

# USPS Installer Process Addition

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# Service Bulletin

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## ChargePoint Supplement to Station Installation Guide

<b>Purpose:</b>	To prevent common installation errors by providing the on-site installers with guidance to supplement the station installation guide.
<b>Description:</b>	This document provides additional steps for installers to ensure software updates to stations during installation, and to avoid common installation errors.

## Version

Change Date	Version	Change Description	Author
2025-01-29	1.0	Document Creation	ChargePoint

## Executive Summary

To ensure consistent installation experience for our customer, ChargePoint has provided this supplemental document to include steps for the installers to contact ChargePoint Support and request the approved version of software to be applied to the ChargePoint stations before proceeding with the activation process. Additionally, this document lists the most common installer errors, and how to correct them, with pictures provided as guidance.

## Contents

### Before the Installation Electrification Date

All installers planning to be on site and performing installation activities must complete the required ChargePoint installation certification training via ChargePoint University.

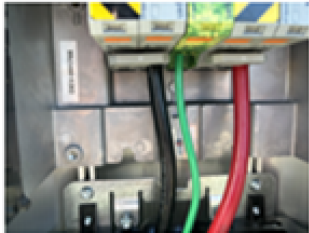

## On the Installation Electrification Date

Be prepared to provide Certified Installers Name, phone #, email address and ChargePoint certification #.

- **Refer to Common Mistakes before beginning installation.**
  - For all stations, complete the installation steps in the installation guide up to **Section 6, Power Up.**
  - **Before** starting the steps in **Section 6, Configure and Pinpoint the Station:**
    - Call ChargePoint Support and notify the ChargePoint activations team that the stations are powered on.
  - **After** ChargePoint has updated software on stations:
    - Continue the steps in the installation guide in **Section 6, Configure and Pinpoint the Station.**
    - Once 50% of the stations have been successfully pinpointed, call ChargePoint Support and inform the activations agent that 50% of the stations are pinpointed.
    - Continue to complete the steps in the installation guide in **Section 6, Configure and Pinpoint the Station** for the remaining stations.

### Example 1: B

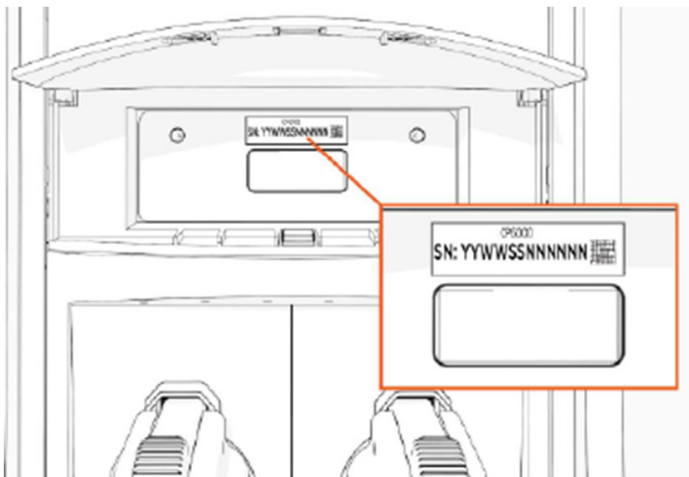
#### Required Photos for EACH Charger

Charger #		Panel Info	
Serial #		Mac Address	
Picture 1	(CP6000)	Picture 2	(CP6000 and CPF50)
			
