L-wrench to loosen, but do not remove, the screws securing the head assembly.



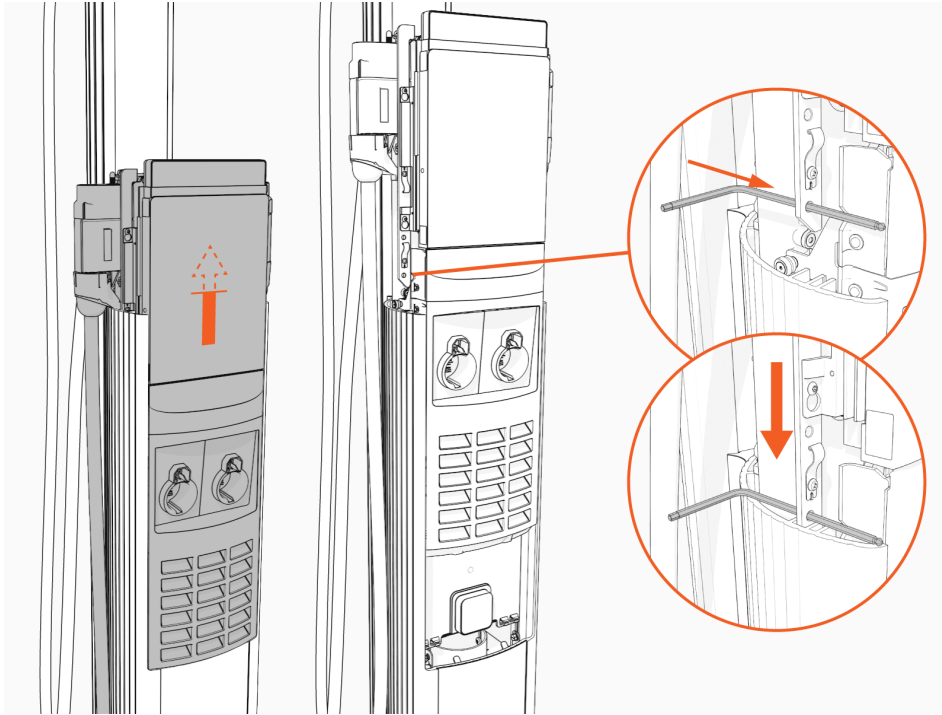
5. Lift head assembly. Insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.



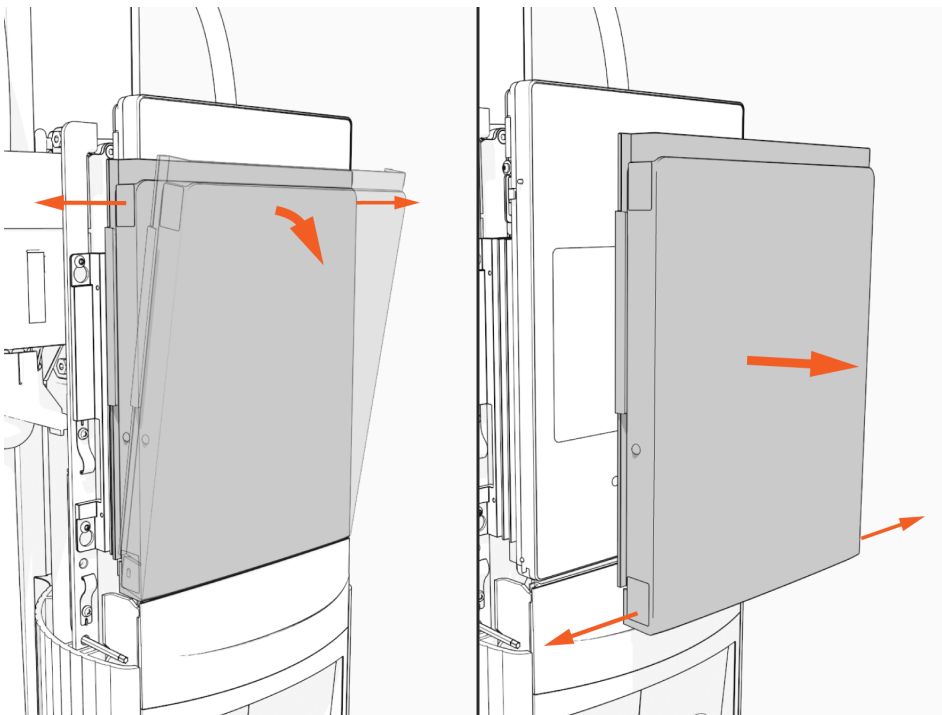
6. Use the L-wrench to loosen, but do not remove, the screws securing the head assembly.



7. Lift head assembly. Insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.

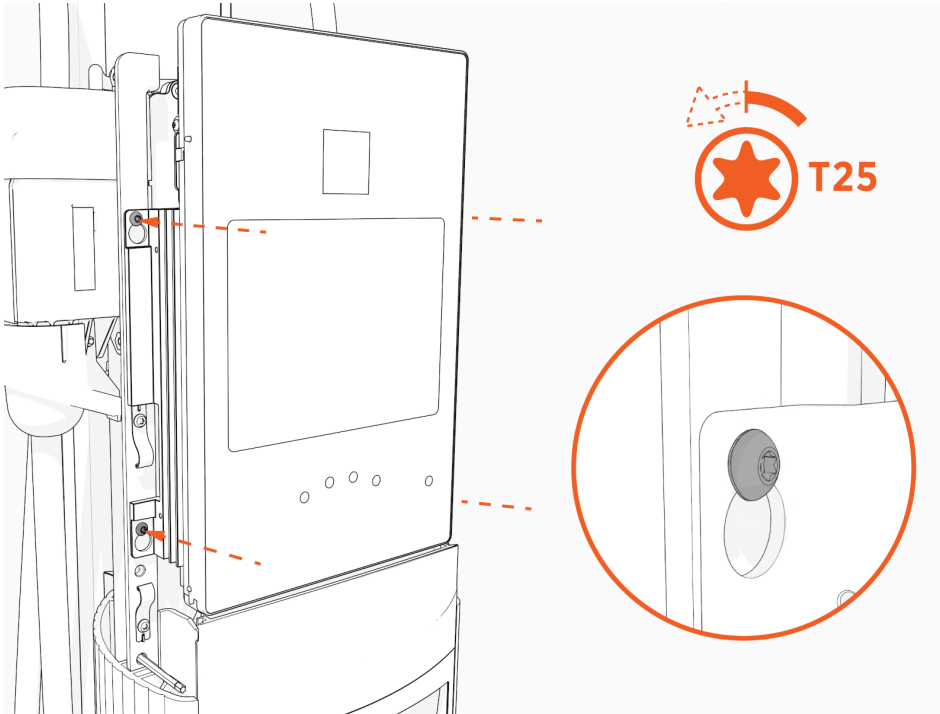


8. Unsnap the top and then bottom edges of the front lens and set it gently on a padded surface.

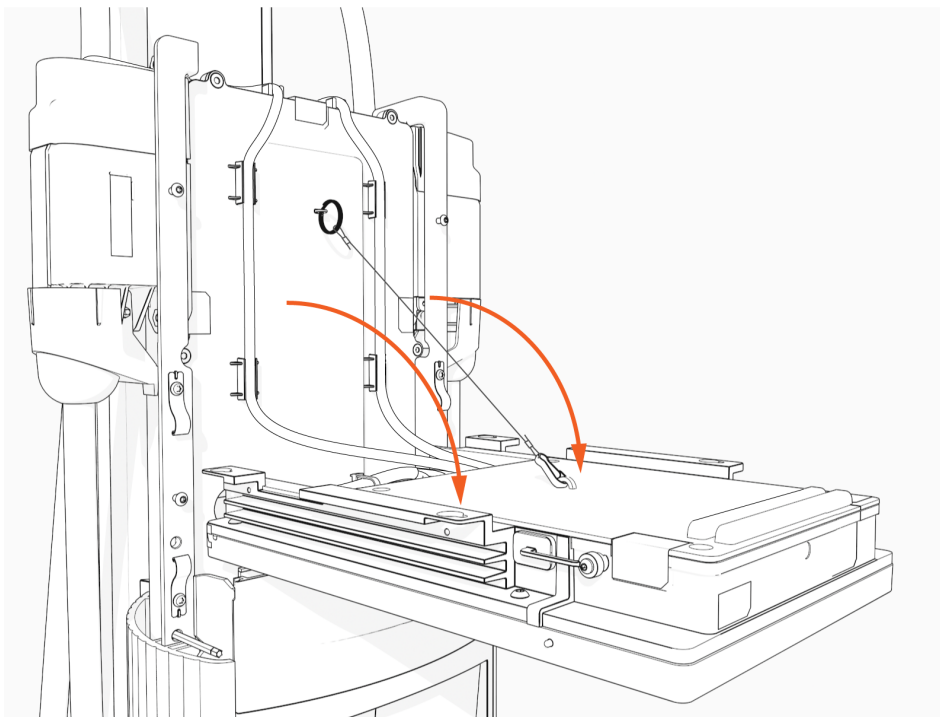




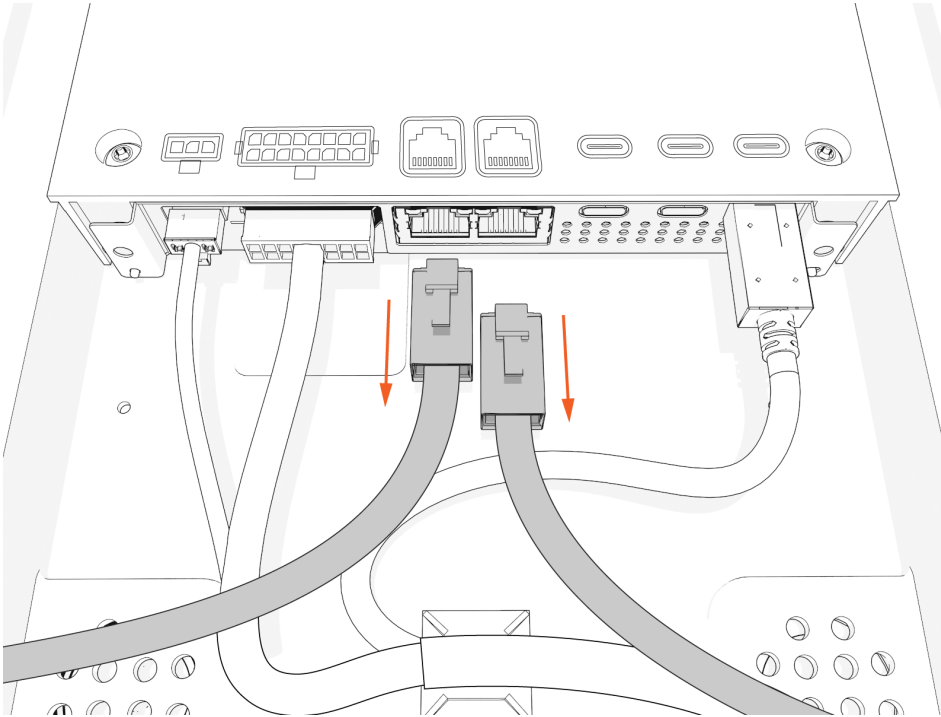
9. Loosen, but do not remove, the screws that secure the CCOM to the head assembly.



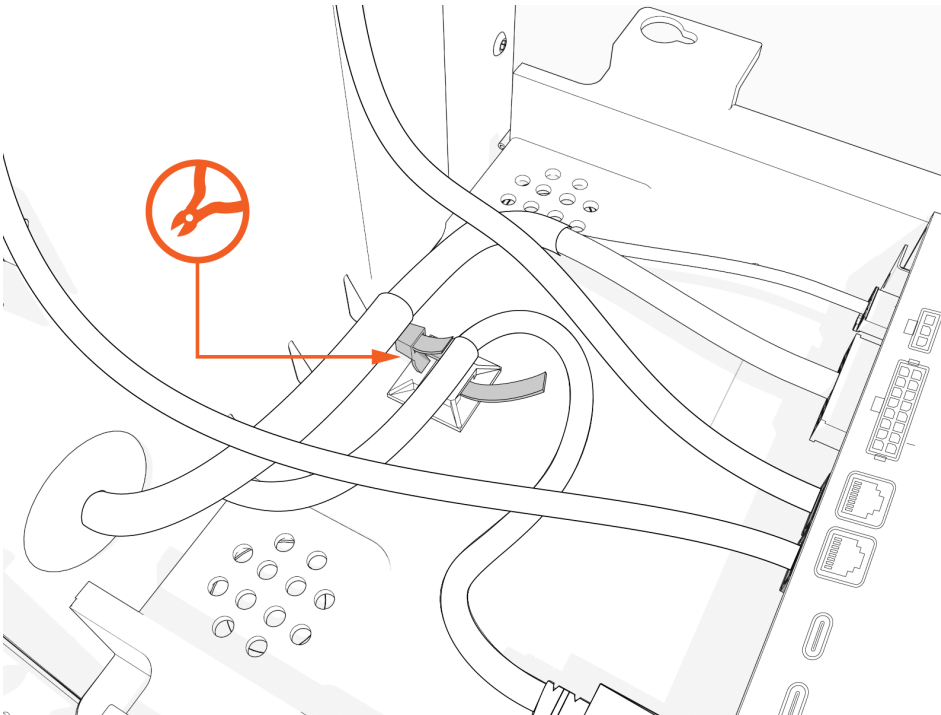
10. Lift the CCOM up and tilt it away from the head assembly.  
The bottom edge of the CCOM rests on the upper edge of the holster assembly.



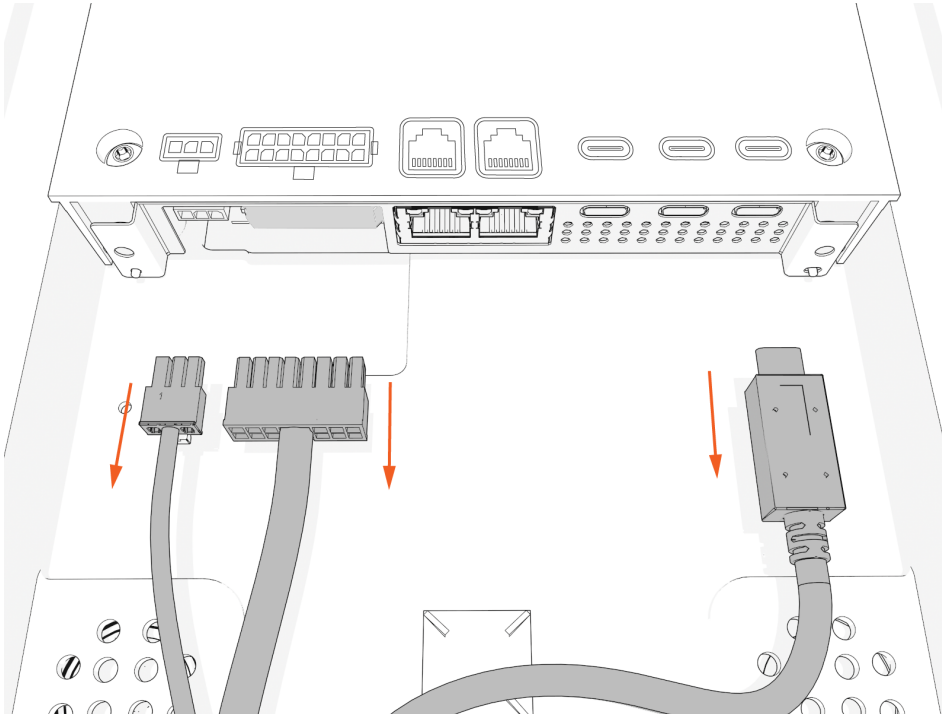
11. Disconnect the RJ45 Ethernet cables from the CCOM.



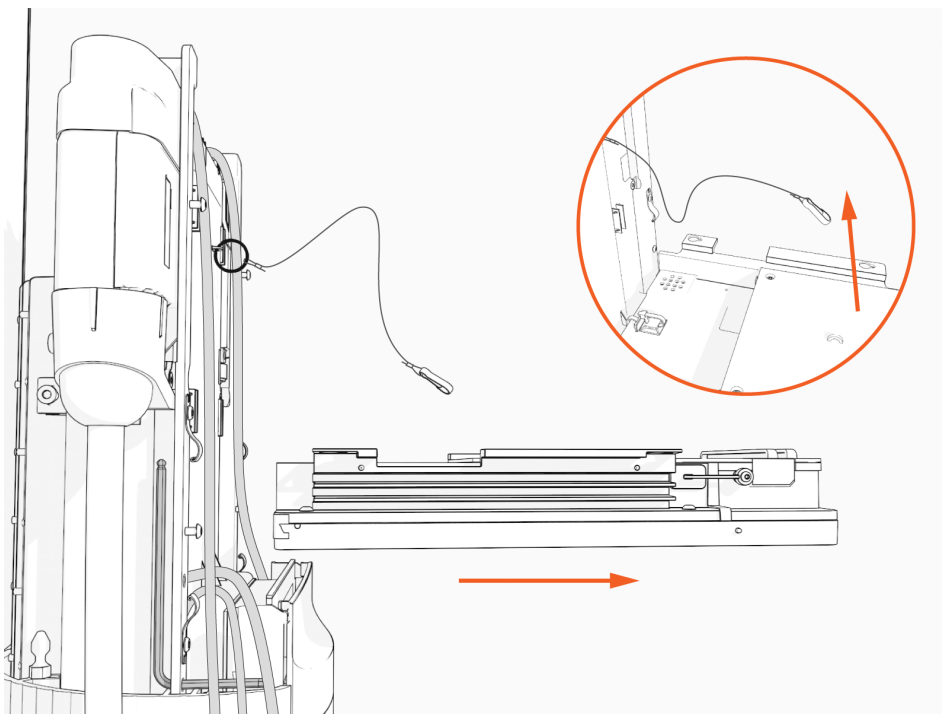
12. Cut the zip tie securing the USB-C cable, if present.



13. Disconnect the AC low-voltage and USB-C cables.



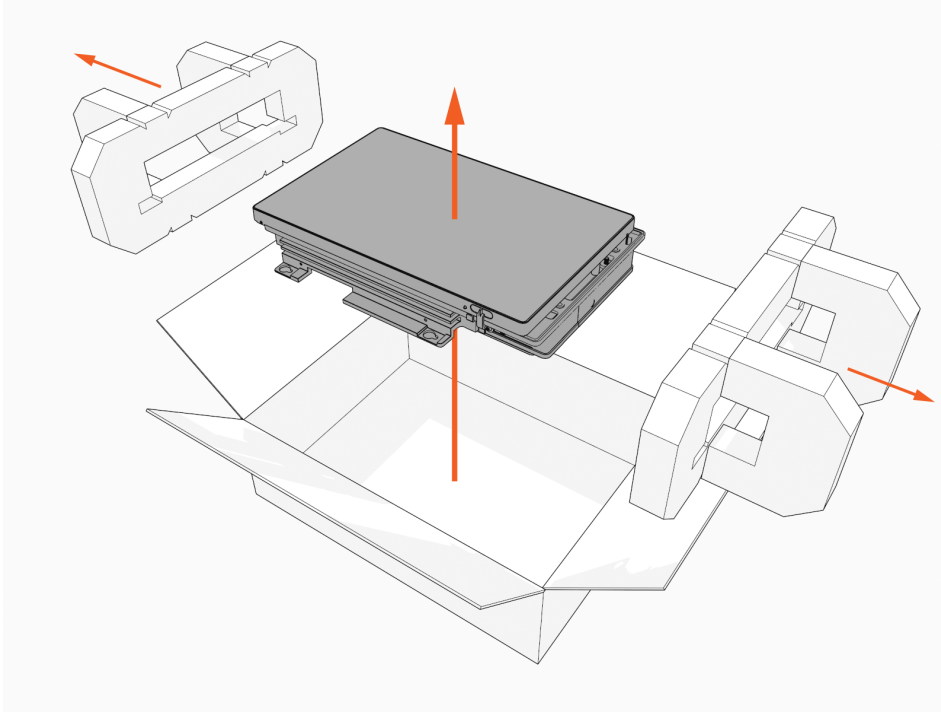
14. Unclip the hook and tether, remove the CCOM, and set it aside.



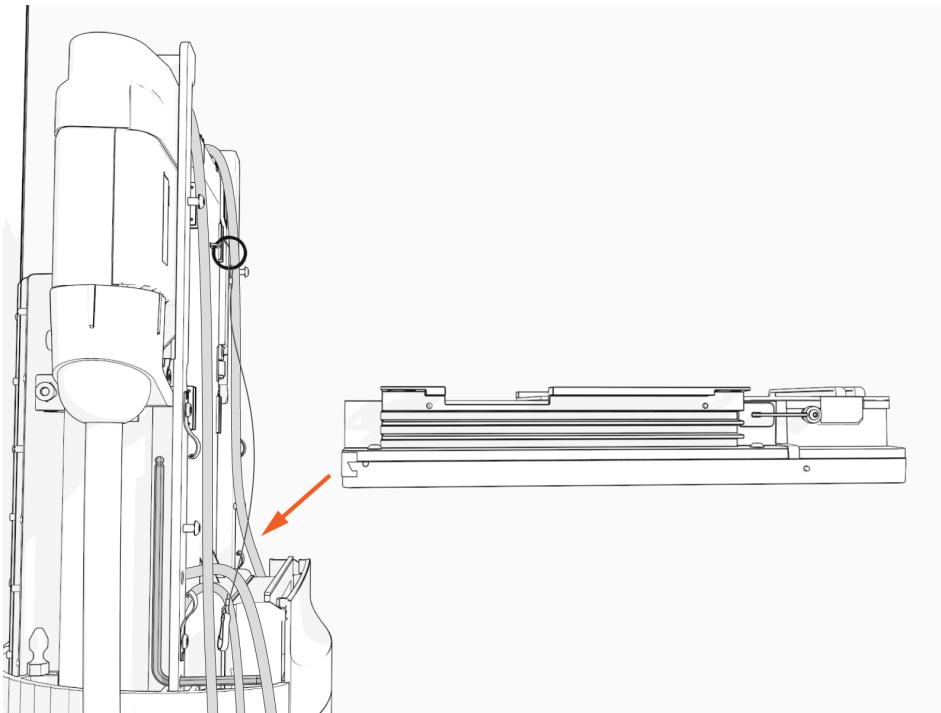
## Install the CCOM

To install the CCOM, perform the following steps:

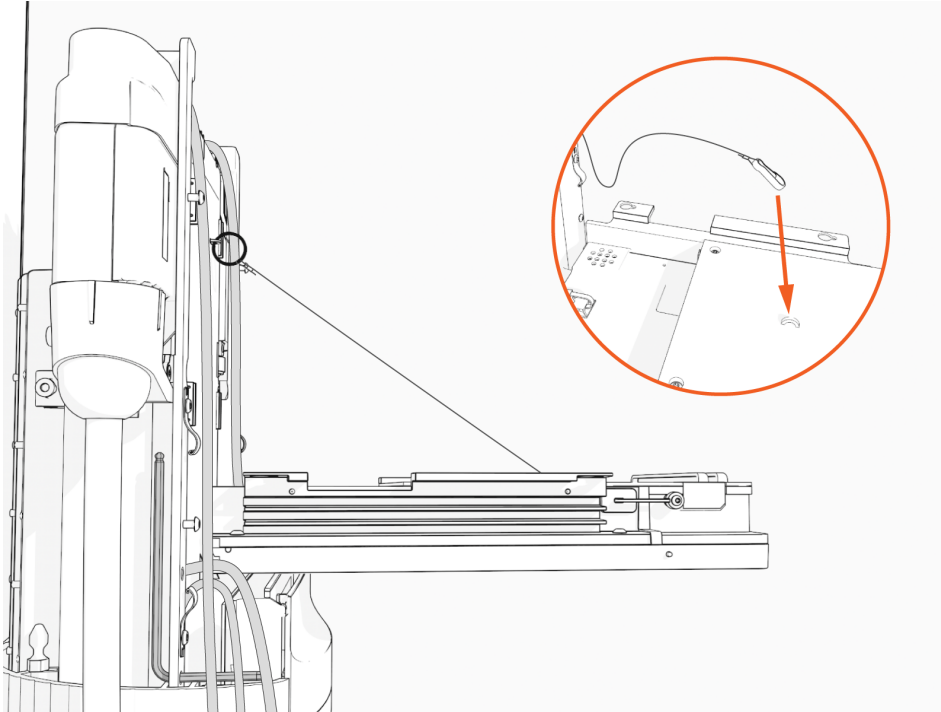
1. Open the CCOM package and remove the CCOM. Save the packaging and use it to return the removed part to ChargePoint.



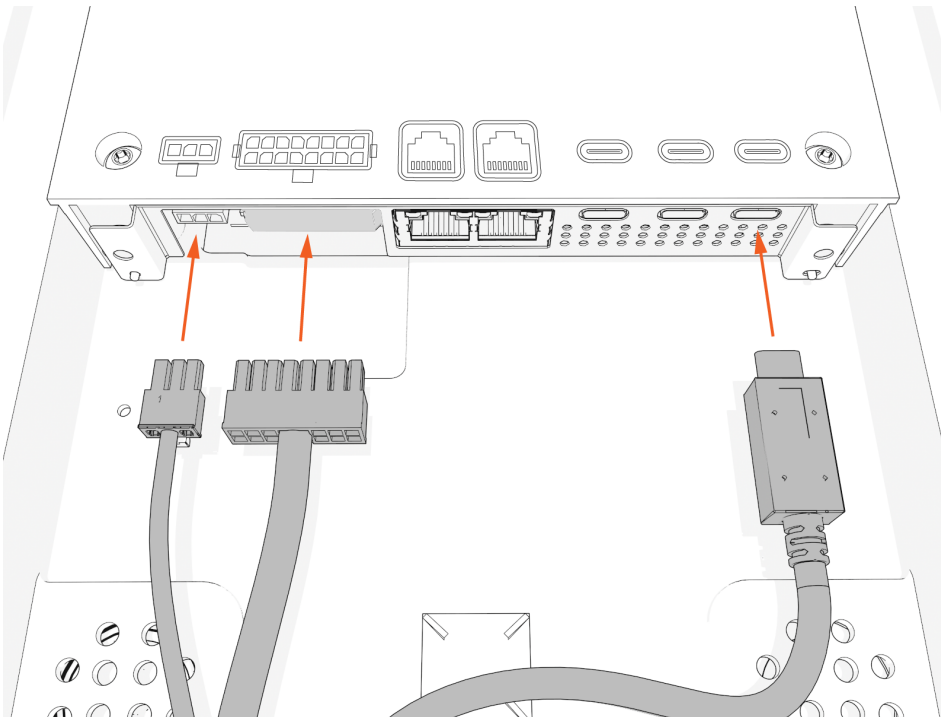
2. Rest the CCOM on the lower edge of the holster assembly.



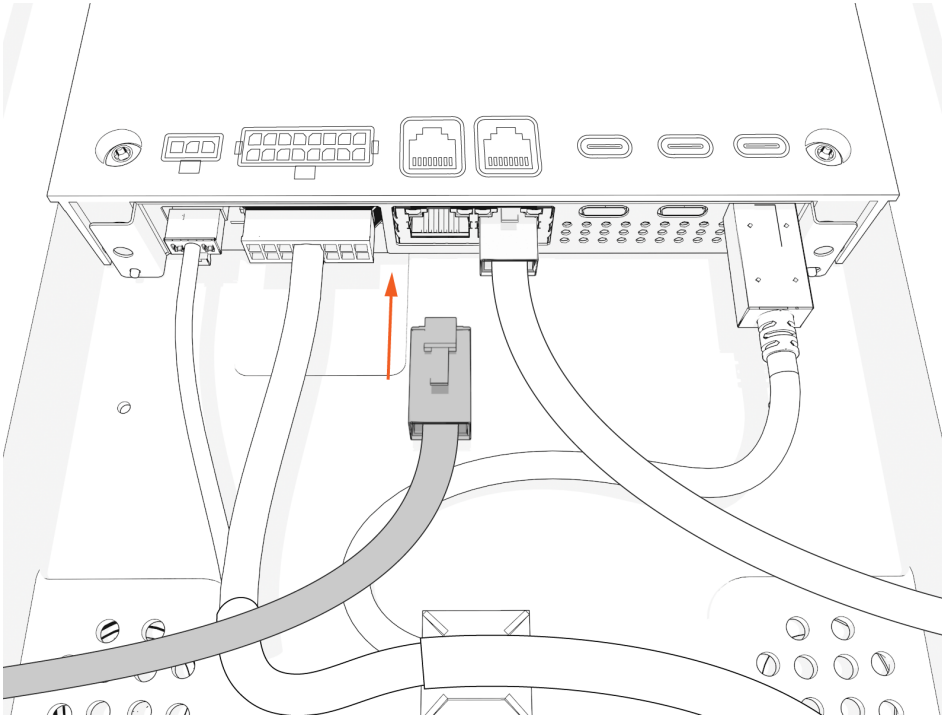
3. Connect the hook and tether.



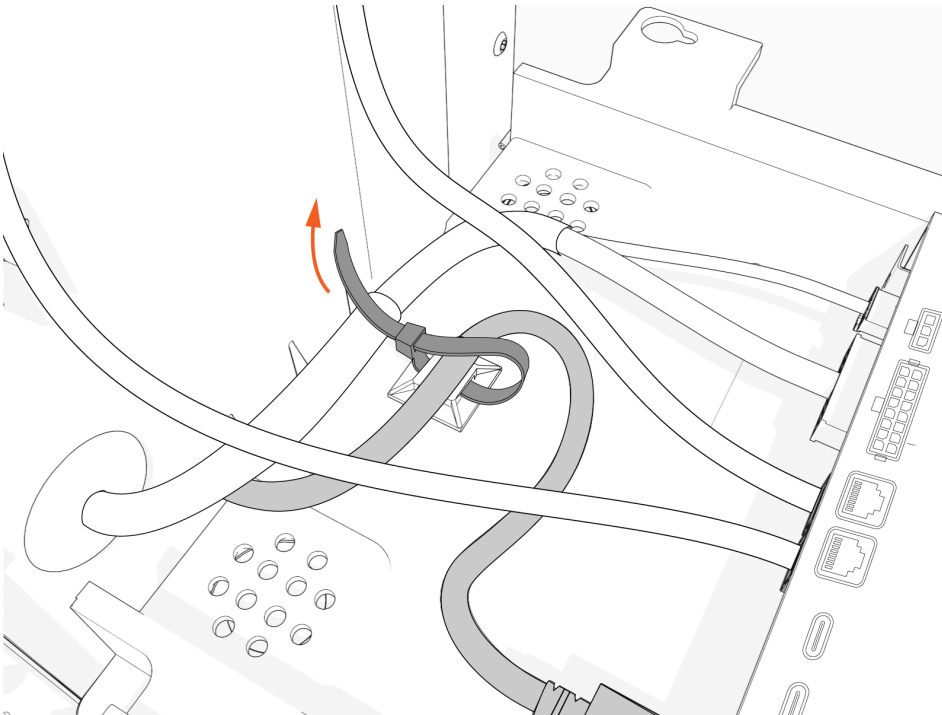
4. Connect the signal and the low voltage power cables.



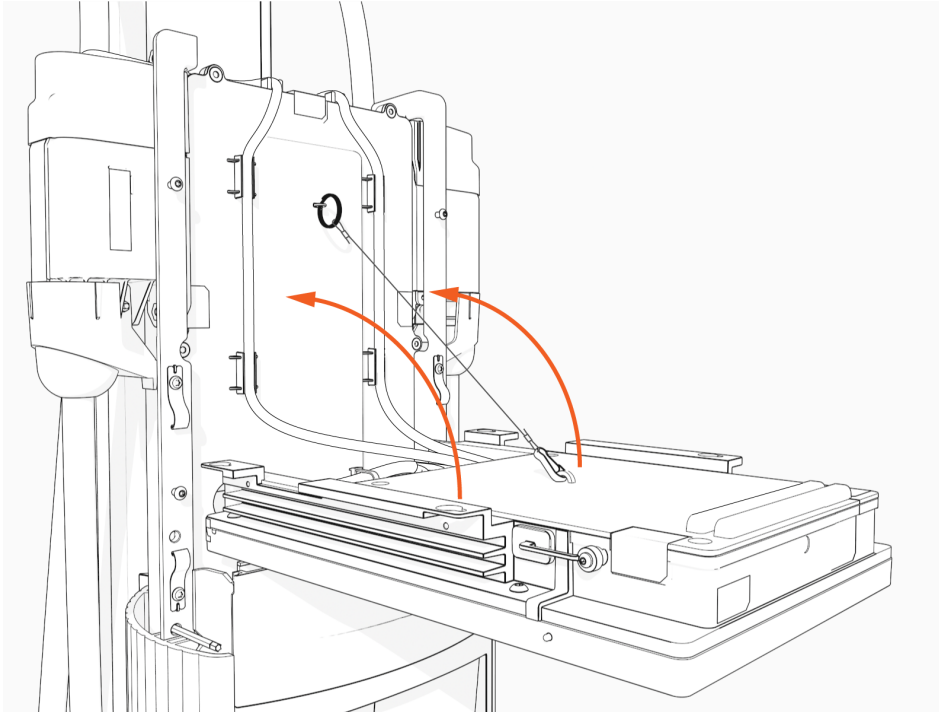
5. Connect the RJ45 Ethernet cables from the smart cable assembly to the bottom of the CCOM.



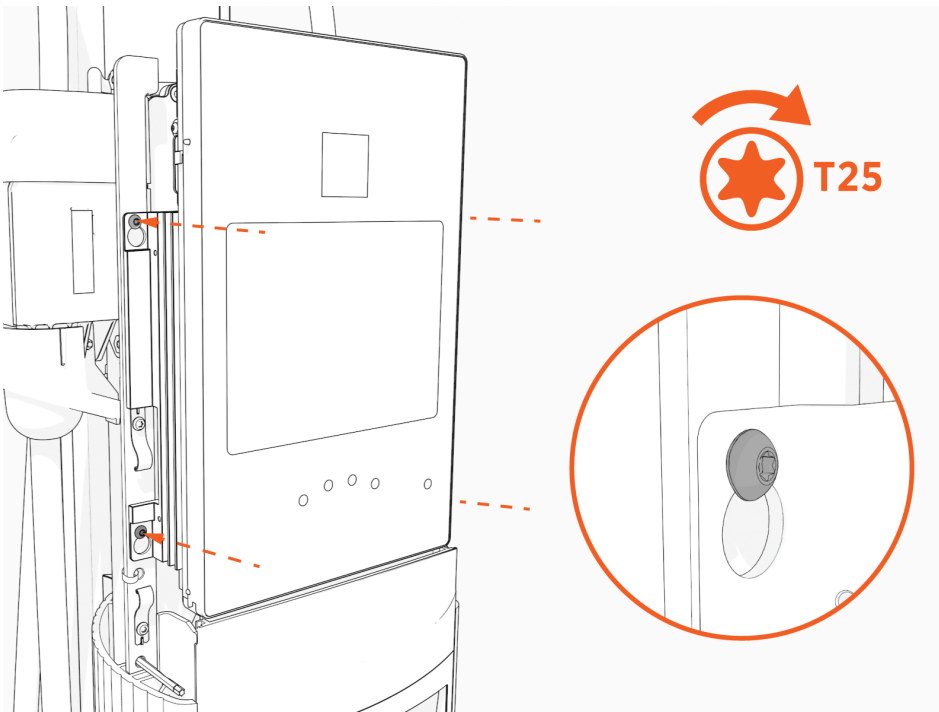
6. Use a zip tie to secure the USB-C cable.



7. Raise the CCOM and slide it into place on the head assembly.

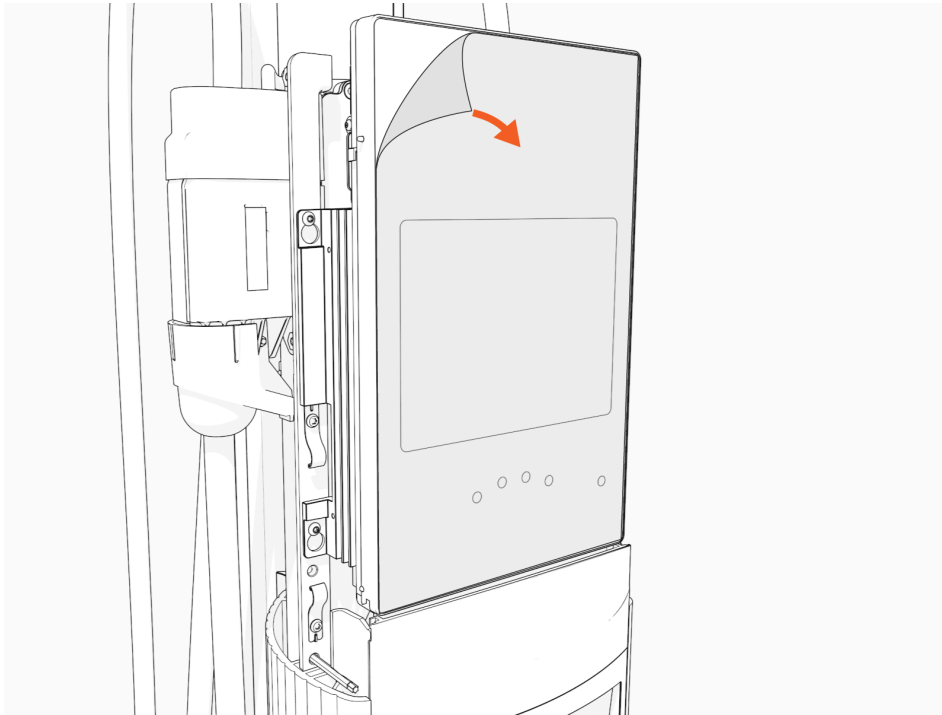


8. Use four screws to secure the CCOM. Tighten the screws to 1.7 Nm (15 in-lb).

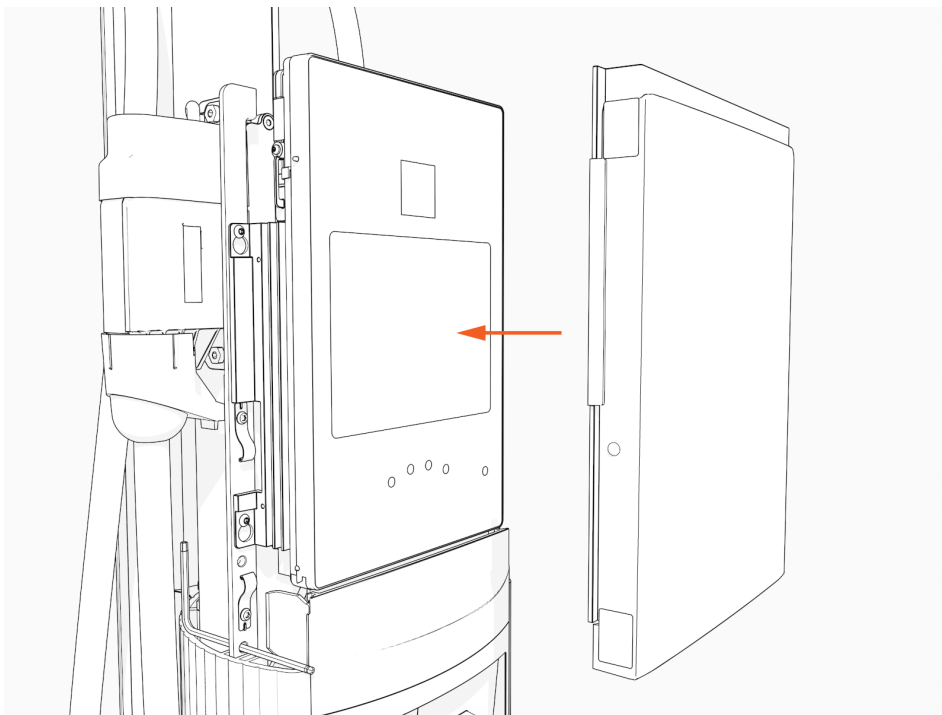




9. Peel the plastic film off the CCOM.

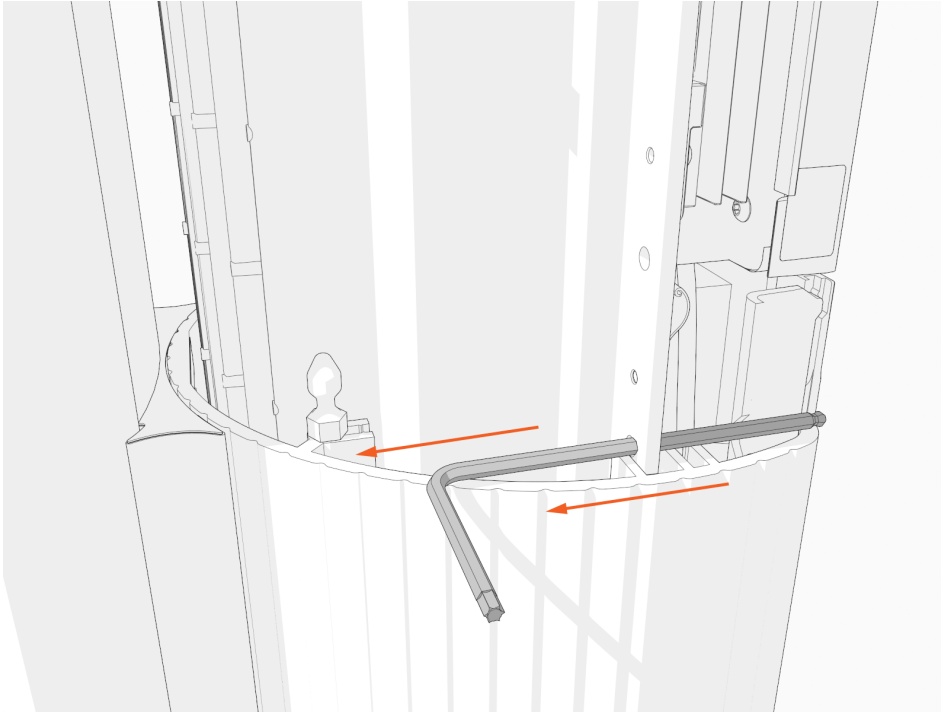


10. Snap the bottom and then top edges of the front lens onto the head assembly.

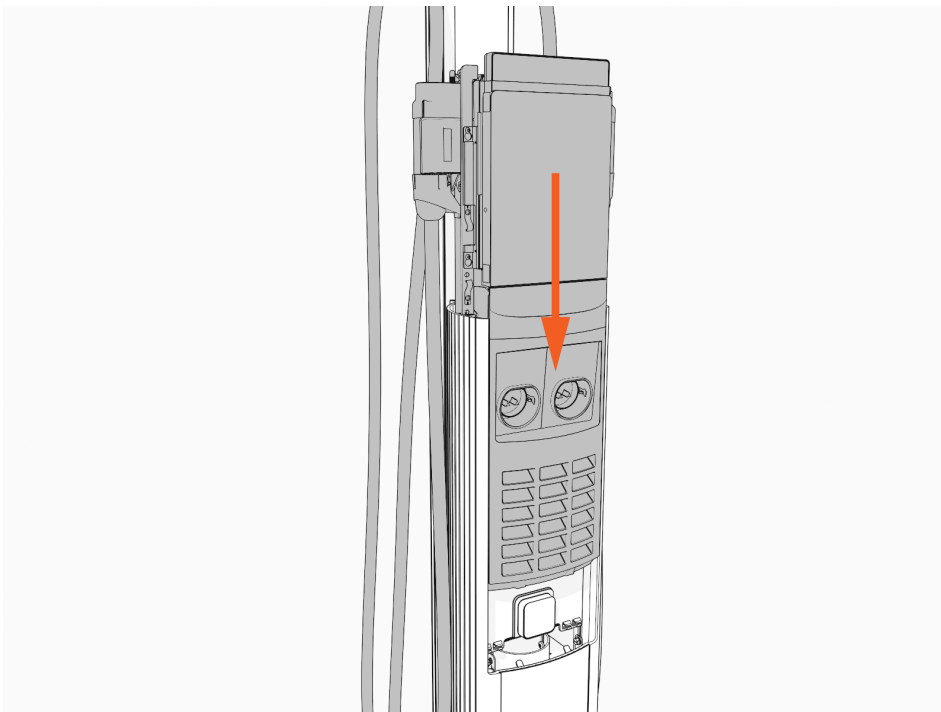




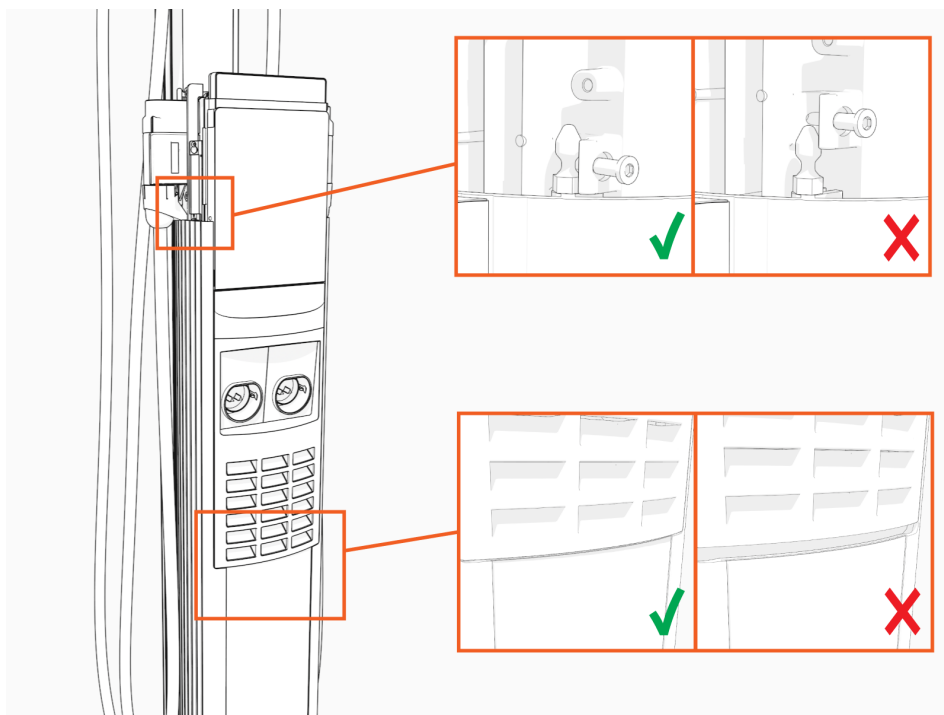
11. Remove the L-wrench.



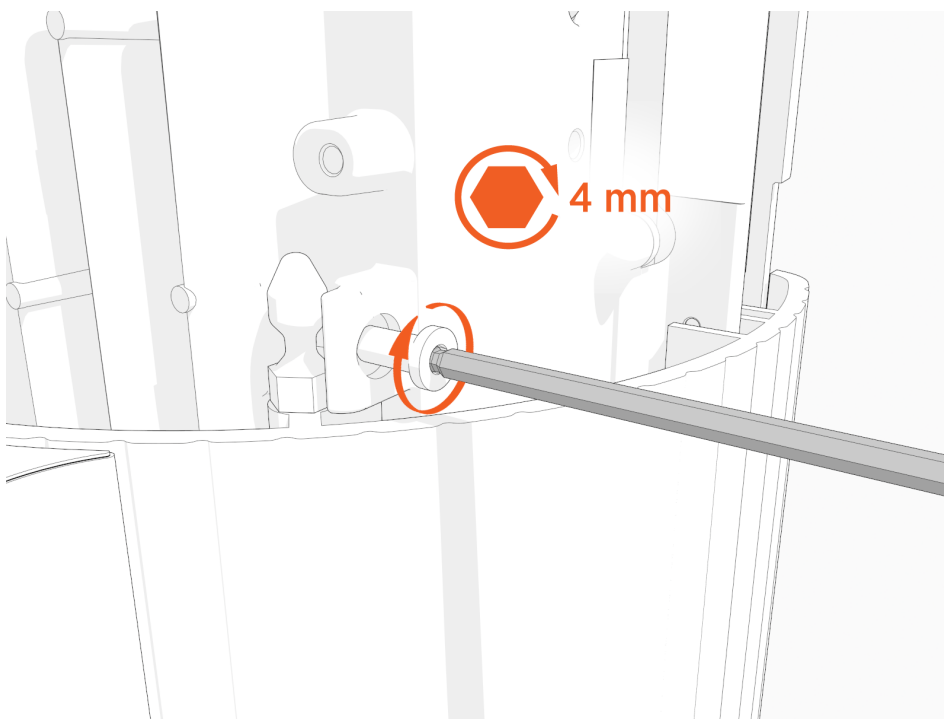
12. Slide the head assembly all the way into the pedestal housing.



