

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 it 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 regulations 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 regulations and standards, climate conditions, safety standards, and all applicable regulations 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 regulations and standards, and ensure compliance with local building and electrical regulations and standards, climate conditions, safety standards, and all applicable regulations 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 should 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 must comply with all applicable codes and ordinances.
4. **Install the ChargePoint charging station on a concrete pad using a ChargePoint-approved method.** Failure to install it 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. Enquire 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](#).

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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
September, 2025	v2	Added a new section Replace Power Plate which covers both replacing a Power Plate with either an RCCB or an RCBO, as well as replacing an existing RCBO Power Plate with another RCBO.
July, 2025	v1	Added warnings about Eichrecht compliance in Replace the Control and Communications Module and Replace the Smart Cable Assemblies section.

Introduction 1

Read this guide 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-energise the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep the power off until the 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 deliveries 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 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:

- Familiarise yourself with the instructions in this Service Guide.
- If you have not installed or serviced the CP6000 charging station recently, orient yourself with the CP6000 by reviewing the Site Design Guide, Installation Guide and Data Sheet, 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 authorised 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 deliveries of components in a dry covered location and protect from moisture.
- Familiarise yourself with the contents of each delivery 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 it.

Questions

For assistance, go to 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.

[Replace the head assembly](#)

[Replace the control and communications module](#)

[Replace the CMK](#)

[Install the reset switch](#)

[Replace the Power Plate](#)

[Replace the smart cable assemblies](#)

[Replace the top cap](#)

[Replace a Holster](#)

Replace the head assembly 2

Bring these tools



Torx screwdriver (T25)



4 mm hex key



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 head assembly

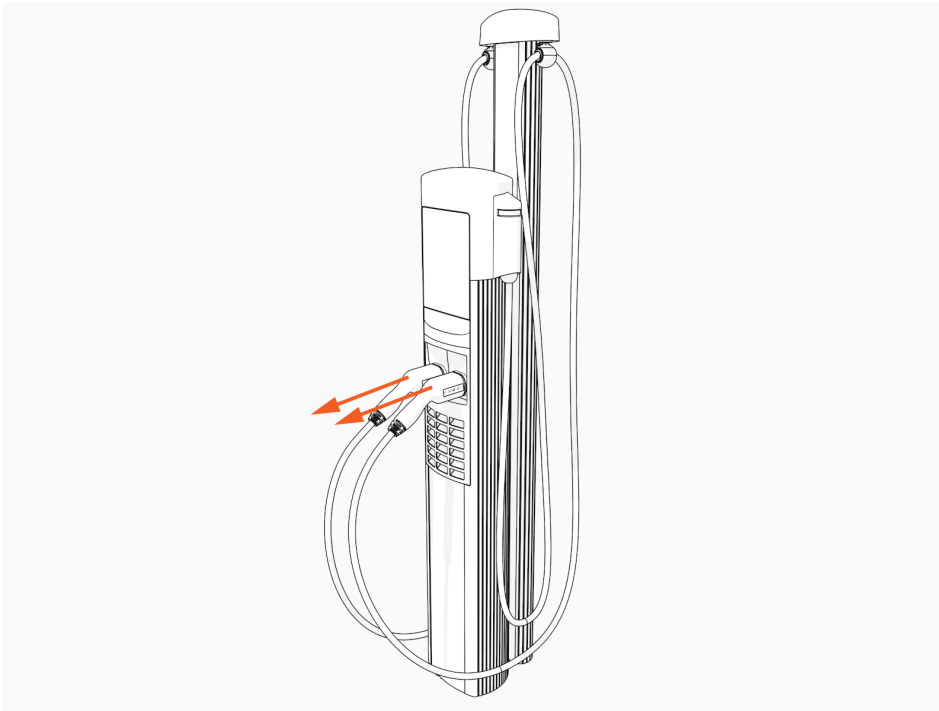
1. Use your ChargePoint card or the mobile app to wake the station up.



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, 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

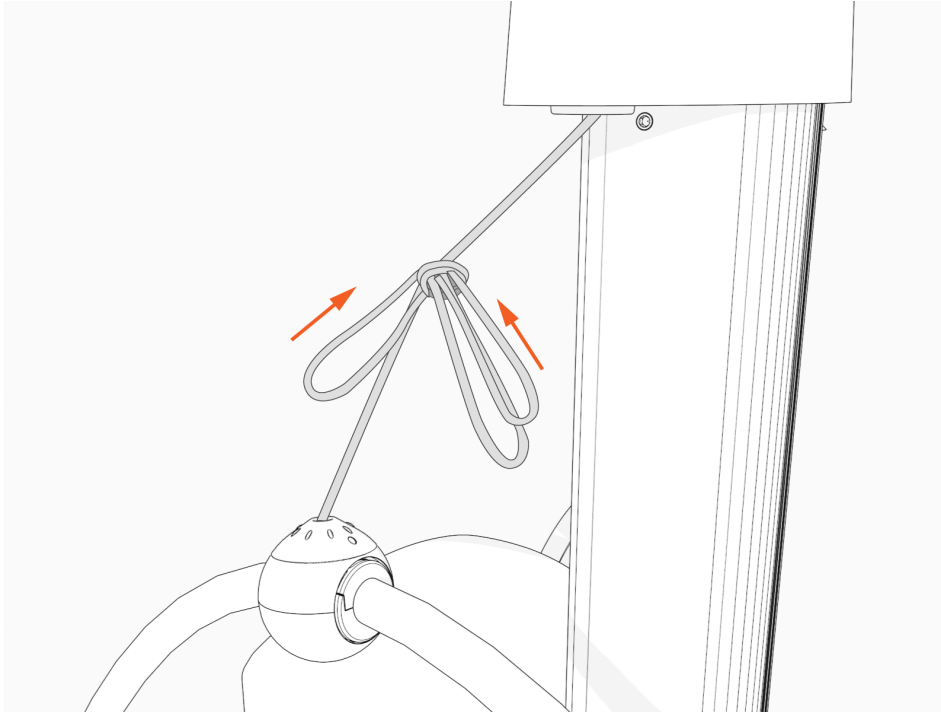


- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energise the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep the power off until the top cap is correctly reinstalled and the work is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

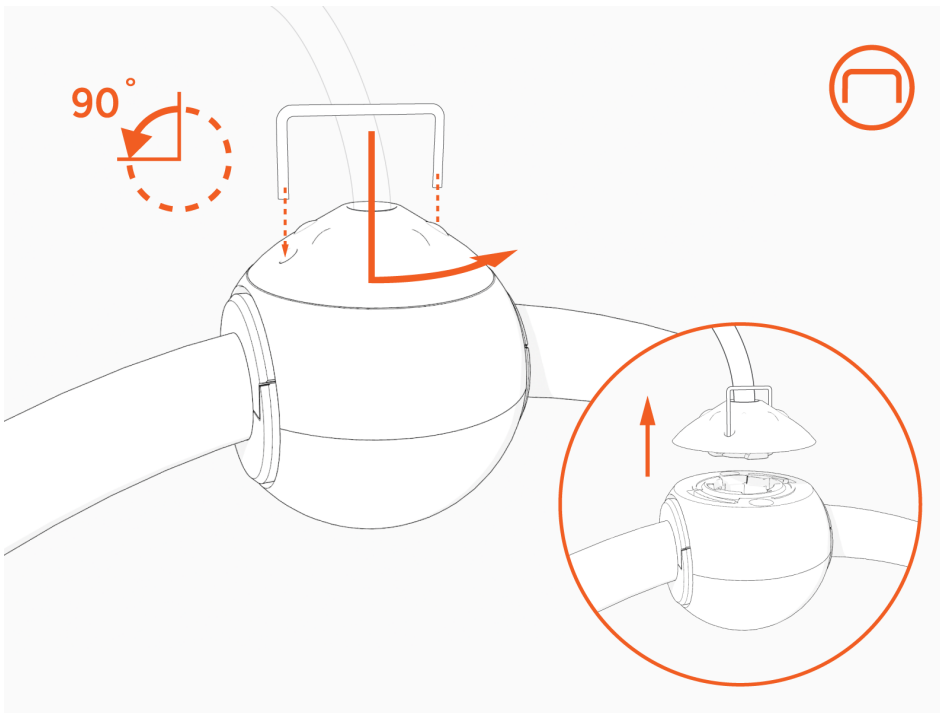
FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE OR PROPERTY DAMAGE.

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

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

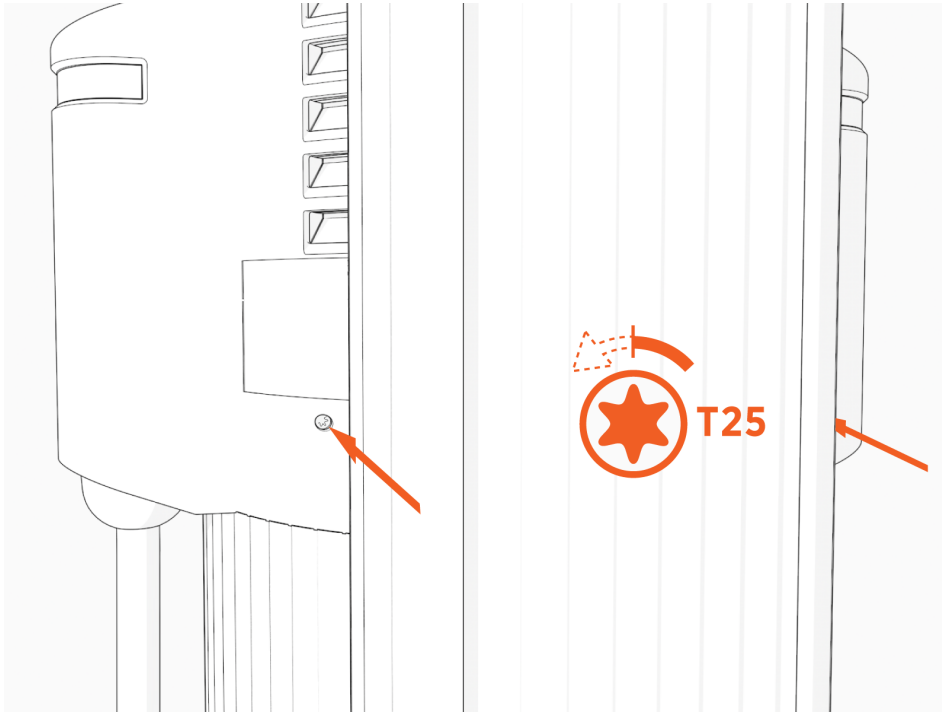


6. Using the tool provided, press down while turning the knot bearing anticlockwise approximately a 1/4 turn to release the cable clamp.

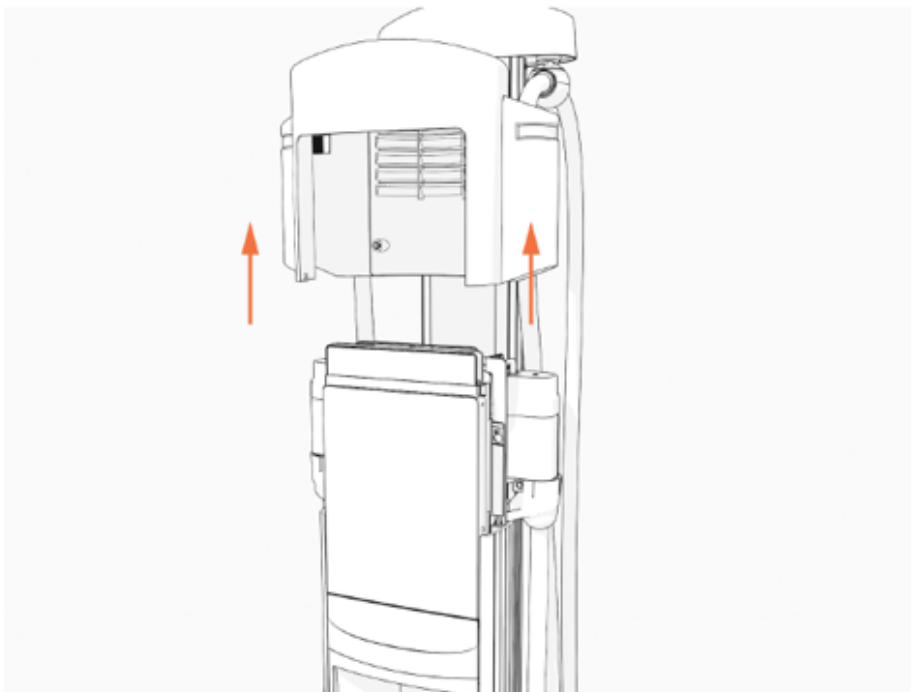


7. Set the cable gently on a padded surface.
8. If working with both smart cables, repeat these steps for the second cable.

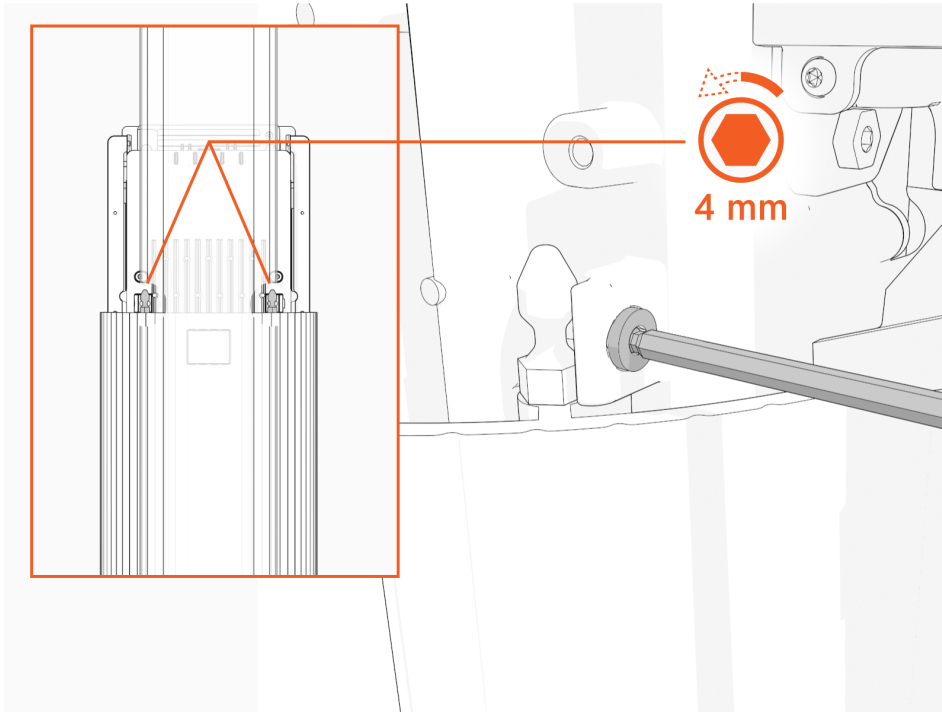
-
9. Use the L-wrench to loosen, but not remove, the screws securing the top cap.



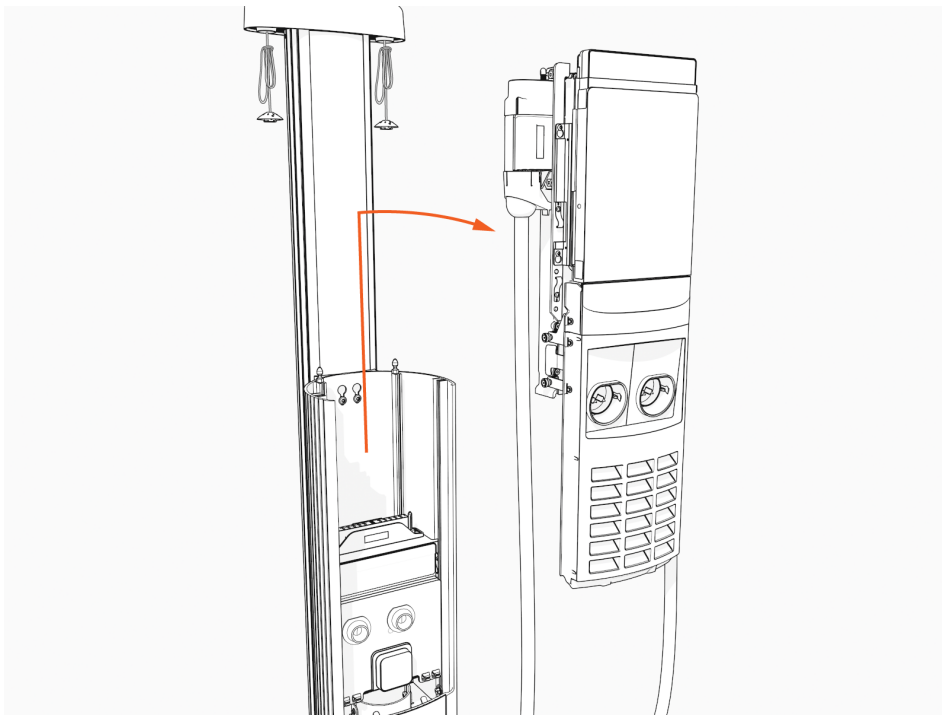
10. Remove the top cap.



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



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

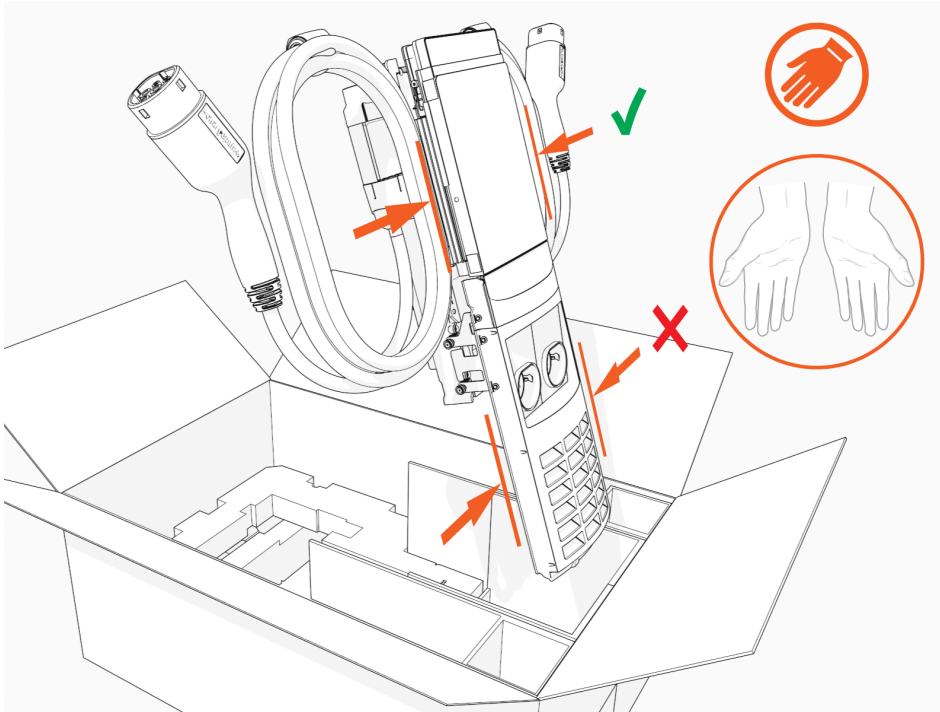


Install the head assembly

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.



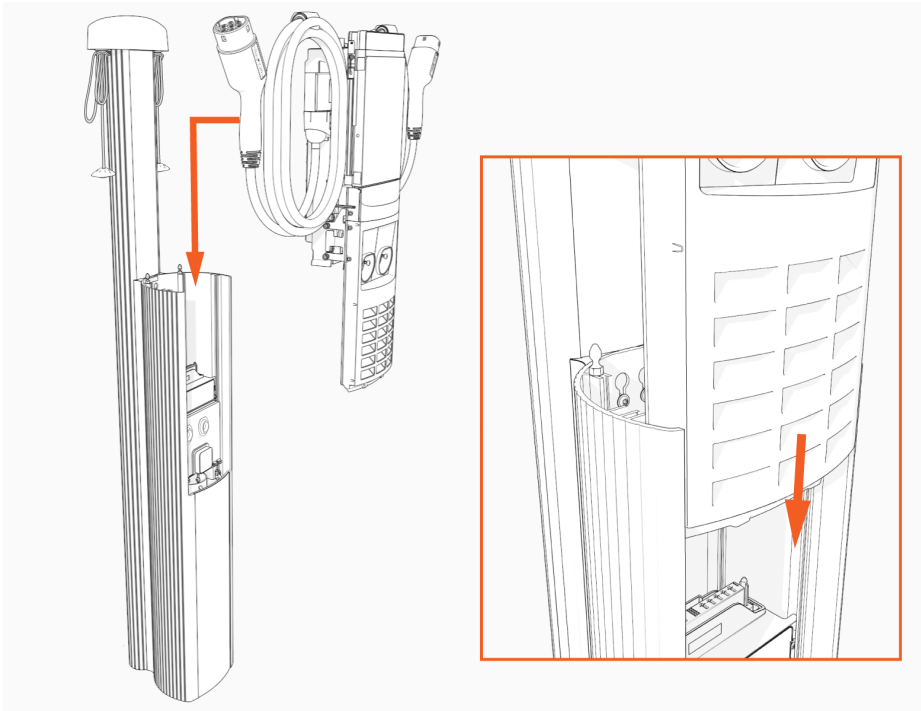
IMPORTANT: Wear protective gloves. Hold the metal edges of the head assembly, not the plastic front cover, to avoid damaging the front cover.



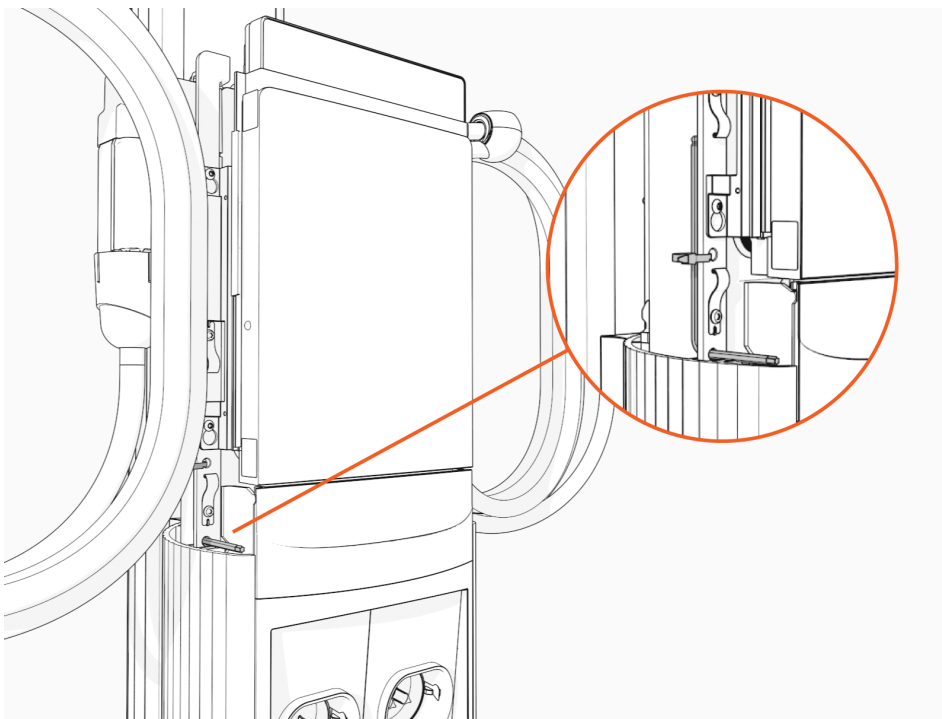
2. Align the rails on the head assembly with the pedestal and slide it into the pedestal housing.



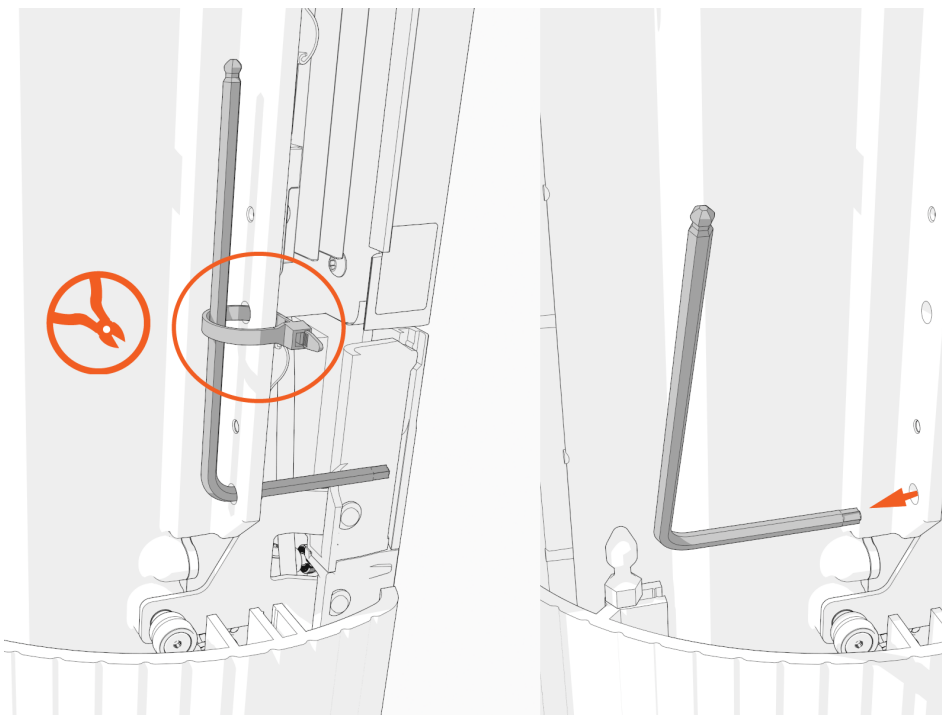
IMPORTANT: Avoid damaging cables when installing the head assembly.



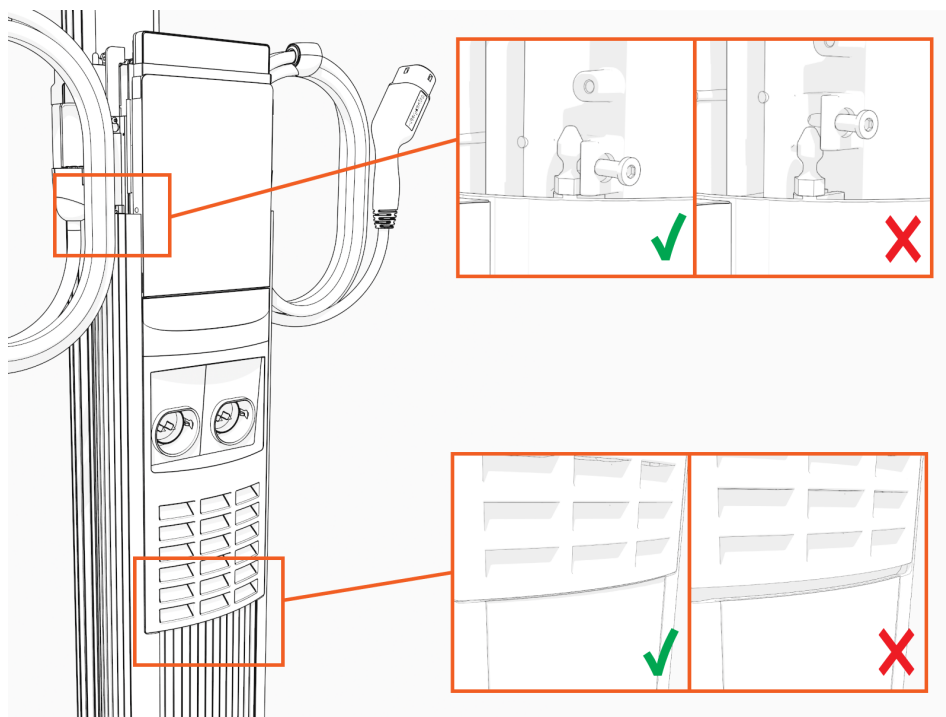
The head assembly rests on the L-wrench connected to the side of the assembly.



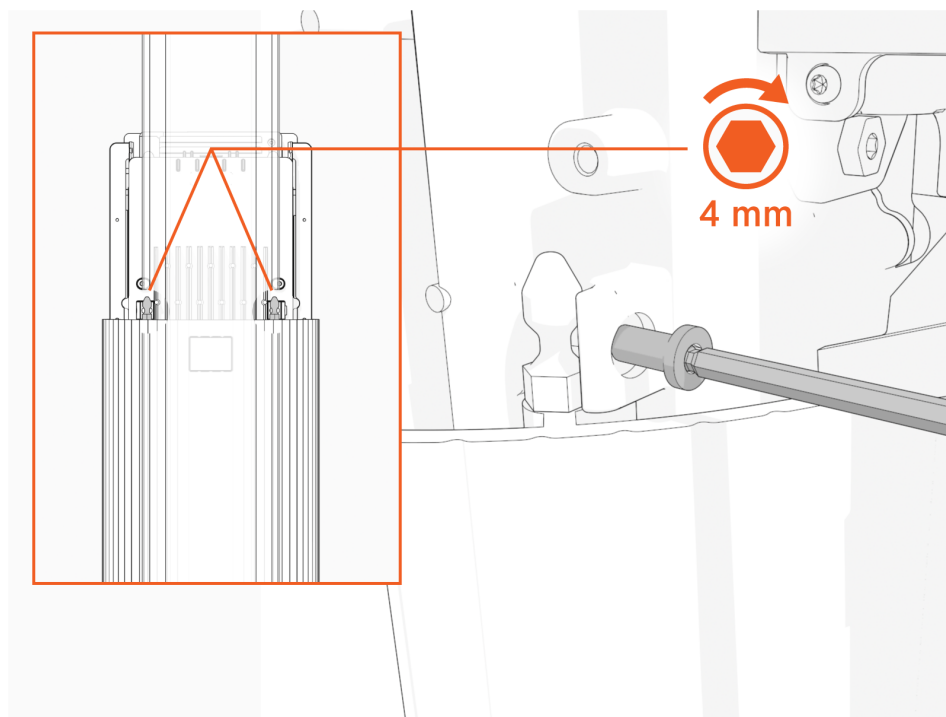
3. Remove the L-wrench.



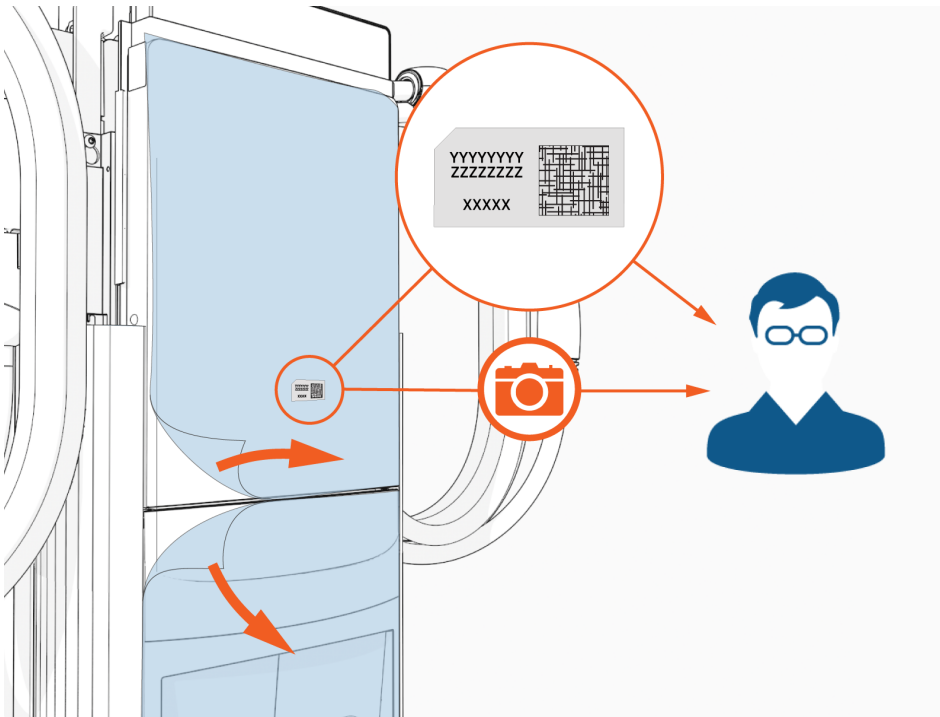
- Slide the head assembly all the way into the pedestal housing. Ensure that the head assembly is fully seated.



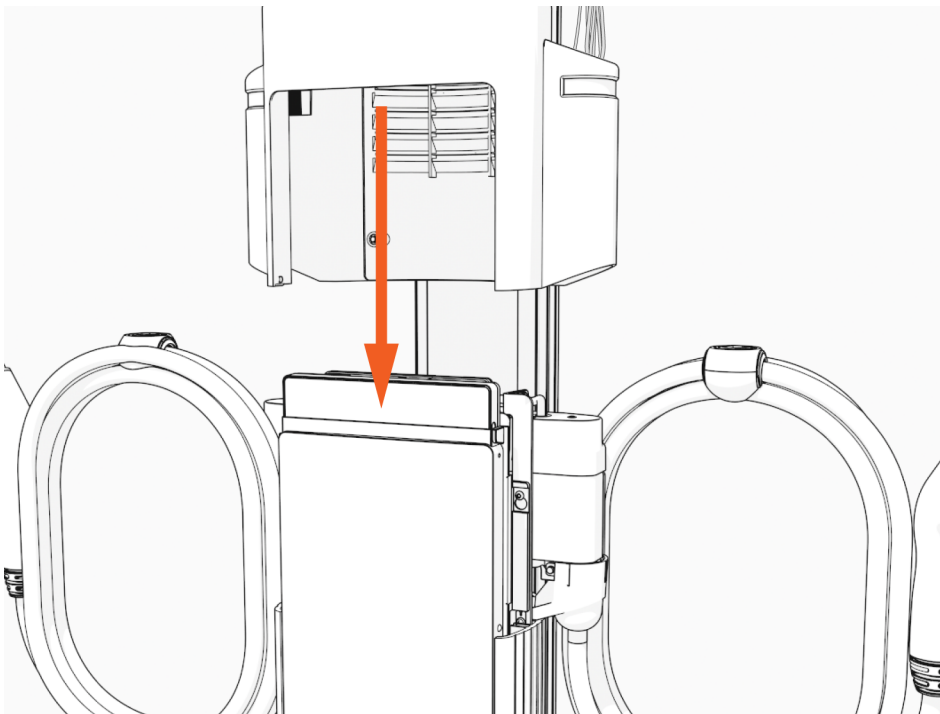
- Using the L-wrench or 4 mm hex tool, tighten two screws.



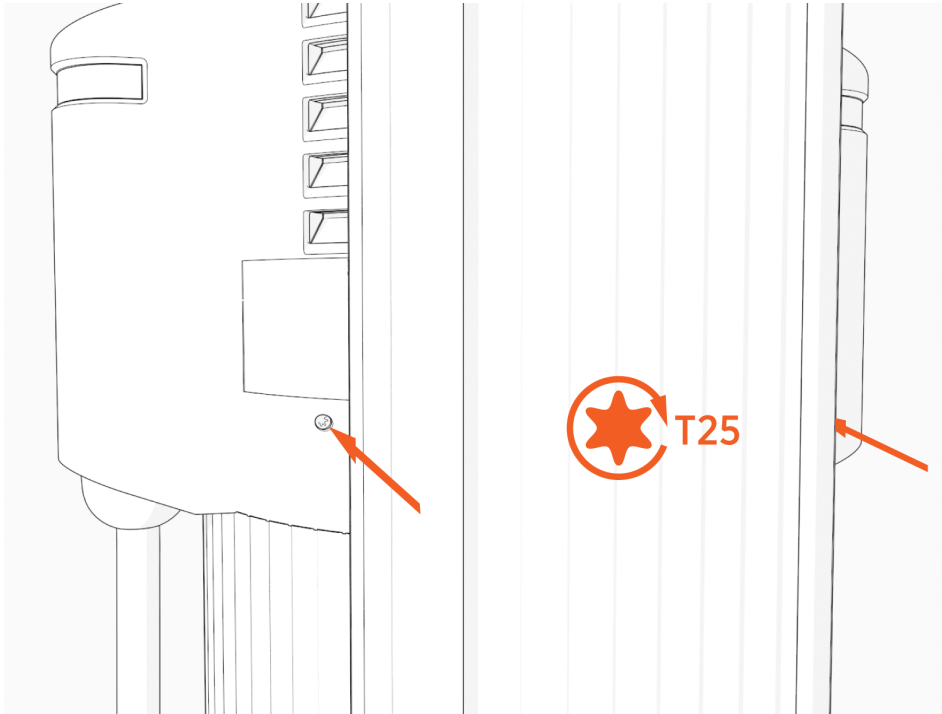
6. Take a picture of the activation label, remove the protective film, and give the protective film with the label to the station owner.



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



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



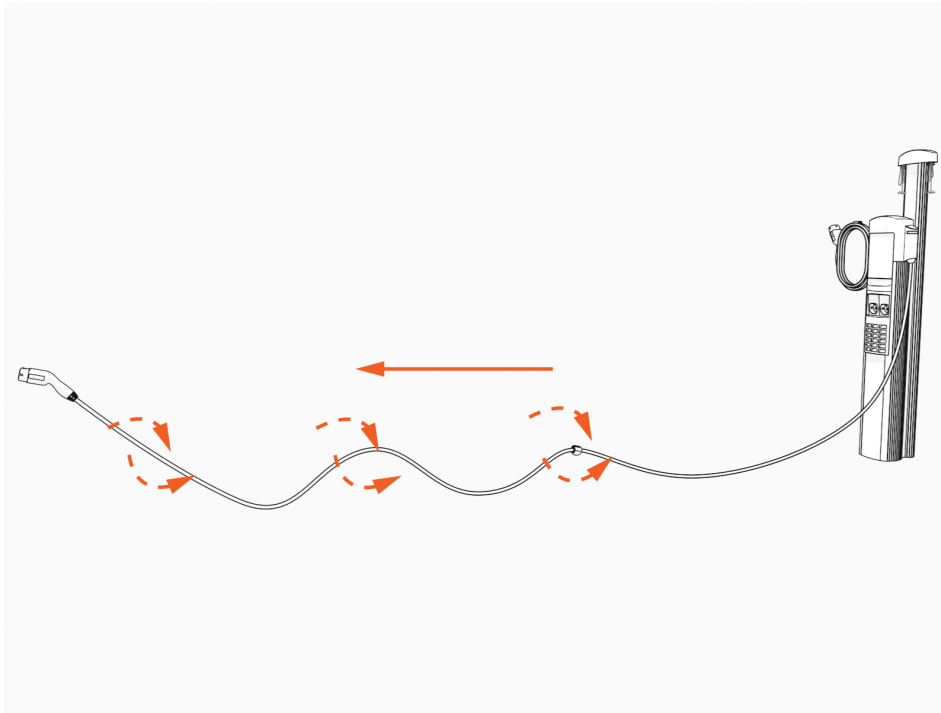
9. At the electrical panel, power up the station.
One or both port LEDs will appear red until the lockout faults are cleared.



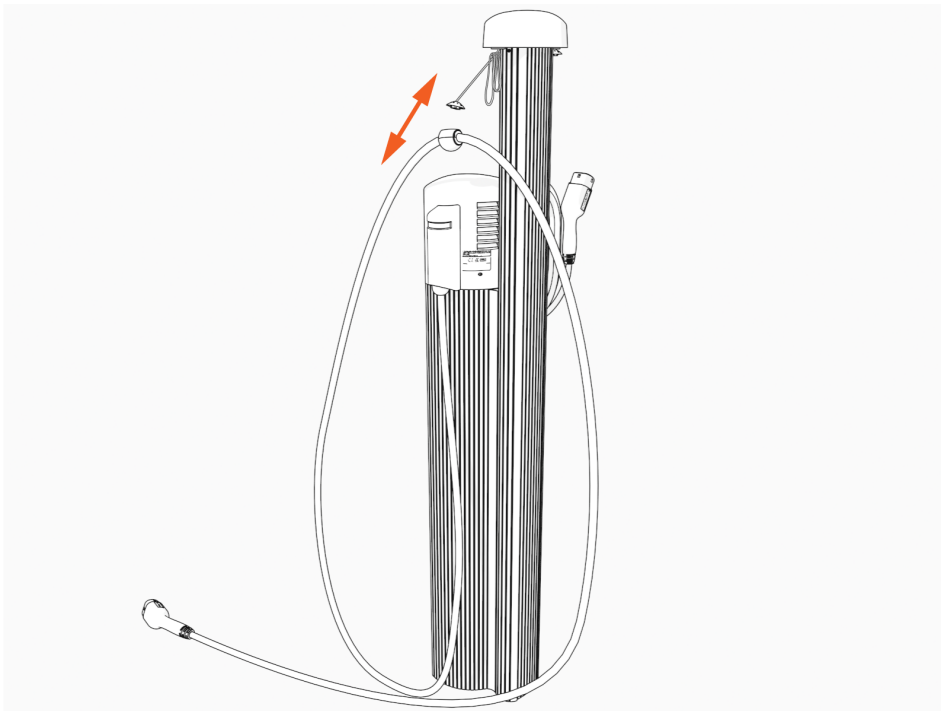
IMPORTANT: If the station does not power up, disconnect the power to the CP6000 and make sure that the head assembly is properly seated.

Install Cable Clamps

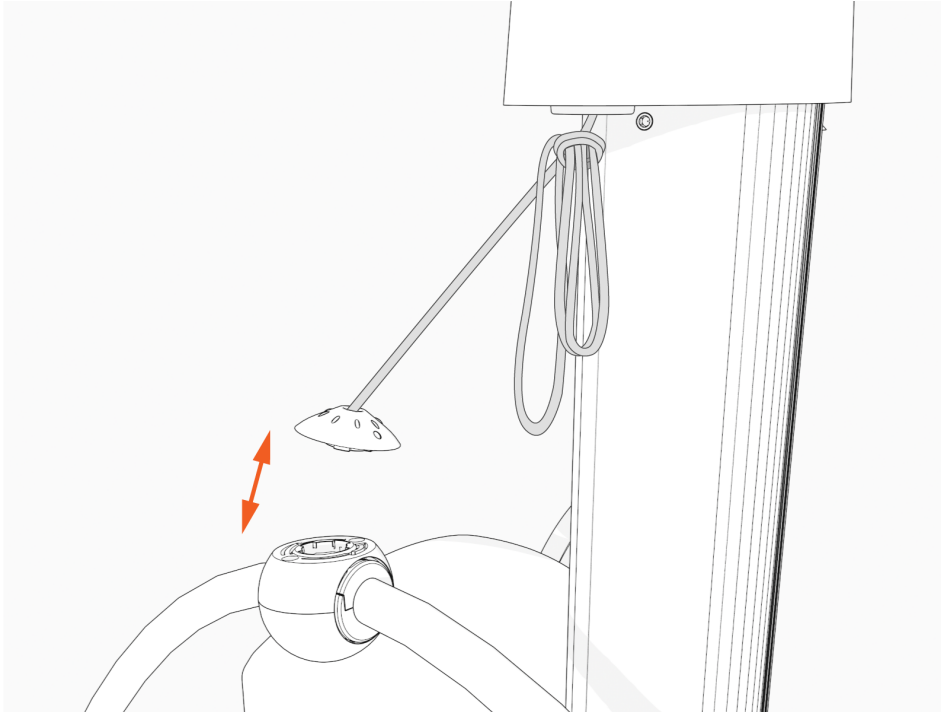
1. Uncoil the charging cable by gently extending it all the way out and away from the station. Rotate the plug as needed to remove any twist or kinks.



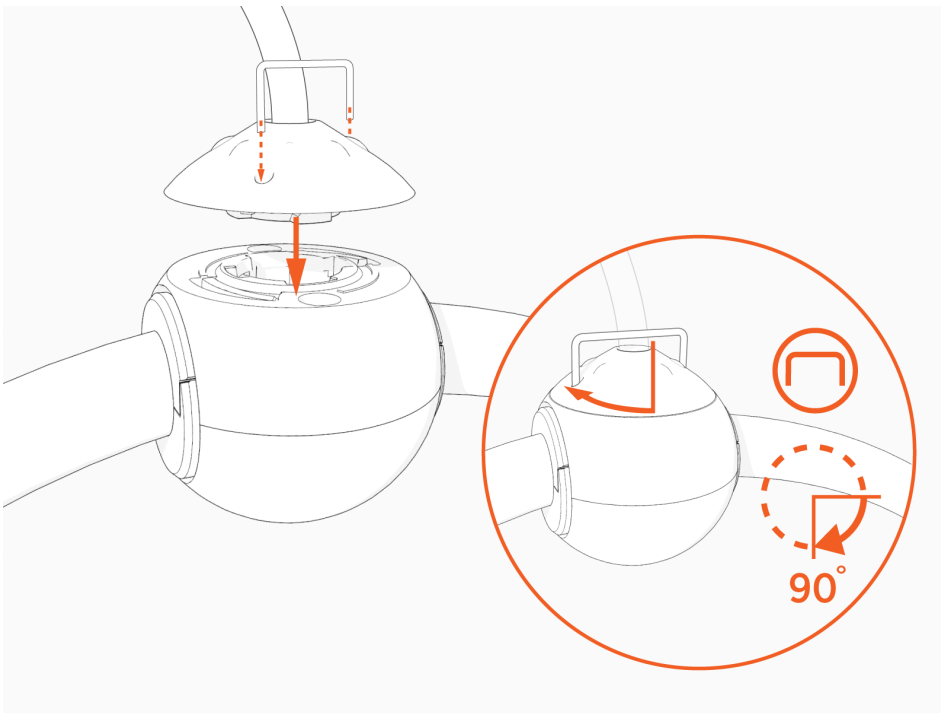
2. Position the charging cable near the base of the station.



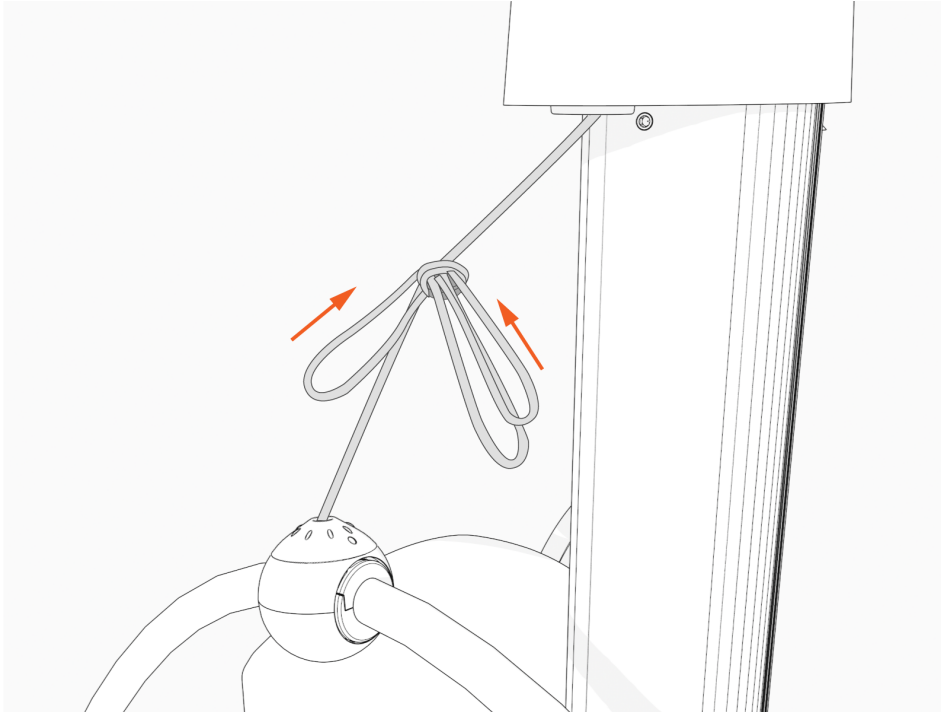
3. Align the knot bearing on each rope to its corresponding mating feature on the cable clamp.



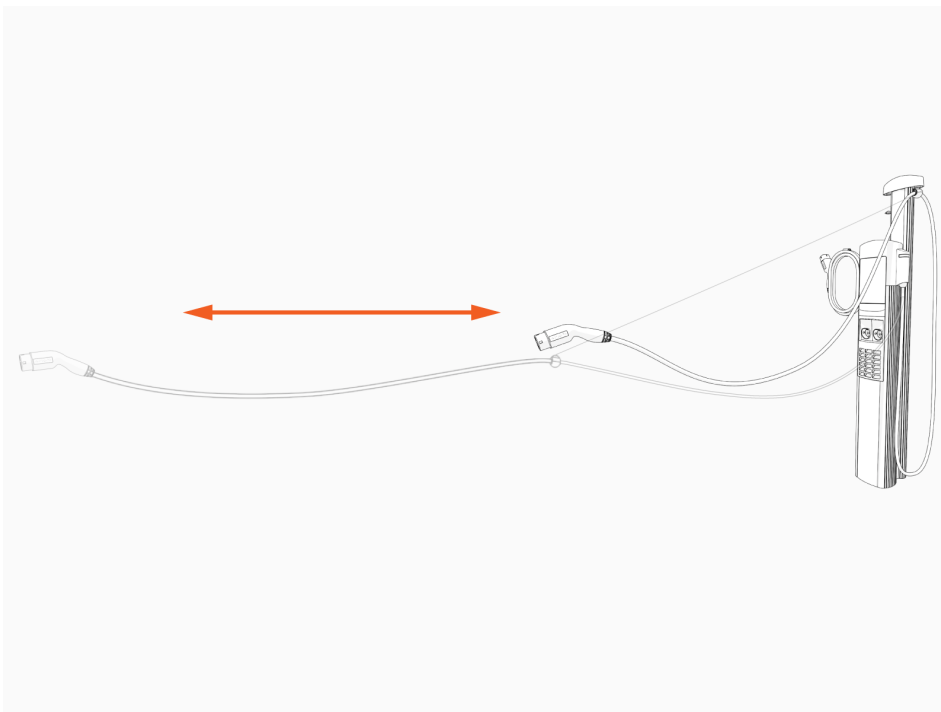
4. Using the tool provided, push down while turning the knot bearing clockwise approximately a 1/4 turn to connect the cable clamp.



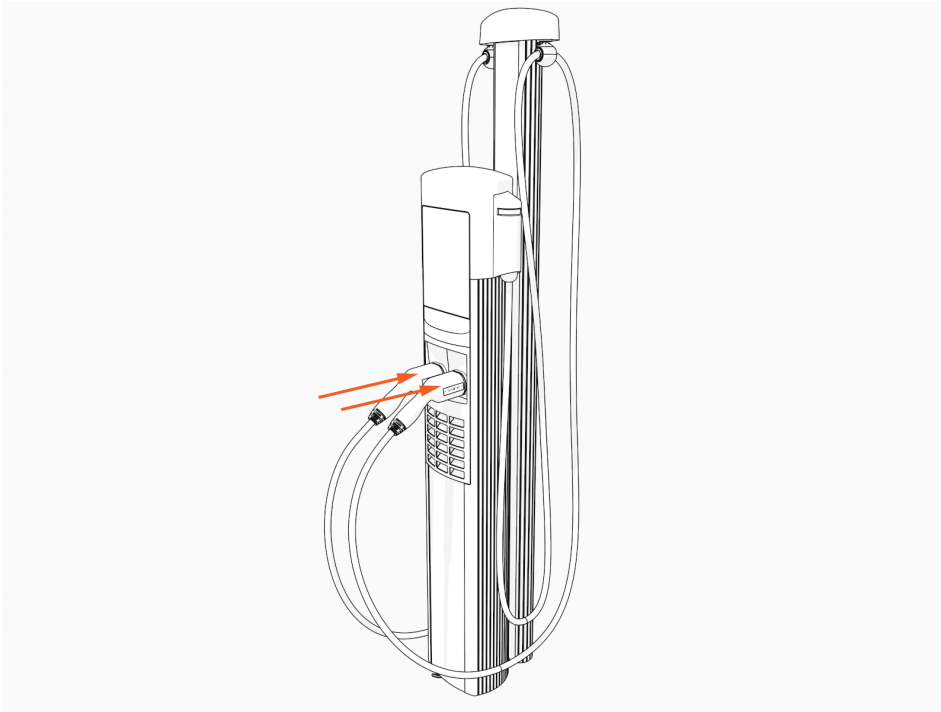
-
5. Untie the knot near the top of the CMK.



