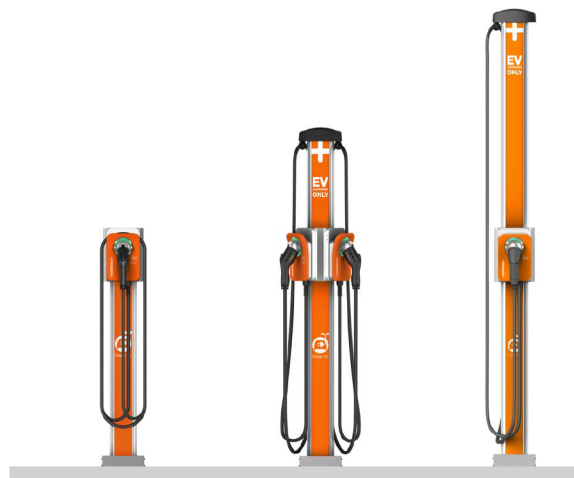


CPF50

Networked 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:

WARNING:

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. **ChargePoint recommends that installation, commissioning, and break-fix services be performed by a licensed electrician who is also a ChargePoint-certified technician.** These systems operate at high voltage, and without strict adherence to safety protocols, proper protective equipment, and ChargePoint technical guides, there is significant risk to people, equipment, and the environment. Please ensure full compliance with all applicable local and national buildings, electrical, and safety codes.
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.

Warranty Implication



IMPORTANT: Please be advised that all installation, commissioning, and break-fix services must be performed by a ChargePoint-certified technician. Engaging non-certified personnel for these services will result in warranty implications, as doing so constitutes a breach of policy.

Support Services

<https://www.chargepoint.com/legal/support-services>

For more information about ChargePoint's training and certification program, visit

<https://www.chargepoint.com/partners/training-certification>

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](#).

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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: Critical detail that must be followed to achieve intended results



NOTE: Important contextual details or procedural clarifications



REINSTALL NOTE: Essential instructions to follow when reinstalling a part or component



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

IMPORTANT SAFETY INSTRUCTIONS	i
Revision History	v
1 Introduction	6
Required Tools and Materials	9
Inspect the Box for Contents	9
2 Latch Replacement J1772	10
Before you Begin	11
Required Tools and Materials	12
Assemble the Tool	12
Identify Connector Type	13
Repair Procedure	14
Prepare the Charging Cable for Use	19
Restore Power	20
3 NACS Conversion and Cable Replacement Kit	21
Required Tools and Materials	22
Contents	22
Remove the Knot Bearing Ball from the Charging Cable	23
Remove the Charging Cable	24
Replace the Charging Cable	26
Attach the Wire Cover and Faceplate	28
Installing NACS Holster Insert	30
Prepare the Charging Cable for Use	31
Restore Power	34

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	Description
July, 2026	Following changes were made in this version: - Added instructions for Latch Replacement J1772. - Added NACS Conversion and Cable Replacement Kit topic to the Service Guide.

Introduction 1

Follow this guide to service and replace the CPF50 components.

Before You Begin



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 lockout/tagout 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.



WARNING: Do not perform installation or service in inclement weather. If you work in rain or wind, you must use a weather-proof shelter that covers all boxes and components.



CAUTION: Keep components in original packaging, free of moisture, and protected from damage until you install or service them at the site. Store all shipments of components in a dry covered location and protect from moisture.



CAUTION: Comply with these guidelines to prevent component damage.

- Use tools suitable to torque metric fasteners. All fasteners used on the CPH50 are in metric sizes.
- Use the given torque values to tighten the fasteners.
- Ensure that the tools such as torque tool, multimeter, and Ethernet tester are calibrated.

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 <https://www.chargepoint.com/partners/training-certification> to become ChargePoint certified and to access ChargePoint's web-based installer tools or ChargePoint Installer app.



IMPORTANT: During servicing, ChargePoint recommends taking a photo before removing each part, so you can refer to the photos when reassembling the system.



WARNING: Follow Service Guide instructions only. Use only ChargePoint-authorized parts.

Additional Documentation

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

- Familiarize yourself with the instructions in the service guide.
- If you have not installed or serviced the CPH50 recently, orient yourself to the CPH50 by reviewing the Site Design, Installation, and Datasheet as well as any other materials you find helpful.