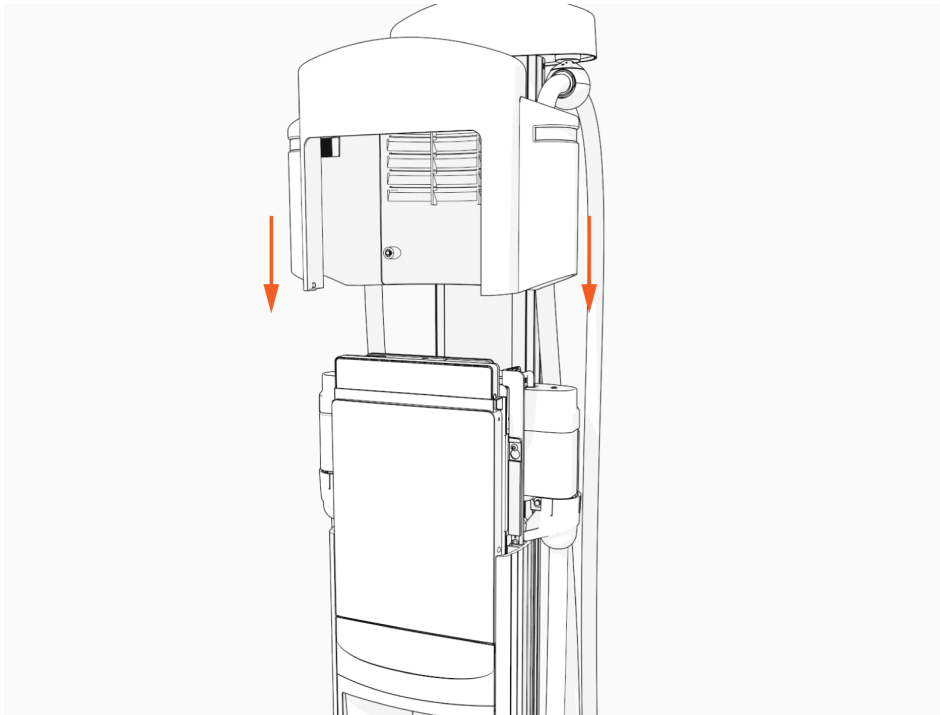
13. Ensure the head assembly is fully seated.



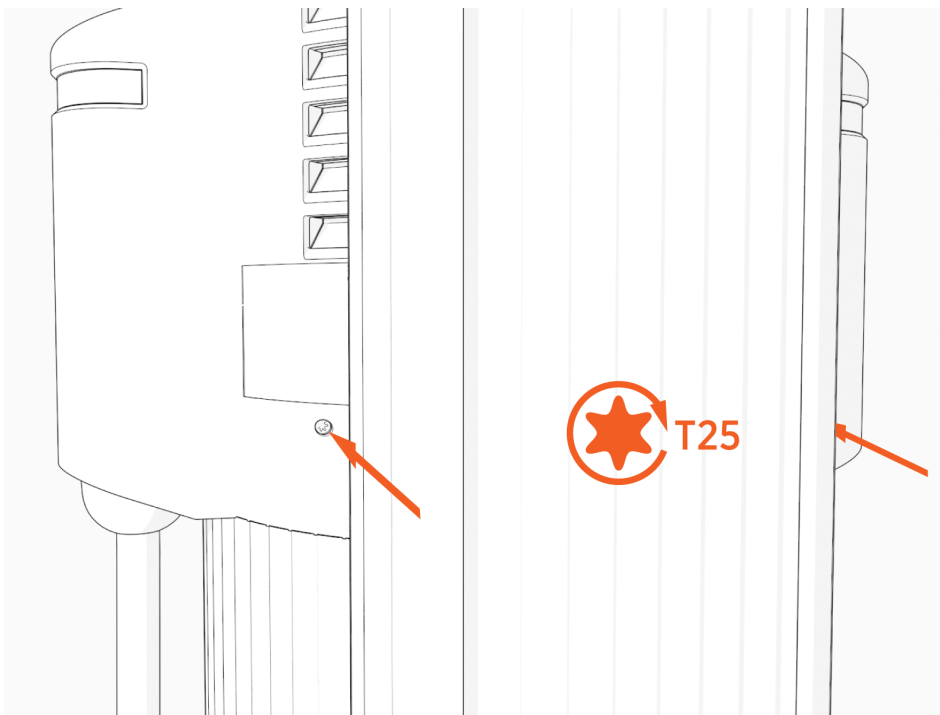
14. Using the L-wrench, tighten two screws.



15. Slide the top cap onto the head assembly, adjusting as necessary to clear the charging cables, until it fits into place.



16. Torque two captive screws to 1.1 Nm (10 in-lb).



17. At the electrical panel, power up the station.  
One or both port LEDs appear Red until the lockout faults are cleared.



**IMPORTANT:** If the station does not power up, disconnect the power to the CP6000 and make sure that the head assembly is properly seated.

## Next Steps

Use either one of the following two methods to configure and pinpoint the charging station:

- ChargePoint Installation Wizard and Pinpoint Portal
- OR
- ChargePoint Installer app

## Installation Wizard and the Pinpoint Portal

When you power up the charging station, the on-screen Installation Wizard runs. The wizard verifies operation of the station and performs basic setup tasks.



**IMPORTANT:** Pinpointing allows drivers to quickly locate the charging station on a map. Ensure you accurately pinpoint the charging station when prompted by the Installation Wizard.

Before running the Installation Wizard, ensure you have:

- The new charging station's activation label (located on the plastic film protecting the front of the charging station; a spare label is included in the shipping box)
- Smartphone or laptop with a QR-code scanner, camera, and Internet connection
- Your ChargePoint Certified Installer user name and password

The Installation Wizard includes these tasks:

- Set a language for the Installation Wizard.

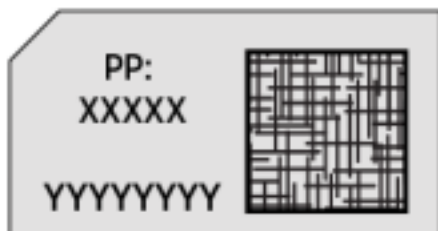


**NOTE:** This does not permanently affect the station's display language. Choose the language most convenient to you.

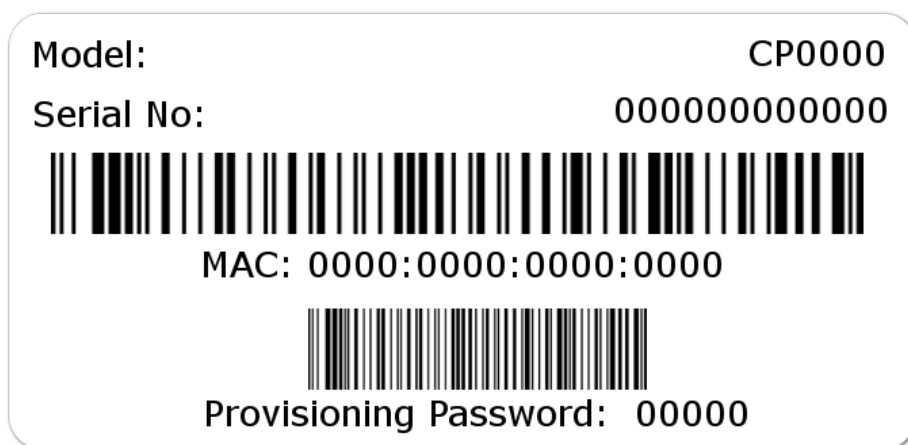
- Configure power
- Check for faults
- Test network connectivity
- Complete the post-installation checklist

## If your smartphone has a scanning app:

1. Open a QR code scanning app.  
Point the camera at the QR code on the activation sticker.



Your device is automatically redirected to the installer pinpointing page. Confirm that the URL of the page is [o.chargepoint.com](https://o.chargepoint.com).



2. Log into the installer site using your installer login. Tap **Log In**.
3. Confirm the MAC address and activation password are automatically entered and correct.
4. Tap **Next**.
5. Follow the prompts to complete the pinpointing process.

## If your smartphone does not have a scanning app:

1. Using your smartphone, navigate to [o.chargepoint.com](https://o.chargepoint.com).
2. Enter the MAC address and activation password printed on the activation label.
3. Tap **Next**.
4. Follow the prompts to complete the pinpointing process.

## ChargePoint Installer app

Use the ChargePoint Installer app to complete the station setup procedure.

1. If you do not already have the Installer app, scan the QR code to download the app, and sign up.



2. Open the ChargePoint Installer app and log in.
3. Select **Configure**.
4. Confirm you have all required materials to continue activation, and select **Yes**.
5. Follow the prompts in the Installer app.

For assistance, go to [chargepoint.com/support](https://chargepoint.com/support) and find your region's technical support number and contact ChargePoint Support.

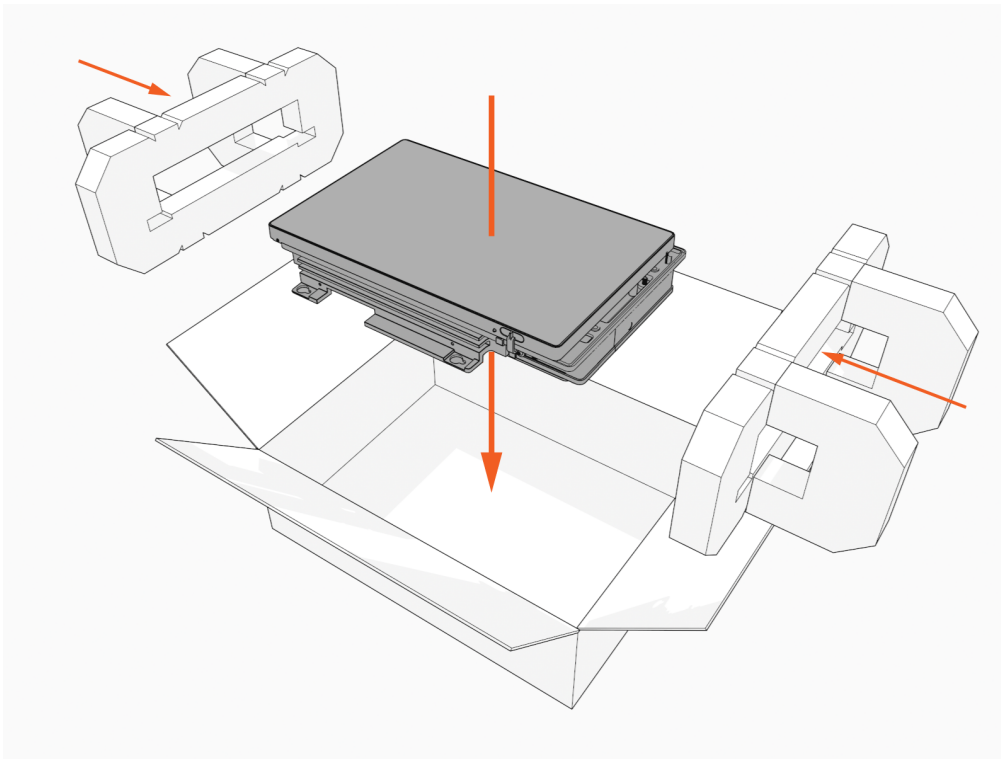
## Clear Lockout Faults

When you replace a part, the station triggers lockout faults.

To clear lockout faults, go to [ChargePoint Support](https://chargepoint.com/support) and contact technical support using the appropriate region-specific number.

## Return CCOM

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



For assistance, go to [chargepoint.com/support](https://chargepoint.com/support), find your region's technical support number, and contact ChargePoint Support.

# Replace the Smart Cable Assemblies 4

**IMPORTANT:** Removing the Smart Cable Assembly breaks physical seals. When physical seals break, CP6000 charging stations lock and cannot be used for public charging in Eichrecht jurisdictions. When this occurs, ChargePoint recommends replacing the head assembly.

Only a ChargePoint certified installer or a trained technician who has special Eichrecht qualification can replace CCOM and retain Eichrecht validity.

Eichrecht CP6000 charging stations have a "DE-M" marking on the nameplate and on the sealed connection between the head assembly and the Smart Cable Assembly.

## Bring These Tools



Torx screwdriver (T25)



Torx screwdriver (T20)



10 mm socket



4 mm hex wrench



CMK ball removal (included)



**NOTE:** The replacement kit includes an L-wrench with a T25 driver on one end and a 4 mm hex fitting on the other end.



**NOTE:** These charging stations are available in several configurations. The images in this guide might not match your station exactly; however, the installation steps are the same unless otherwise noted.



# Remove the Smart Cable Assemblies

To remove the Smart Cable Assemblies, perform the following steps:



**NOTE:**

Smart cables on dual port stations are numbered 1 and 2 from left to right when viewing the front of the charging station. Complete the following steps for which ever smart cable you are replacing.

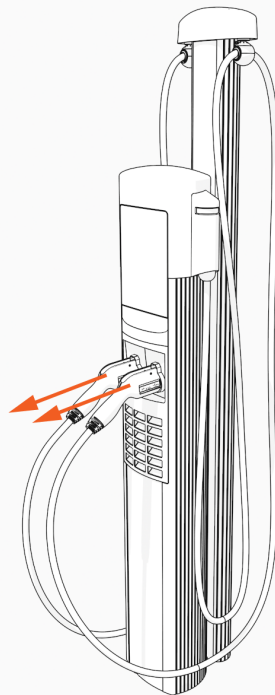
1. Use your ChargePoint card or the mobile app to wake the station up.



**IMPORTANT:** If the station does not have power, contact the station owner to learn when power will be available and discuss appropriate next steps.

If you do not have a ChargePoint account, go to [chargepoint.com/support](https://chargepoint.com/support), find your region's technical support number, and contact ChargePoint Support.

2. Unlock the charging cables and set them down gently.



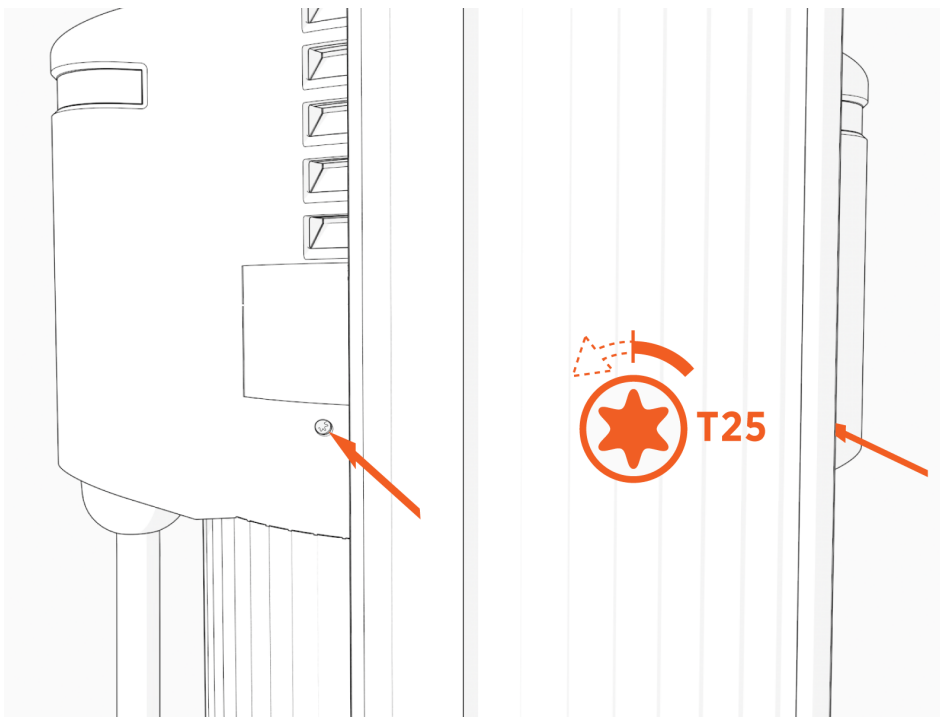
3. Disconnect the power to the CP6000 at the service panel.

**DANGER: RISK OF SHOCK**

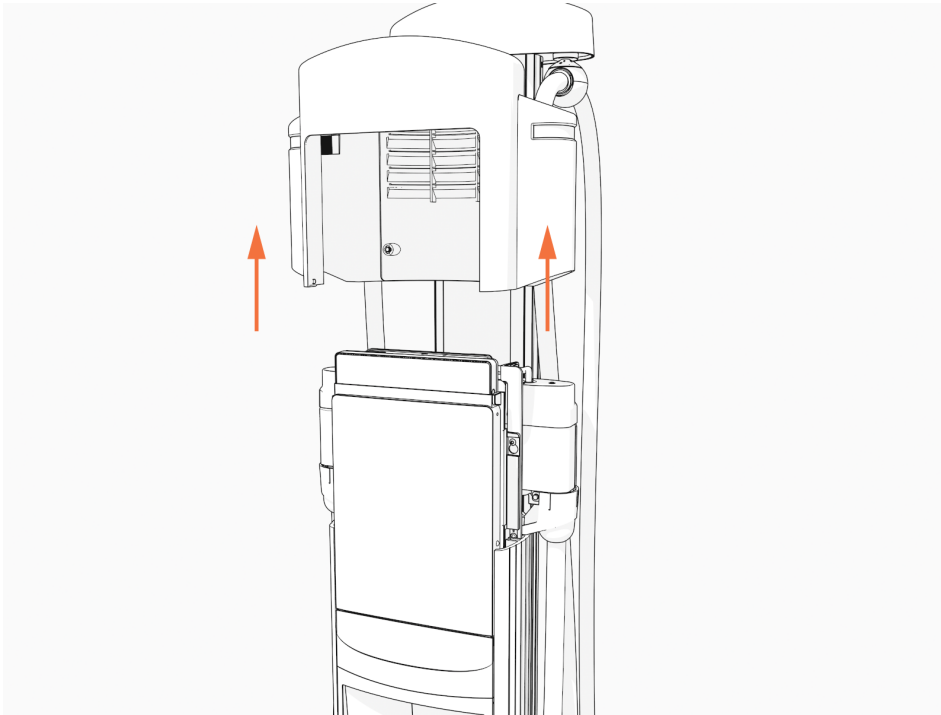
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep power off until top cap is correctly reinstalled and the work is complete.

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

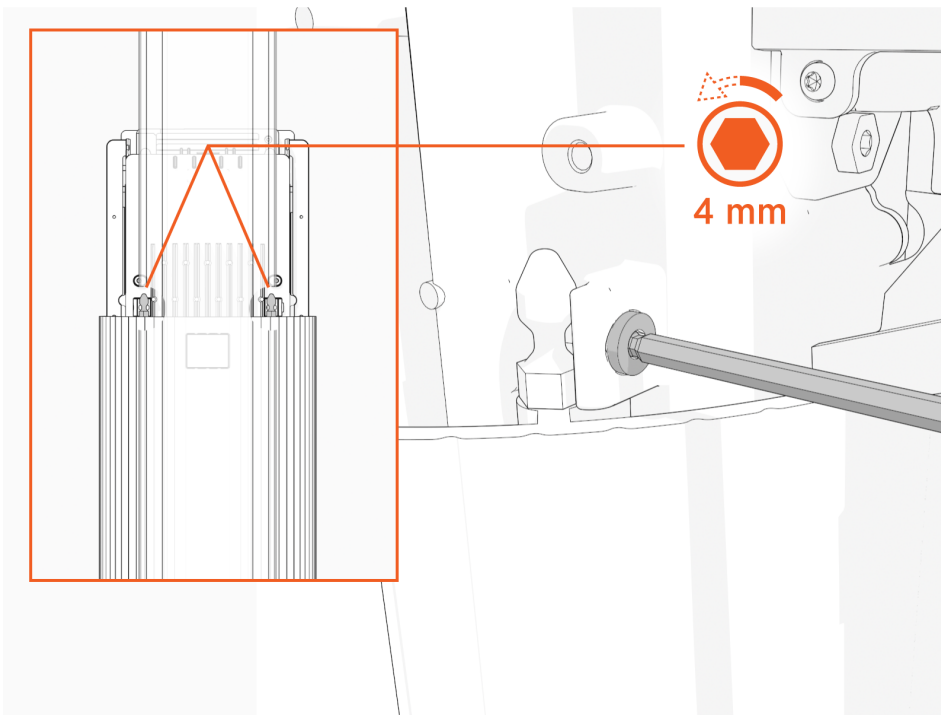
4. Use the L-wrench to loosen two captive screws securing the top cap.



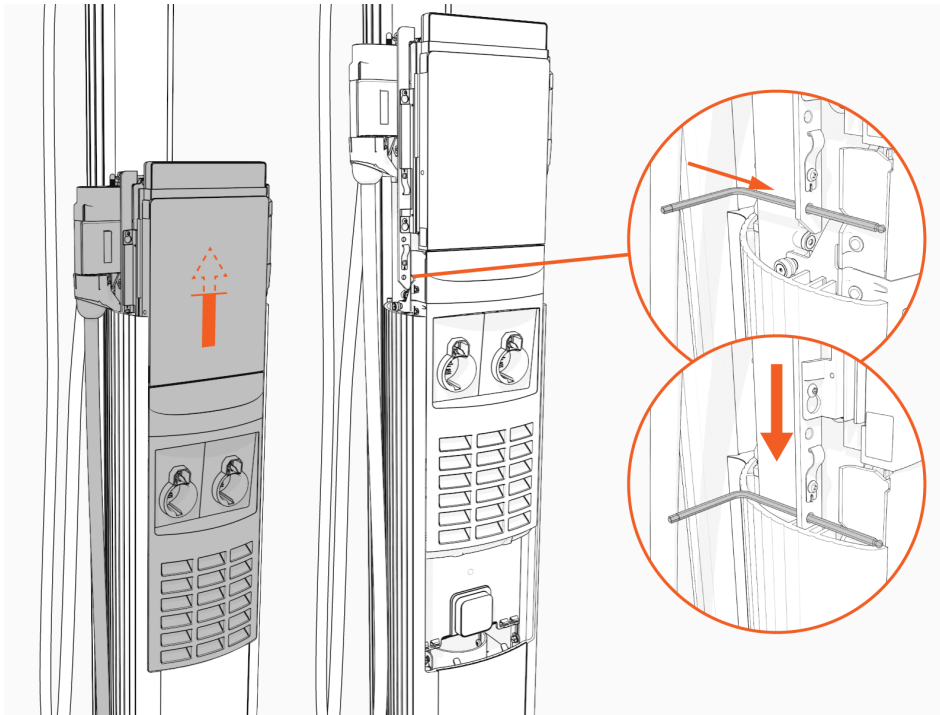
5. Remove the top cap.



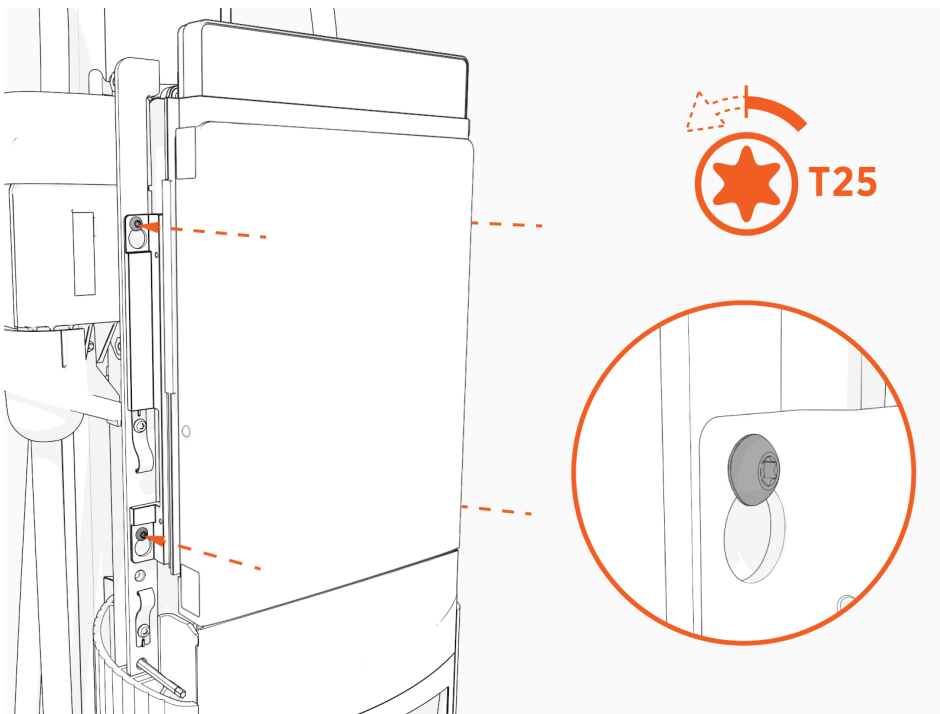
6. Use the L-wrench to loosen, but do not remove, the screws securing the head assembly.



7. Lift head assembly. Insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.

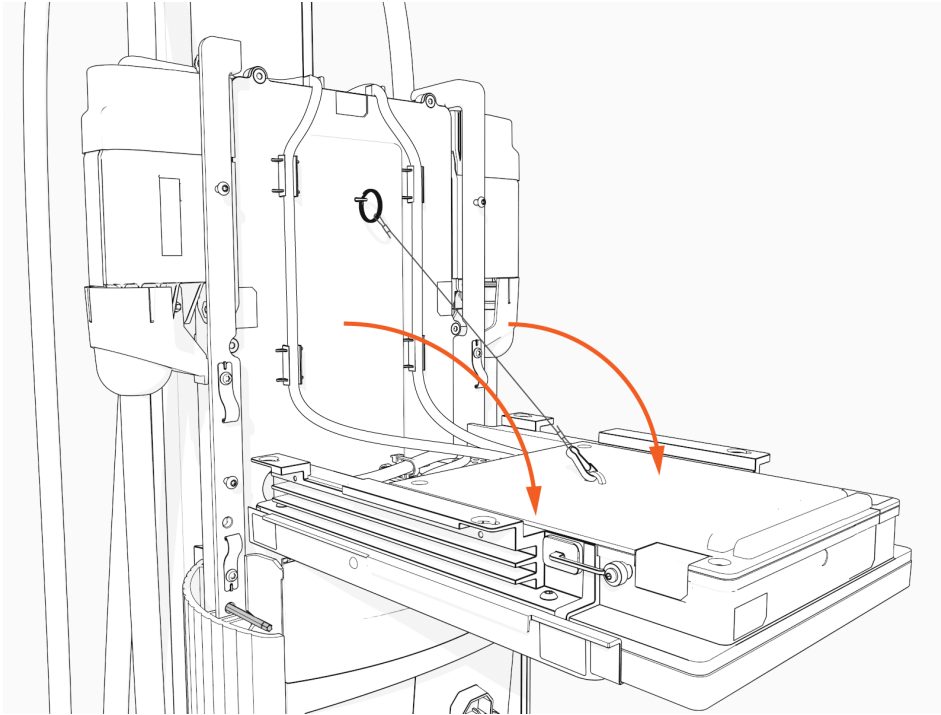


8. Using a T25 driver, loosen, but not remove, four M4 screws that secure the Control and Communications Unit (CCOM) to the head assembly.

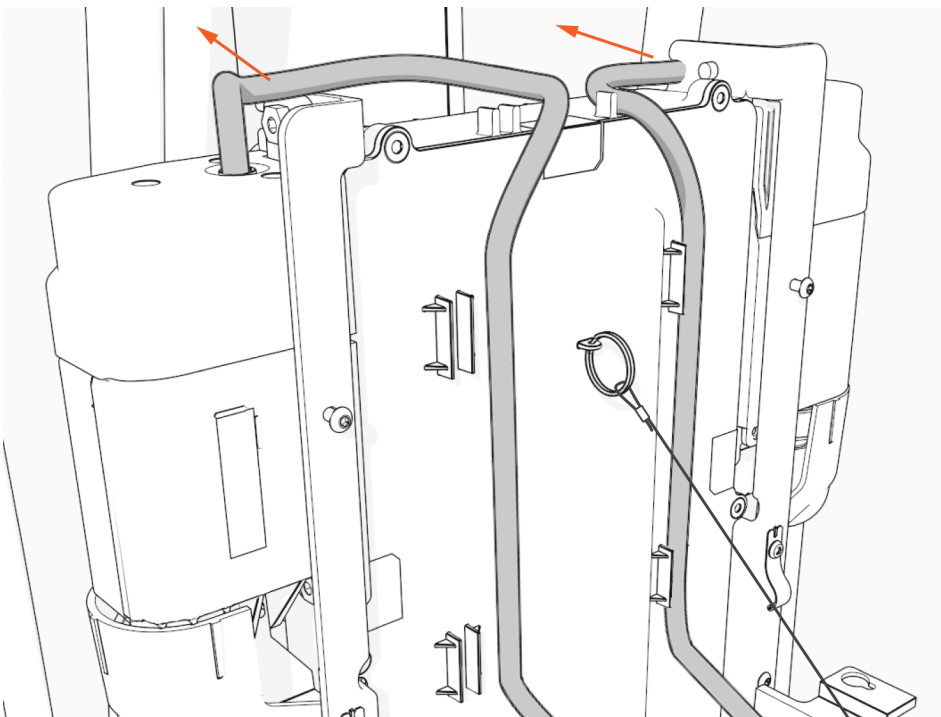


9. Lift the CCOM up and tilt it away from the head assembly.

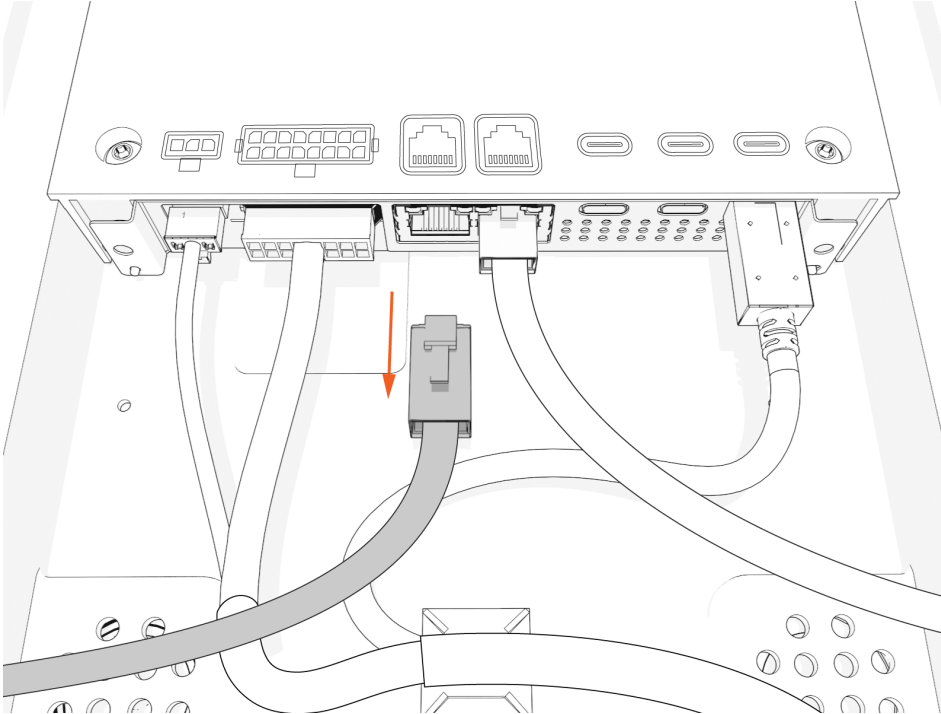
The bottom edge of the CCOM rests on the upper edge of the holster assembly.



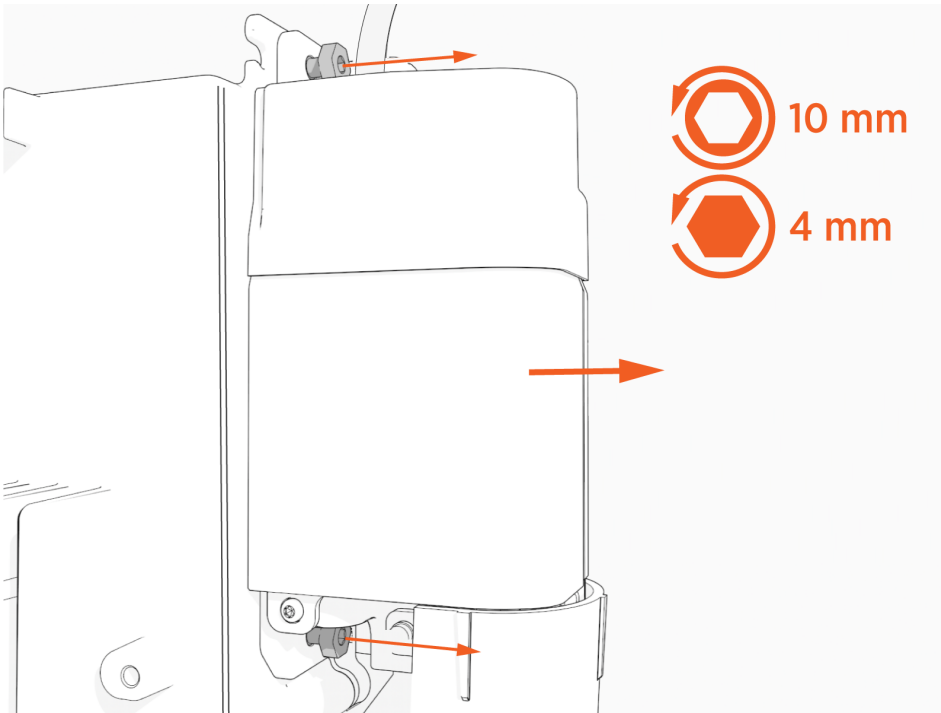
10. Unsnap the RJ45 Ethernet cables.



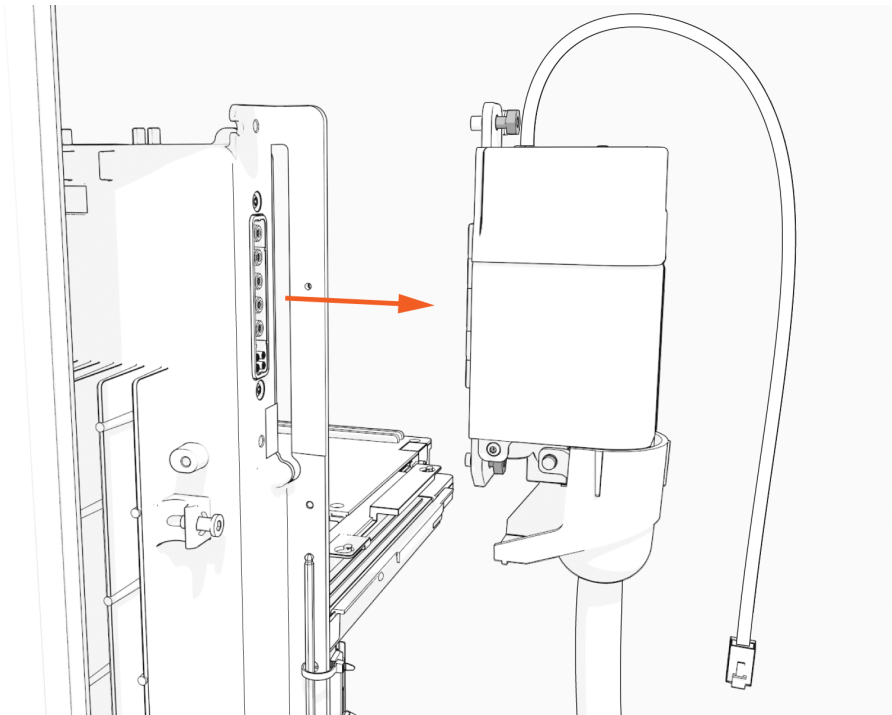
11. Disconnect the RJ45 Ethernet cables from the CCOM.



12. Loosen the top and bottom screws securing the smart cable simultaneously to avoid damaging the pins in the smart cable.

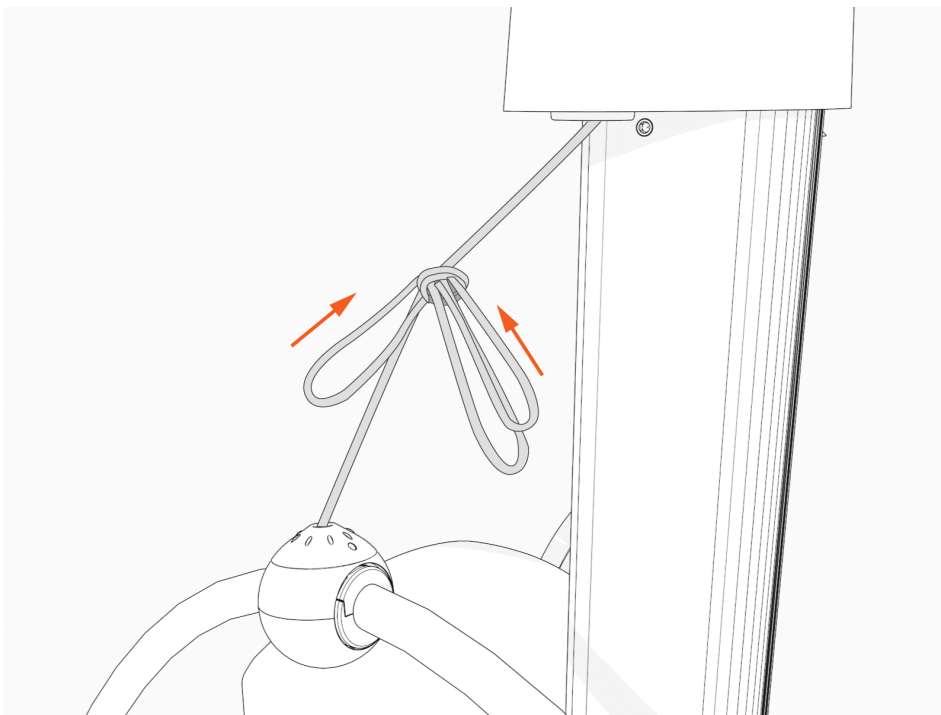


13. Remove the smart cable and set it aside gently.

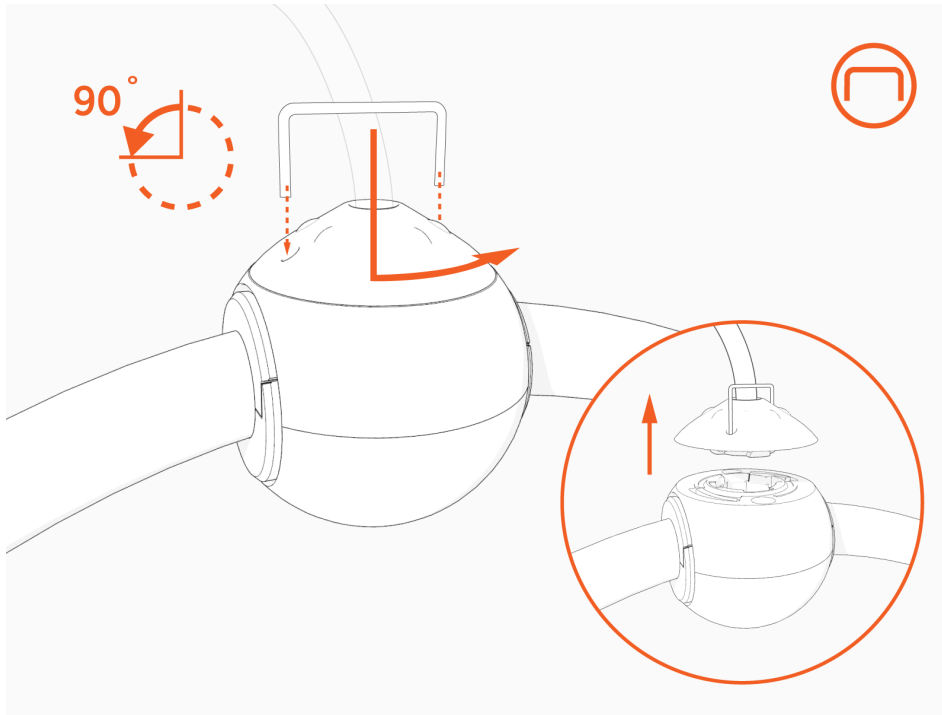


14. Pull the cable clamp rope out about 600 mm (2 ft). Tie a slip knot near the top of the CMK.

15. Gently guide the knot bearing back to the top of the CMK.



16. Using tool provided, press down while turning the knot bearing counter clockwise approximately 1/4 turn to release the cable clamp.



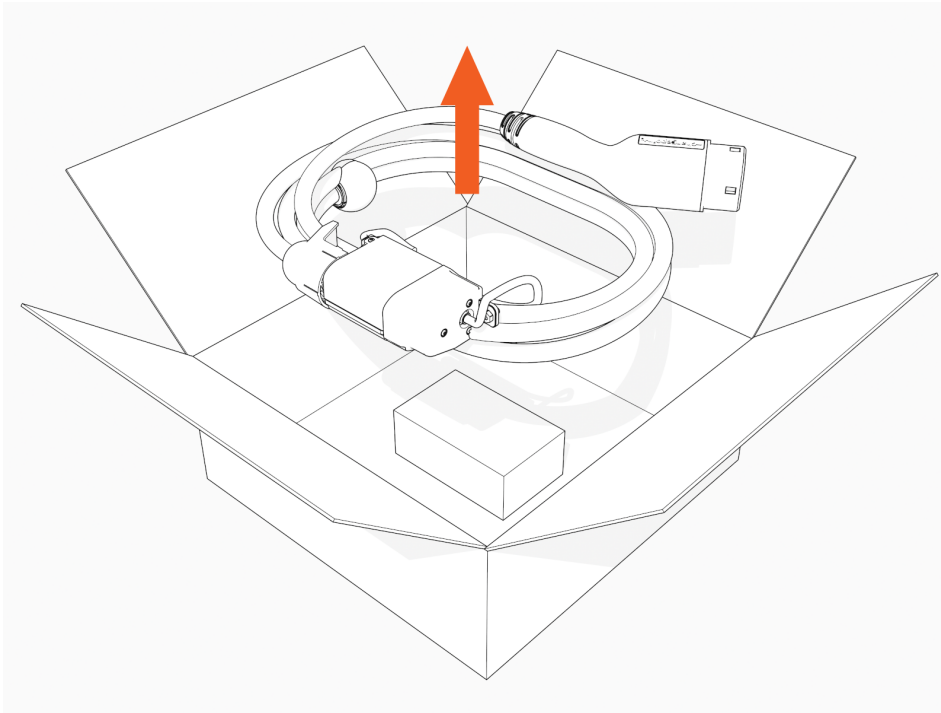
17. Set the cable gently on a padded surface.
18. If working with both smart cables, repeat these steps for the second cable.



# Install the Smart Cable Assemblies

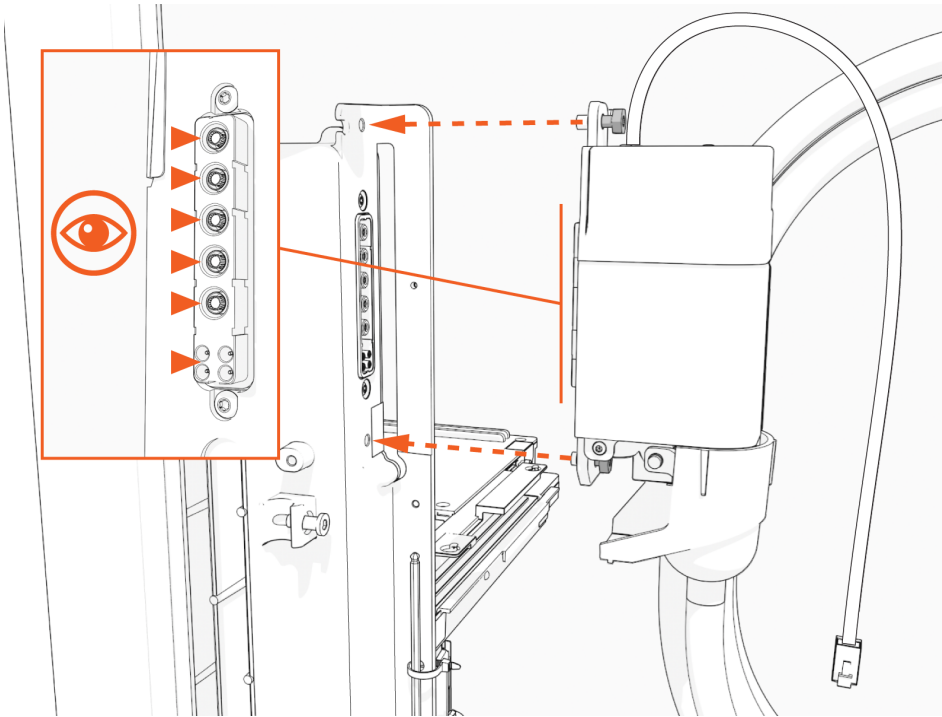
To install the Smart Cable Assemblies, perform the following steps:

1. Remove the smart cable assemblies from the packaging. Save the packaging and use it to return the removed part to ChargePoint.

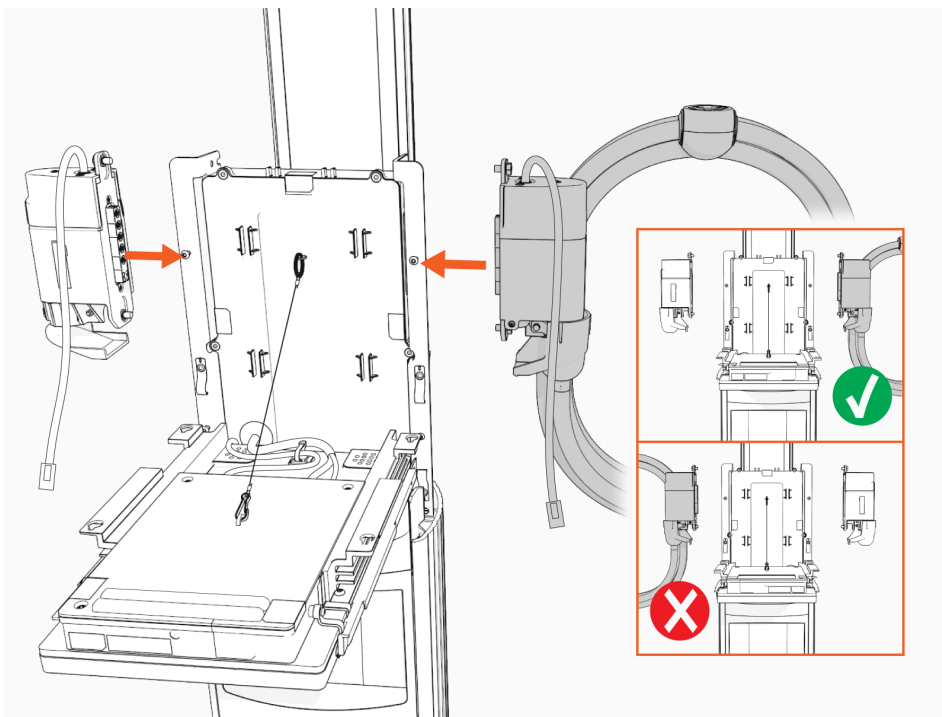


2. Ensure there is no visible damage to the connector pins.

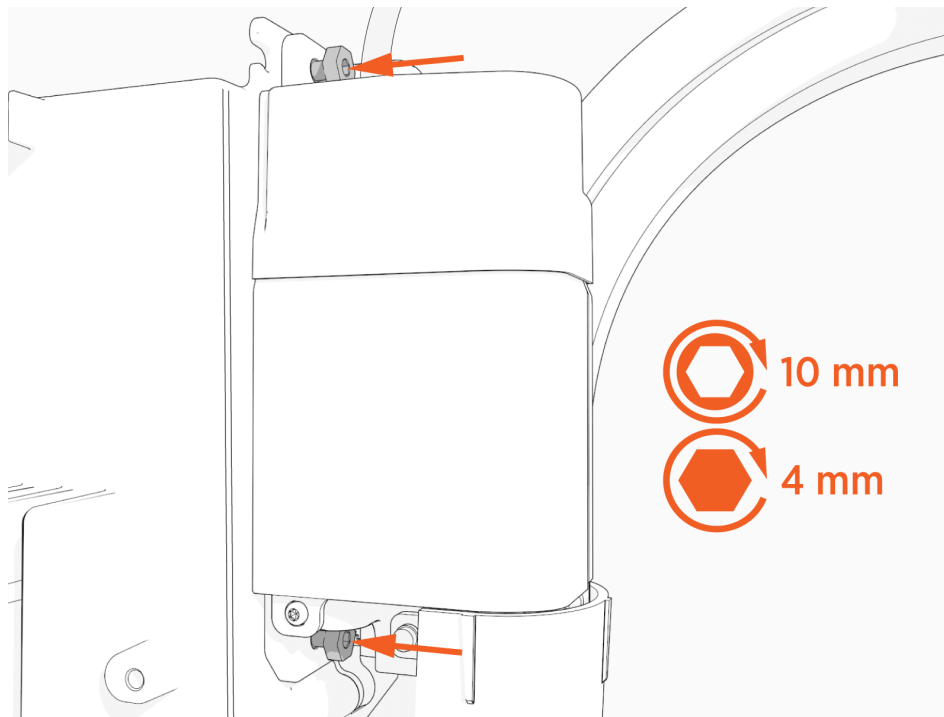
Attach the smart cable by partially engaging one screw and then partially engaging the second screw.



