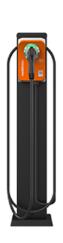# CPF50

Networked Charging Station

Operation and Maintenance Guide

IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS

⚠️ **WARNING:** This manual contains important instructions for Home Flex. When using electric products, always follow basic precautions, including the following:

1. **Read and follow all warnings and instructions before servicing, installing, or operating the ChargePoint® charging station.** Install and operate only as instructed. Failure to do so may lead to death, injury, or property damage, and will void the Limited Warranty.

2. **Instructions applicable to Installation and Site Design Guides**

   Only use licensed professionals to install your ChargePoint charging station and adhere to all national and local building codes and standards. Before installing the ChargePoint charging station, consult with a licensed contractor, such as a licensed electrician, and use a trained installation expert to ensure compliance with local building and electrical codes and standards, climate conditions, safety standards, and all applicable codes and ordinances.

   Instructions applicable to Service, Operation & Maintenance Guides

   Only use licensed professionals certified by ChargePoint for installation and service, adhere to all national and local building codes and standards, and ensure compliance with local building and electrical codes and standards, climate conditions, safety standards, and all applicable codes and ordinances. Inspect the charging station for proper installation before use.

3. ⚠️ **Always ground the ChargePoint charging station.** Failure to ground the charging station can lead to risk of electric shock. The charging station must be connected to a grounded, metal, permanent wiring system, or an equipment grounding conductor 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 shall comply with all applicable codes and ordinances.

4. **Install the ChargePoint charging station on a concrete pad using a ChargePoint-approved method.** Failure to install on a surface that can support the full weight of the charging station can result in death, personal injury, or property damage. Inspect the charging station for proper installation before use.

5. **This charging station is not suitable for use in Class 1 hazardous locations, such as near flammable, explosive, or combustible vapors or gases (This charging station is not suitable for use in any ATEX classified area, such as near flammable, explosive, or combustible vapors or gases).**

6. **Supervise children near this device.**

7. **Do not put fingers into the electric vehicle connector.**

8. **Do not use this product if any cable is frayed, has broken insulation, or shows any other signs of damage.**

9. **Do not use this product if the enclosure or the electric vehicle connector is broken, cracked, open, or shows any other signs of damage.**

10. **Use only copper conductor wire rated for 90 °C (194 °F).**

11. Do not operate the charging station in temperatures outside its operating range of -40˚F to 122˚F (-40˚C to +50˚C).

12. Ensure the charging cable is positioned so it is not stepped on, tripped over, or subjected to damage or stress. Do not close a garage door on the charging cable.

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

Product Disposal

Applicable to NA - Do not dispose of as part of unsorted domestic waste. Inquire with local authorities regarding proper disposal. Product materials are recyclable as marked.

Applicable to EU - To comply with Directive 2012/19/EU of the European Parliament and of the Council of 4 July 2012 on waste electrical and electronic equipment (WEEE), devices marked with this symbol may not be disposed of as part of unsorted domestic waste inside the European Union. Enquire with local authorities regarding proper disposal. Product materials are recyclable as marked.

Document Accuracy

The specifications and other information in this document were verified to be accurate and complete at the time of its publication. However, due to ongoing product improvement, this information is subject to change at any time without prior notice. For the latest information, see our documentation online at ChargePoint Product Reference Documentation.

Copyright and Trademarks

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.

Contents

Revision History

This page provides a summary of revisions made, listing the month and year of each update along with a brief description of the changes made.

Month & Year	Version Number	Description
November, 2025	v2	Added a <u>note</u> to indicate that iOS and Android Tap-to-Charge feature is now supported in CPF50.
October, 2025	v1	Listed below are the changes in the <u>Scope of Maintenance</u> chapter: • Updated maintenance section to indicate that preventative maintenance is necessary and that ChargePoint technicians are available to support at an additional cost. • Added **Assure Maintenance Agreement** with **ChargePoint Maintenance Services Agreements.** • Added reference to Preventive Maintenance Form in the <u>Preventive Maintenance</u> section.

Basic Operation 1

This topic describes how to operate and maintain a ChargePoint CPF50 AC charging station as a station owner or facility manager.

For full charging station specifications and ratings, refer to the charging station datasheet at ChargePoint Product Reference Documentation.

Power On the System

The installation team powers on the charging station at the site's electrical panel, immediately after completing installation. The charging station does not have a separate power switch.