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



7. Insert the charging cables into their corresponding holsters.



Next Steps

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 set-up tasks.



IMPORTANT: Pinpointing allows drivers to quickly locate the charging station on a map. Ensure that 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 delivery box)
- Smartphone or laptop with a QR-code scanner, camera and Internet connection
- Your ChargePoint-Certified Installer username and password

The Installation Wizard includes these tasks:

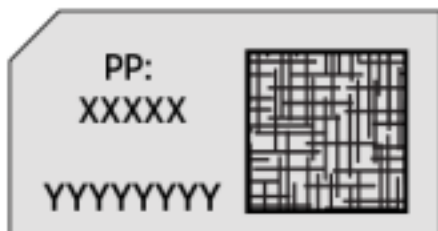
- Set a language for the Installation Wizard.

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

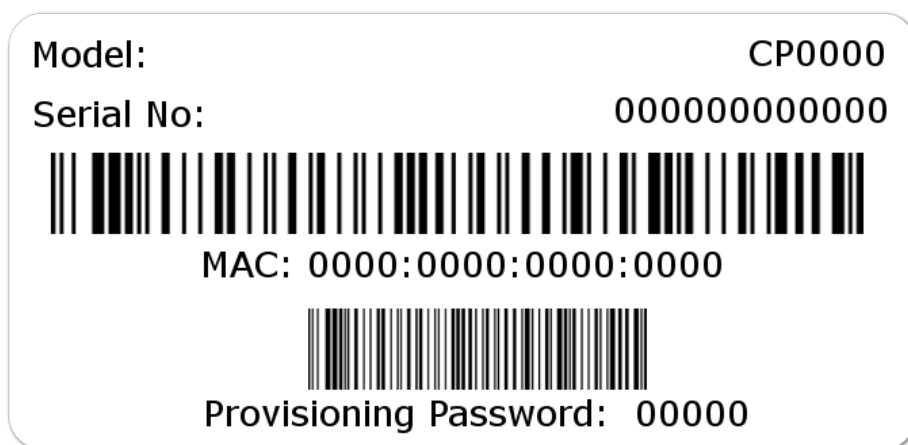
- Configure power
- Check for faults
- Test network connectivity
- Complete the post-installation checklist

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 for the page is o.chargepoint.com.



2. Log in to the installer site using your installer login. Tap **Log In**.
3. Confirm the MAC address and activation password have been automatically entered and are 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.
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 that you have all the required materials to continue activation, and select **Yes**.
5. Follow the prompts in the Installer app.

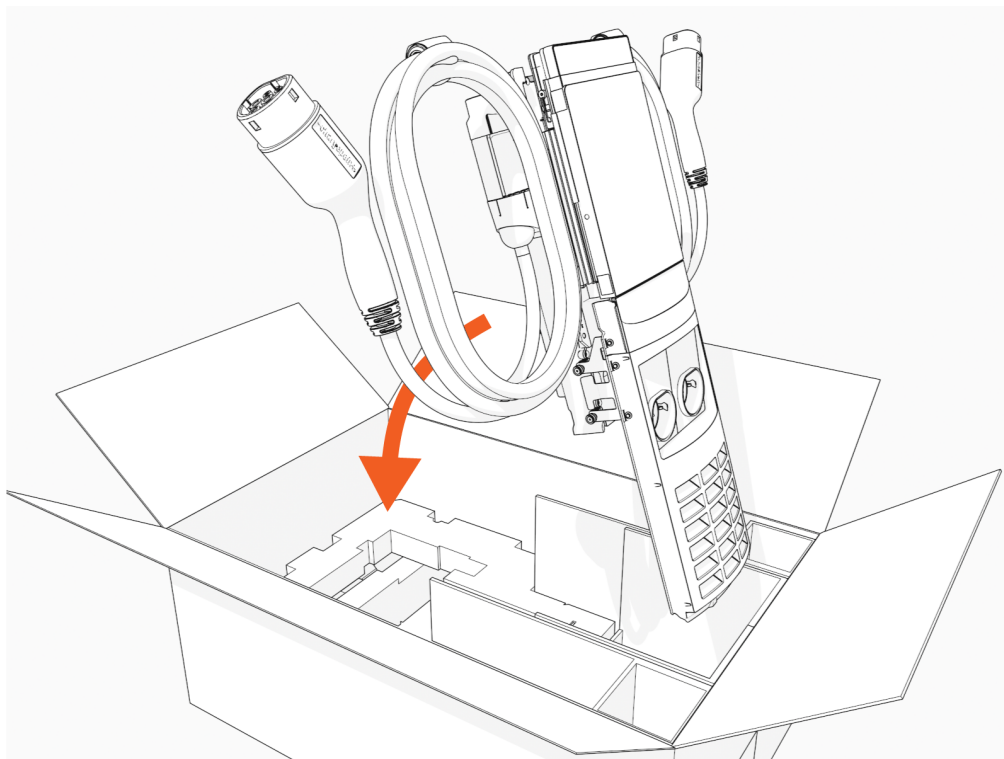
Clear lockout faults

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, find your region's technical support number and contact ChargePoint Support.

Replace the control and communications module 3



WARNING: On CP6000 units certified for Eichrecht, the CCOM is not easily replaceable. Removing it breaks both the digital and physical sealing, which invalidates Eichrecht compliance and disables the station for public charging in affected jurisdictions. Only ChargePoint or a qualified Instandsetzer (a technician certified for Eichrecht work) can replace the CCOM while preserving Eichrecht validity. As a standard practice, the entire head unit should be replaced. You can identify an Eichrecht-certified CP6000 by the "DE-M" mark on the nameplate and a sealed connection between the [public name for AC Box] and the Smart Cable Assembly.

Bring these tools



Torx screwdriver (T25)



Torx screwdriver (T20)



4 mm hex key



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.

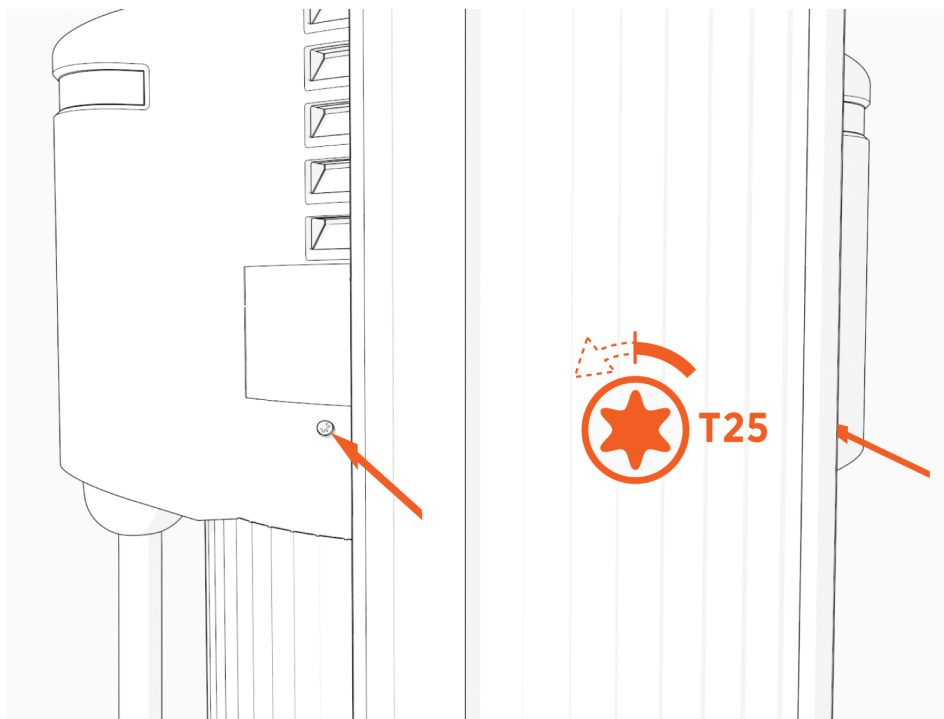
DANGER: RISK OF SHOCK



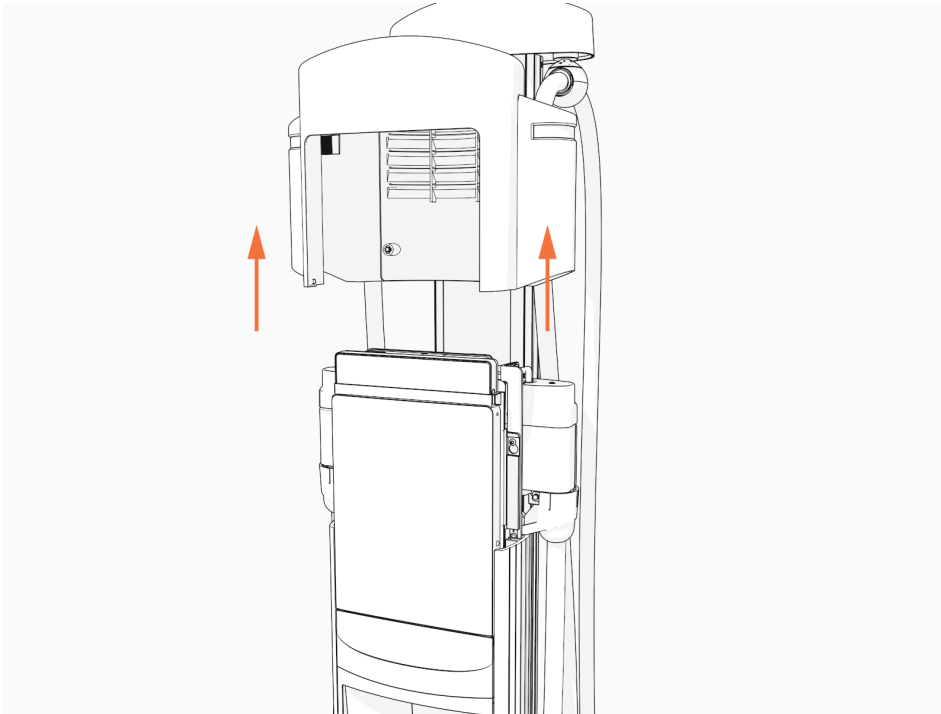
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energise the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep the power off until the top cap is correctly reinstalled and the work is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

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

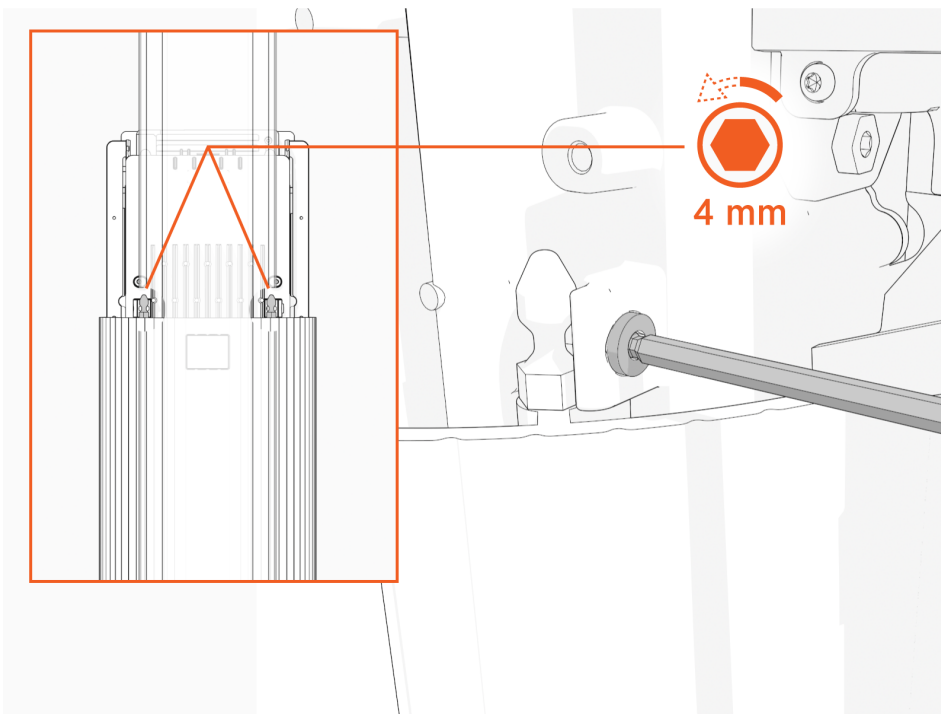
2. Use the L-wrench to loosen two captive screws securing the top cap.



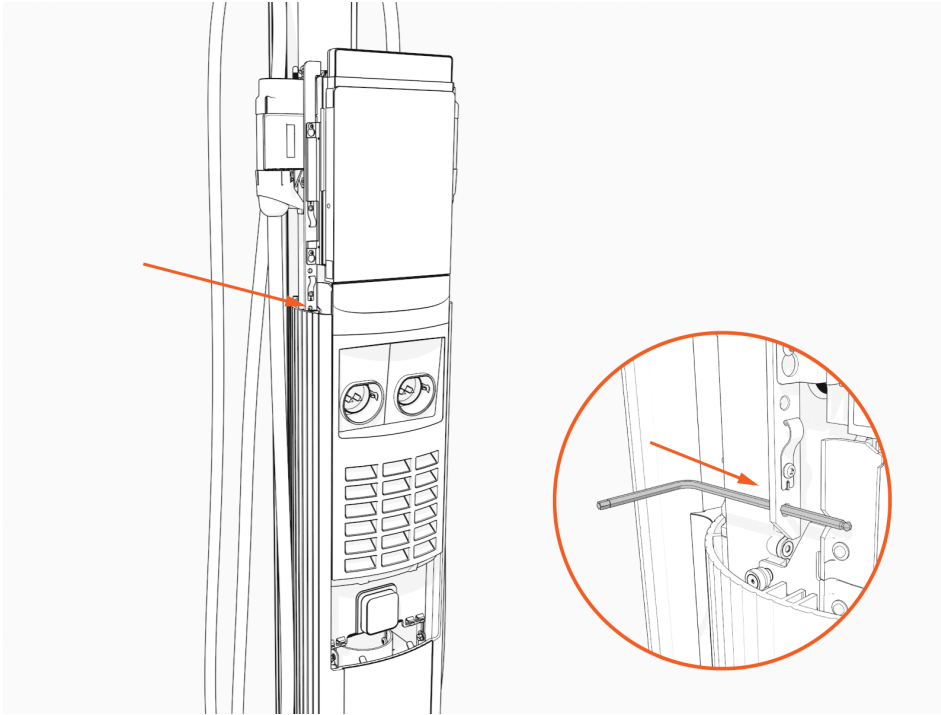
3. Remove the top cap.



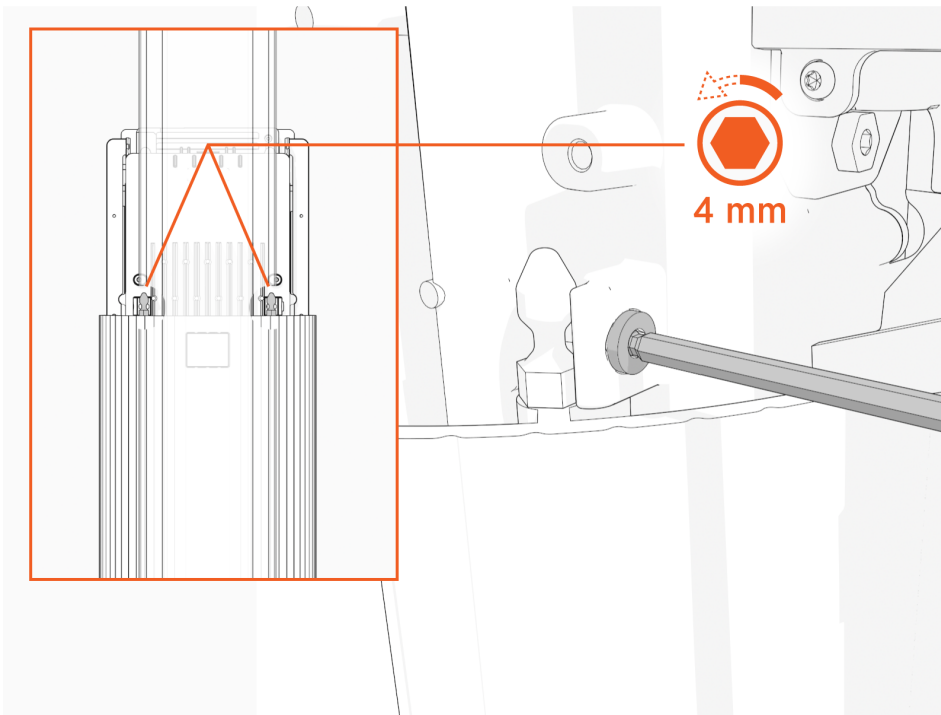
4. Use the L-wrench to loosen, but not remove, the screws securing the head assembly.



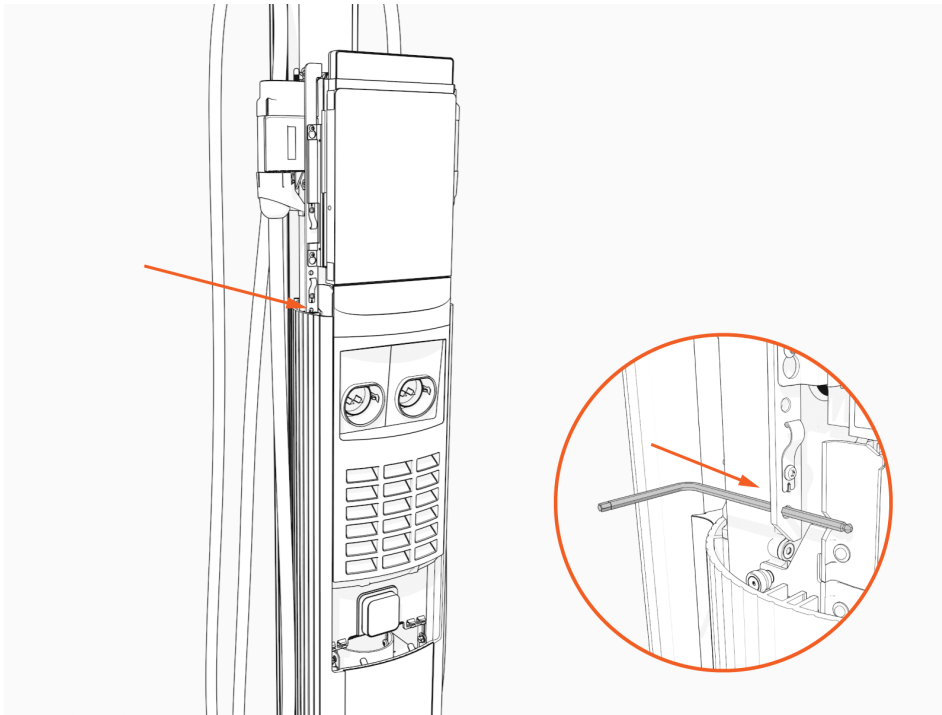
5. Lift the head assembly and insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.



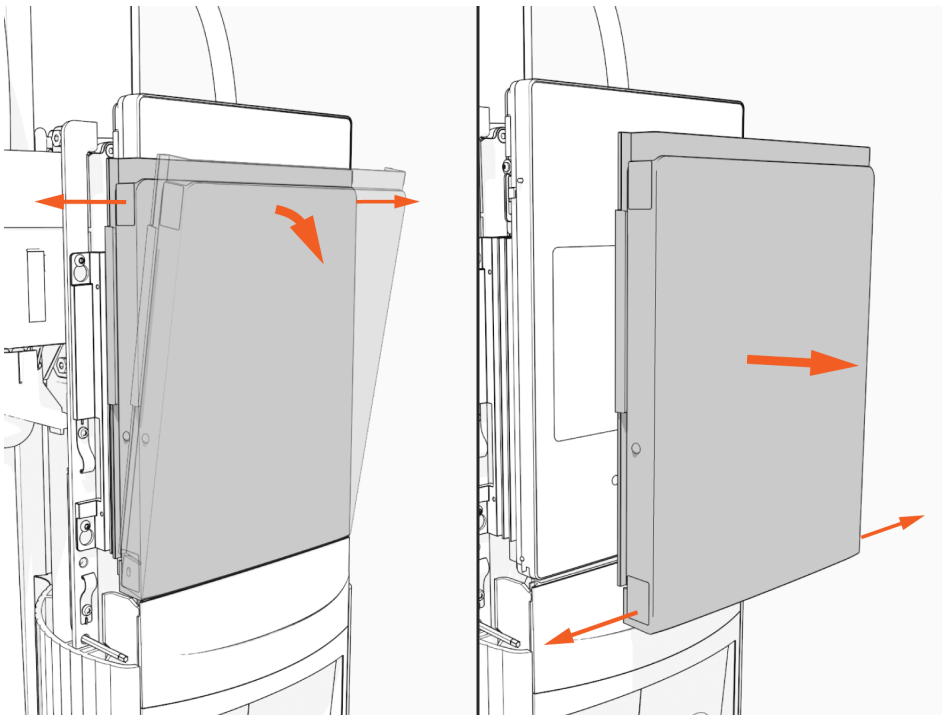
6. Use the L-wrench to loosen, but not remove, the screws securing the head assembly.



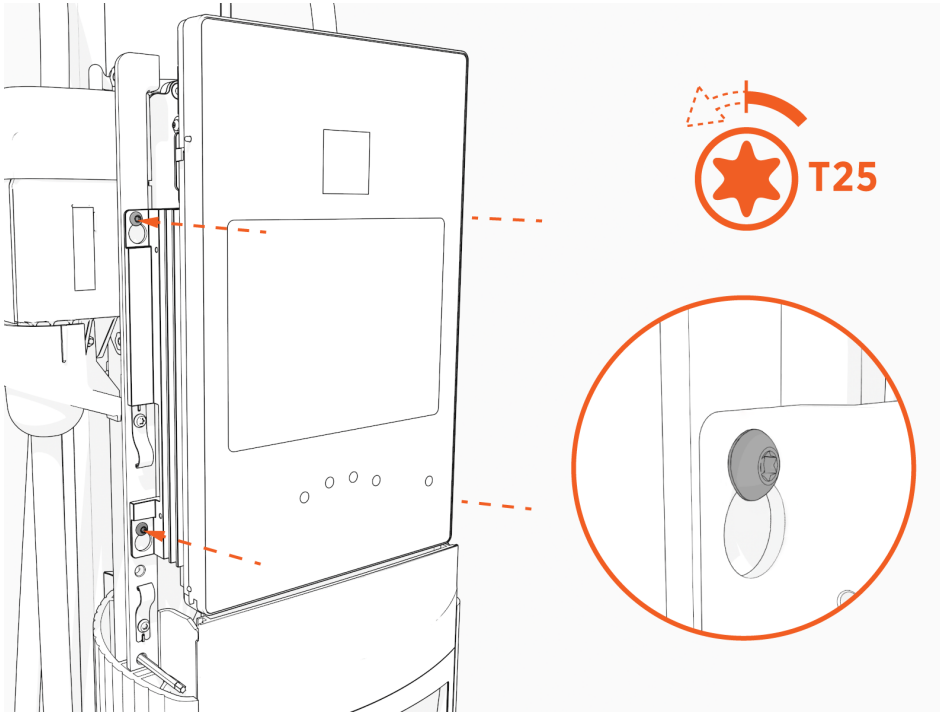
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7. Lift the head assembly and insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.



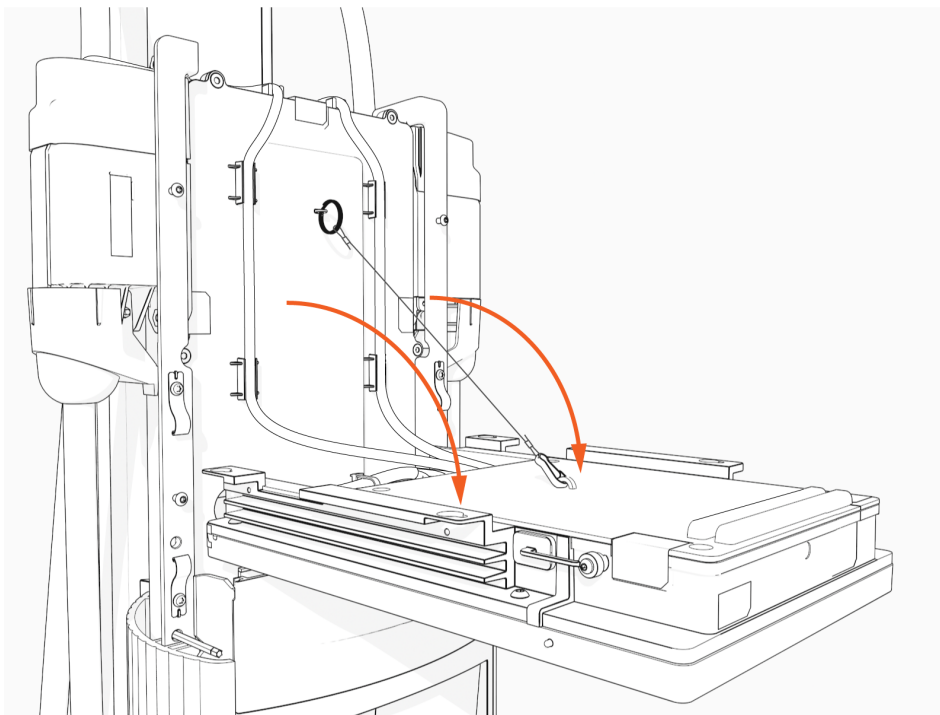
8. Unsnap the top and then bottom edges of the front lens and set it gently on a padded surface.



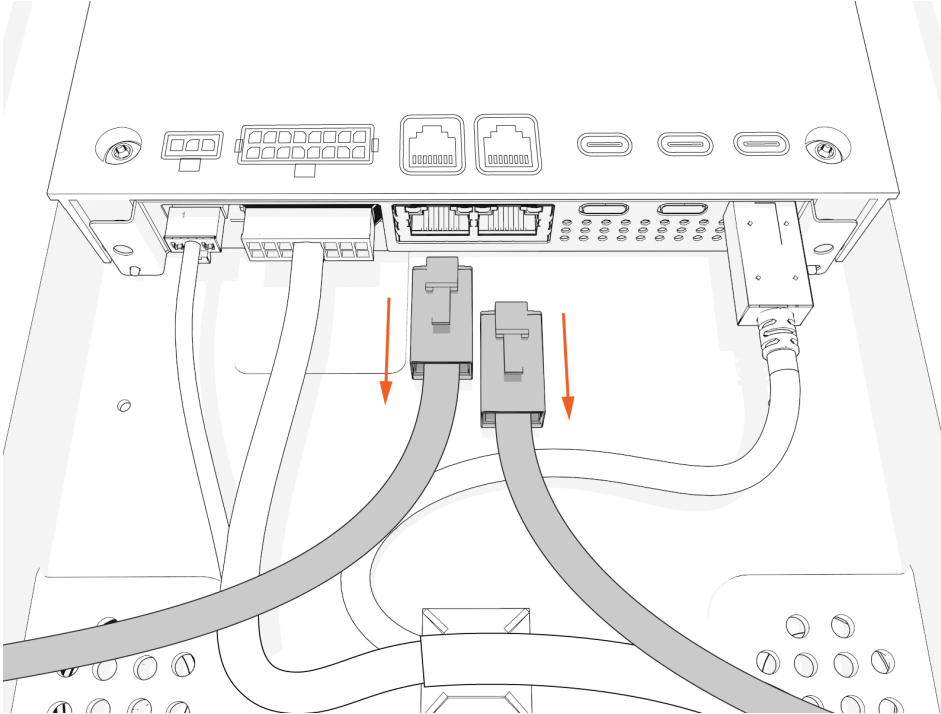
9. Loosen, but do not remove, the screws that secure the CCOM to the head assembly.



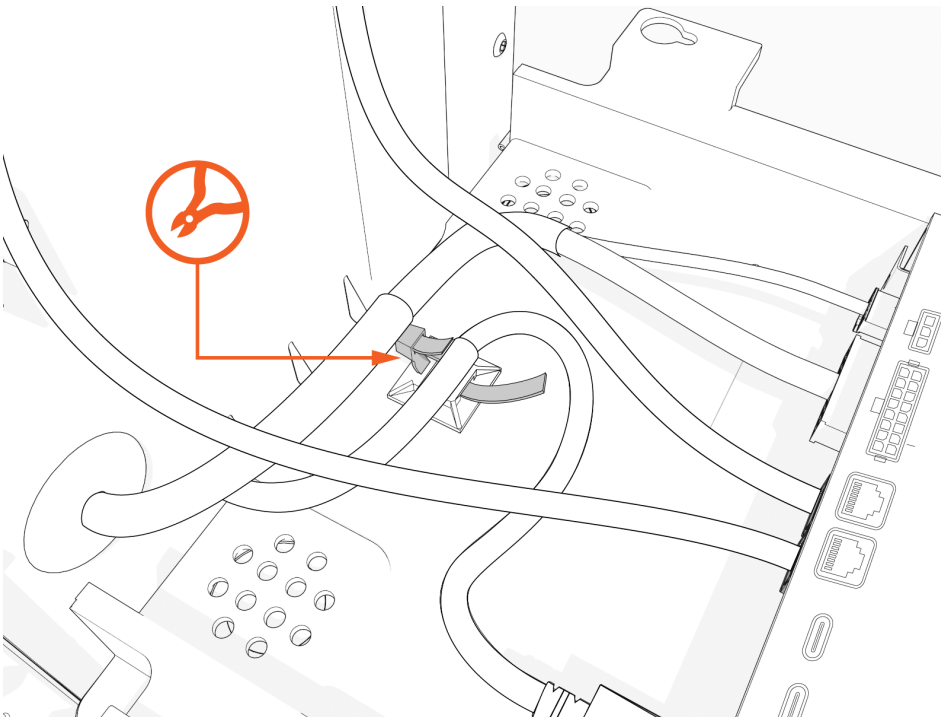
10. Lift the CCOM up and tilt it away from the head assembly.
The bottom edge of the CCOM rests on the upper edge of the holster assembly.



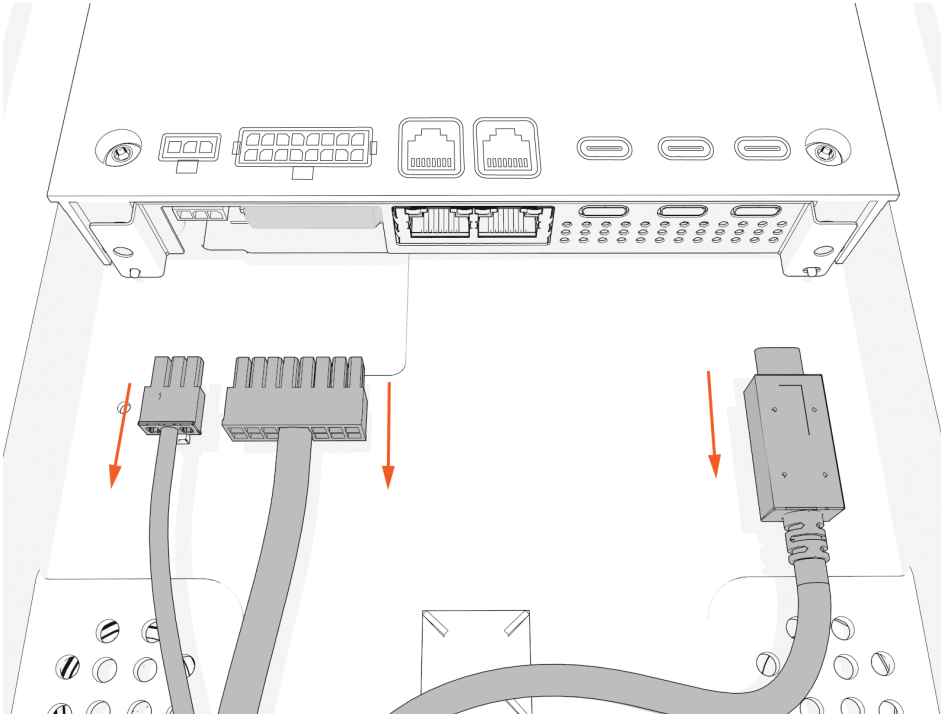
11. Disconnect the RJ45 Ethernet cables from the CCOM.



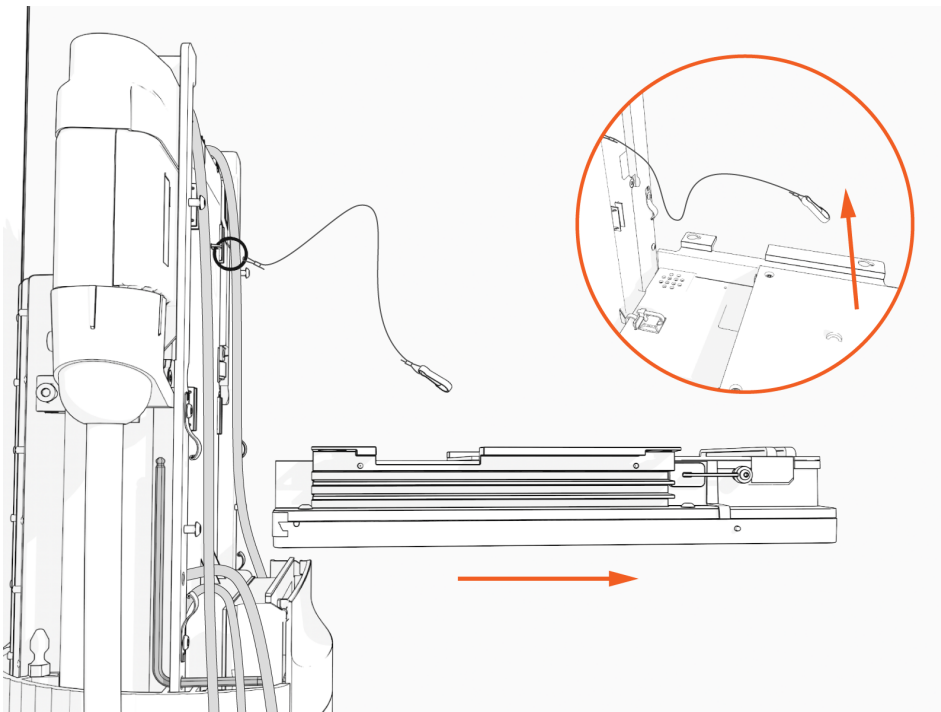
12. Cut the cable tie securing the USB-C cable, if present.



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



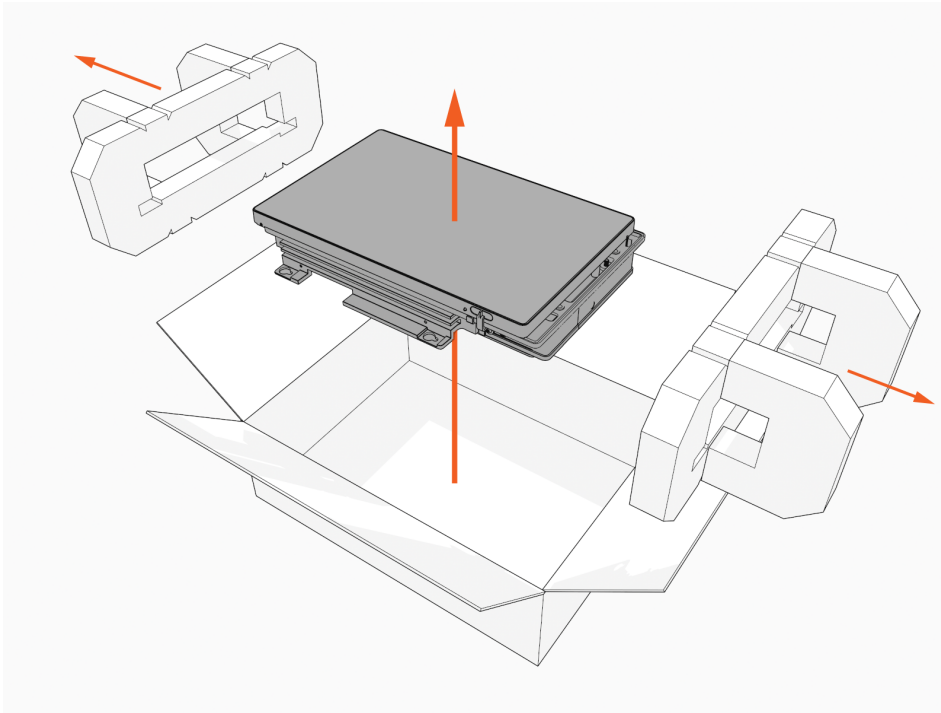
14. Unclip the hook and tether, remove the CCOM and set it aside.



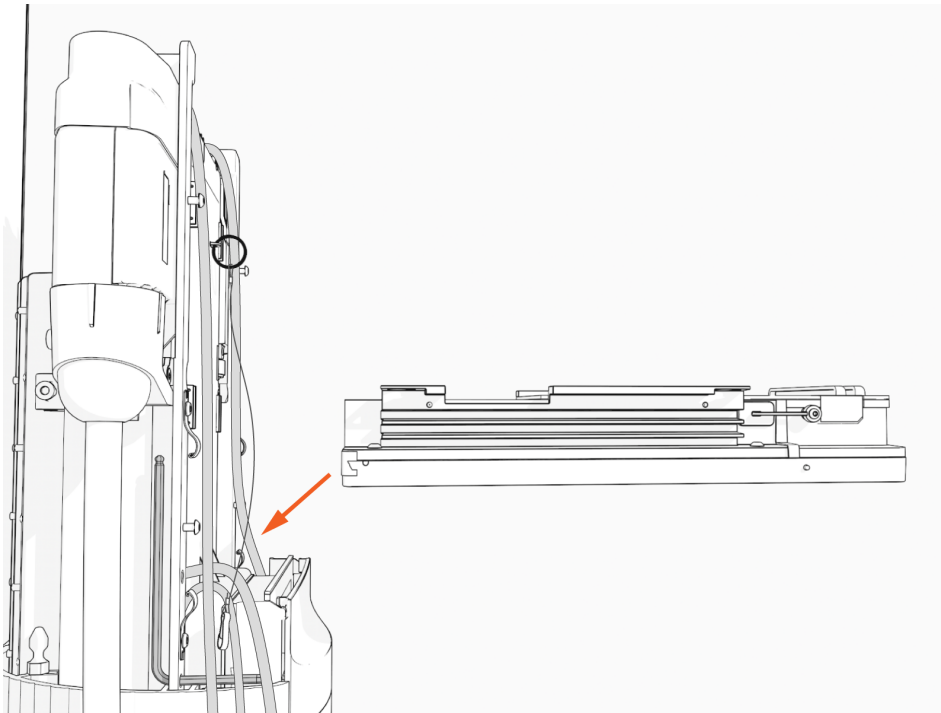
Install the CCOM

To install the CCOM, perform the following steps:

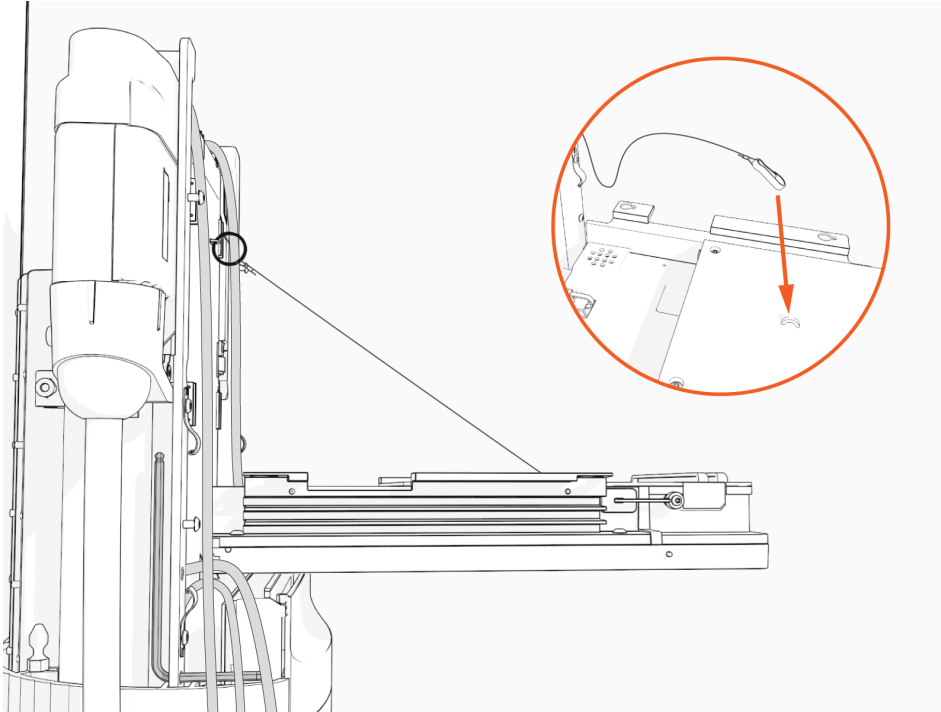
1. Open the CCOM package and remove the CCOM. Save the packaging and use it to return the removed part to ChargePoint.



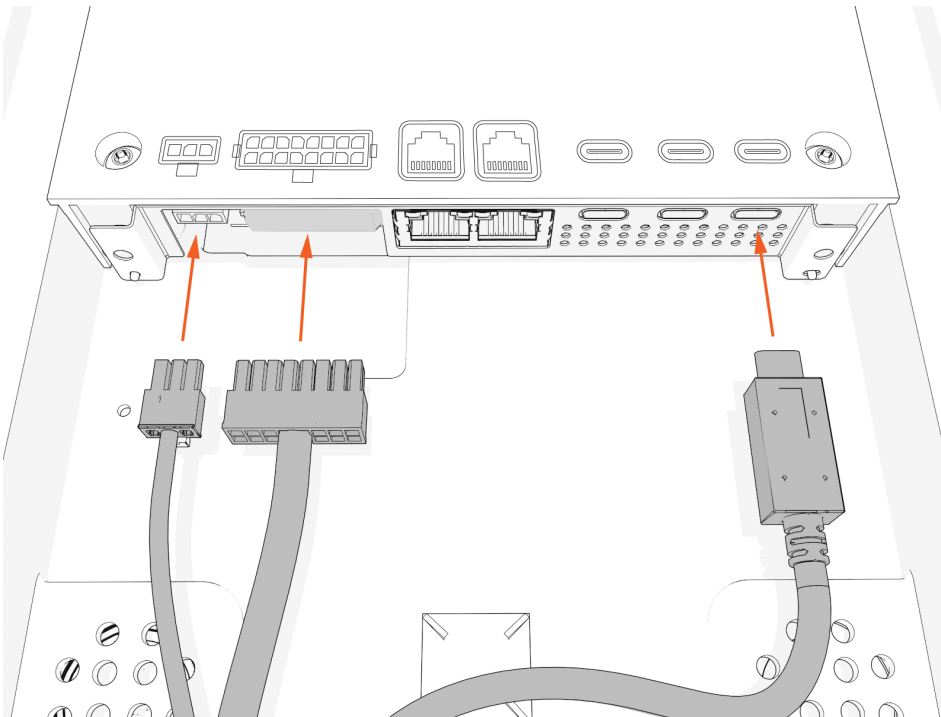
2. Rest the CCOM on the lower edge of the holster assembly.



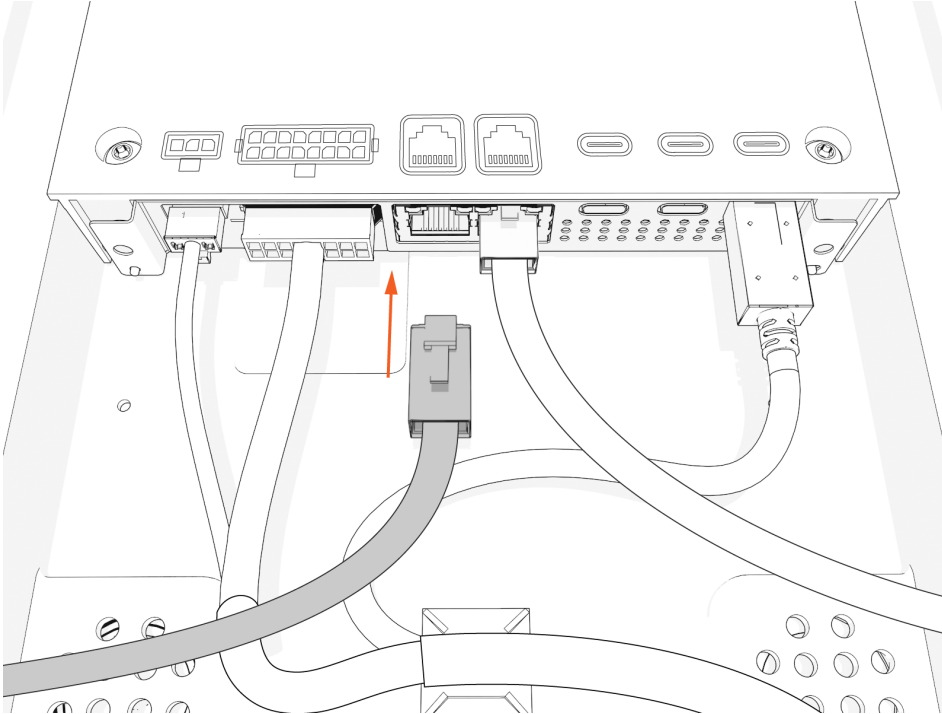
3. Connect the hook and tether.



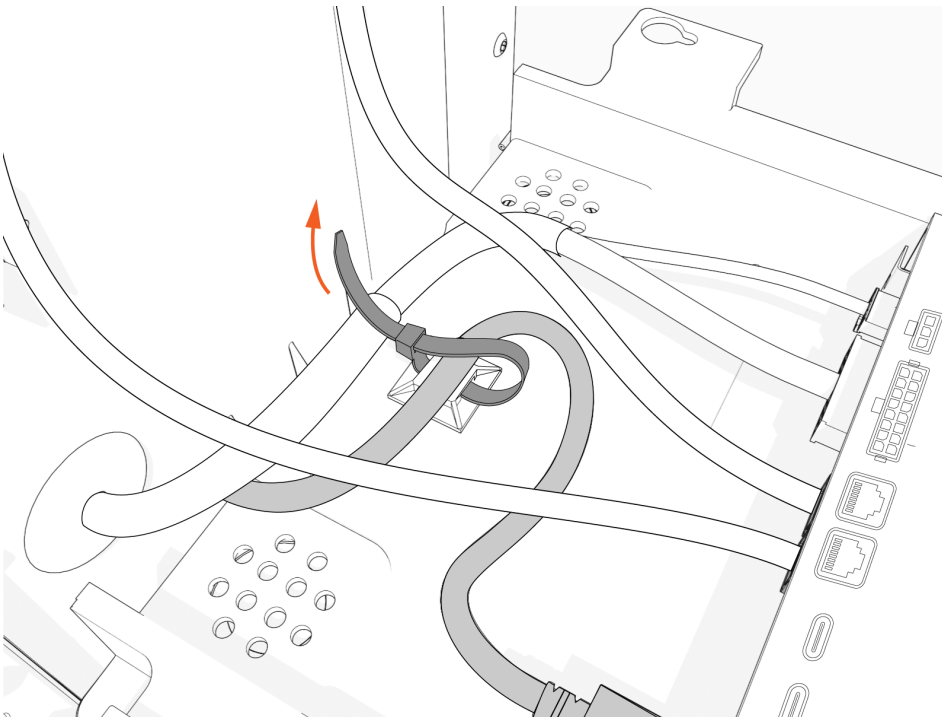
4. Connect the signal and the low-voltage power cables.



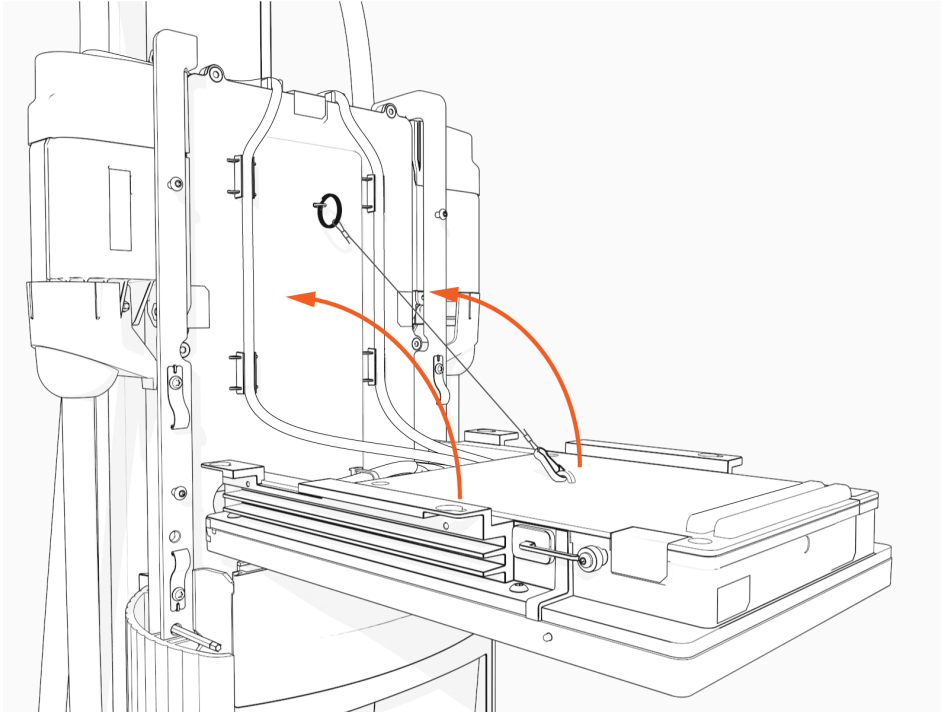
-
5. Connect the RJ45 Ethernet cables from the smart cable assembly to the bottom of the CCOM.



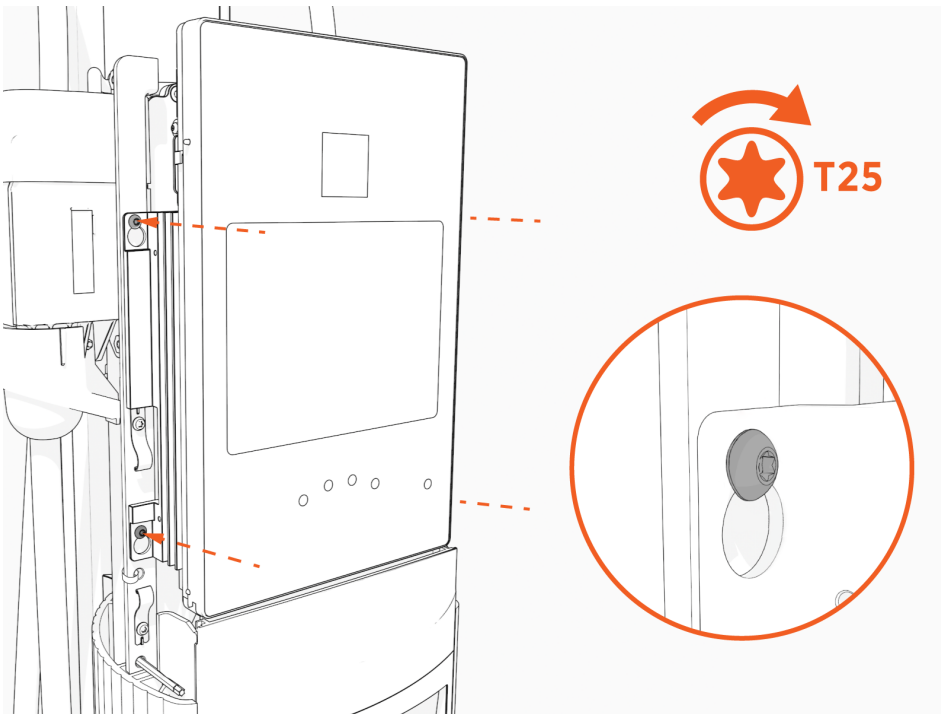
6. Use a cable tie to secure the USB-C cable.