3. On single port stations, attach the smart cable to the **right** side as you are facing the charging station. Connect the blank connector to the left side.



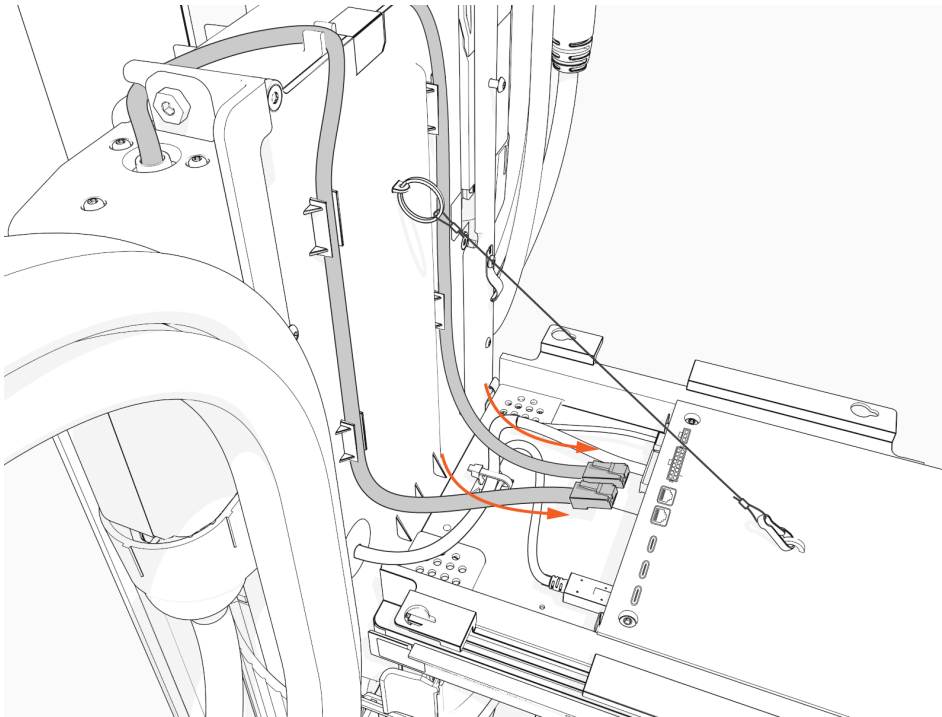
4. Torque both the top and bottom screws to 1.1 Nm (10 in-lb) to secure the smart cable.



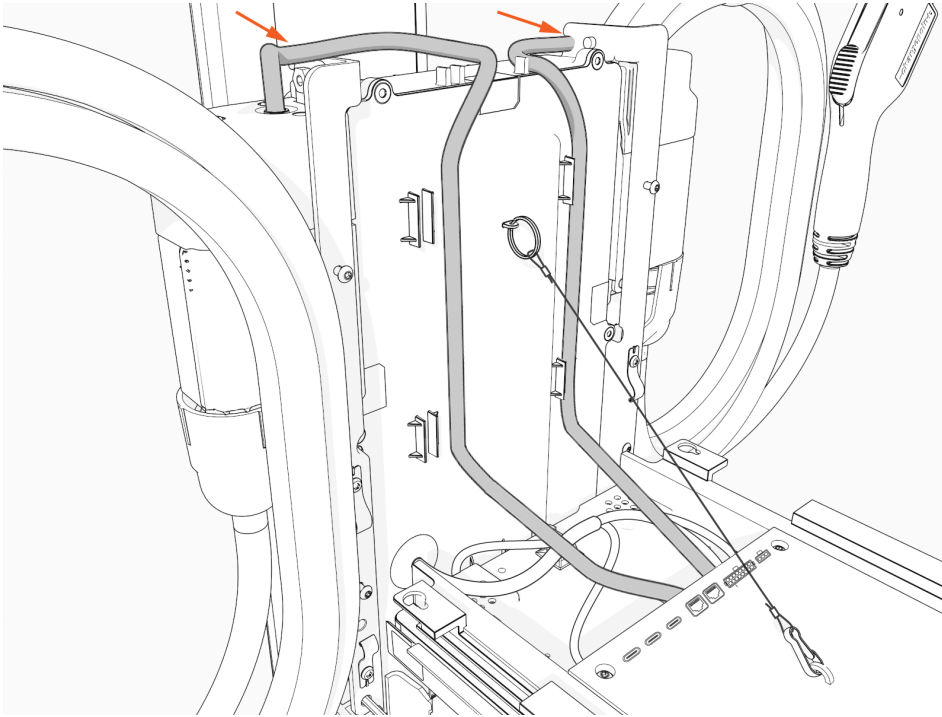
5. Connect the RJ45 Ethernet cables from the smart cable assembly to the bottom of the CCOM.



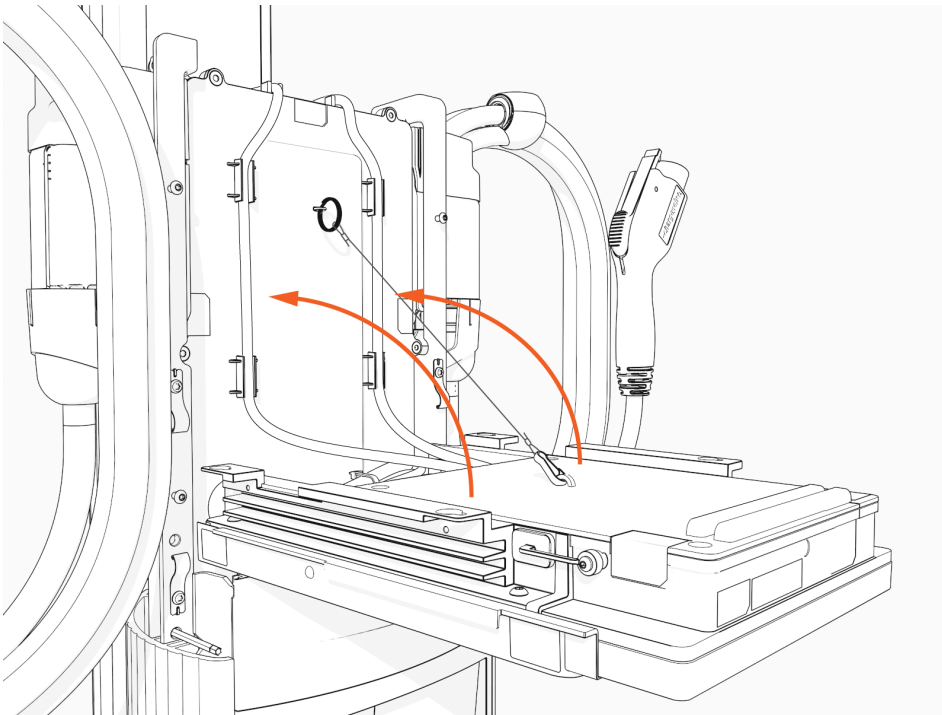
**IMPORTANT:** Connect the Ethernet cable from the left charging cable to the left Ethernet port. Connect the Ethernet cable from the right charging cable to the right Ethernet port. The charging station will not work if the cables are connected to the wrong ports.



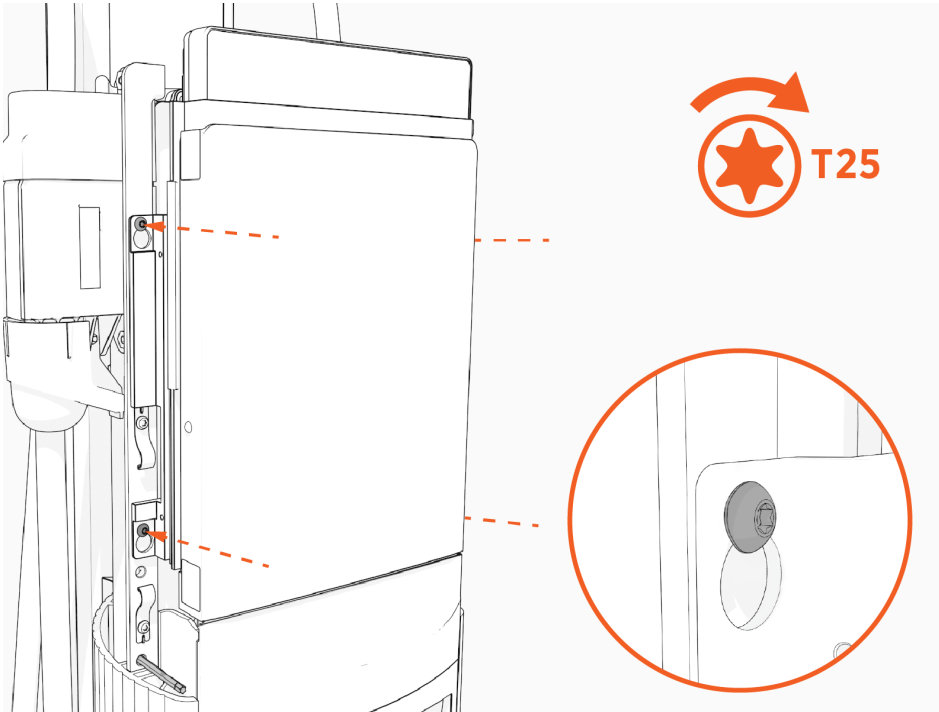
6. Slide the RJ45 Ethernet cables into the slots.



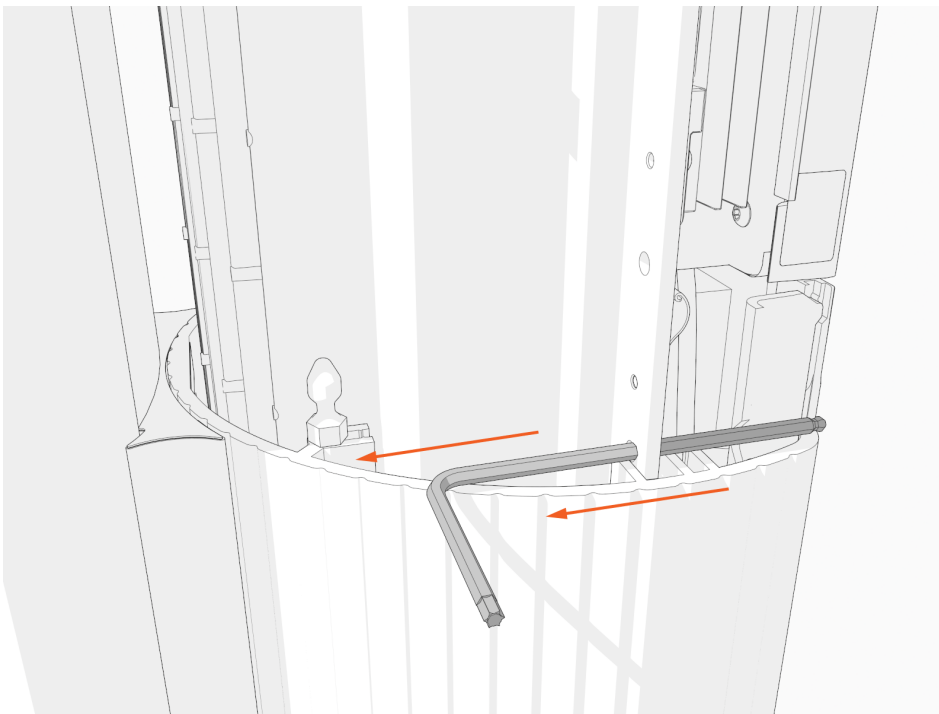
7. Raise the CCOM and slide it into place on the head assembly.



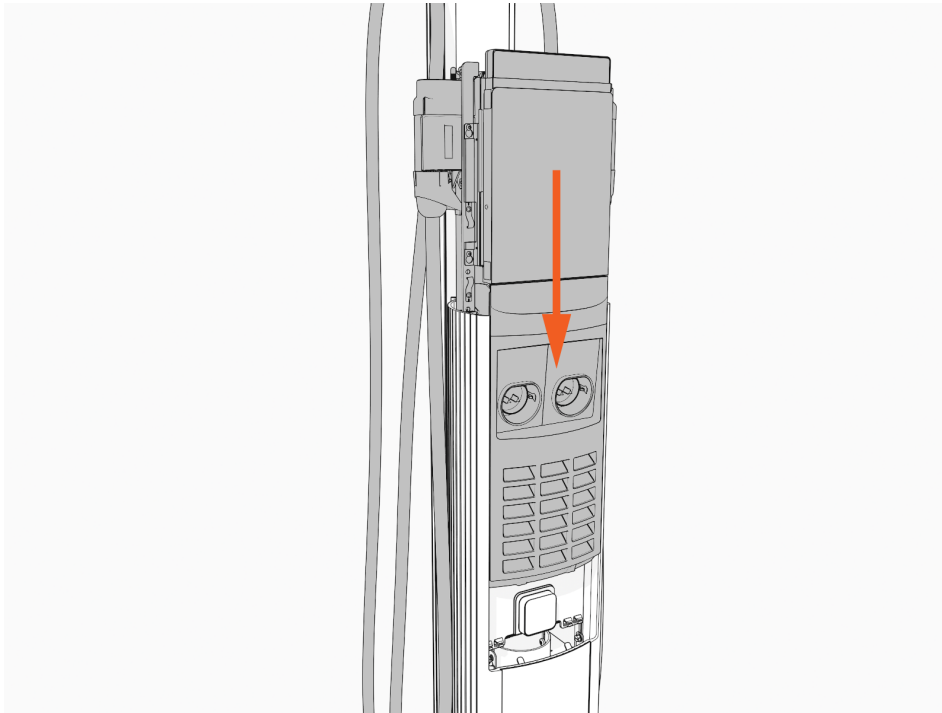
8. Torque the screws to 1.7 Nm (15 in-lb) to secure the CCOM.



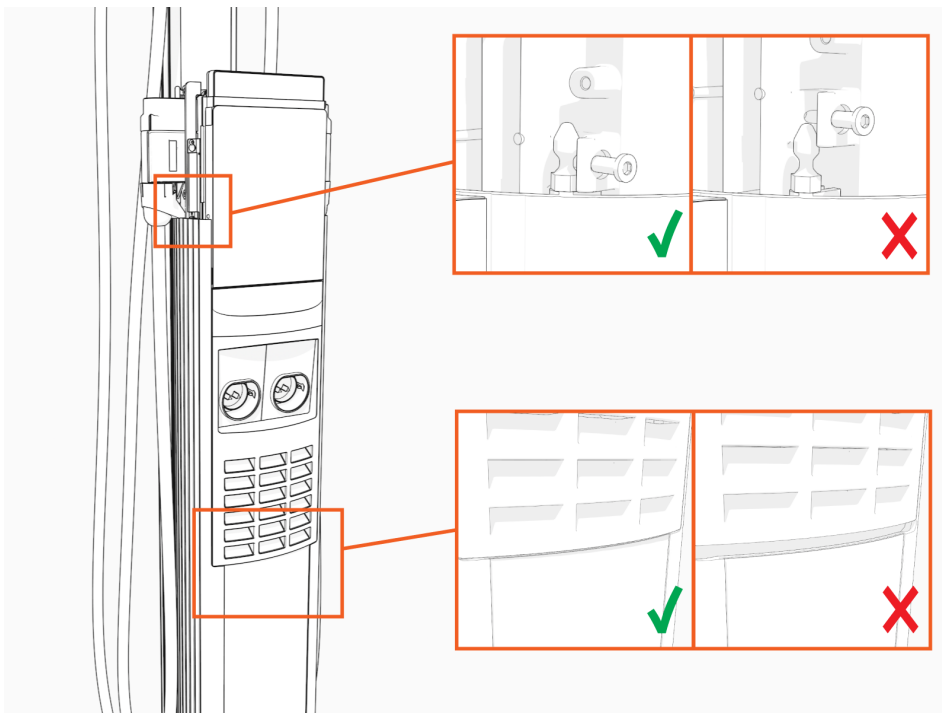
9. Remove the L-wrench.



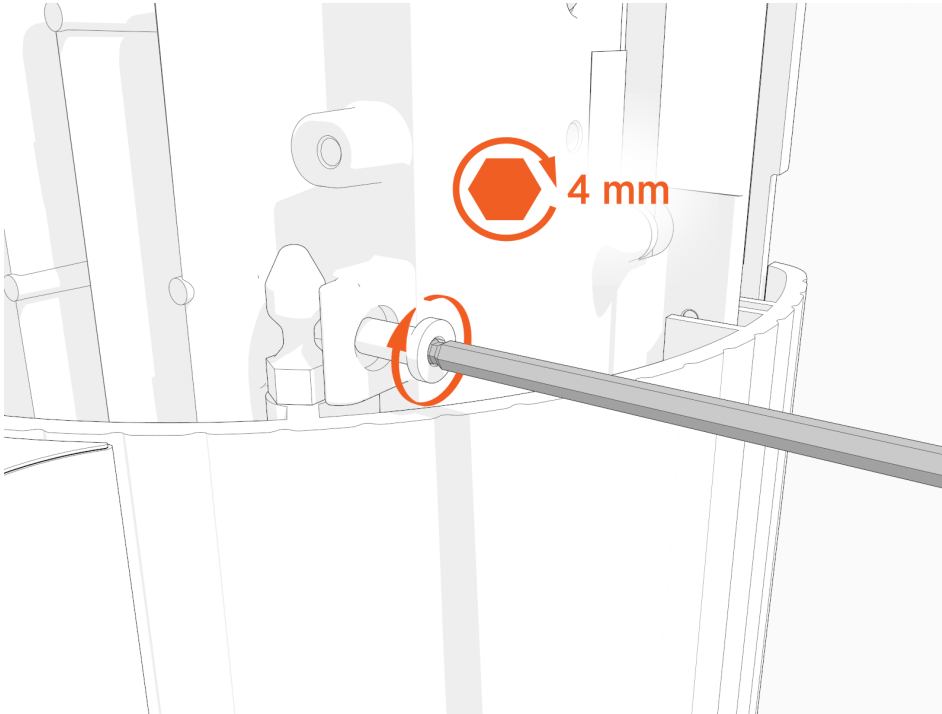
10. Slide the head assembly all the way into the pedestal housing.



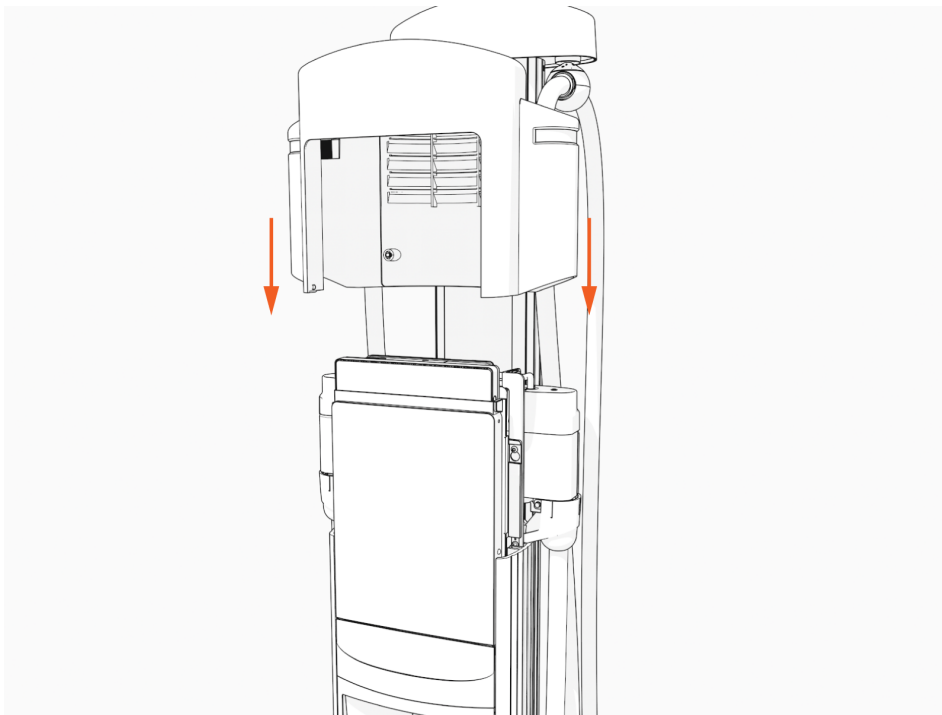
11. Ensure the head assembly is fully seated.



12. Using the L-wrench, tighten two screws.

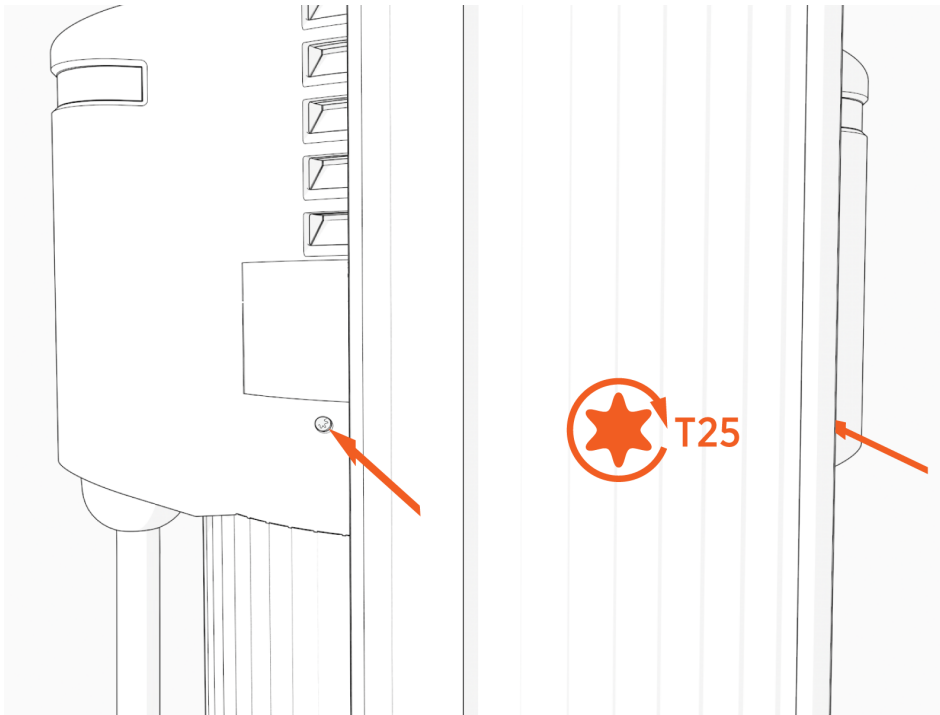


13. Slide the top cap onto the head assembly, adjusting as necessary to clear the charging cables, until it fits into place.





14. Torque two captive screws to 1.1 Nm (10 in-lb).



15. At the electrical panel, power up the station.

One or both port LEDs appear Red until the lockout faults are cleared.

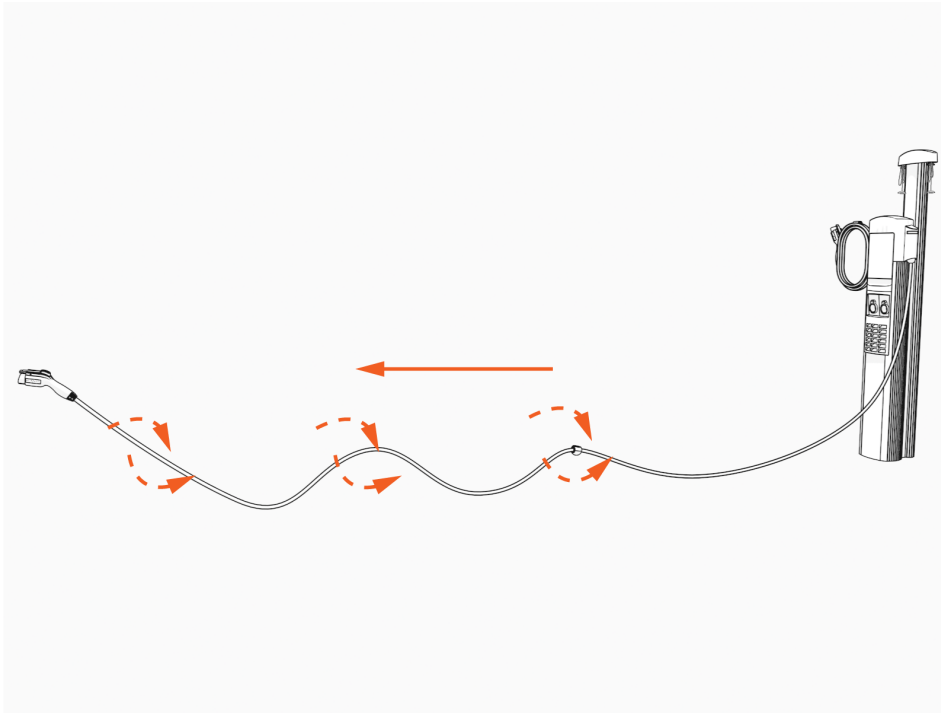


**IMPORTANT:** If the station does not power up, disconnect the power to the CP6000 and make sure that the head assembly is properly seated.

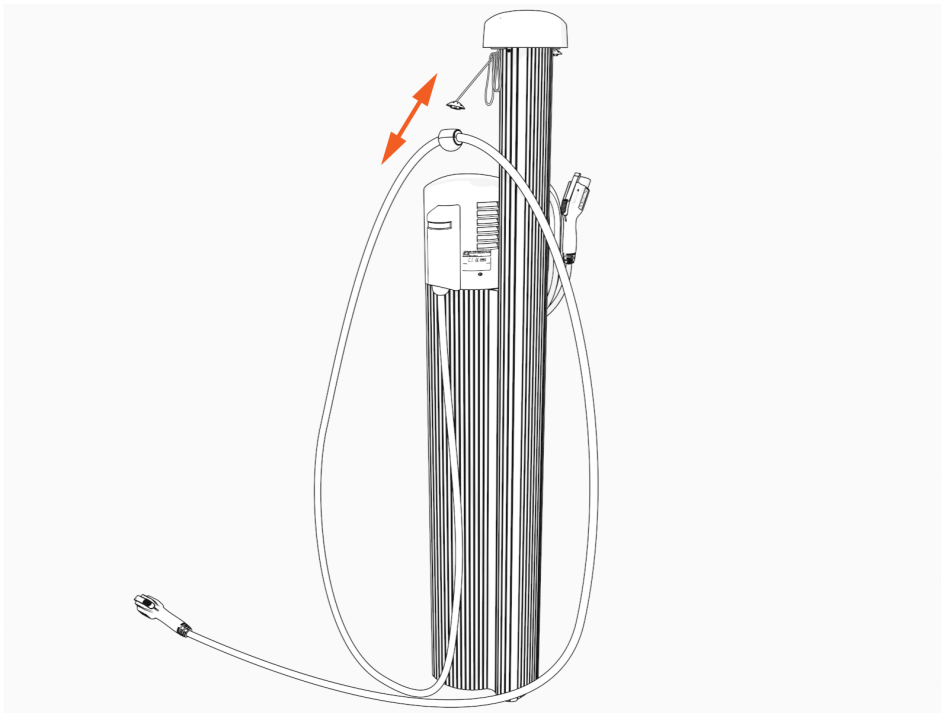
## Install Cable Clamps

To install the cable clamps, perform the following steps:

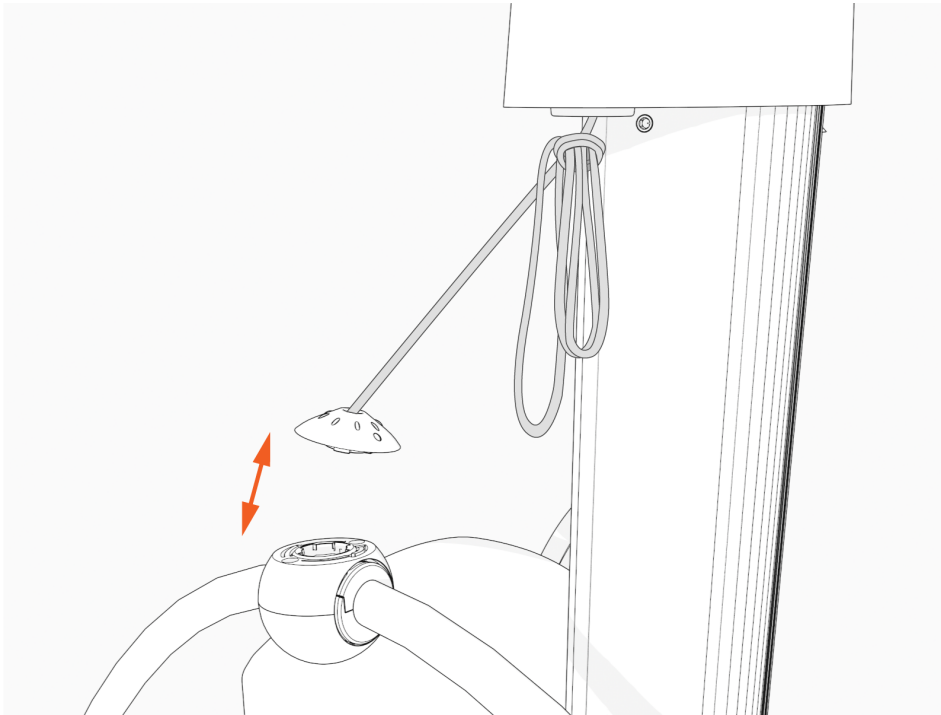
1. Uncoil the charging cable by gently extending it all the way out and away from the station. Rotate the plug as needed to remove any twist or kinks.



2. Position the charging cable near the base of the station.



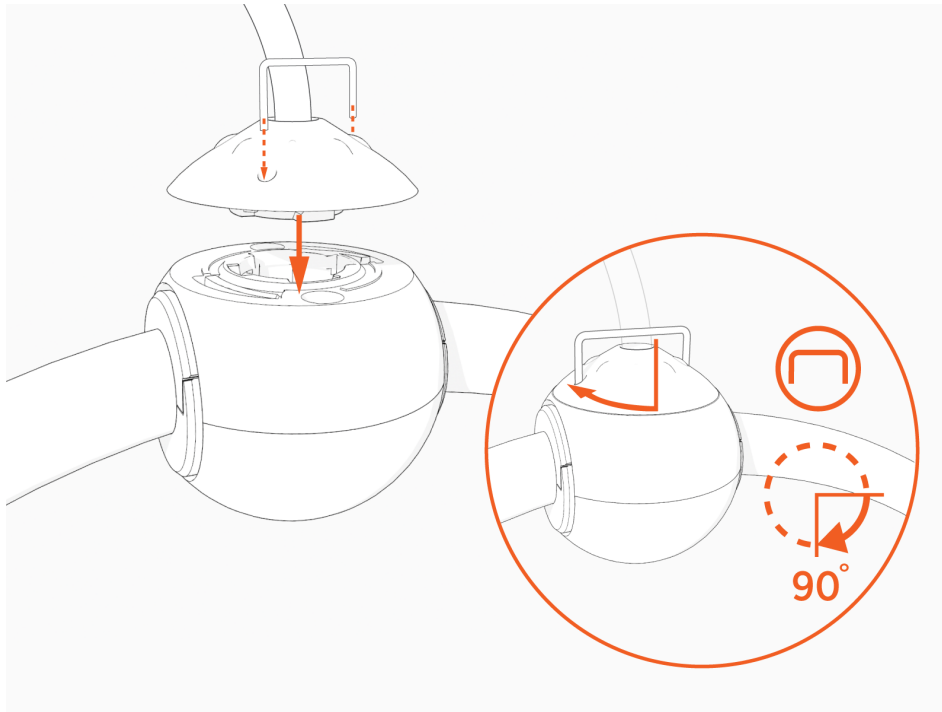
3. Align the knot bearing on each rope to its corresponding mating feature on the cable clamp.



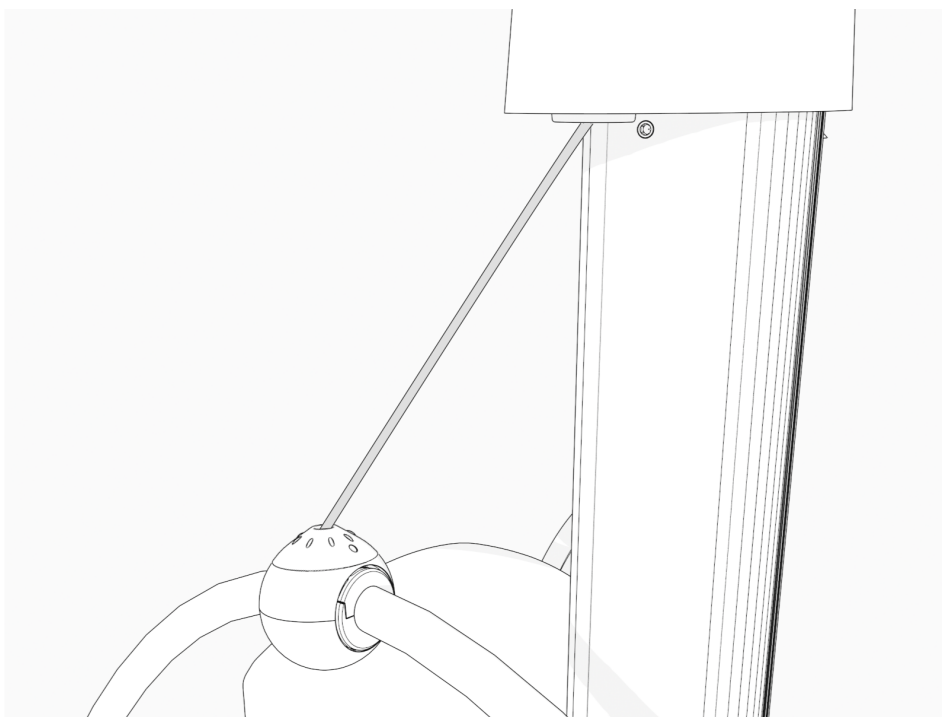
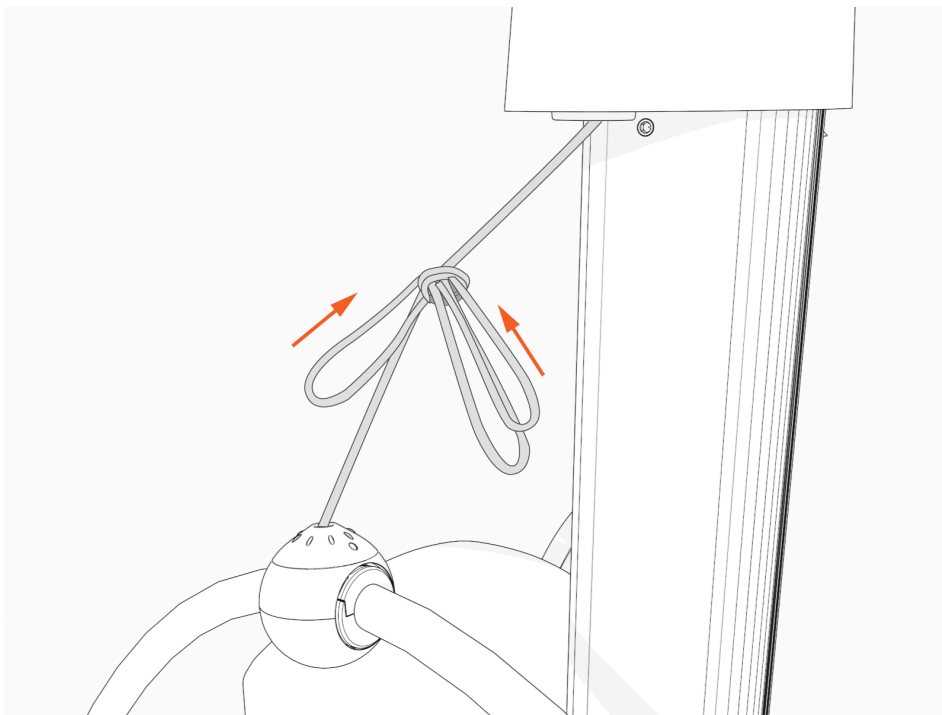
4. Using tool provided, turn the knot bearing clockwise approximately 1/4 turn. You may need to push down while turning the knot bearing.



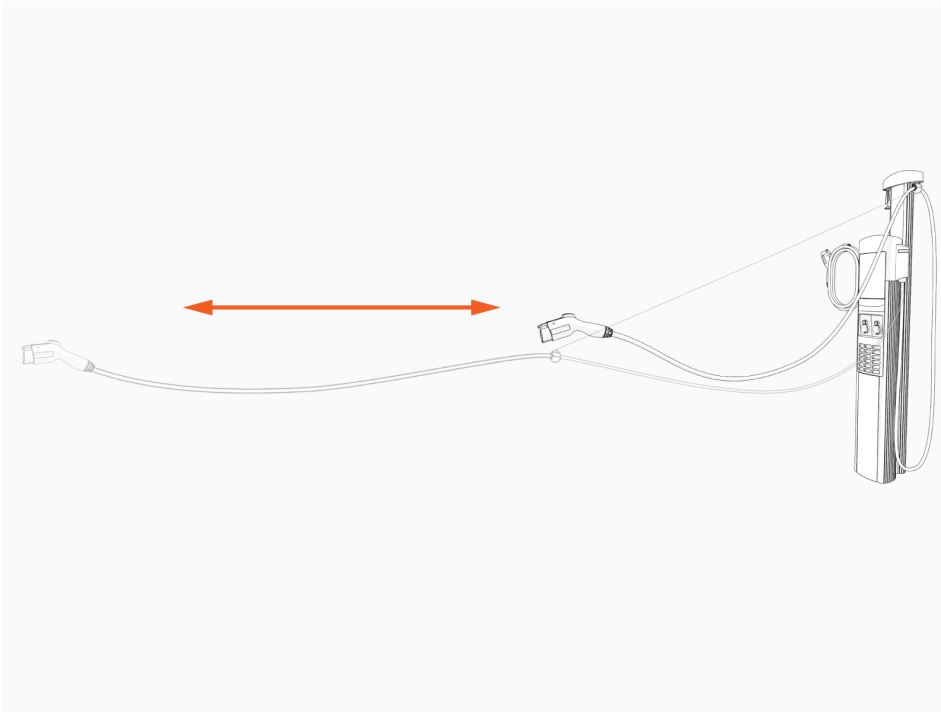
**IMPORTANT:** Ensure no gap exists between the top cap and the ball.



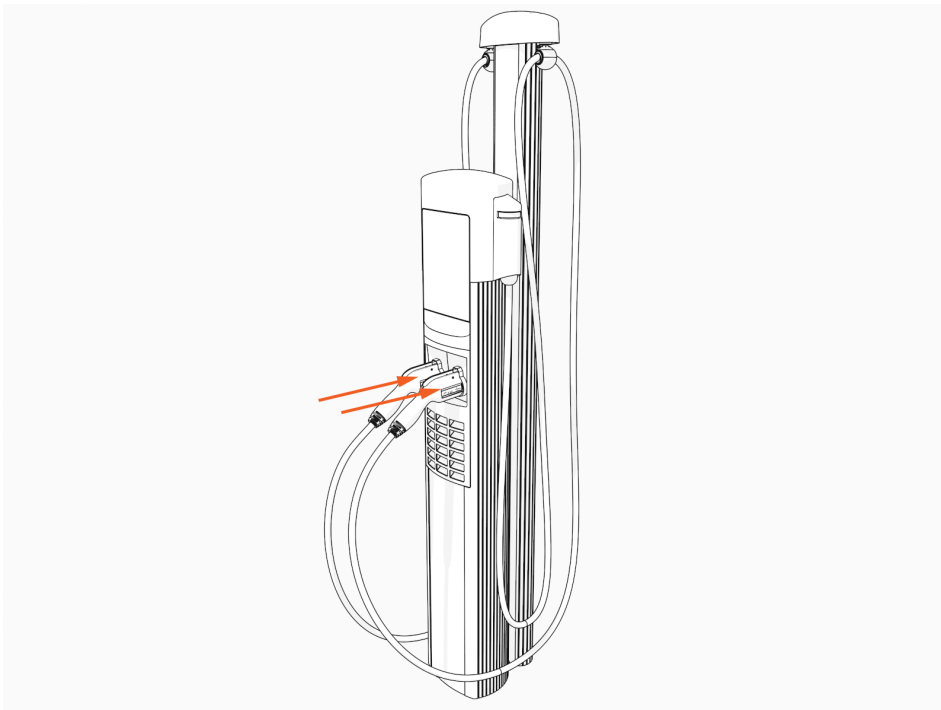
5. Untie the knot near the top of the CMK.



6. Check that the charging cable extends and retracts fully and smoothly.



7. Insert the charging cables into their corresponding holsters.



## Next Steps

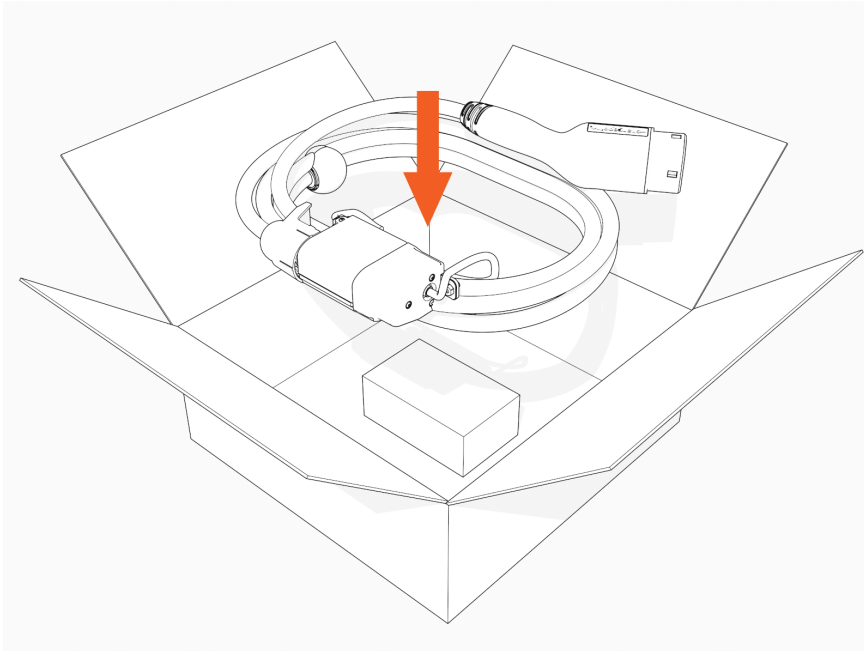
### Clear Lockout Faults

When you replace a part, the station triggers lockout faults.

To clear lockout faults, go to [ChargePoint Support](#) and contact technical support using the appropriate region-specific number.

### Return Smart Cable Assemblies

Reuse the packaging from the new part to return all removed parts to ChargePoint.



For assistance, go to [chargepoint.com/support](https://chargepoint.com/support), find your region's technical support number, and contact ChargePoint Support.

# Replace the Lens 5

## Bring These Tools



Torx screwdriver (T25)



4 mm hex wrench



**NOTE:** The replacement kit includes an L-wrench with a T25 driver on one end and a 4 mm hex fitting on the other end.



**IMPORTANT:** The charging station with the faulty part must have an Activated status.



**NOTE:** These charging stations are available in several configurations. The images in this guide might not match your station exactly; however, the installation steps are the same unless otherwise noted.

## Remove the Lens

To remove the lens, perform the following steps:



1. Disconnect the power to the CP6000 at the service panel.

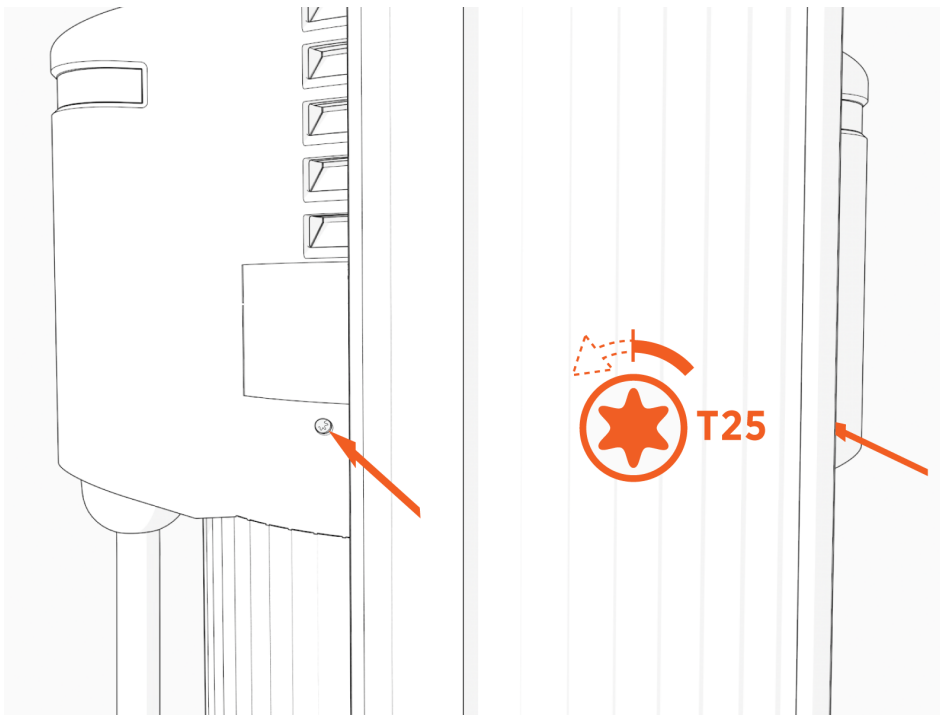
**DANGER:** RISK OF SHOCK



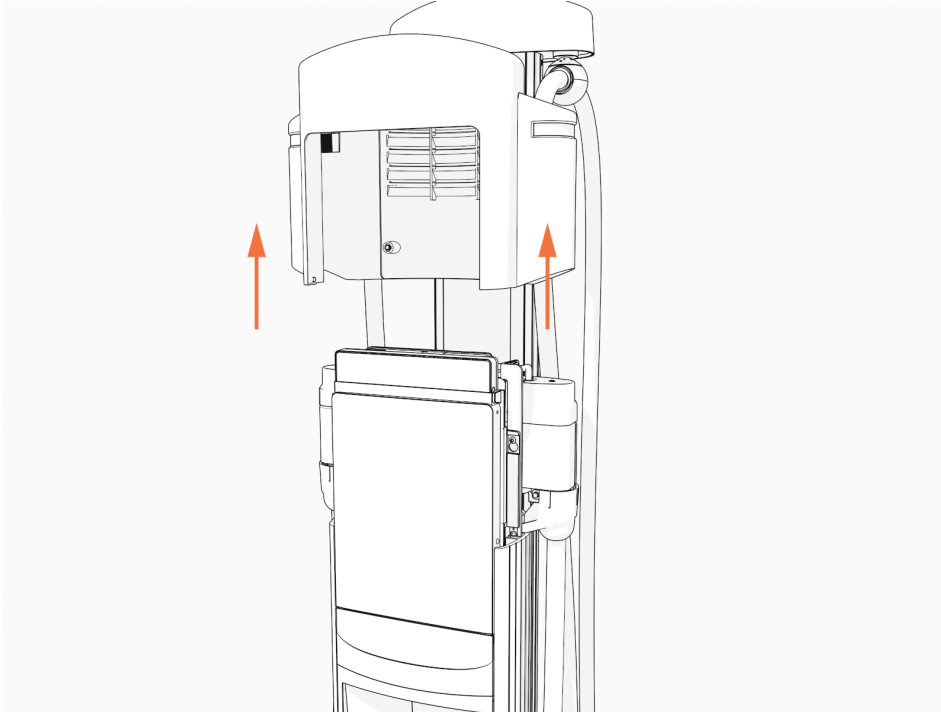
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep power off until top cap is correctly reinstalled and the work is complete.

