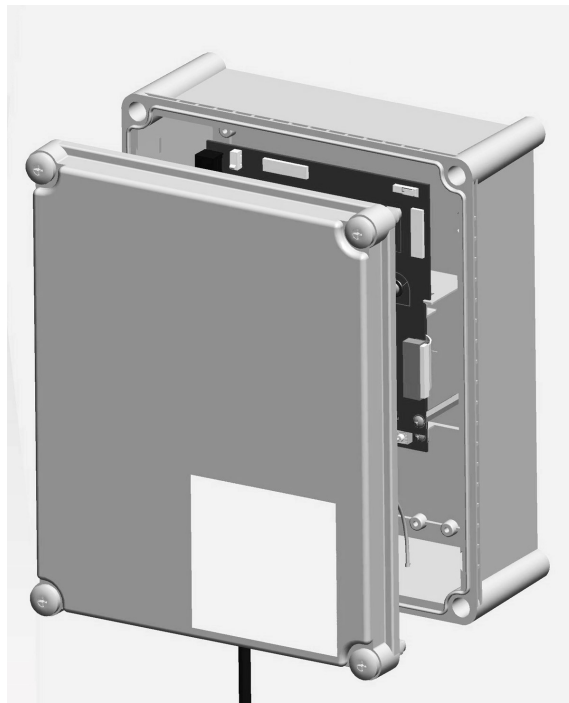


Gateway LTE

for ChargePoint® CPF series Charging Stations

Installation 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](#).

Copyright and Trademarks

©2013-2026 ChargePoint, Inc. All rights reserved. This material is protected by the copyright laws of the United States and other countries. It may not be modified, reproduced, or distributed without the prior, express written consent of ChargePoint, Inc. ChargePoint and the ChargePoint logo are trademarks of ChargePoint, Inc., registered in the United States and other countries, and cannot be used without the prior written consent of ChargePoint.

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 Specifications 1**
 - Requirements 1
 - Cellular Connectivity 2
 - Wi-Fi Connectivity 3
- 2 Install the Gateway 5**
 - Mount the Unit 6
 - Remove the Wall Plug 6
 - Connect the Wiring 7
 - Install the Cover 8
 - Power On 8
 - Configure Gateway 8
- 3 Pinpoint the Station 9**
 - Required Tools and Materials 9
 - Station Activation 11
- 4 Installation Checklist 13**

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
May, 2026	<ul style="list-style-type: none">• Updated the Complete Station Setup section.• Updated IMPORTANT SAFETY INSTRUCTIONS section to revise the warning regarding installation and servicing by a certified technician and to add warranty implication.• Added a warranty limitation Caution in the Specifications chapter.

Specifications 1

Basic specifications for the ChargePoint Gateway are shown in the table below.

Specification	Details
Input Power	< 4 W
Input Current	< 0.4 A using single phase 110/120 V, or < 0.2 A using single phase 208/240 V service
Input Terminals	100-240 VAC, universal
Physical Placement	0.6-1.2 m (2-4 ft) from CPF charging station(s) 1.8-2.4 m (6-8 ft) above floor level
Connectivity	Supports 1-9 CPF charging stations
Connectivity Placement	< 30 m (100 ft) line-of-sight to associated charging stations

For detailed specifications, refer to the ChargePoint Gateway Datasheet at: [ChargePoint Product Reference Documentation](#).

Requirements

A ChargePoint Gateway consists of a cellular LTE modem for wide area networking, and built-in Wi-Fi for local communications to and from CPF charging stations.

Before installing the ChargePoint Gateway, choose an appropriate location by considering the following:

- Power must be available at the installation site.
- The Gateway relies on an external device for overcurrent protection. The installer must ensure the Gateway is protected by a maximum 20 A branch circuit breaker.
- All charging stations must be located within 30 m (100 ft) line-of-sight.
- The location must receive consistently available LTE cellular coverage.
- Wi-Fi signal strength between the ChargePoint Gateway and the charging stations must be strong. Avoid installations where concrete walls are located between the ChargePoint Gateway and the CPF charging stations.



IMPORTANT: ChargePoint recommends permanently installing the ChargePoint Gateway by running service wiring into the bottom of the Gateway through 12 mm (1/2 in trade size) conduit and attaching it to a wall using the supplied screws and wall anchors.

Cellular Connectivity

A consistently strong cellular signal is needed before installers can activate the station(s). Do not rely on cell phone applications to measure cellular signals when conducting site surveys. Take cellular readings at the exact location of the proposed Gateway installation.

Ensure the Reference Signal Receive Power (RSRP) measurement is -90 dBm or better and the Reference Signal Received Quality (RSRQ) measurement is -10 dB or better. It is important to have both appropriate signal strength and signal quality. Note that these numbers are all negative, so -70 dBm is stronger than -90 dBm, and -100 dBm is weaker. Use a cellular signal detection device (such as a *Snyper-LTE Graphyte™* (USA) by Siretta) to take signal strength readings at the exact proposed Gateway location.