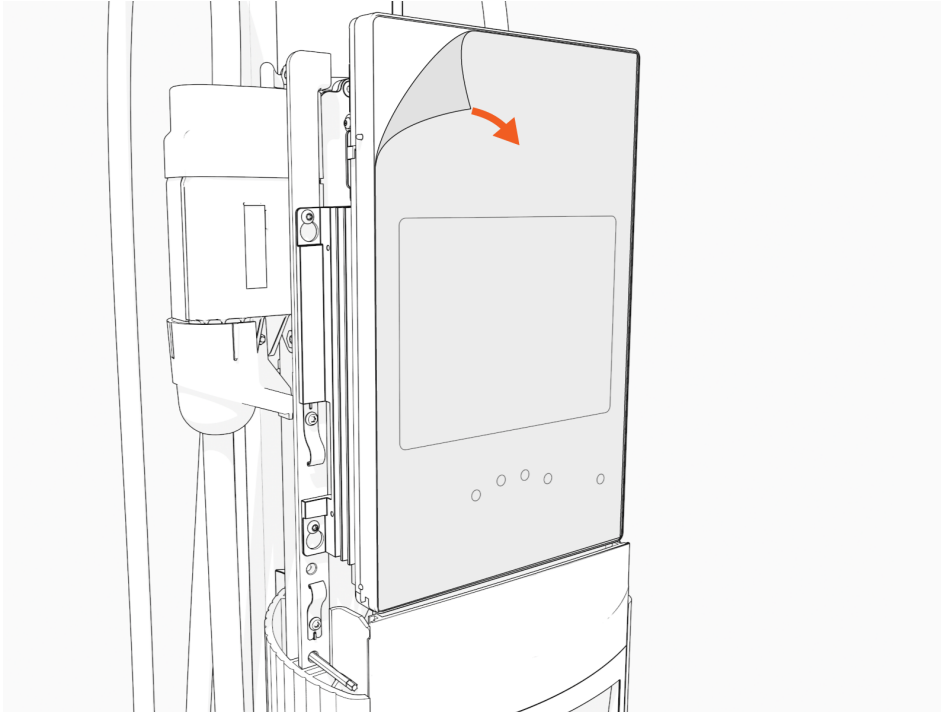
7. Raise the CCOM and slide it into place on the head assembly.



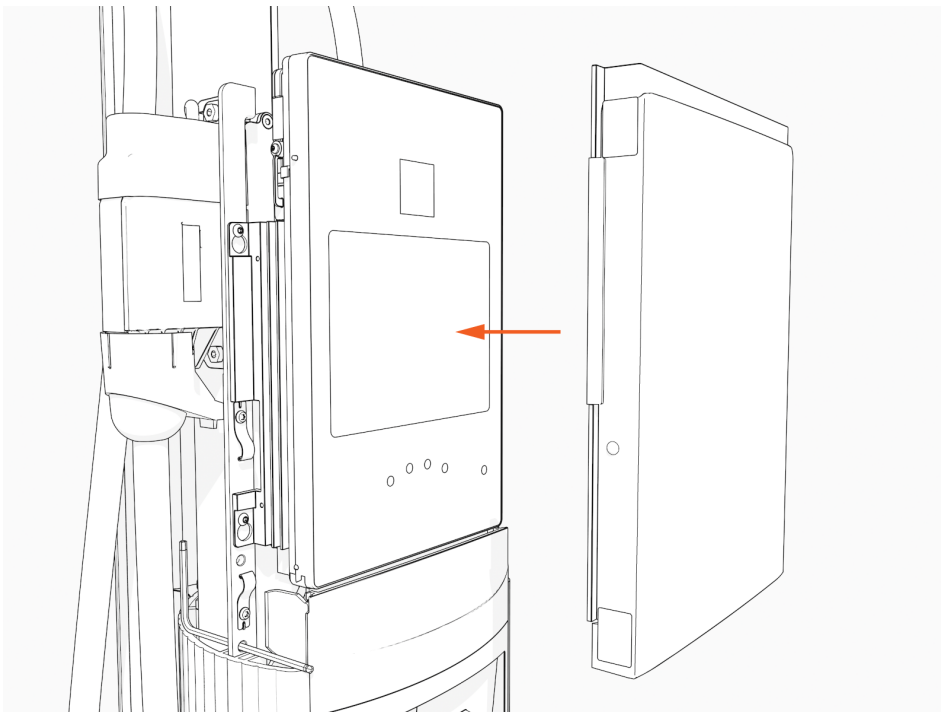
8. Use four screws to secure the CCOM. Tighten the screws to 1.7 Nm (15 in-lb).



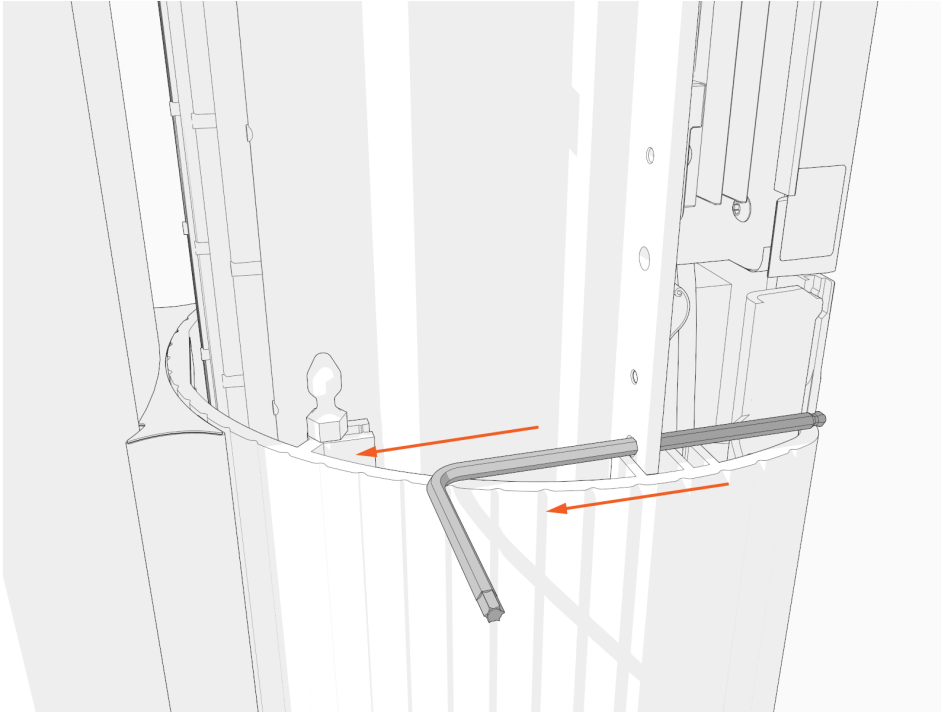
-
9. Peel the plastic film off of the CCOM.



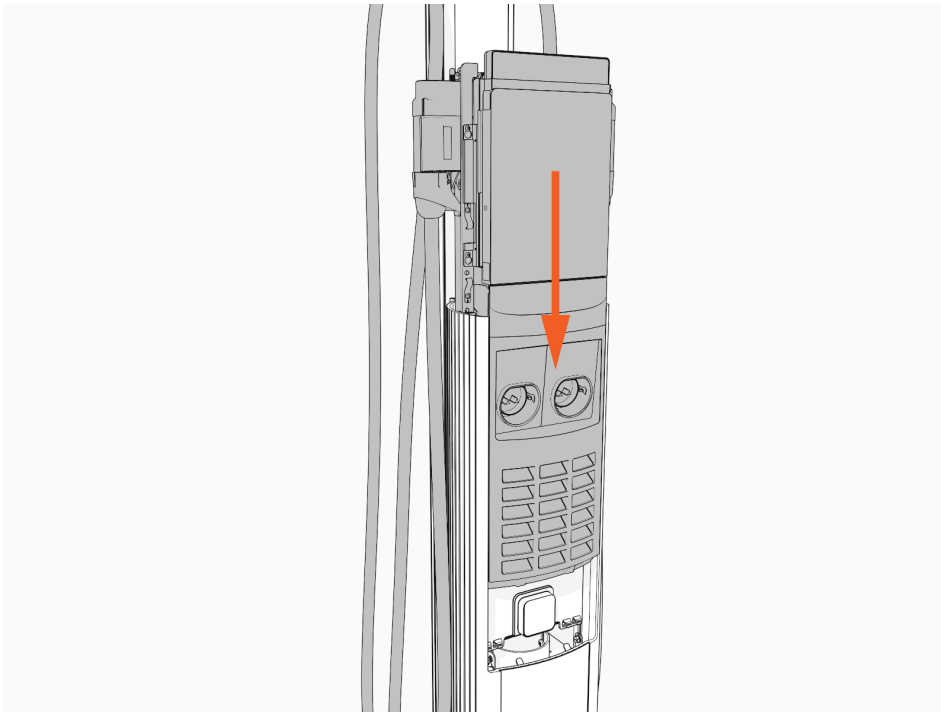
10. Snap the bottom and then top edges of the front lens onto the head assembly.



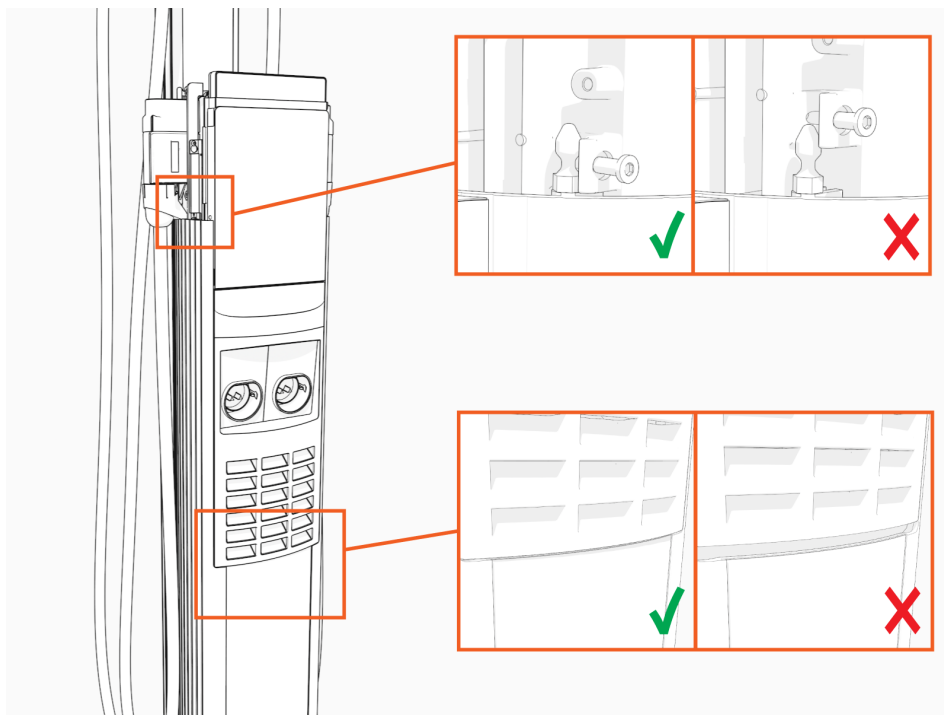
11. Remove the L-wrench.



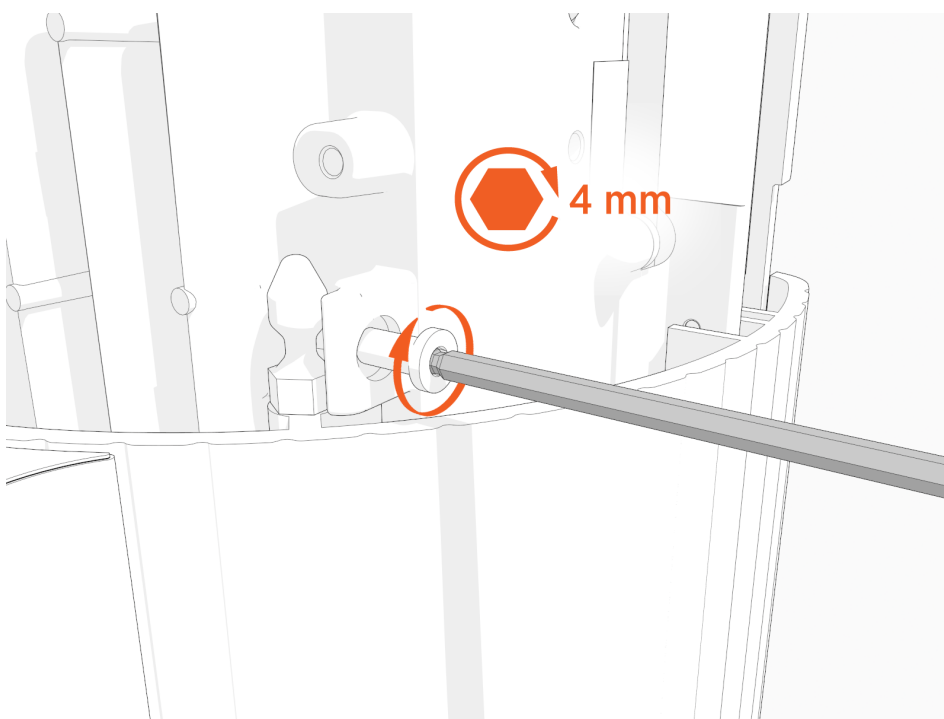
12. Slide the head assembly all the way into the pedestal housing.



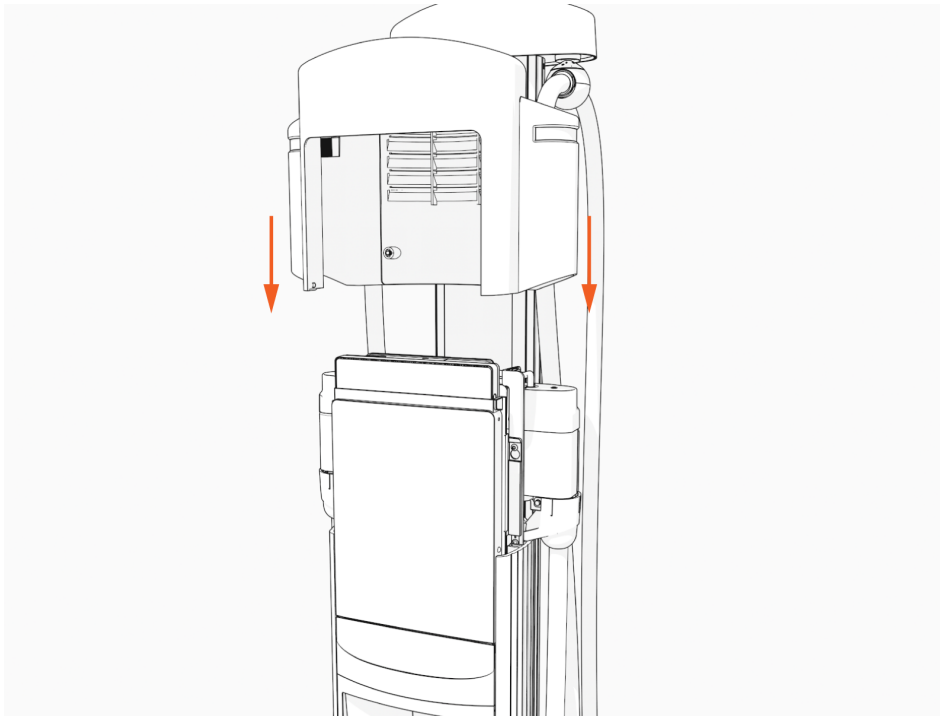
13. Ensure that the head assembly is fully seated.



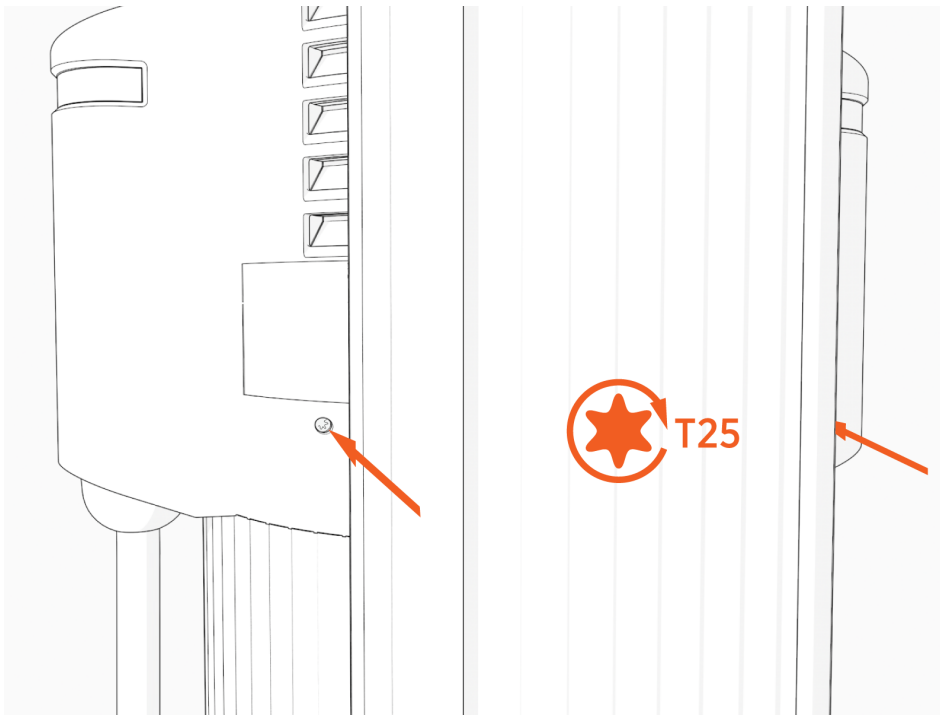
14. Using the L-wrench, tighten two screws.



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 will 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

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 that you have all the required materials to continue activation, and select **Yes**.
5. Follow the prompts in the Installer app.

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

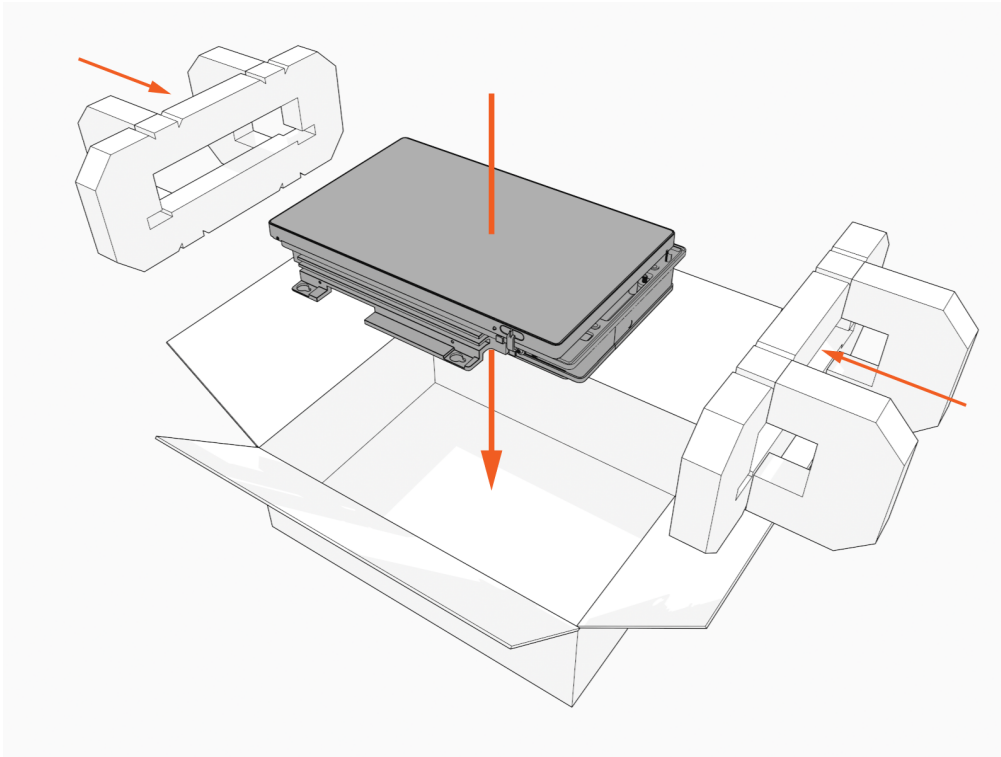
Clear lockout faults

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

To clear lockout faults, go to [ChargePoint Support](#) 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, find your region's technical support number and contact ChargePoint Support.

Replace the CMK 4

Bring these tools



Torx screwdriver (T25)



4 mm hex key



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.



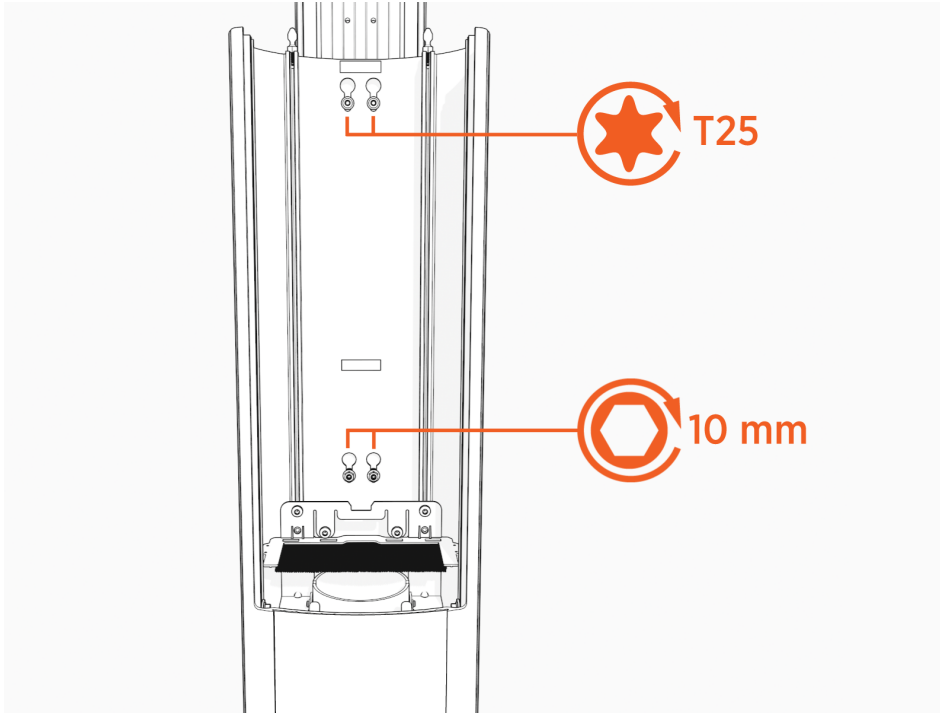
IMPORTANT: The charging station with the faulty part must have an Activated status.



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.
2. Remove the top screws and bottom nuts.



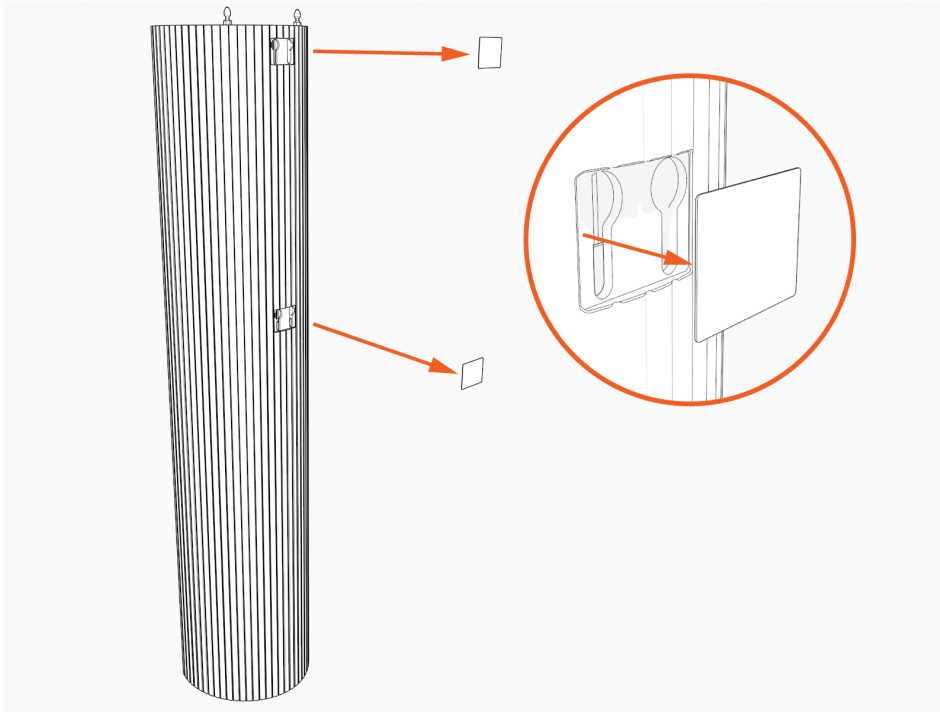
When installing the new CMK, torque the top T25 screws to **5.7 Nm (50 in-lb)**. Use a 10 mm wrench to tighten the nuts near the bottom to **5.7 Nm (50 in-lb)**.

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

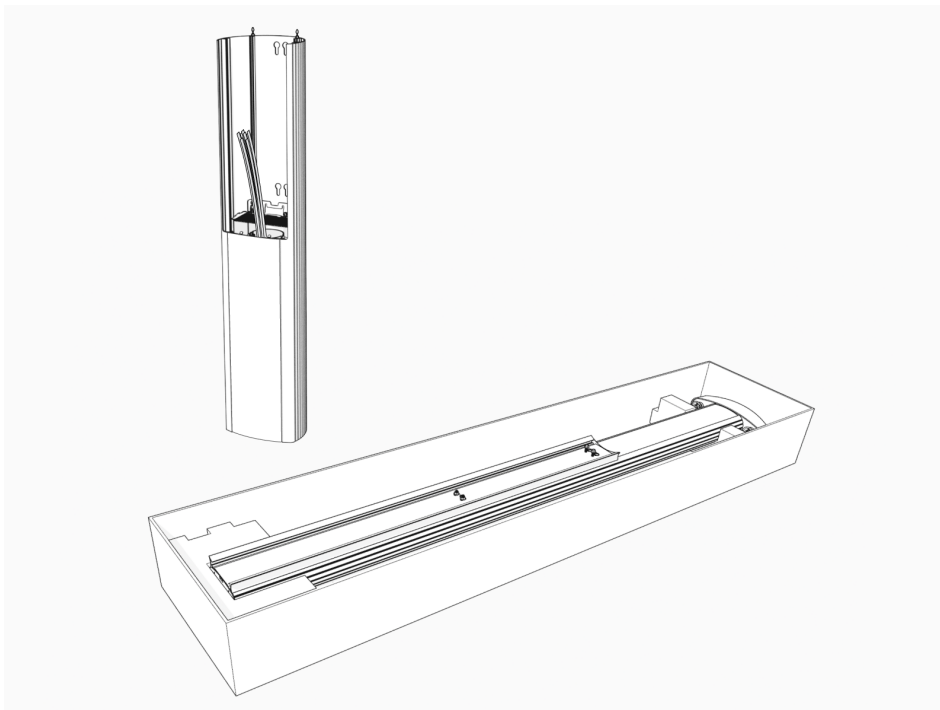


Install the New CMK

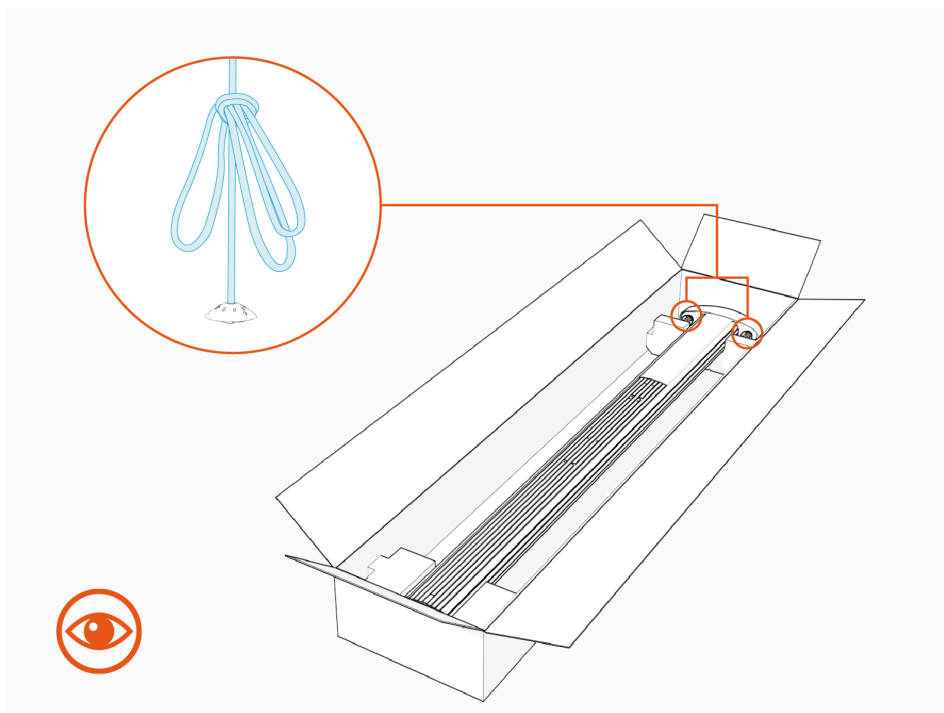
1. If present, remove the two stickers covering the holes on the back of the pedestal housing.



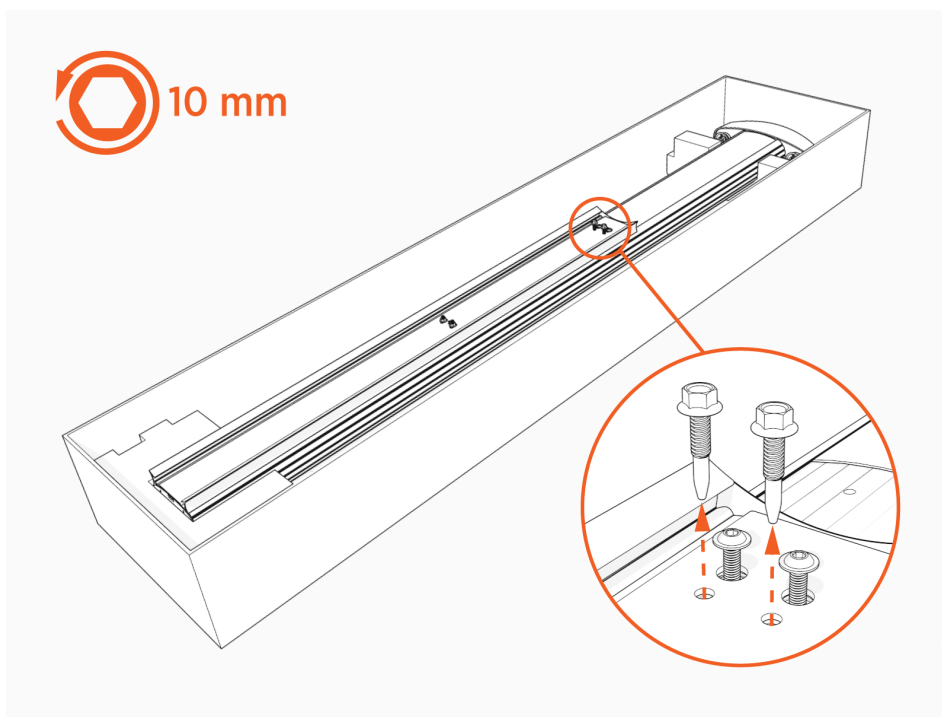
2. Unwrap and position the Cable Management Kit (CMK) packaging near the base of the pedestal.



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.

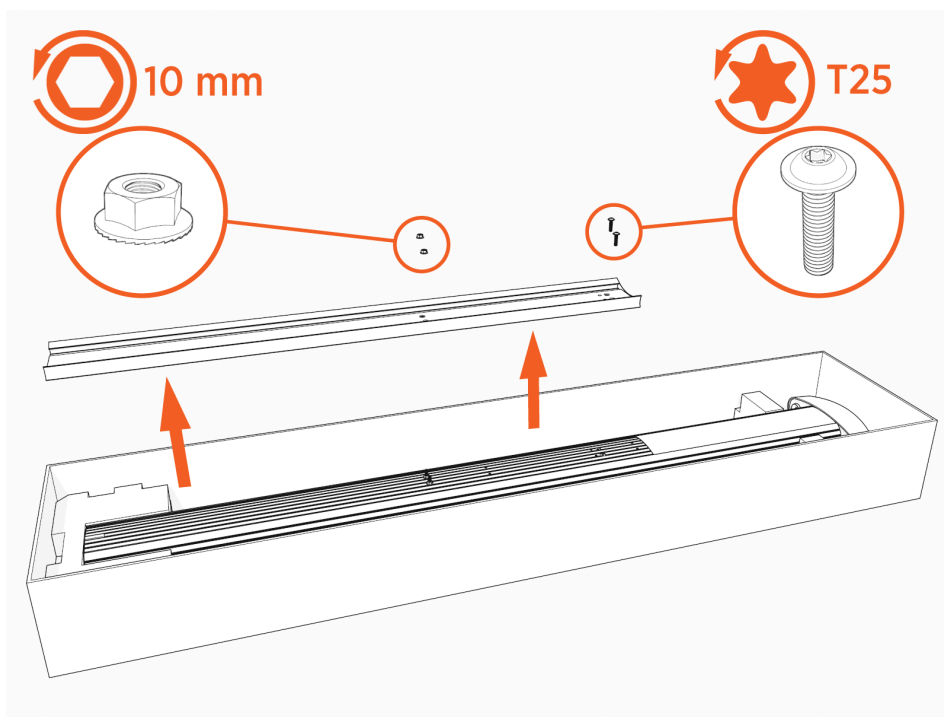


4. Remove and discard the delivery screws.

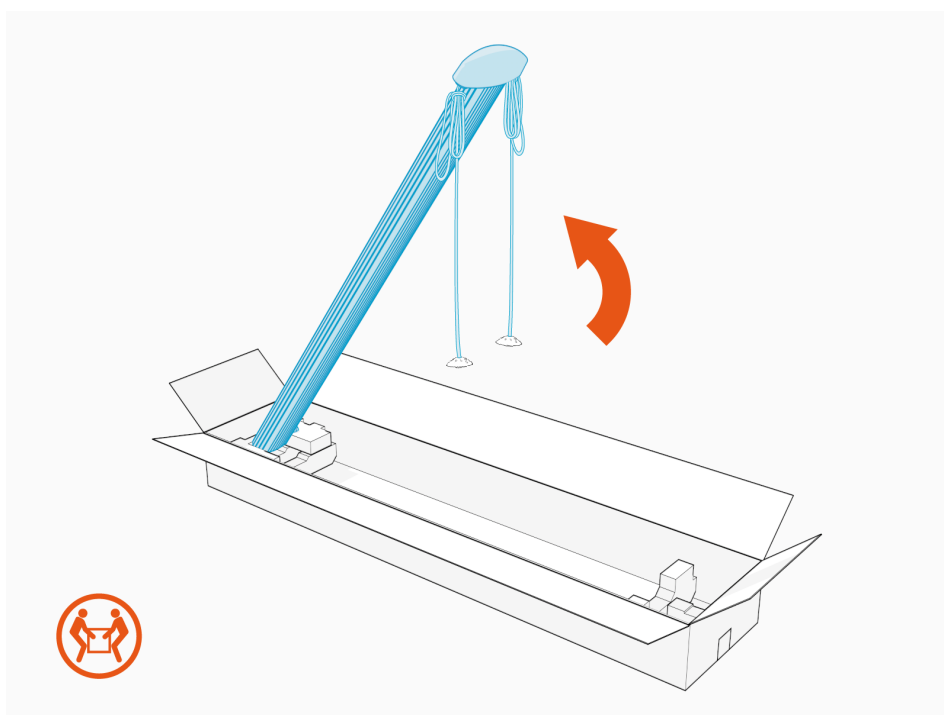


WARNING: When you remove the shipping screws, the counterweights are free to move in either direction. To prevent damage or injury, always carry the assembly with the top end higher than the bottom end.

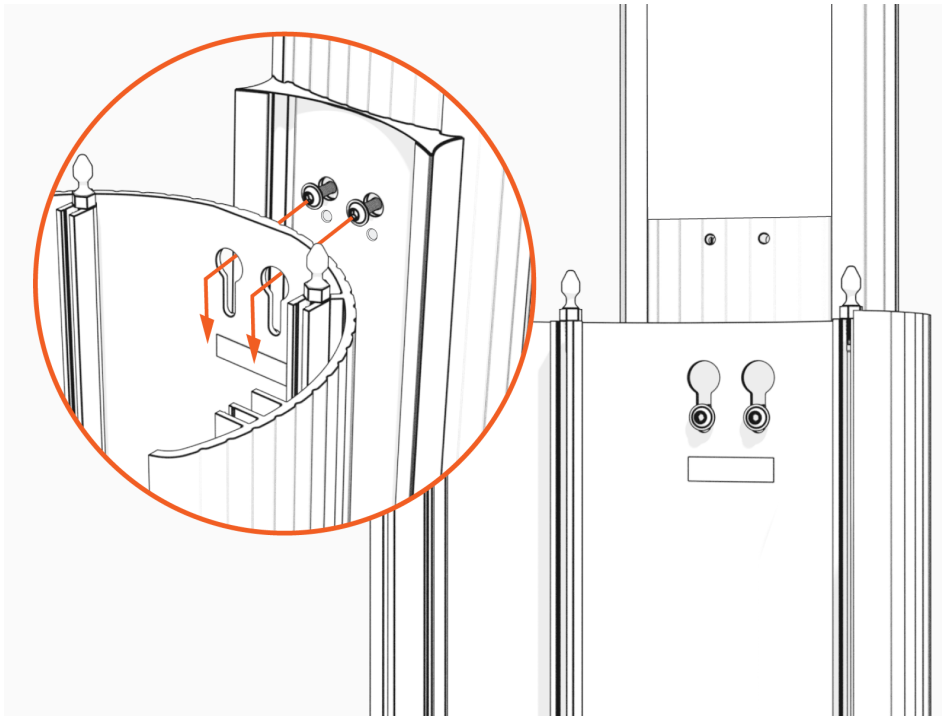
5. If present, remove the spacer.



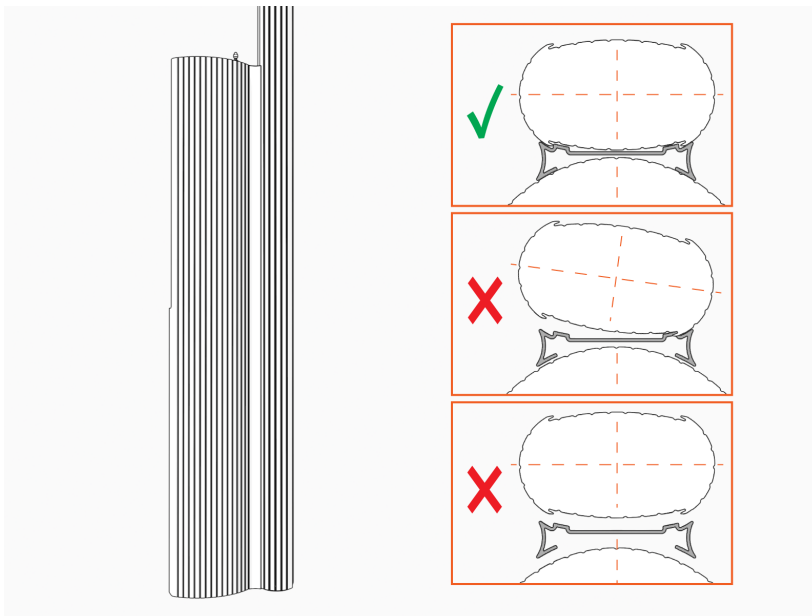
6. Stand the CMK upright slowly. The counterweights will drop.



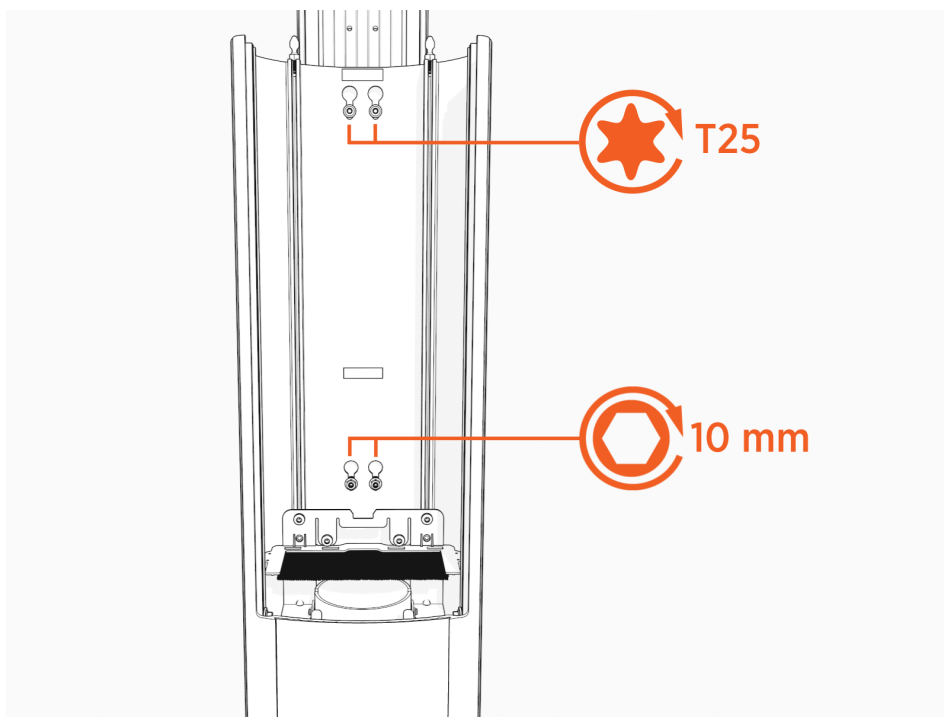
7. Place the CMK behind the pedestal housing and align the mounting screws (top) and nuts (bottom). Lower the CMK.



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, find your region's technical support number and contact ChargePoint Support.

Install the reset switch 5



NOTE: A reset switch is provided with both RCCB and RCBO charging stations; however, the reset switch upgrade kit is supplied exclusively for power plates utilising an RCCB.

Bring these tools



Torx screwdriver (T25)



4 mm hex key



Isopropyl wipes



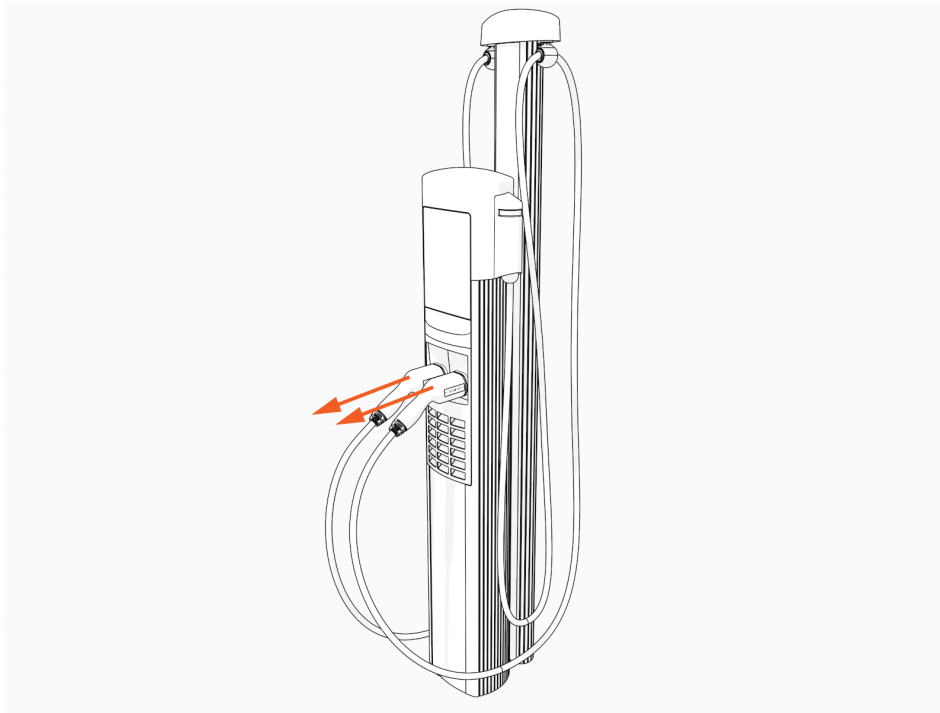
Paper towel roll



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

Remove the head assembly

1. Use your ChargePoint card or the mobile app to start a charging session, unlock the charging cables and set them down gently.



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

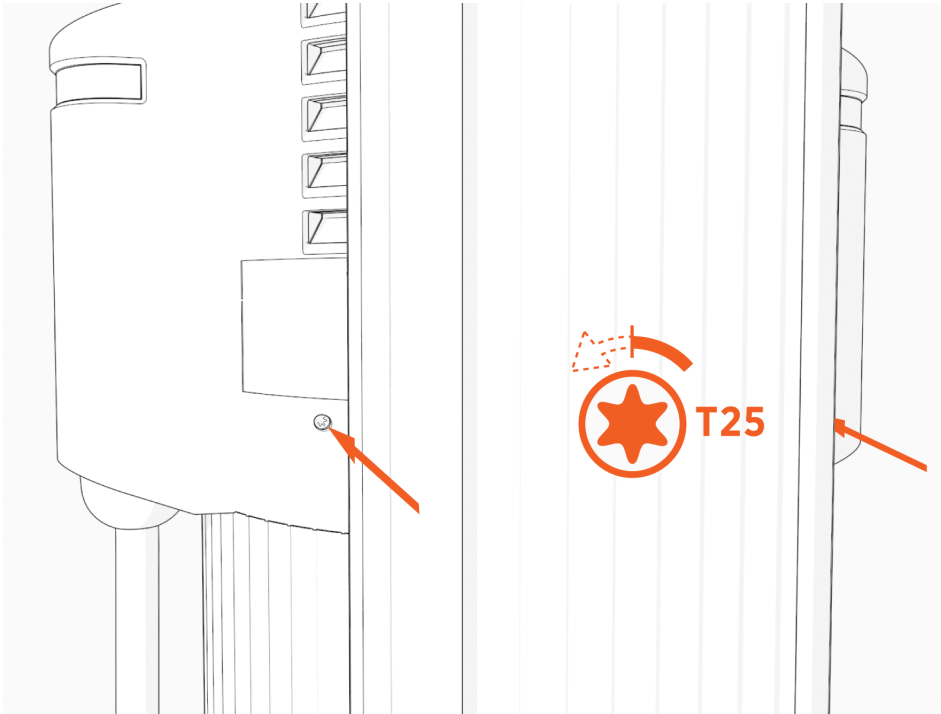
DANGER: RISK OF SHOCK



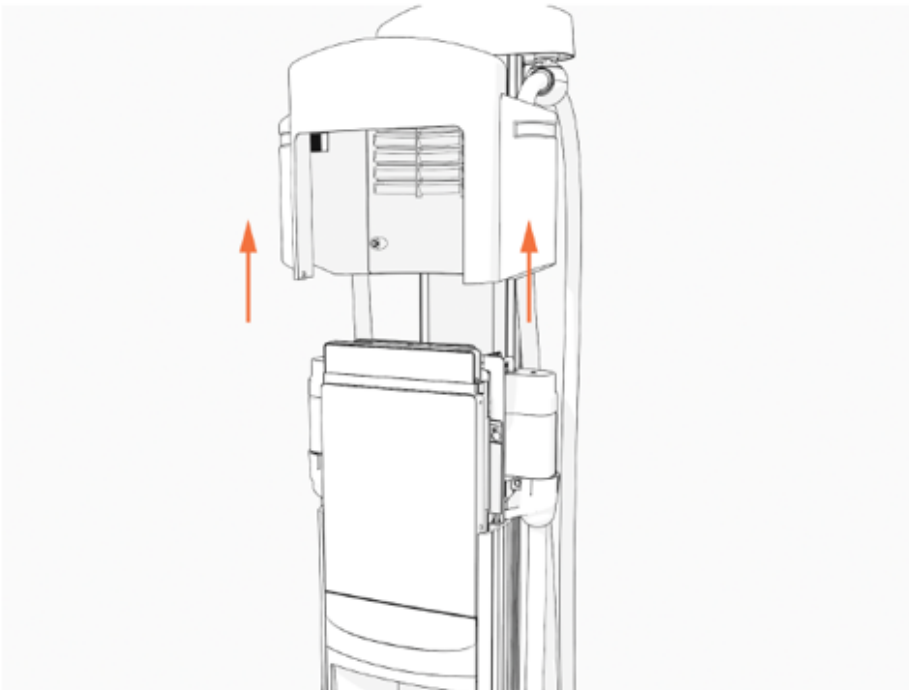
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energise the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep the power off until the top cap is correctly reinstalled and the work is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

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

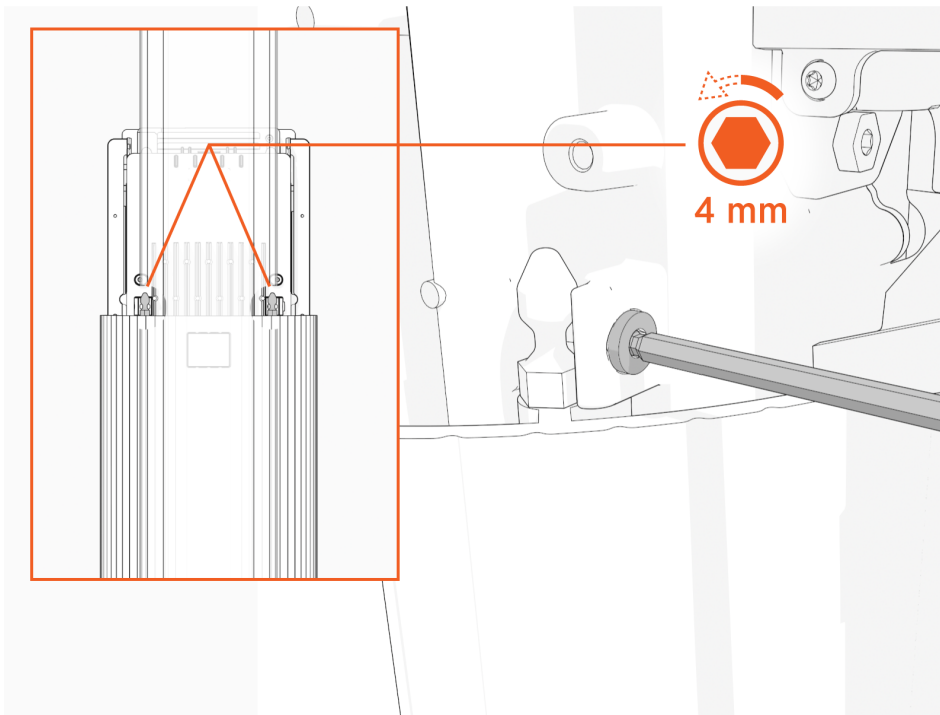
3. Use the L-wrench to loosen the two T25 screws securing the top cap.