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

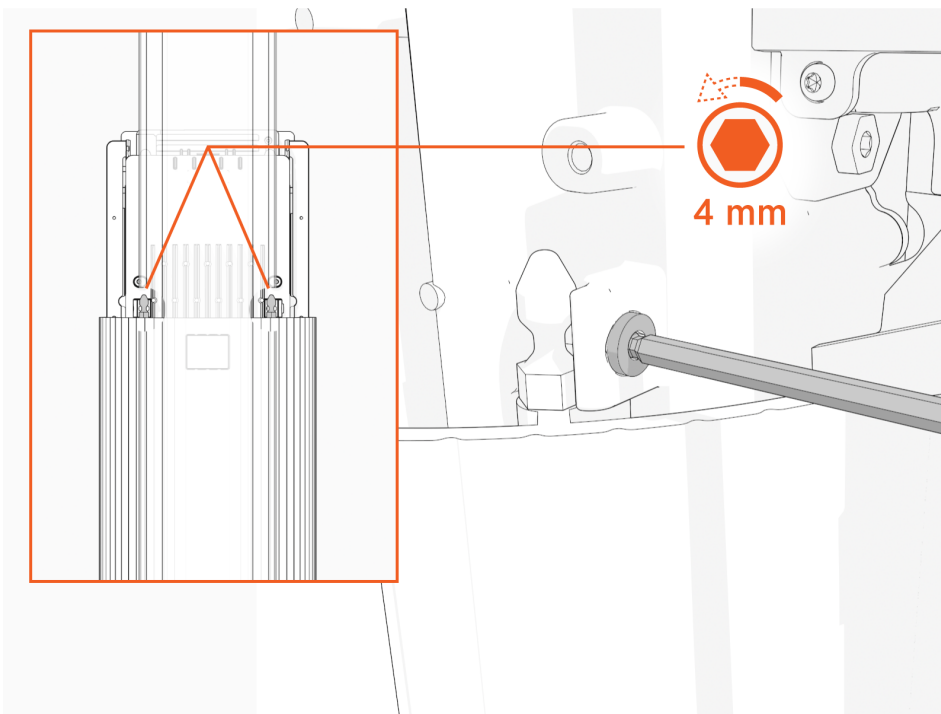
2. Use the L-wrench to loosen two captive screws securing the top cap.



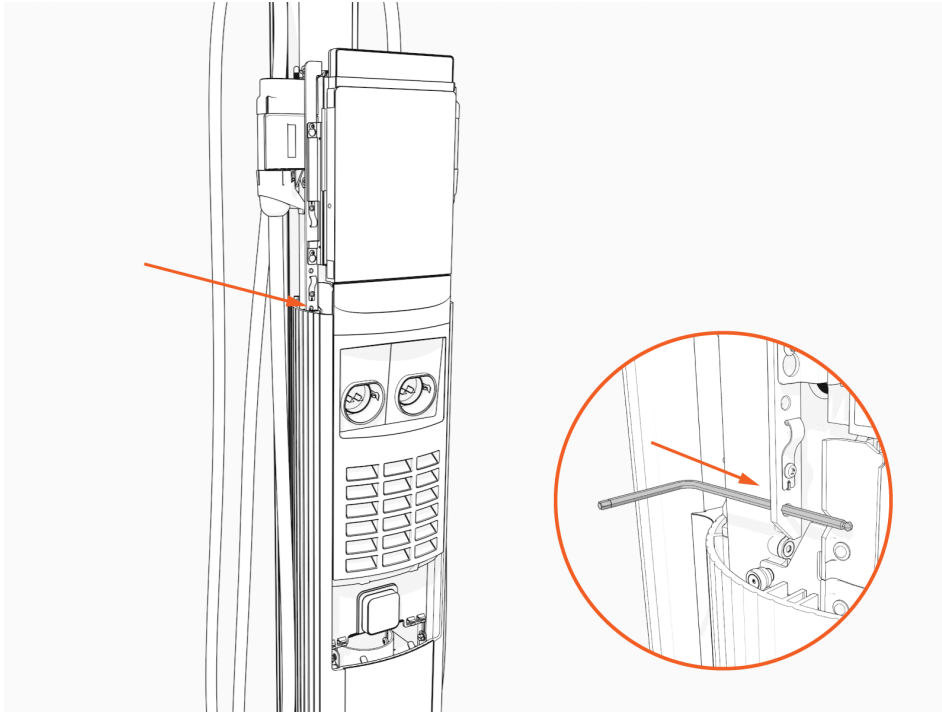
3. Remove the top cap.



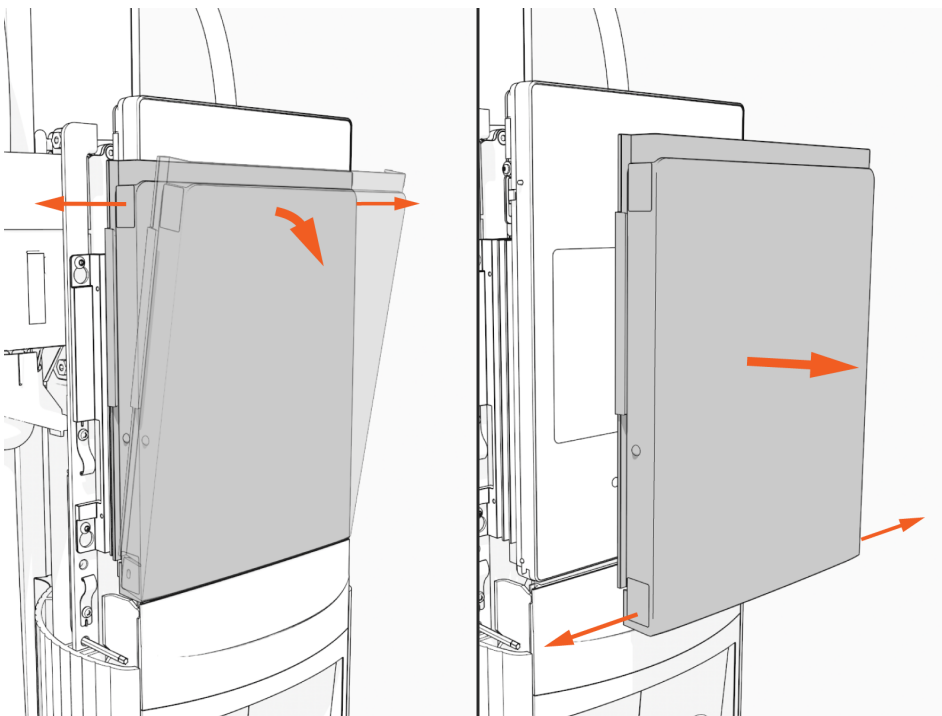
4. Use the L-wrench to loosen, but do not remove, the screws securing the head assembly.



5. Lift head assembly and insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.

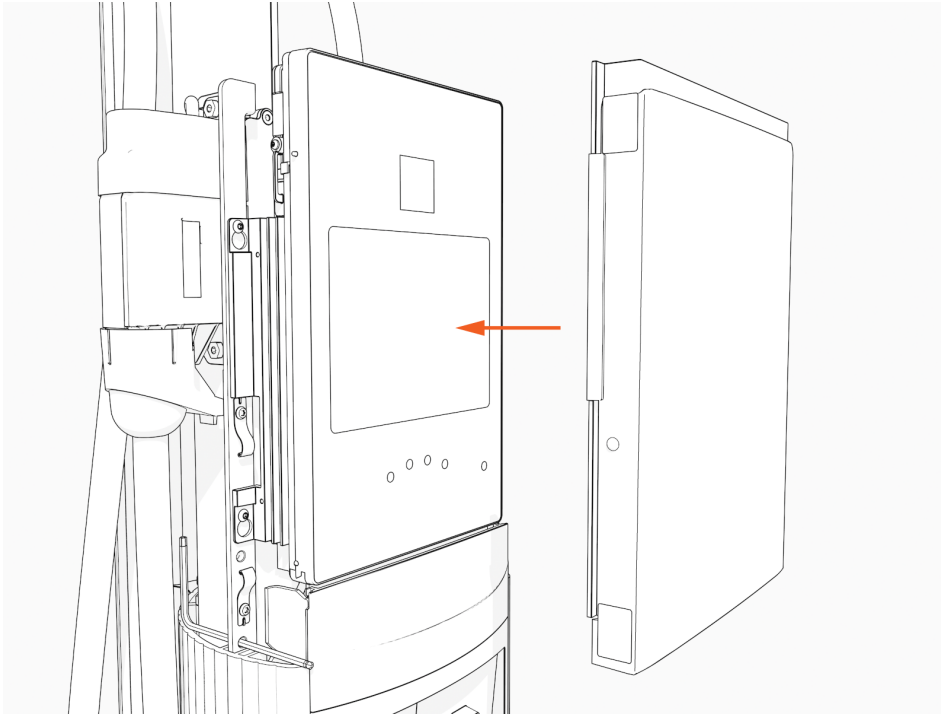


6. Unsnap the top and then bottom edges of the front lens by gently releasing the lens tabs, and set it carefully on a padded surface.

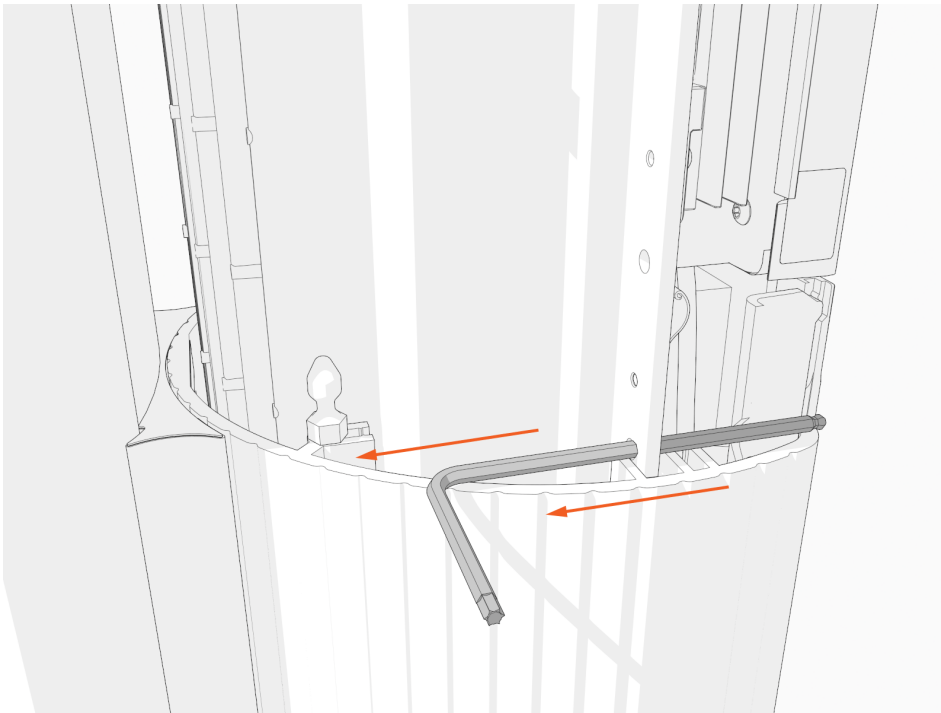


## Install the Lens

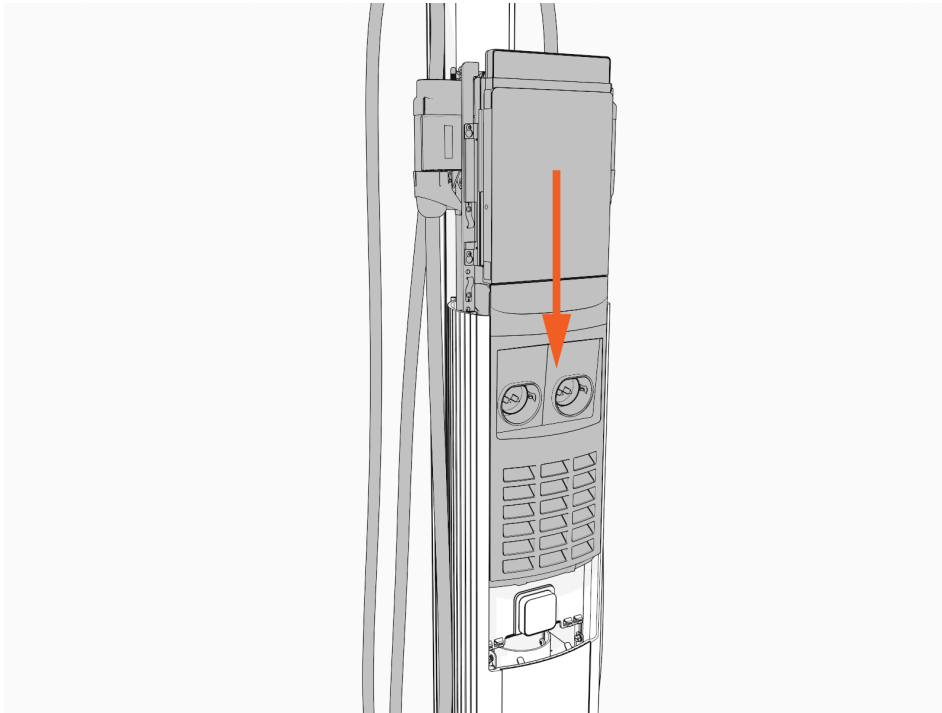
1. Align the lens tabs and snap the bottom edge, followed by the top edge, of the front lens onto the head assembly.



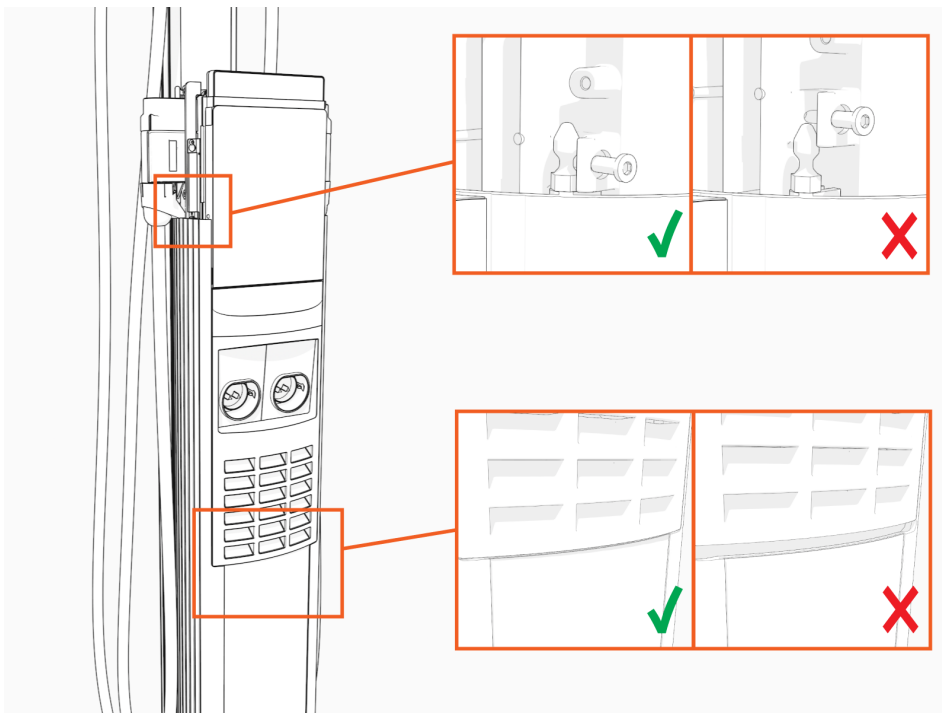
2. Remove the L-wrench.



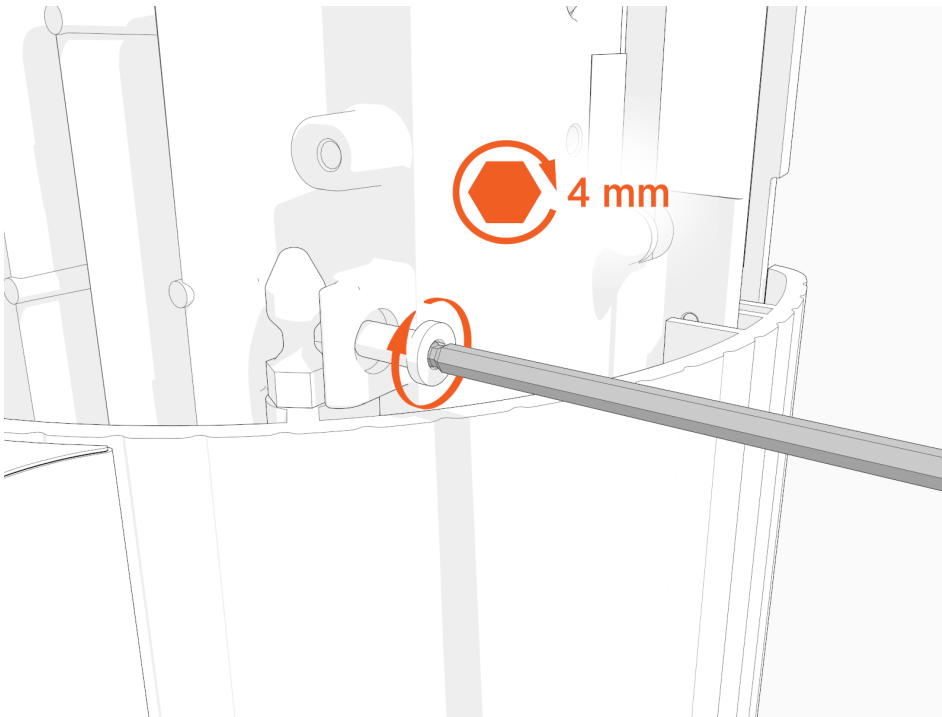
3. Guide the head assembly all the way down into the pedestal housing gently.



4. Ensure the head assembly is fully seated.

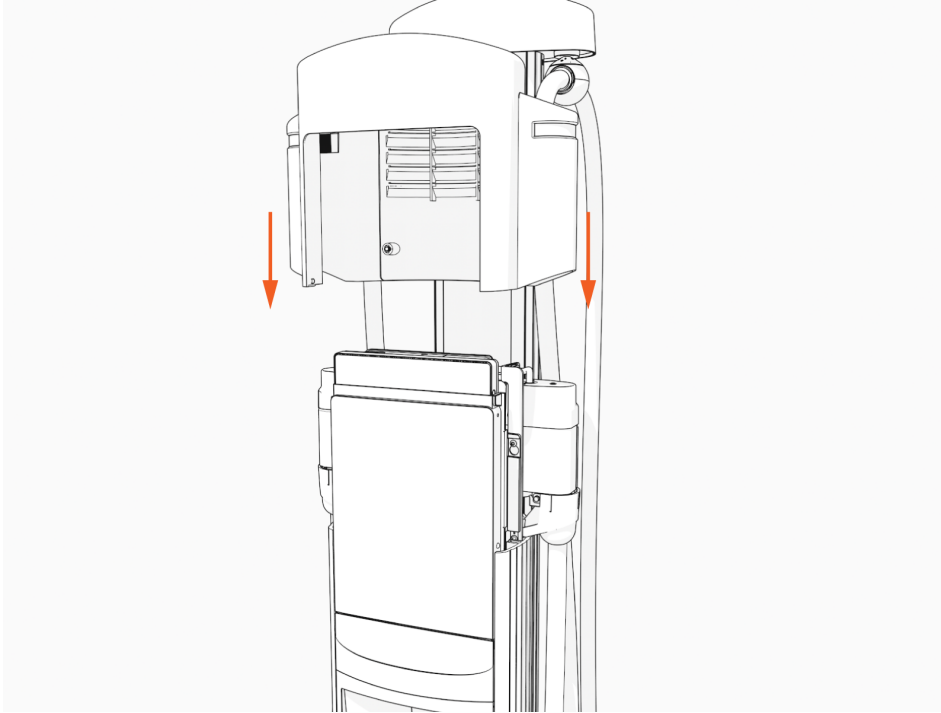


- Using the L-wrench or 4 mm hex tool, tighten two screws.

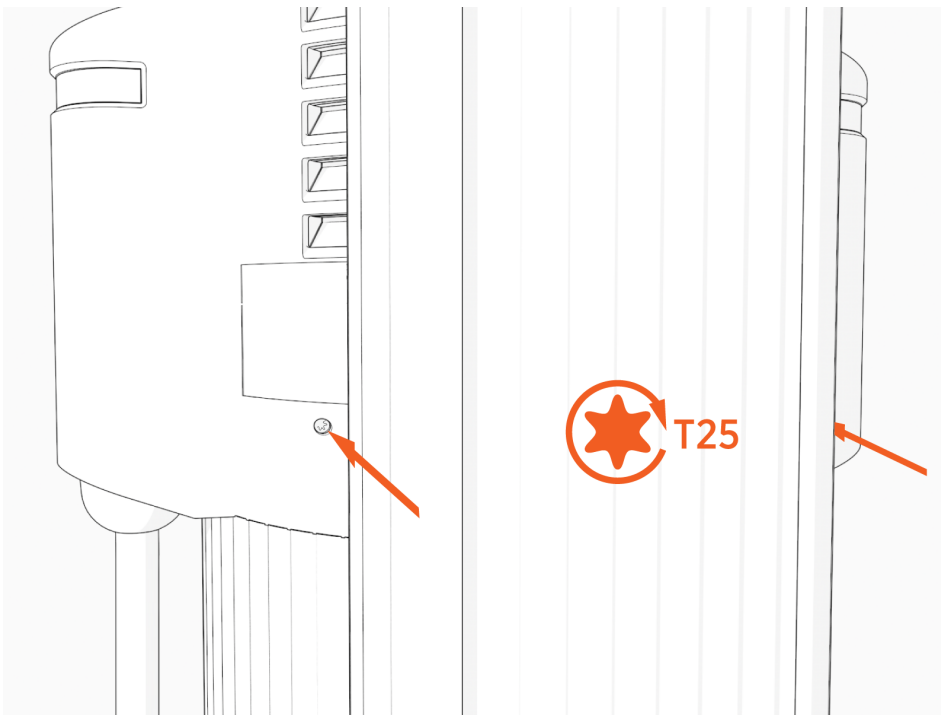


**IMPORTANT:** Do not use an impact tool to tighten the screws.

6. Slide the top cap onto the head assembly, adjusting as necessary to clear the charging cables, until it fits into place.



7. Torque two captive screws to 1.1 Nm (10 in-lb).



## Next Steps

### Clear Lockout Faults

When you replace a part, the station triggers lockout faults.

To clear lockout faults, go to [ChargePoint Support](#) and contact technical support using the appropriate region-specific number.



# Replace the SIM Card 6

## Bring These Tools



Torx screwdriver (T25)



4 mm hex wrench



**NOTE:** The replacement kit includes an L-wrench with a T25 driver on one end and a 4 mm hex fitting on the other end.



**IMPORTANT:** The charging station with the faulty part must have an Activated status.



**NOTE:** These charging stations are available in several configurations. The images in this guide might not match your station exactly; however, the installation steps are the same unless otherwise noted.

# Remove the Head Assembly

To remove the Head Assembly, perform the following steps:

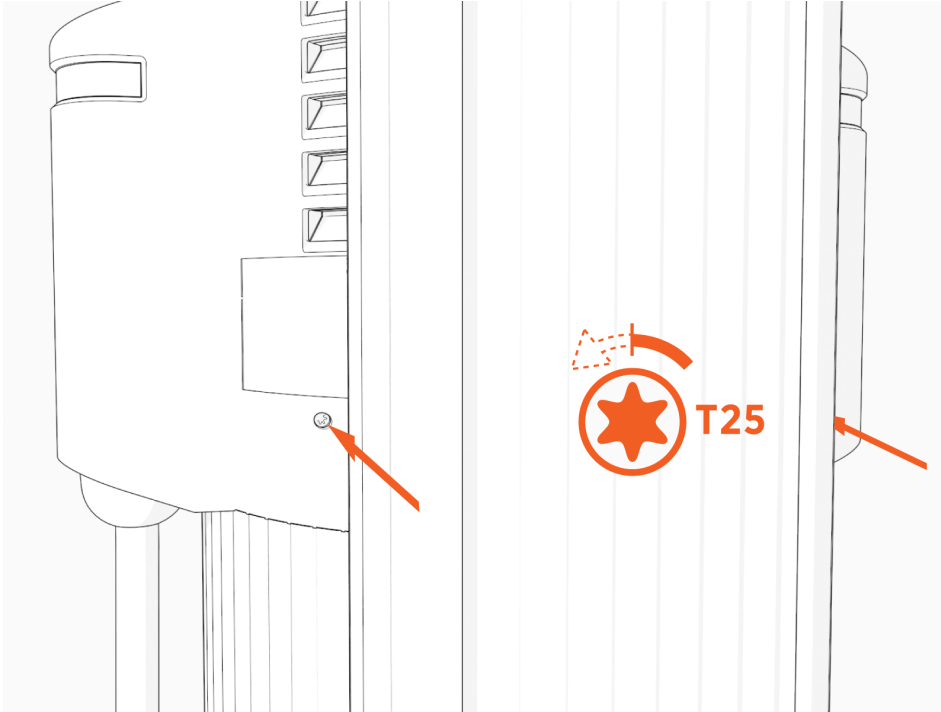


## **DANGER:** RISK OF SHOCK

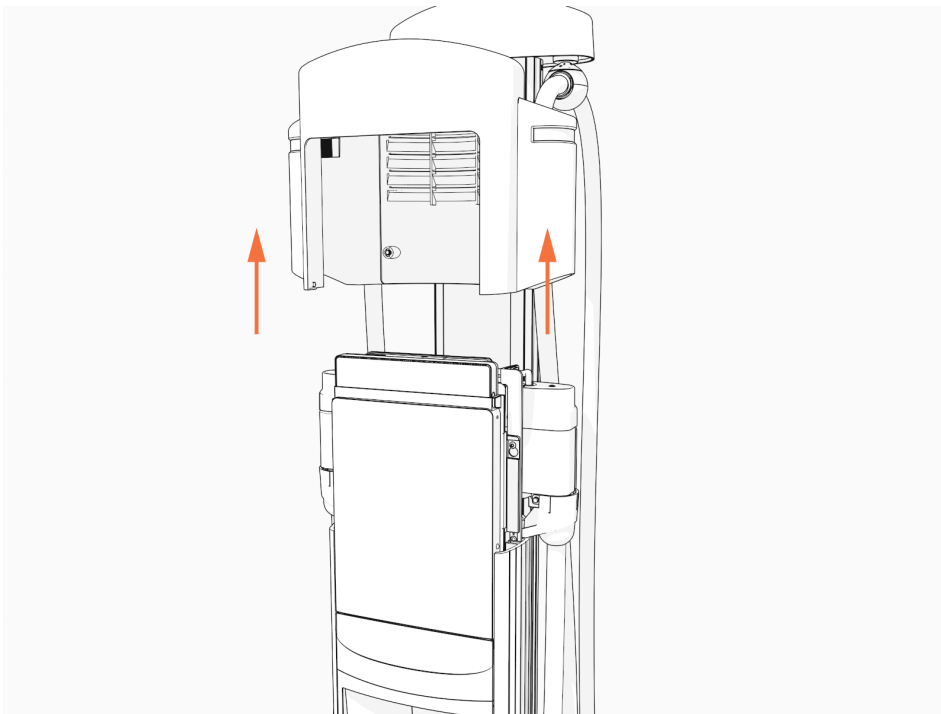
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep power off until top cap is correctly reinstalled and the work is complete.

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

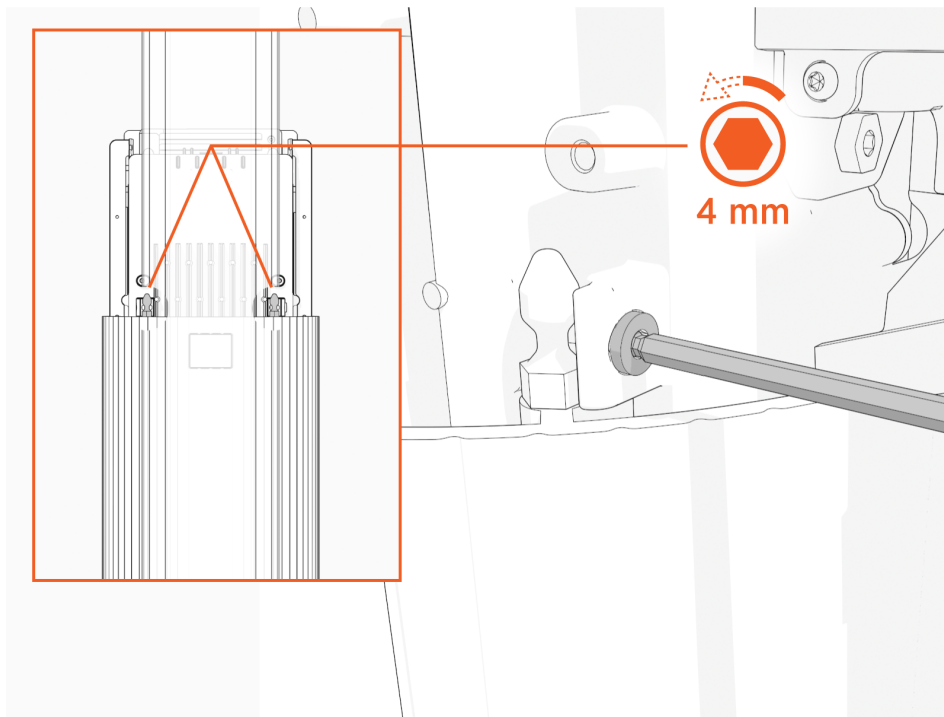
1. Use the L-wrench to loosen two captive screws securing the top cap.



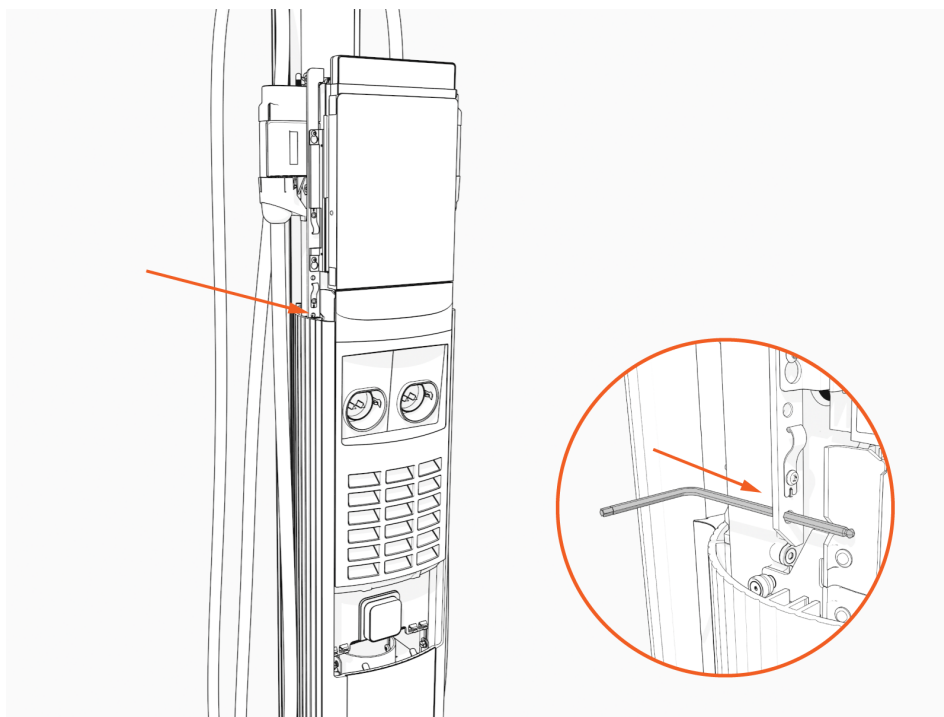
2. Remove the top cap.



2. Use the L-wrench to loosen, but do not remove, the screws securing the head assembly.



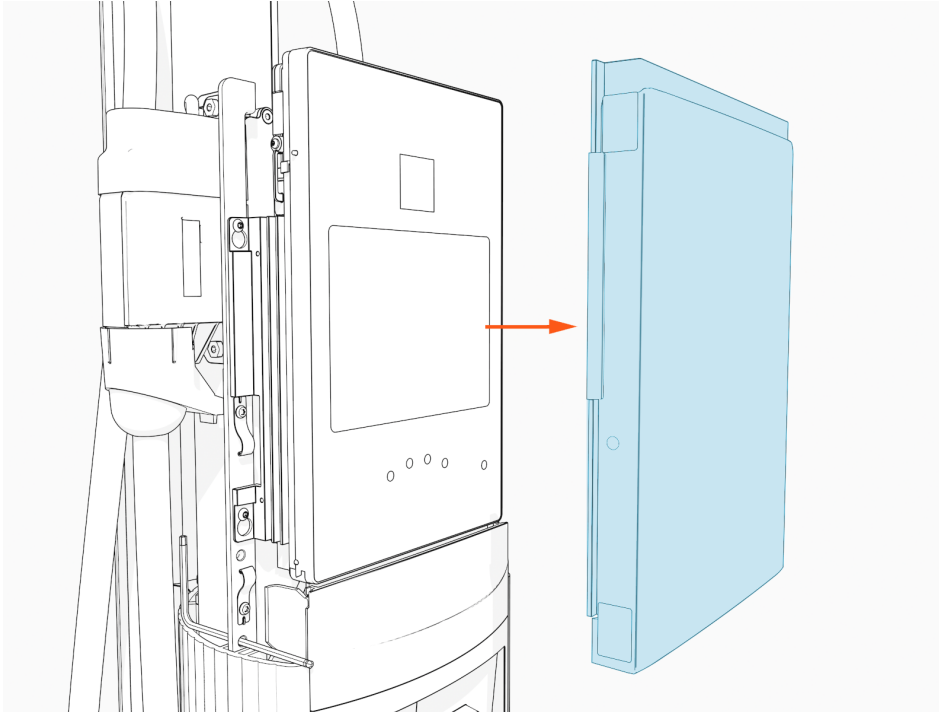
3. Lift head assembly and insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.



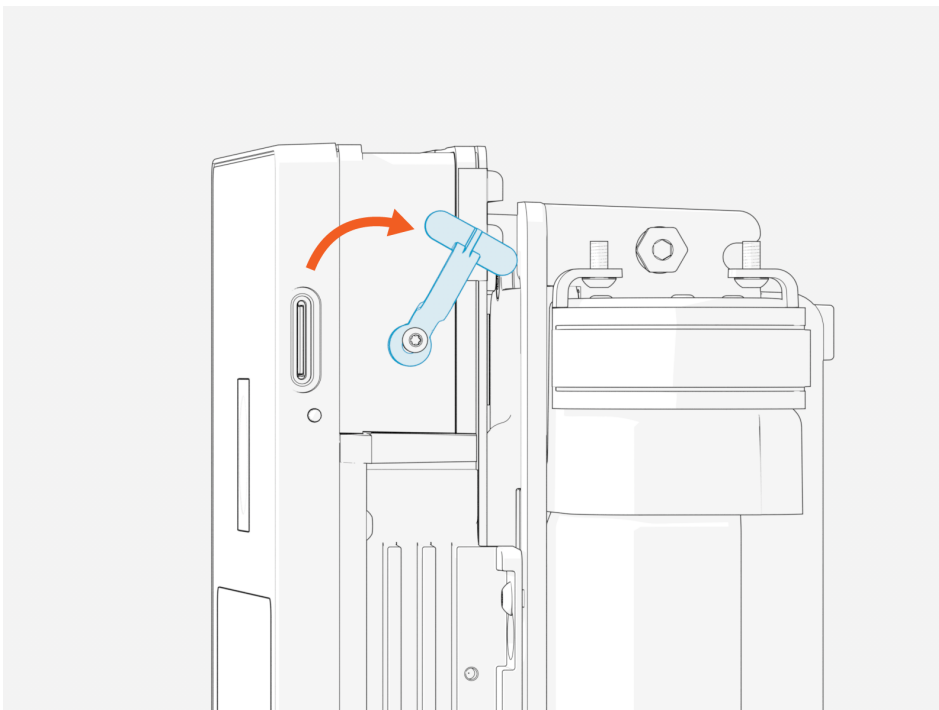
## Replace the SIM Card

To replace the pre-installed SIM card with the one taped to the station head unit, perform the following steps:

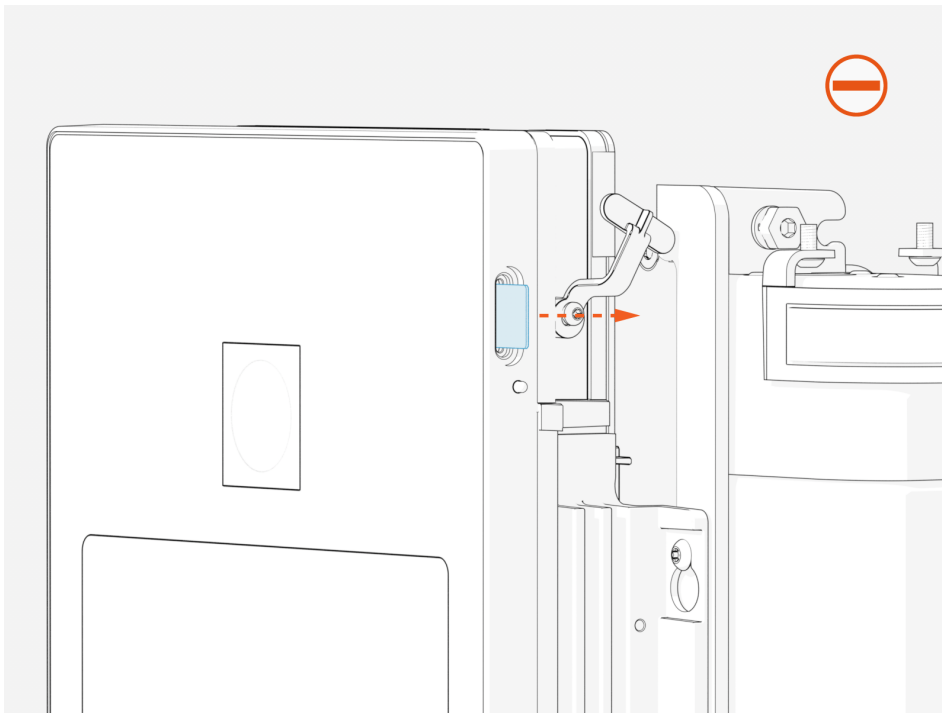
1. Remove the front lens by releasing the lens tabs, to find the SIM plug on the head assembly.



2. Lift the SIM plug located on the head assembly.



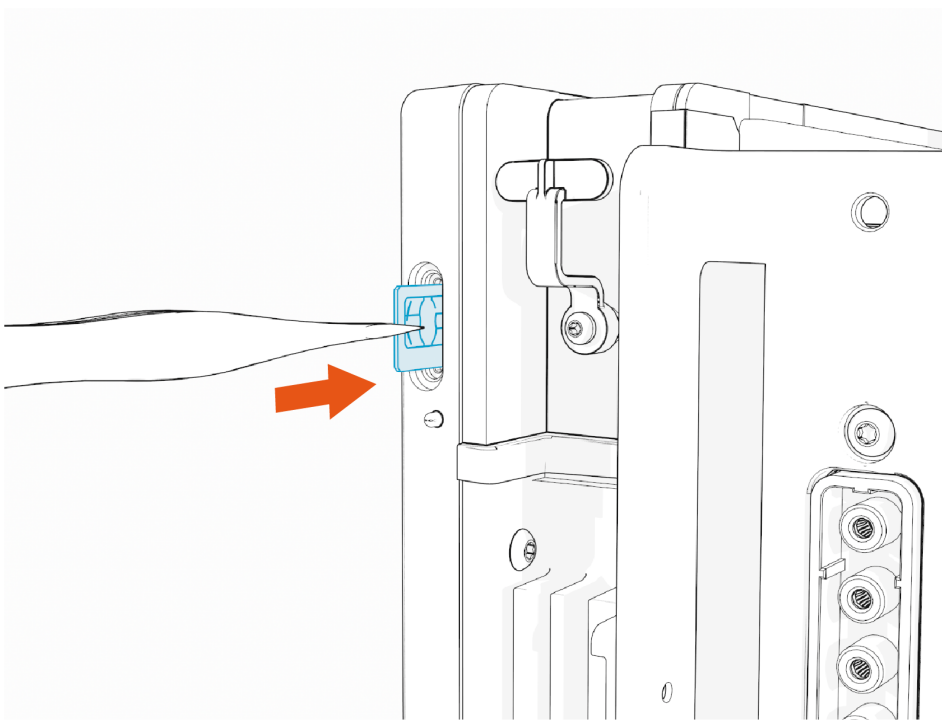
3. Gently PUSH the existing SIM card with a flat-head screwdriver to eject the SIM card from its slot.



4. Insert the notched edge of the SIM card into the slot with the notch facing upward. Slide it into the slot and use a corner of the SIM card's carrier or a tweezer to push it fully into the slot until it clicks into place.

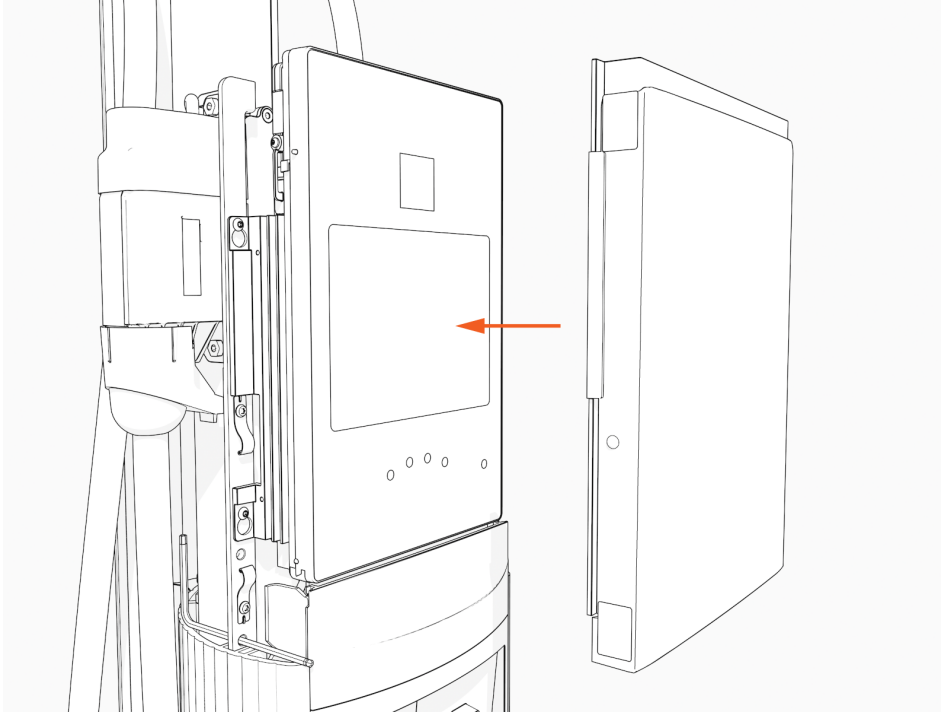


**NOTE:** Refer to the orientation instructions printed on the side of the head assembly.

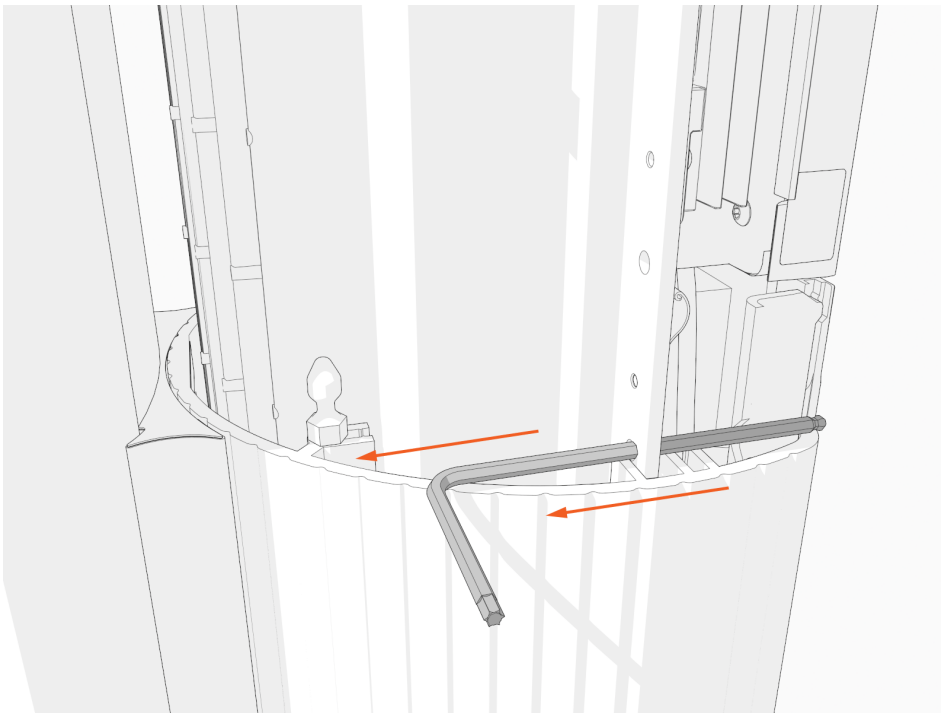


5. After securing the SIM card in place, return the SIM plug to its original position.

6. Reattach the front lens by aligning the lens tabs with the corresponding slots on the head assembly and pressing firmly until it snaps into place.