Jumpers installed correctly Page 47		Activation label Page 62	

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### Example 1: C

**ChargePoint Serial Number is behind the flip door on the front of CP6000**





## Common Installation Mistakes

### Power Plate Screw Incorrectly Aligned

CP6000: Issue – Powerplate screw incorrectly tightened

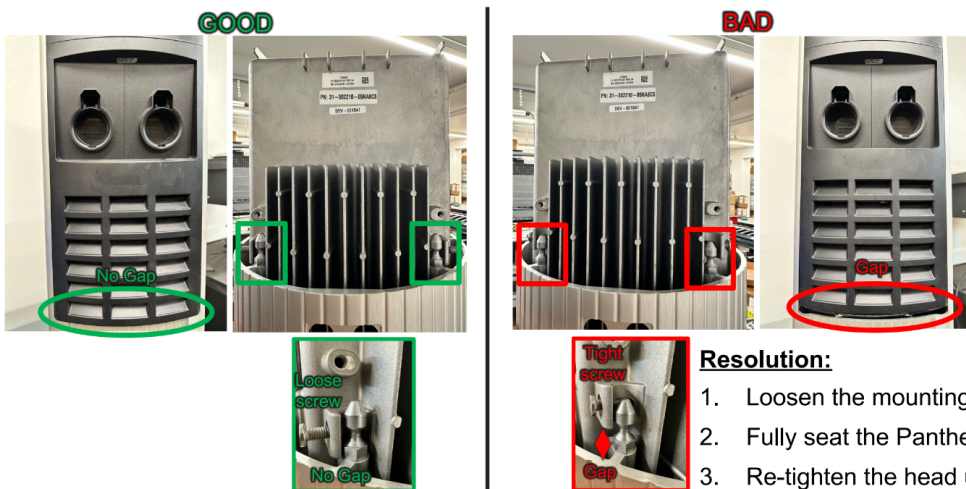


#### Resolution:

1. Loosen the Powerplate assembly screws
2. Fully seat the Powerplate
3. Tighten the Powerplate assembly screws

### Head Mounting Screw Incorrectly Aligned

CP6000: Issue – Head mounting screw incorrectly tightened

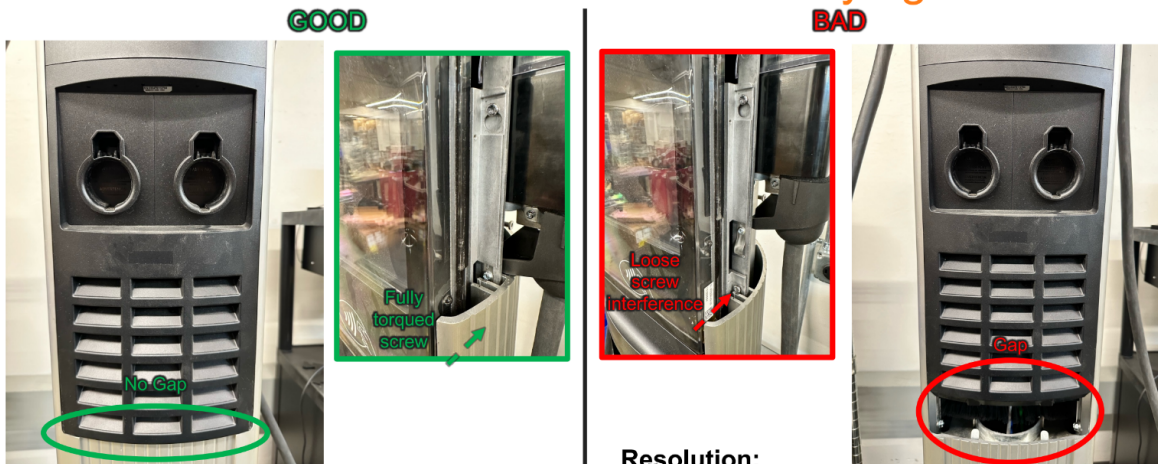


#### Resolution:

1. Loosen the mounting screws
2. Fully seat the Panther head unit
3. Re-tighten the head unit mounting screws

## Falcon Screw Incorrectly Aligned

### CP6000: Issue – Falcon screw incorrectly tightened

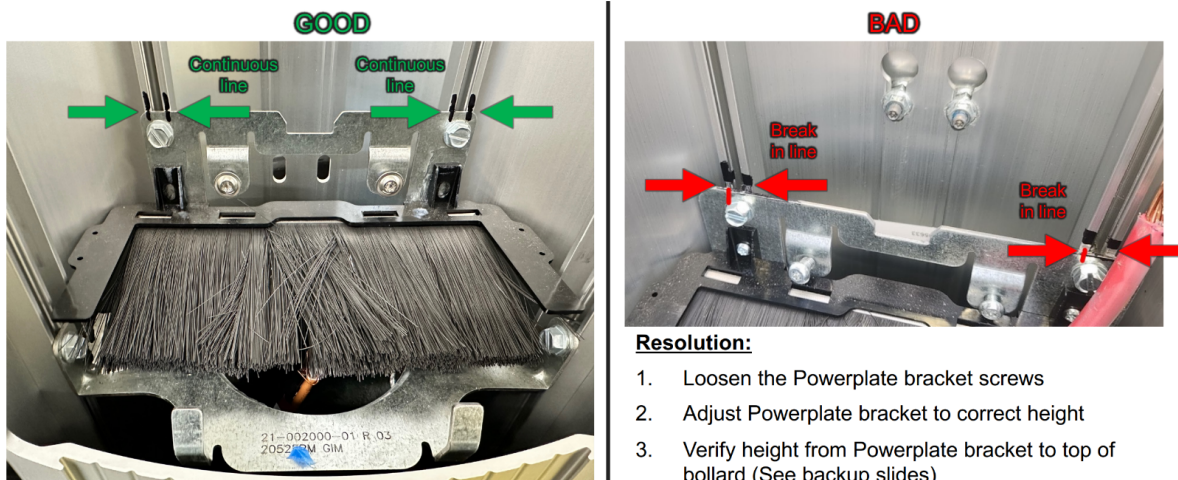