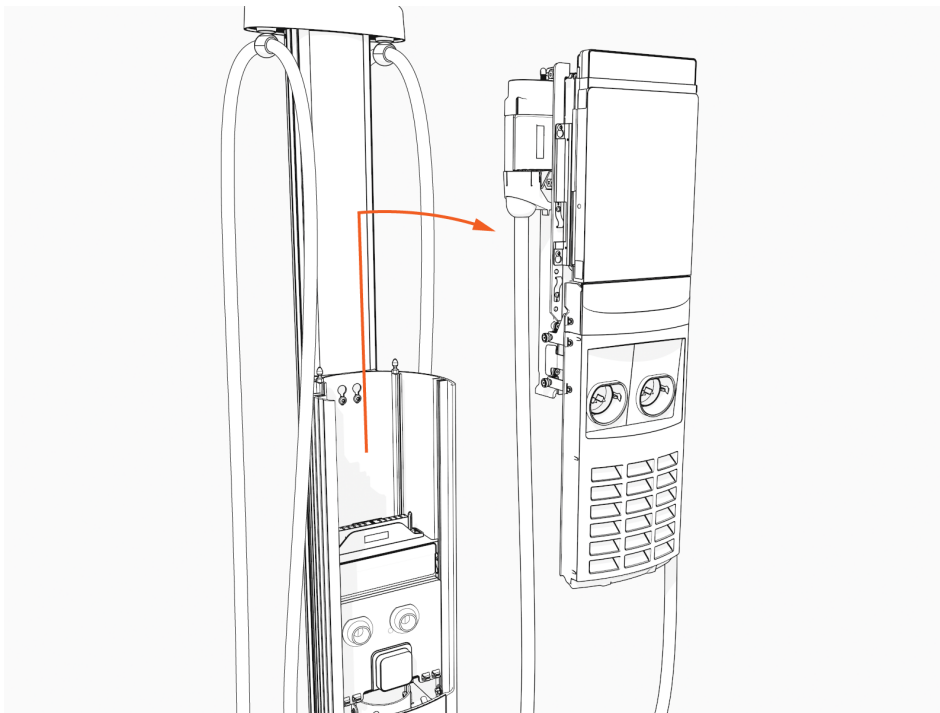
4. Remove the top cap.



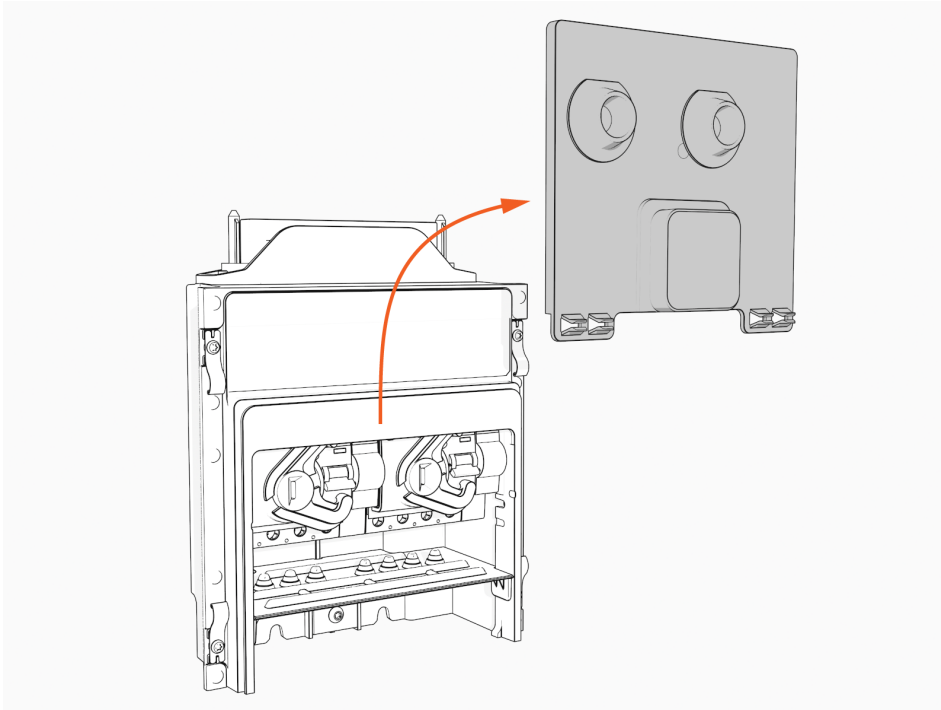
-
5. Use the L-wrench to loosen, but do not remove, the screws securing the head assembly.



6. Lift the head assembly to remove it from the pedestal or wall mount enclosure. Place it gently face down on a padded surface.

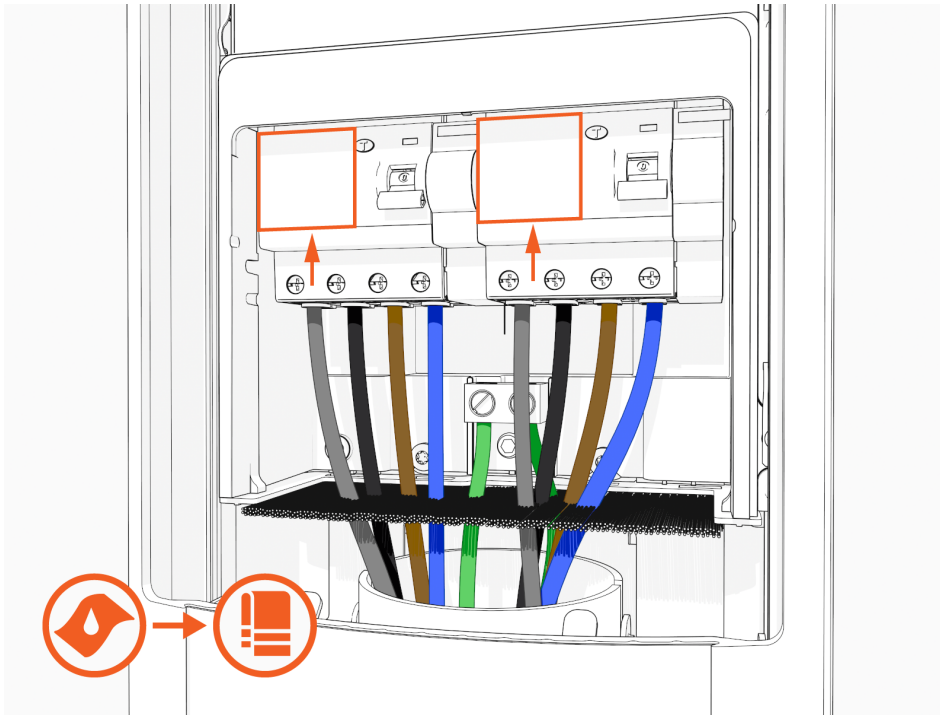


7. Slide the cover up and remove the cover from the power plate.

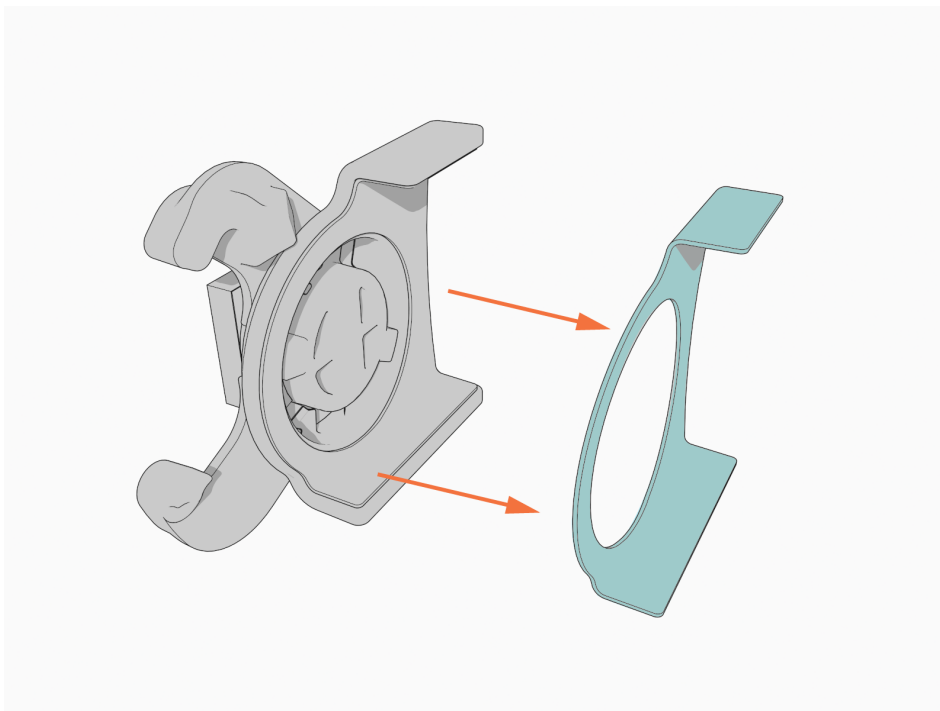


Install the reset switch

1. Clean the outer sides of the RCCB terminal block with isopropyl wipes. Dry the RCCB terminal block with kitchen roll or a clean cloth.



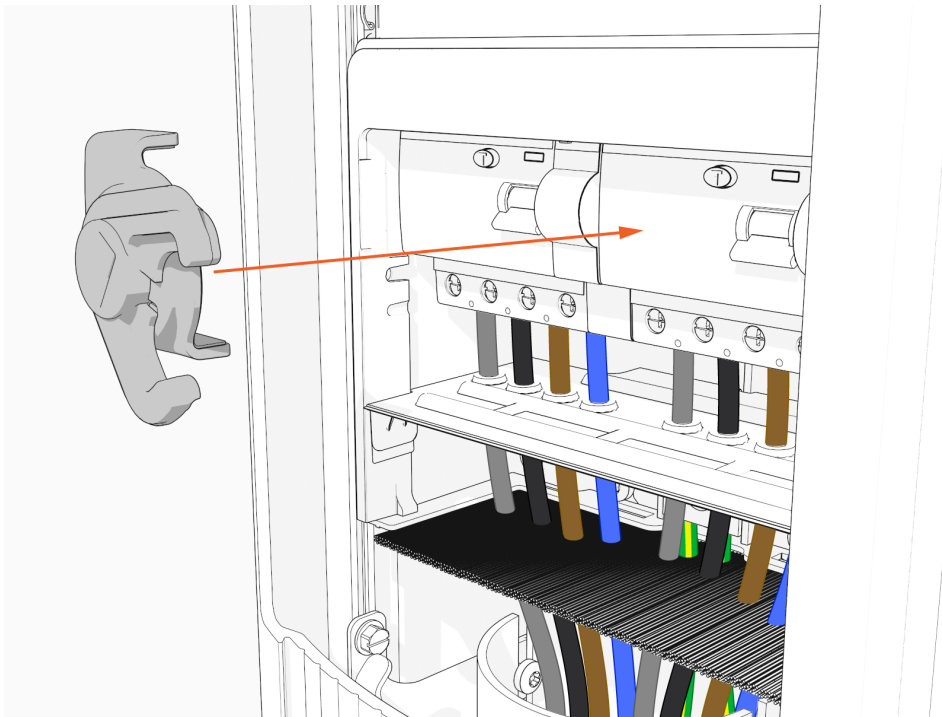
2. Remove the liner from the reset switch to expose the adhesive.



3. Align the edge of the reset switch with the edge of the left side of the right-most RCCB terminal block.

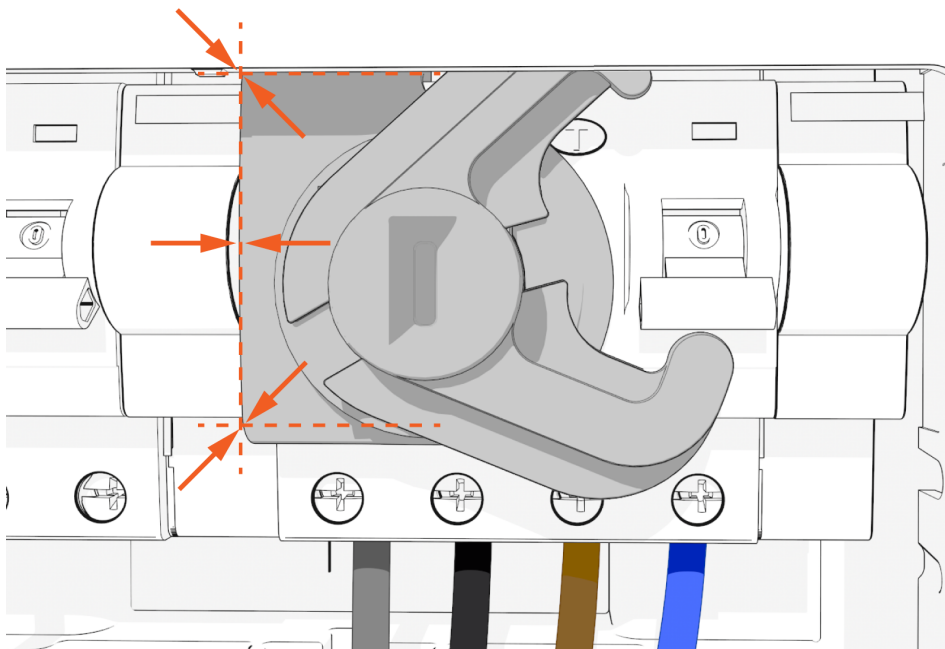


IMPORTANT: If you are using one of the station ports, affix the reset switch to the RCCB terminal block on the right side.



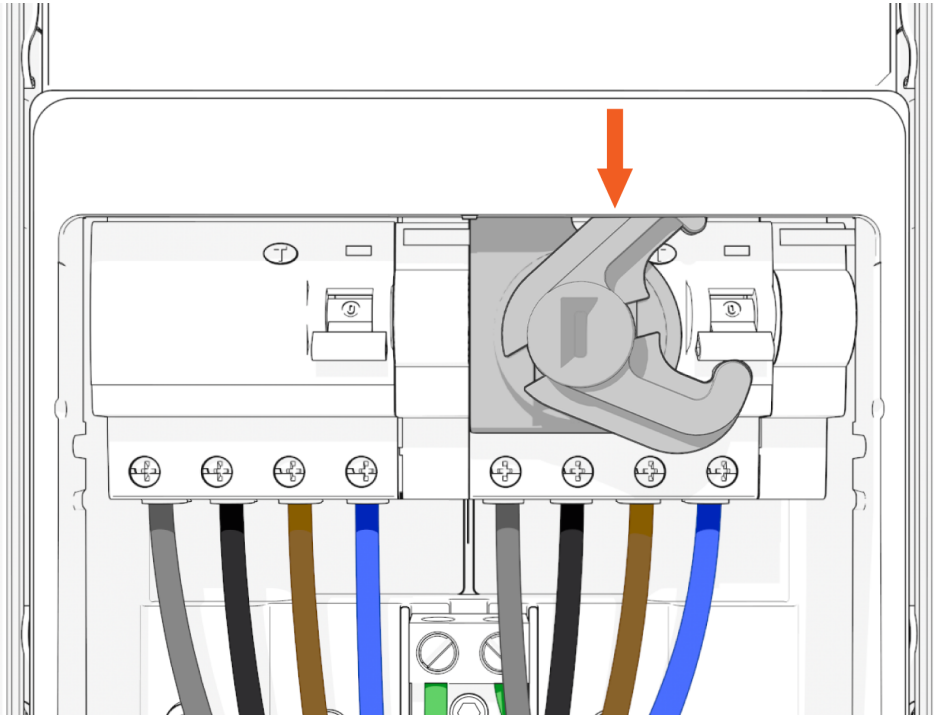


IMPORTANT: Ensure the reset switch clears the RCCB reset button.

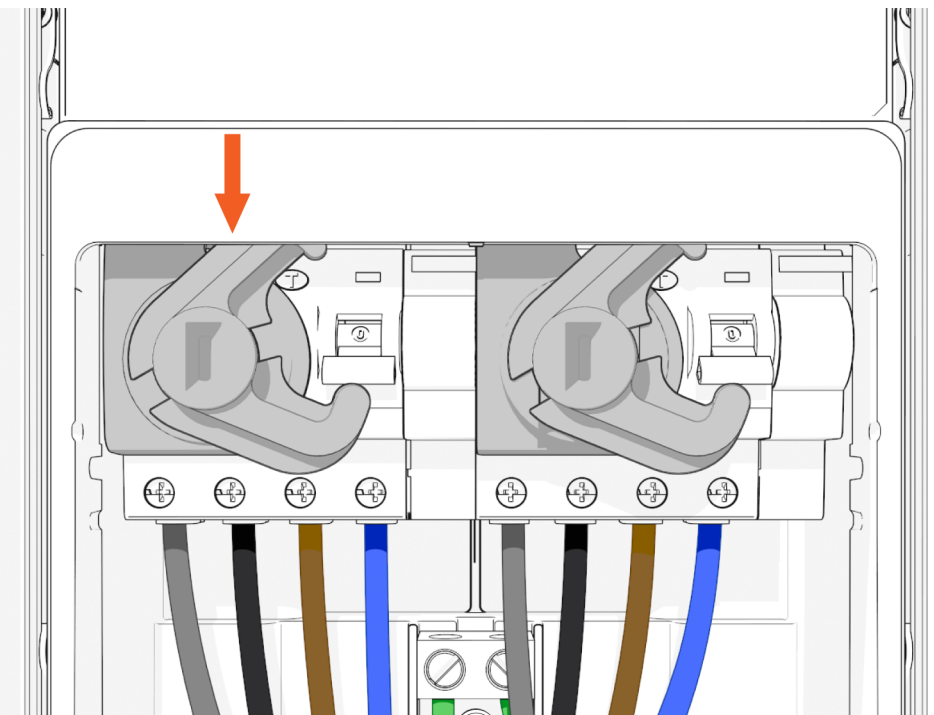


4. Affix the reset switch.

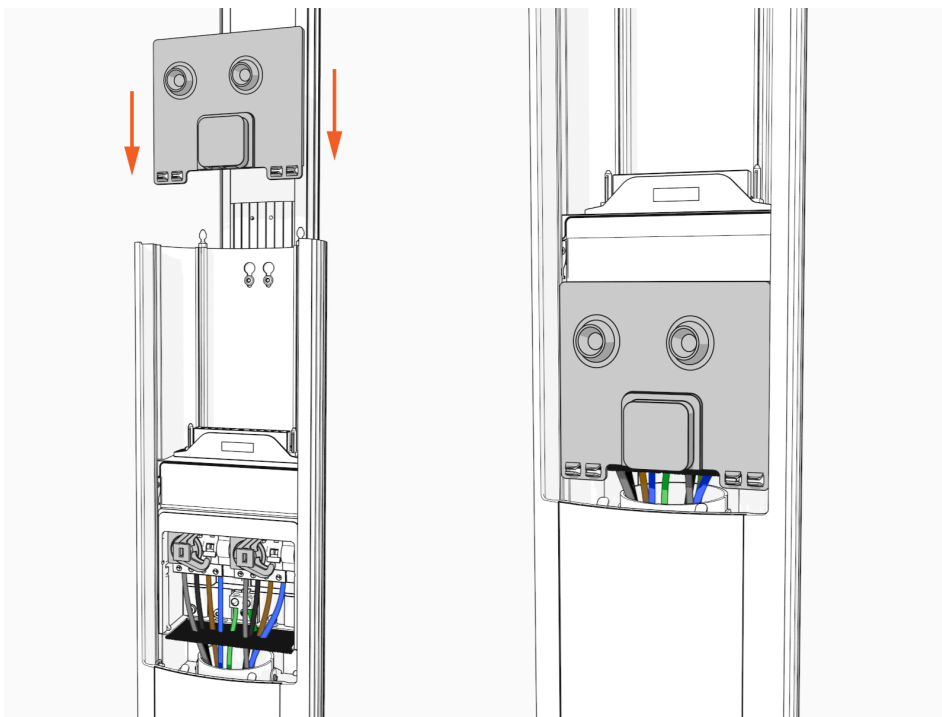
Press and hold the switch in place for at least 30 seconds.



5. Repeat the previous steps to install the second reset switch. Install the second switch on both single- and dual-output stations.

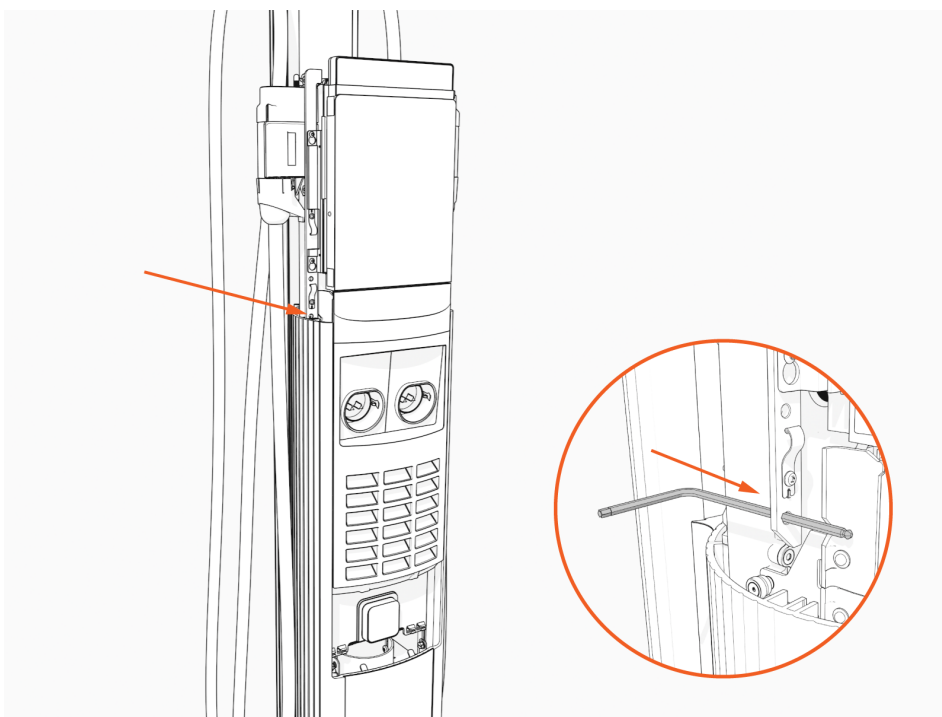


6. Install the new power plate cover.



7. Align the rails on the head assembly with the pedestal and slide it part of the way into the pedestal housing.

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.



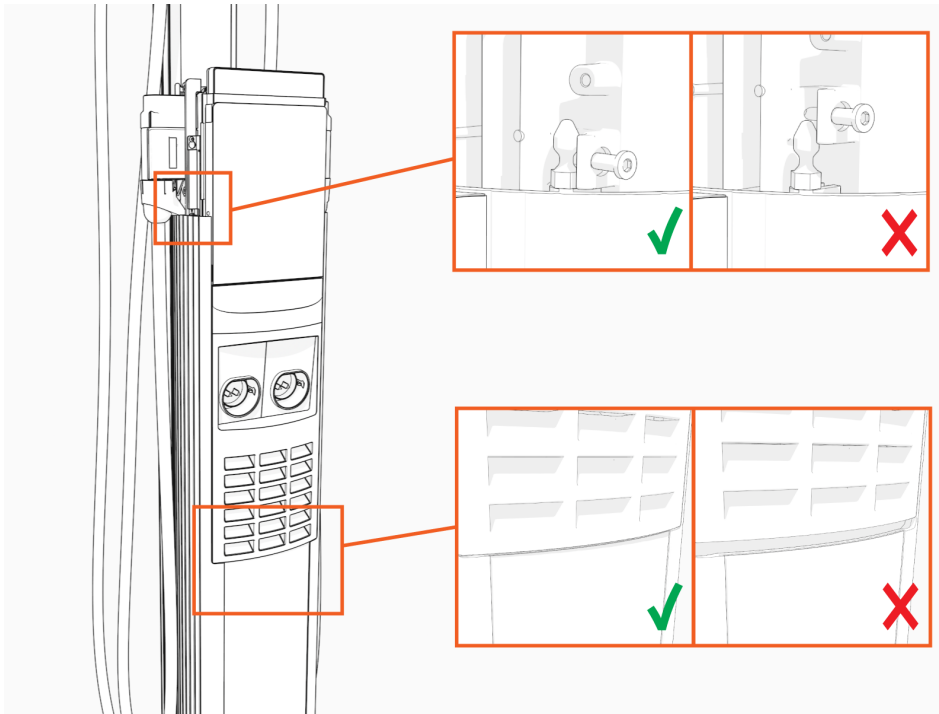
8. Ensure that everything is aligned before lowering the head assembly all the way down.



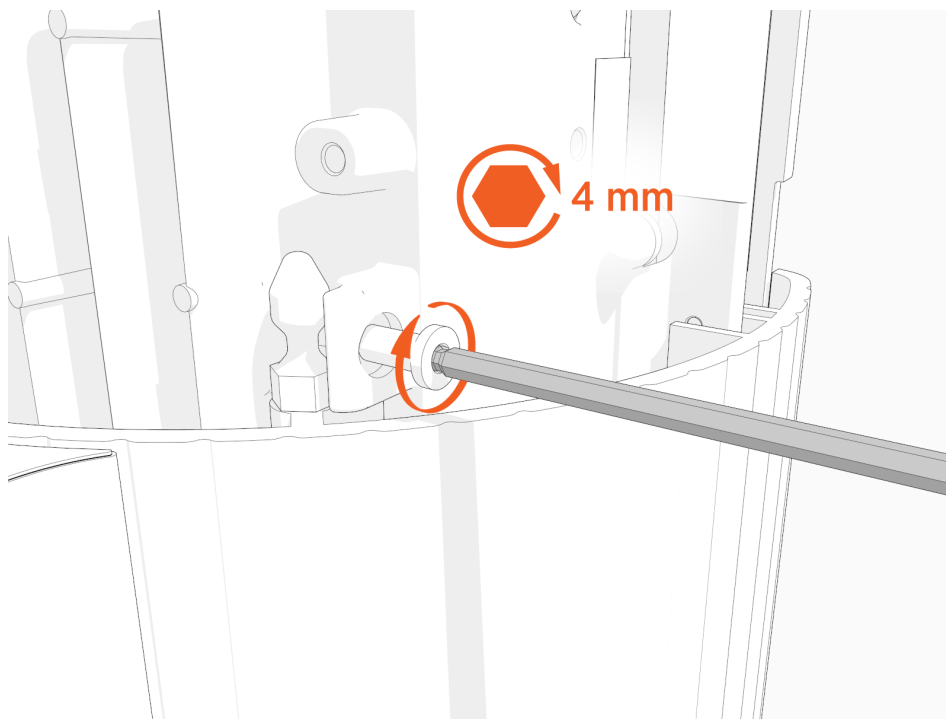
IMPORTANT: Avoid damaging cables when installing the head assembly.

9. Remove the L-wrench.

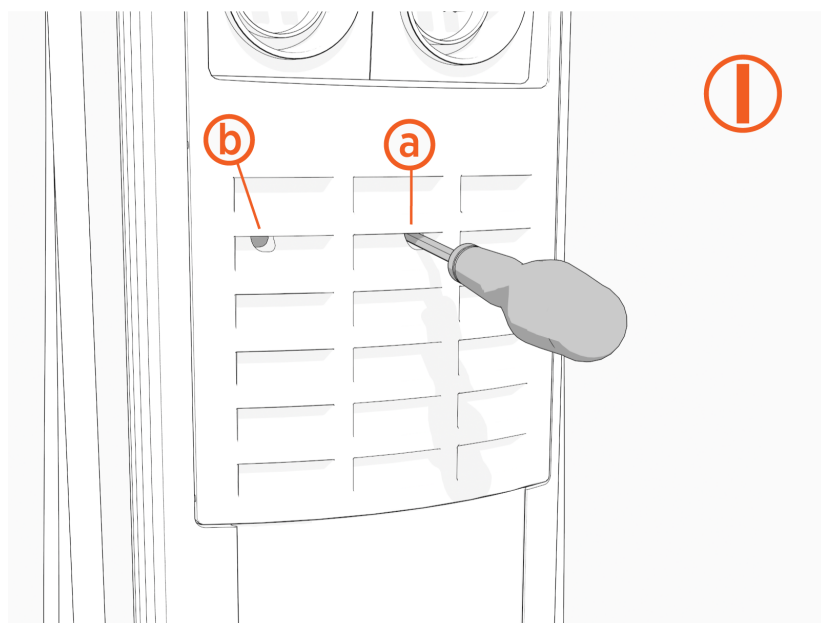
Slide the head assembly all the way into the pedestal housing. Ensure that the head assembly is fully seated.



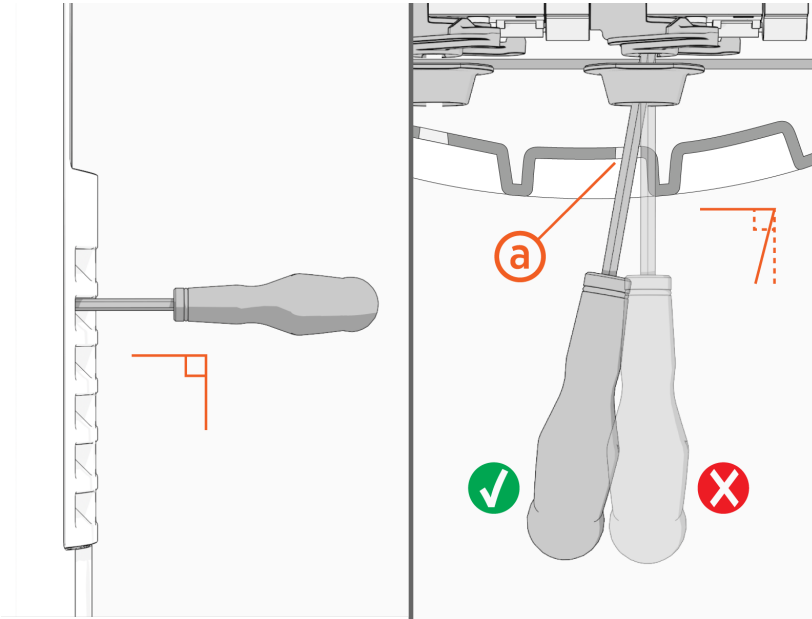
10. Using the L-wrench or 4 mm hex tool, tighten two screws.



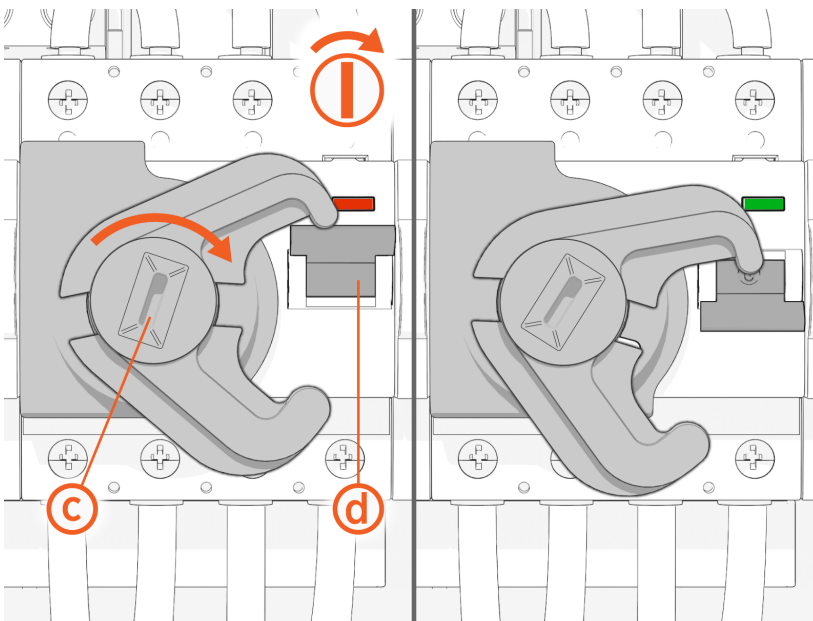
11. Gently insert an 8 mm flat blade screwdriver (a) through one of the two holes (b) in the front panel.



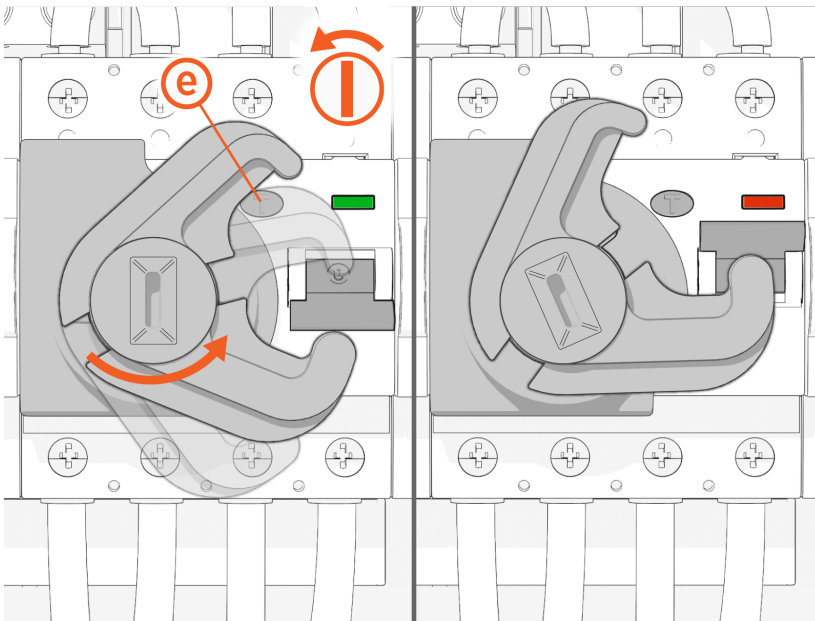
12. Insert the screwdriver (a) at an angle to access the right RCCB.



13. Use the screwdriver to turn the activator (c) clockwise to turn the RCCB (d) off.

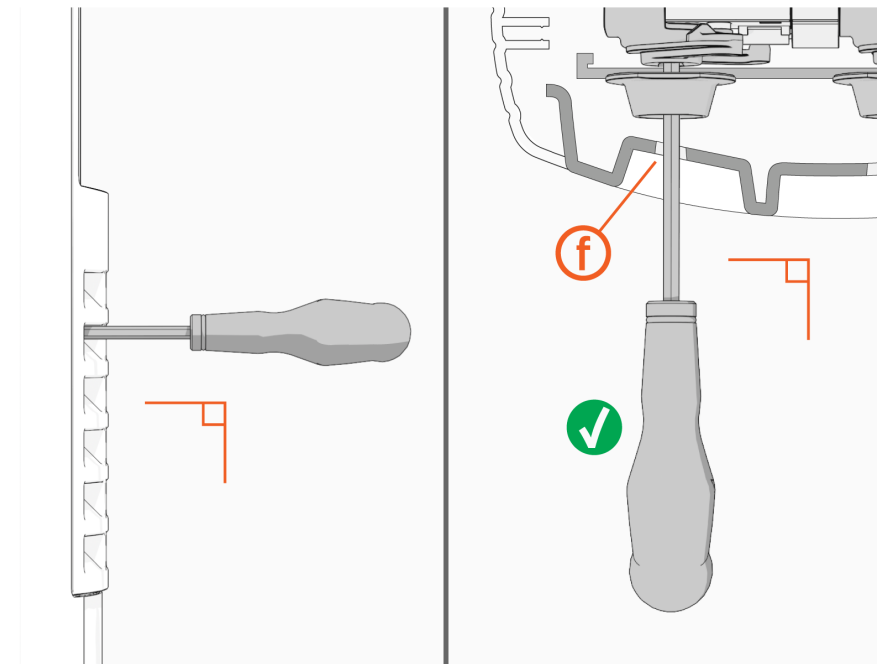


14. Use the screwdriver to turn the activator anticlockwise to turn the RCCB on again. The activator passes over the Test button (e) during this process.

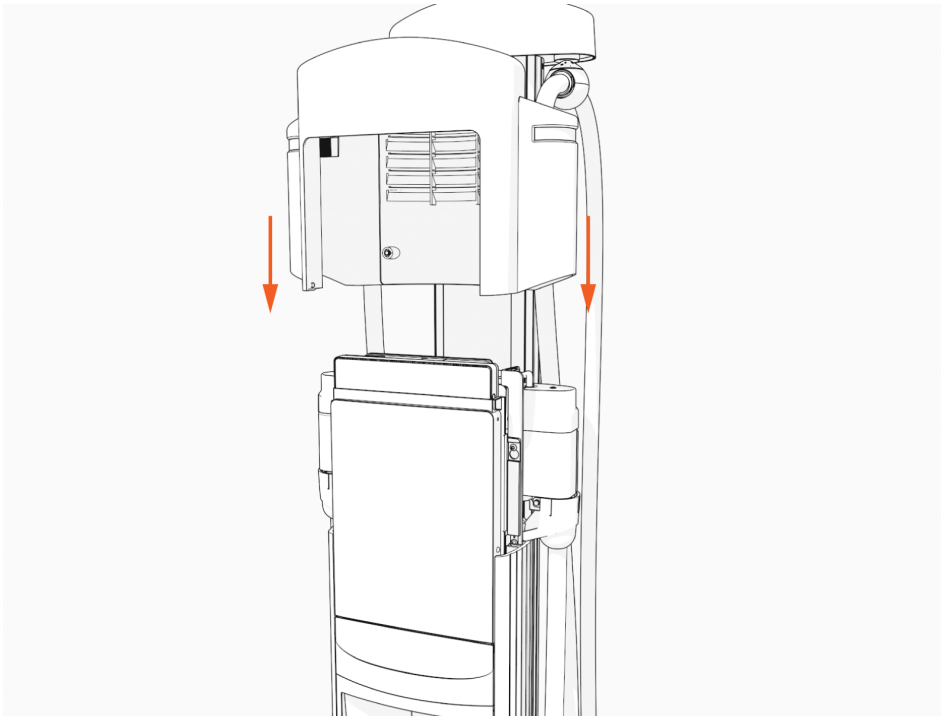


NOTE: Red indicates that the power is ON. Green indicates that the power is OFF.

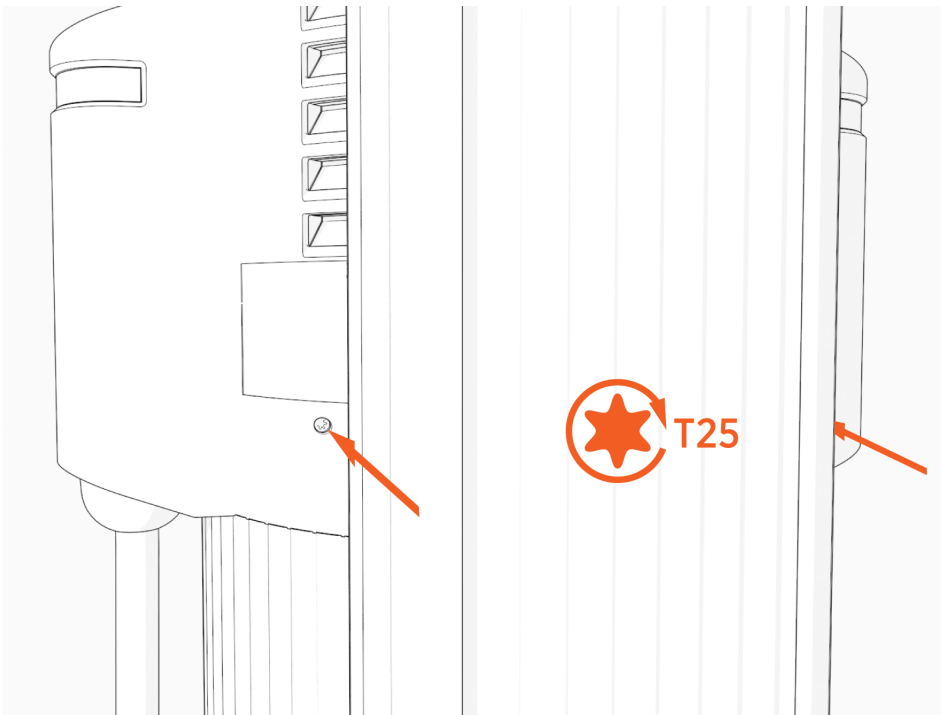
15. If both ports are active, insert the screwdriver straight through the front panel (f) to access the left RCCB.



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 will 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.

Replace the Power Plate 6

This chapter covers replacing a power plate. The power plate can have either an RCCB or a RCBO.

Bring these tools



Torx screwdriver (T25)



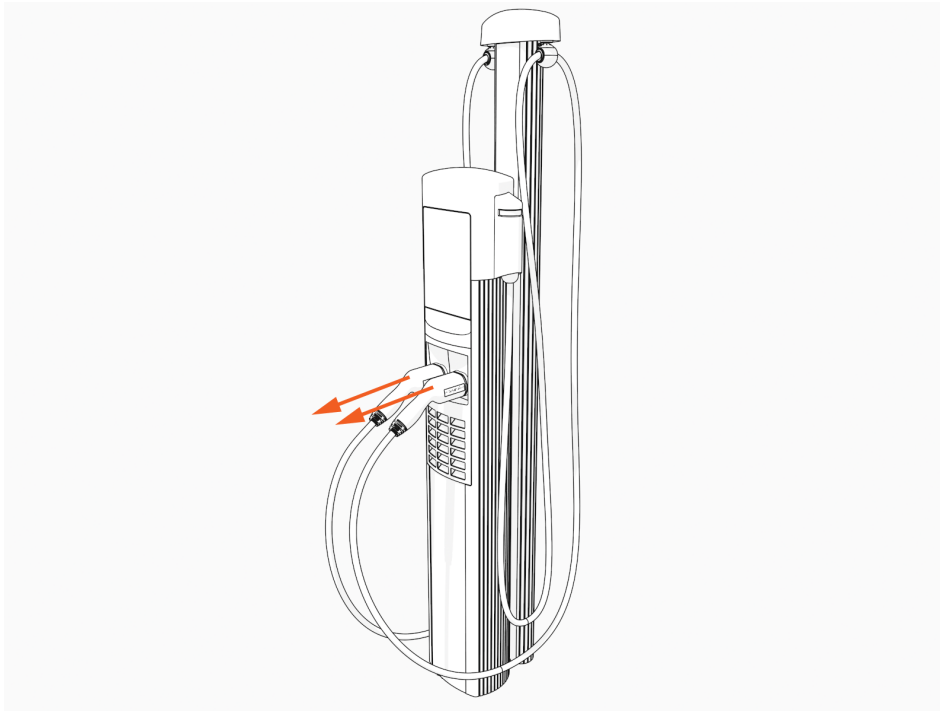
4 mm hex key



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

Remove the Head Assembly

1. Use your ChargePoint card or the mobile app to start a charging session, unlock the charging cables and set them down gently.



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

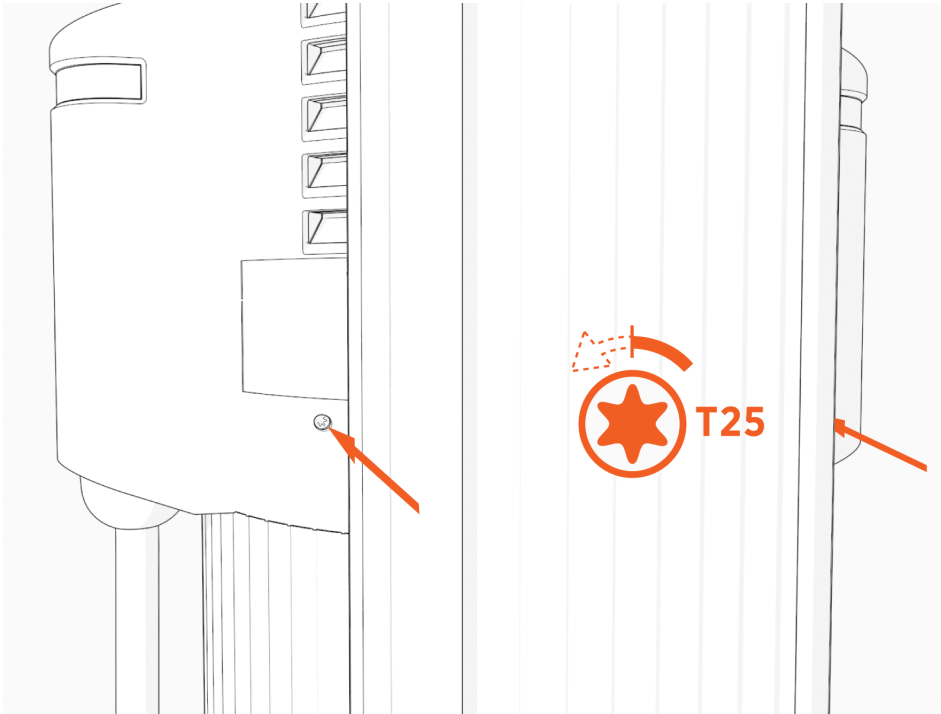
DANGER: RISK OF SHOCK



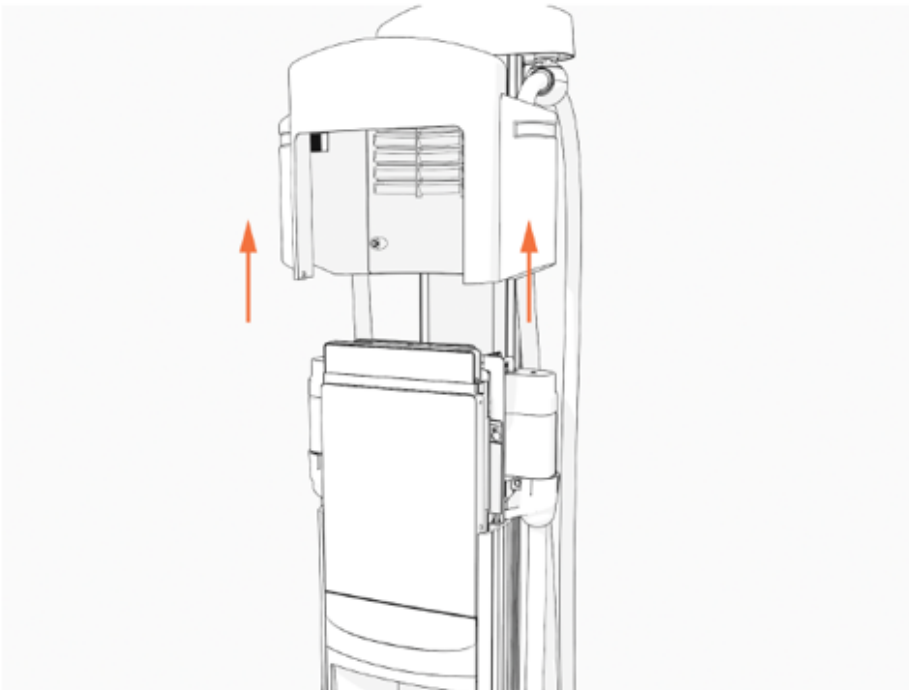
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energise the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep the power off until the top cap is correctly reinstalled and the work is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

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

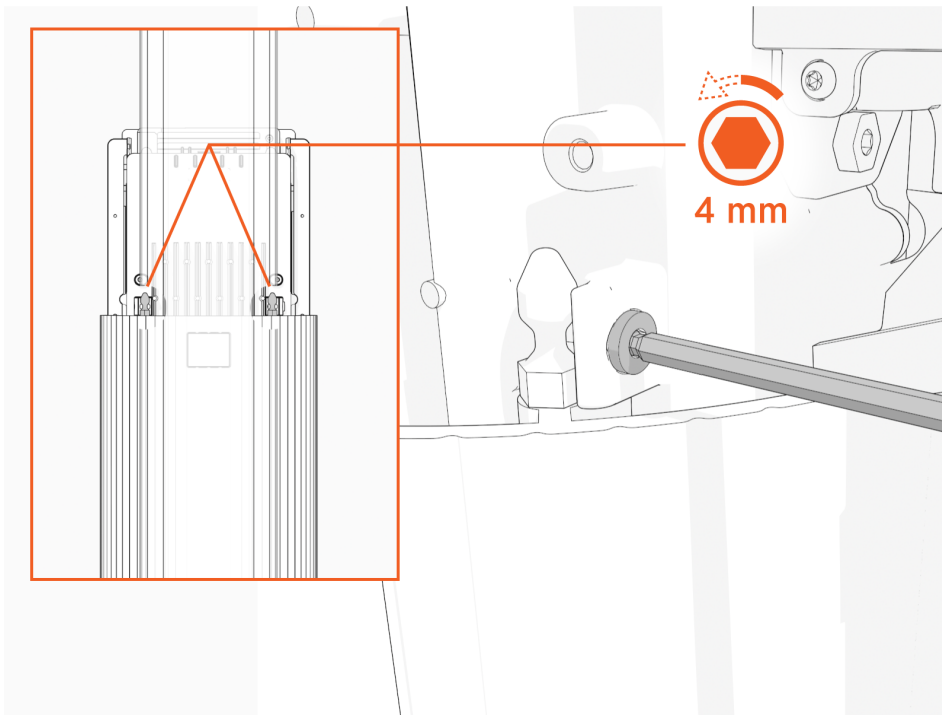
3. Use the L-wrench to loosen the two T25 screws securing the top cap.



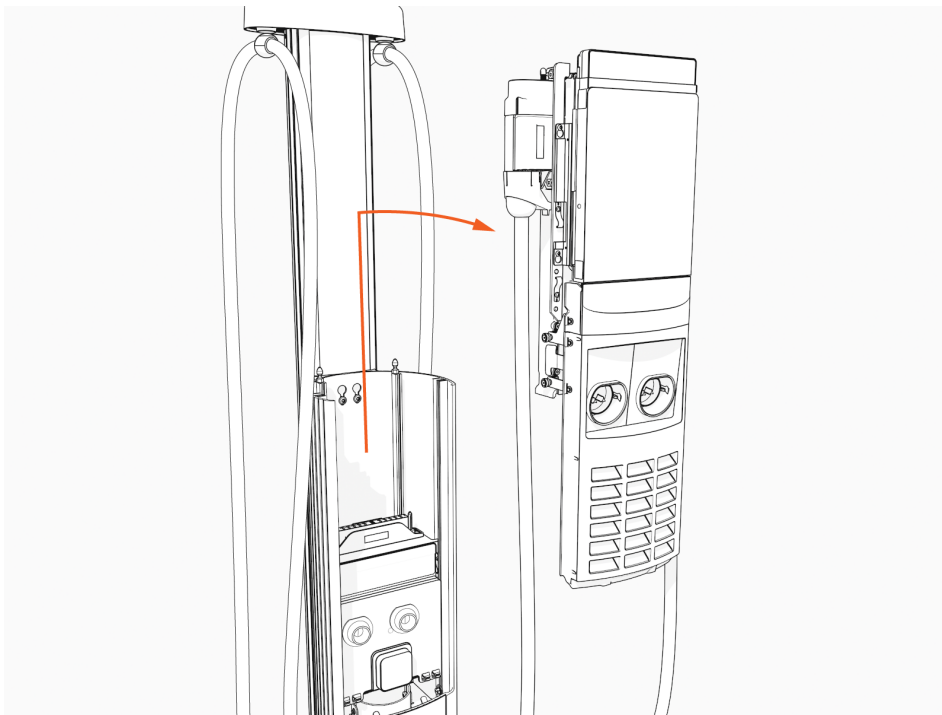
4. Remove the top cap.