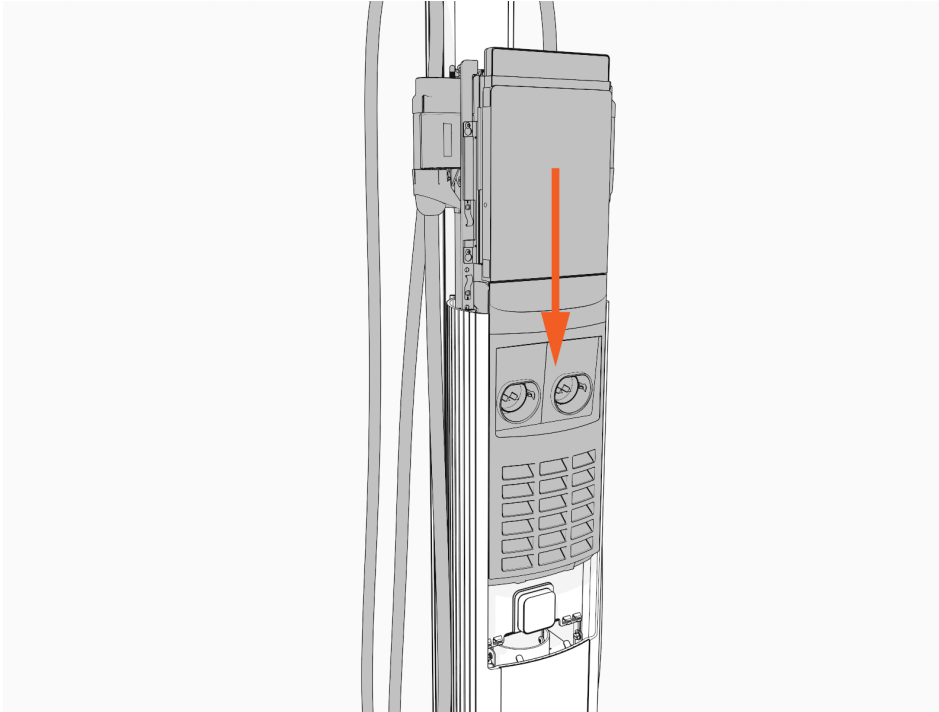


7. Remove the L-wrench.

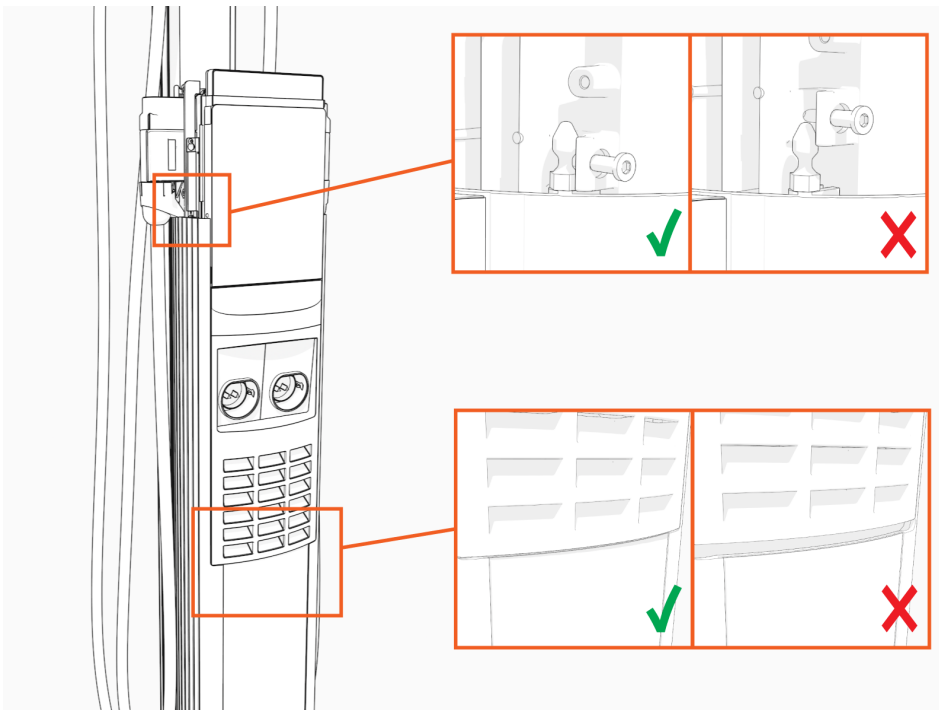




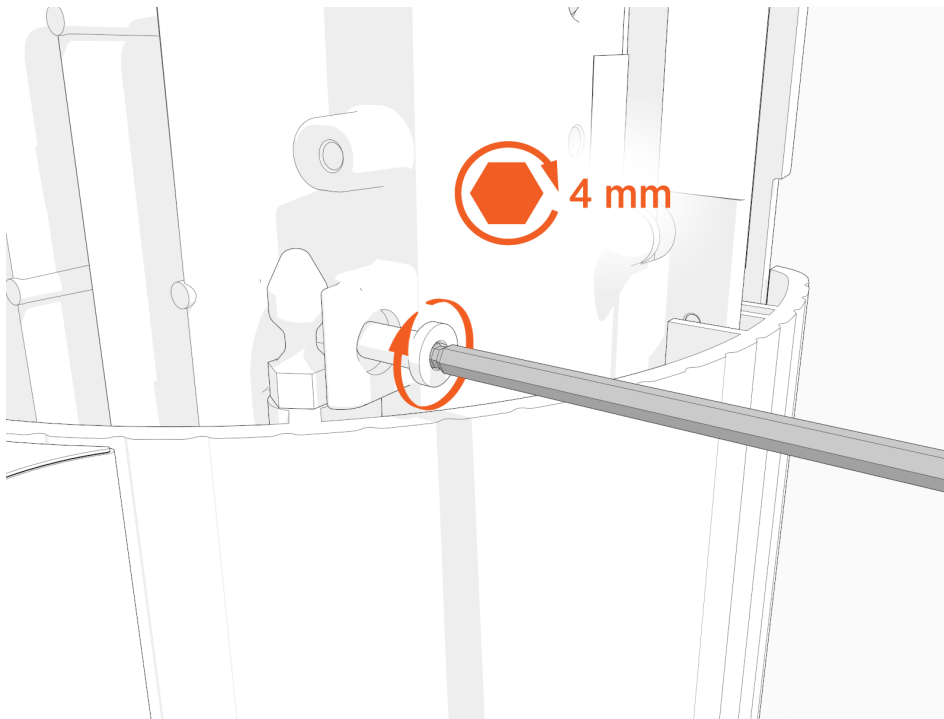
8. Slide the head assembly all the way into the pedestal housing.



9. Ensure the head assembly is fully seated.

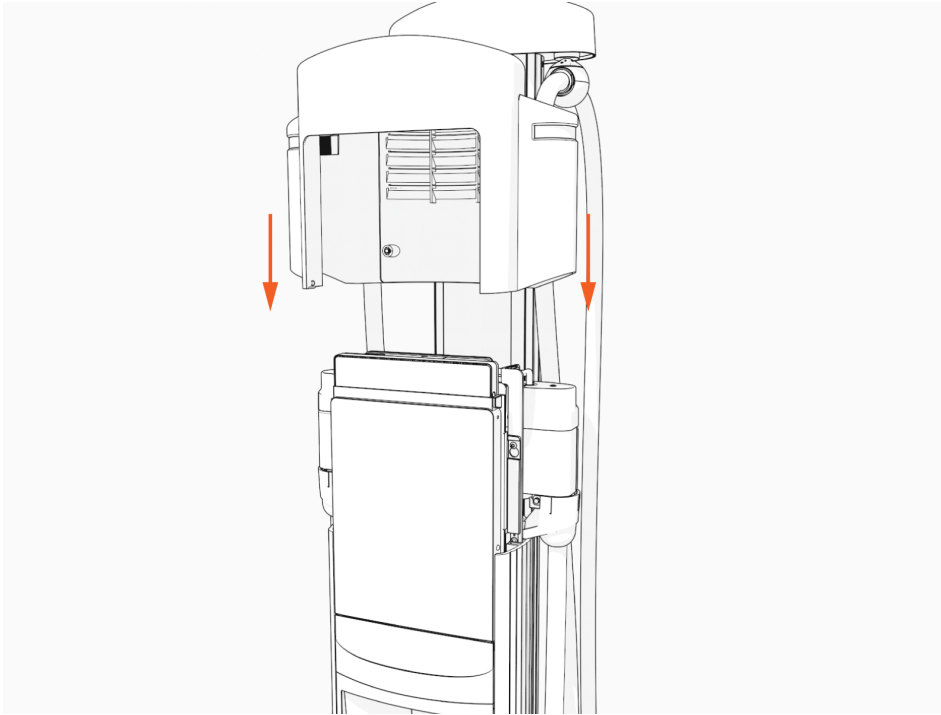


10. Using the L-wrench, tighten two screws.

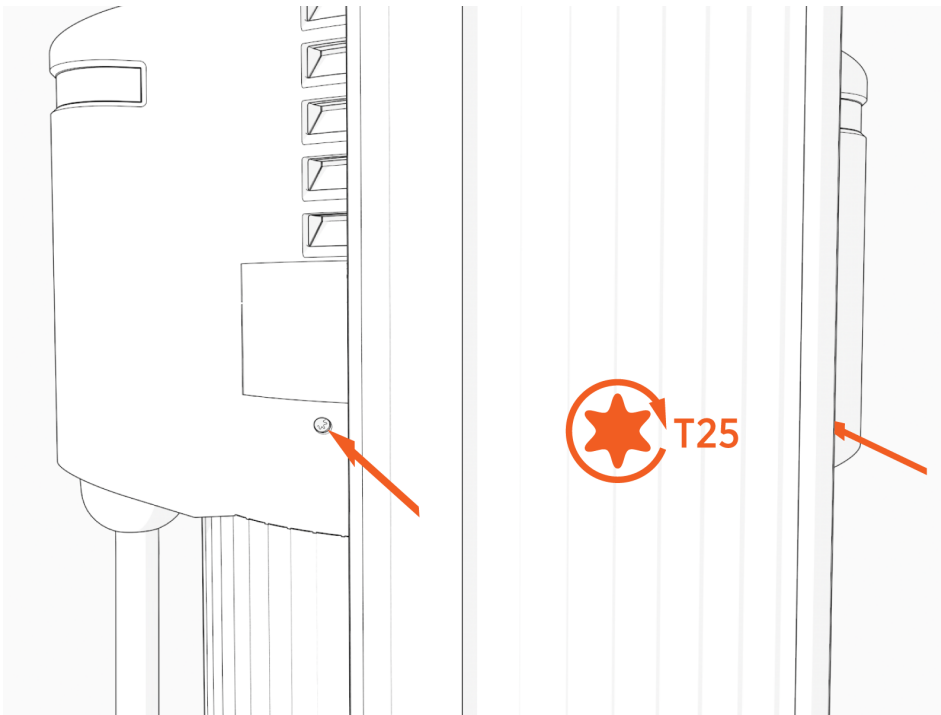


**IMPORTANT:** Do not use an impact tool to tighten the screws.

11. Slide the top cap onto the head assembly, adjusting as necessary to clear the charging cables, until it fits into place.



12. Torque two captive screws to 1.1 Nm (10 in-lb).



## Next Steps

### Clear Lockout Faults

When you replace a part, the station triggers lockout faults.

To clear lockout faults, go to [ChargePoint Support](#) and contact technical support using the appropriate region-specific number.

# Replace the CMK 7

## Bring These Tools



Torx screwdriver (T25)



4 mm hex wrench



Protective cut-proof gloves



CMK ball removal (included)



**NOTE:** The replacement kit includes an L-wrench with a T25 driver on one end and a 4 mm hex fitting on the other end.



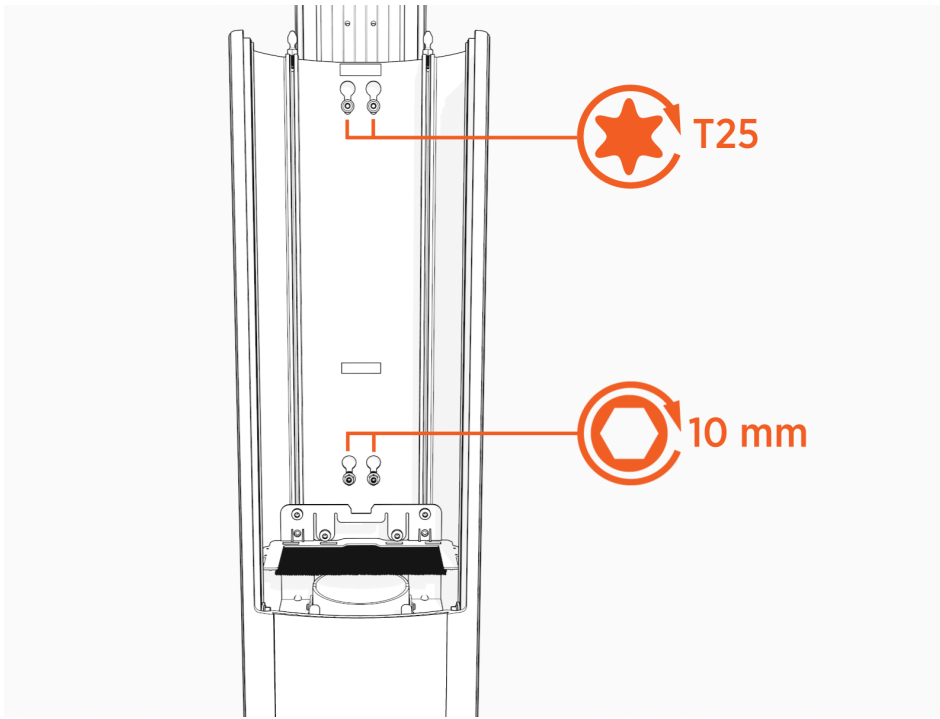
**IMPORTANT:** The charging station with the faulty part must have an Activated status.



**NOTE:** These charging stations are available in several configurations. The images in this guide might not match your station exactly; however, the installation steps are the same unless otherwise noted.

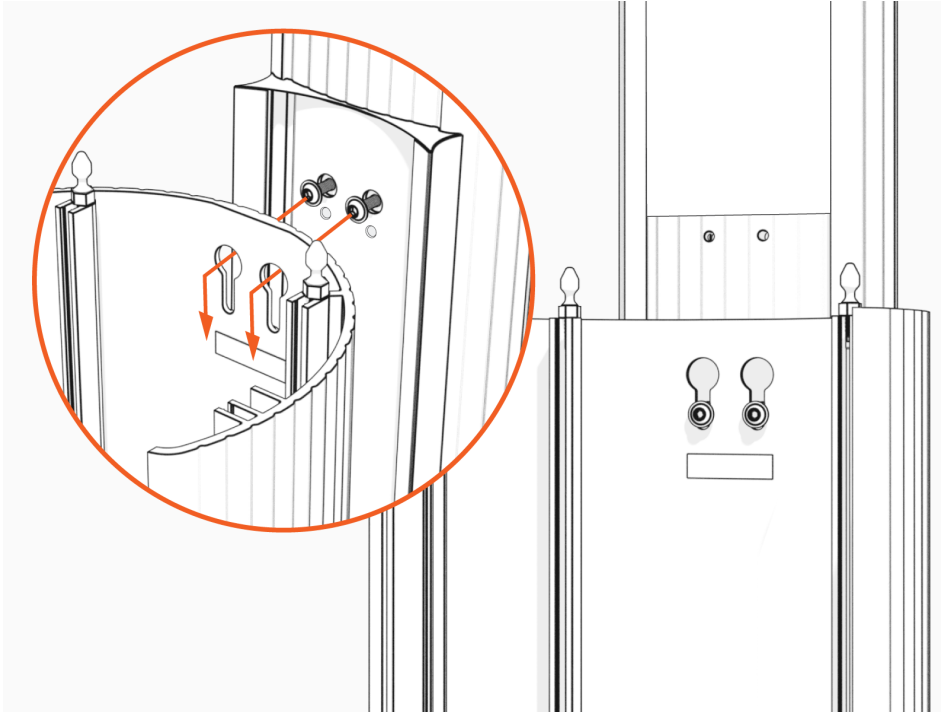
## Remove the CMK

1. Before replacing the CMK, you need to remove the smart cables and the head assembly.  
Visit [Remove the head assembly](#) and complete the steps in the first two sections before continuing.
2. Remove the top screws and bottom nuts.



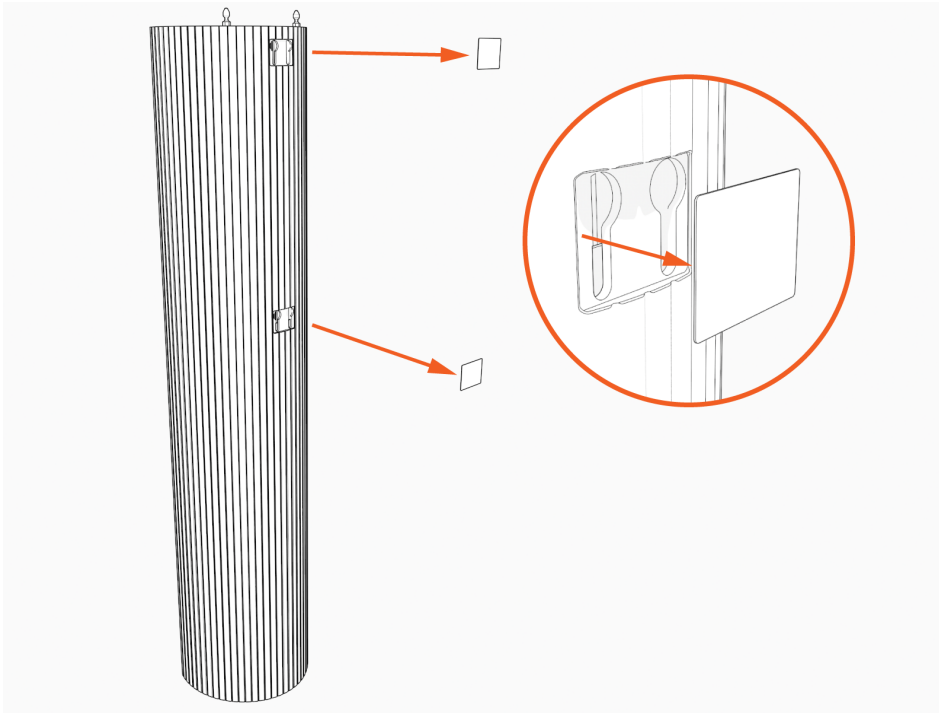
When installing the new CMK, torque the top T25 screws to **5.7 Nm (50 in-lb)**. Use a 10 mm wrench to tighten the nuts near the bottom to **5.7 Nm (50 in-lb)**.

3. Lift the CMK up and away from the station and set it down.

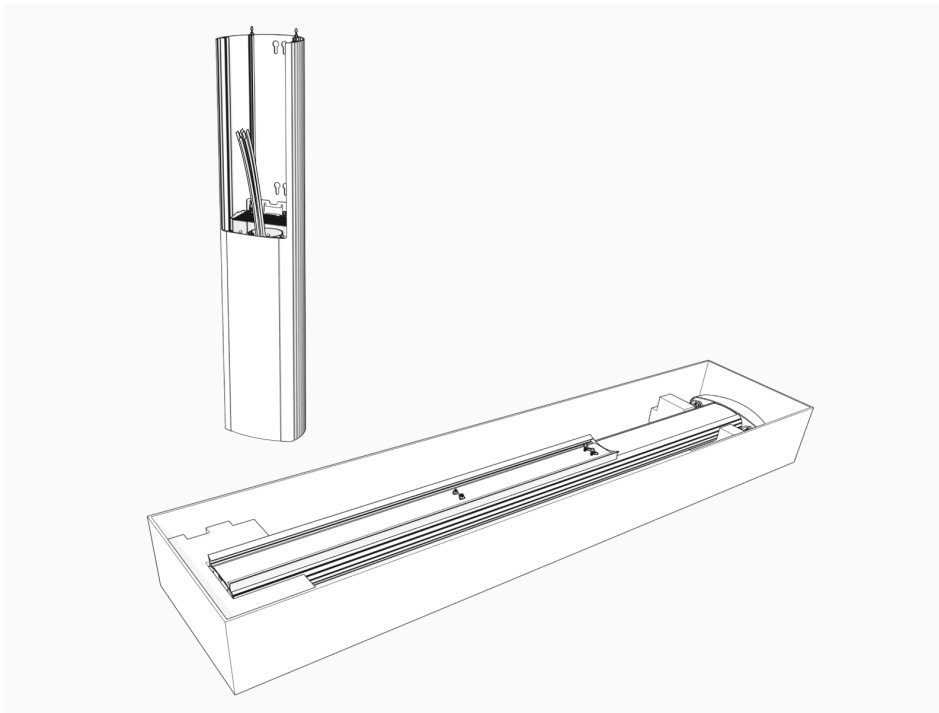


## Install the New CMK

1. If present, remove the two stickers covering the holes on the back of the pedestal housing.

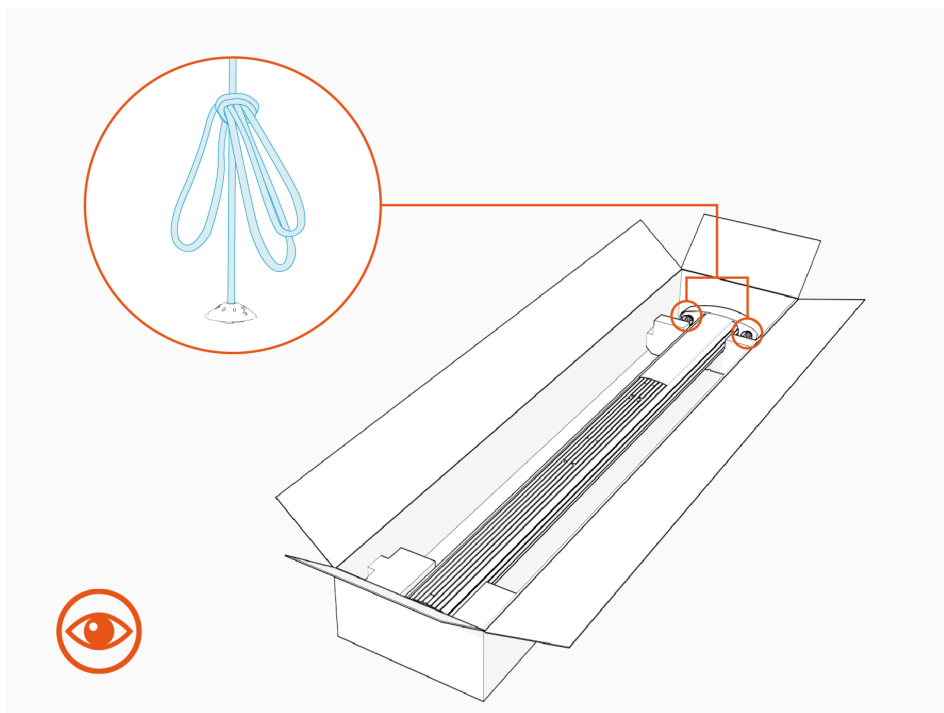


2. Unwrap and position the Cable Management Kit (CMK) packaging near the base of the pedestal.

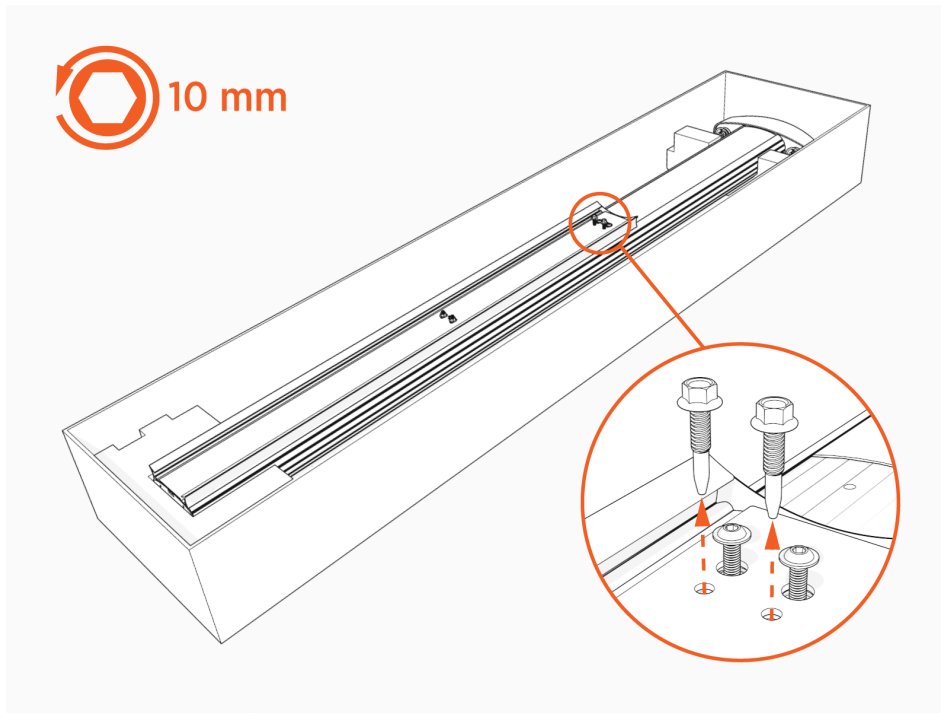




3. If you do not see a knot tied near the top of the cable clamp rope, pull the rope out about 600 mm (2 ft) and tie a slip knot near the top of the CMK.

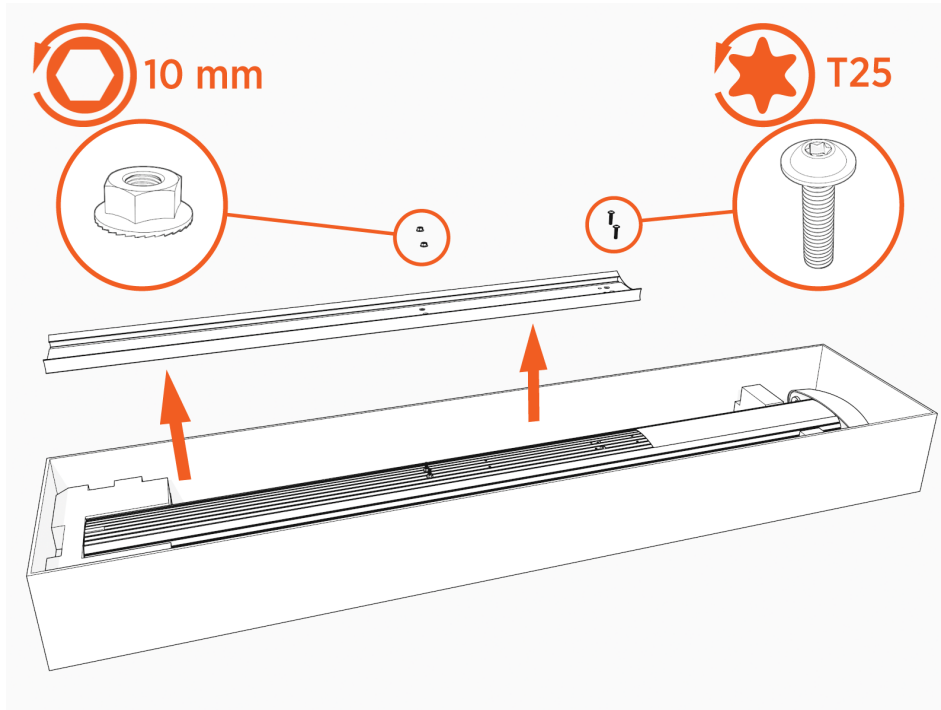


4. Remove and discard the shipping screws.



**WARNING:** When you remove the shipping screws, the counterweights are free to move in either direction. To prevent damage or injury, always carry the assembly with the top end higher than the bottom end.

5. If present, remove the spacer.



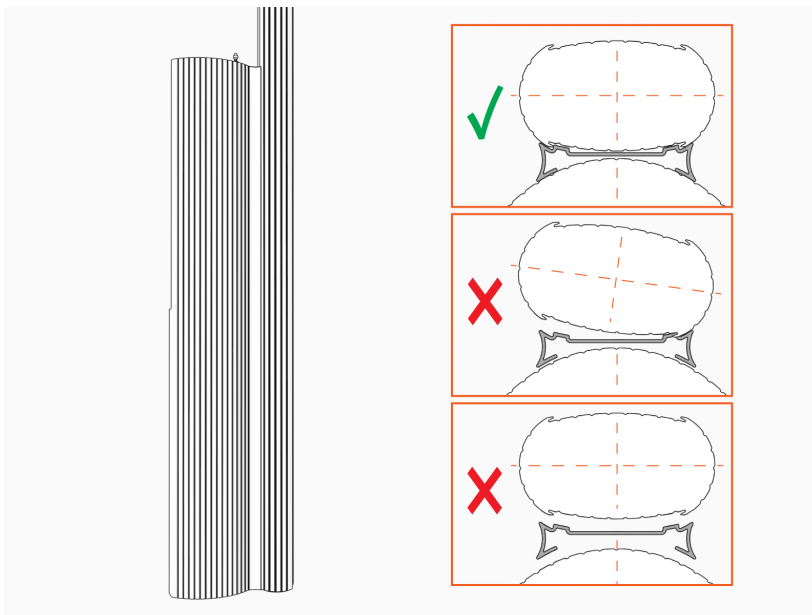
6. Stand the CMK upright slowly. The counterweights will drop.



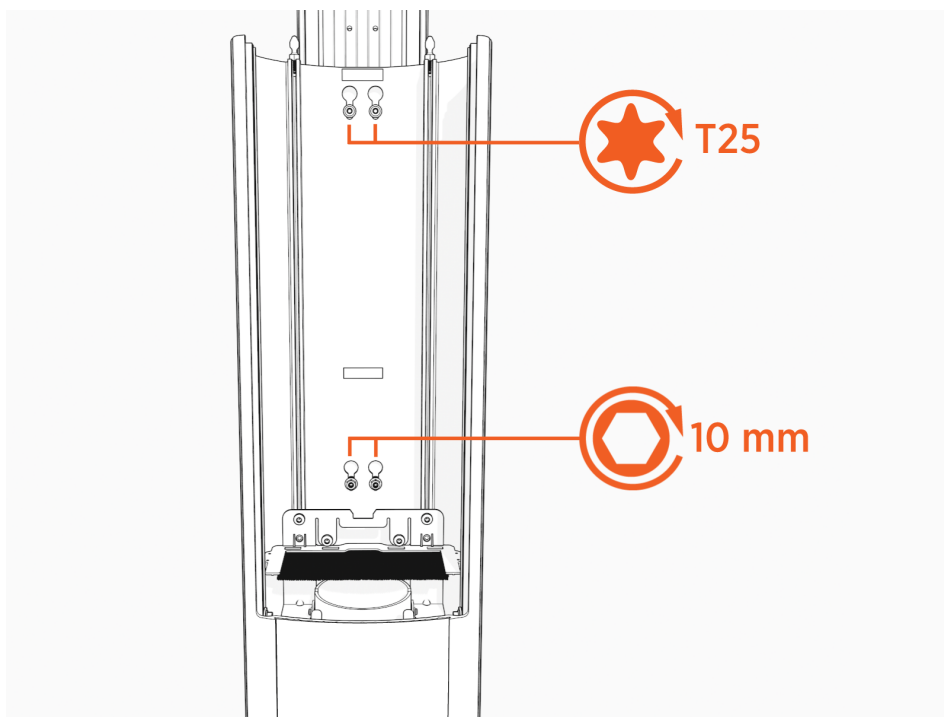
7. Place the CMK behind the pedestal housing and align the mounting screws (top) and nuts (bottom). Lower the CMK.



**IMPORTANT:** Make sure there is no gap next to the spacer.



8. Torque the top T25 screws to **5.7 Nm (50 in-lb)**. Use a 10 mm wrench to tighten the nuts near the bottom to **5.7 Nm (50 in-lb)**.



9. Reinstall the head assembly and the charging cables.  
For more information, visit [Install the head assembly](#).

## Return the Cable Management Kit

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

For assistance, go to [chargepoint.com/support](https://chargepoint.com/support), find your region's technical support number, and contact ChargePoint Support.



# Replace the Top Cap 8

## Bring These Tools



Torx screwdriver (T25)



Torx screwdriver (T20)



4 mm hex wrench



**NOTE:** The replacement kit includes an L-wrench with a T25 driver on one end and a 4 mm hex fitting on the other end.



**IMPORTANT:** The charging station with the faulty part must have an Activated status.



**NOTE:** These charging stations are available in several configurations. The images in this guide might not match your station exactly; however, the installation steps are the same unless otherwise noted.



# Remove the Top Cap

To remove the Top Cop, perform the following steps:

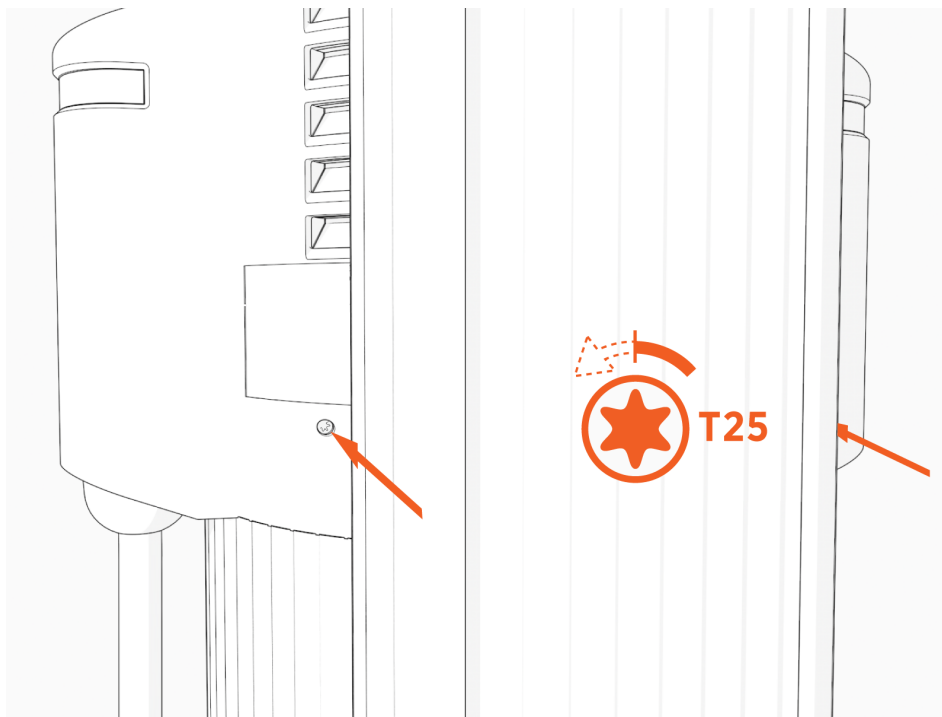


## **DANGER:** RISK OF SHOCK

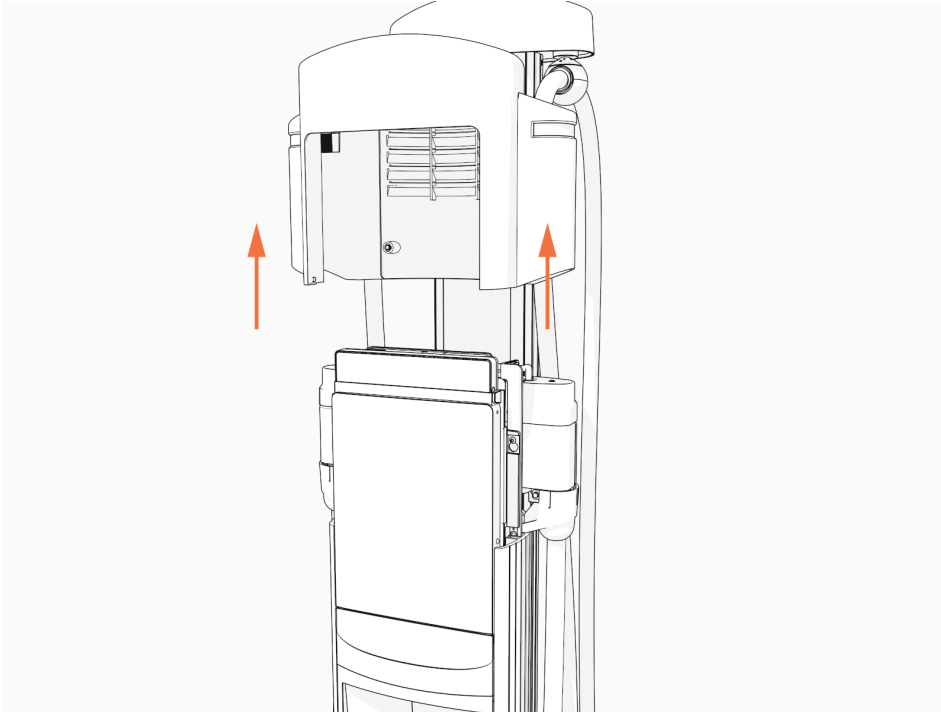
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep power off until top cap is correctly reinstalled and the work is complete.

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

1. Note the rating label on the top cap.
2. Use the L-wrench to loosen two captive screws securing the top cap.



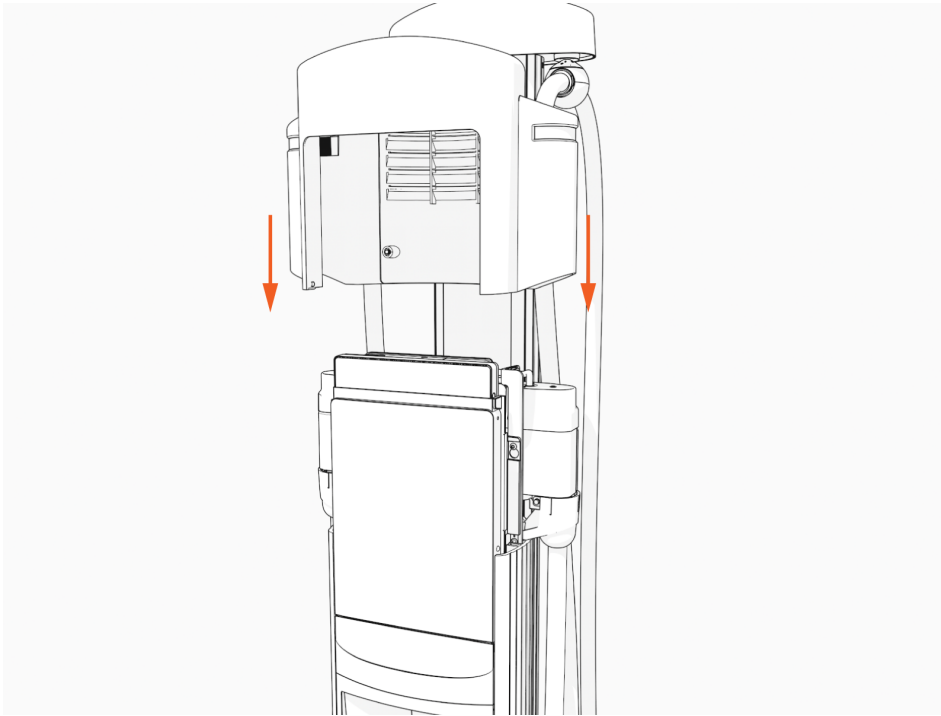
3. Remove the top cap.



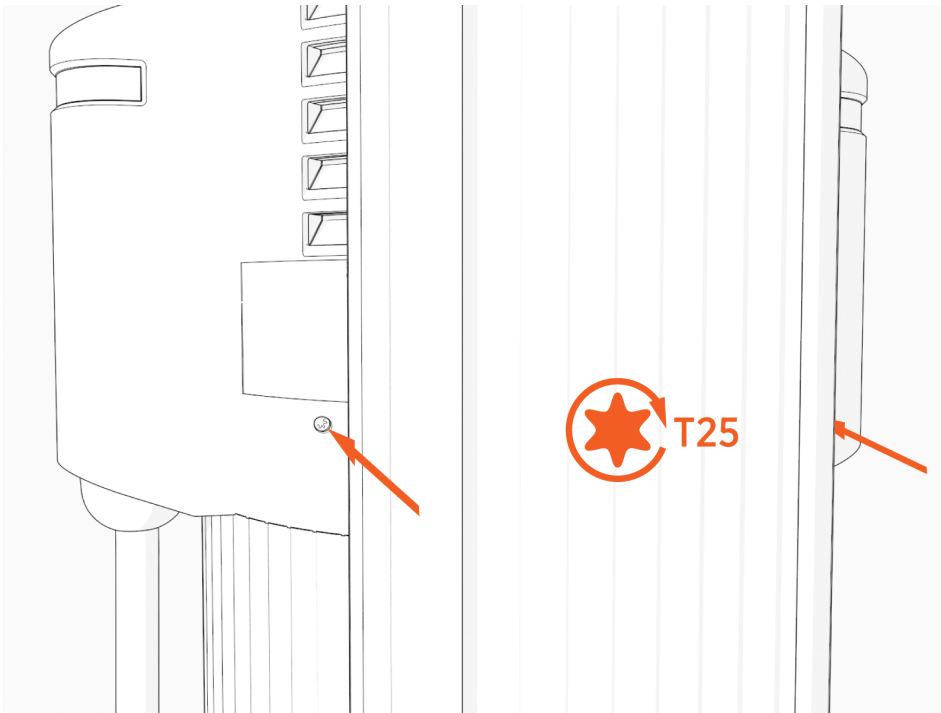
# Install the Top Cap

To install the Top Cap, perform the following steps:

1. Slide the top cap onto the head assembly, adjusting as necessary to clear the charging cables, until it fits into place.



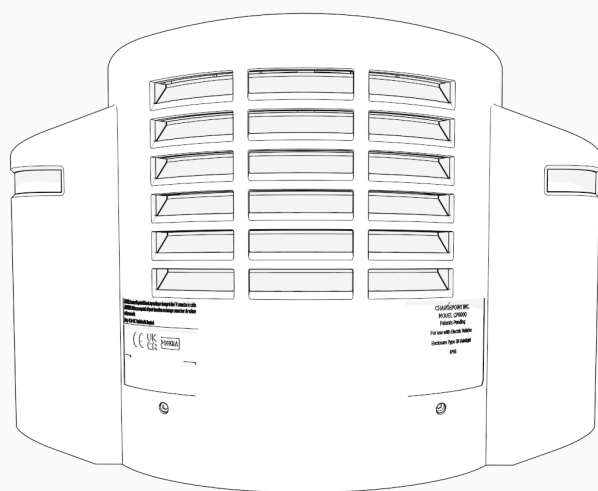
2. Torque two captive screws to 1.1 Nm (10 in-lb).



3. Apply the appropriate rating label to the new top cap. It will be the same rating as was on the top cap you are replacing.



**IMPORTANT:** The rating label must match the station system configuration.



4. At the electrical panel, power up the station.  
One or both port LEDs appear Red until the lockout faults are cleared.



**IMPORTANT:** If the station does not power up, disconnect the power to the CP6000 and make sure that the head assembly is properly seated.

## Next Steps

### Clear Lockout Faults

When you replace a part, the station triggers lockout faults.

To clear lockout faults, go to [ChargePoint Support](#) and contact technical support using the appropriate region-specific number.

## Return the Top Cap



**NOTE:**

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

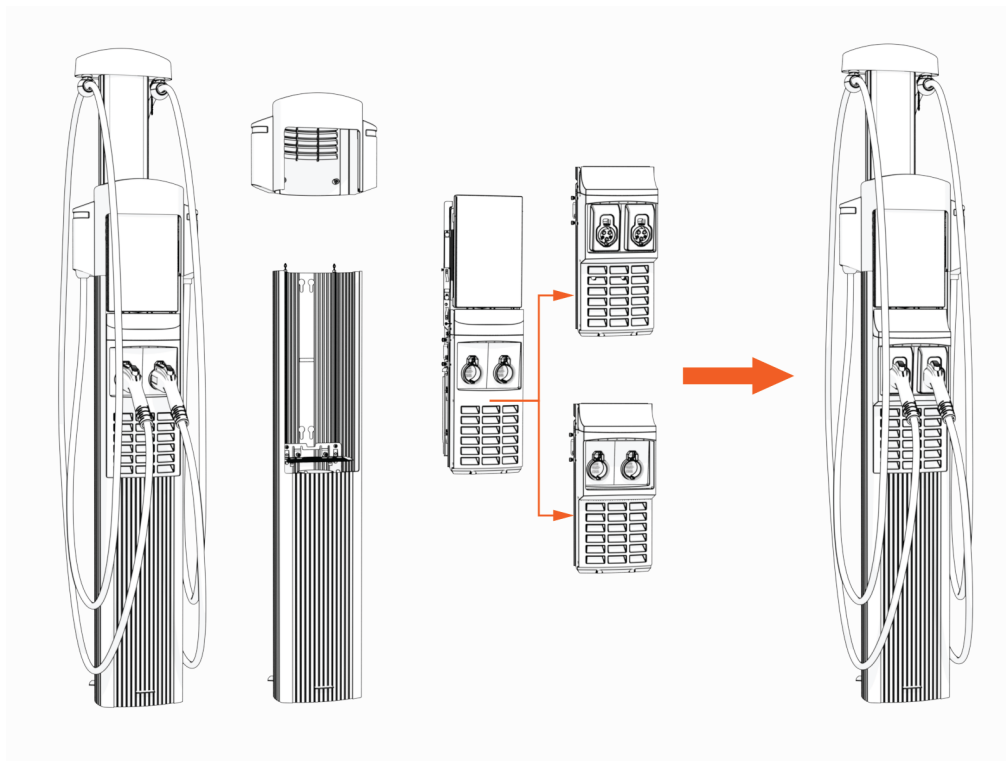
# Replace the Holster 9

This section contains the following information:

[Replace a Standard Holster](#)

[Replace an Existing Omni Port Holster](#)

[Replace a J1772 Latch](#)



**IMPORTANT:** Ensure you have the most current version of ChargePoint software before replacing the charging port. To see the software version, view the **Station Property** page or select **About** on the **User Interface Settings** menu.

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

## Bring These Tools



Torx screwdriver (T25)



4 mm hex wrench



Padded surface



**NOTE:** The replacement kit includes an L-wrench with a T25 driver on one end and a 4 mm hex fitting on the other end.



**IMPORTANT:** The charging station with the faulty part must have an Activated status.



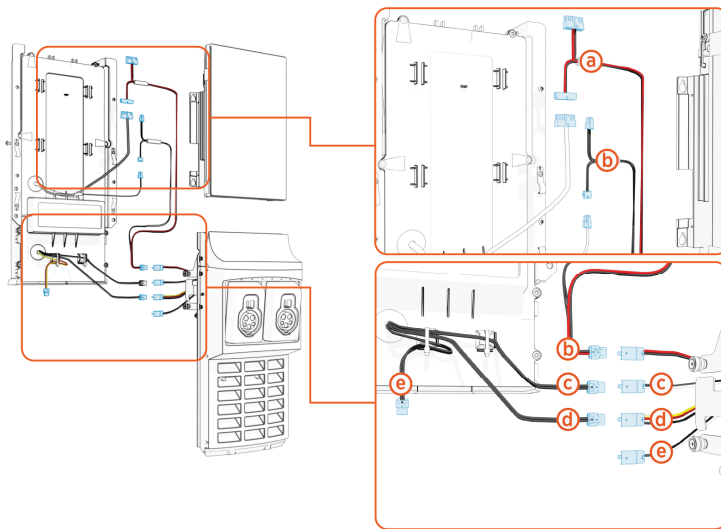
**NOTE:** These charging stations are available in several configurations. The images in this guide might not match your station exactly; however, the installation steps are the same unless otherwise noted.

## Replace a Standard Holster

If the CP6000 has a standard holster, follow the instructions in this section to replace the current holster frame with a new Omni Port holster frame assembly.