#### Resolution:

1. Remove the head unit from bollard
2. Tighten the Falcon assembly screws
3. Re-seat the head unit in the bollard

## Power Plate Bracket Incorrectly Aligned

### CP6000: Issue – Powerplate bracket incorrectly adjusted



#### Resolution:

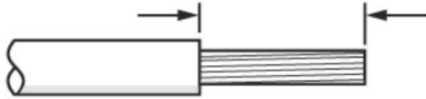
1. Loosen the Powerplate bracket screws
2. Adjust Powerplate bracket to correct height
3. Verify height from Powerplate bracket to top of bollard (See backup slides)
4. Re-tighten the Powerplate bracket screws

## AC Input Wires Incorrectly Stripped

### CP6000: Issue – AC input wires incorrectly stripped

**GOOD**

Strip the wires 30 mm (1 3/16 in).



**IMPORTANT:** Cut wires straight across at 90° and not at an angle.

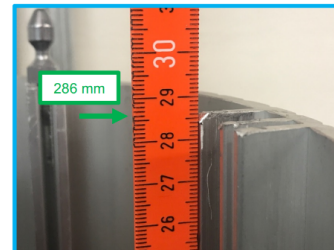
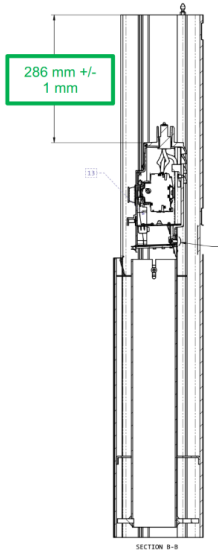