Check and Protect Parts

To ensure your safety, do the following:

- Use only authorized parts and accessories sold and supplied by ChargePoint for the unit and model.
- Keep components in original packaging, free of moisture, and protected from damage until you install or service them at the site.
- Store all shipments of components in a dry covered location and protect from moisture.
- Familiarize yourself with the contents of each shipping box.
- Ensure that you have all the parts for the work you plan to perform.
- Have more than one technician or qualified support person present if components are heavy.
- Keep liquids and objects containing liquid away from the unit, never on or inside.



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

If Damaged, Do Not Service

Do not perform work or remove any signs or covers from the unit if you find any of the following:

-
- The charging station housing shows mechanical damage.
 - The charging cables or connectors are visibly damaged.
 - The station is unstable or moves.

If you find such damage, turn off the station, advise the site manager to keep the unit(s) off, and contact ChargePoint immediately. Find your region's technical support number at chargepoint.com/support.

Follow the instructions in the Installation Guide and heed all warnings.

Required Tools and Materials

To install ChargePoint CPF50 charging stations, you need the following tools and materials:

	4 mm (3/16 in) drill bit		T20 torx screwdriver with torque setting
	10 mm (3/8 in) nut setter		Flat blade (4.5 mm) screwdriver with torque setting
	Wire stripper		Bubble level
	Hand-held drill		QR code scanner (usually built into the camera app)
	Smartphone with internet connectivity		ChargePoint installer login credentials
	ChargePoint Installer app		ChargePoint Driver app

Inspect the Box for Contents

Check to ensure you have the following parts before beginning work.

- Charging station
- Backplate
- Quick start guide
- Three 6 mm (3/8 in) x 51 mm (2 in) lag screws
- Three masonry anchors
- M25 cable gland
- Locking screw

Latch Replacement J1772 2

This section describes the procedure to replace the latch.

Do not install the kit until you have read the instructions in this document.



DANGER: RISK OF SHOCK. Before performing any procedure, you 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 disconnect before proceeding. Use a multimeter to test that 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, AND/OR PROPERTY DAMAGE.



CAUTION: Use low torque settings when working with power tools during installation or servicing. Over-torquing can damage the equipment.

Before you Begin

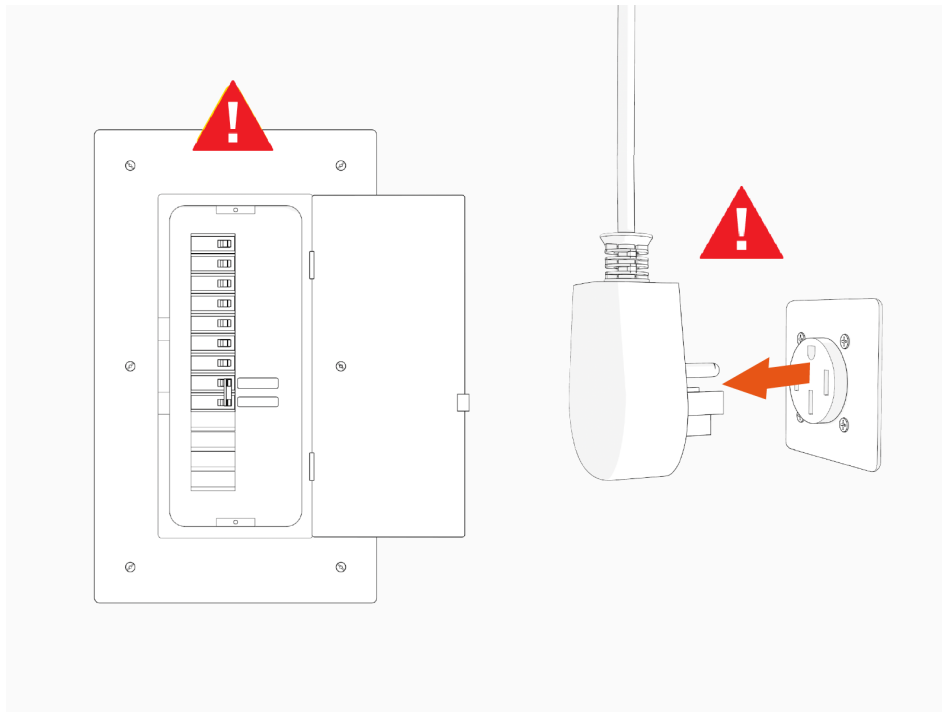
Complete the following steps to remove the charging cable:

1. Turn off power to the charging station at the circuit breaker.
2. Unplug the power cord, if present.



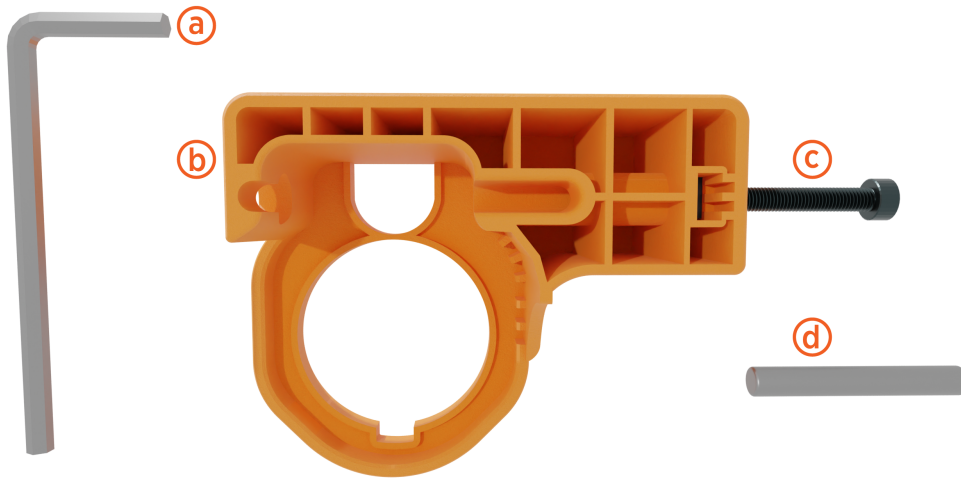
WARNING: RISK OF SHOCK. Before performing any procedure, you must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off. Keep power off 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, AND/OR PROPERTY DAMAGE.

Do not plug the new power cord in before completing the replacement procedure.



Required Tools and Materials

The replacement kit for J1772 connector latches includes:

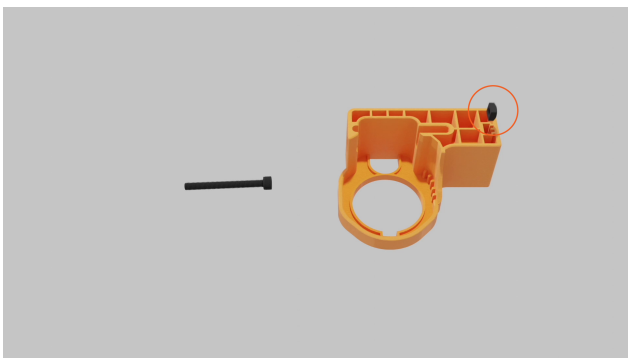


- (a) Hex wrench
- (b) Repair tool
- (c) Drive bolt
- (d) Guide pin
- (e) Square nut (not shown)
- (f) Consumable latches and springs labeled for Type A and Type B connectors (not shown)

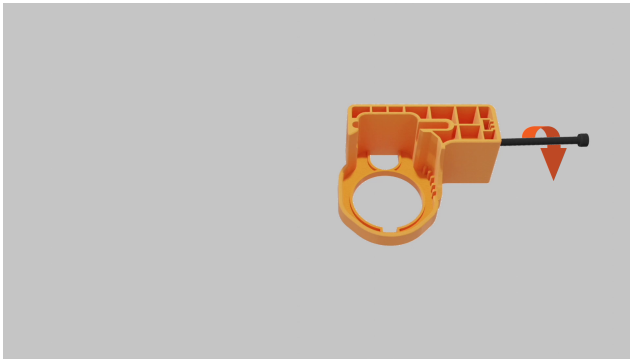
Assemble the Tool

To assemble the tool, perform the steps below:

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 you start repairing.