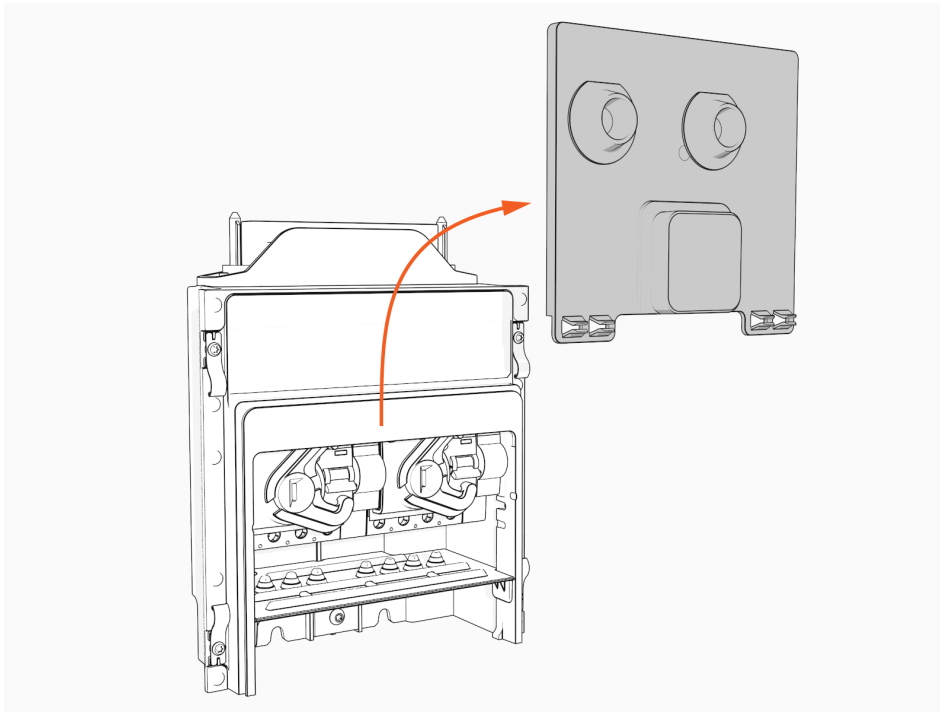
5. Use the L-wrench to loosen, but do not remove, the screws securing the head assembly.



6. Lift the head assembly to remove it from the pedestal or wall mount enclosure. Place it gently face down on a padded surface.



7. Slide the cover up and remove the cover from the power plate.



Remove the Power Plate

To remove the power plate, perform the following steps:

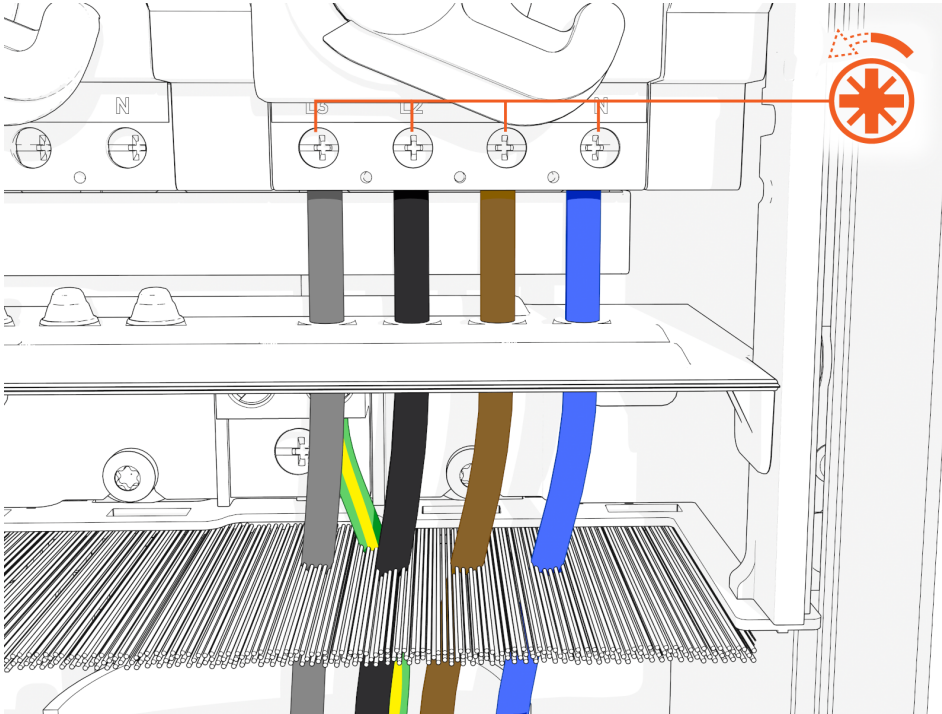
DANGER: RISK OF SHOCK



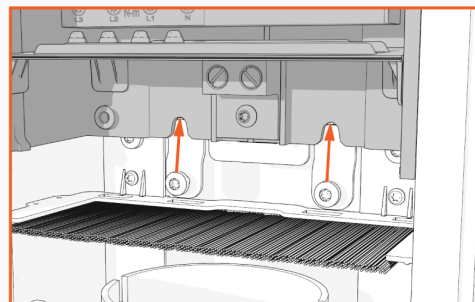
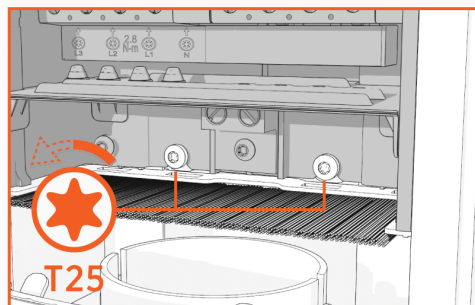
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energise the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep the power off until the top cap is correctly reinstalled and the work is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

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

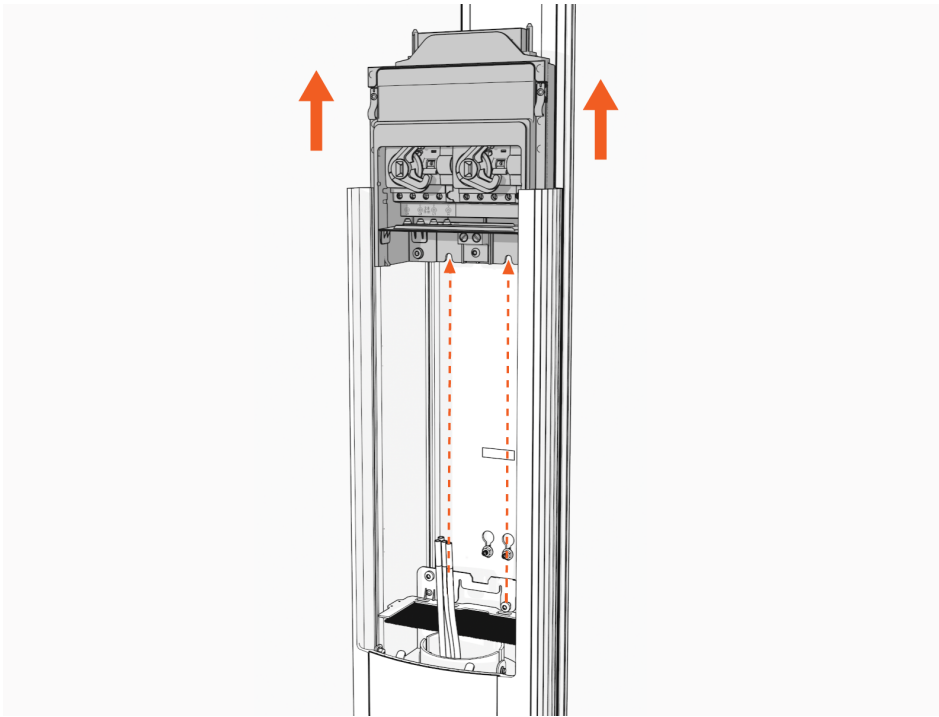
1. Before removing the power plate, disconnect the wiring.



2. Using a T25 torque driver, loosen but do not remove screws securing the power plate.



3. With the screws still in place, carefully lift the power plate upward to remove it from the metal bracket.



IMPORTANT: Avoid damaging the shunt trip cables when handling or removing the plate.

4. Ensure the power plate is completely removed.
5. Verify that no components or cables are obstructed after removal.



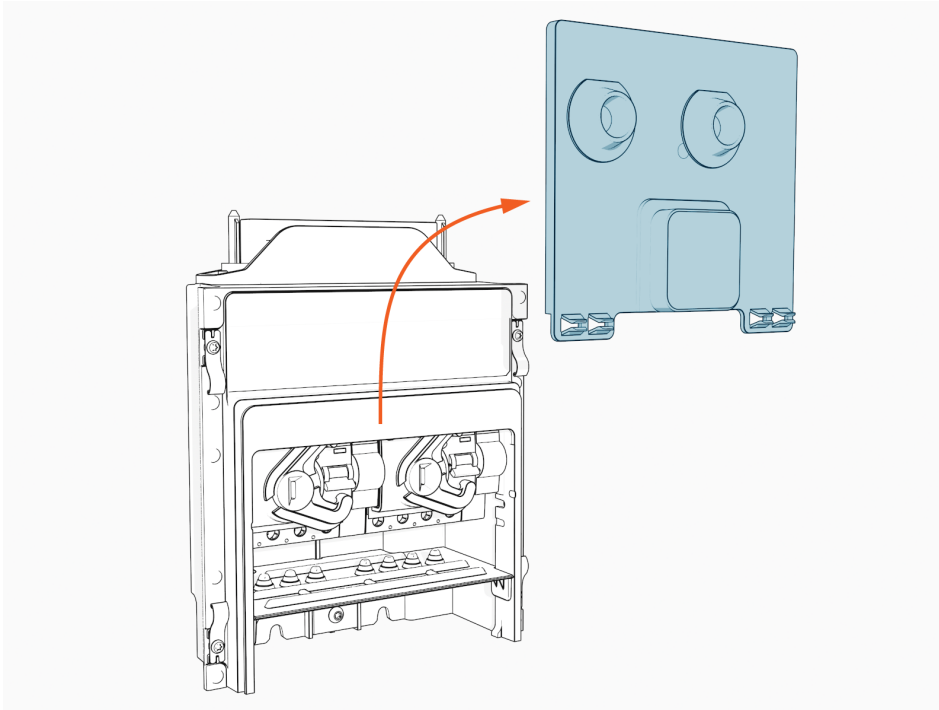
NOTE: If power sharing, remove cable sharing jumpers from the power plate and set them aside gently.

Install the New Power Plate



NOTE: If the installation includes a cable share kit, it must be removed simultaneously while removing the wires. Retain the kit and reinstall it with the replacement power plate to ensure continued power sharing functionality. When replacing an RCCB power plate with an RCBO power plate, note that the cable share kit from the RCCB unit is incompatible with the RCBO configuration. A compatible cable share kit specific to the RCBO must be used.

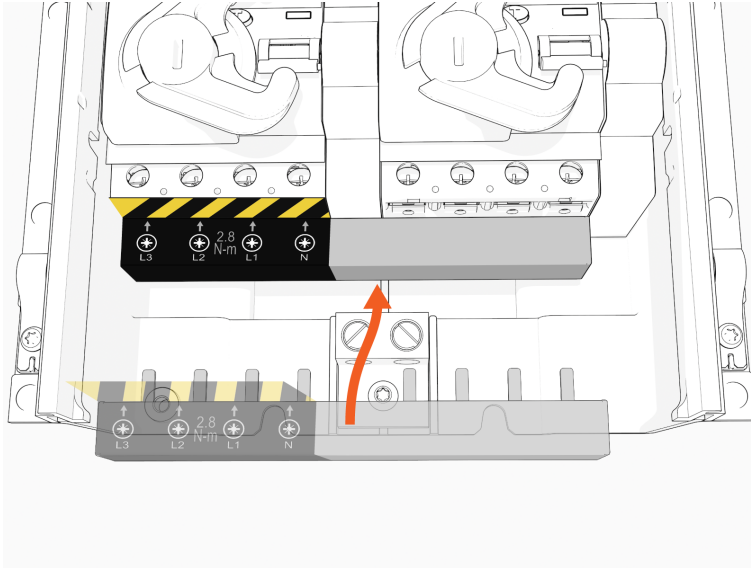
-
1. Before you install the new power plate, remove the power plate cover.



2. Install the jumper. This step is optional and needed only if power sharing.

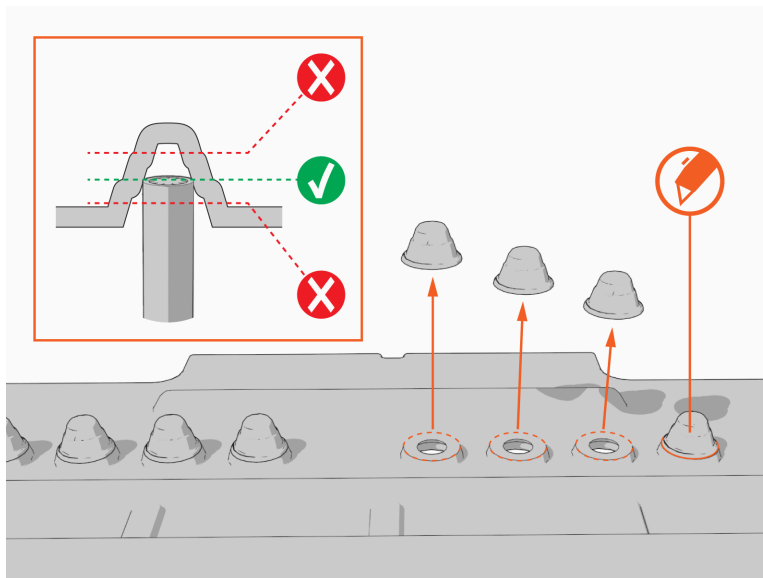


NOTE: Jumpers for RCBO and RCCB breakers look slightly different; however, the installation is the same.



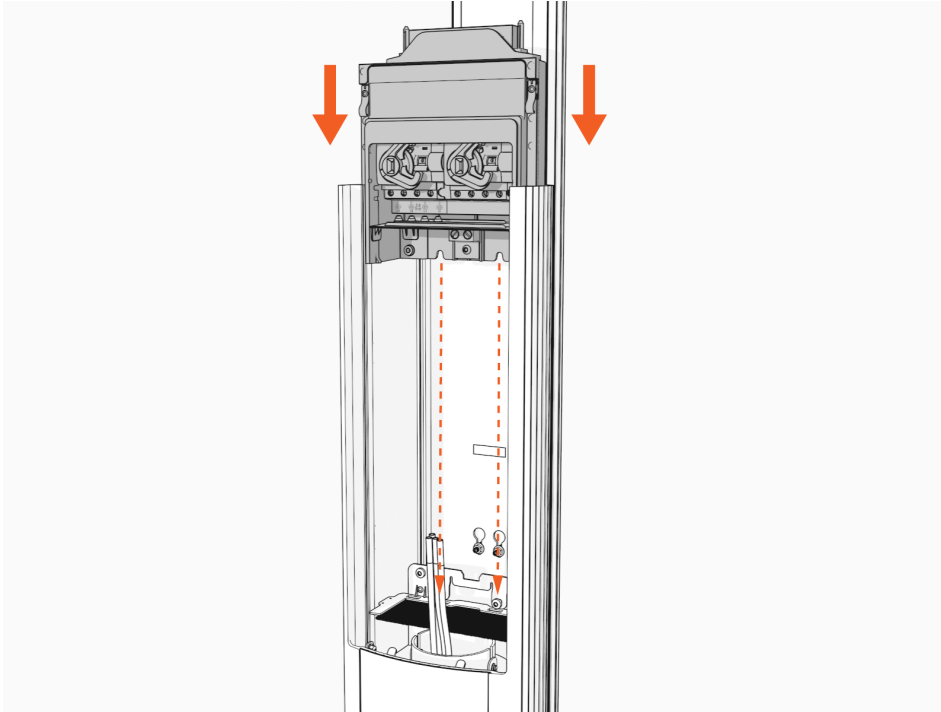
- a. Measure the diameter of the wires.
- b. Snip holes in the nubs on the black rubber shield.

Holes must be at appropriate heights to allow wiring to pass through the rubber shield and into the terminal block.



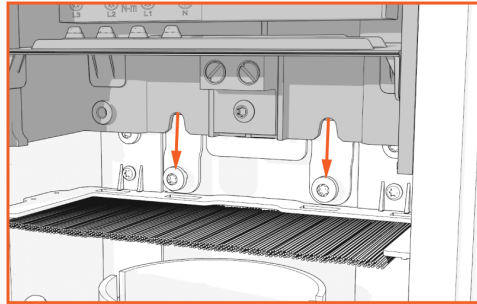
- c. Ensure the wires can slide through the holes after snipping the nubs.

-
3. Align the power plate with the housing and slide it down until it fully seats on the metal bracket.

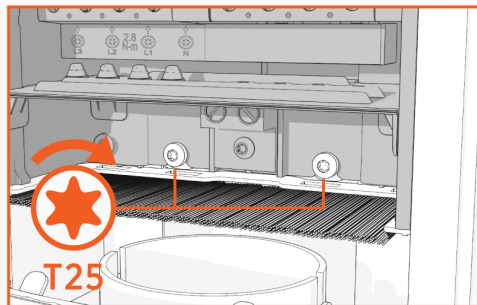


IMPORTANT: Avoid damaging the shunt trip cables when routing.

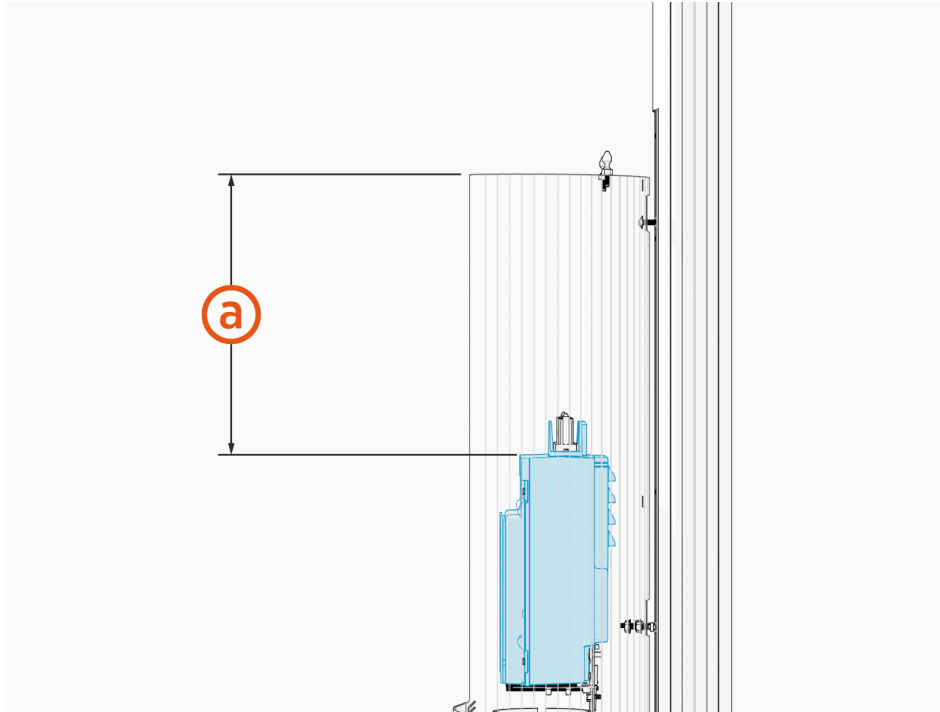
4. Ensure the power plate is seated correctly.



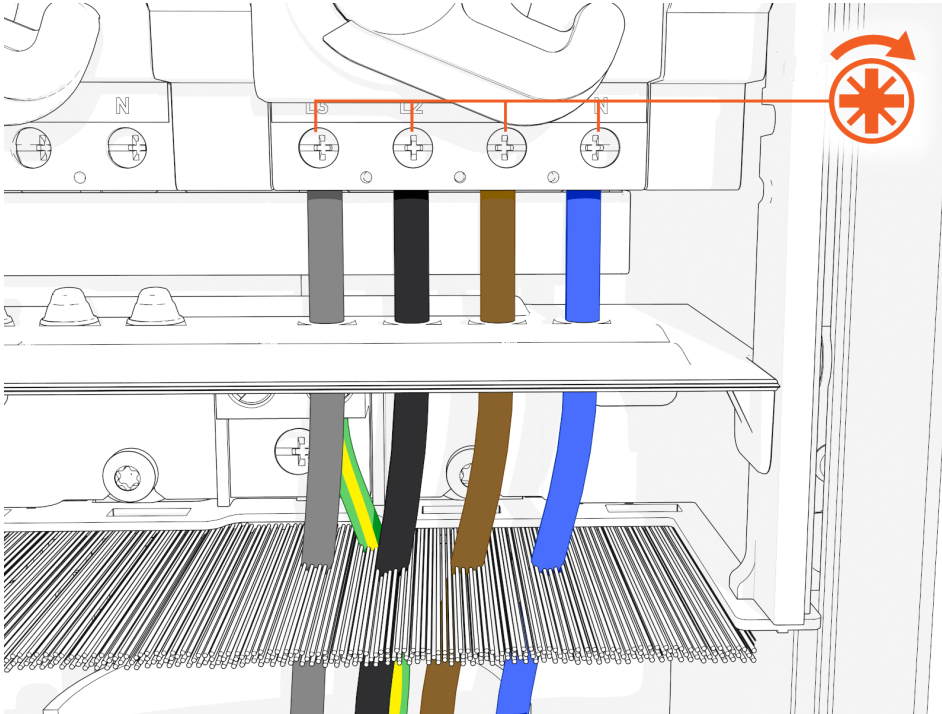
5. Using a T25 torque driver, torque the screws to **5.7 Nm (50 in-lb)** to secure the power plate.



-
6. Ensure the power plate is fully seated. Ensure the power plate is fully seated. If the distance from the top of the power plate to the top of the pedestal does not equal $286 \pm 1 \text{ mm}$ (11.26 in) (a), contact ChargePoint Support.

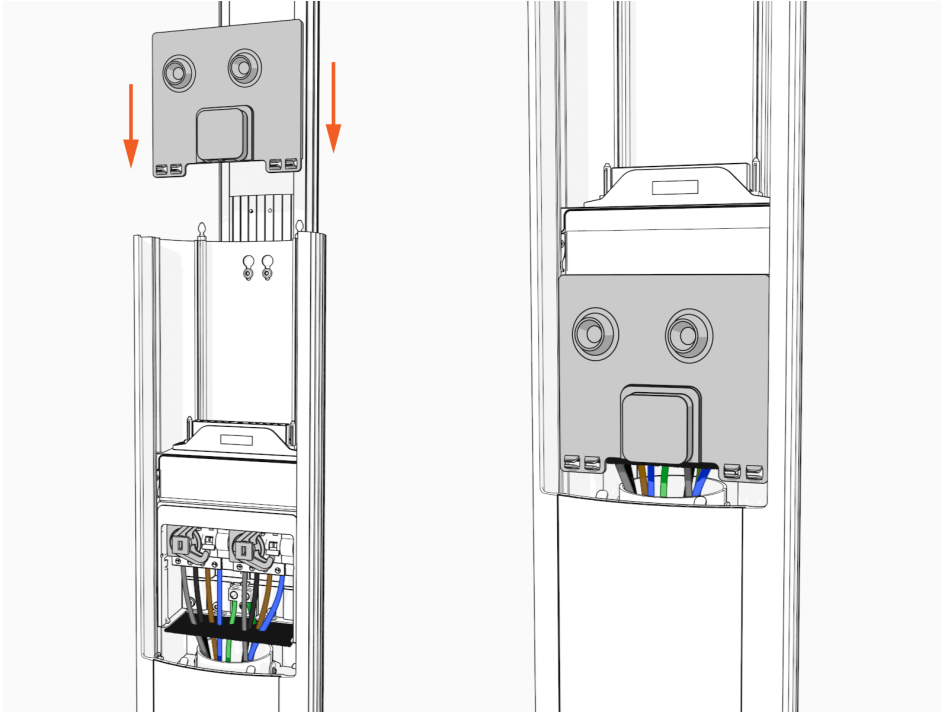


7. Reconnect the wiring before installing the power plate cover.

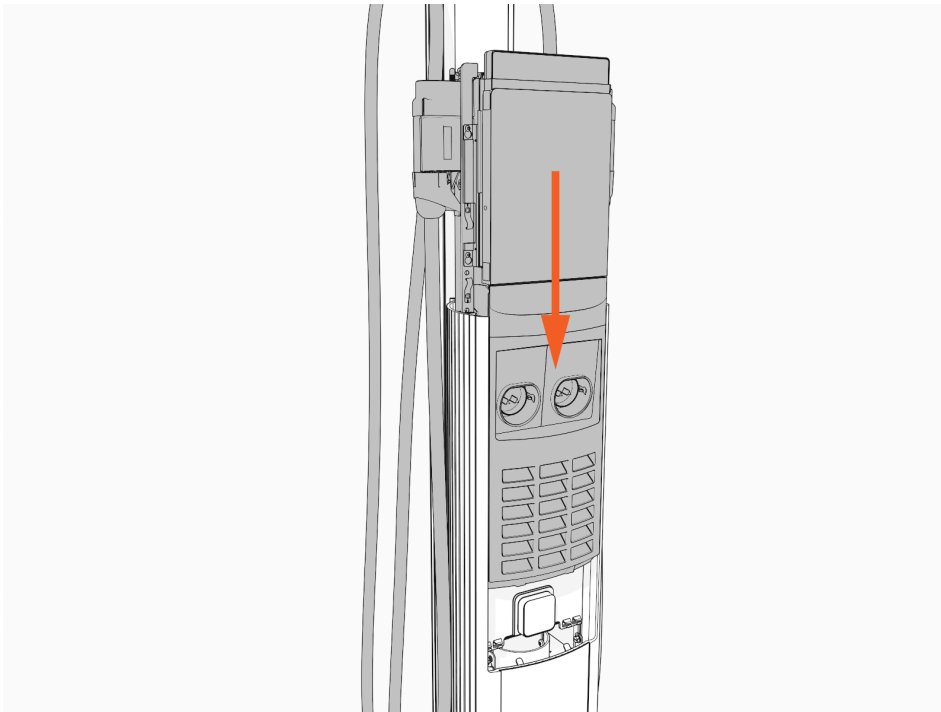


NOTE: Ensure to turn ON the breaker. If you previously unplugged the Ethernet cables, make sure to plug them back in.

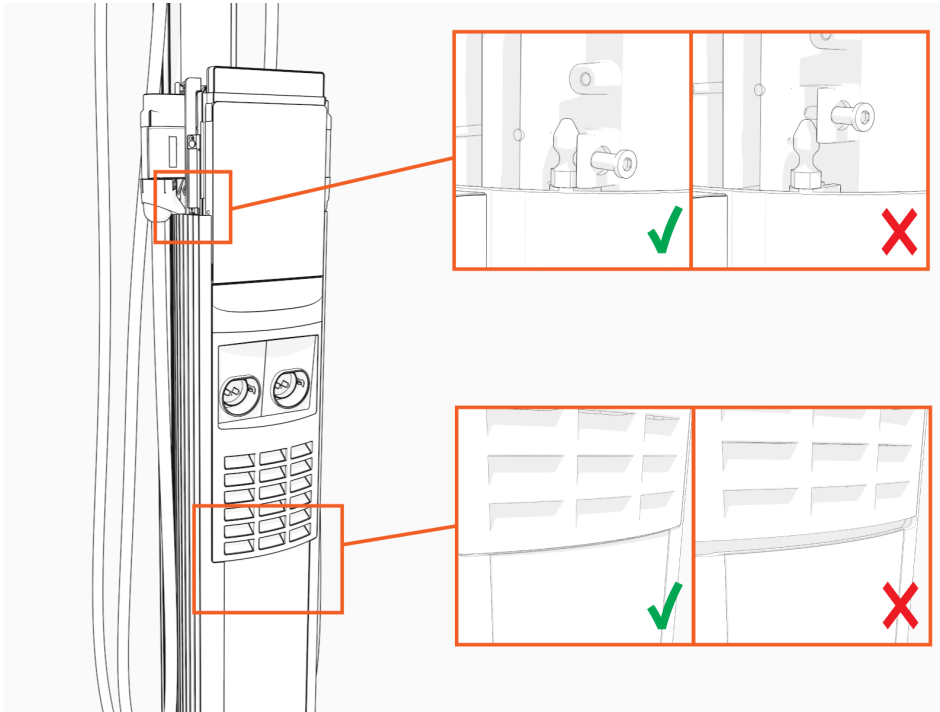
-
8. Install the power plate cover.



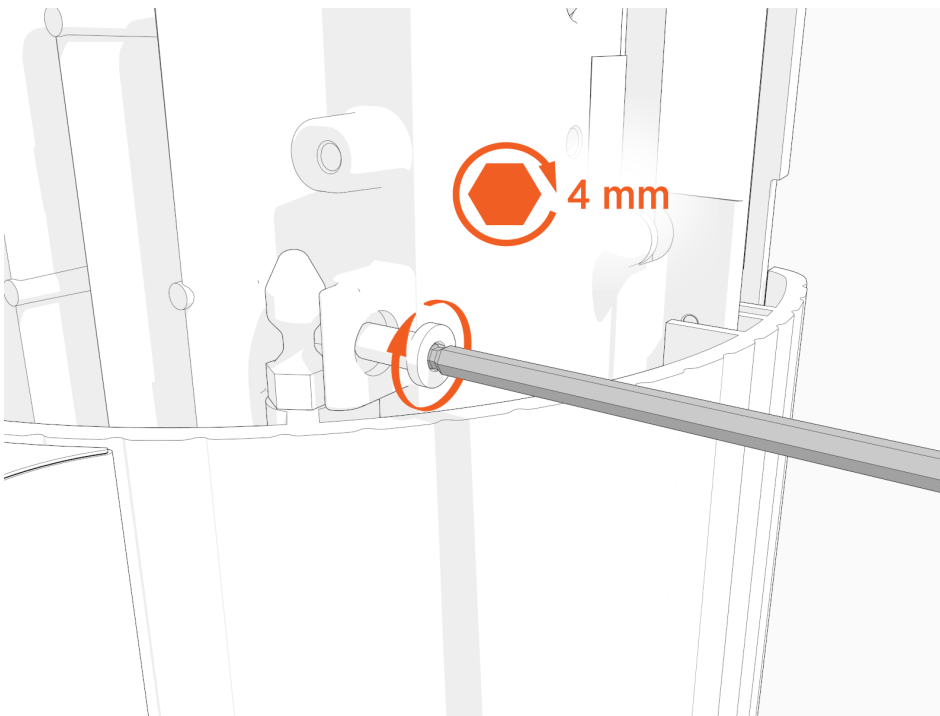
9. Align the rails on the head assembly with the pedestal and slide all the way into the pedestal housing.



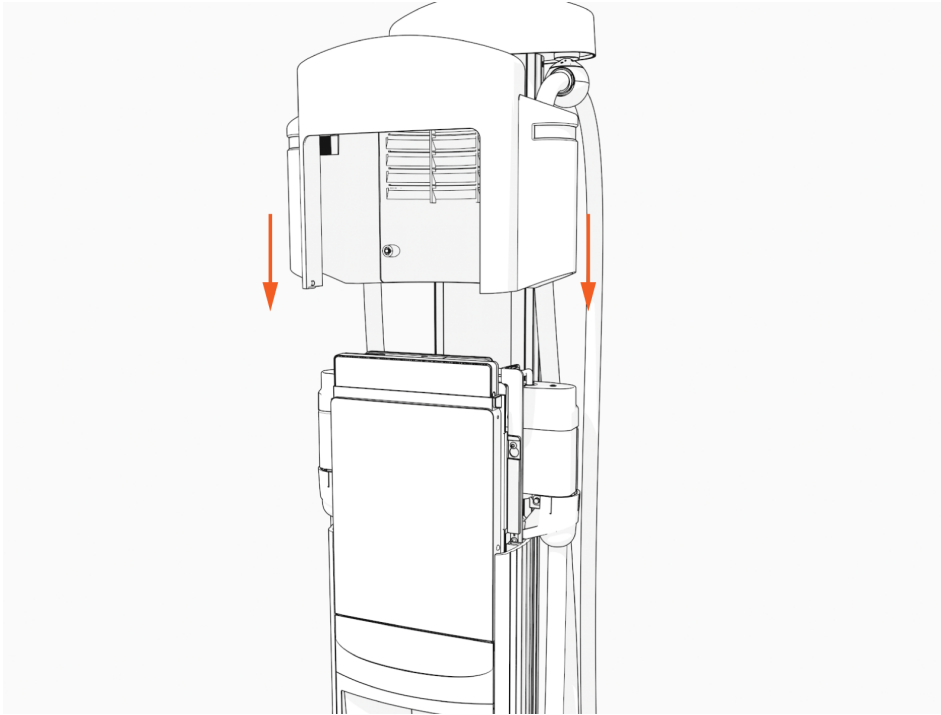
10. Ensure the head assembly is fully seated.



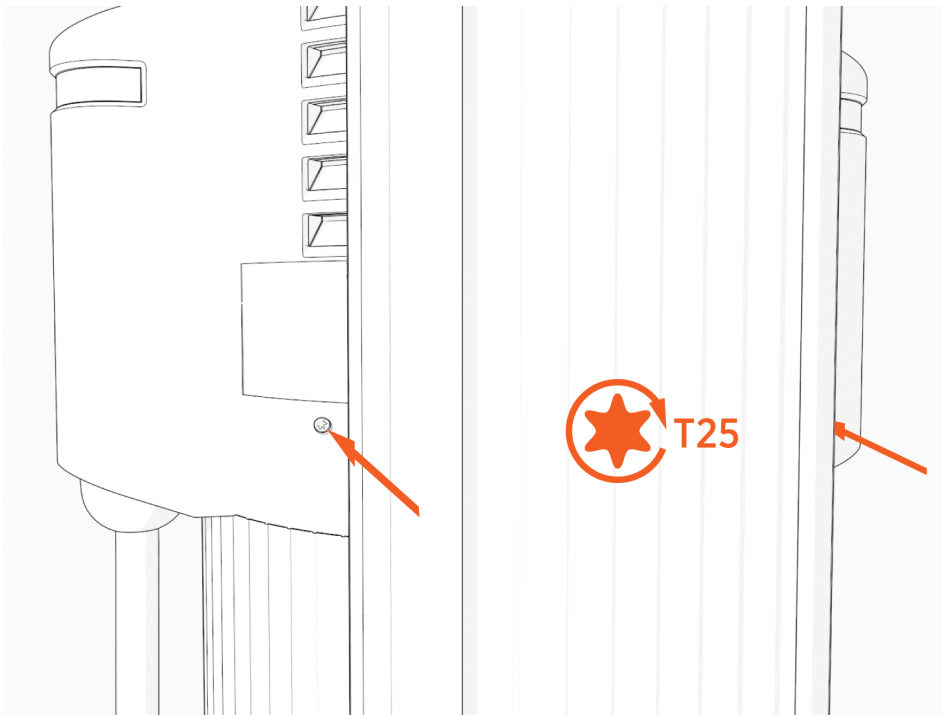
11. Using the L-wrench, hand tighten the two screws.



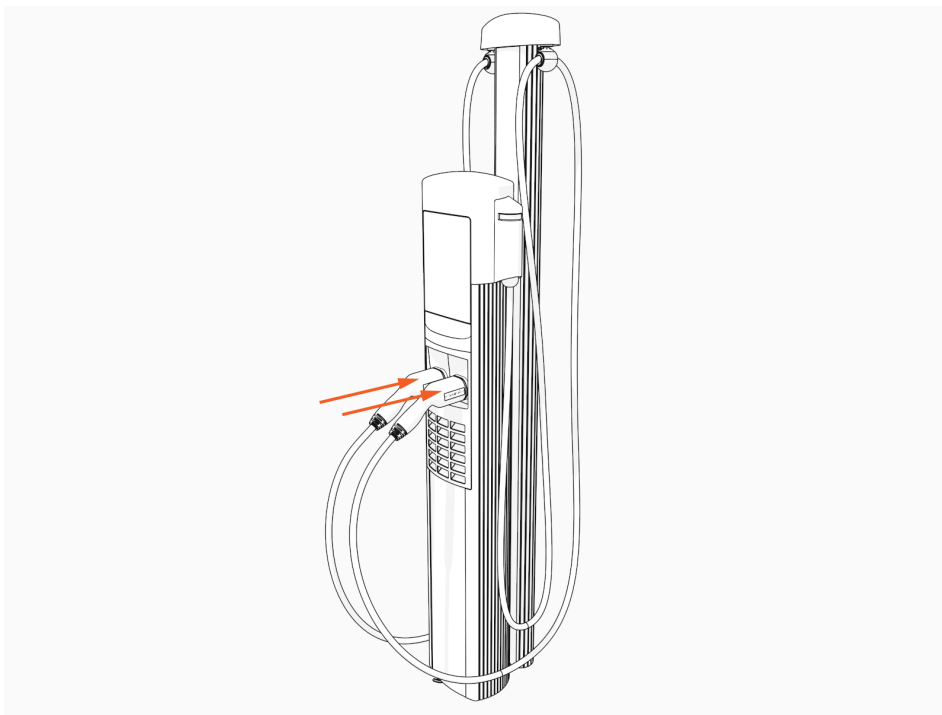
-
12. Slide the top cap onto the head assembly, adjusting as necessary to clear the charge cables, until it fits into place.



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



14. Insert the charging cables into their corresponding holsters.



15. At the electrical panel, power up the station.
One or both port LEDs are 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.

Replace the smart cable assemblies 7



WARNING: On CP6000 units certified for Eichrecht, the CCOM is not easily replaceable. Removing it breaks both the physical seals, which invalidates Eichrecht compliance and disables the station for public charging in affected jurisdictions. Only ChargePoint or a qualified Instandsetzer (a technician certified for Eichrecht work) can replace the CCOM while preserving Eichrecht validity. As a standard practice, the entire head unit should be replaced. You can identify an Eichrecht-certified CP6000 by the "DE-M" mark on the nameplate and a sealed connection between the [public name for AC Box] and the Smart Cable Assembly.

Bring these tools



Torx screwdriver (T25)



Torx screwdriver (T20)



10 mm socket



4 mm hex key



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 viewed from the front of the charging station. Complete the following steps for whichever smart cable you are replacing.

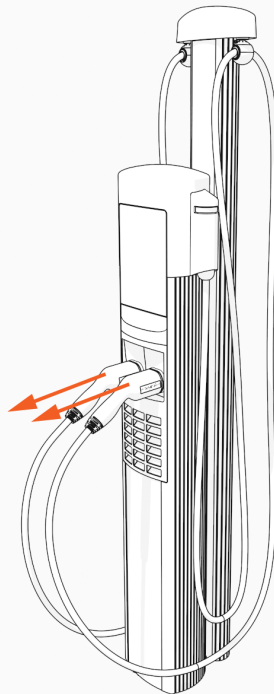
1. Use your ChargePoint card or the mobile app to wake the station up.



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, 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.

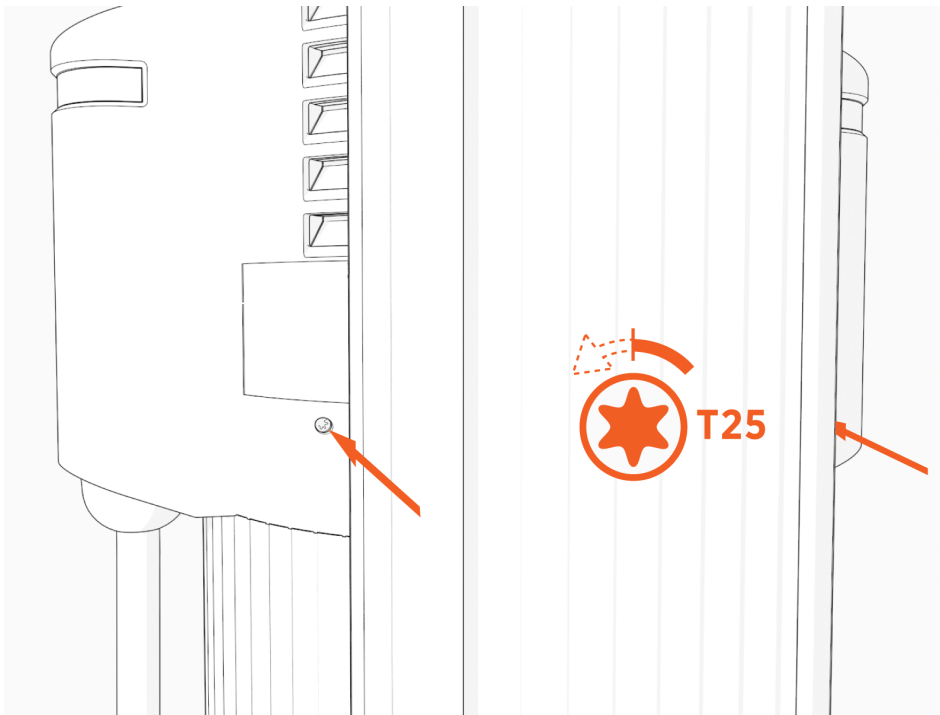
DANGER: RISK OF SHOCK



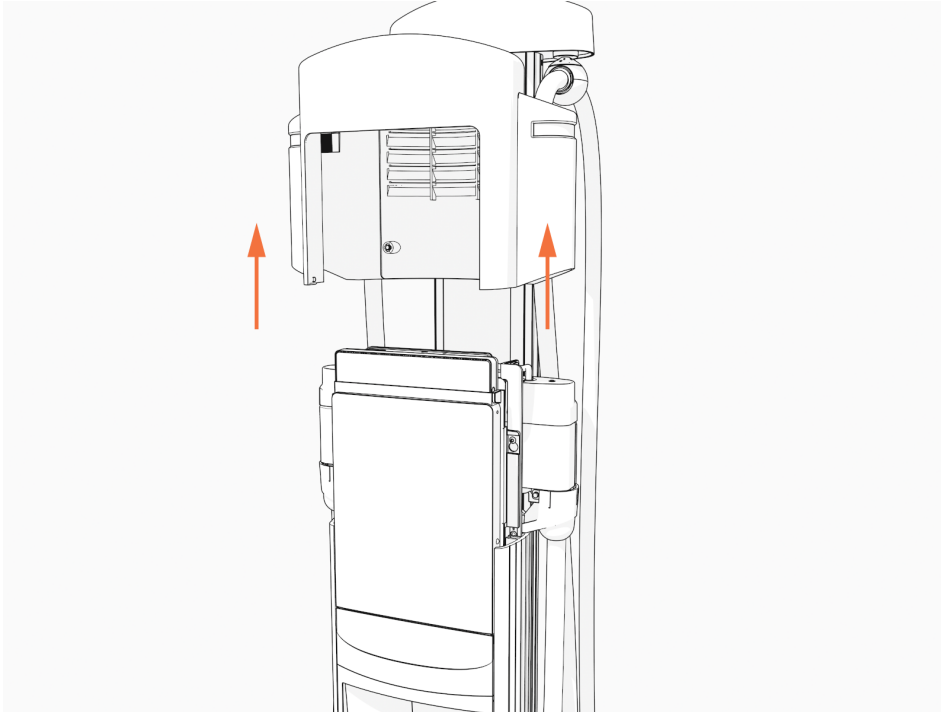
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energise the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep the power off until the top cap is correctly reinstalled and the work is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

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

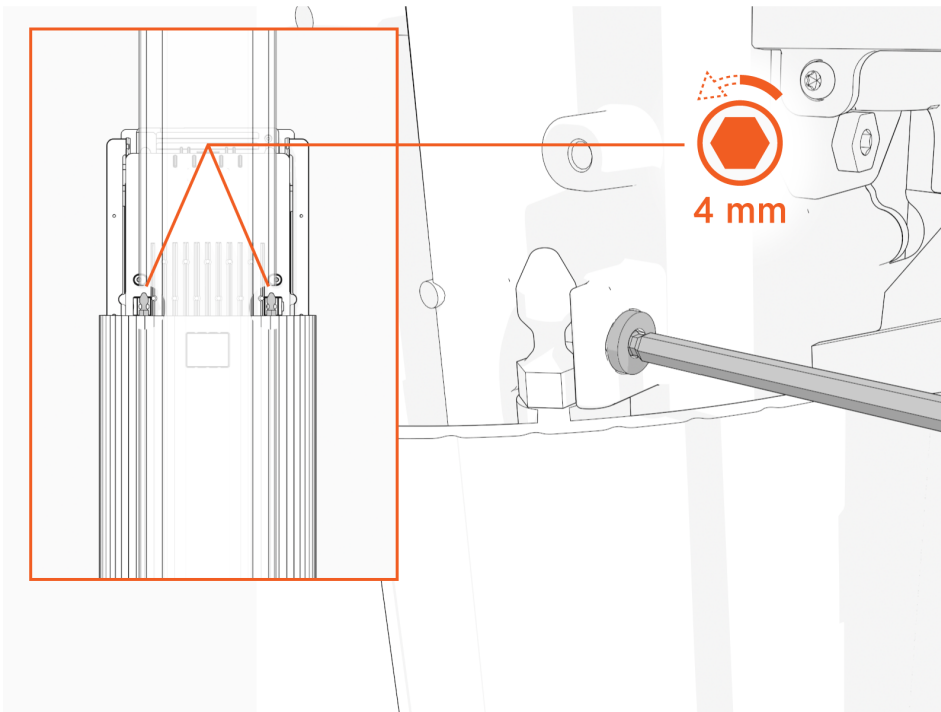
4. Use the L-wrench to loosen two captive screws securing the top cap.



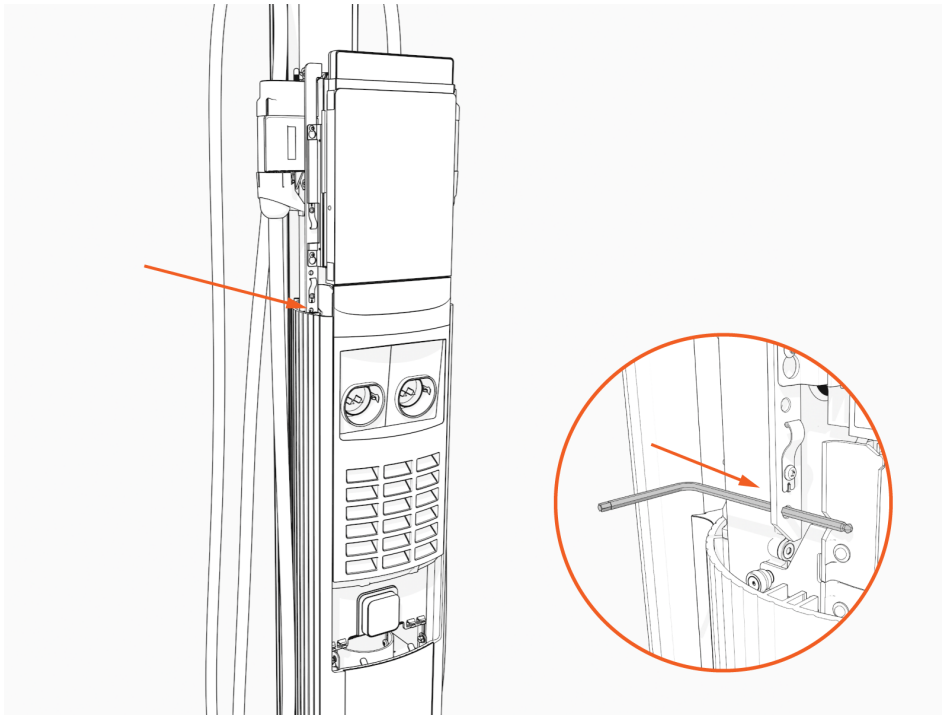
5. Remove the top cap.



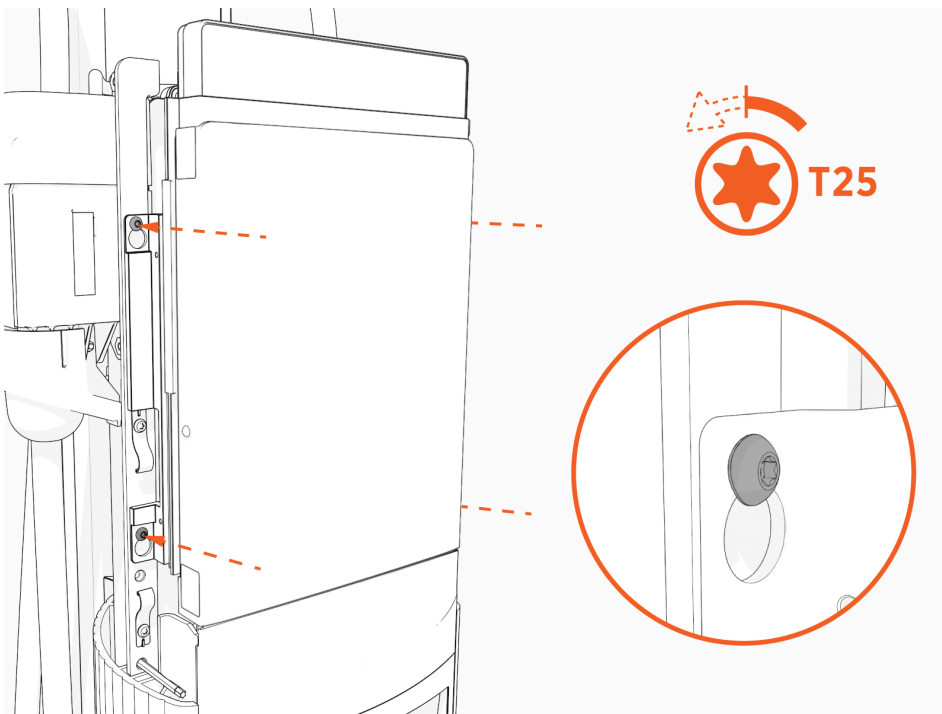
6. Use the L-wrench to loosen, but not remove, the screws securing the head assembly.



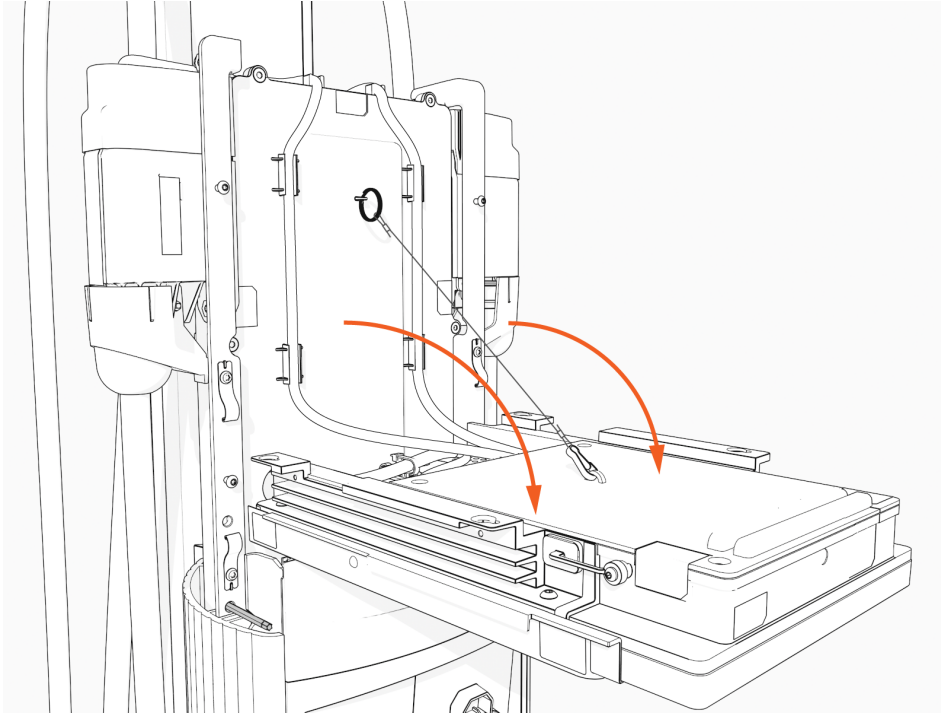
7. Lift the head assembly and insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.