## Before You Begin

### Review of Omni Port Components and Connections



- (a) CAN bus connector
- (b) 48 V power supply
- (c) Omni Port holster cable
- (d) Downlight cable
- (e) Omni Port holster cable

### Remove the Charging Cables

To remove the Charging Cables, perform the following steps:

1. Use your ChargePoint card or the mobile app to wake the station up.

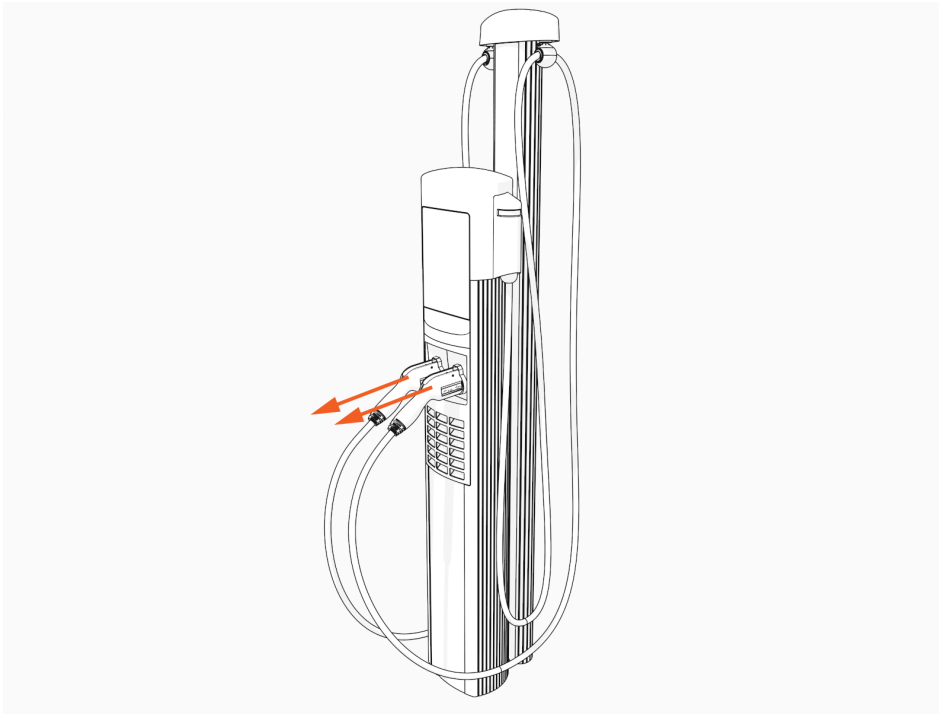


**IMPORTANT:** If the station does not have power, contact the station owner to learn when power will be available and discuss appropriate next steps.

If you do not have a ChargePoint account, go to [chargepoint.com/support](https://chargepoint.com/support), find your region's technical support number, and contact ChargePoint Support.

2. Unlock the charging cables and set them down gently.





3. Disconnect the power to the CP6000 at the service panel.



**DANGER:** RISK OF SHOCK

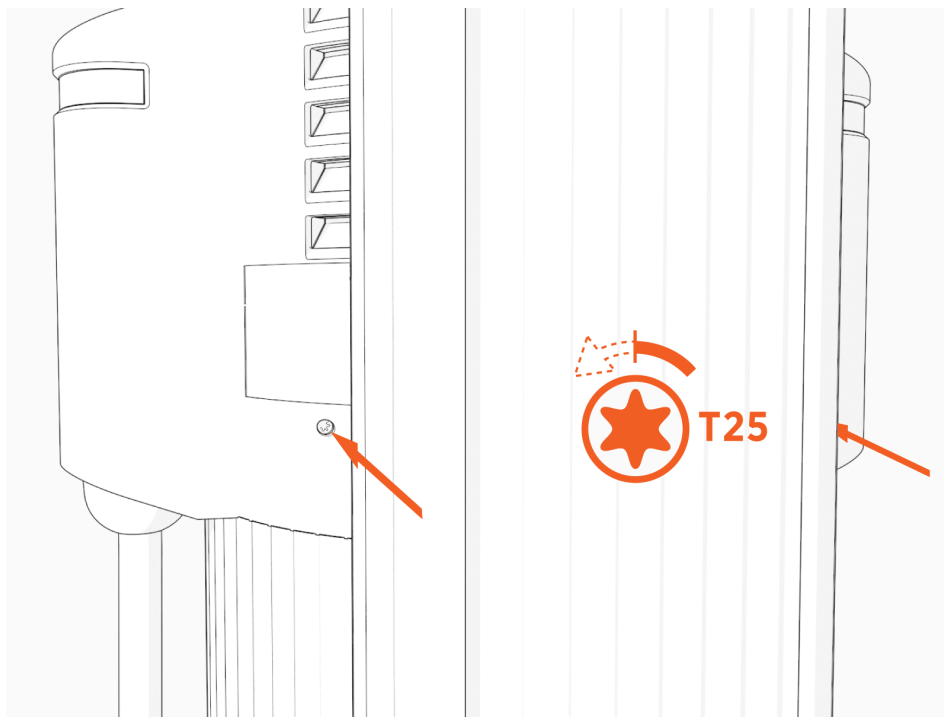
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep power off until top cap is correctly reinstalled and the work is complete.

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

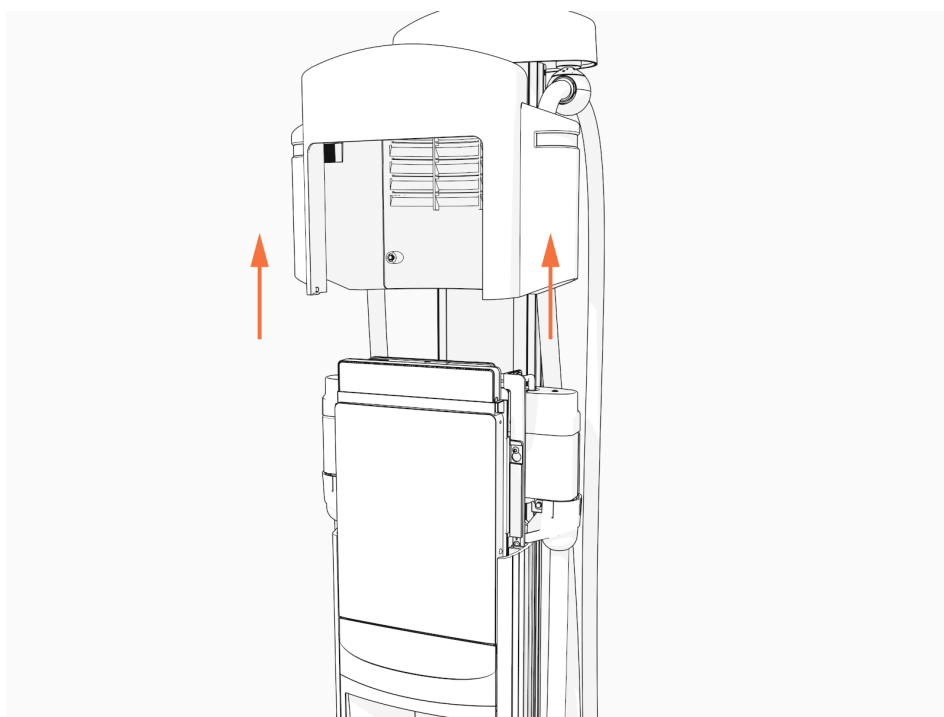
## Remove the Head Assembly

To remove the Head Assembly, perform the following steps:

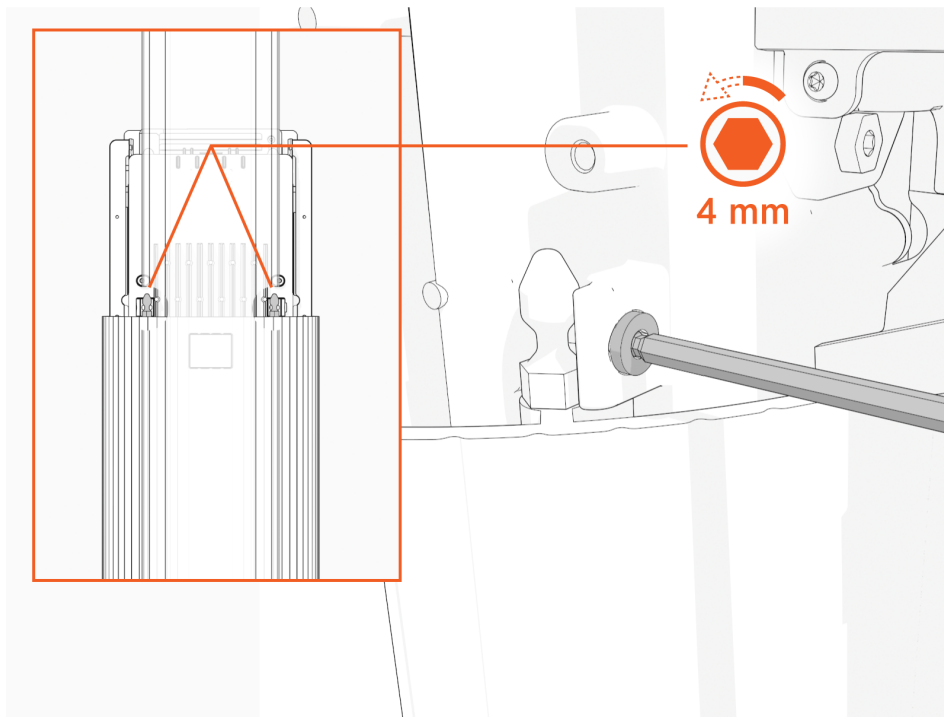
1. Use the L-wrench to loosen two captive screws securing the top cap.



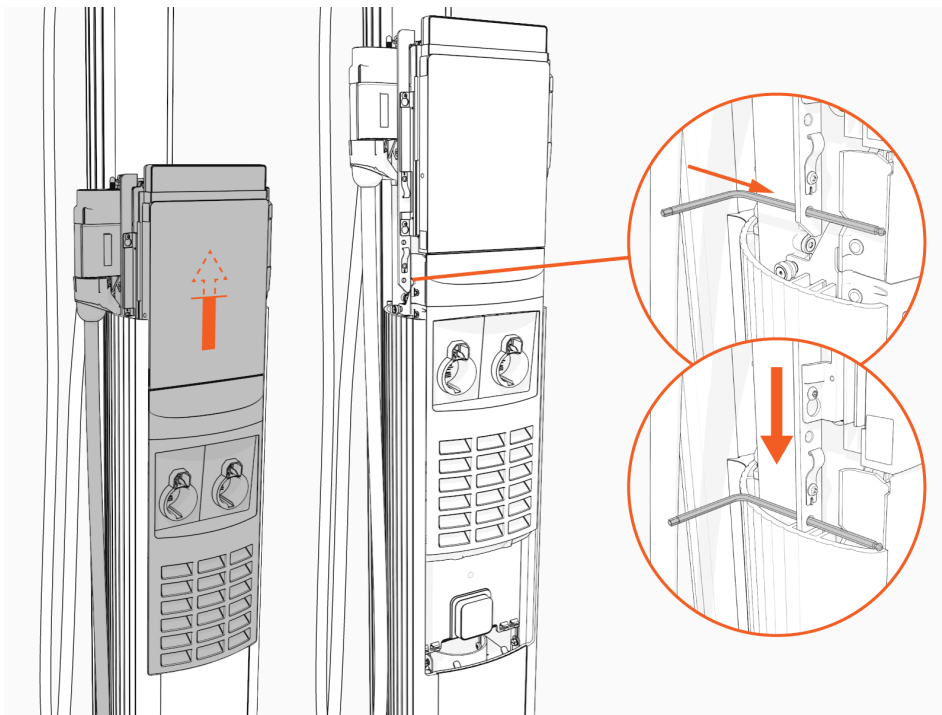
2. Remove the top cap.



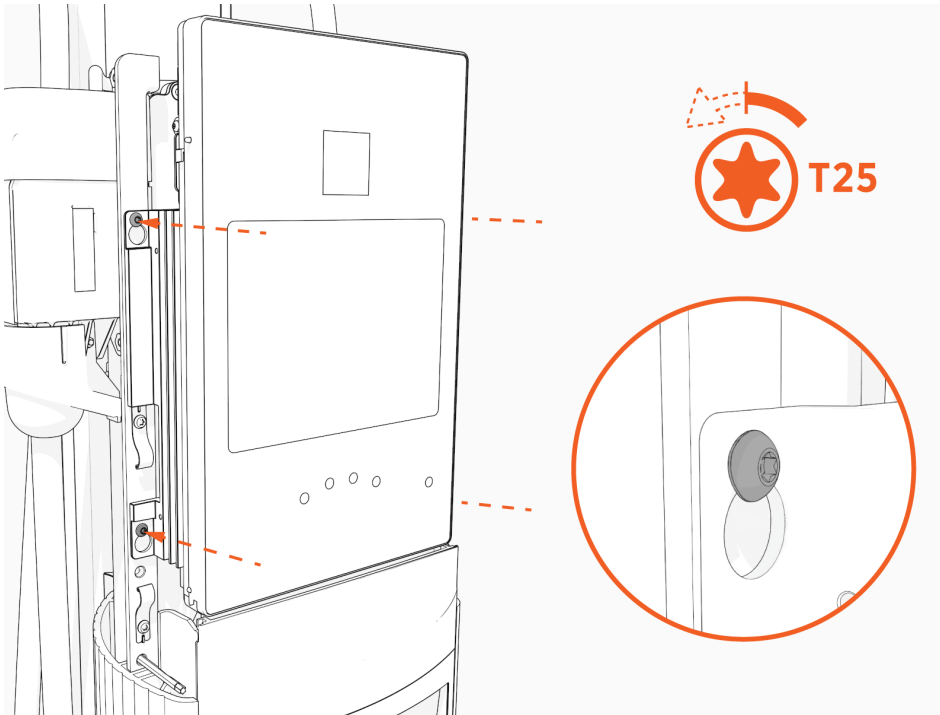
3. Use the L-wrench to loosen, but do not remove, the screws securing the head assembly.



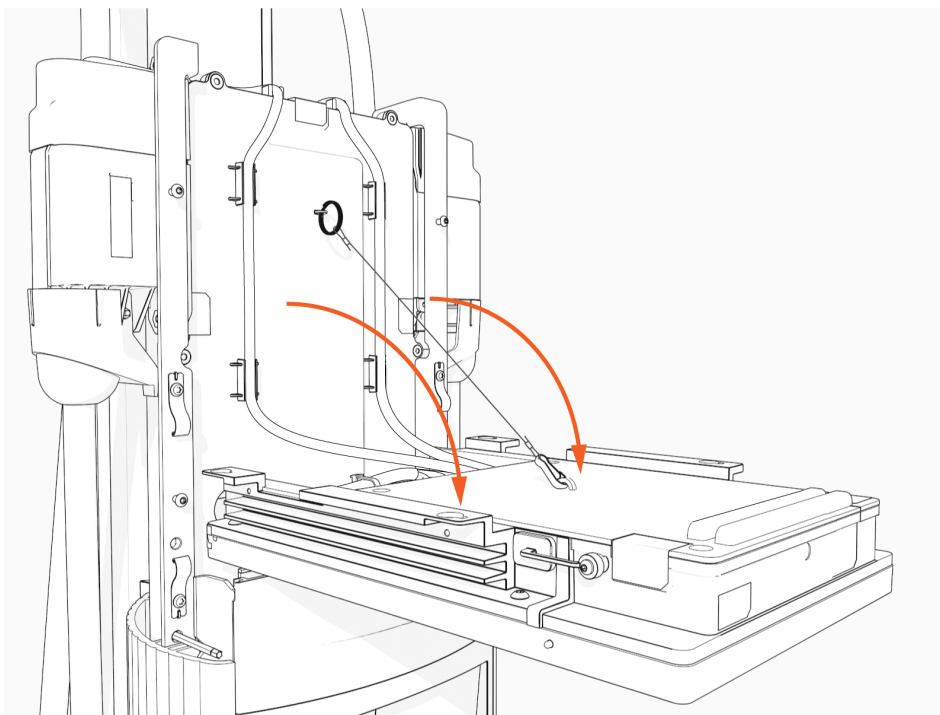
4. Lift head assembly. Insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.



5. Loosen, but do not remove, the screws that secure the Control and Communication Module (CCOM) to the head assembly.

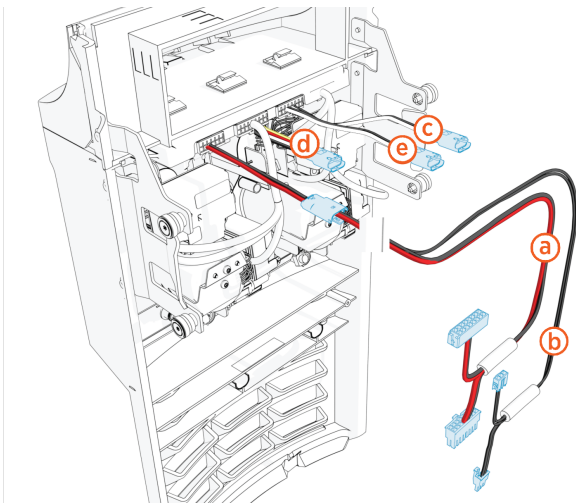


6. Lift the CCOM up and tilt it away from the head assembly.  
The bottom edge of the CCOM rests on the upper edge of the holster assembly.



7. Remove the new holster frame assembly from the packaging.

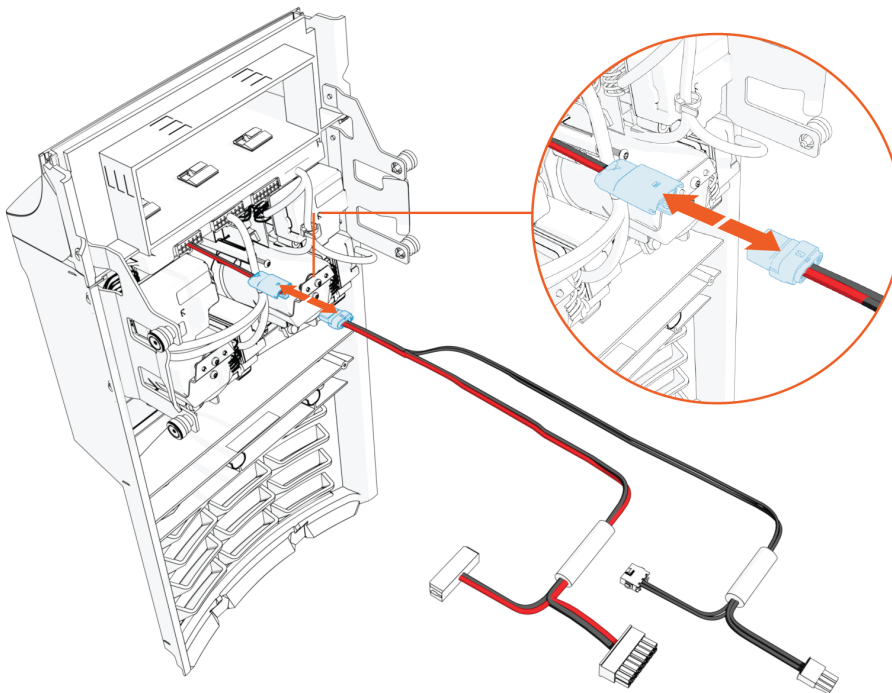
8. The replacement holster frame (Omni Port) assembly contains the following components:



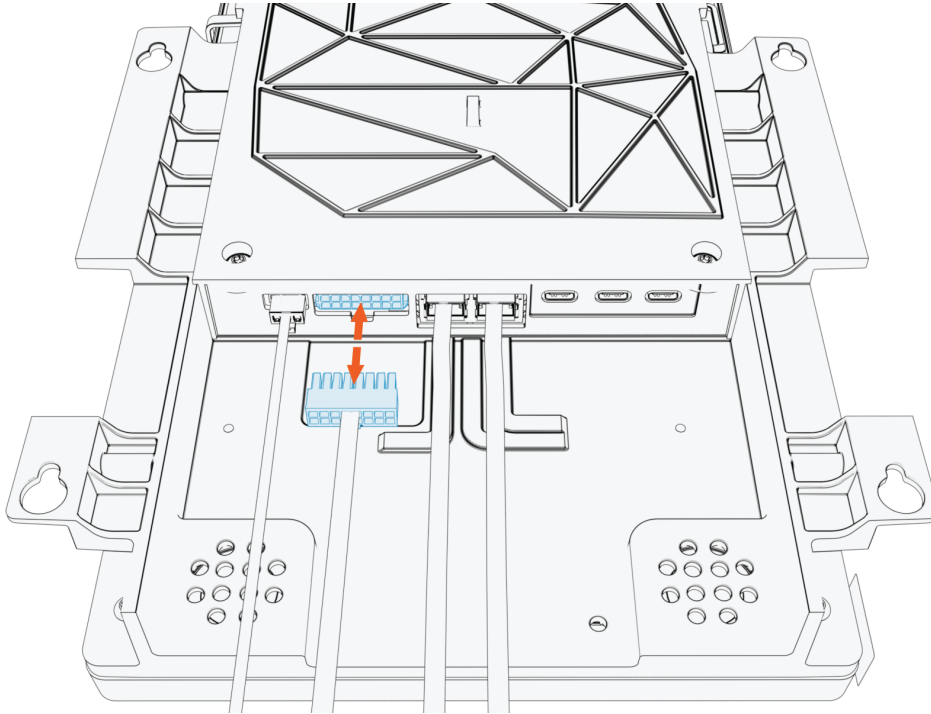
- (a) CAN bus cable
- (b) 48 V power supply cable
- (c) Omni Port holster cable
- (d) Downlight cable
- (e) Omni Port holster cable

9. Confirm all parts are present. For any missing component, [contact ChargePoint support](#).

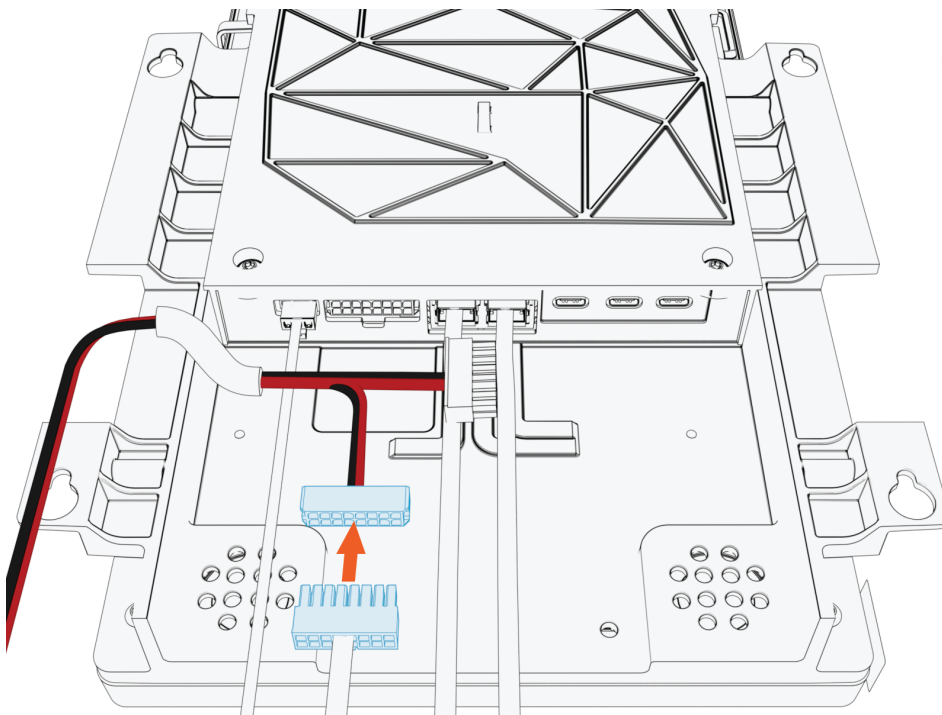
10. Remove the Y-split CAN cable from the new holster.



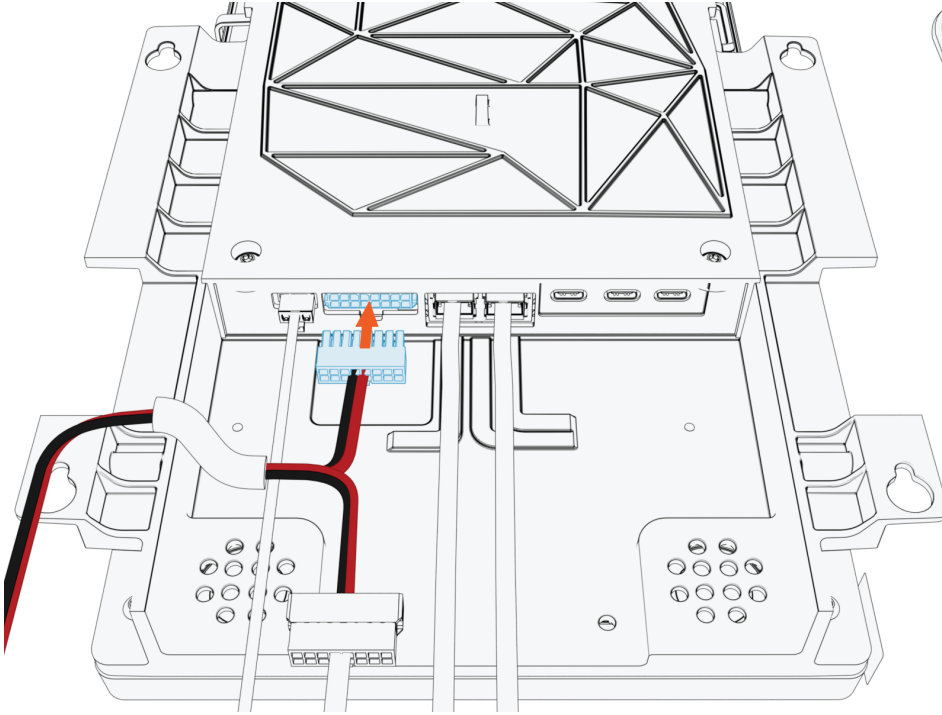
11. Unplug the 16-pin male connector from the CCOM.



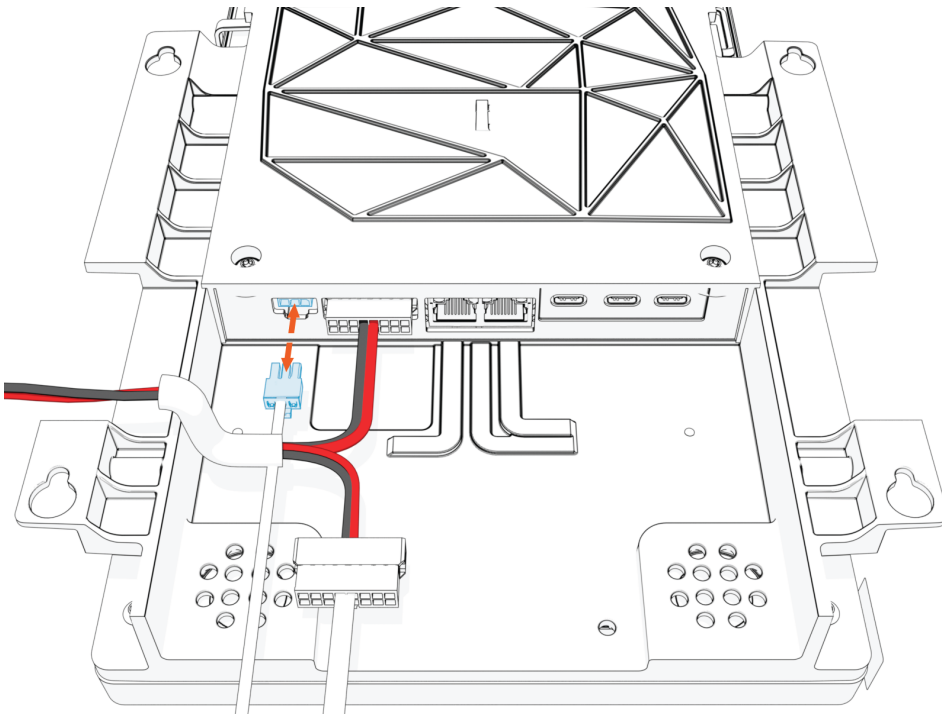
12. Plug the 16-pin male connector into the 16-pin female side of the Y-split CAN cable.



13. Plug the 16-pin male connector from the Y-split cable into the port where you originally removed the 16-pin male connector from the CCOM.

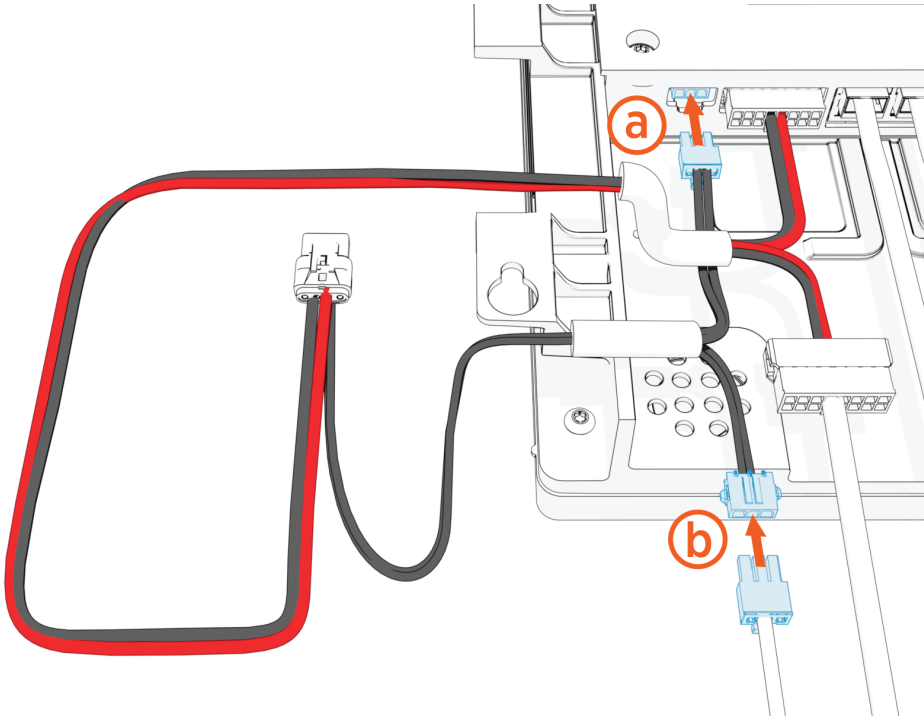


14. Unplug the three-pin power connector from the CCOM.

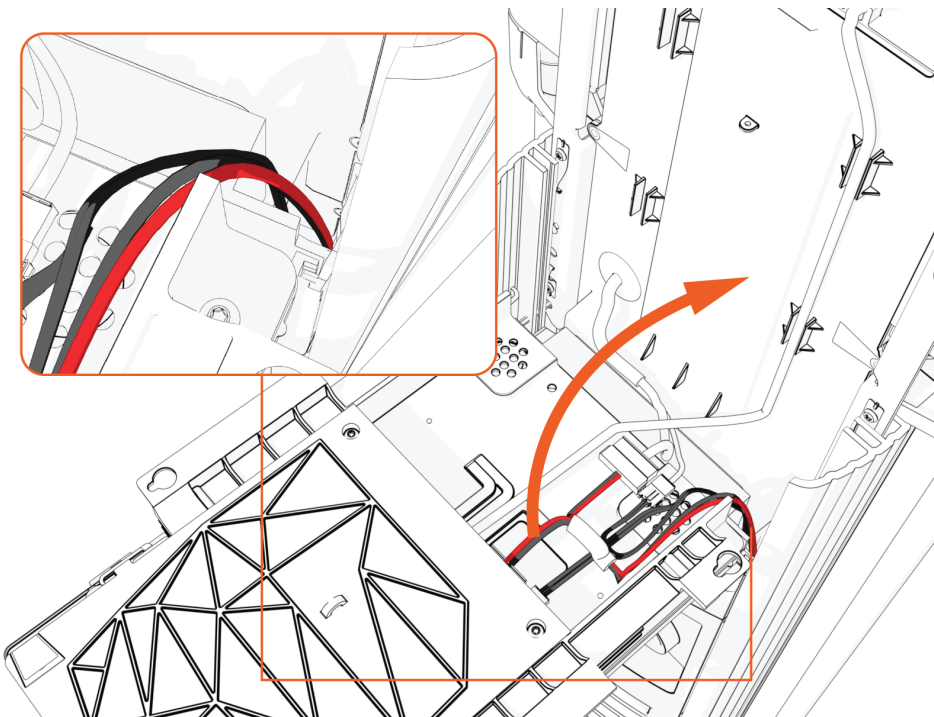




15. Plug the three-pin power connector on the Y-split cable (a) into the CCOM.  
Connect other end of the Y-split power cable to the CCOM power connector (b) removed in the previous step.

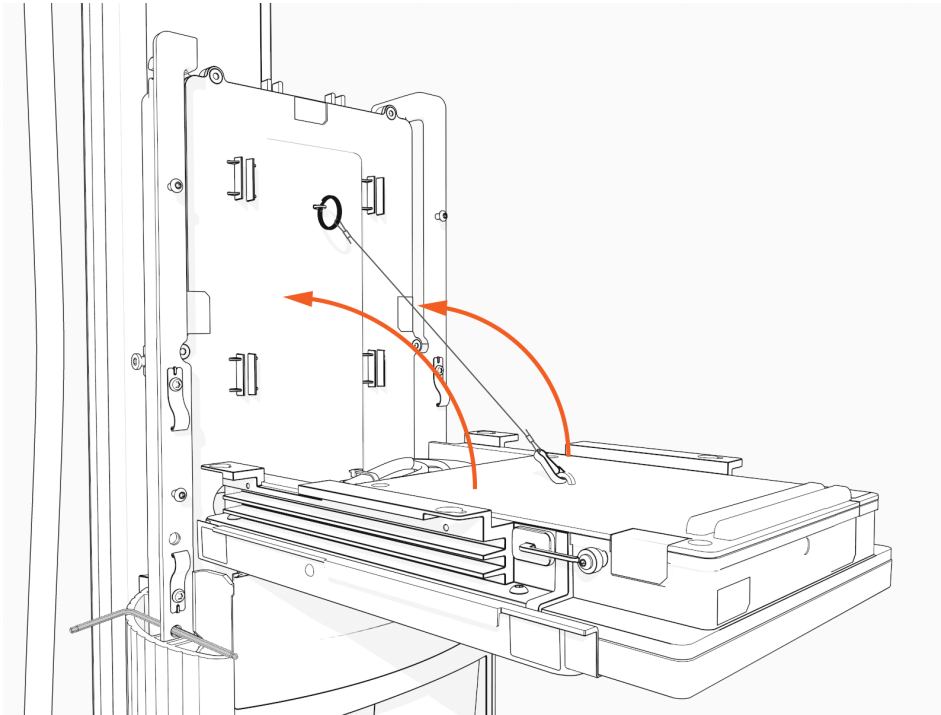


16. Ensure the other end of the Y-split CAN cable is visible and accessible for connecting to the Omni Port assembly later.

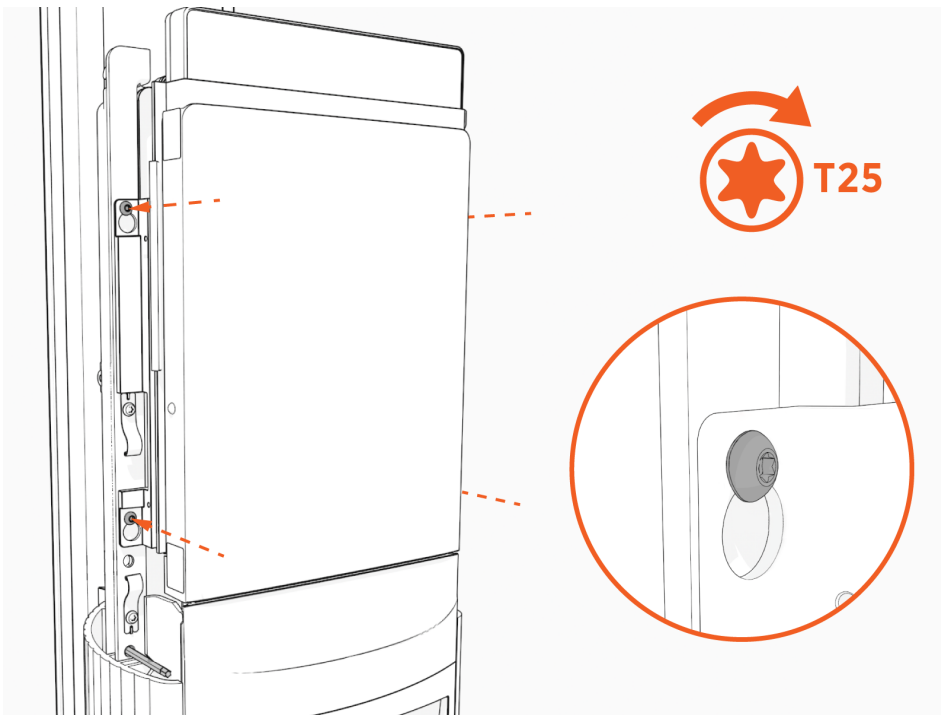




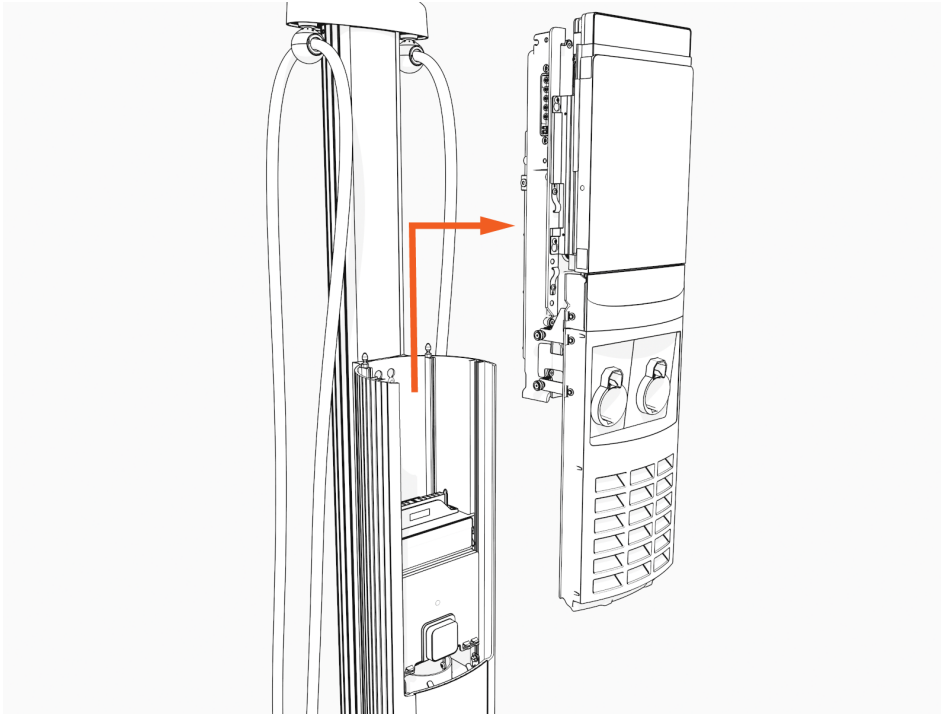
17. Raise the CCOM and slide it into place on the head assembly.



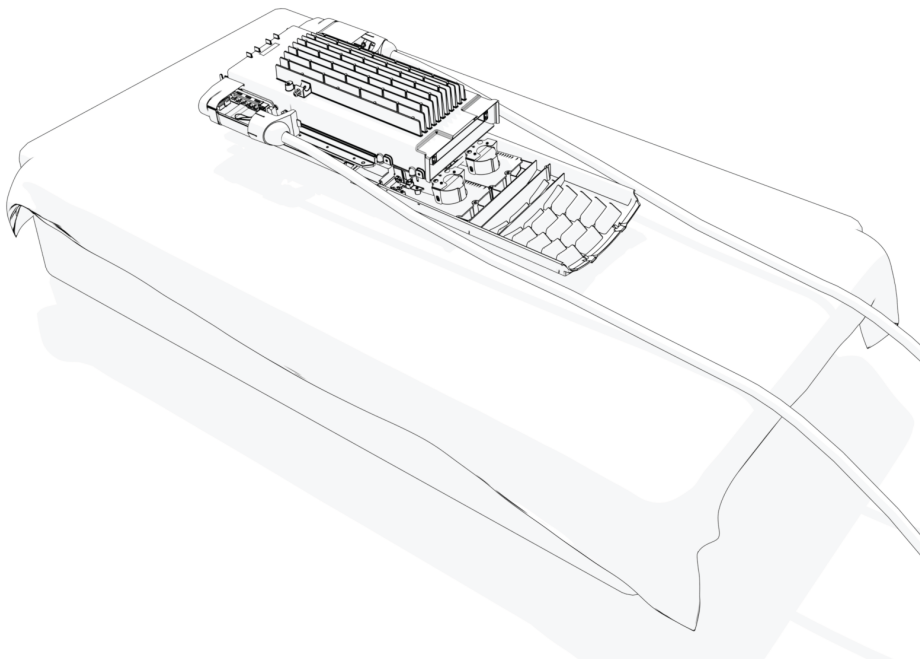
18. Tighten the screws to secure the CCOM.



19. Lift the head assembly to remove it from the pedestal or wall mount enclosure. Set it gently on a padded surface.

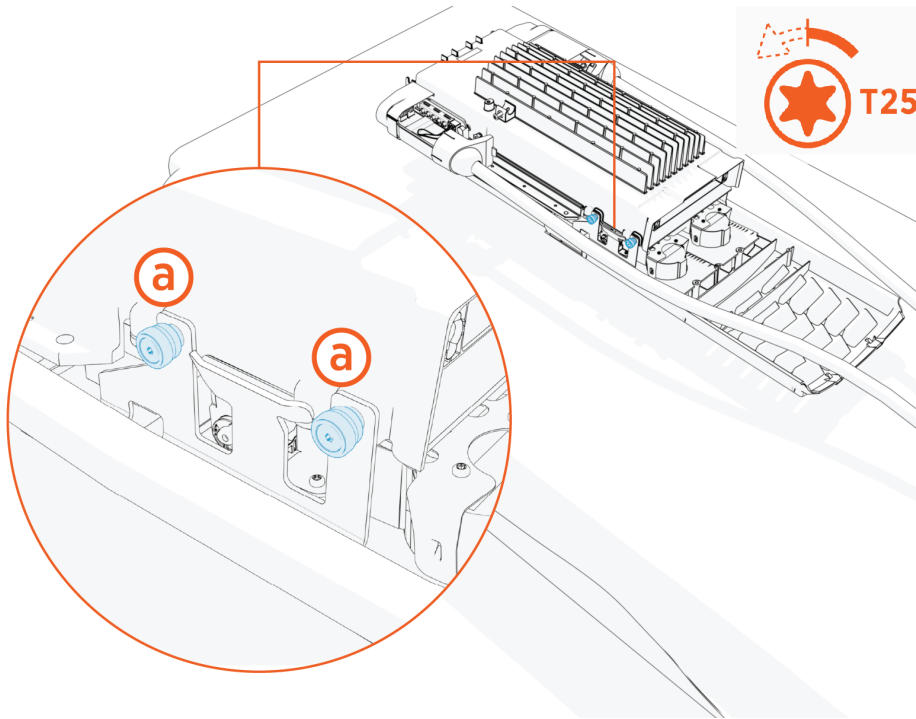


20. Orient the head assembly so the screen is resting directly on the padded surface.

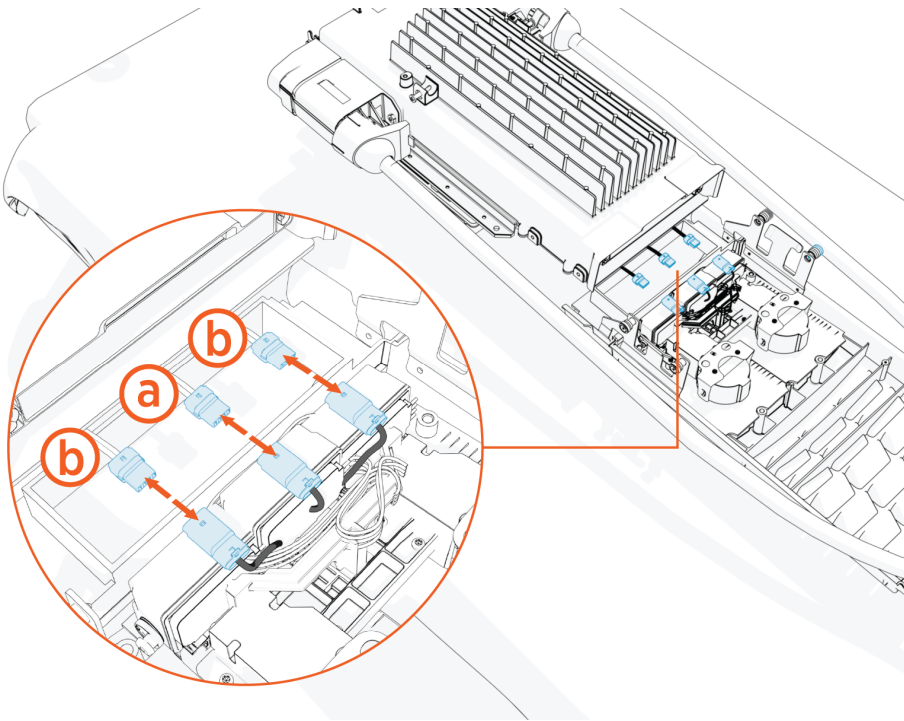


## Remove the Holster Frame

1. Use a T25 screwdriver to loosen the four thumb screws **(a)** securing the holster frame to the CCOM.



2. Lift the tabs and pull the downlight **(a)** and holster cables **(b)** out to disconnect them from the holster frame.
  - (a)** Downlight cable (LED)
  - (b)** Holster cables

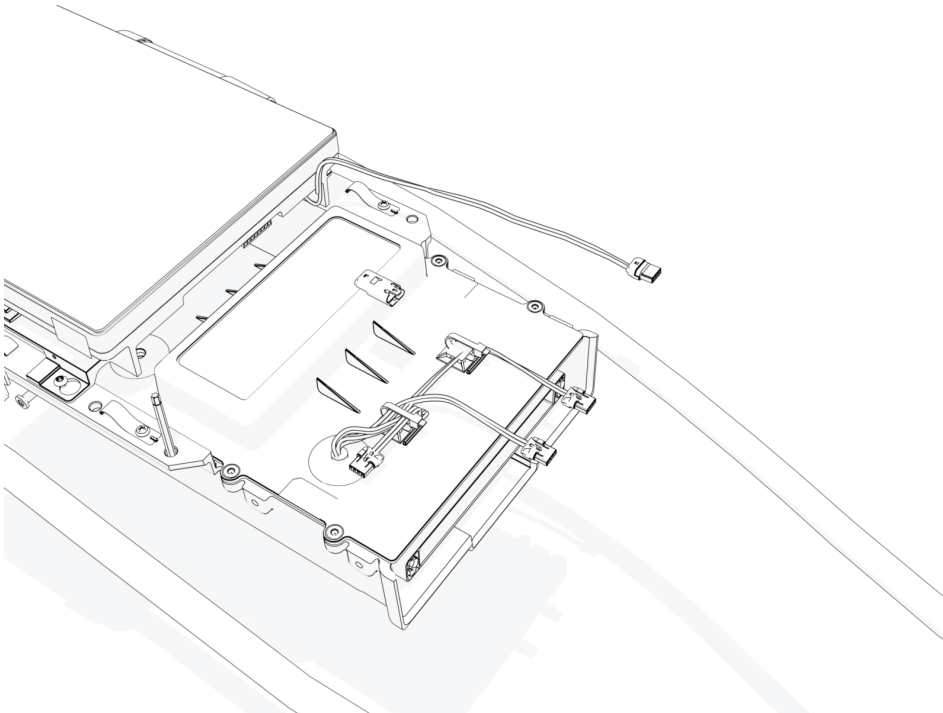


3. Set the holster frame aside.

## Install New Omni Port Holster Frame

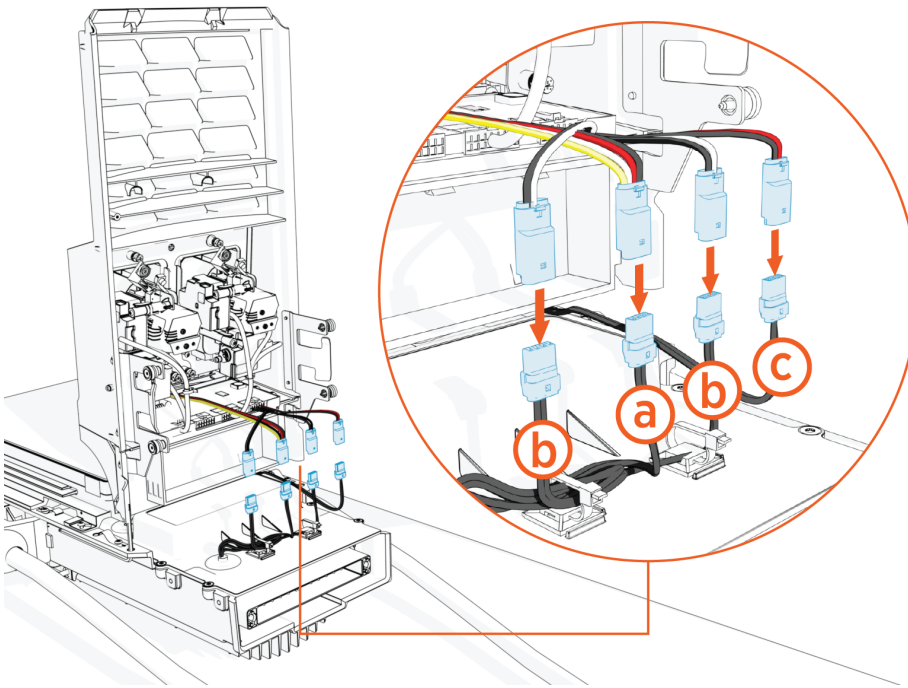
To install New Omni Port Holster Frame, perform the following steps:

1. Turn the head assembly over so the screen faces up.

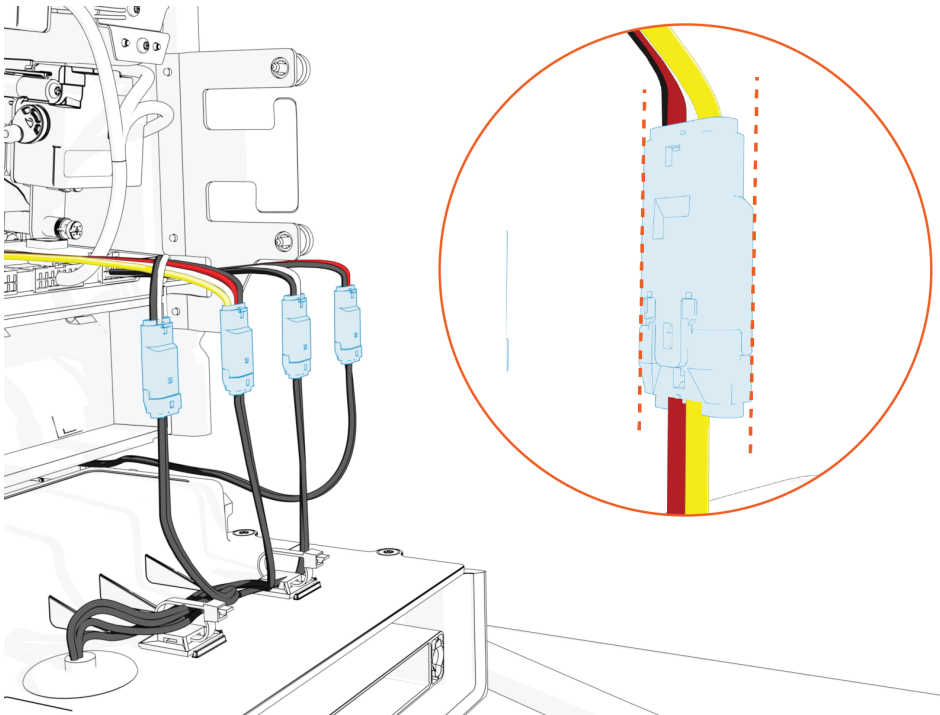


2. Position the new Omni Port holster frame at a 45° degree angle to the head assembly.

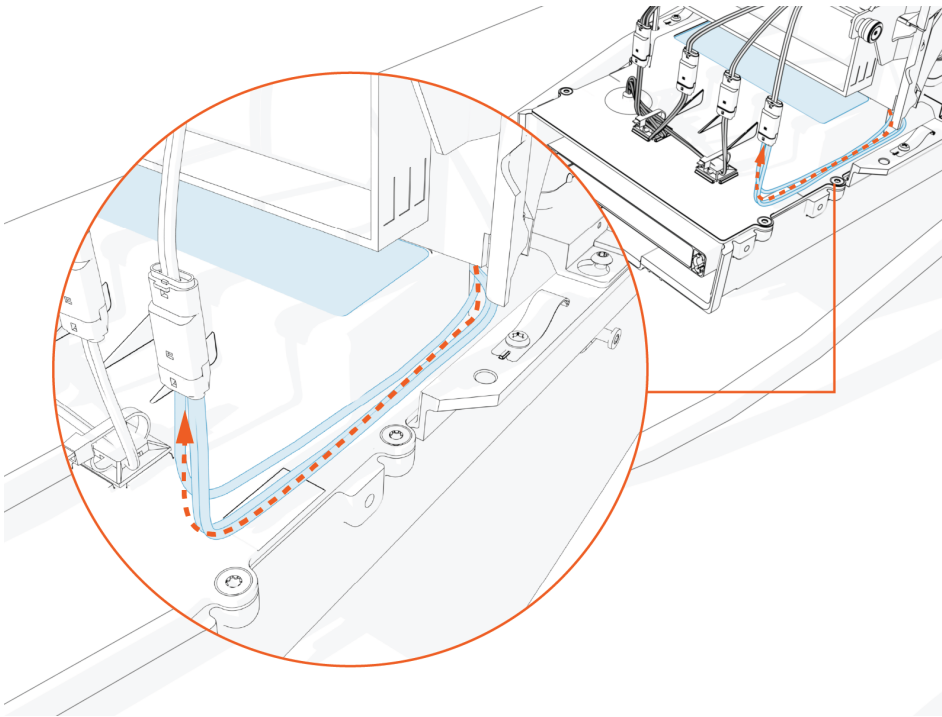
Connect the downlight **(a)**, power, left and right **(b)**, and CAN **(c)** cables to their corresponding ports on the CCOM.