When power is turned on at the panel after it is first installed or when powered up after servicing or a power outage, the station runs a self-diagnostic to ensure safe and correct operation. This includes:

- Electrical safety checks

- Component operation checks

- Network connectivity checks

- If any errors are found, the station displays error codes on the website dashboard. See Reporting for further information on diagnostics.

Power Off the System

The charging station does not need to be powered off except during service. The charging station does not have a separate power switch. The service technician turns off power at the electrical panel or disconnect switch before beginning work. There is no need for a software command to power off the station; the hardware is not harmed by disconnecting the circuit breaker.

> **IMPORTANT:** You must be a licensed electrician and complete online training to become a ChargePoint certified installer. If you do not complete training, you cannot access the ChargePoint network to complete installation. Find online training at: chargepoint.com/installers. If the charging station is not installed by a ChargePoint certified installer, using a ChargePoint approved method, it is not covered under warranty and ChargePoint is not responsible for any malfunctions.

> ⚠️ **DANGER:** RISK OF SHOCK. Before performing any procedure, the technician must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the upstream breaker before proceeding. Use a multimeter and check that the power is off. Keep power off for the circuit until all cover panels are correctly reinstalled and the work is complete. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE, OR PROPERTY DAMAGE.

Configure System Behavior

ChargePoint offers station owners a variety of software features to customize station operation, including:

- How to set pricing and billing methods for station use
- Who is allowed to use the station
- Waiting lists if the station(s) are already in use
- How to display simple messages on the station

All configuration is done on the ChargePoint website for station owners. You are issued a username and password during the station purchase process. To log in, visit:

na.chargepoint.com (in the U.S.A.)

 ca.chargepoint.com (in Canada)

Instructions and videos are available in ChargePoint by clicking Help.

Receive Notification

To receive email alerts of system alarms:

1. Log into the dashboard and select your name in the upper-left corner.
2. Click the **Edit** button next to your name.
3. Select the Batched Email Alerts check-box.
4. Click **Save**. Alarms are sent in batches maximum once per hour. You will not receive email unless there is an alarm.

Check Station Status

When the station is powered on and activated, the status light on the front of the station displays the status via light color and pulsing.

Ring Color		Message
Solid White	+	The station has not yet been activated in the
		ChargePoint application - or -
	+	The station has lost connectivity
Pulsing Yellow	+	Station is booting up - or -

Ring Color		Message
	+	Station is validating the card
Solid Green	+	Card is approved and the station is ready to charge
Solid Red	+	Card is not valid
Pulsing Green	+	Card is approved and schedule is set to delay charging
Solid Blue	+	Vehicle is plugged in but is not yet charging - or -
	+	The vehicle is fully charged
Pulsing Blue	+	Vehicle is charging

NOTE: CPF50 supports authentication using RFID cards, Android Tap-to-Charge, and iOS Tap-to-Charge.

ChargePoint Alarm Codes

The ChargePoint Cloud application logs alarm codes for each station. For more information on generating reports, see Reporting.

Code Name	Description	Solution
Unreachable	The station has lost connection to the ChargePoint network.	Turn breakers off for two to three minutes. Then switch breakers back on. If this does not resolve the issue, contact ChargePoint support.
Relay Stuck Open	The relay did not close at the start of the session.	Contact ChargePoint support.
Relay Stuck Closed	The relay stuck closed causing the station to cut power to the connector. As a result, it is unable to initiate a new charging session.	Contact ChargePoint support.
UIC Firmware Upgrade Failed	RFID reader has failed to update the firmware.	Contact ChargePoint support.
Earth Fault Station In Service	Station is detecting a grounding issue.	1. Go to the **Dashboard**. 2. Click on the **Stations** tab. 3. Select **Map.** 4. Locate the red pin representing the station on the map. 5. Hover over the red pin and click on it. 6. Click on the **More Details** button. 7. The **Stations Overview** page will open. 8. Click the Status/Actions tab. 9. Click **Mark Under Maintenance**. 10. Uncheck **Needs Service**. 11. Click **Update**. 12. Click **Reboot.** If the station is not back in service after approximately five minutes, or if the alarm returns, contact ChargePoint support.
Earth Fault Station Out of Service	Station is detecting a grounding issue.	Contact ChargePoint support.
Thermal Alarm	The station is detecting a temperature lower than -40°C (-40°F) or higher than 95°C (203°F).	Contact ChargePoint support, unless it has exceeded that temperature range in that location.