#### Resolution:

1. Strip the AC input wires correctly

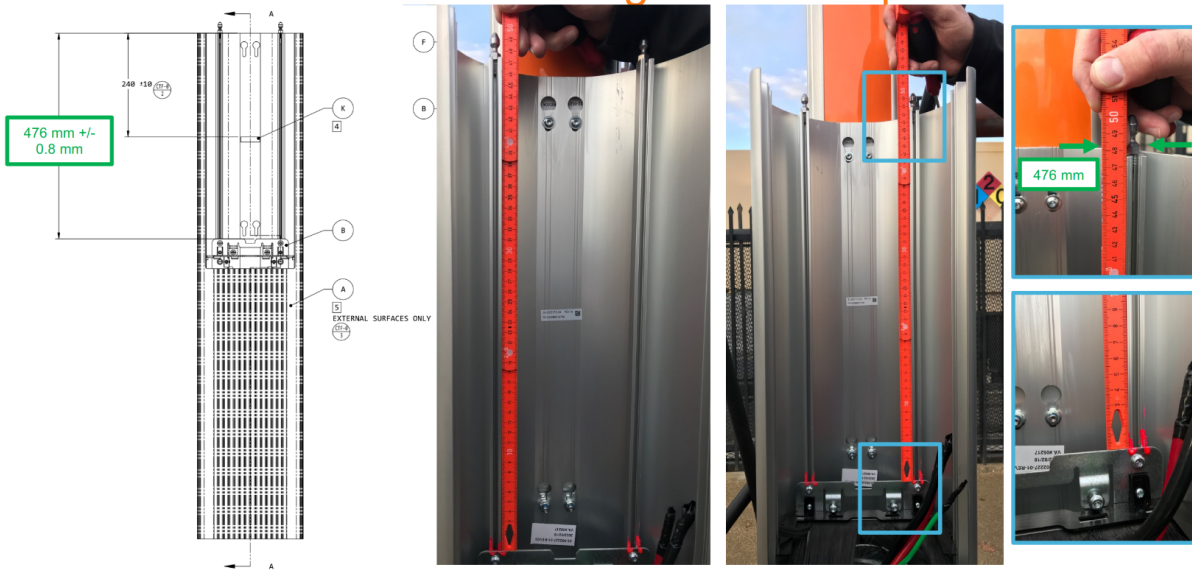
## Incorrect Height of Power Plate

### CP6000: Issue – Incorrect height of Powerplate



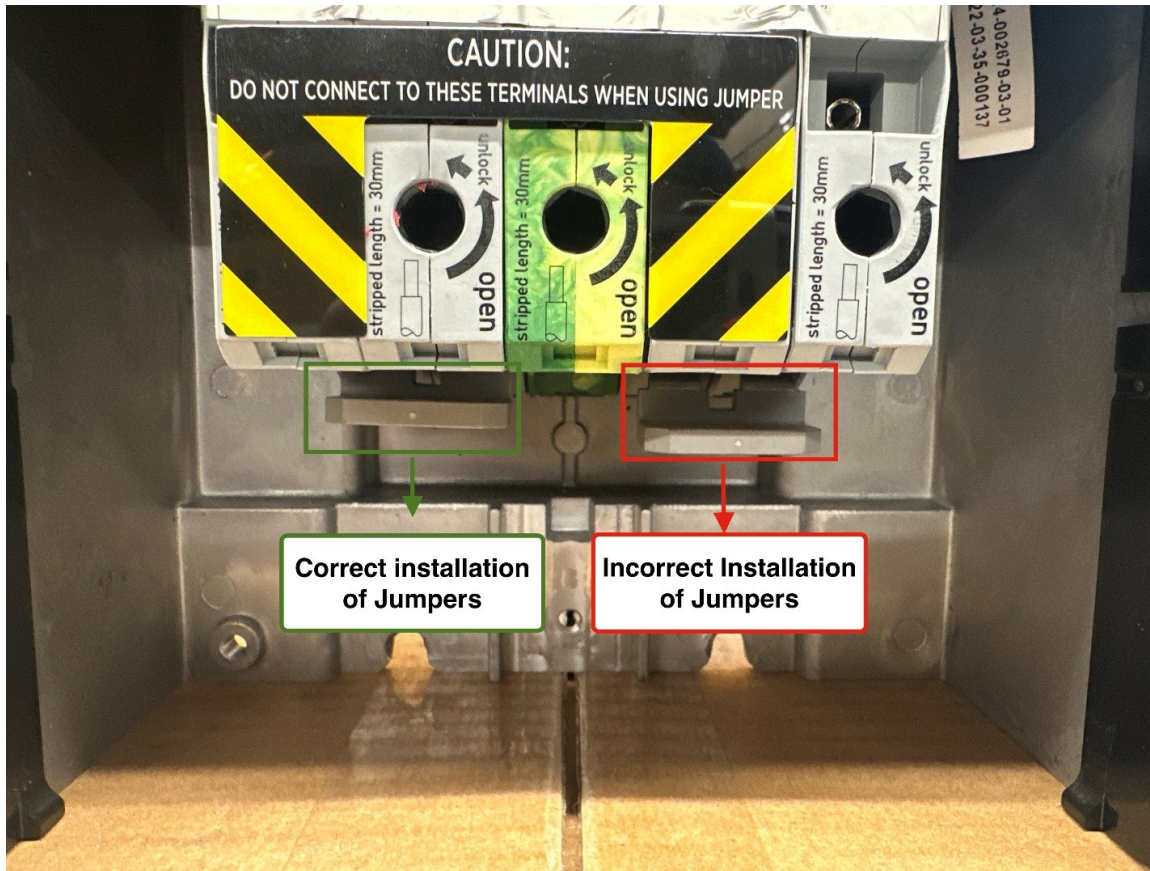
## Incorrect Height of Power Plate Bracket