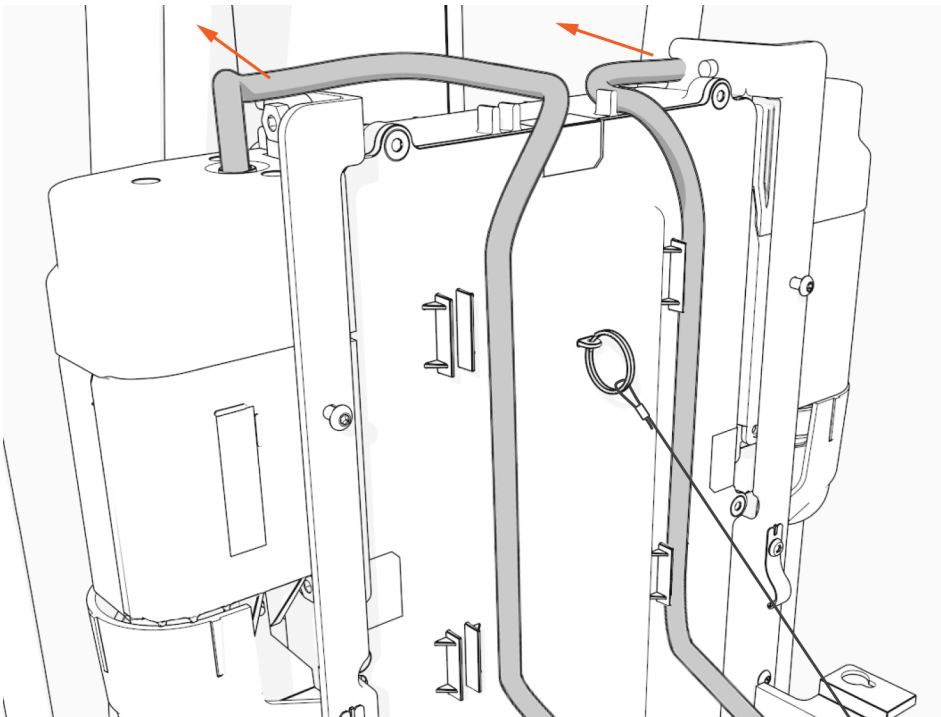
8. Using a T25 driver, loosen, but do not remove, four M4 screws that secure the control and communications module (CCOM) to the head assembly.



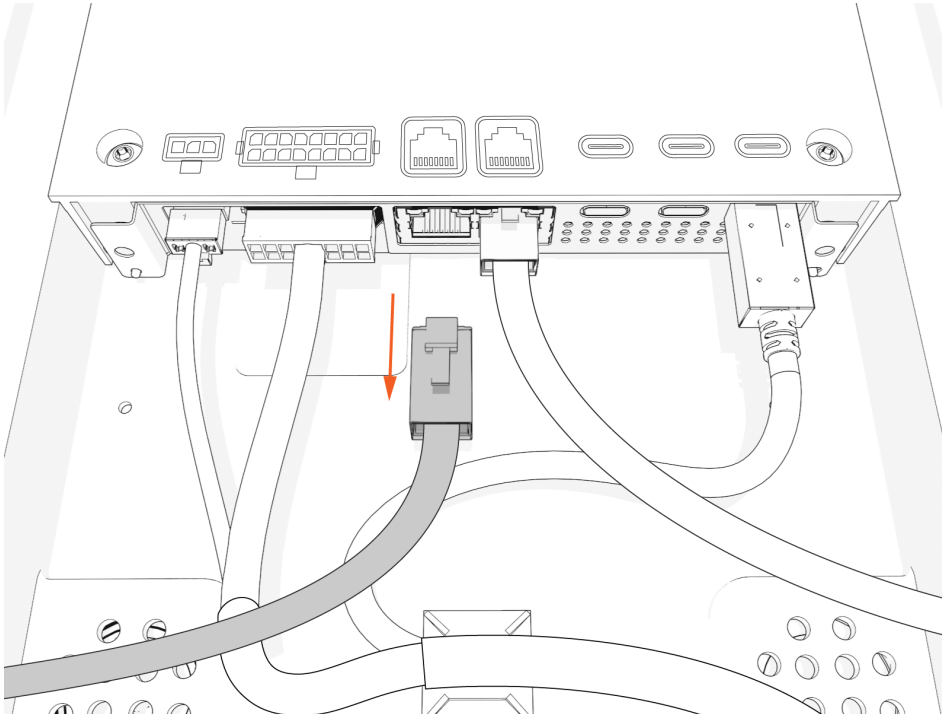
9. Lift the CCOM up and tilt it away from the head assembly.
The bottom edge of the CCOM rests on the upper edge of the holster assembly.



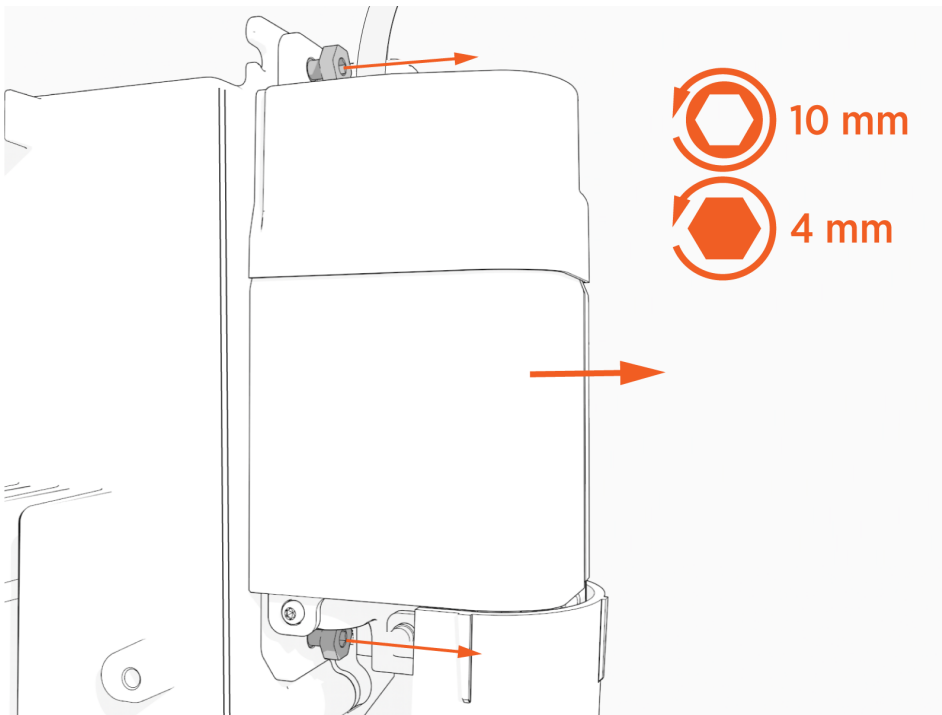
10. Unsnap the RJ45 Ethernet cables.



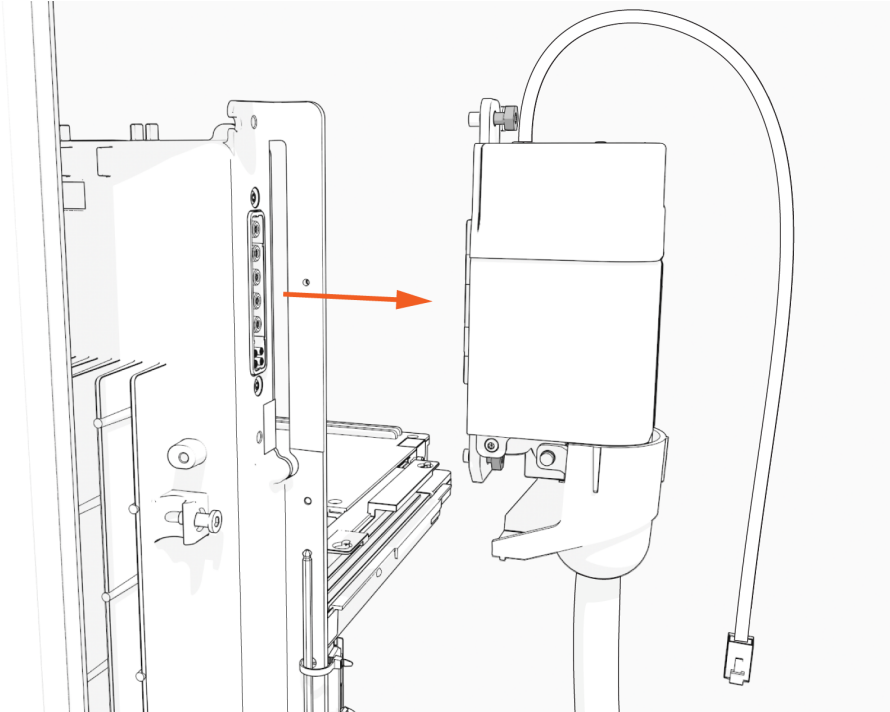
11. Disconnect the RJ45 Ethernet cables from the CCOM.



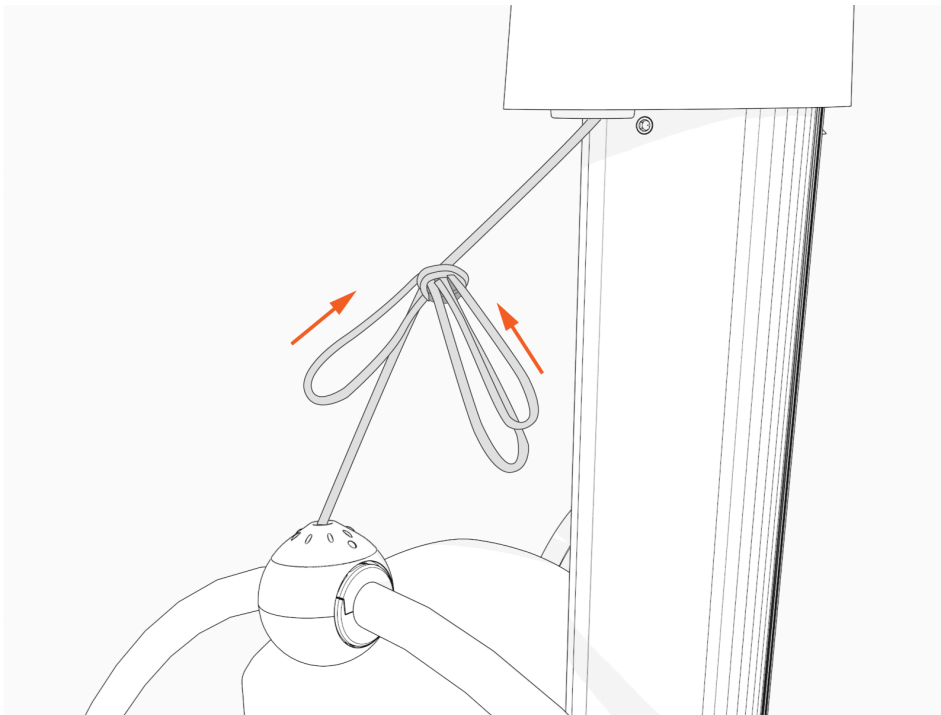
12. Loosen the top and bottom screws securing the smart cable simultaneously to avoid damaging the pins in the smart cable.



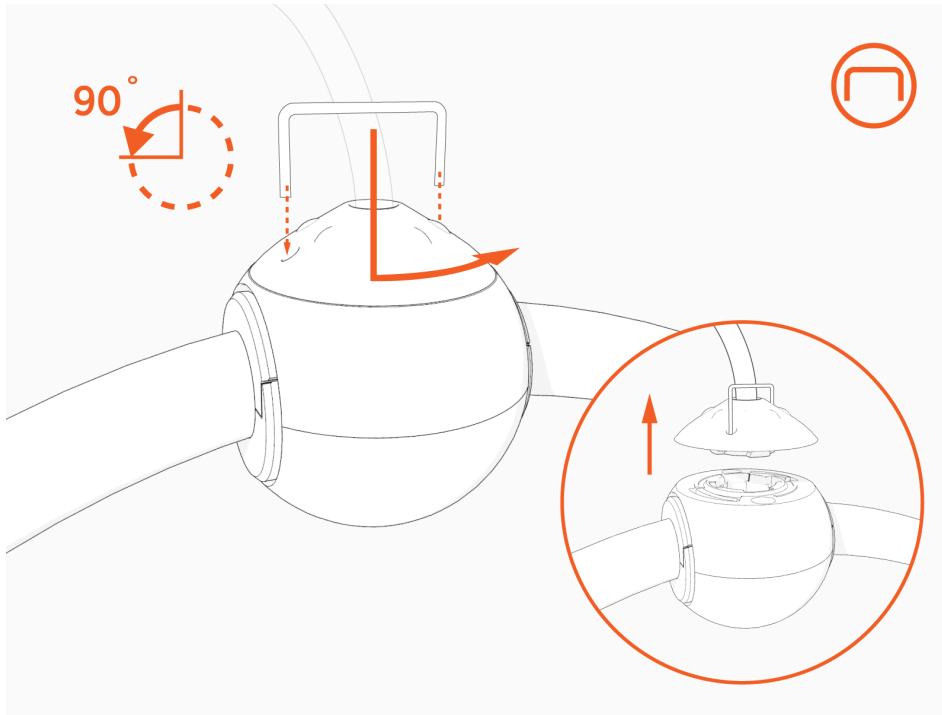
13. Remove the smart cable and set it aside gently.



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 the tool provided, press down while turning the knot bearing anticlockwise approximately a 1/4 turn to release the cable clamp.

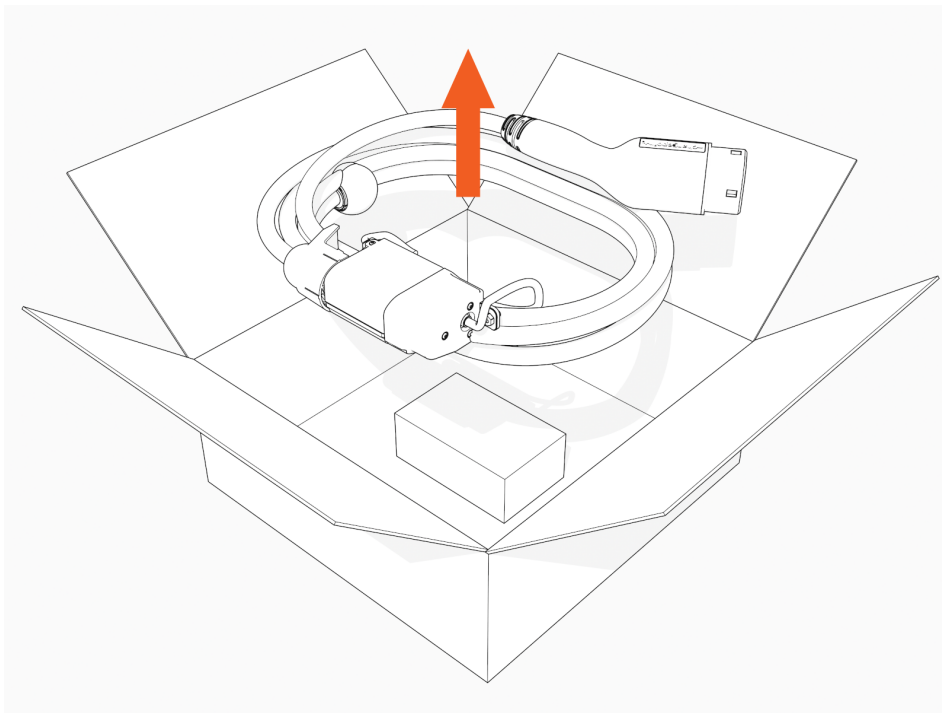


17. Set the cable gently on a padded surface.
18. If working with both smart cables, repeat these steps for the second cable.

Install the smart cable assemblies

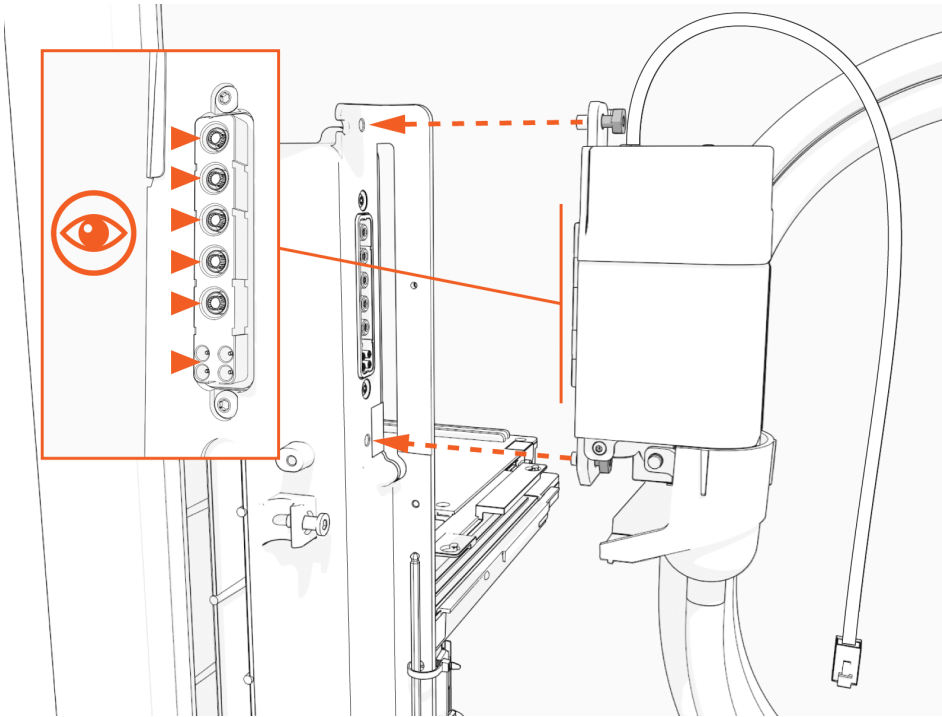
To install the Smart Cable Assemblies, perform the following steps:

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

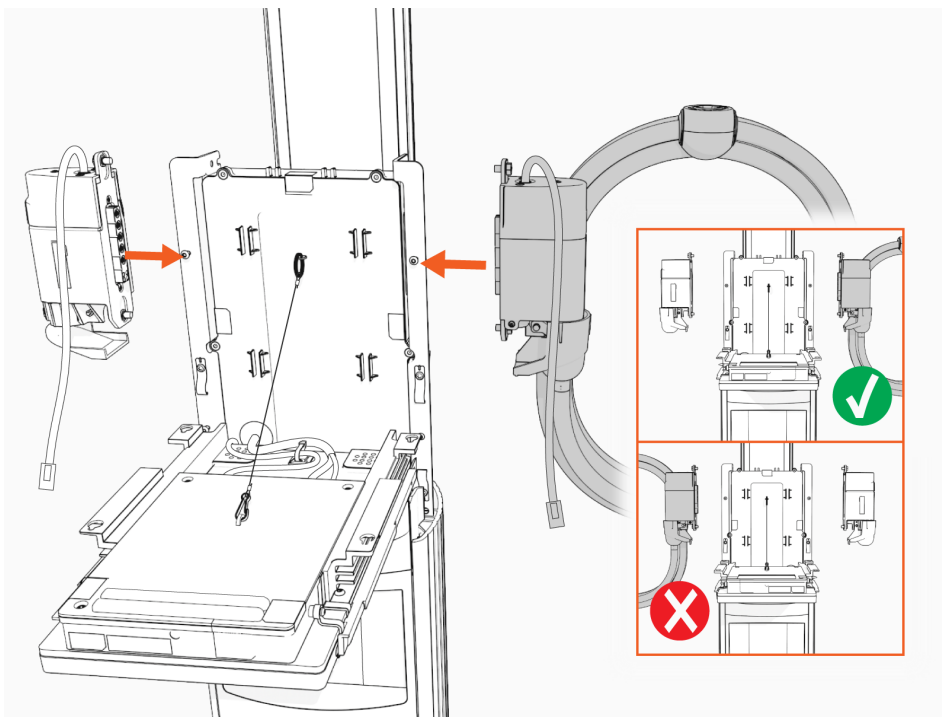


2. Ensure that there is no visible damage to the connector pins.

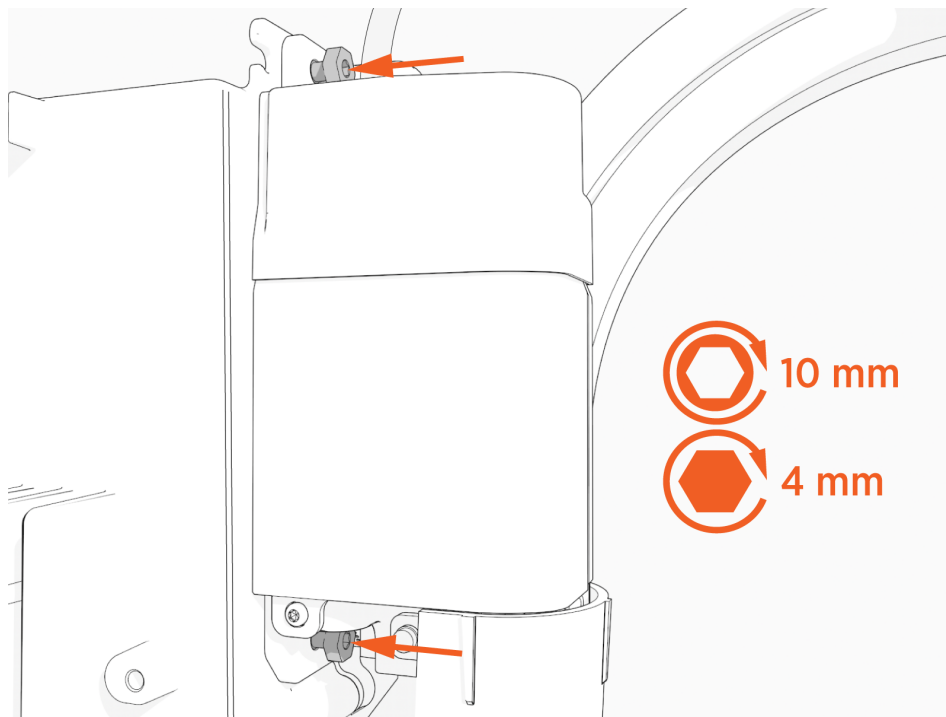
Attach the smart cable by partially engaging one screw and then partially engaging the second screw.



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.



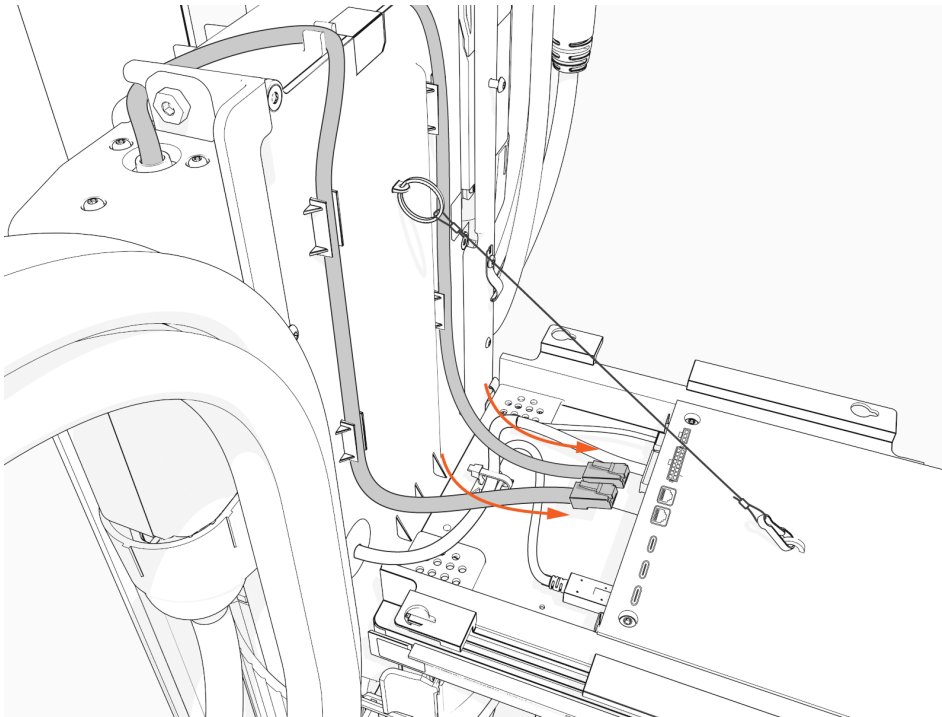
4. Torque both the top and bottom screws to 1.1 Nm (10 in-lb) to secure the smart cable.



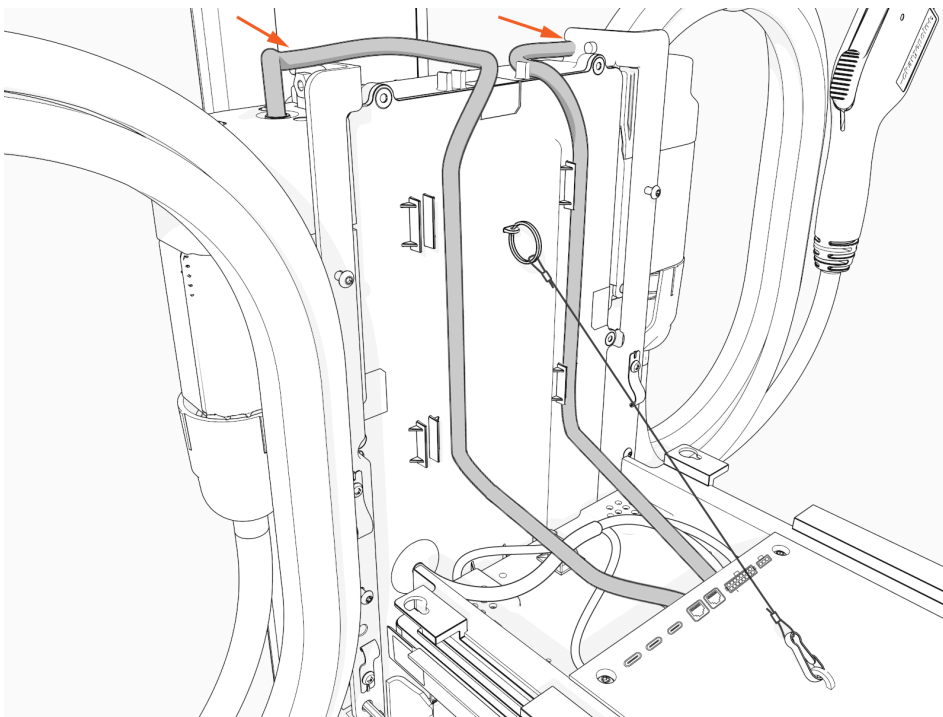
-
5. Connect the RJ45 Ethernet cables from the smart cable assembly to the bottom of the CCOM.



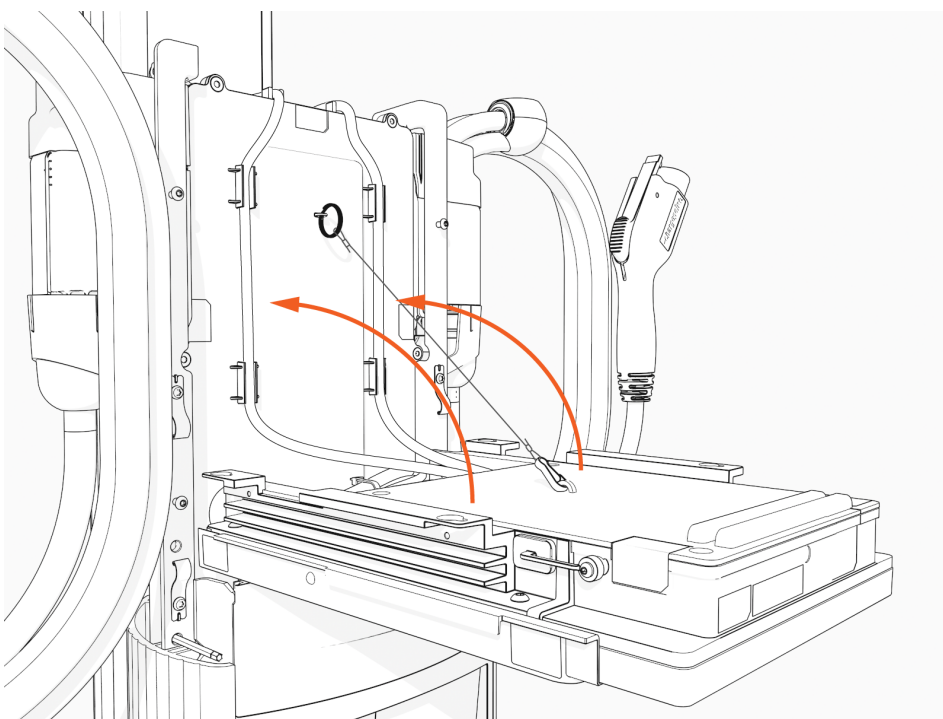
IMPORTANT: Connect the Ethernet cable from the left charging cable to the left Ethernet port. Connect the Ethernet cable from the right charging cable to the right Ethernet port. The charging station will not work if the cables are connected to the wrong ports.



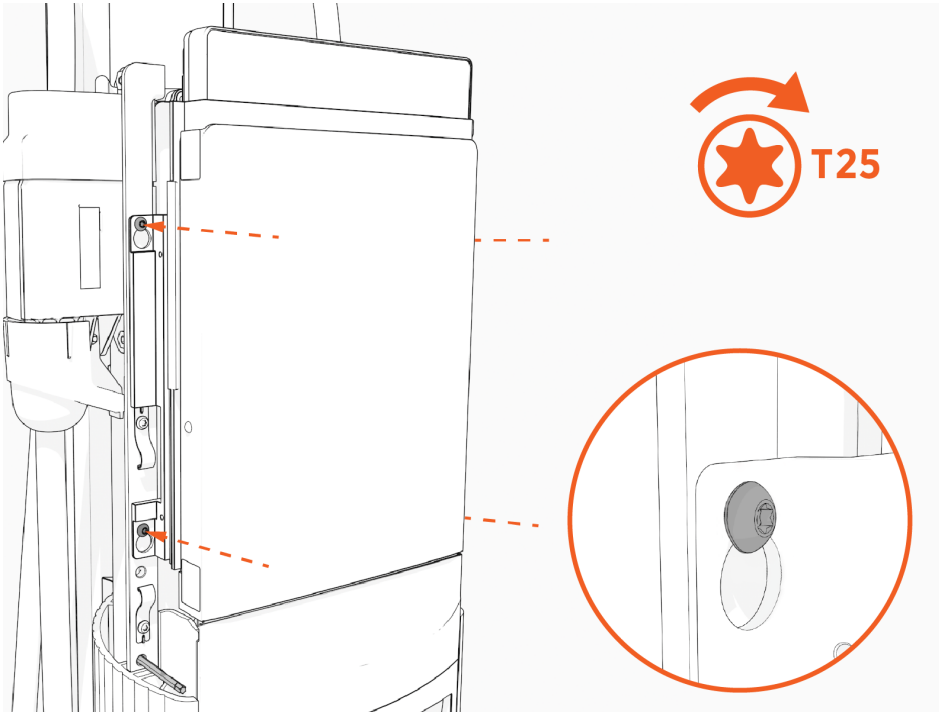
6. Slide the RJ45 Ethernet cables into the slots.



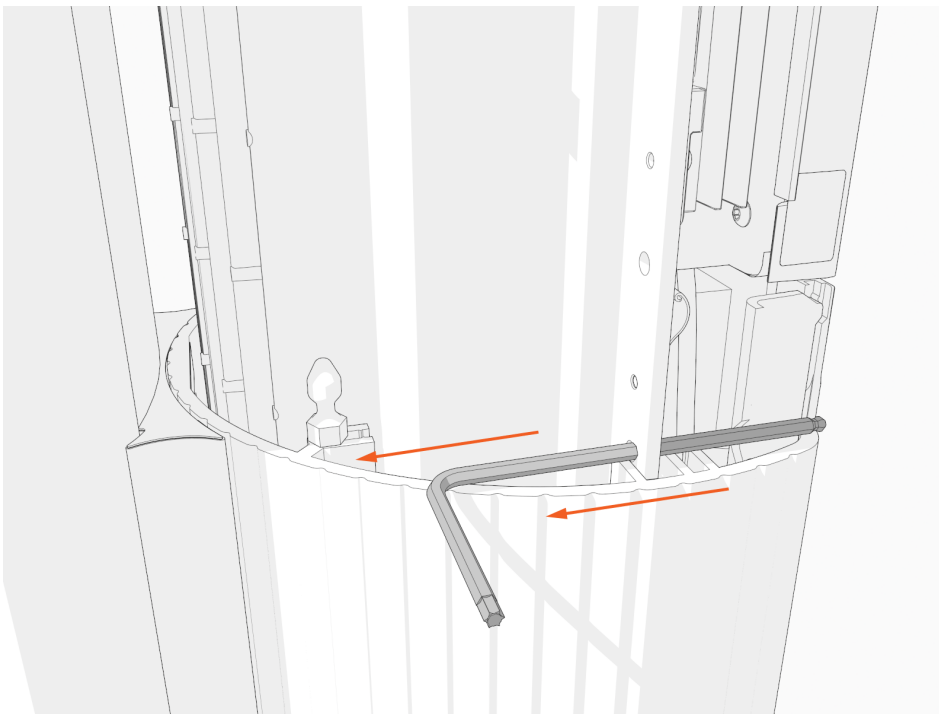
7. Raise the CCOM and slide it into place on the head assembly.



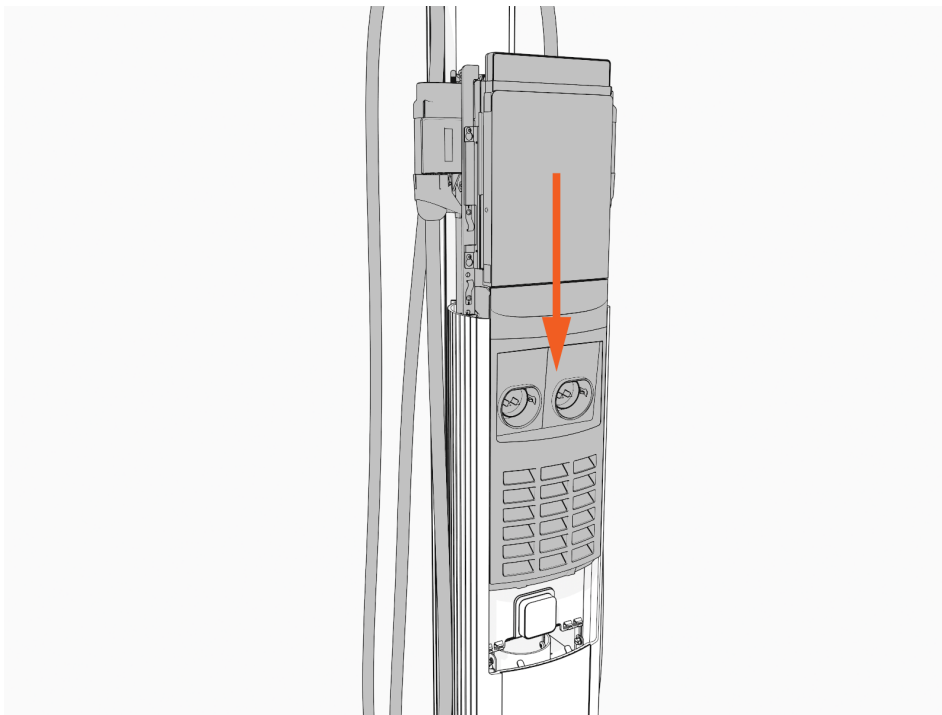
-
8. Torque the screws to 1.7 Nm (15 in-lb) to secure the CCOM.



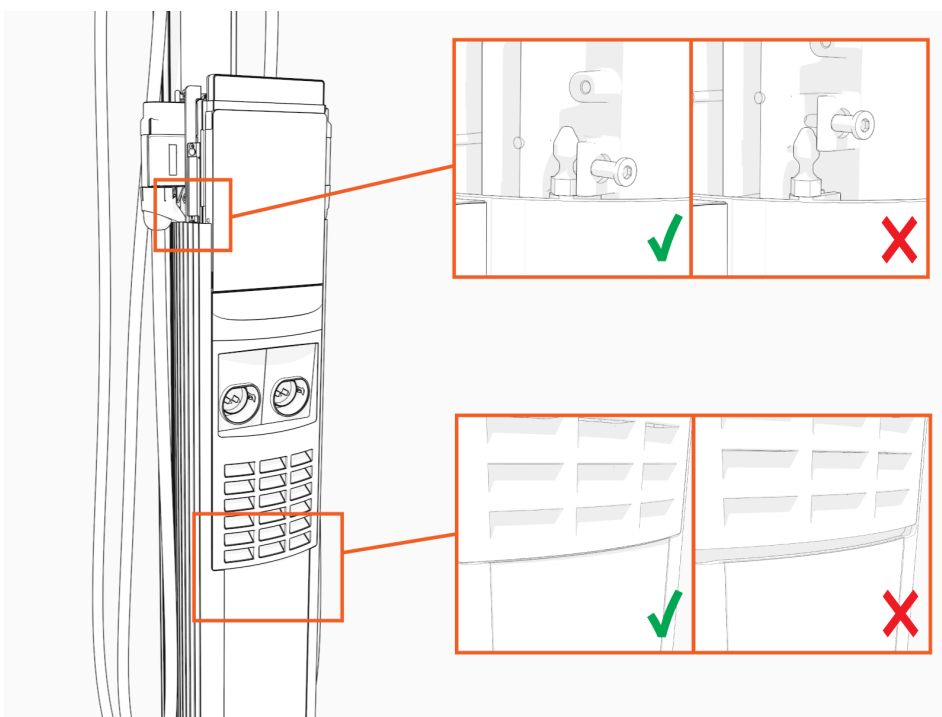
9. Remove the L-wrench.



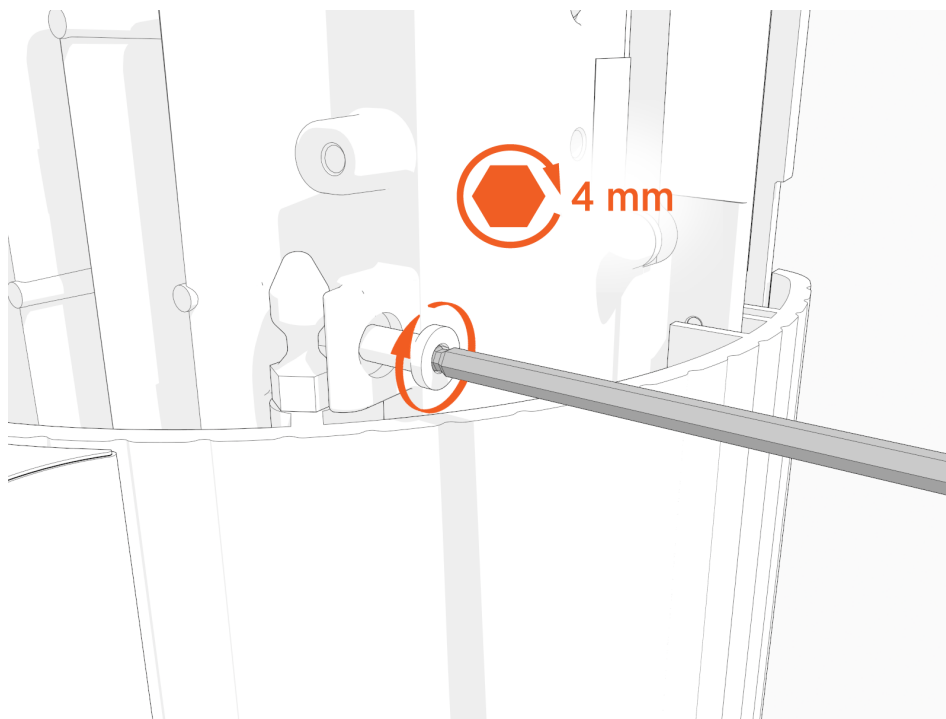
10. Slide the head assembly all the way into the pedestal housing.



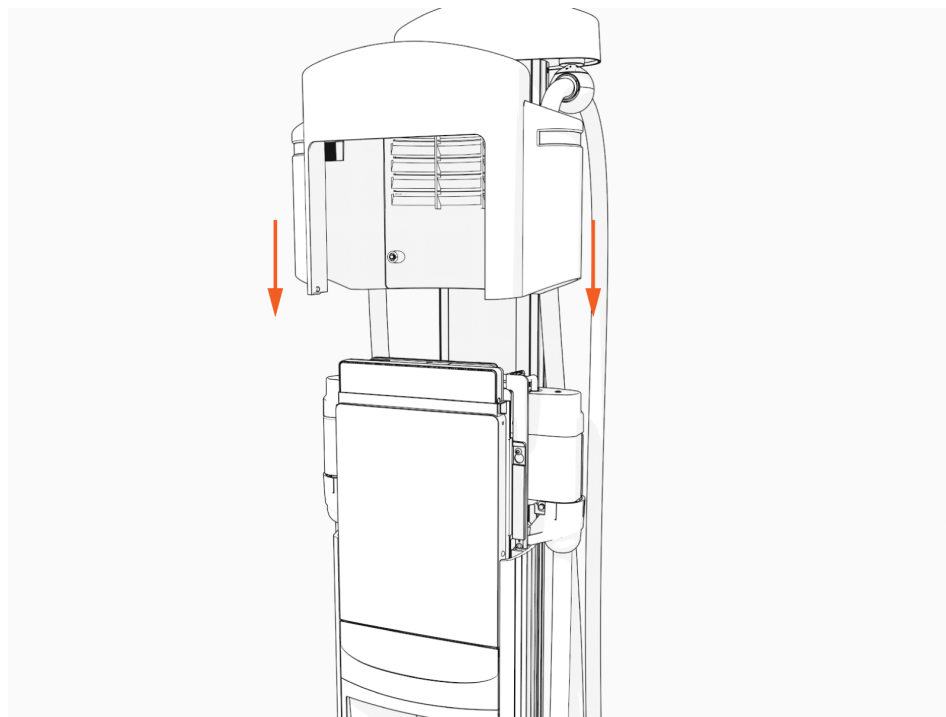
11. Ensure that the head assembly is fully seated.



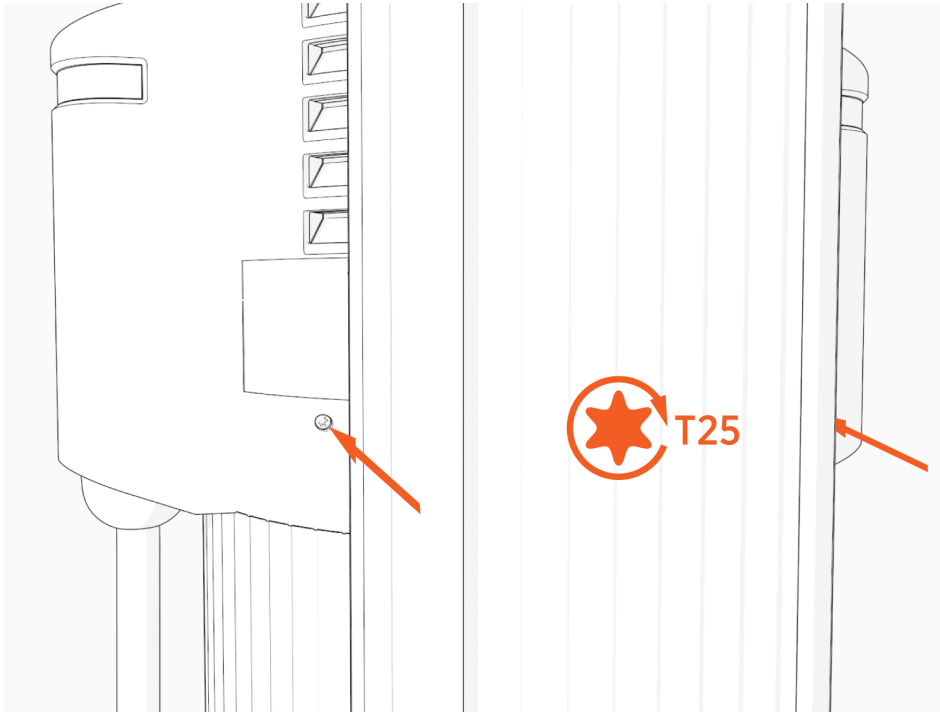
-
12. Using the L-wrench, tighten two screws.



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 will appear red until the lockout faults are cleared.

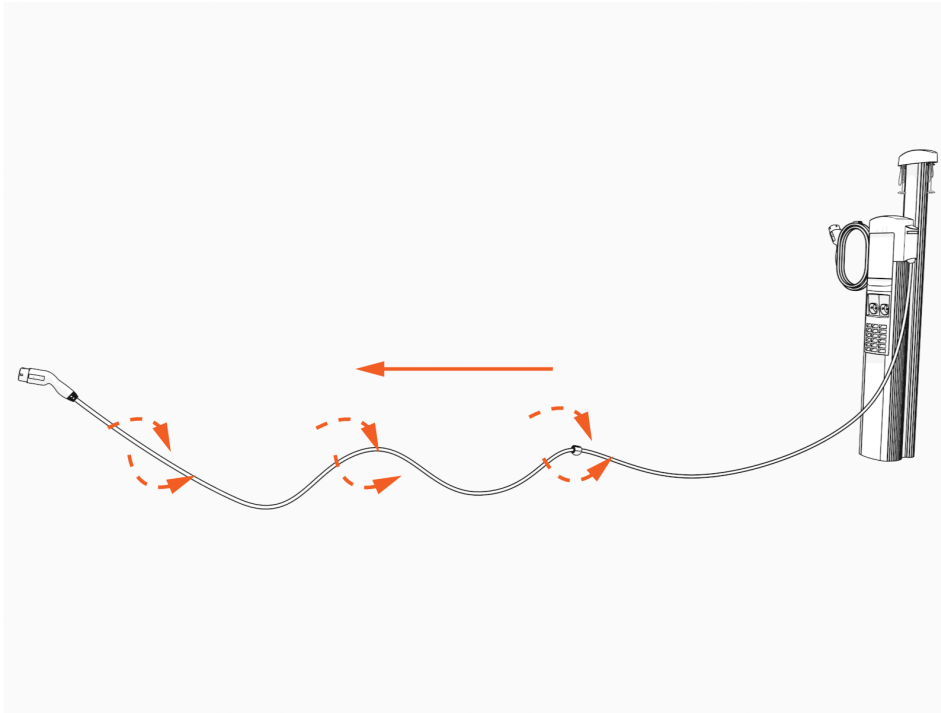


IMPORTANT: If the station does not power up, disconnect the power to the CP6000 and make sure that the head assembly is properly seated.

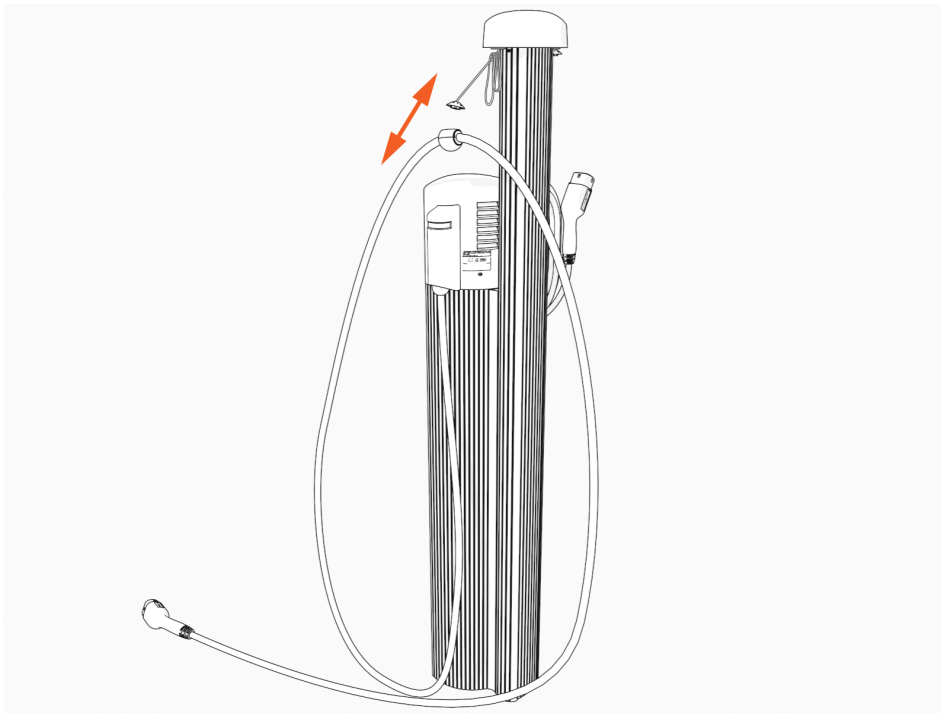
Install Cable Clamps

To install the cable clamps, perform the following steps:

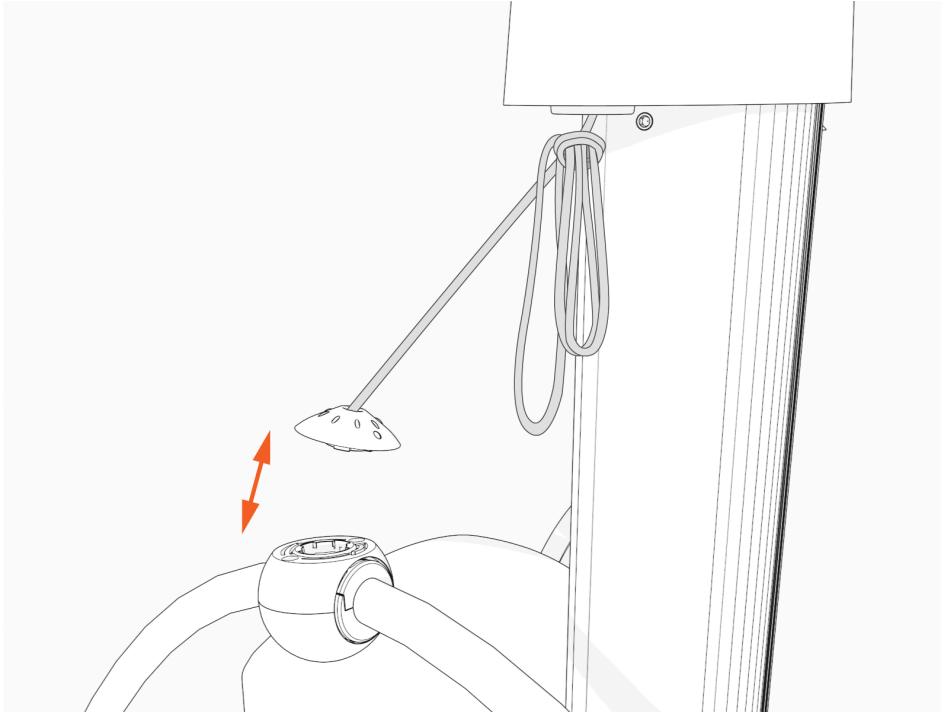
1. Uncoil the charging cable by gently extending it all the way out and away from the station. Rotate the plug as needed to remove any twist or kinks.



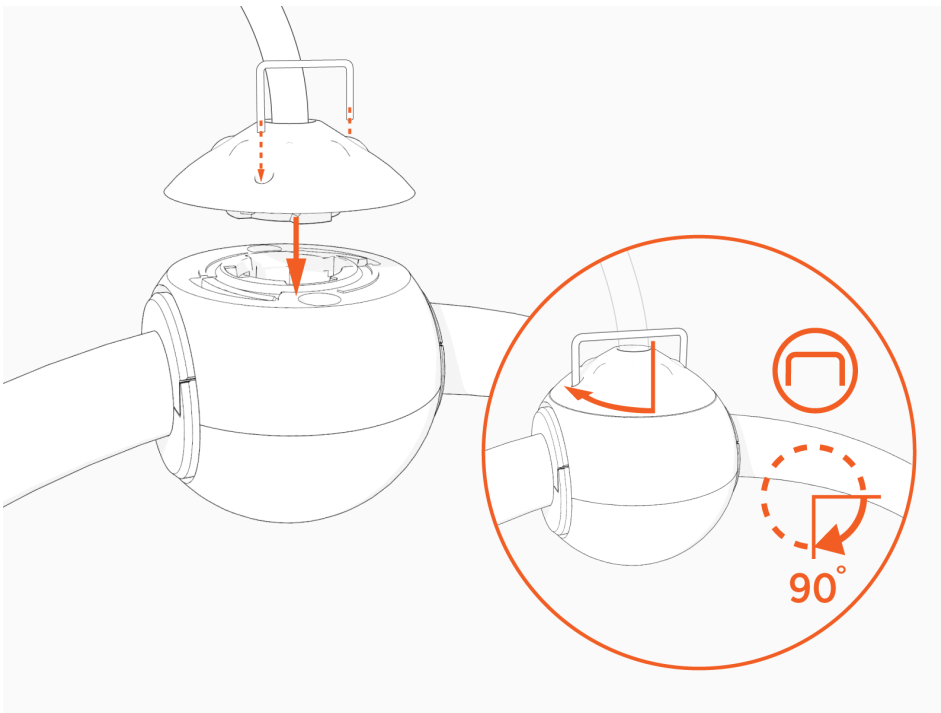
2. Position the charging cable near the base of the station.