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

Type A

- Three oval shaped cutouts on the side of the connector
- Silver latch pin
- Replacement latch narrows at the tip and uses a longer silver-colored spring



Type B

- No cutouts on the side
- Black latch pin

- Replacement latch stays wide at the tip and uses a shorter dark-colored spring



Repair Procedure

Follow the steps below to repair the latch:

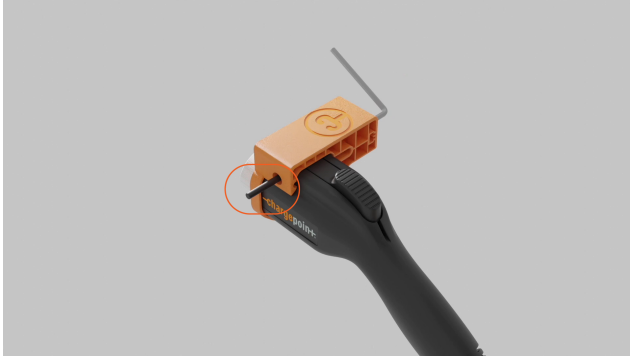
1. Use the hex wrench to loosen the drive bolt. Insert the guide pin into the pin slot.



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



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



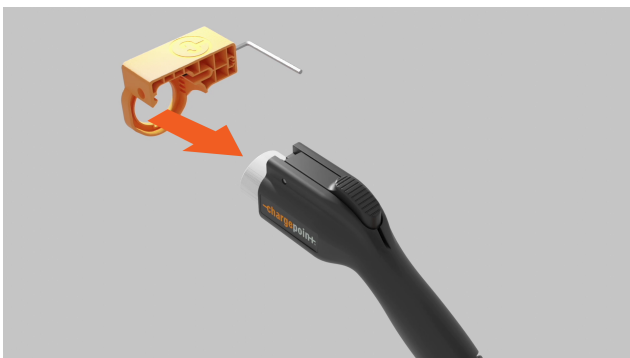
4. Tighten the drive bolt until the latch pin fully extends from the exit hole. Remove it by hand.



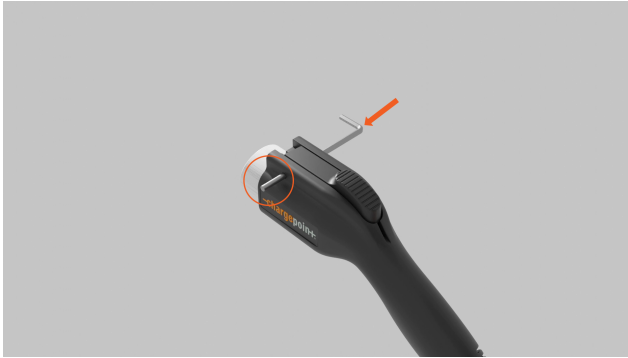
NOTE: Keep the latch pin, you'll need it later.



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



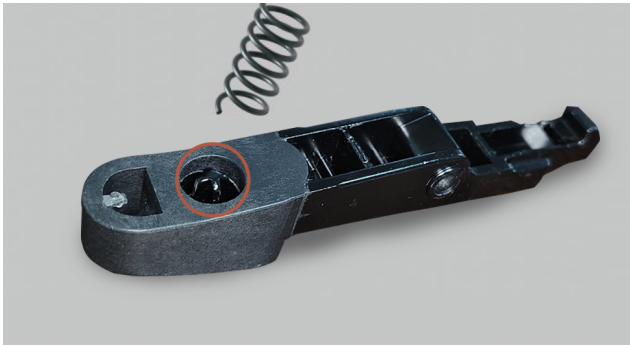
6. Use the hex wrench to push the guide pin out.



7. Remove the broken latch and spring.



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



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



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



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



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



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



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



13. 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.



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



Prepare the Charging Cable for Use

To prepare the charging cable for use, complete the following steps:

1. Extend the charging cable to its full length to remove any kinks or twists.
2. Wrap the charging cable over the top of the charging station.

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



Restore Power

To restore power, complete the following steps:

1. Restore power to the station at the circuit breaker.
2. Verify that the charging cable now functions by starting a test session and configure the following steps:
 - Initiate a charging session.
 - Plug the handle into a vehicle.
 - Verify that the vehicle is charging.
 - Insert the connector in its holster.

NACS Conversion and Cable Replacement Kit 3

This section describes the procedure to replace the charging cable.



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 lockout/tagout 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.



CAUTION: Use low torque settings when working with power tools during installation or servicing. Over-torquing can damage the equipment.



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.



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.

Required Tools and Materials

- T10 Security Torx driver
- CMK Service Tool
- #2 Phillips screwdriver

Contents

Ensure that you have the correct box and that it contains the correct contents. There are six variants of this replacement kit.