### CP6000: Issue – Incorrect height of Powerplate bracket



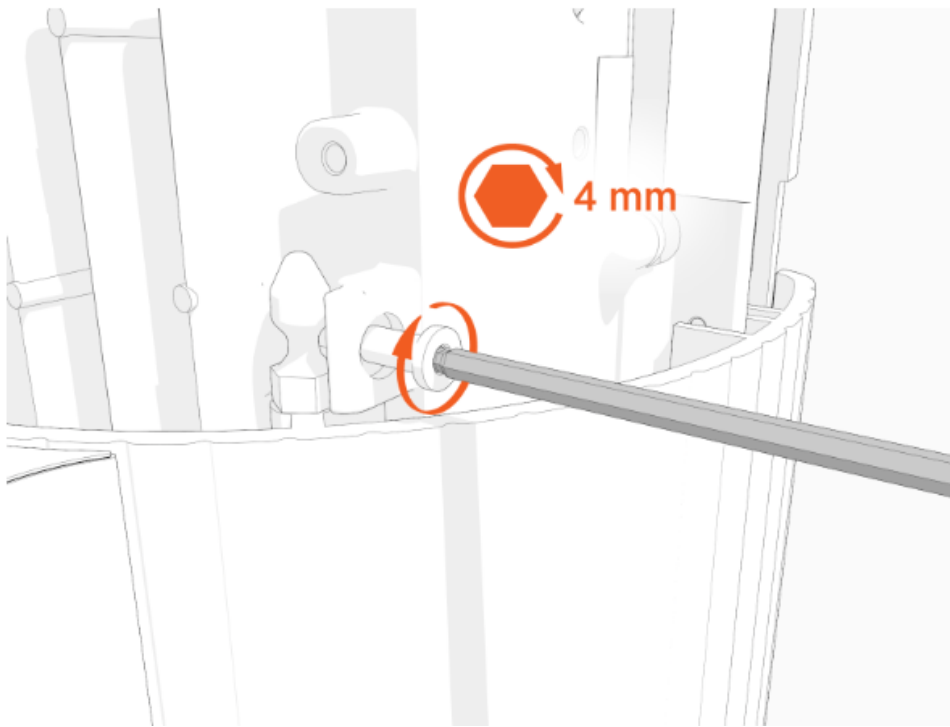


## Jumpers Missing or Not Flush to Terminal Block



## Over-torquing the Set Screws Inside the Bollard

Use the provided hand tool. Do not use a power tool. These screws should only be hand-tightened to prevent damage.