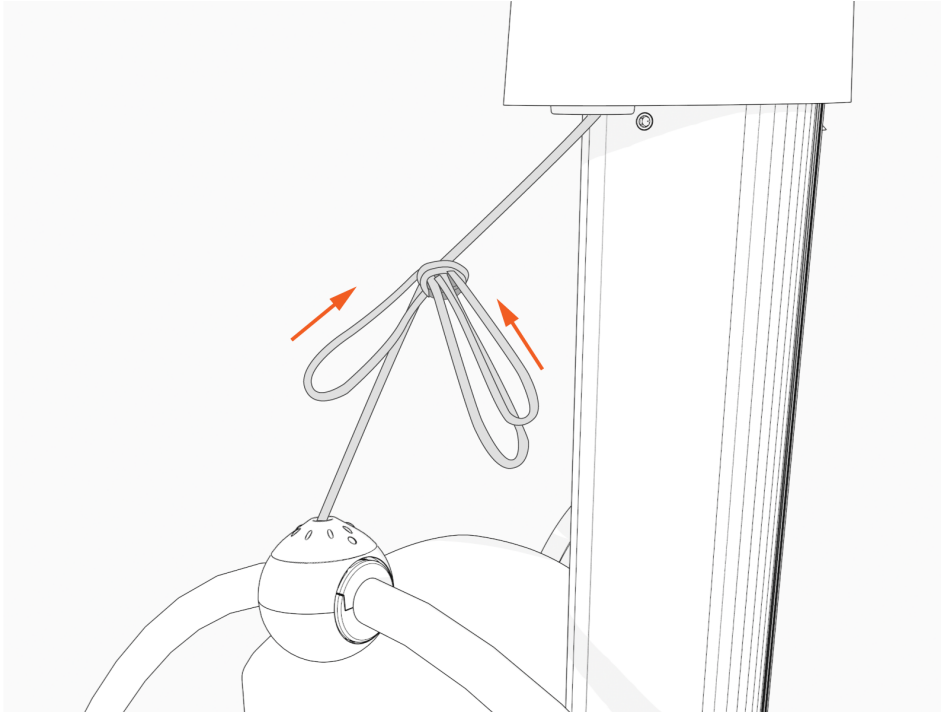
3. Align the knot bearing on each rope to its corresponding mating feature on the cable clamp.



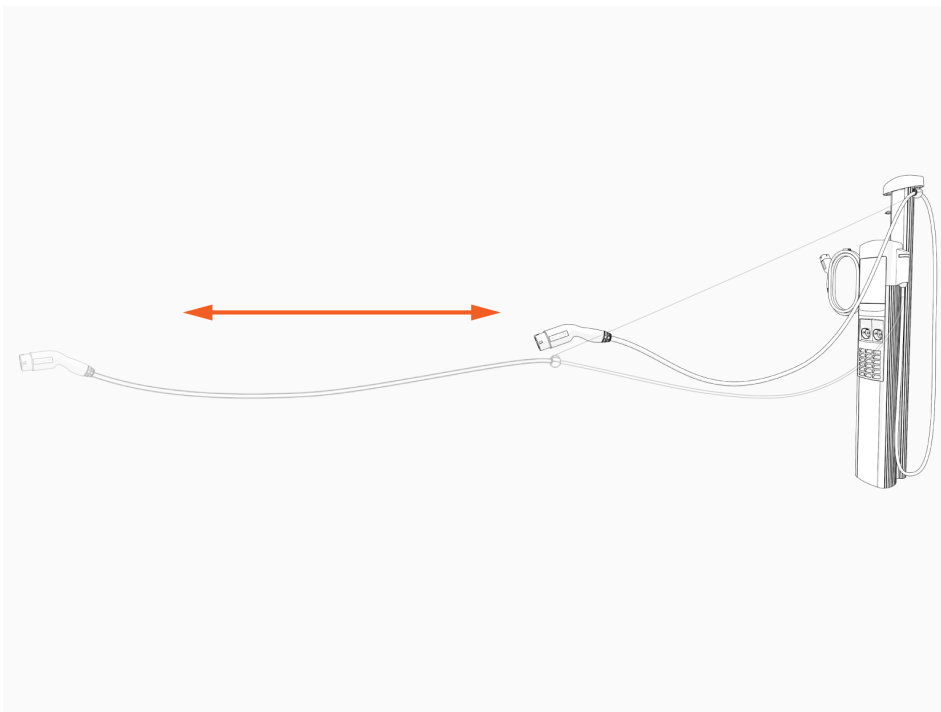
4. Using the tool provided, push down while turning the knot bearing clockwise approximately a 1/4 turn to connect the cable clamp.



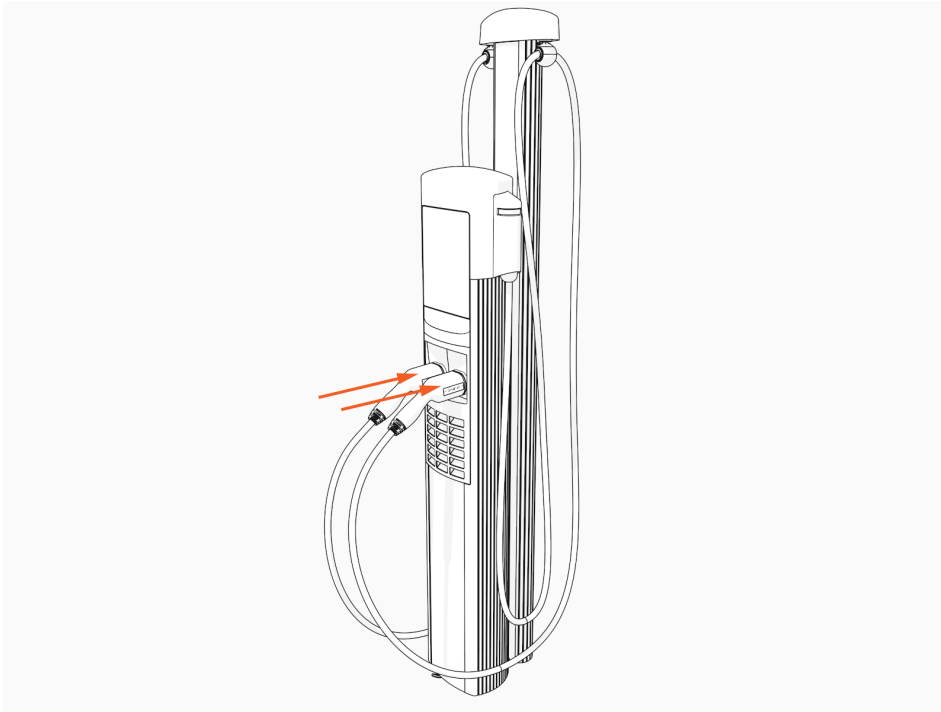
-
5. Untie the knot near the top of the CMK.



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



7. Insert the charging cables into their corresponding holsters.



Next Steps

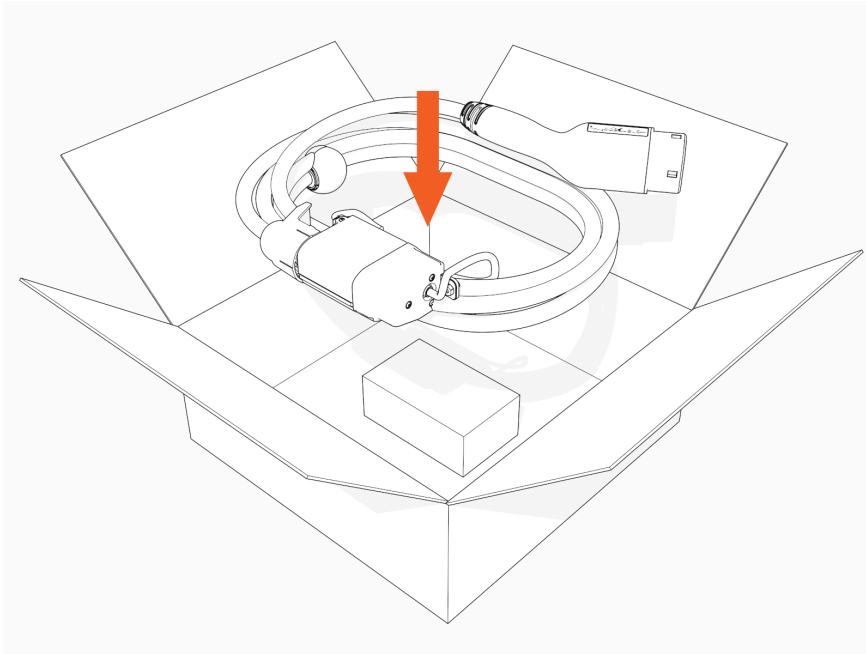
Clear lockout faults

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, find your region's technical support number and contact ChargePoint Support.

Replace the top cap 8

To replace the top cap, perform the following steps:

Bring these tools



Torx screwdriver (T25)



Torx screwdriver (T20)



4 mm hex key



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:

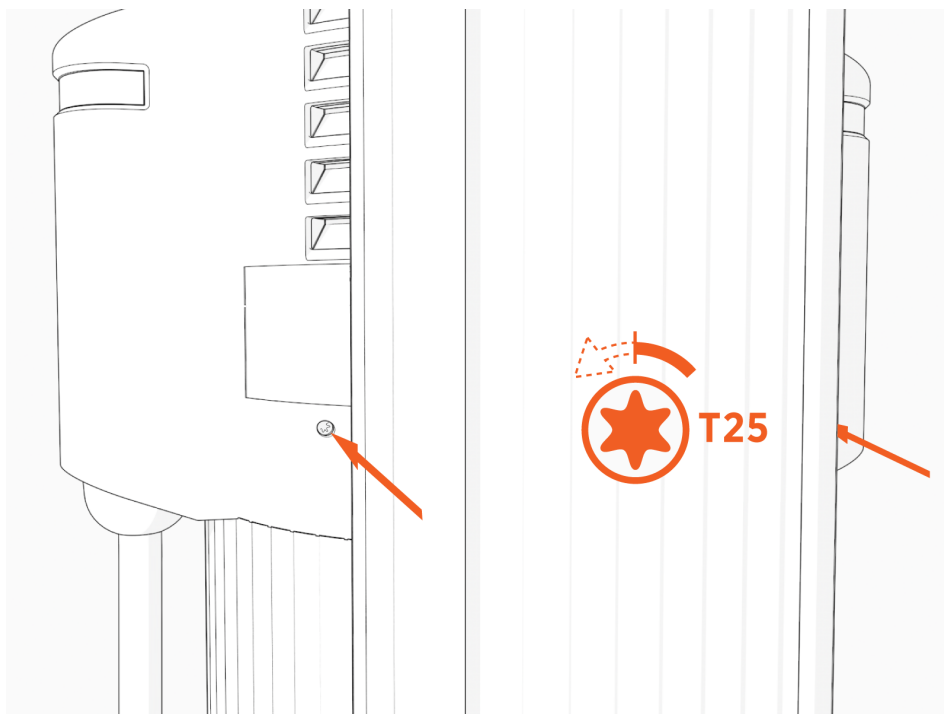
DANGER: RISK OF SHOCK



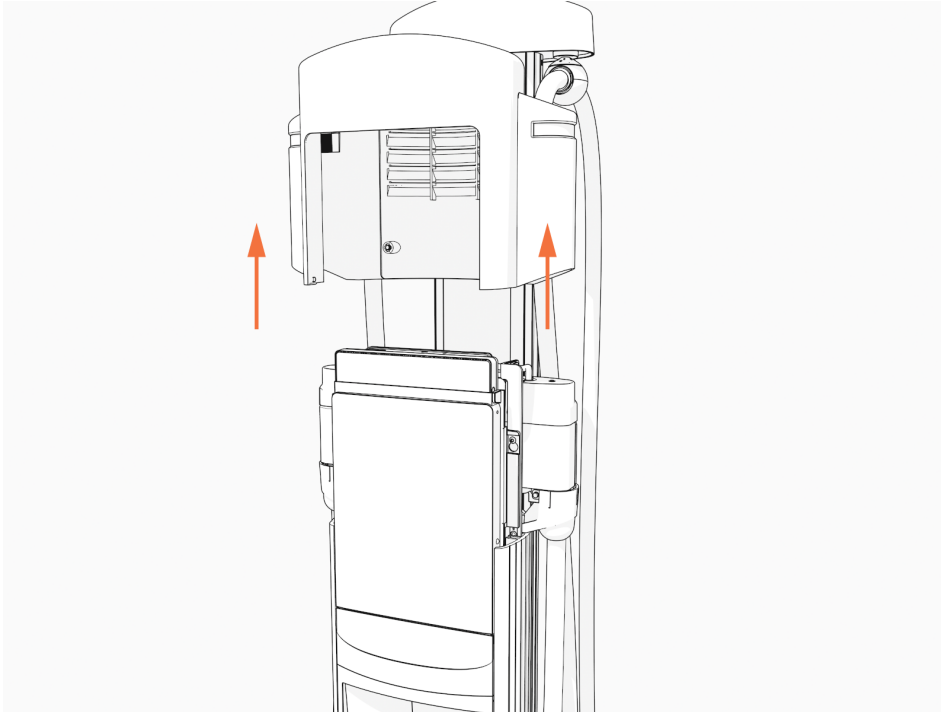
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energise the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep the power off until the top cap is correctly reinstalled and the work is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



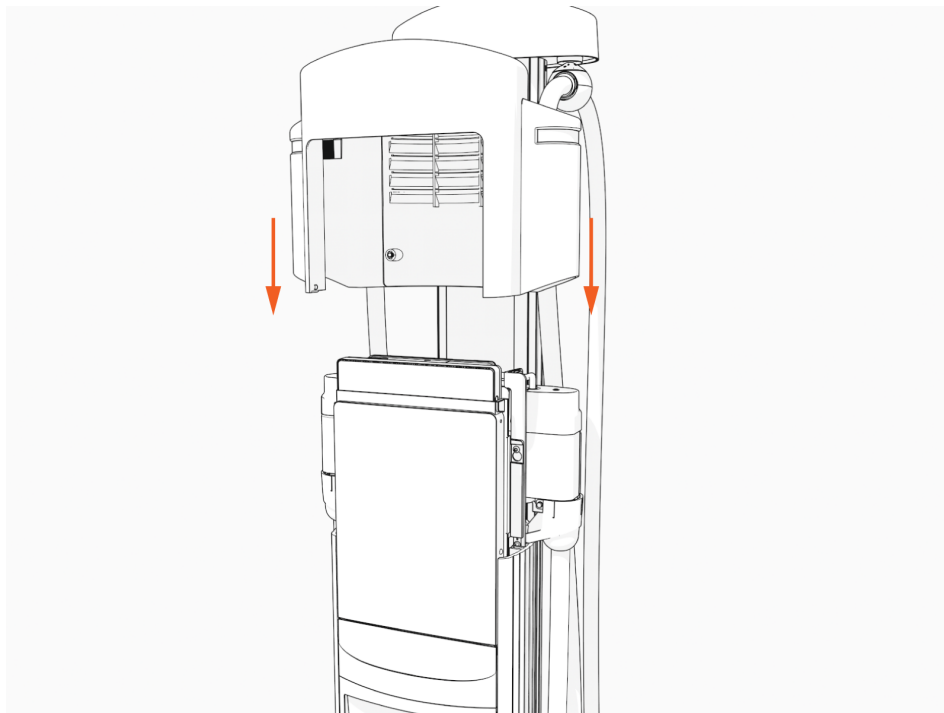
3. Remove the top cap.



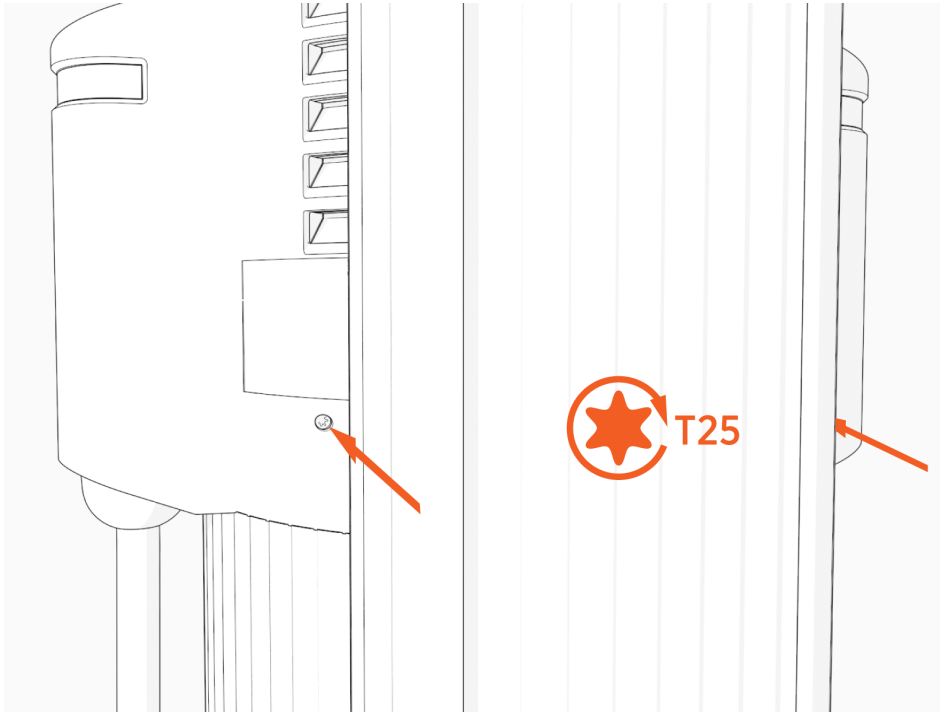
Install the Top Cap

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.



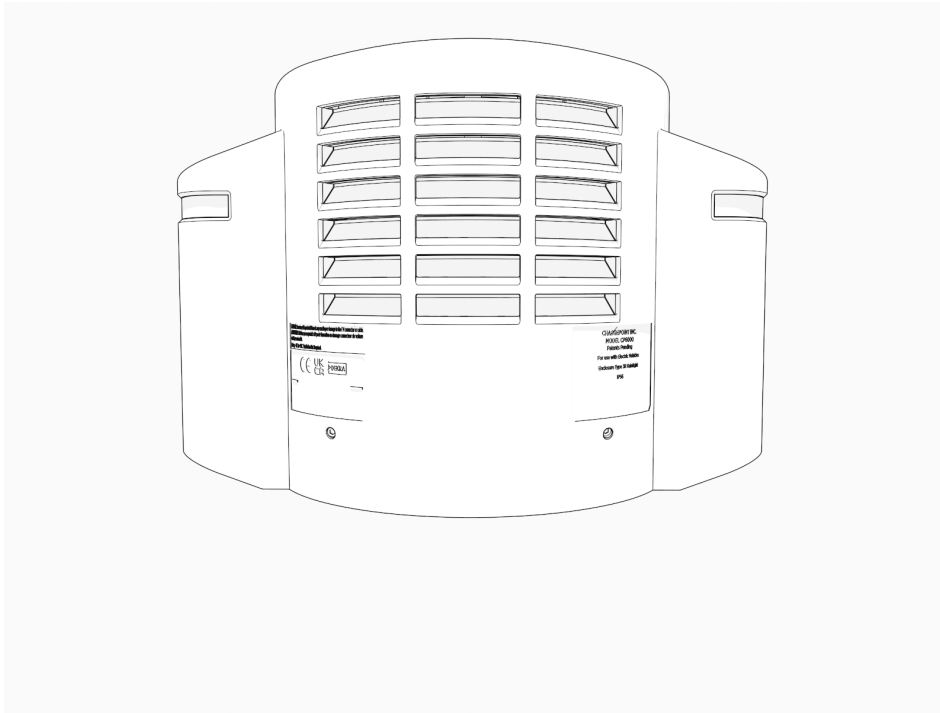
2. Torque two captive screws to 1.1 Nm (10 in-lb).



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 will 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.

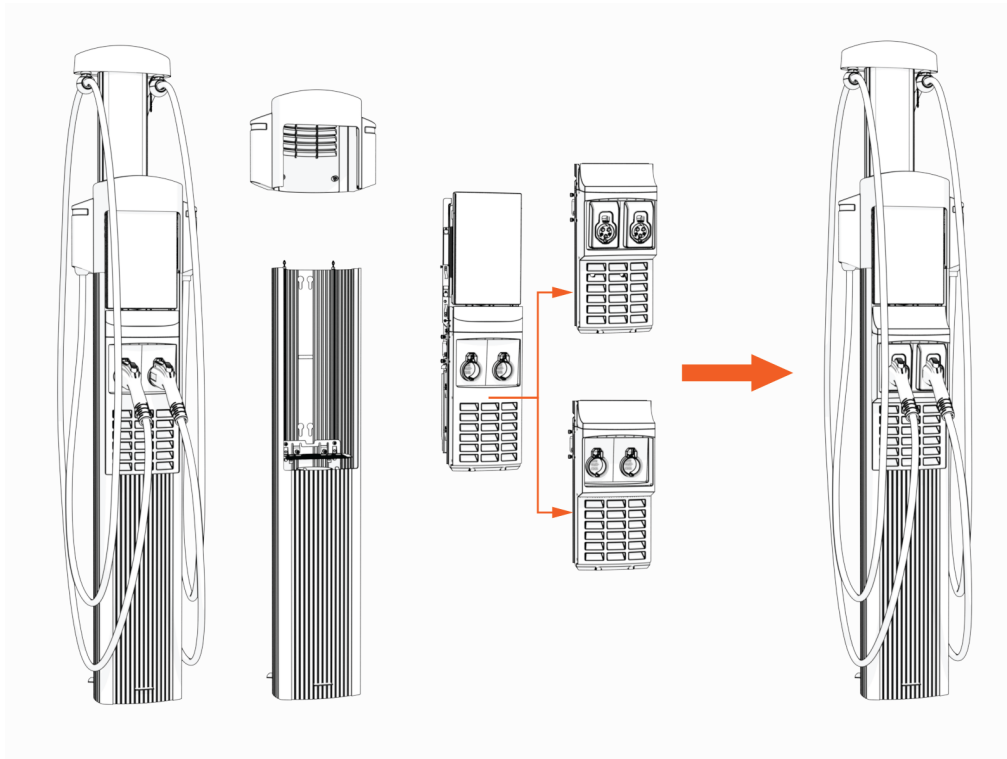
To clear lockout faults, go to [ChargePoint Support](#) and contact technical support using the appropriate region-specific number.

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 a Holster 9



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 and contact technical support using the appropriate region-specific number.

Bring these tools



Torx screwdriver (T25)



4 mm hex key



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.



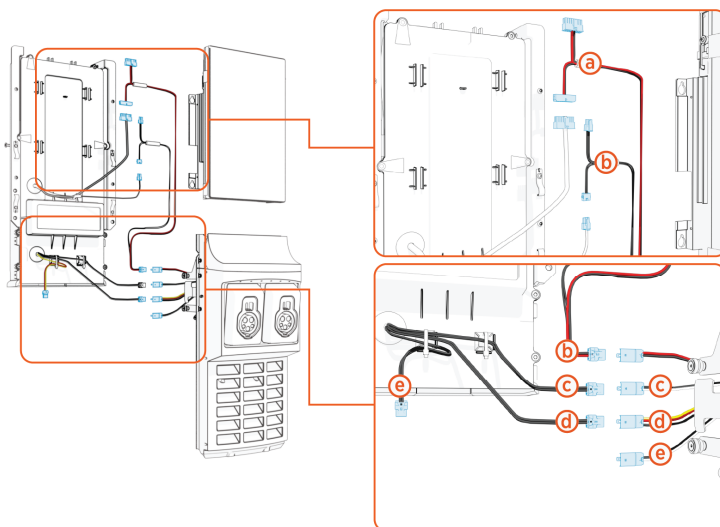
NOTE: These charging stations are available in several configurations. The images in this guide might not match your station exactly; however, the installation steps are the same unless otherwise noted.

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) Y-split 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:

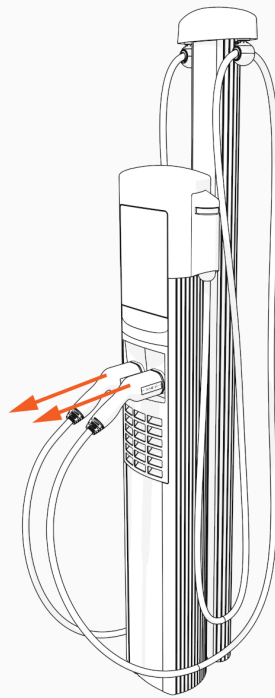
1. Use your ChargePoint card or the mobile app to wake the station up.



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, 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

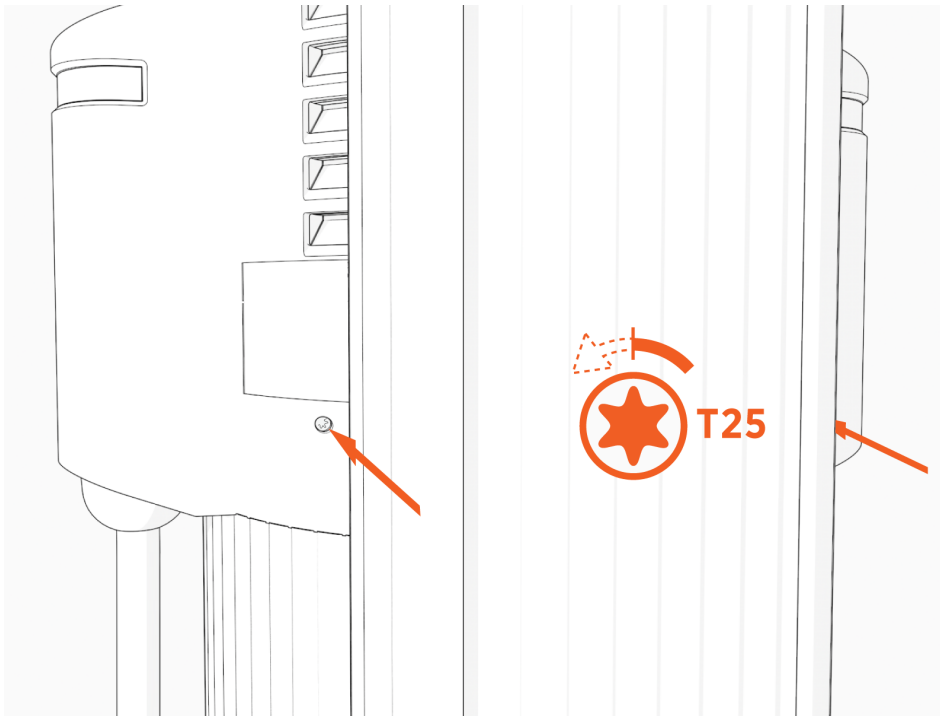
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energise the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep the power off until the top cap is correctly reinstalled and the work is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

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

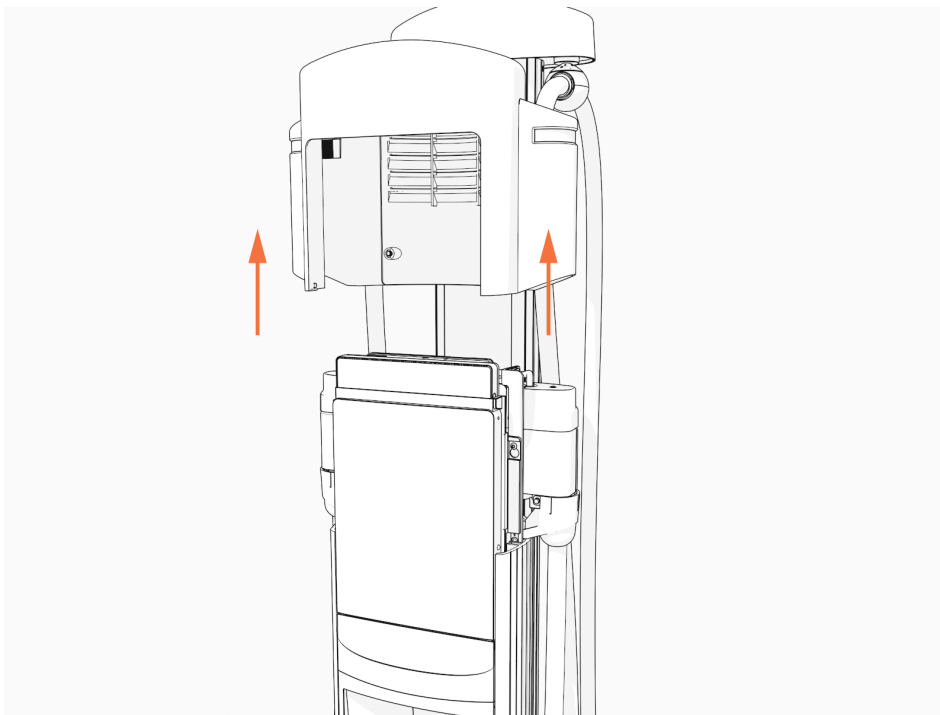
Remove the head assembly

To remove the head assembly, perform the following steps:

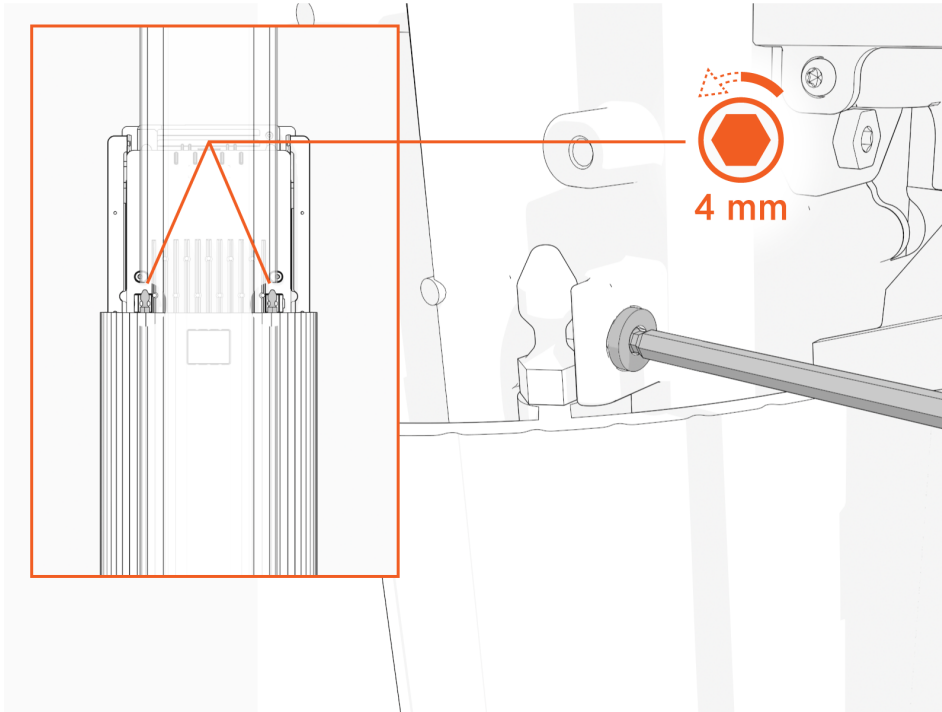
1. Use the L-wrench to loosen two captive screws securing the top cap.



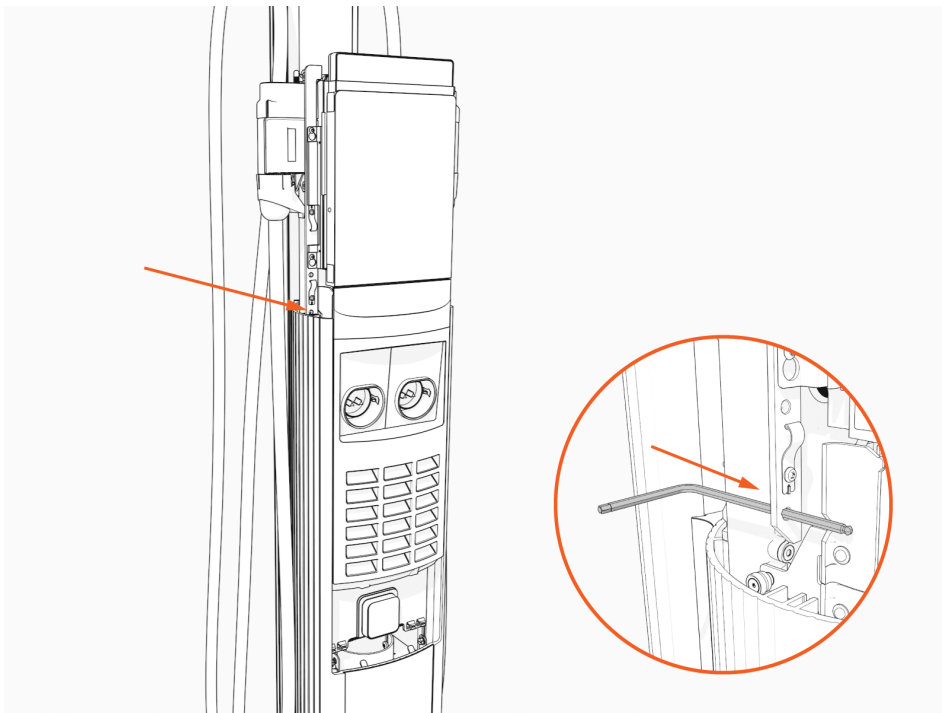
2. Remove the top cap.



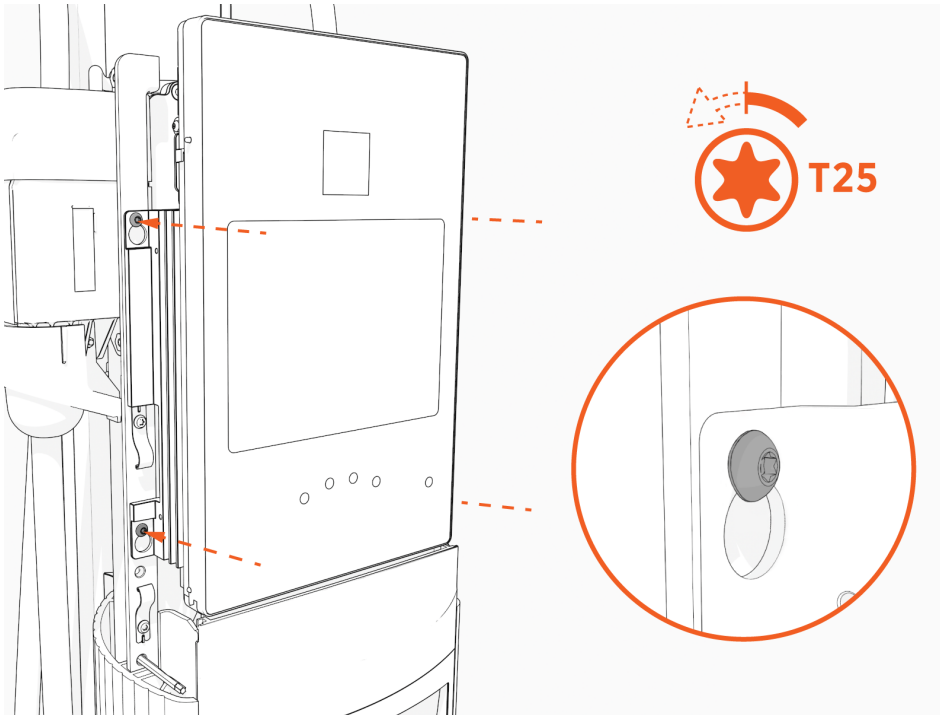
3. Use the L-wrench to loosen, but not remove, the screws securing the head assembly.



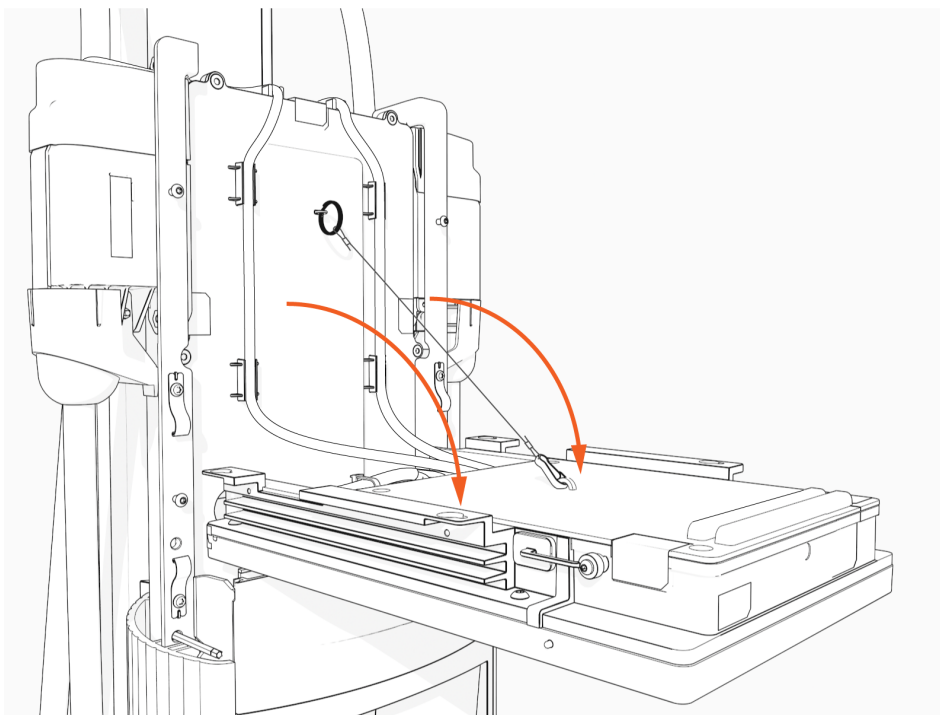
4. Lift the head assembly and insert an L-wrench or a screwdriver through the hole on the side of the head assembly to hold the head assembly in the raised position.



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

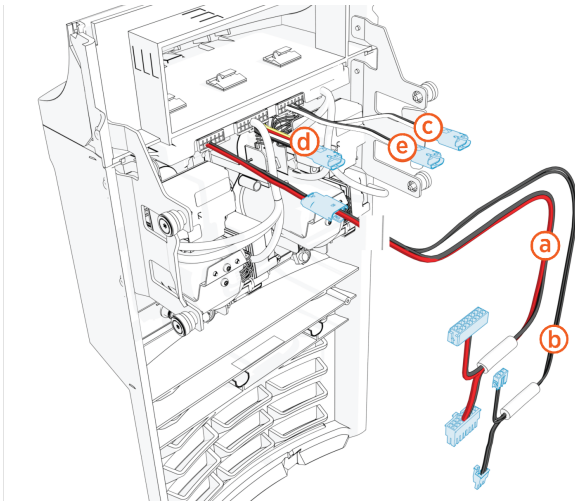


6. Lift the CCOM up and tilt it away from the head assembly.
The bottom edge of the CCOM rests on the upper edge of the holster assembly.



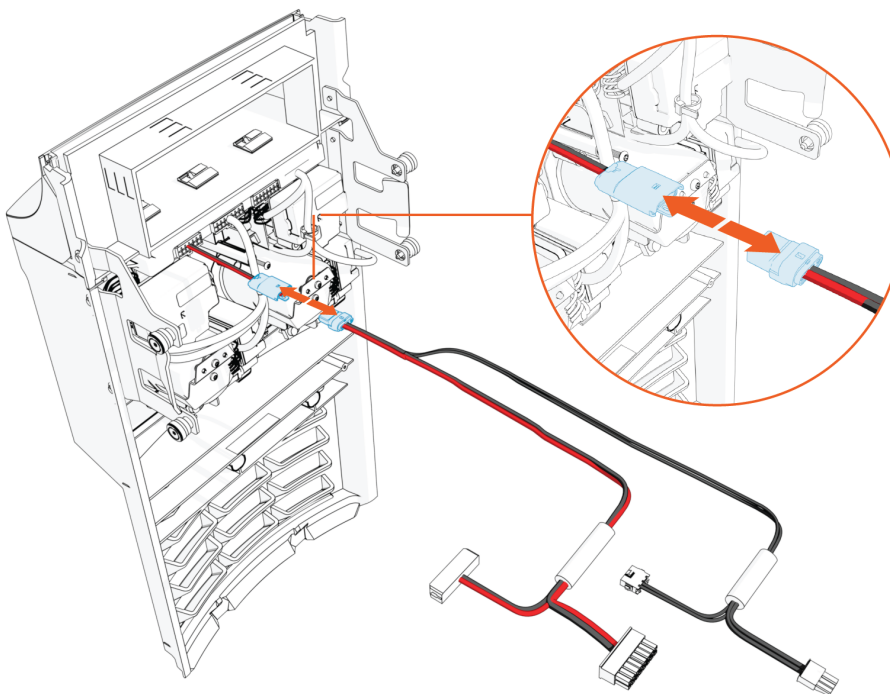
7. Remove the new holster frame assembly from the packaging.

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

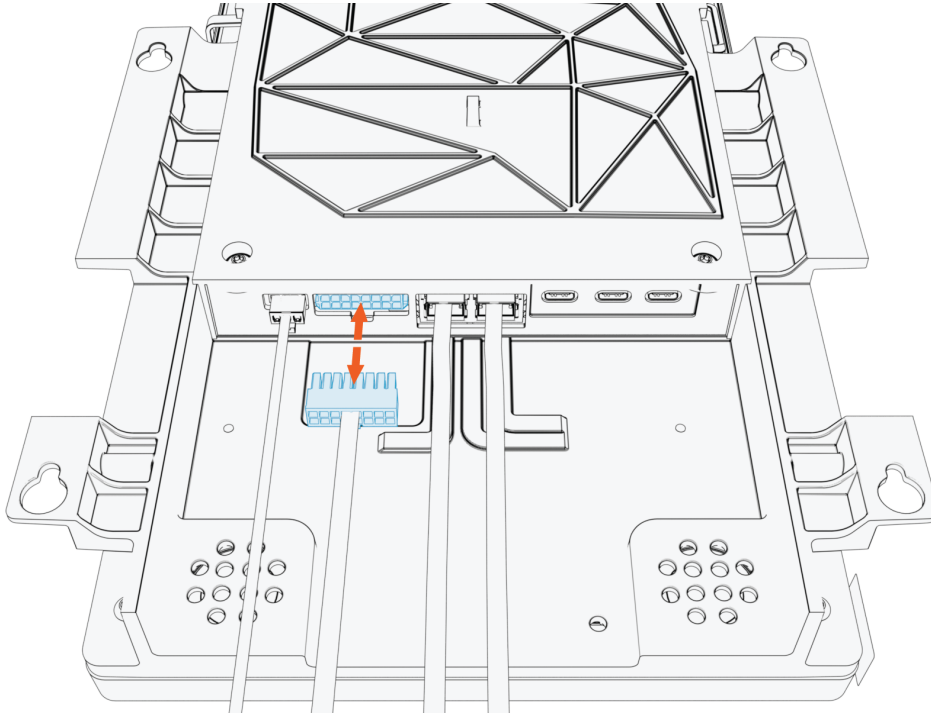


- (a) Y-split CAN bus cable
- (b) 48 V power supply cable
- (c) Omni Port holster cable
- (d) Downlight cable
- (e) Omni Port holster cable

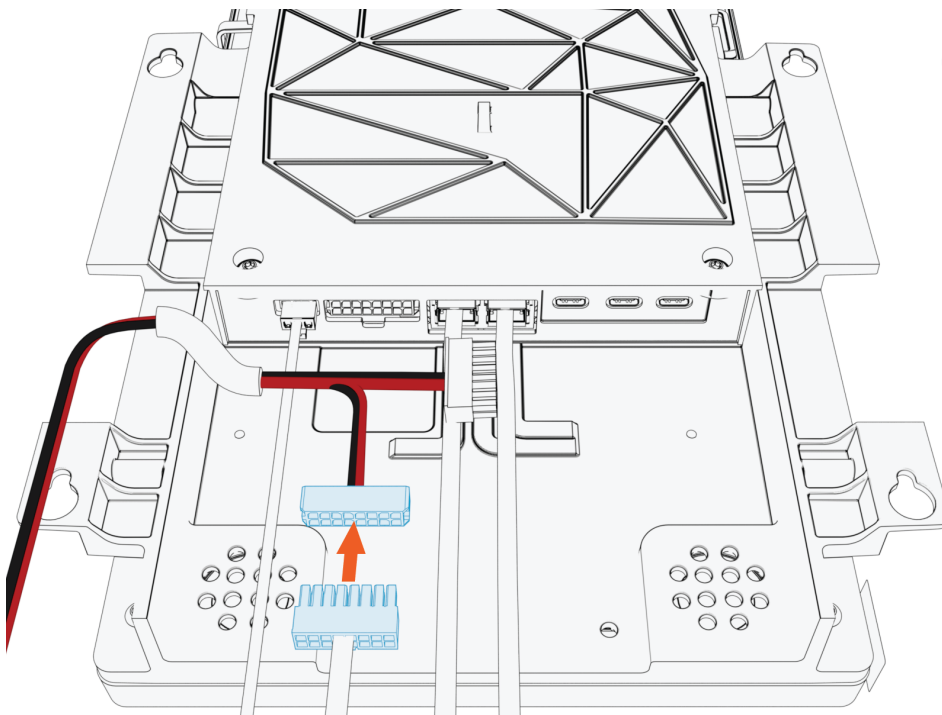
9. Confirm all parts are present. For any missing component, contact ChargePoint support.
10. Remove the Y-split CAN cable from the new holster.



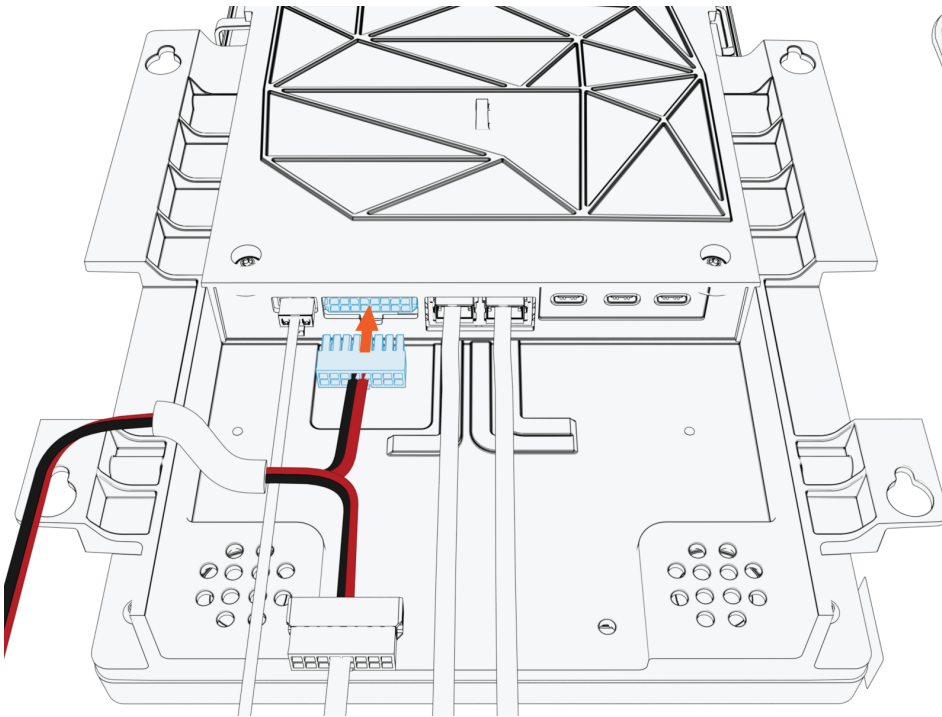
11. Unplug the 16-pin male connector from the CCOM.



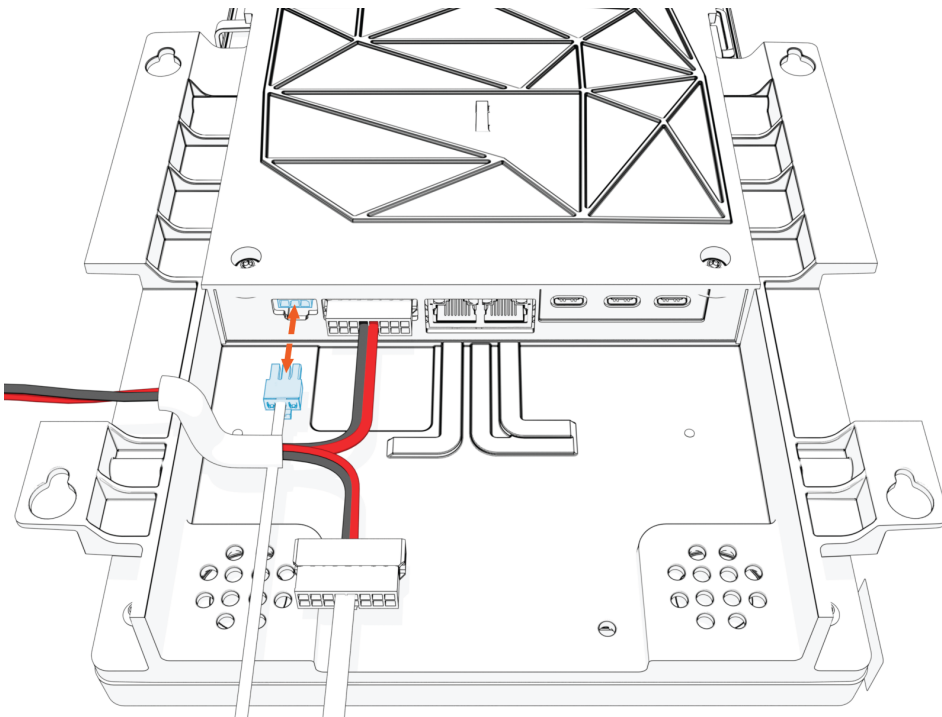
12. Plug the 16-pin male connector into the 16-pin female side of the Y-split CAN cable.



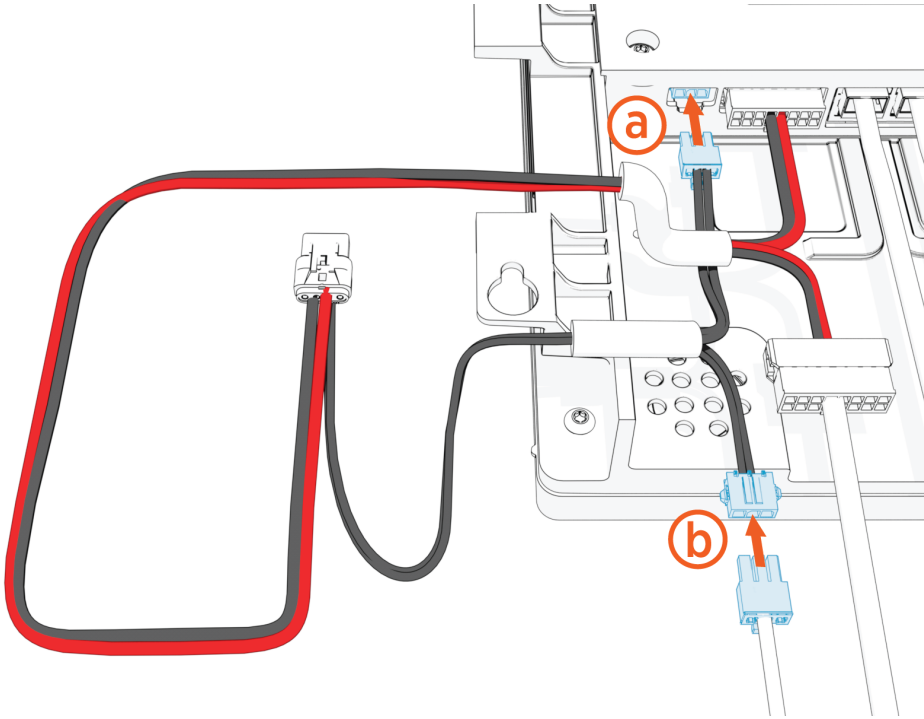
13. Plug the 16-pin male connector from the Y-split cable into the port where you originally removed the 16-pin male connector from the CCOM.



