

CP6000 Recovery Service Guide

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Service Bulletin

Recovery Service Guide

CP6000

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Affected Models and Down Version: ChargePoint CP6000

Required Action: Update charger firmware

Issue: Charger display is showing “SYSTEM ERROR” upon booting or is generally unable to boot



WARNING: Do not install or service the charging station in inclement weather. If you work in snow, rain, or wind, you must use a weatherproof shelter that covers all boxes and components.



CAUTION: Warranty Limitation

- If the charging station is not installed, commissioned, or serviced by a ChargePoint certified installer or 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 <http://chargepoint.com/installers> to become ChargePoint certified and to access ChargePoint's web-based installer tools or ChargePoint Installer app.
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Contact ChargePoint at <http://chargepoint.com/support> with any questions related to this bulletin.

Introduction

If the display on the ChargePoint CP6000 charger is showing “SYSTEM ERROR” on the boot screen, or if it’s generally unable to boot for any reason, this procedure can be followed to recover the station. The field recovery device reflashes the firmware, allowing the station to properly boot.



Materials

The following items are included in the ChargePoint CP6000 field recovery kit:

1. USB-C cable
2. Power bank charger
3. Recovery device
4. Power bank



Tools Needed

Image	Description
	Torx screwdriver (T25)
	Protective cut-proof gloves

Recovery Procedure

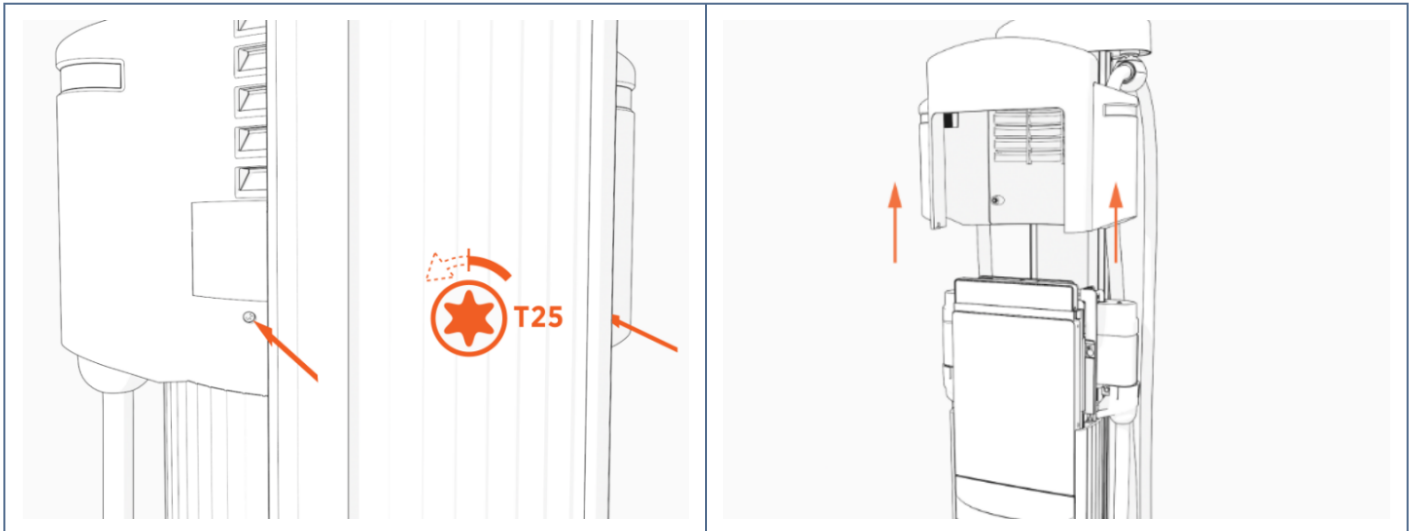
1. **Disconnect the power to the CP6000 at the service panel.**

**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.

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

2. **Use the Torx screwdriver to loosen, but not remove, the screws securing the top cap.**
3. **Remove the top cap.**



3. **Attach the recovery device's USB-C plug (long USB cable) to the port on the left side of the display. The label "TOP SIDE" should be facing toward the display screen.**
4. **Attach short USB-C cable to recovery device. The orientation of the USB-C connector does not matter.**



5. **Attach the other end of the short USB-C cable to the power bank. Note the appropriate port on the power bank. The orientation of the cable does not matter.**

Immediately after plugging in the cable, the recovery device should turn on. This can be confirmed by the red/green LEDs inside the aluminum case.