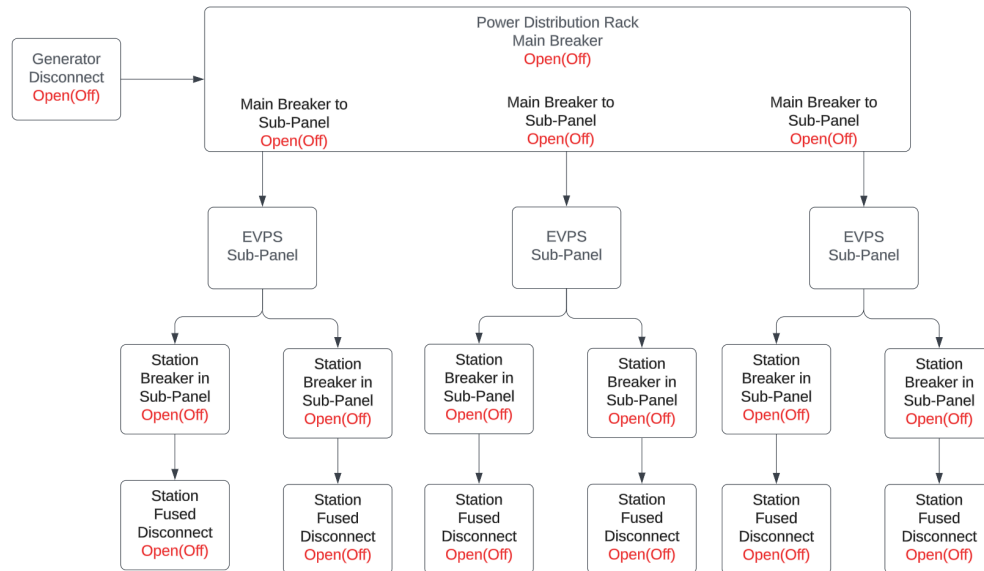


## Powering On Generator w/Load (Circuits Closed/On)

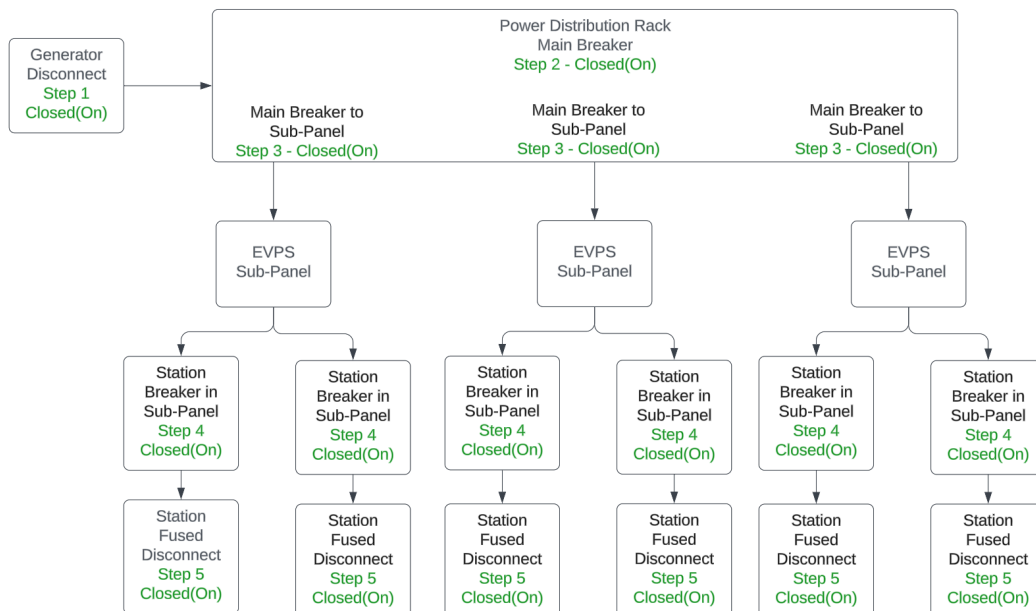
Stations must not be de-energized during the initial boot process until the station is fully booted and on the **Installation Wizard** screen and the language selection option is displayed. This takes approximately 30 minutes. If the station is de-energized during this process it will suffer an unrecoverable error and will need to be replaced.

For locations on temporary generator power, the risk of this unrecoverable error can be reduced with the following best practices:

1. Ensure all disconnect devices between the generator and station are in the **Open (Off)** position. The generator should be powered up with no load.



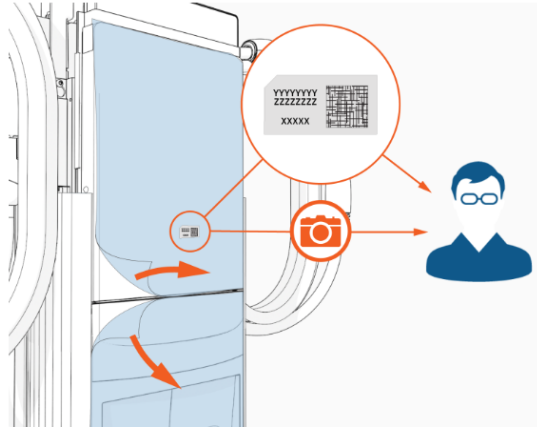
2. Power on the generator.
3. Move the main breaker(s) in the power distribution rack to **Closed (On)**.
4. After the main breaker is in its **Closed (On)** position, power each sub-panel EVPS breaker to its **Closed (On)** position.
5. Turn the main breaker within the sub-panel to **Closed (On)**.
6. Turn on each Station Circuit in 10 second intervals.



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## Leaving Protective Films on the Screen

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





## 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](http://chargepoint.com/labels).



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

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