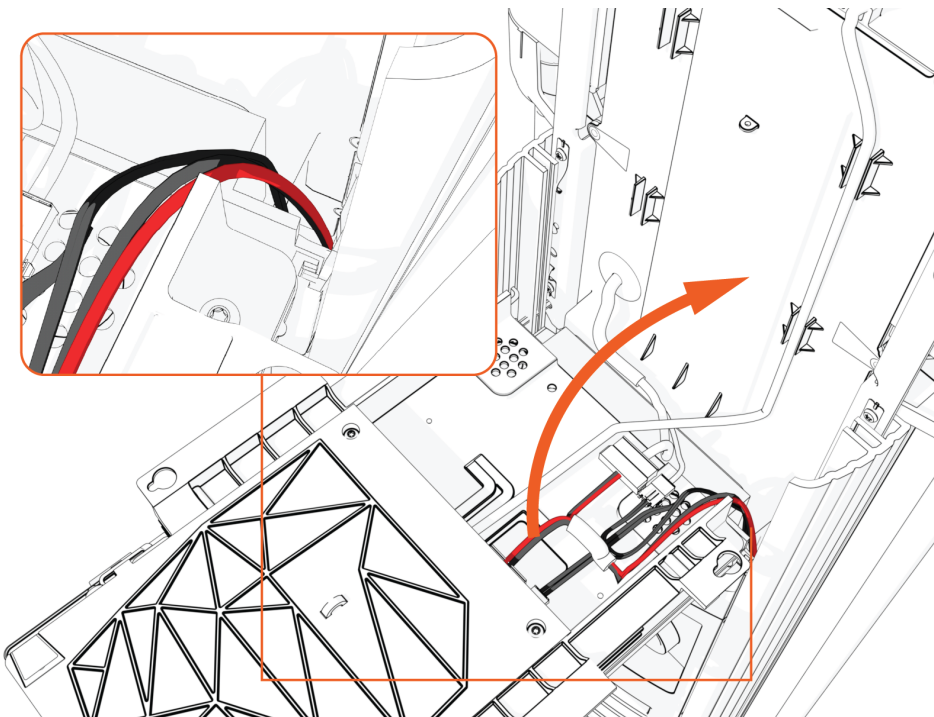
14. Unplug the three-pin power connector from the CCOM.



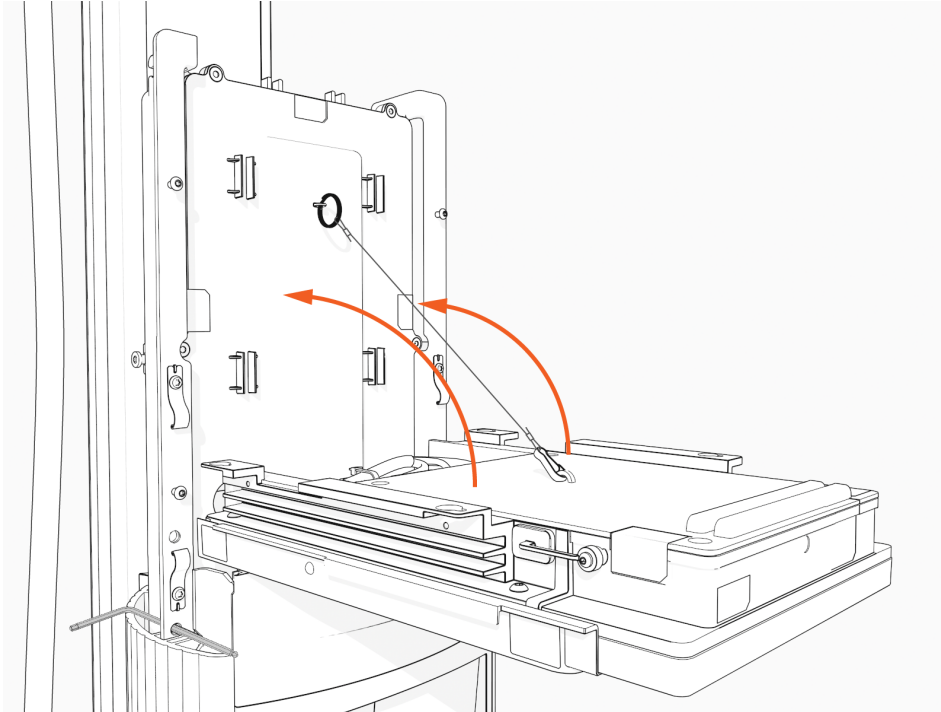
15. Plug the three-pin power connector on the Y-split cable (a) into the CCOM. Connect other end of the Y-split power cable to the CCOM power connector (b) removed in the previous step.



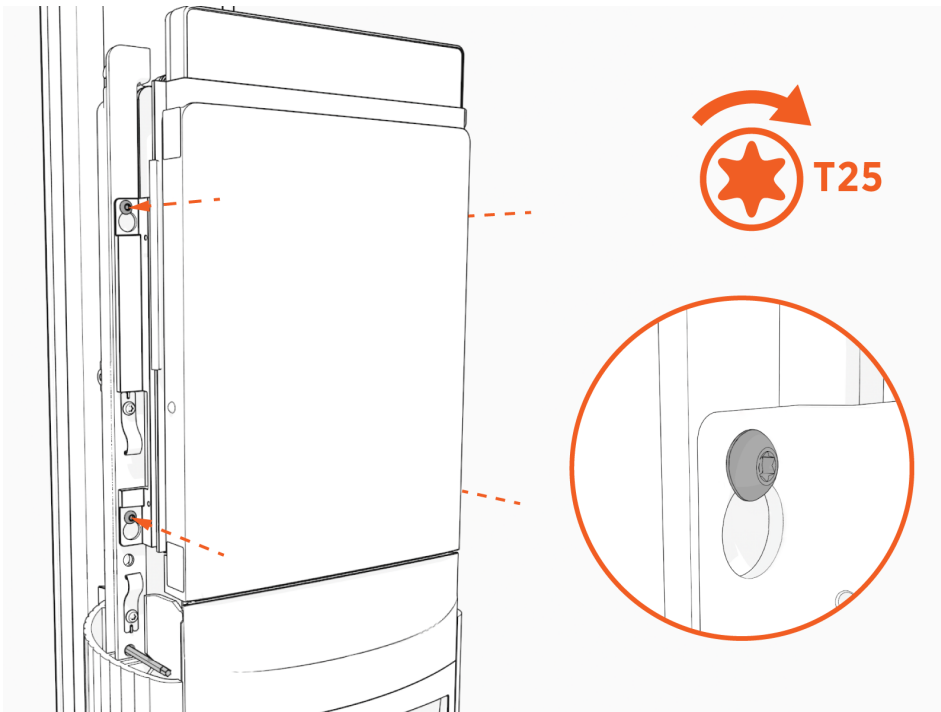
16. Ensure the other end of the Y-split CAN cable is visible and accessible for connecting to the Omni Port assembly later.



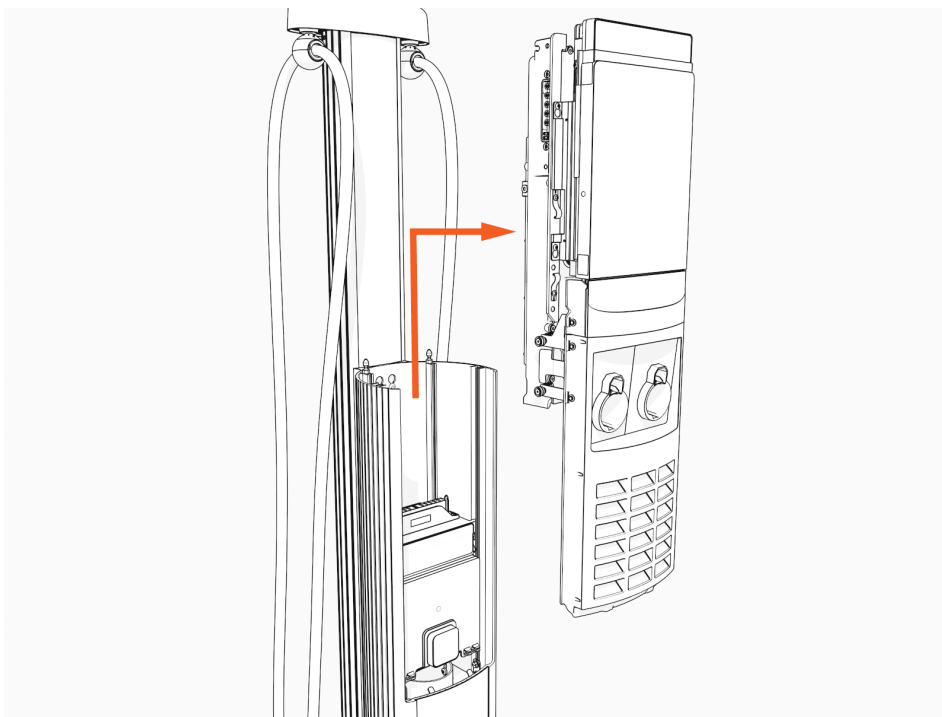
17. Raise the CCOM and slide it into place on the head assembly.



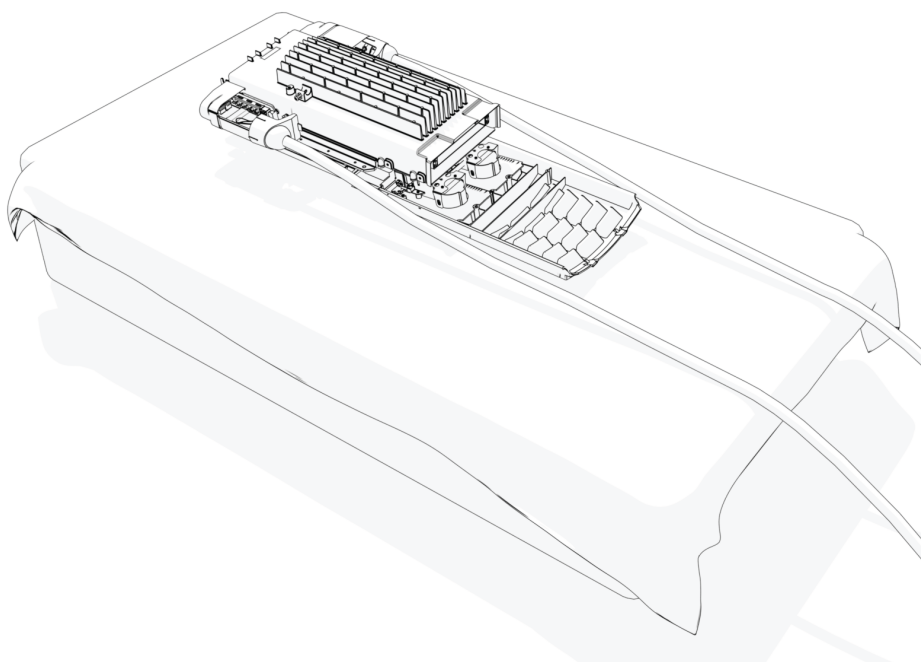
18. Tighten the screws to secure the CCOM.



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

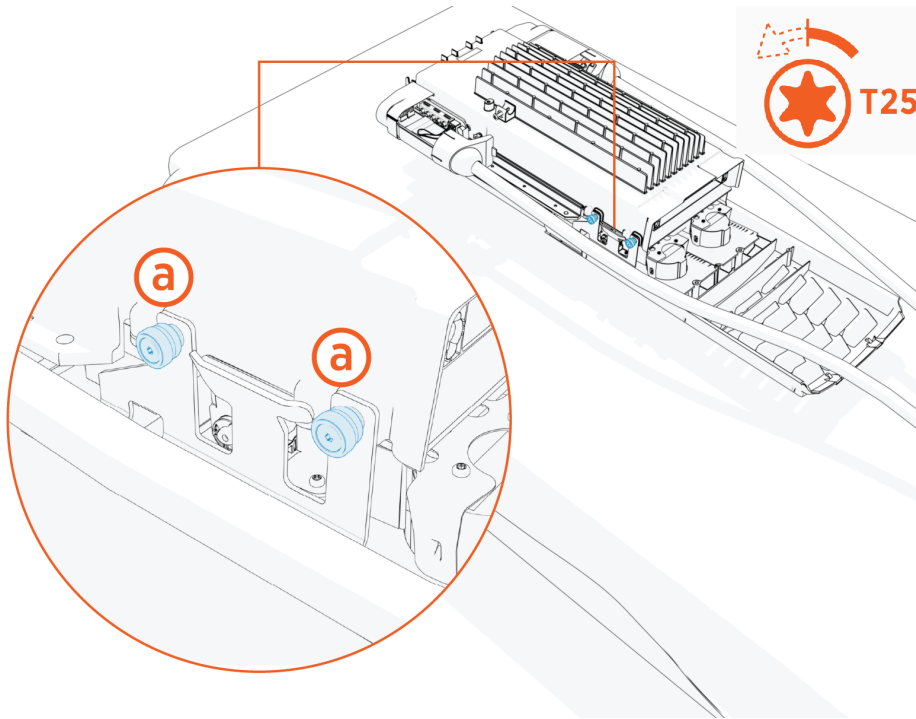


20. Orient the head assembly so the screen is resting directly on the padded surface.



Remove the Holster Frame

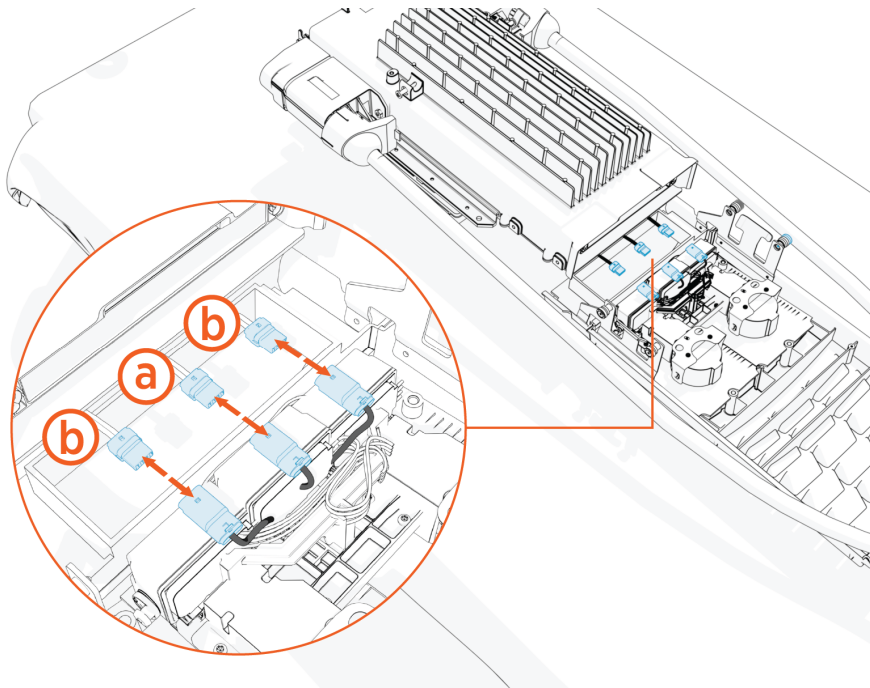
1. Use a T25 screwdriver to loosen the four thumb screws (a) securing the holster frame to the CCOM.



-
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



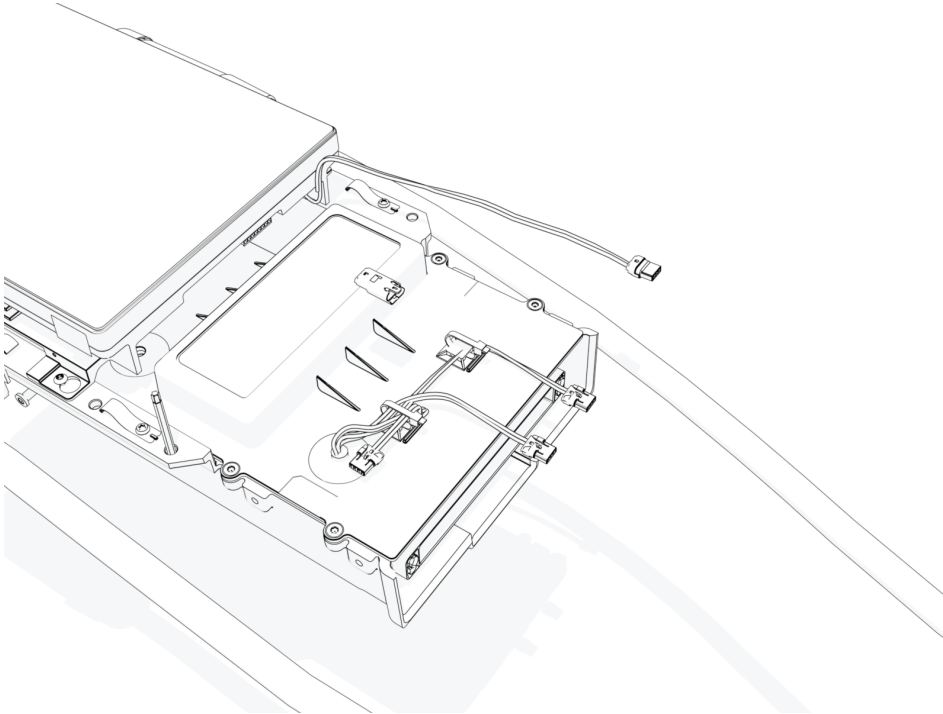
(c)

3. Set the holster frame aside.

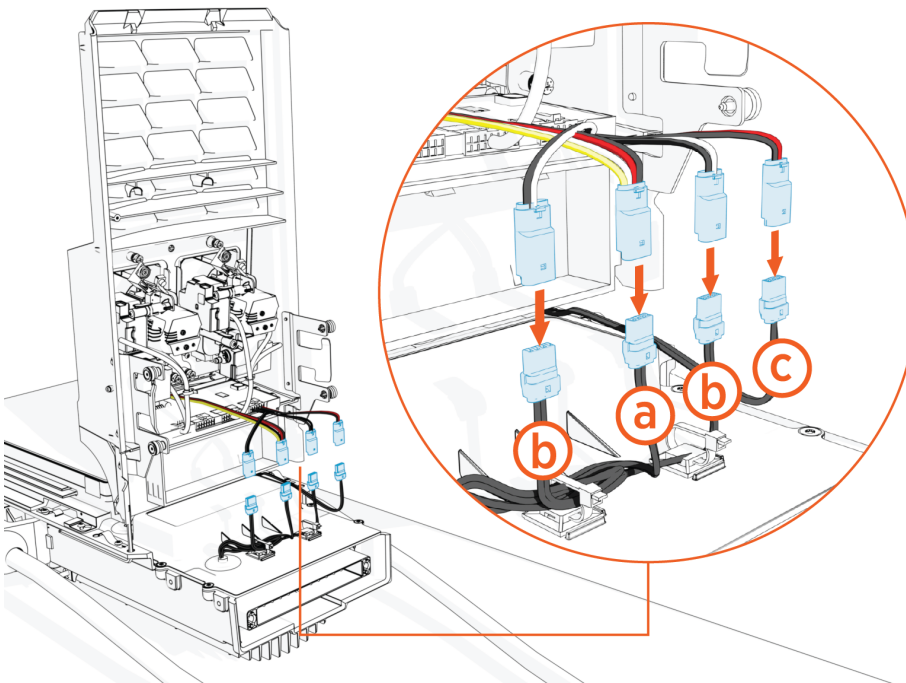
Install New Omni Port Holster Frame

To install New Omni Port holster frame, perform the following steps:

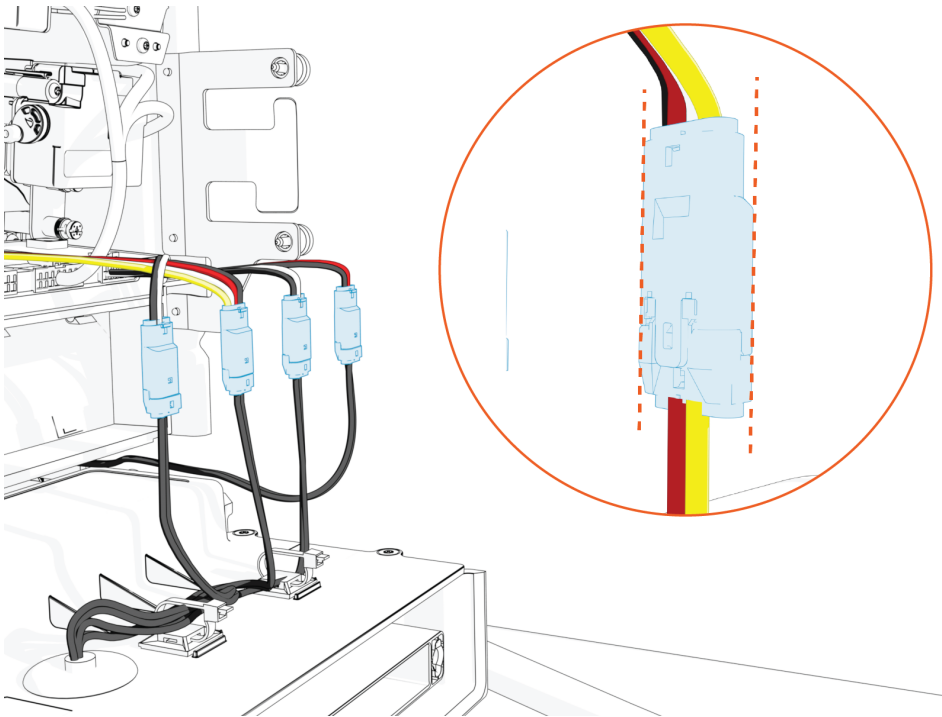
1. Turn the head assembly over so the screen faces up.



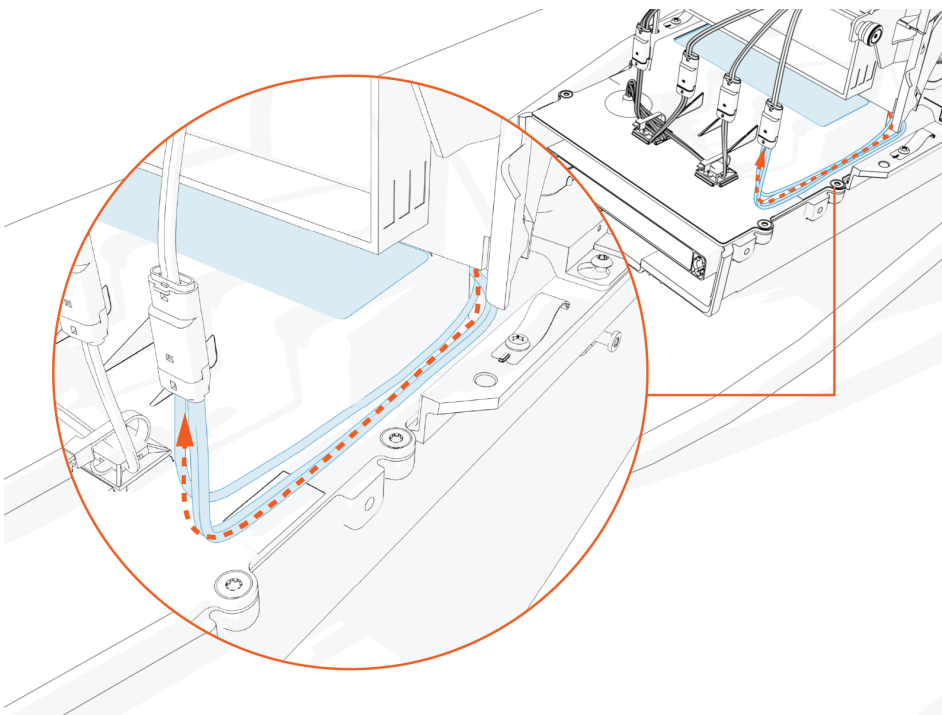
2. Position the new Omni Port holster frame at a 45° degree angle to the head assembly.
Connect the downlight (a), power, left and right (b), and Y-split CAN(c) cables to their corresponding ports on the CCOM.



3. Ensure the latch on each cable is flush.

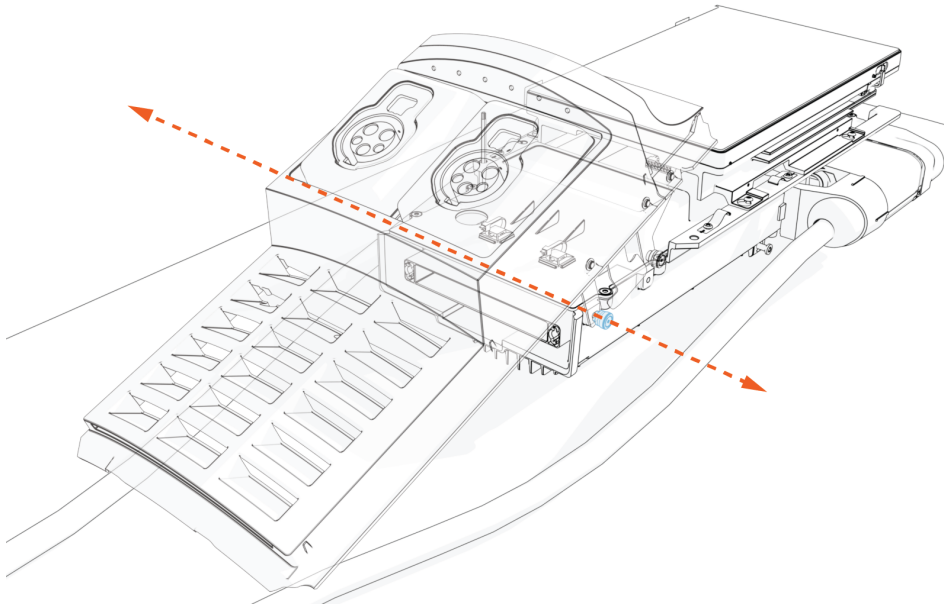


4. Route the Omni Port cable harness along the right side of the meter window.

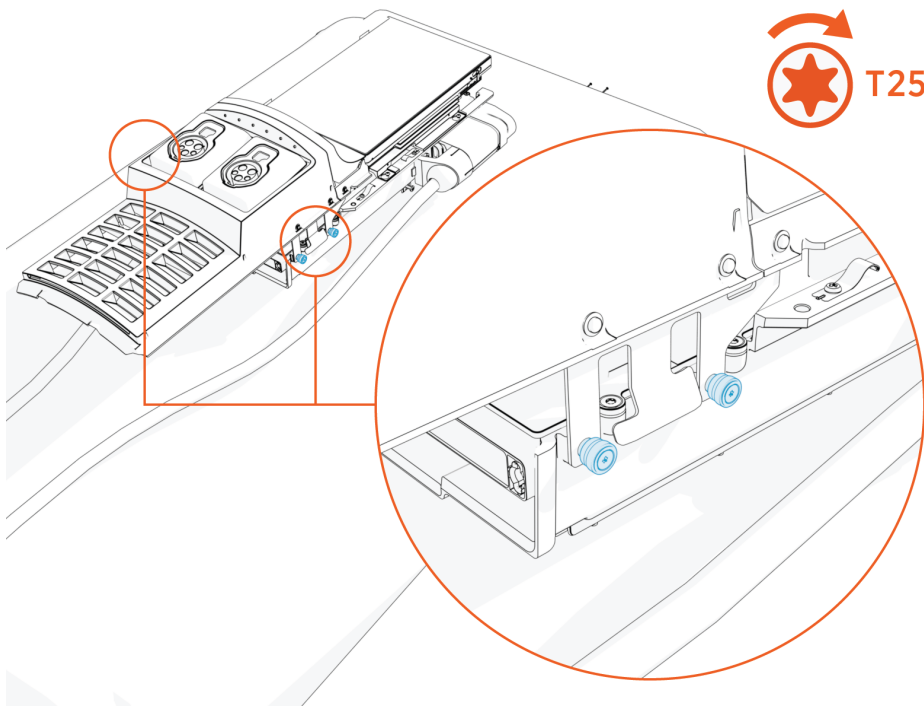


5. Flip the meter door open.
6. Ensure the cable is not visible. Compress the cable and make sure it stays clear of the meter window.

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.



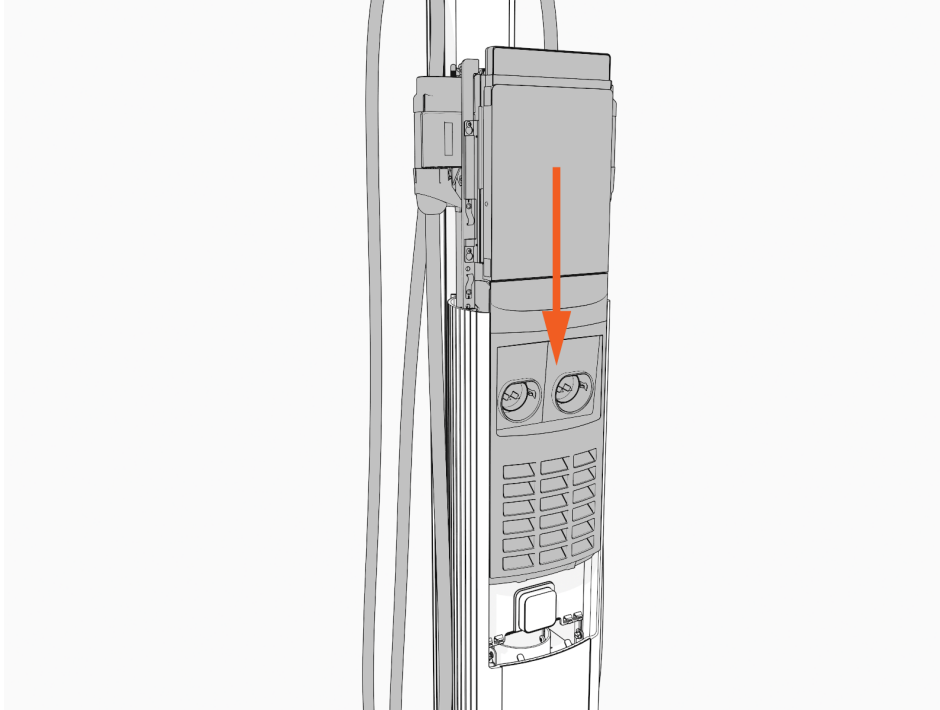
8. Position the holster frame over the head assembly.
9. Using a T25 screwdriver, torque the four M5 screws to secure the outer holster frame to the CCOM.



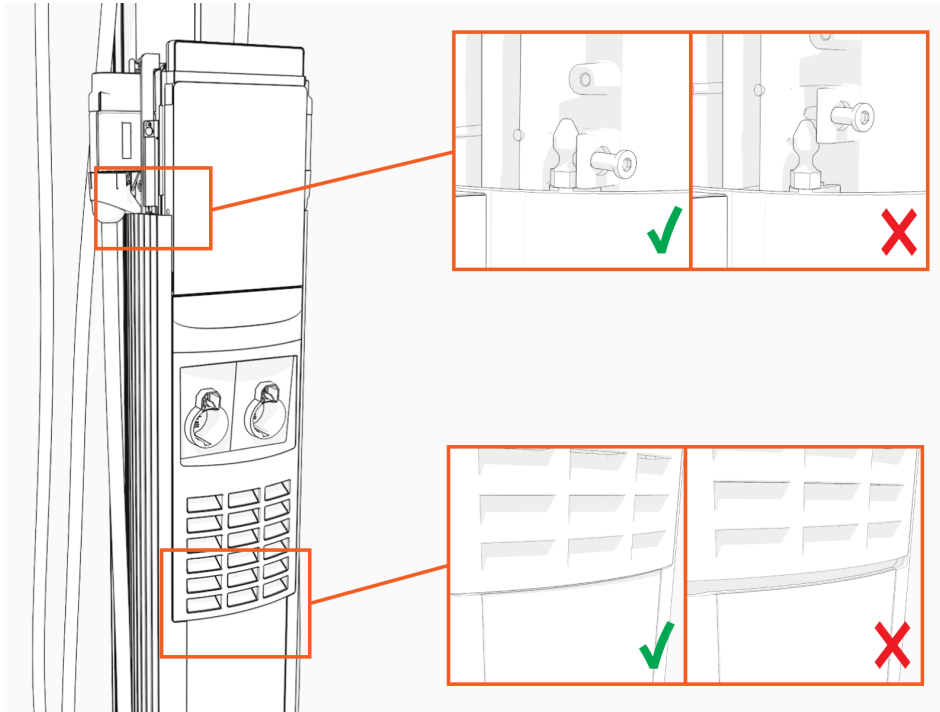
Reinstall the Head Assembly

To reinstall the head assembly, perform the following steps:

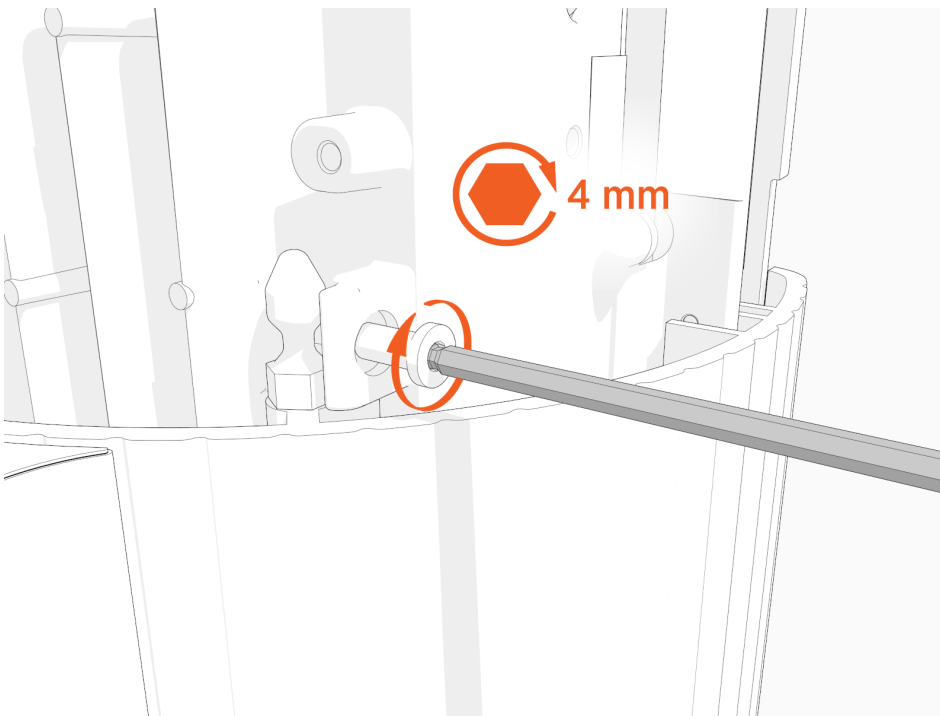
1. Hold the metal edges of the head assembly and lift it gently from the padded surface.
2. Slide the head assembly all the way into the pedestal housing.



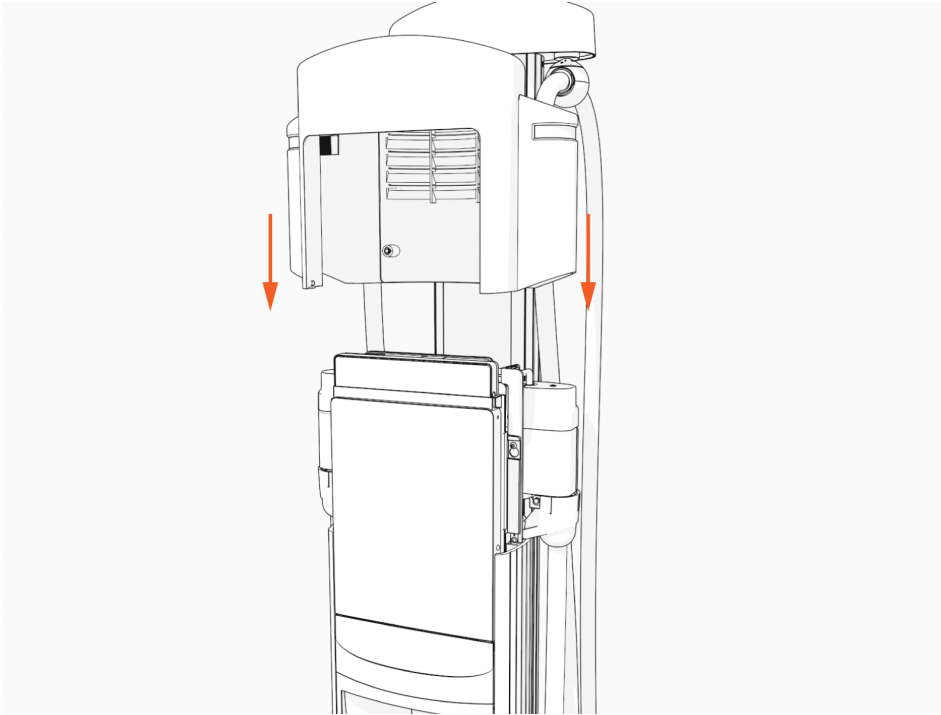
3. Ensure the head assembly is fully seated.



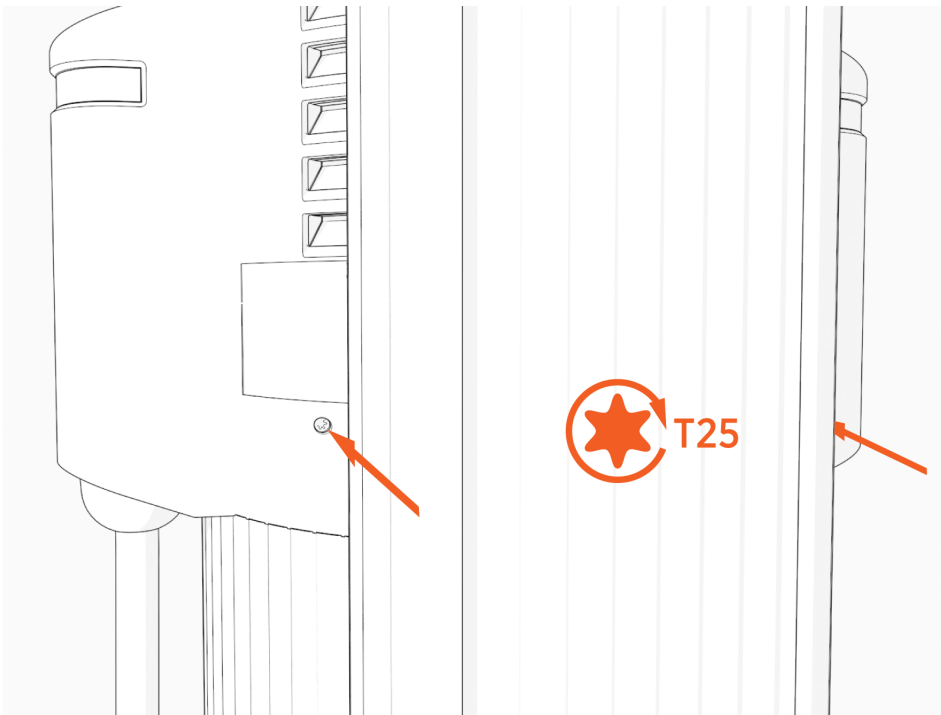
4. Using the L-wrench or 4 mm hex tool, tighten two screws.



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.



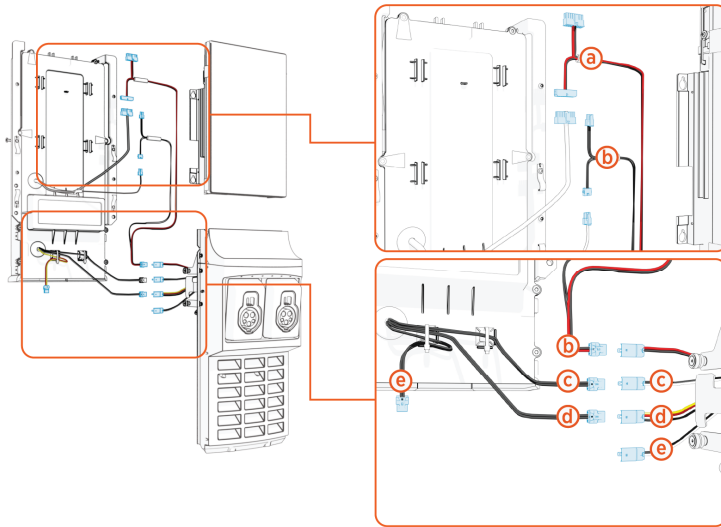
IMPORTANT: If the station does not power up, disconnect the power to the CP6000 and make sure that the head assembly is properly seated.

8. Contact chargepoint.com/support to clear lockout faults. One or both port LEDs are Red until the lockout faults are cleared.

Replace an Existing Omni Port Holster

Before You Begin

Review of Omni Port Components and Connections



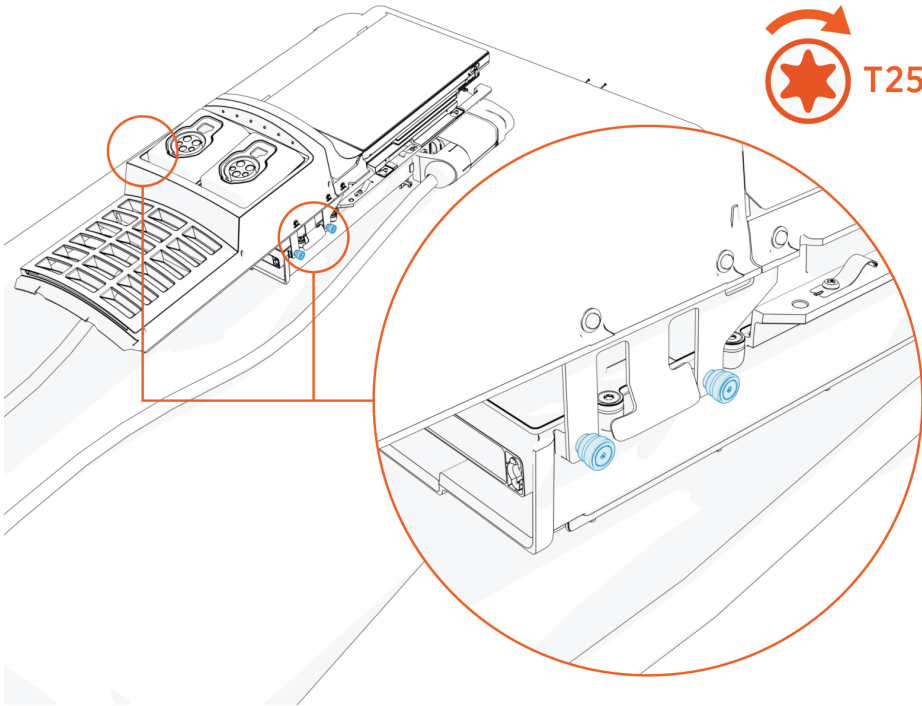
- (a) Y-split CAN bus connector
- (b) 48 V power supply
- (c) Omni Port holster cable
- (d) Downlight cable
- (e) Omni Port holster cable

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

1. Remove the head assembly and place it gently on a padded surface.

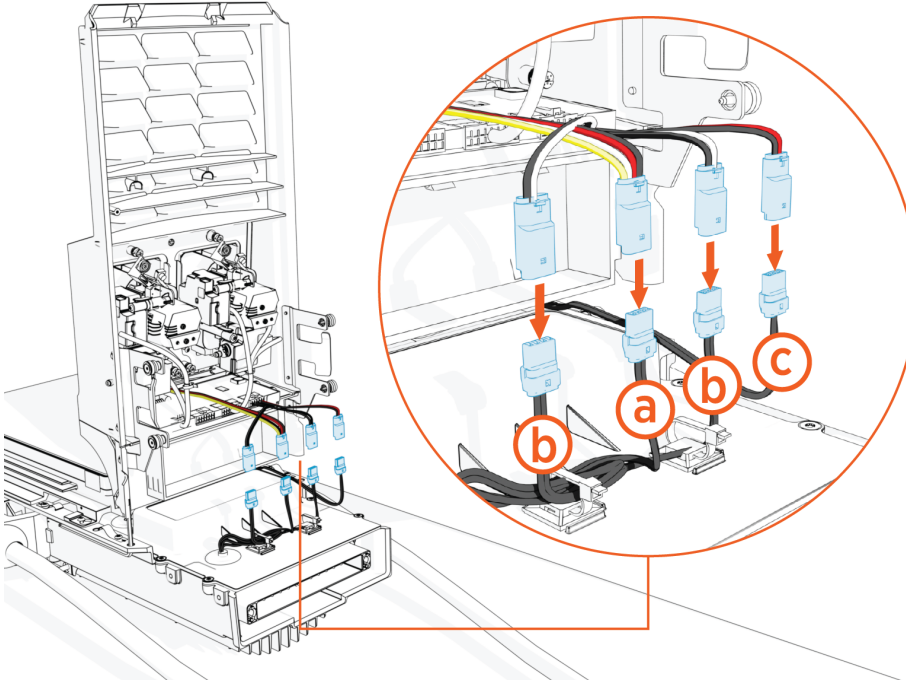
Visit [Remove the Head Assembly](#) and complete the steps.

2. Using a T25 screwdriver, loosen 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. Y-split CAN connector



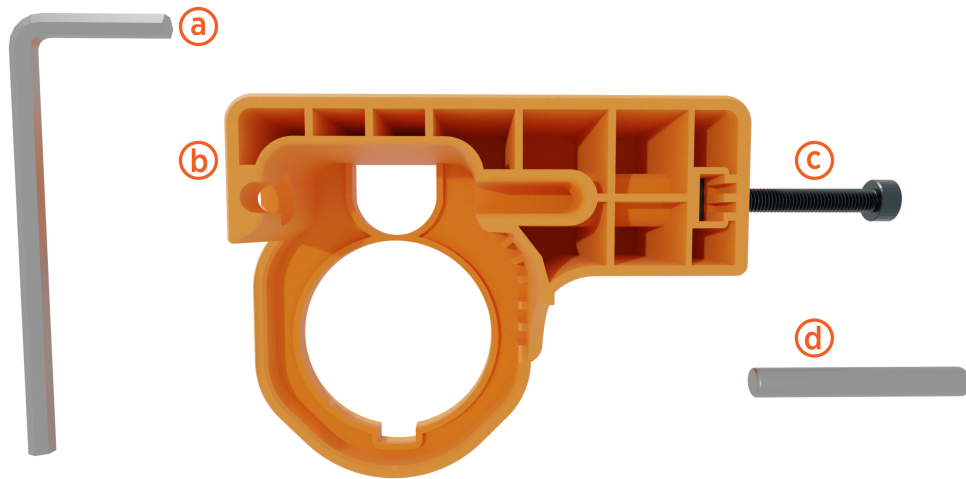
5. Remove the Omni Port frame and set it aside.
6. [Install New Omni Port Holster Frame.](#)

Replace a J1772 Latch

Inspect the Box for Contents

The replacement kit for J1772 connector latches includes:

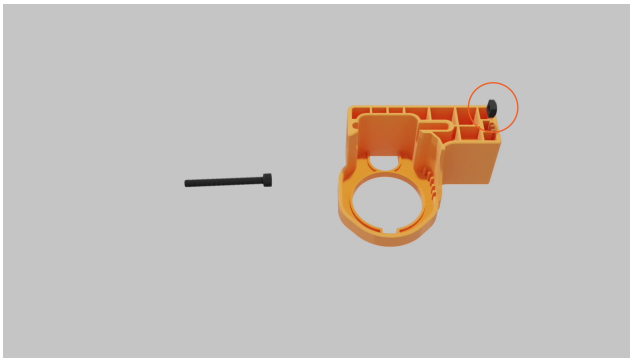
- a. Hex wrench
- b. Repair tool
- c. Drive bolt
- d. Guide pin
- e. Square nut (not shown)
- f. Consumable latches and springs labelled for Type A and Type B connectors (not shown)



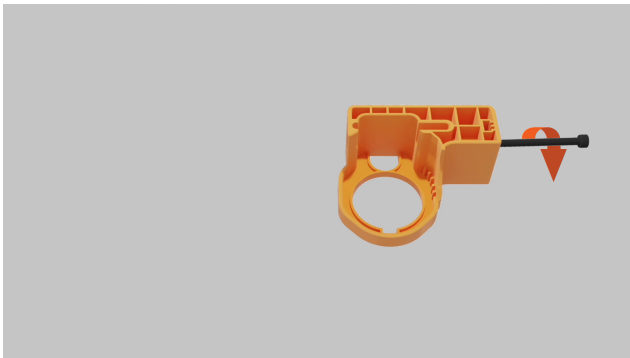
Assemble the Tool

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

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-coloured spring



Type B

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



Repair Procedure

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 slowly extends from the exit hole. If you feel too much resistance but don't see the pin move, check the alignment and try again.



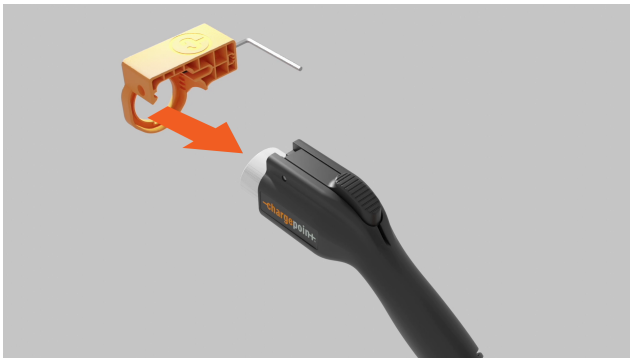
-
4. Tighten the drive bolt until the latch pin fully extends from the exit hole. Remove it by hand.



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.



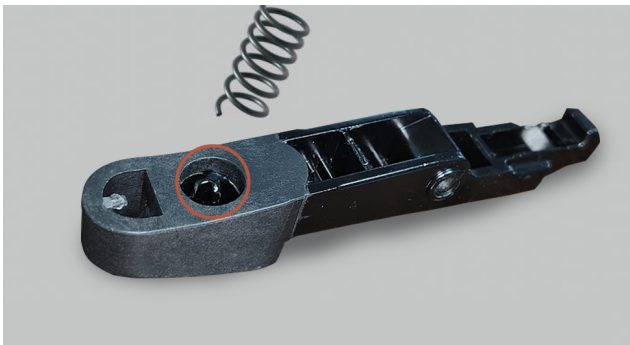
6. Use the hex wrench to push the guide pin out.



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. Align 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 correctly.



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. 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 slowly extends from the exit hole. If you feel too much resistance but don't see the pin move, check the 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.



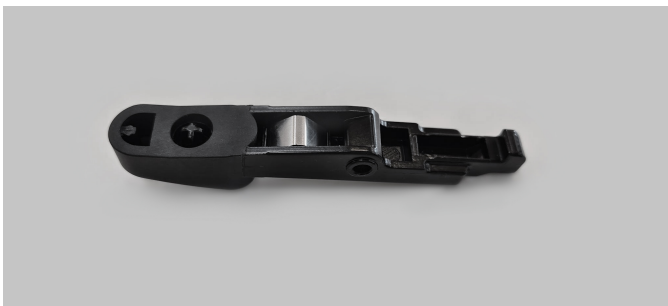
15. Loosen the drive bolt 5–10 revolutions, then remove the connector from the tool.



16. Insert the connector into the station holder. If it locks securely and charges a vehicle, the repair is complete.



NOTE: A shim is provided for fine-tuning alignment in future tool updates. It may be discarded if unnecessary. It is typically used as a spacer or to adjust alignment during latch installations or replacements, and is specifically designed for Type A latch replacement kits.



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.

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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.