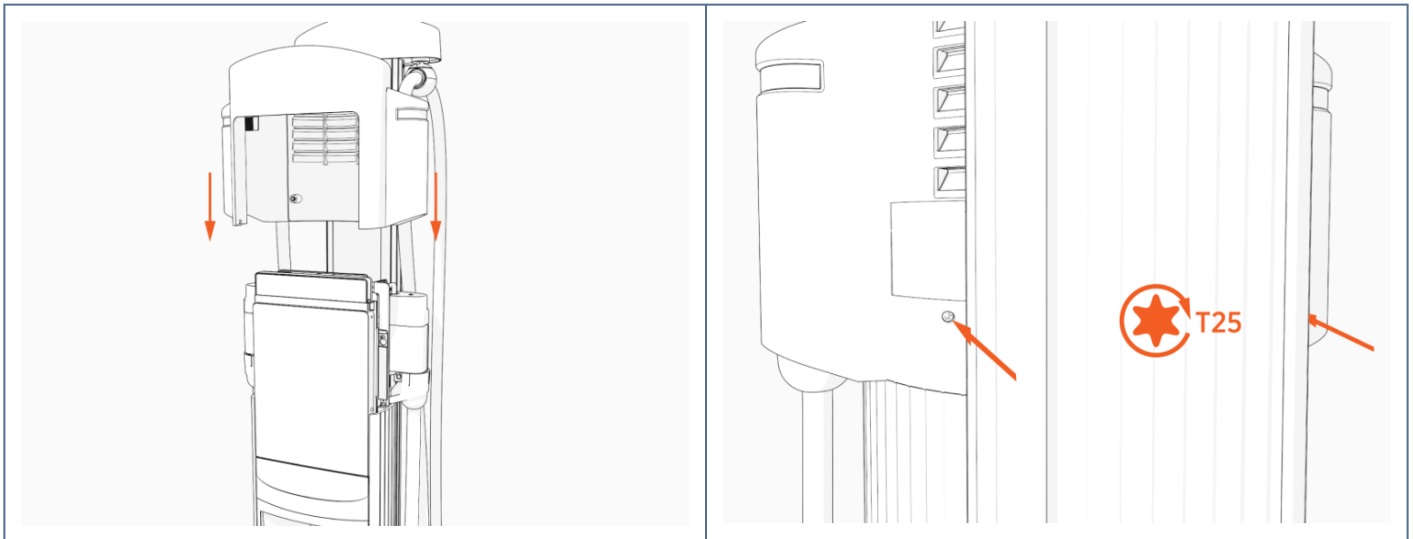


6. **Wait about 20-30 seconds for the recovery device to boot.**
7. **At the electrical panel, power up the station.**



After powering the display, it should **not** boot like normal. **Nothing should appear to happen shortly after powering the display at this point.** You should not hear a “system beep”, see the blinking green LED near the RFID reader, or see the screen backlight. If you detect any of these, then the display did not boot properly. Start over from the beginning and ensure each step is followed in the correct sequence. Otherwise, the display will not accept new firmware.

8. **Wait approximately 3-4 minutes. During this period of time, the recovery device should reflash the charger’s firmware. When this process finishes, the recovery device will automatically turn itself off.**
9. **After the recovery device turns off, disconnect the long USB-C cable from the display.**
10. **Slide the top cap onto the head assembly, adjusting as necessary to clear the SEVC cables, until it fits into place.**
11. **Torque two captive screws to 1.1 Nm (10 in-lb). One or both port LEDs appear Red until the lockout faults are cleared.**



12. Use the ChargePoint Installer App to complete the station setup procedure.
 - a. If you do not already have the Installer App, scan the QR code to download the app, and sign up.



1 Installer App QR

- b. Open the ChargePoint Installer App and log in.
 - c. Select Configure.
 - d. Confirm you have all required materials to continue activation, and select Yes.
 - e. Follow the prompts in the Installer App.
13. Contact ChargePoint Support as per your work scope to ensure station is working correctly.
14. **Repackage the field recovery kit into the Pelican case and cardboard box. Apply the included return shipping label to the cardboard box and return to ChargePoint.**



For assistance, go to <http://chargepoint.com/support> , find your region's technical support number, and contact ChargePoint Support.

Charging Power Bank

1. **Plug the short USB-C cable into the power bank charger. The orientation of the USB-C connector does not matter.**
2. **Plug the other end of the cable into the power bank. Note the appropriate port on the power bank. The orientation of the cable does not matter.**



3. **Plug the power bank charger into a 110-120V source. The power bank display will show the battery's state of charge and begin charging. It should take approximately 2 hours to fully recharge an empty battery.**

Limited Warranty Information and Disclaimer

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

Limitation of Liability

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

FCC Compliance Statement

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

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

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

ISED (formerly Industry Canada)

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

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

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

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

FCC/IC Compliance Labels

Visit chargepoint.com/labels.



chargepoint.com/support

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