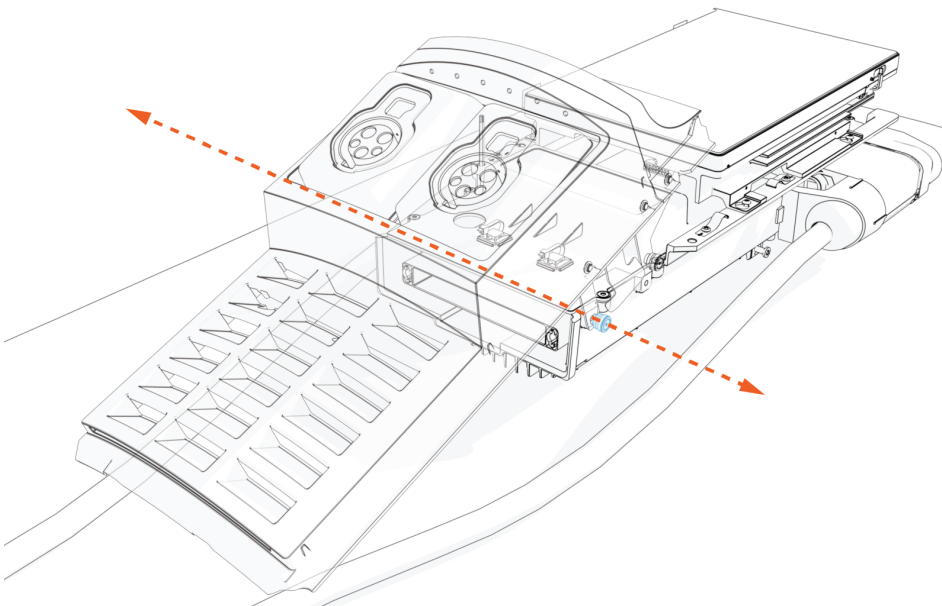
3. Ensure the latch on each cable is flush.



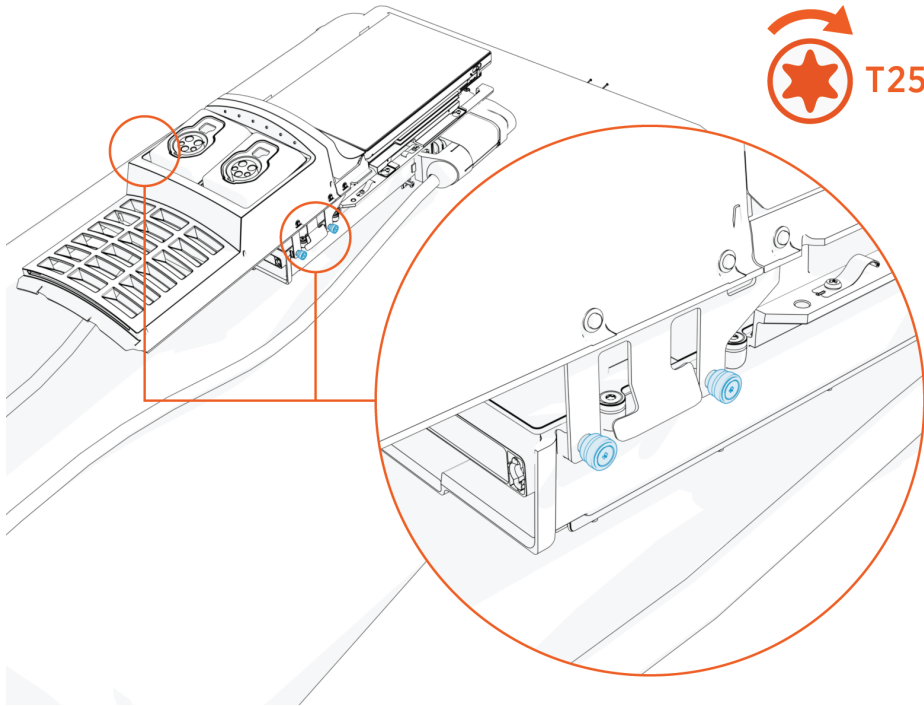
4. Route the Omni Port cable harness along the right side of the meter window.



5. Flip the meter door open.
6. Ensure the cable is not visible. Compress the cable and make sure it stays clear of the meter window.
7. Align the outer holster frame screws with the screw holes on the sides of the CCOM. Line up the tabs and thread the bottom holes first to secure the frame in place.



8. Position the holster frame over the head assembly.
9. Using a T25 screwdriver, torque the four M5 screws to secure the outer holster frame to the CCOM.

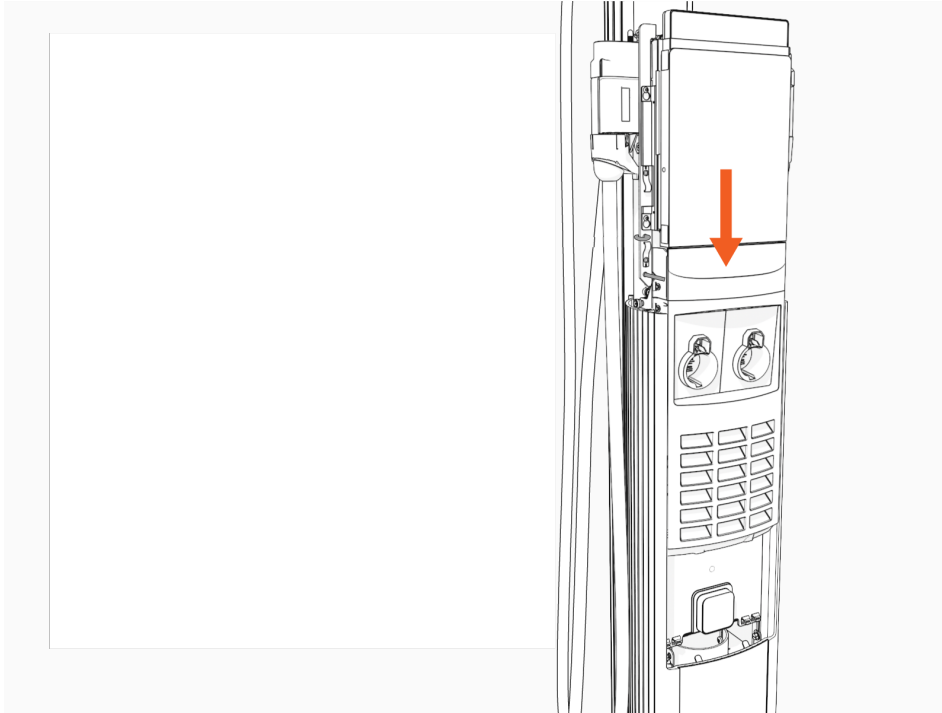


## Reinstall the Head Assembly

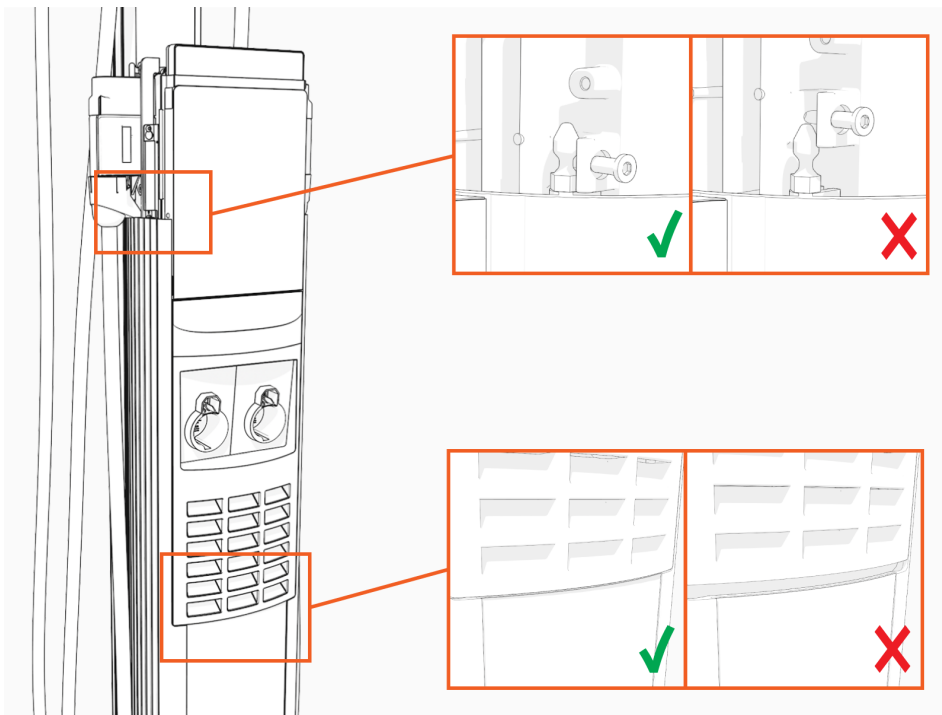
To reinstall the Head Assembly, perform the following steps:



1. Hold the metal edges of the head assembly and lift it gently from the padded surface.
2. Slide the head assembly all the way into the pedestal housing.

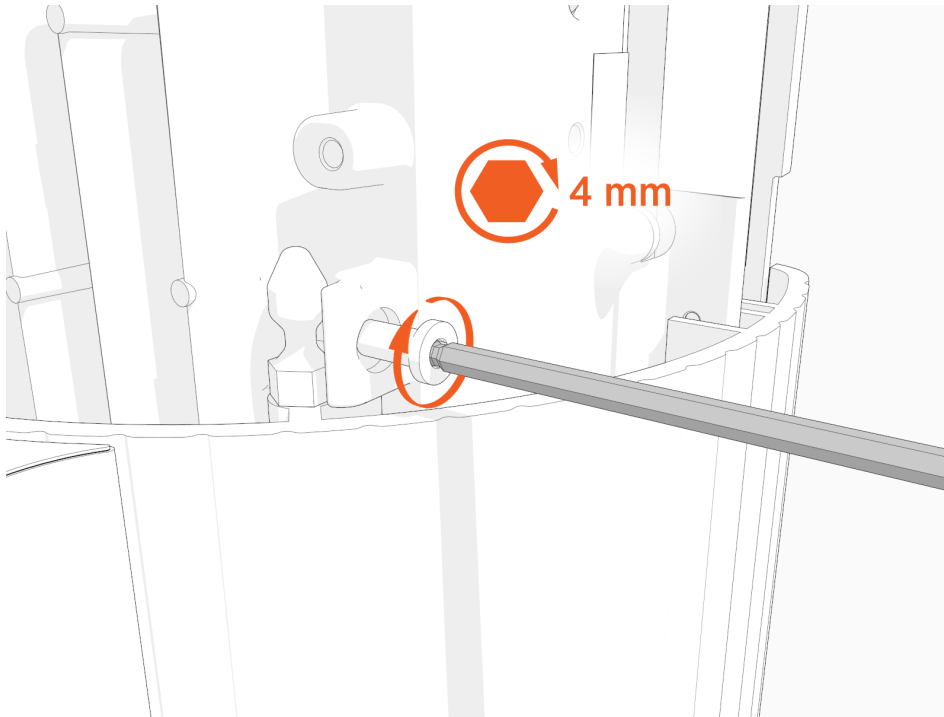


3. Ensure the head assembly is fully seated.

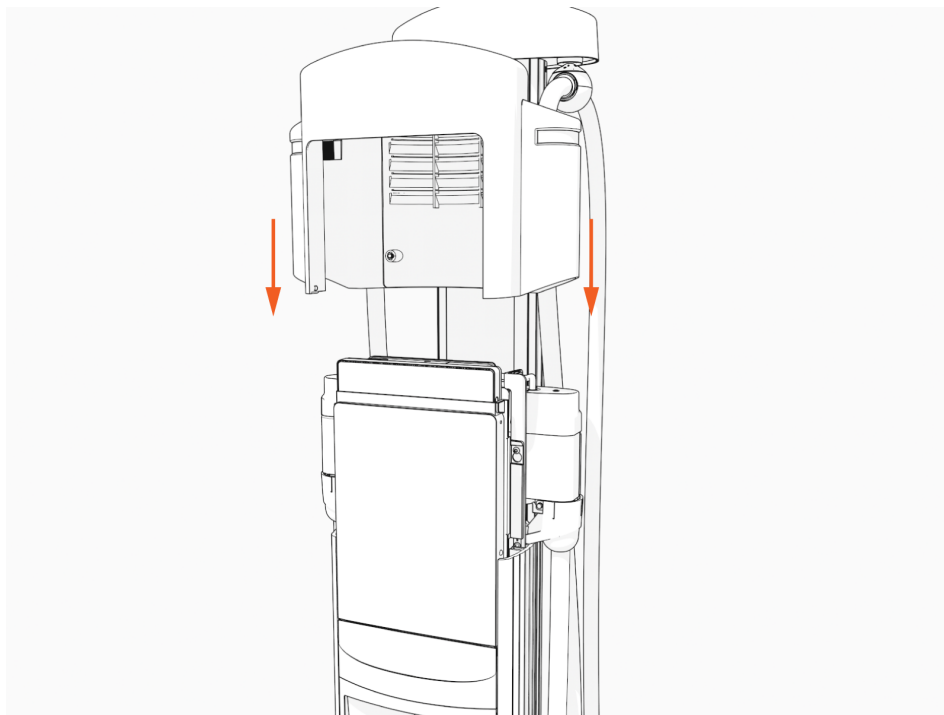




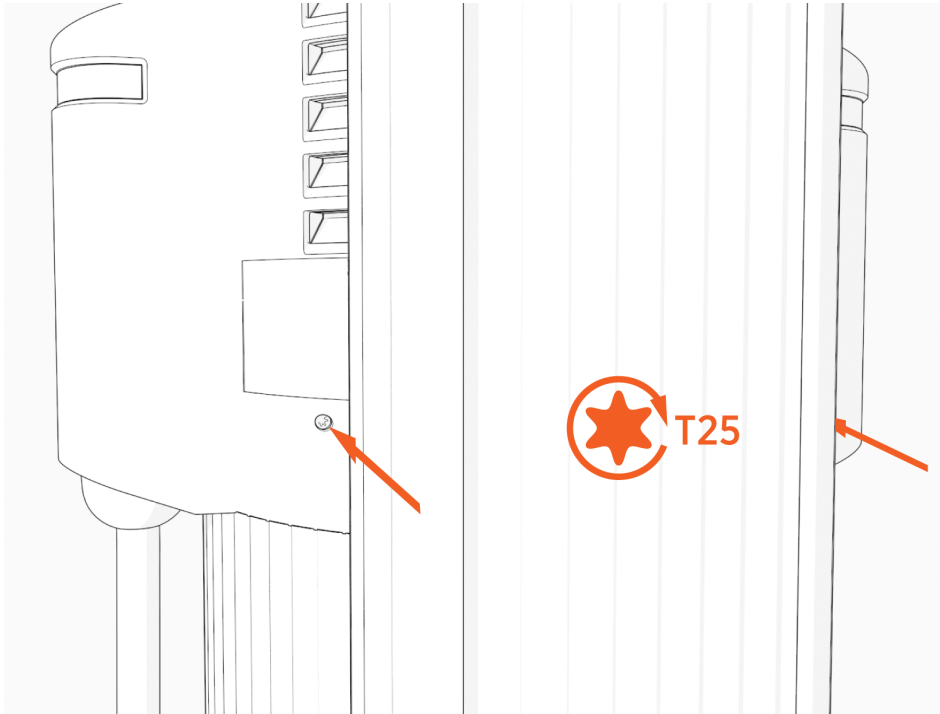
4. Using the L-wrench or 4 mm hex tool, tighten two screws.



5. Slide the top cap onto the head assembly, adjusting as necessary to clear the SEVC cables, until it fits into place.



6. Torque two captive screws to **1.1 Nm (10 in-lb)**.



7. At the electrical panel, power up the station.



**IMPORTANT:** If the station does not power up, disconnect the power to the CP6000 and make sure that the head assembly is properly seated.

8. Contact [chargepoint.com/support](https://chargepoint.com/support) to clear lockout faults. One or both port LEDs appear Red until the lockout faults are cleared.

## Replace an Existing Omni Port Holster

If the CP6000 is already installed and configured with an existing Omni Port holster, follow the instructions in this section to replace the current Omni Port holster frame with a new Omni Port holster frame assembly.

Before You Begin, ensure that the station is powered down and all the tools and components are ready for the procedure.

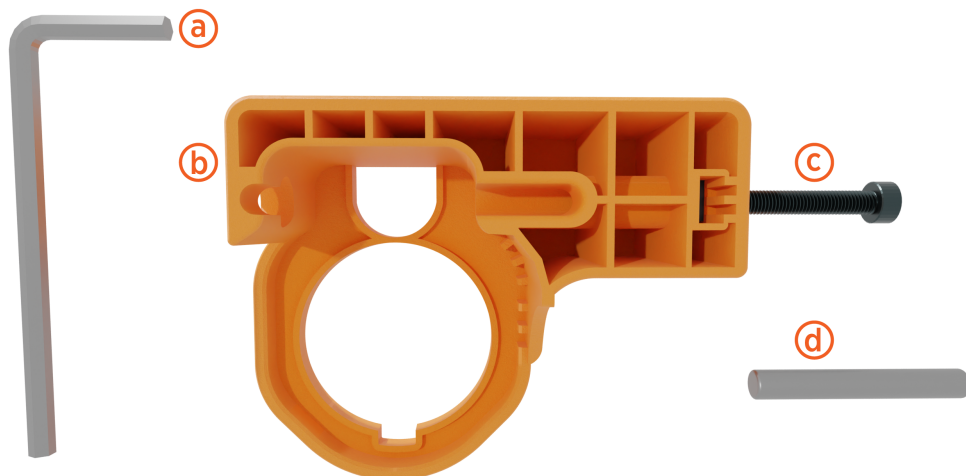
1. Remove the head assembly and place it gently on a padded surface.
2. Using a T25 screwdriver, unfasten the four M5 screws (x4) securing the Omni Port holster frame to the CCOM.
3. Hinge the holster frame away from the head assembly to access the internal wiring and components of the CCOM.
4. Unplug the following power and communication cables from the Omni Port holster frame:
  - (a) Downlight cable
  - (b) Power cables (for left and right holsters)
  - (c) CAN connector
5. Remove the existing Omni Port frame and set it aside.
6. [Install New Omni Port Holster Frame](#).

## Replace a J1772 Latch

### Inspect the Box for Contents

The replacement kit for J1772 connector latches includes:

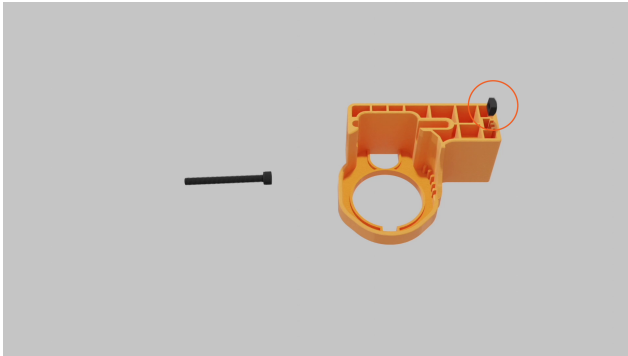
- a. Hex wrench
- b. Repair tool
- c. Drive bolt
- d. Guide pin
- e. Square nut (not shown)
- f. Consumable latches and springs labeled for Type A and Type B connectors (not shown)



## Assemble the Tool

To assemble the tool, perform the following steps:

1. Place the square nut inside the tool body.



2. Insert the drive bolt from the side of the tool body and tighten.



3. Keep the guide pin and hex tool handy for future steps.

## Identify Connector Type

To identify the connector type, perform the following steps:

1. Identify the connector type before beginning repairs.



### NOTE:

Do not attempt to replace the latch with an incompatible connector type.

### Type A

- Three oval shaped cutouts on the side of the connector
- Silver latch pin

- Replacement latch narrows at the tip and uses a longer silver-colored spring



## Type B

- No cutouts on the side
- Black latch pin
- Replacement latch stays wide at the tip and uses a shorter dark-colored spring



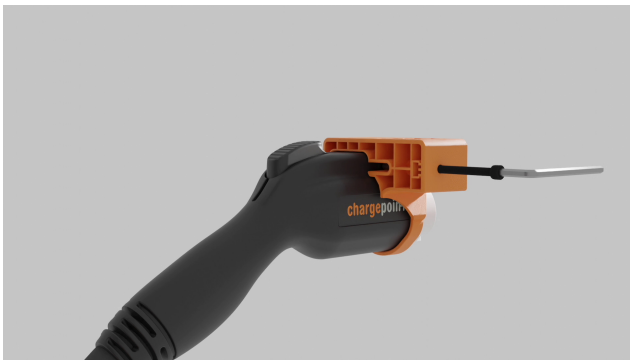
## Repair Procedure

The repair procedure are as follows:

1. Use the hex wrench to loosen the drive bolt. Insert the guide pin into the pin slot.



2. Insert the J1772 connector into the repair tool, and push it into place until the latch pin aligns with the middle of the exit hole.



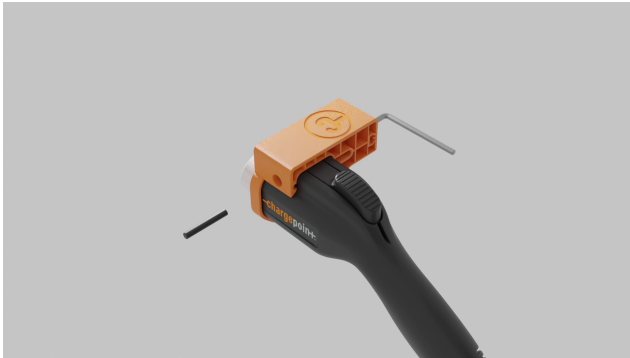
3. Use the hex wrench to tighten the drive bolt. The latch pin will slowly extend from the exit hole. If you feel too much resistance but don't see the pin move, check the alignment and try again.



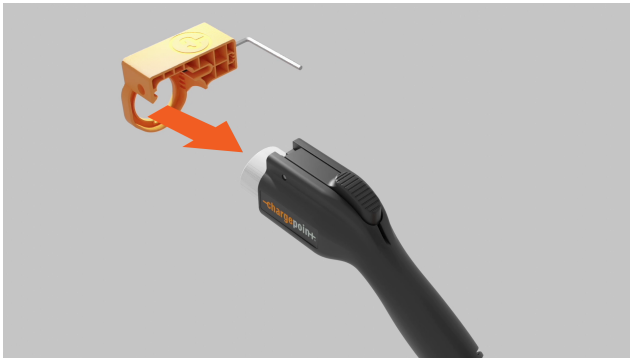
4. Tighten the drive bolt until the latch pin fully extends from the exit hole. Remove it by hand.



**NOTE:**  
Keep the latch pin, you'll need it later.



5. Loosen the drive bolt 5-10 revolutions and remove the connector from the tool.



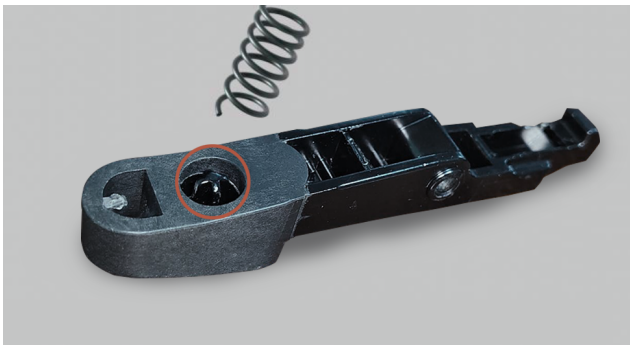
6. Use the hex wrench to push the guide pin out.



7. Remove the broken latch and spring.



8. Install the spring by placing one end onto the plus-shaped indent of the replacement latch.



9. Gently align the other end of the spring with the circular indentation in the connector. Line up the pin holes in the latch and connector.



**IMPORTANT:** If the spring is not set properly, it might pop out and get damaged when the latch is depressed.





10. Insert the guide pin into the latch to hold the pieces together. Squeeze the latch to ensure the spring functions as intended.



11. Use the hex wrench to loosen the drive bolt. Insert the latch pin fully into the pin slot.



12. Insert the J1772 connector into the repair tool and press into place until the guide pin hole aligns with the exit hole.



13. Use the hex wrench to tighten the drive bolt. The guide pin will slowly extend from the exit hole. If you feel too much resistance but don't see the pin move, check your alignment and try again.



14. Tighten the drive bolt until the guide pin fully extends from the exit hole. Remove the pin by hand. Keep the guide pin, so you can use the tool to repair another connector.



15. Loosen the drive bolt 5-10 revolutions, then remove the connector from the tool.



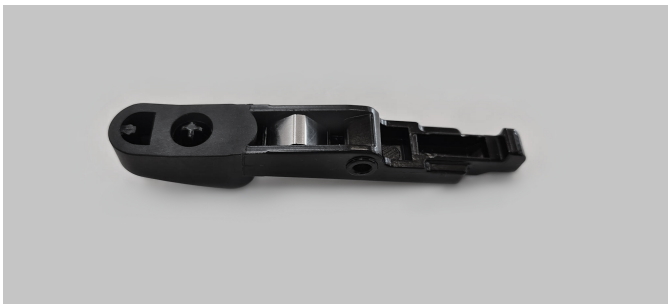
16. Place the connector back into the holder on the station. If the connector locks in place and charges a vehicle, then it has been successfully repaired.



**NOTE:**



A shim is included for alignment fine-tuning in a future tool update, and may be discarded. The shim is often used as a spacer or to adjust the alignment during latch installations or replacements, and is specifically designed for Type A latch replacement kits.



# Replace the EMV Chip Reader 10



## Bring These Tools



Torx screwdriver (T25)



4 mm hex wrench



**NOTE:** The replacement kit includes an L-wrench with a T25 driver on one end and a 4 mm hex fitting on the other end.

## Before You Begin



**NOTE:** The chip reader is powered by plugging the unit into the CCOM. Before replacement, ensure the cable is free from the hooks. These hooks are intended solely for cable management during shipping and should not be used during the replacement process.

# Remove the Charging Cables

To remove the Charging Cables, perform the following steps:

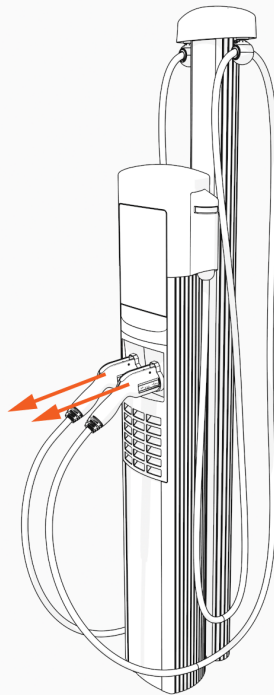
1. Use your ChargePoint card or the mobile app to wake the station up.



**IMPORTANT:** If the station does not have power, contact the station owner to learn when power will be available and discuss appropriate next steps.

If you do not have a ChargePoint account, go to [chargepoint.com/support](https://chargepoint.com/support), find your region's technical support number, and contact ChargePoint Support.

2. Unlock the charging cables and set them down gently.



3. Disconnect the power to the CP6000 at the service panel.



**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.

# Remove the Control and Communications Module (CCOM)

To remove the Control and Communication Module, perform the following steps:

1. Disconnect the power to the CP6000 at the service panel.

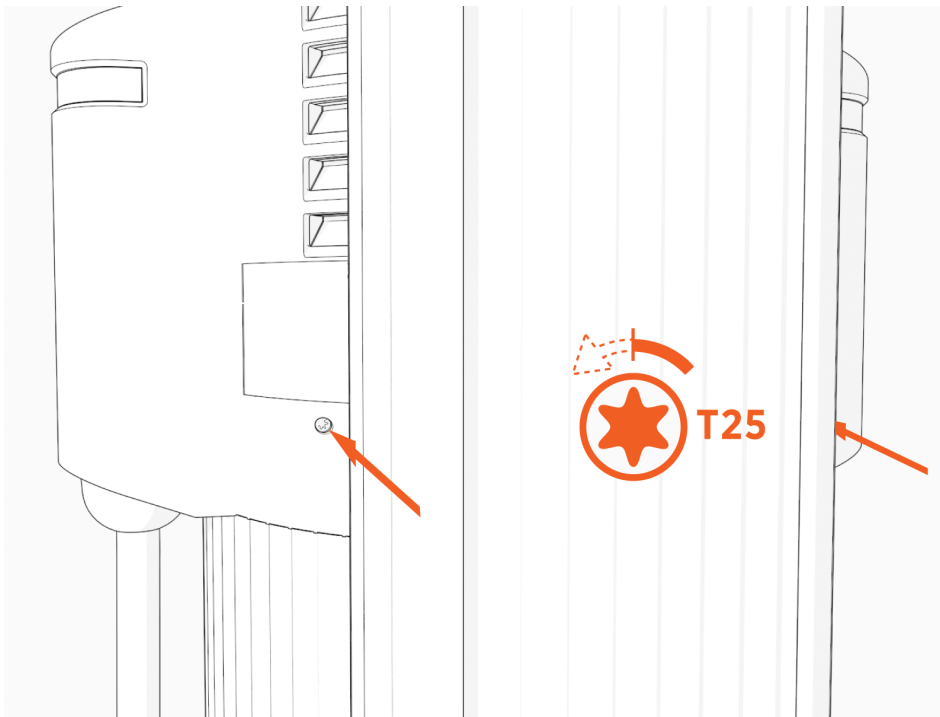
## **DANGER:** RISK OF SHOCK



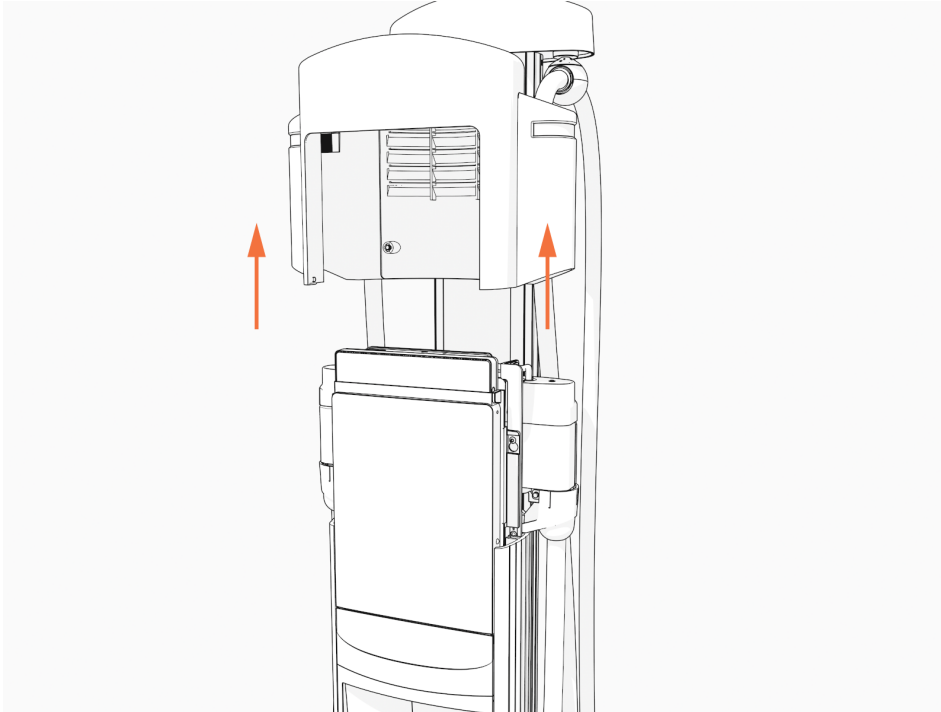
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep power off until top cap is correctly reinstalled and the work is complete.

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

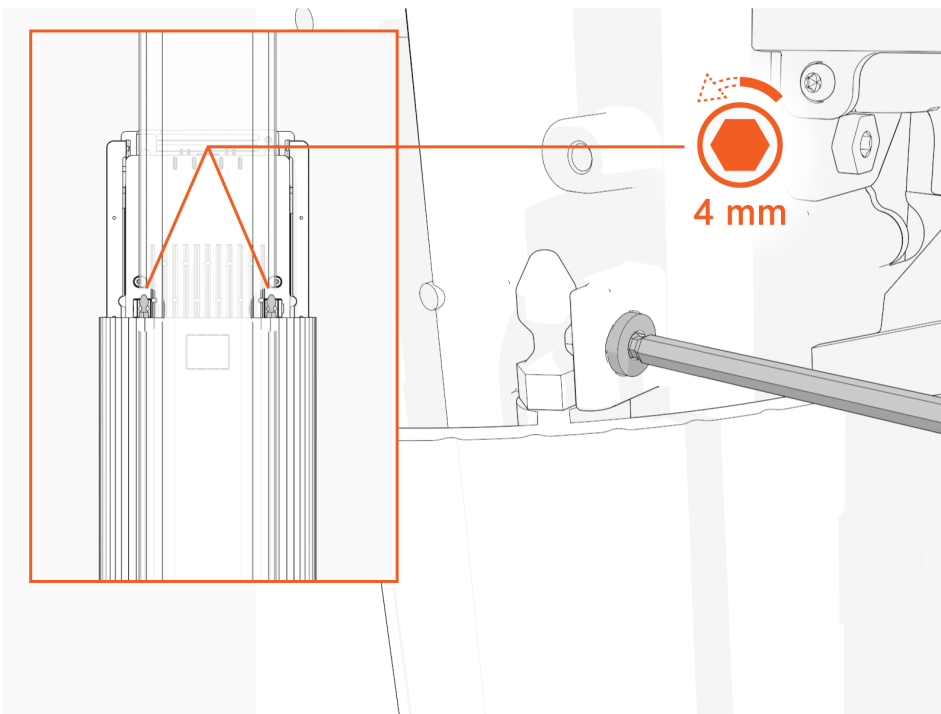
2. Use the L-wrench to loosen two captive screws securing the top cap.



3. Remove the top cap.

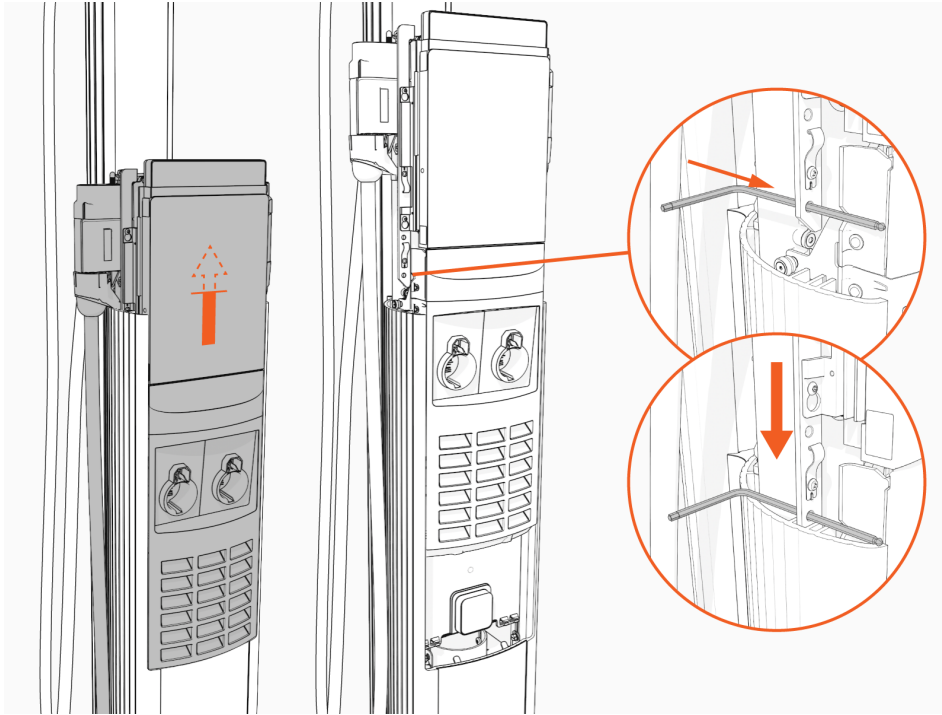


4. Use the L-wrench to loosen, but do not remove, the screws securing the head assembly.

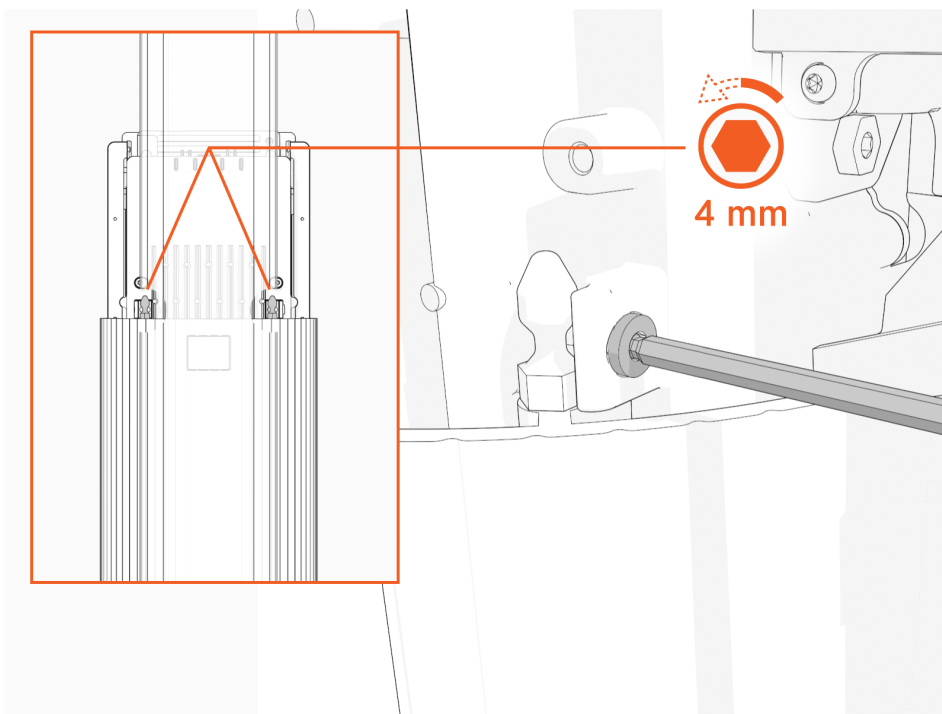




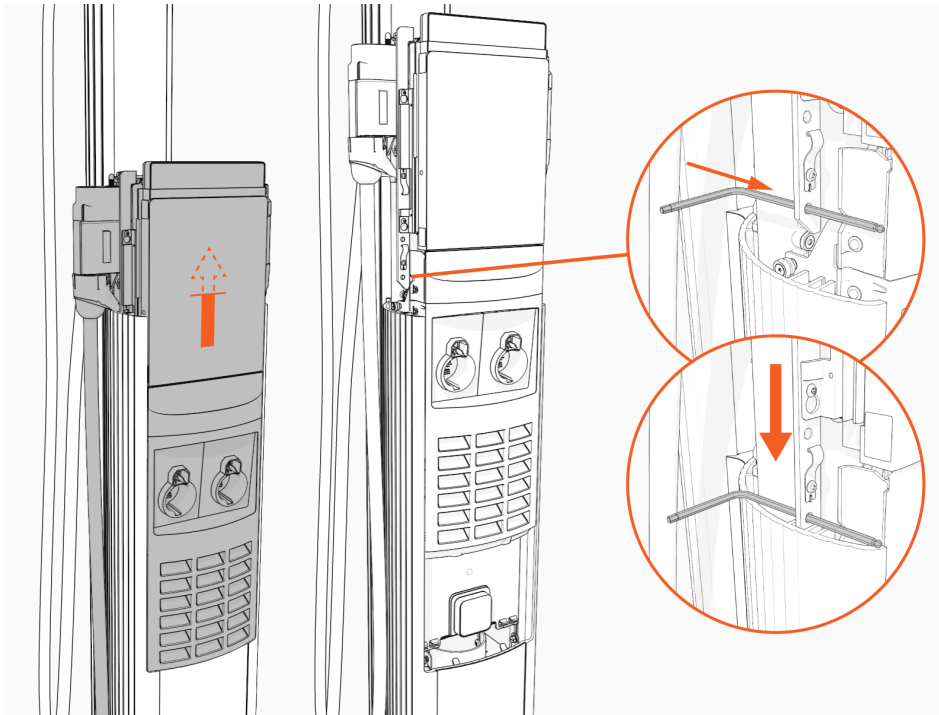
5. Lift head assembly. Insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.



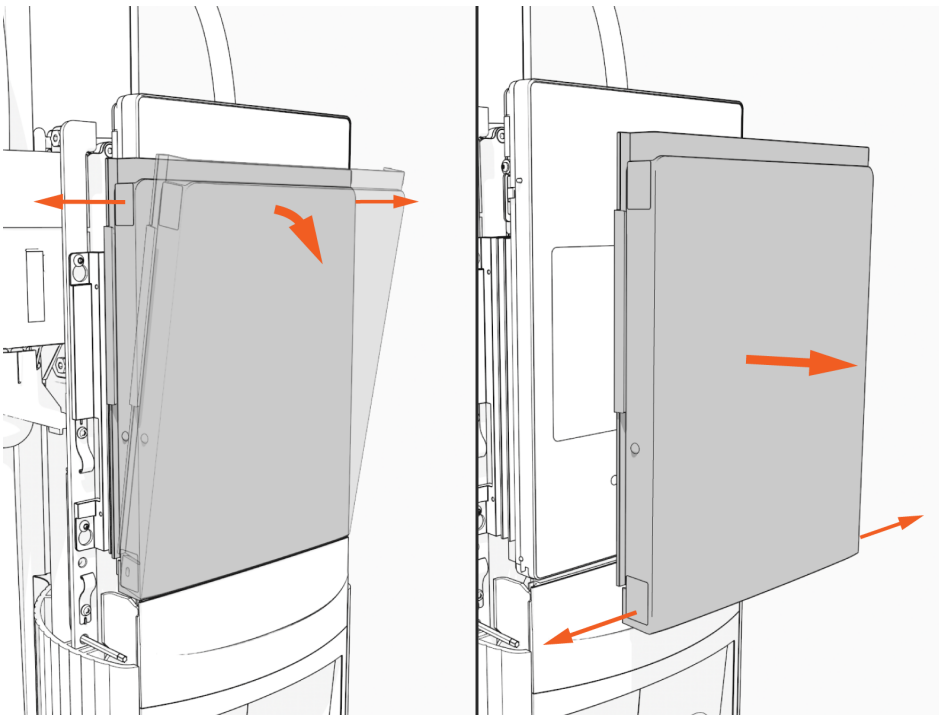
6. Use the L-wrench to loosen, but do not remove, the screws securing the head assembly.