Scope of Maintenance   2

The ChargePoint charging station needs preventive maintenance over its lifetime. ChargePoint's network connection monitors for system health and sends an alert when corrective maintenance might be required.

Maintenance can be performed by ChargePoint technicians through ChargePoint support plans for an additional fee.

Site Manager's Responsibilities

The site or facility manager where the ChargePoint charging station is installed has a few duties for general site maintenance:

- Ensure the station is free of debris or any substance blocking the front and rear vents.
- Keep snow below 0.25 m (10 in) to ensure proper ventilation.
- Check each station monthly for vandalism or damage. If the station is marked, contact ChargePoint for replacement signs. If the station appears damaged, contact ChargePoint for a service visit.
- Check each charging cable monthly for any signs of wear or damage. If a cable appears damaged, contact ChargePoint for a service visit.

⚠️ **CAUTION:** Do not pressure wash the charging station. Pressurized water can damage the system. Use a damp cloth to clean the charging station.

Preventive Maintenance

Perform these recommended service checks at the intervals listed below.

> ⚠️ **DANGER:** RISK OF SHOCK. Before performing any procedure, the technician must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the upstream breaker before proceeding. Use a multimeter and check that the power is off. Keep power off for the circuit until all cover panels are correctly reinstalled and the work is complete. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE, OR PROPERTY DAMAGE.

Yearly Maintenance

For all installations:

- Check signs for marks or fading. If needed, refer to appropriate service guide and replace the product.
- Use a damp, lint-free cloth to wipe down the outside surfaces of the station, including the cables, outer surfaces of the connector, and screen.
- Check the exterior of the charging station for any signs of corrosion or damage. Contact ChargePoint if damage is found.
- For installations with a screen, verify that the screen and the buttons are functioning properly. If needed, refer to appropriate service guide and replace the screen.
- Perform all safety testing required by law. Refer to local regulations for details.
    - Check charging cables and connectors for any degradation or damage. If needed, refer to appropriate service guide and replace them.
    - Check the strain relief for any damage. If damage is found, refer to appropriate service guide and replace the head assembly.
- For installations with a Cable Management Kit, verify that the retractor for cable management kit is not frayed and successfully retracts. For problems with the retractor, contact ChargePoint for assistance.

For pedestal mount installations:

- Verify that the pedestal is secured to the ground and does not wobble. If loose, disassemble the station and tighten the bolts to 160 Nm (1416 in-lb). Refer to the Installation Guide for additional information.

For wall mount installations:

- Verify that the installation does not shift or wobble. If the charging station is not fully secured, contact ChargePoint for assistance.

For more information on preventive maintenance activities and documentation, refer to the Preventive Maintenance Form.

![chargepoint+ logo]

Reporting 3

This topic describes how to find reports of your charging stations. Further instructions to generate reports are located in the ChargePoint Platform:

- na.chargepoint.com (in the U.S.A.)
- ca.chargepoint.com (in Canada)

Generate a Report

The ChargePoint Platform offers a full set of reports for the station owner. Log in to ChargePoint Platform and navigate to **Reports** from the top menu bar:

Access reporting features using the **Reports** tab:

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

For more information, see Reports.

Find Alerts in the ChargePoint Platform

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

1. Log in to the ChargePoint Platform.
2. Navigate to **Reports** > **Alarms**.
3. Select **Most Recent Only**, **Current Alarms**, **Historical Alarms**, or **All Alarms** from the **Current/Historical** dropdown list.
4. Select one or more stations by checking the boxes in the left column of the table.
5. Scroll to the bottom of the page to locate the **Filter** section.
6. Select the desired filter criteria from the dropdown menus (e.g., **Display Name, MAC Address, Org Name**).
7. Enter the corresponding values in the text fields.
8. To add more conditions, click **Add Filter**.
9. Select whether to Match all or Match any conditions.
10. Click **Apply Filters** to update the results.

11. Export as a CSV file by selecting either **Export (visible columns) or Export (all columns)** from the dropdown menu.

Find Diagnostic Information in a Station

1. On the top menu of the dashboard, select **Stations**.
2. Select the **Station Name** in the Table View.
3. Select the **Status/Actions** tab. Station-specific information appears.

Limited Warranty Information and Disclaimer

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

Limitation of Liability

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

FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case, you will be required to correct the interference at your own expense.

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

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

ISED (formerly Industry Canada)

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

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

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

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

See FCC/ISED.
FCC/IC Compliance Labels

Visit chargepoint.com/labels