RSRP	RSRQ	Signal Strength
Greater than -80 dBm	-3 to -10 dB	Excellent
-80 dBm to -90 dBm	-3 to -10 dB	Acceptable
-90 dBm to -140 dBm	-10.5 to -19.5 dB	Remediation required - install cell repeater

If the RSRP measurement is worse than -90 dBm or the RSRQ measurement is worse than -10, take cellular readings at the location where a cellular signal booster outdoor antenna will be installed to ensure enough signal exists to be boosted. Install repeaters to boost the strength of the cellular signals. Repeaters are often required when installing the charging station in an underground garage or enclosed parking structure.

ChargePoint recommends using a multi-carrier cellular repeater system. Do not use microcells or femtocells; they are inadequate for this use case. Options for cellular signal boosters include:

- Wilson Pro 70 Plus with automatic gain management up to 20,000 square feet of coverage area
- Wilson 1100 with automatic gain management up to 35,000 square feet of coverage area
- SureCall Fusion 5 for all carriers in North America, supports voice, 3G and 4G, average gain of 65 dB & max 72 db for up to 6,000 square feet of coverage area
- SureCall Force 5 for all carriers in North America for up to 20,000 square feet of coverage inside parking structure

Consult an expert in the cellular repeater industry for additional guidance. ChargePoint O&M partners can validate acceptable cellular signal strength at the site using a cellular strength reader. Weak or sporadic signal can affect crucial aspects of the charging station, including: accuracy in reporting, ability for drivers to use their mobile app, ability for customer support to troubleshoot problems, and support for advanced features such as Power Management or Waitlist. Strong signal is also required for the Assure maintenance and management program.

The Gateway supports 4G/LTE for AT&T, Verizon, T-Mobile, and Sprint in the United States and Bell, Rogers, and Telus in Canada. There must be viable signal from at least one carrier on at least one of the supported bands listed below:

- LTE 1900 (B2)
- LTE 1700 (B4)
- LTE 850 (B5)
- LTE 700 (B17)
- LTE 700 (B13)

Wi-Fi Connectivity

Wi-Fi connectivity is used to allow the Gateway to communicate with each individual charging station. Each station must be within 30 m (100 ft) of a Gateway. Each station must also have a direct line-of-sight view of the Gateway. Wi-Fi signal cannot pass easily through common obstructions such as:

- Walls
- Columns
- Metal cabinets

Wi-Fi signal can also be disrupted by electromagnetic interference (EMI). This includes:

- Other systems operating on 2.4 Ghz
- Other wireless access points.

Additionally, mounting the Gateway on the wall is preferred to ceiling mounting to provide the broadest coverage.



IMPORTANT: The ChargePoint Gateway must be located where cellular signals are optimum for LTE service, and each ChargePoint Gateway must be located within 30 m (100 ft) line-of-sight to the CPF charging stations. Each CPF charging station has built-in Wi-Fi capability to communicate with the ChargePoint Gateway to access ChargePoint network services.

Install the Gateway 2

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.

Follow the steps below to install the ChargePointGateway at a permanent location.



NOTE: For temporary installation to test connectivity, skip to the Power On section below. However, ChargePoint recommends hardwiring the installation once the final location is established.

Required Tools and Materials



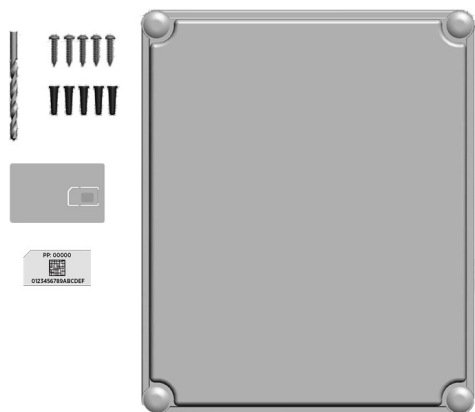
IMPORTANT: Keep the spare activation label. It contains critical information that you need to pinpoint the Gateway, which prepares it for activation on the ChargePoint network. See Activate the Gateway.