Part Number	Charging Cable Replacement Type	Contents
99-004604-xx	5.5 m (18 ft) 50 Amp Charging Cable Replacement for CPF50	• Charging cable • Replacement guide
99-004606-xx	7 m (23 ft) 50 Amp Charging Cable Replacement for CPF50 and Home Flex	• Charging cable • Replacement guide
99-004605-xx	5.5 m (18 ft) 50 Amp Charging Cable Replacement for CPF50 with CMK	• Charging cable with cable clamp installed • CMK service tool • Replacement guide
99-004607-xx	7 m (23 ft) 50 Amp Charging Cable Replacement for CPF50 with CMK	• Charging cable with cable clamp installed • CMK service tool • Replacement guide
99-004615-01	7 m (23 ft) 50 Amp NACS Charging Cable Replacement for CPF50	• Charging cable • NACS holster insert • Replacement guide
99-004616-01	5.5 m (18 ft) 50 Amp NACS Charging Cable Replacement for CPF50	• Charging cable • NACS holster insert • Replacement guide
99-004636-xx	5.5 m (18 ft) 50 Amp Cut-Resistant Charging Cable Replacement for CPF50	• Cut-resistant charging cable with cable clamp installed • Replacement guide
99-004637-xx	7 m (23 ft) 50 Amp Cut-Resistant Charging Cable Replacement for CPF50	• Cut-resistant charging cable with cable clamp installed • Replacement guide
99-004638-xx	7 m (23 ft) 50 Amp NACS Cut-Resistant Charging Cable Replacement for CPF50	• Cut-resistant charging cable with cable clamp installed • NACS holster insert • Replacement guide

Remove the Knot Bearing Ball from the Charging Cable

(For CPF50 stations equipped with a Cable Management Kit (CMK) only)



NOTE: If your station does not have a CMK, please proceed to the next section.

1. Position the cable clamps at waist height.
2. Insert the CMK service tool (shown below) into the two holes at the top of the knot bearing ball.



3. Turn the knot bearing ball and service tool one-quarter turn counter-clockwise. Once the ball is turned, the cable will separate from the CMK. Do not let go, otherwise the CMK rope will retract into the CMK and the cable will drop.



4. Gently guide CMK rope back into the top of the CMK.

Remove the Charging Cable

1. Using a T10 Security Torx driver, remove the screws fastening the faceplate to the bottom of the station. Retain the screws for reuse.



2. Lift the faceplate off of the charging station.



3. Use a coin to unlock the wire cover.



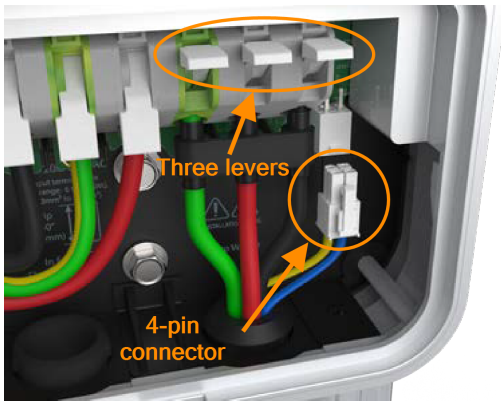
NOTE: To avoid damage to the wire cover, do not use a screwdriver.



4. Lift the wire cover off.
5. Lift the charging cable and slide the cable clip out.



6. Lift the three levers on the right side of the terminal block.



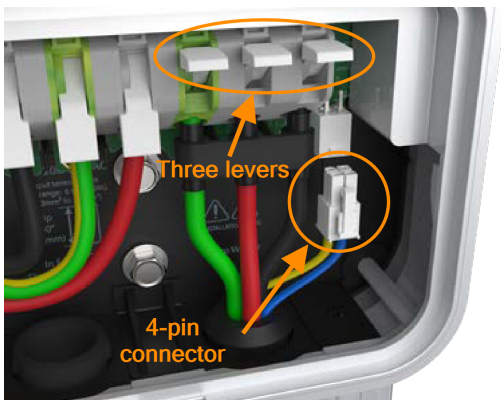
7. Unplug the 4-pin connector.
8. Fold the wires together to slide the charging cable out through the hole at the bottom of the station.

Replace the Charging Cable

1. Unwrap the new charging cable.



2. Fold the wire ends and insert them into the opening on the lower right side of the station, pushing up until the cable collar is flush against the enclosure.
3. Insert the green wire in the third from the right terminal of the output block.