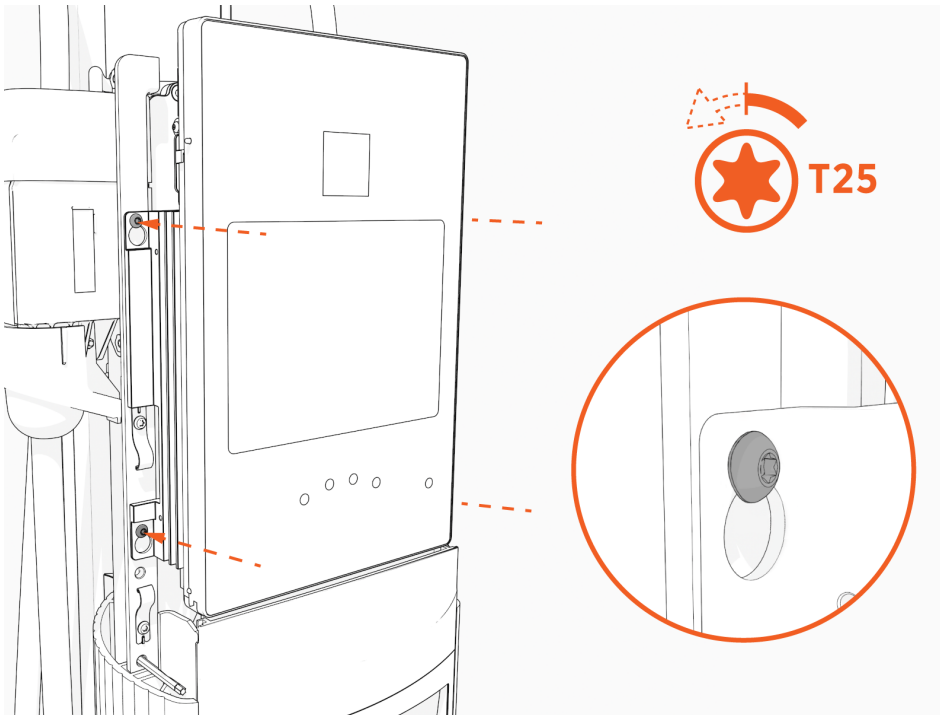
7. Lift head assembly. Insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.



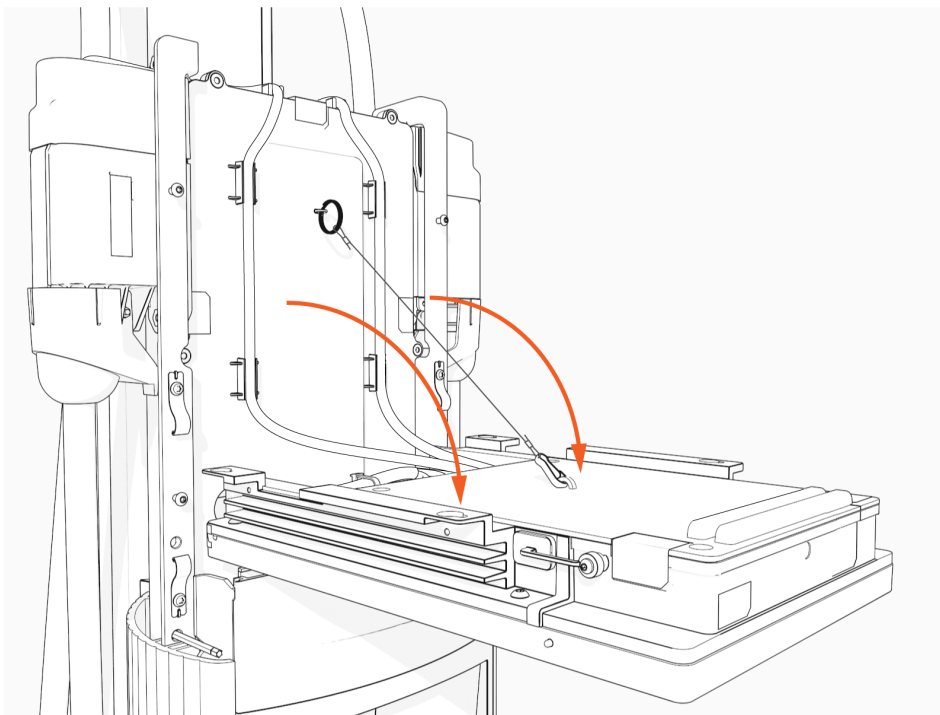
8. Unsnap the top and then bottom edges of the front lens and set it gently on a padded surface.



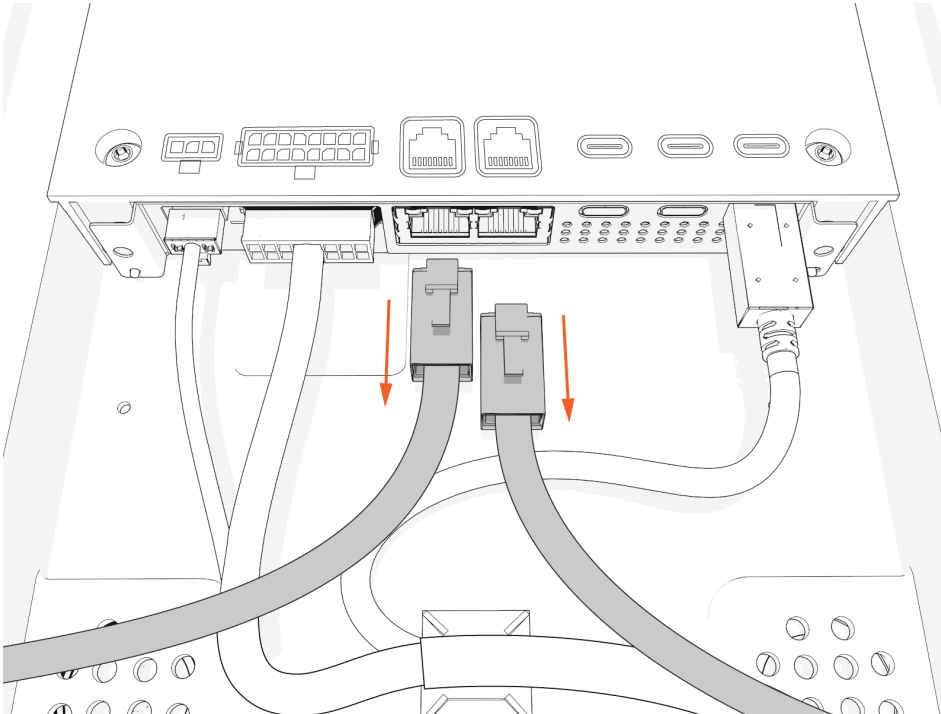
9. Loosen, but do not remove, the screws that secure the CCOM to the head assembly.



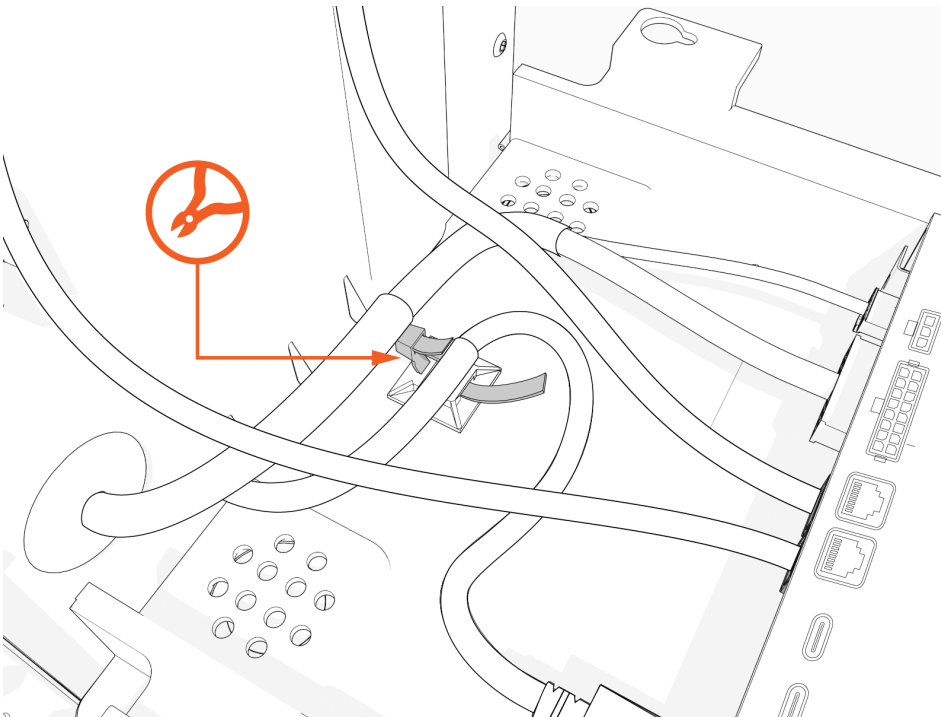
10. Lift the CCOM up and tilt it away from the head assembly.  
The bottom edge of the CCOM rests on the upper edge of the holster assembly.



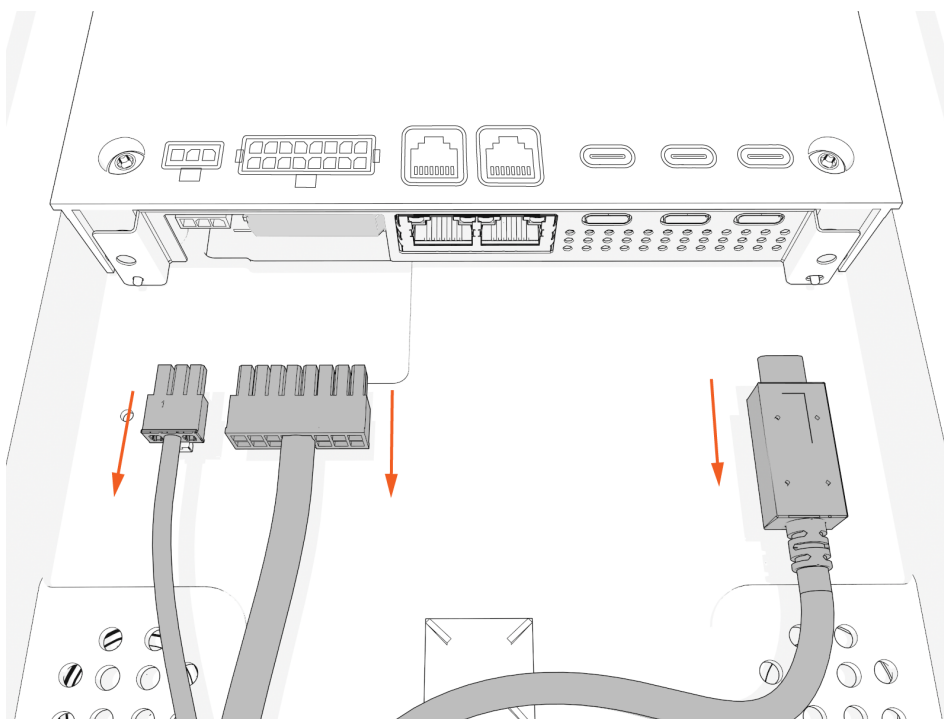
11. Disconnect the RJ45 Ethernet cables from the CCOM.



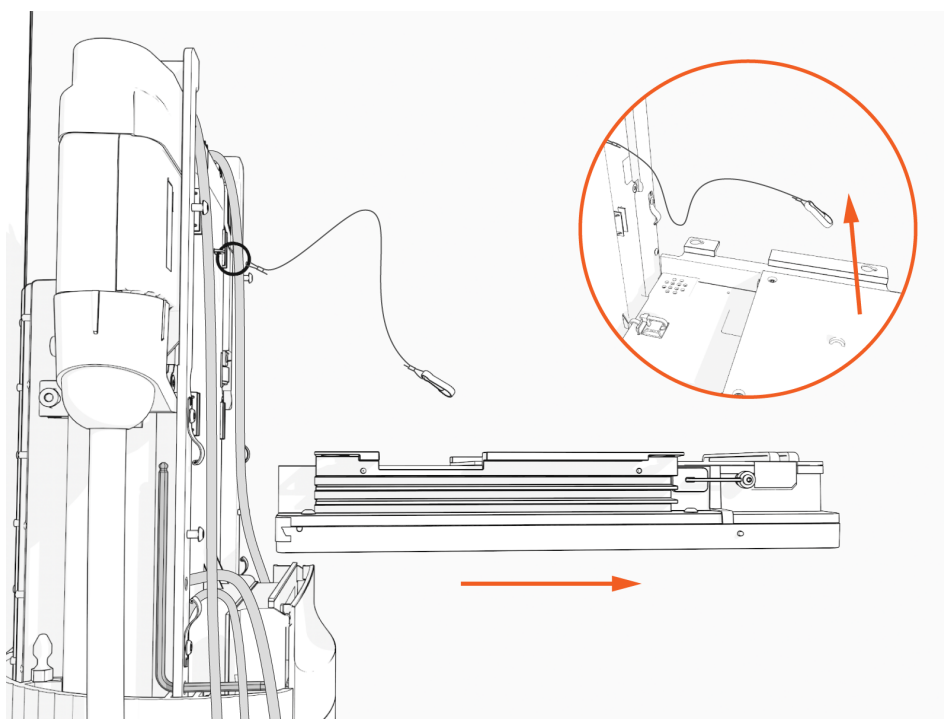
12. Cut the zip tie securing the USB-C cable, if present.



13. Disconnect the AC low-voltage and USB-C cables.



14. Unclip the hook and tether, remove the CCOM, and set it aside.



## FRU Components

The EMV chip reader FRU contains the chip reader with a cable for connecting to the CP6000.

**NOTE:**

This FRU replaces a chip reader module alone, and is meant for use on a charging station equipped with an EMV chip reader.



## Replace Chip Reader

**NOTE:**

The following instructions in this section are only applicable to CP6000 stations with a holster frame assembly that have a built-in grommet hole (for the USB-C cable) to accommodate the chip reader (FRU).

## Remove Chip Reader Module

To remove Chip Reader Module, perform the following steps:



1. Remove the front cover of the chip reader module.

(a) Front cover



2. Pull down the USB-C cable through the grommet hole to remove the chip reader module.



**NOTE:**

Push the grommet down to loosen it, then pull the USB-C cable down through the hole.

(a) Grommet hole

(b) USB-C cable



## Install a New Chip Reader Module

To install a New Chip Reader Module, perform the following steps:

## Install Front Cover and USB-C Cable

To install a New Front Cover and USB-C Cable, perform the following steps:

1. Insert the USB-C cable (from the new chip reader module) through the grommet hole.



2. Pull the cable up until the grommet reaches the hole. Then push the grommet up until it is fully seated in the hole.





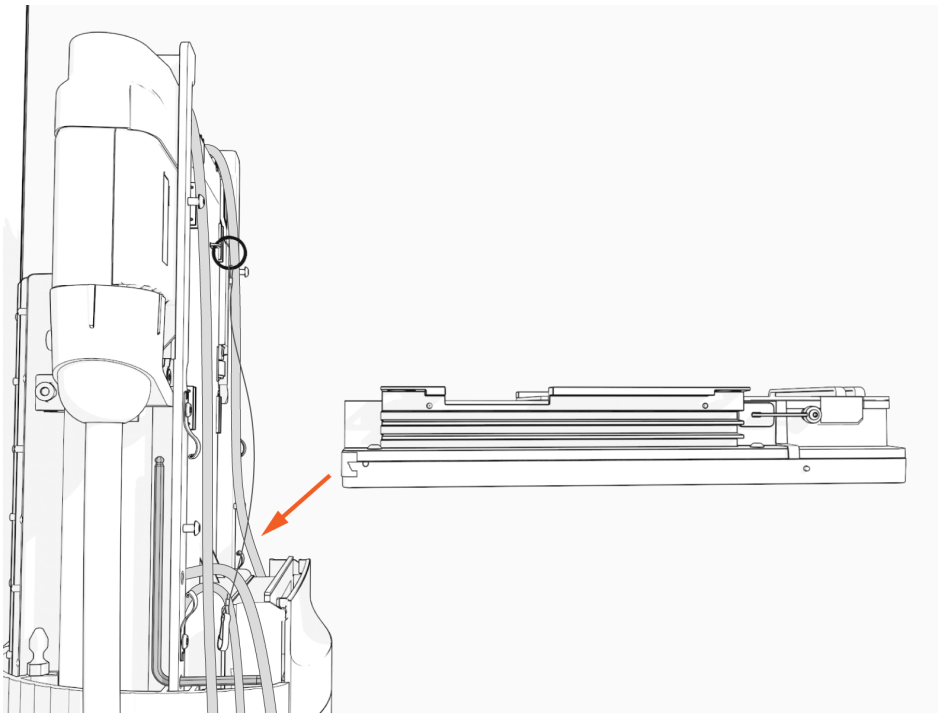
3. Attach the front cover by sliding it onto the frame until it snaps in place.



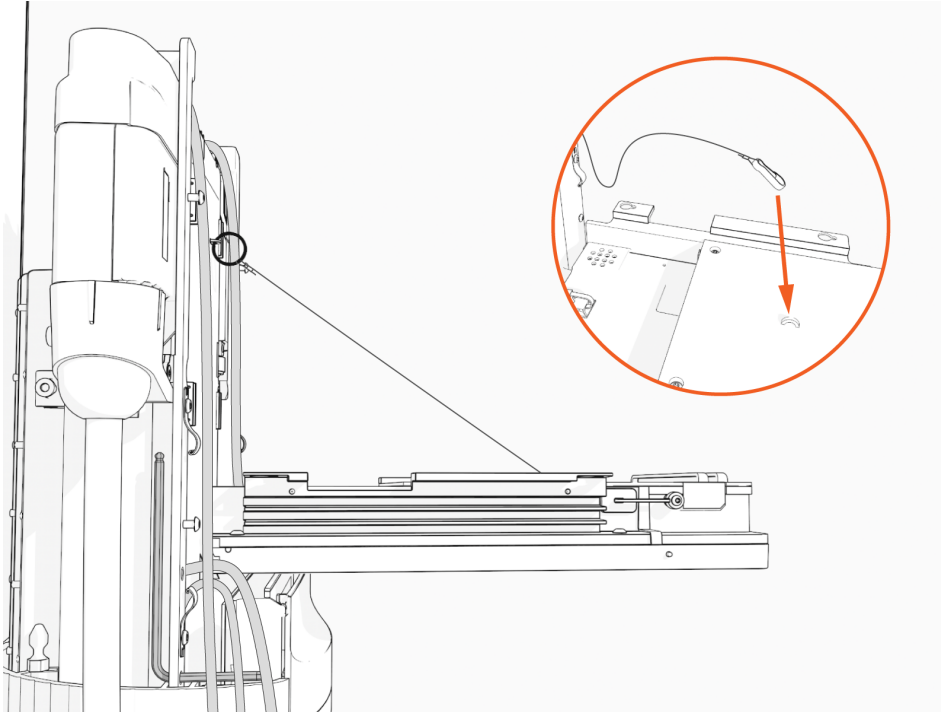
## Reinstall CCOM

To reinstall the CCOM, perform the following steps:

1. Rest the CCOM on the lower edge of the holster assembly.



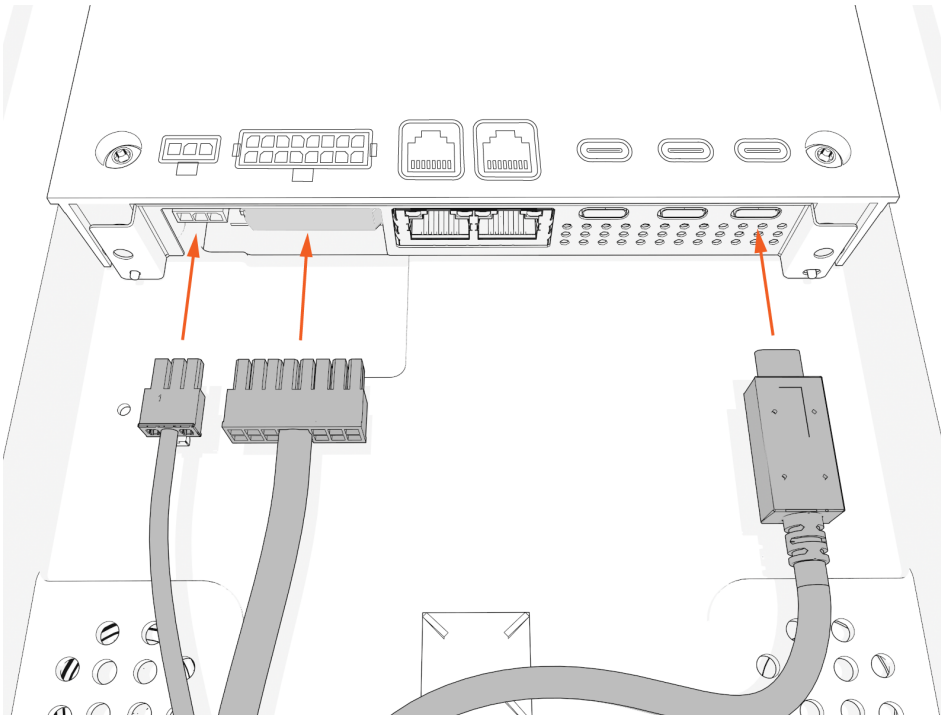
2. Connect the hook and tether.



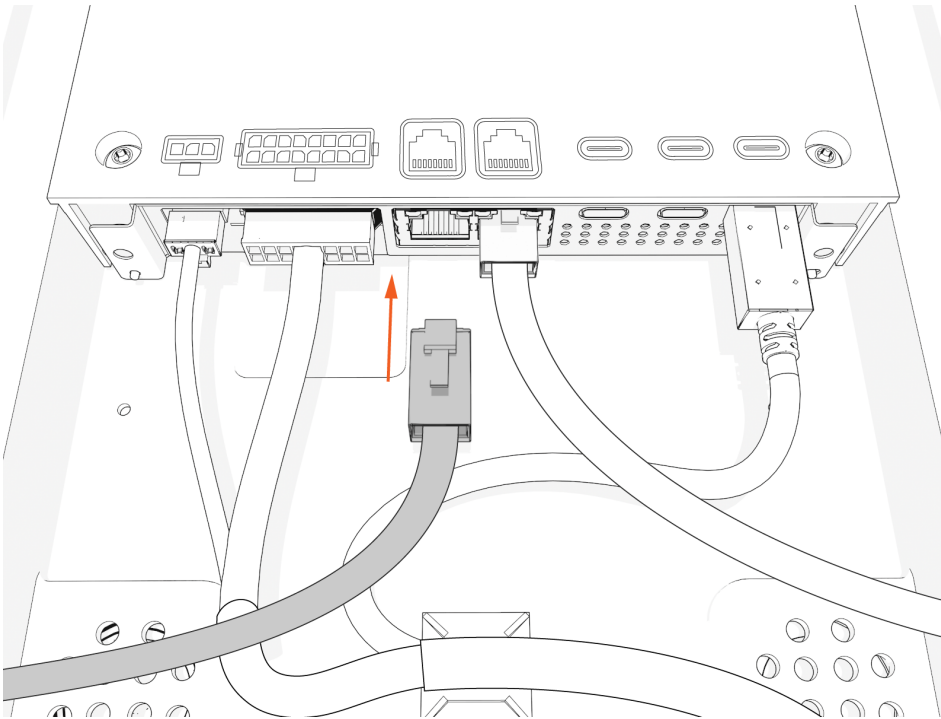
## Connect the Cables

To connect the Cables, perform the following steps:

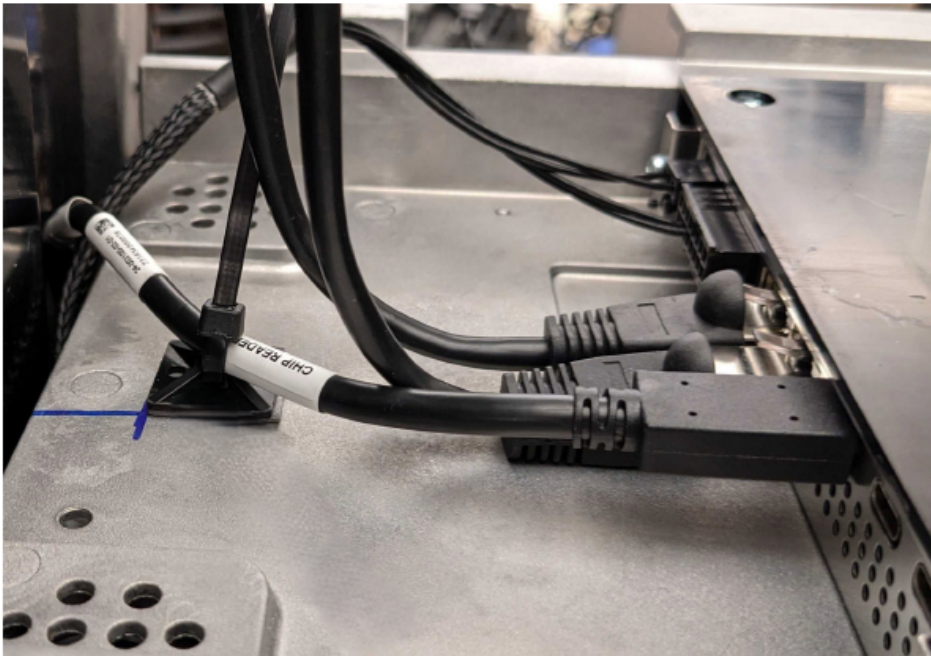
1. Connect the signal and the low voltage power cables.



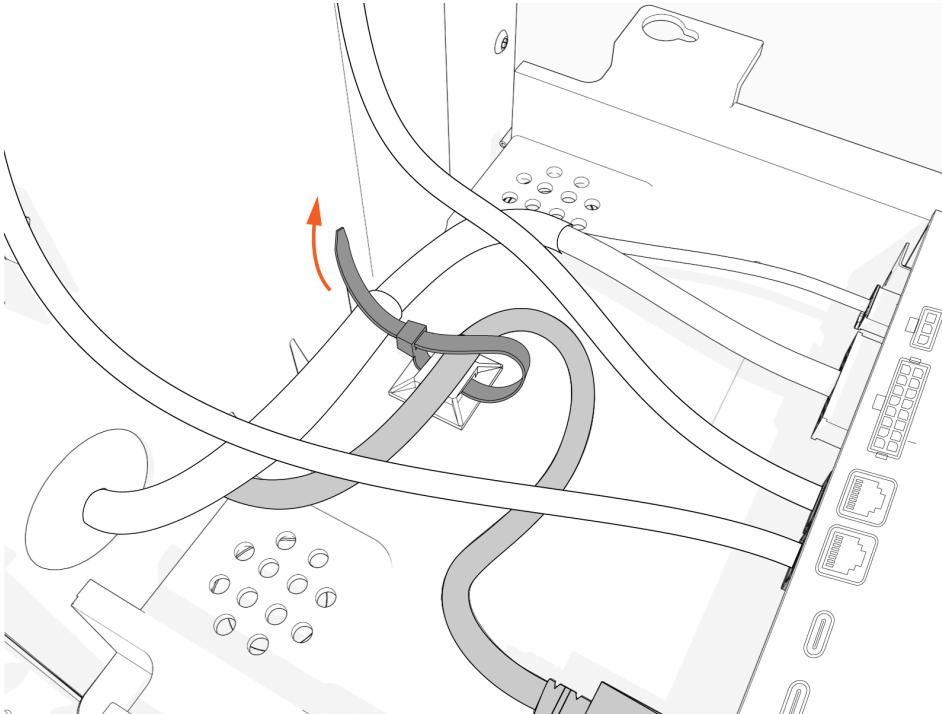
2. Connect the RJ45 Ethernet cables from the smart cable assembly to the bottom of the CCOM.



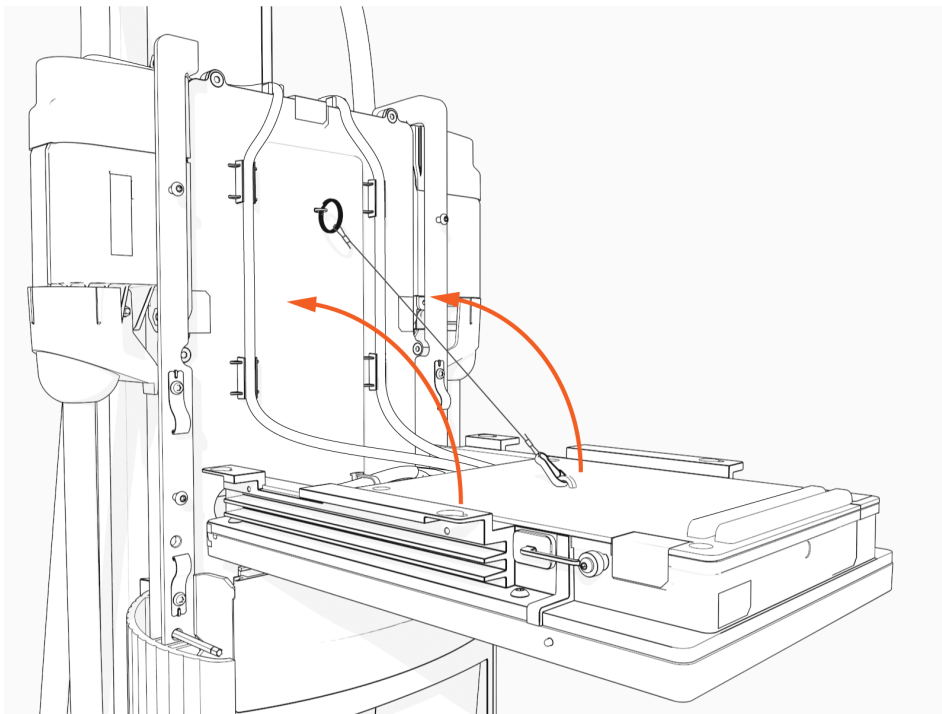
3. Connect the new USB-C cable from the chip reader module to one of the USB-C ports.



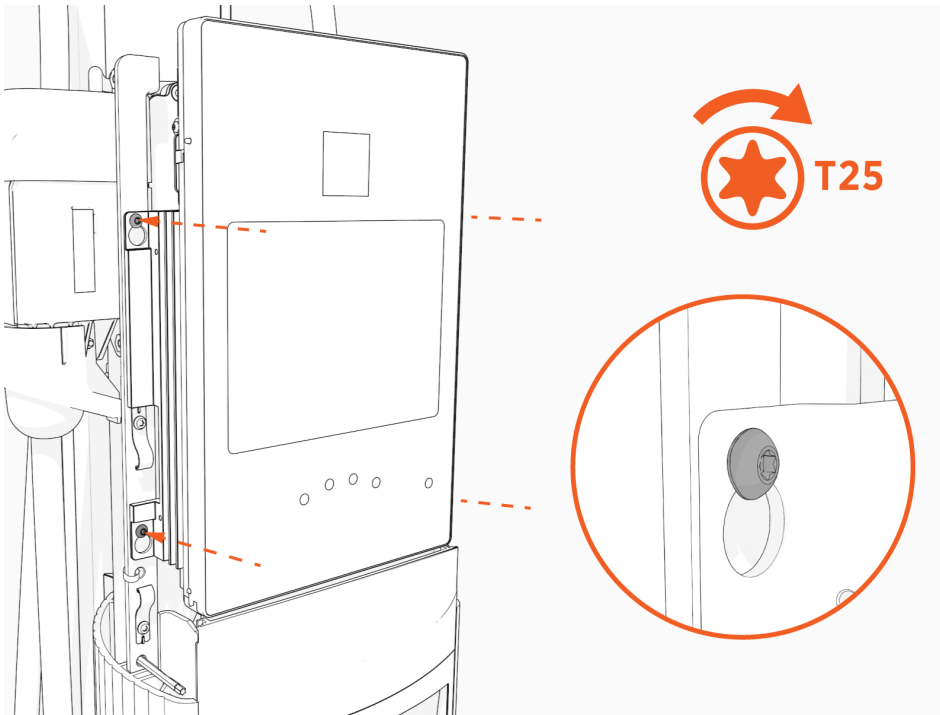
4. Use a zip tie to secure the USB-C cable.



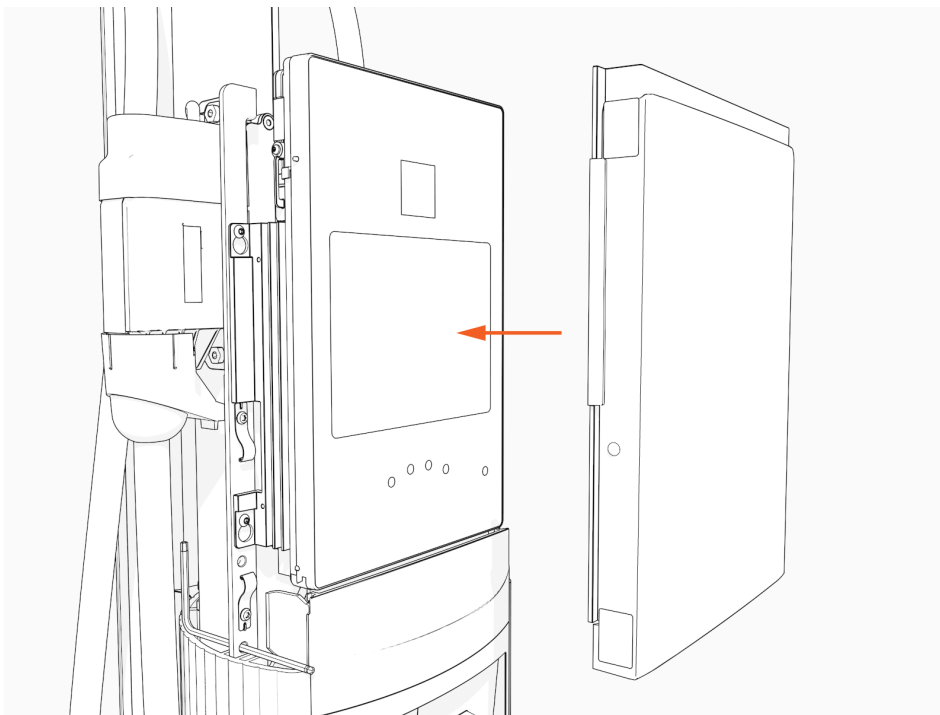
5. Raise the CCOM and slide it into place on the head assembly.



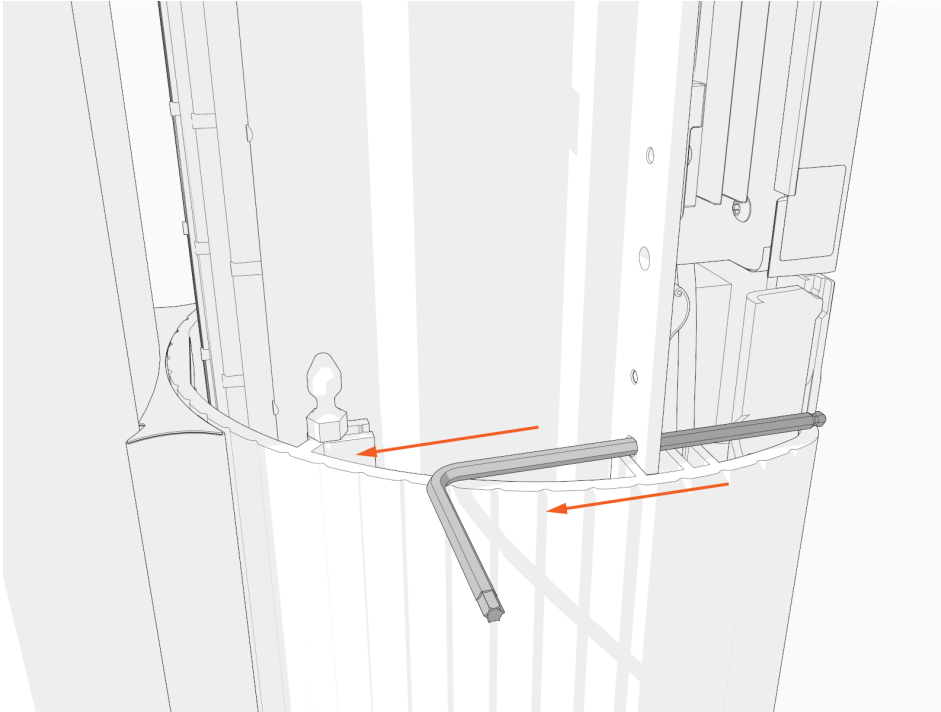
6. Use four screws to secure the CCOM. Tighten the screws to 1.7 Nm (15 in-lb).



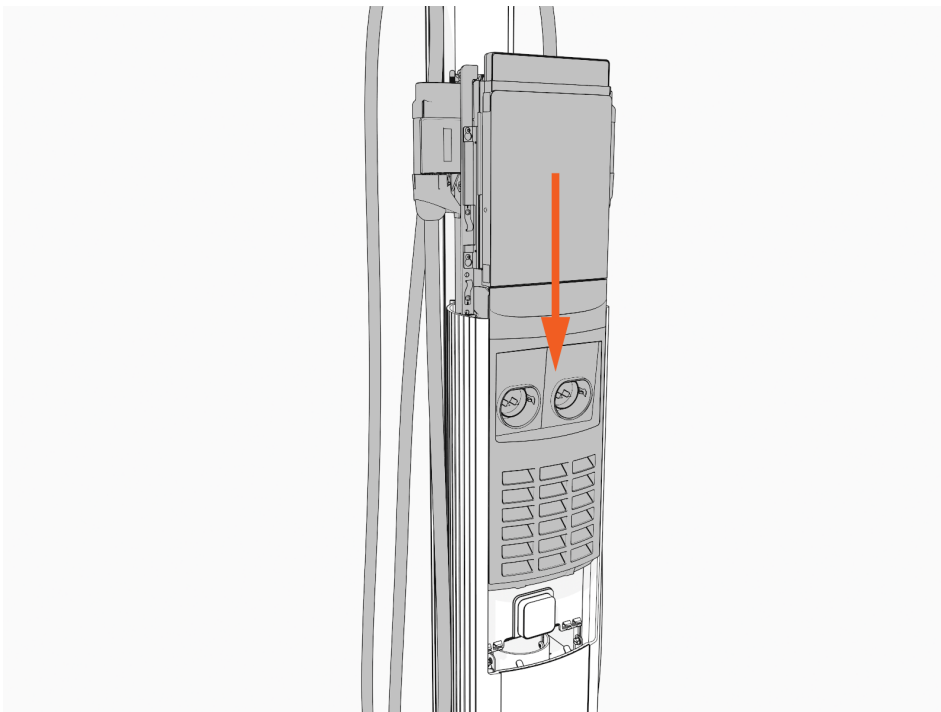
7. Snap the bottom and then top edges of the front lens onto the head assembly.



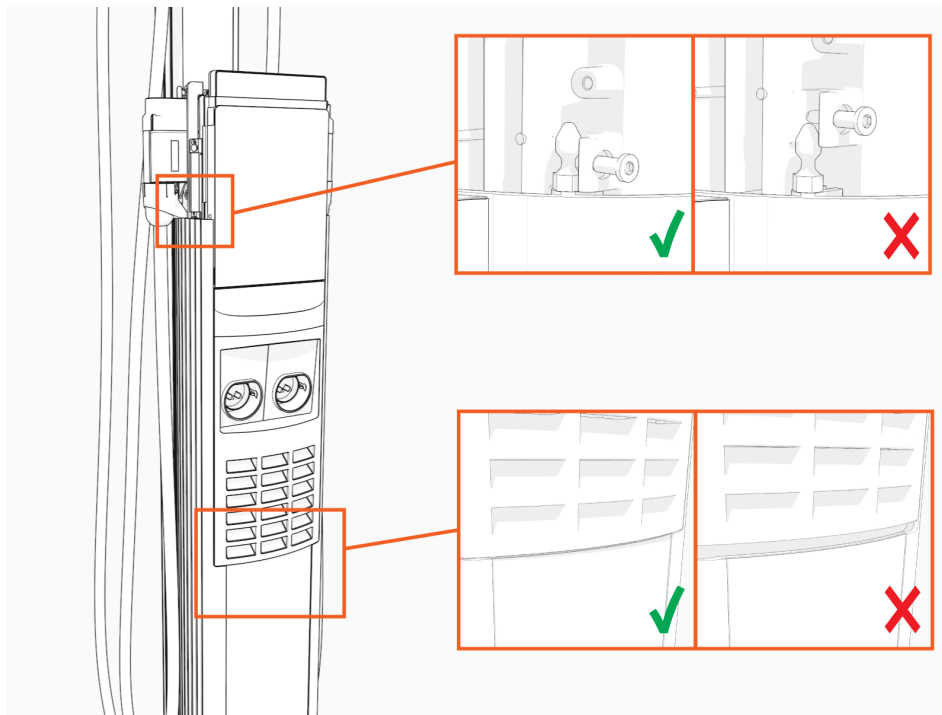
8. Remove the L-wrench.



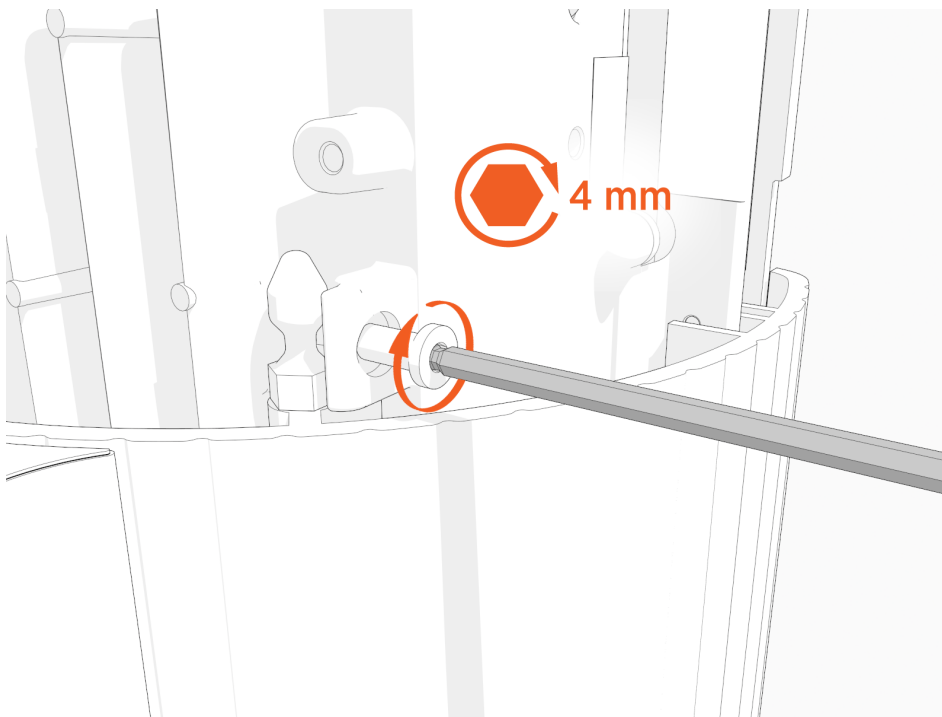
9. Slide the head assembly all the way into the pedestal housing.



10. Ensure the head assembly is fully seated.

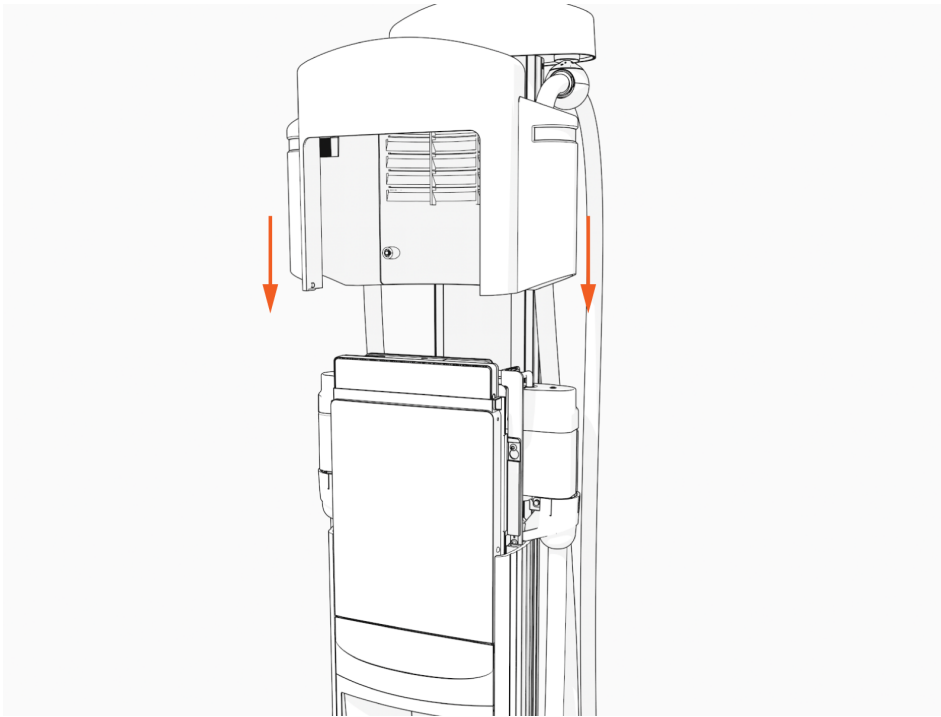


11. Using the L-wrench, tighten two screws.

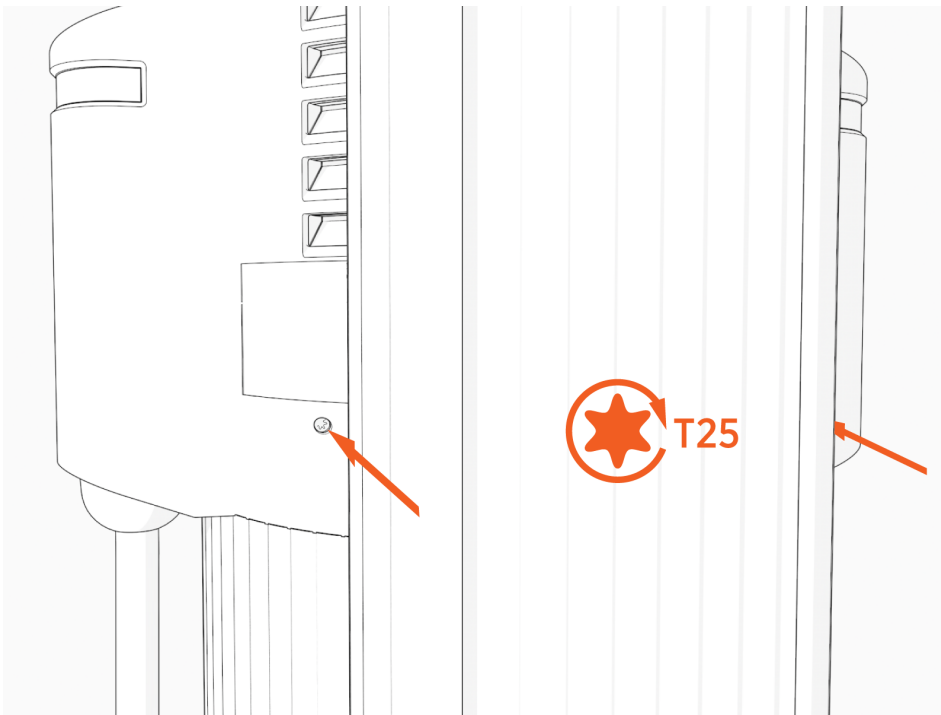




12. Slide the top cap onto the head assembly, adjusting as necessary to clear the charging cables, until it fits into place.



13. Torque two captive screws to 1.1 Nm (10 in-lb).



14. At the electrical panel, power up the station.  
One or both port LEDs appear Red until the lockout faults are cleared.





**IMPORTANT:** If the station does not power up, disconnect the power to the CP6000 and make sure that the head assembly is properly seated.

## 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 A 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 commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case, you will be required to correct the interference at your own expense.

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.

See [FCC/ISED](#).

## FCC/IC Compliance Labels

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