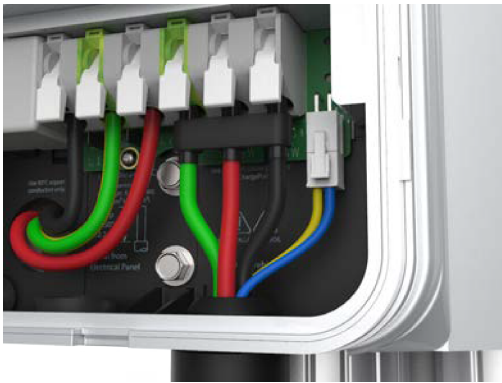
4. Insert the remaining wires into the corresponding connectors on the right side of the terminal block.
5. Push the cables up until the silver conductors are no longer visible.
6. Snap the white levers all the way down on each wire.



NOTE: The levers snap shut with great force. Keep fingers away from underneath the levers.



CAUTION: Ensure each wire is fully inserted into the connector with no bare wire showing before pressing it into place with the white clip.



7. Insert the 4-pin plug into the connector to the right of the output supply wiring.
8. While pushing the cable up, slide the cable clip into the slot until it snaps into place. This secures the cable and provides strain relief.



Attach the Wire Cover and Faceplate

1. Reattach the wire cover over the exposed wiring.



2. Use a coin to lock the wire cover in place.



NOTE: To avoid damage to the wire cover, do not use a screwdriver.

3. Snap the faceplate onto the charging station.



4. Fasten the faceplate to the bottom of the station using the two T10 Security Torx screws that were removed in step 1 of the previous section.



Installing NACS Holster Insert

Stations that use a NACS cable can convert the holster to accept NACS cables by installing the NACS holster insert that ships with the NACS cable kit.

1. Insert the holster insert with the kit into the holster. The insert should click when fully secured.



2. Insert the cable into the holster and ensure it does not fall out.

Prepare the Charging Cable for Use

Stations Without a CMK

1. Inspect the charging cable and verify if a CMK ball is present.



NOTE: A cut-resistant charging cable has a CMK ball attached. You can remove the CMK ball or leave it in place.

2. To remove the CMK ball from the charging cable, do the following steps:
 - a. Using a #2 Phillips screwdriver, remove the screws (x2) that hold the top to the bottom of the CMK ball.



- b. Remove the top and bottom halves of the CMK ball, along with the adhesive tape.



NOTE: You can store the CMK ball for future use with a CMK charging station.

3. Extend the charging cable to its full length to remove any kinks or twists.

4. Drape the charging cable over the top of the charging station.



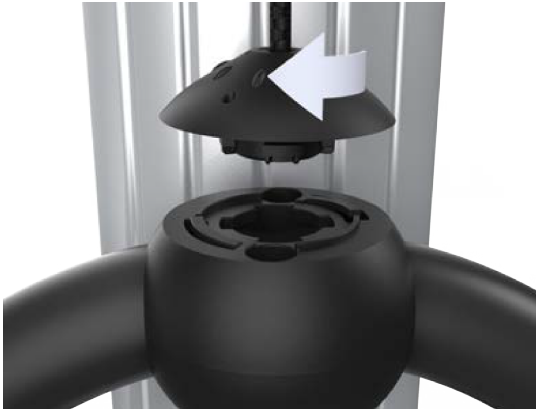
5. Insert the connector in its holster.

Stations With a CMK



NOTE: Reinstalling the knot bearing ball requires no tools. You do not need anything from the extra cable clamp kit that comes with the CMK.

1. Extend the charging cable to its full length to remove any kinks or twists.



1. Align the CMK rope to its corresponding mating feature on the ball of cable on each rope to its corresponding mating feature on the cable clamp.
2. Turn the knot bearing ball clockwise approximately one-quarter turn. Push down gently while turning the knot bearing ball.



NOTE: If you are installing a single station CPF50, attach the charging cable on the left side of the station (relative to driver facing the station) to minimize interference with the RFID reader.

Restore Power

1. Restore power to the station at the circuit breaker.
2. Verify that the charging cable now functions by starting a test session:
 - Initiate a charging session.
 - Plug the handle into a vehicle or a vehicle emulator (if available).
 - Return the handle to the holster.