- Drill
- Phillips screwdriver
- Two adjustable wrenches to remove the internal nut when permanently hard-wiring

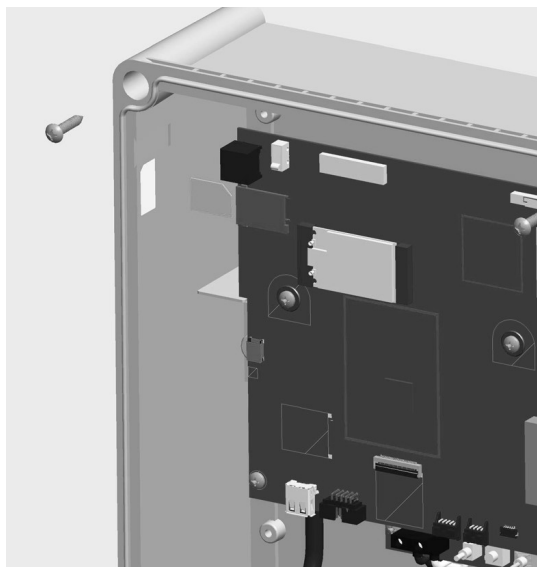
Contents of the Box

- Main unit with cover (1)
- 6 mm (1/4 in) drill bit (1)
- #10 x 25 mm (1 in) screws (5)

- Wall anchors (5)
- Installation template (1) - inserted in the center of the ChargePointGateway Installation Guide
- Spare activation label (1) - a duplicate label is attached to the inside of the main unit



Mount the Unit

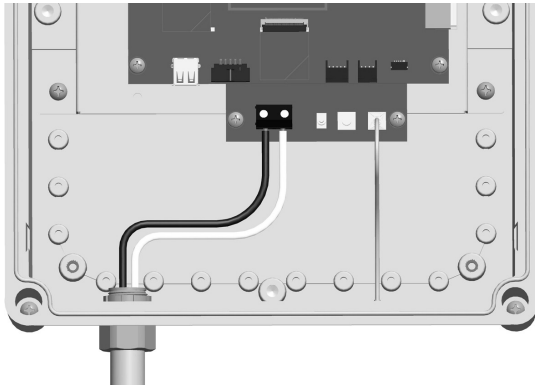


1. Use the installation template to mark the location of the four mounting holes.
2. Drill the four mounting holes and insert the anchors.
3. Loosen the screws on the front of the ChargePointGateway to remove the front cover.
4. Align the main unit with the mounting holes and fasten using four of the supplied 10 x 25 mm (1 in) screws and a Phillips screwdriver.

Remove the Wall Plug

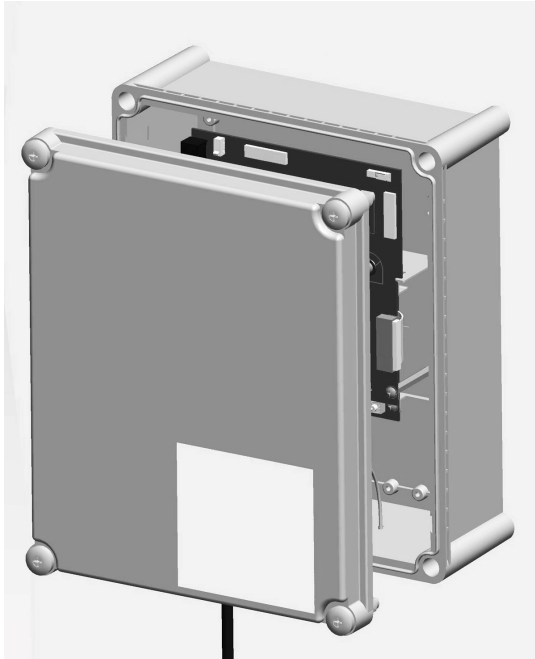
1. Disconnect the wall plug's wiring from the terminal block.
2. Using two wrenches, one on the inside and one on the outside, remove the internal plastic nut.
3. Remove the power cord from the ChargePointGateway.

Connect the Wiring



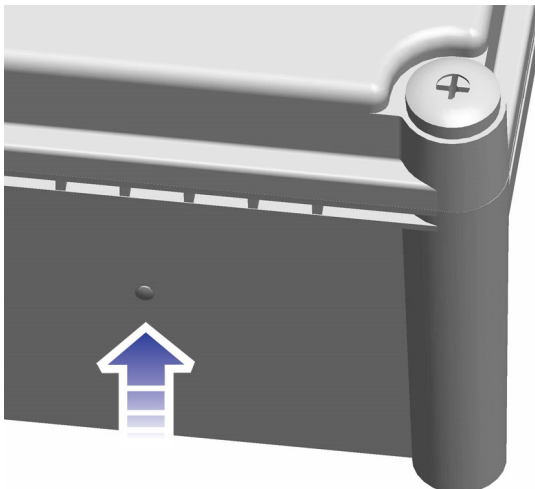
1. Using 16 mm (1/2 in trade size) conduit and the appropriate fittings, route the appropriate length of 6.0 - 2.5 mm² (10-14 AWG) stranded or solid service wiring to the ChargePointGateway and through the hole in the bottom (where you removed the power cord).
2. Strip service wires 6.4 mm (1/4 in).
3. Connect L1 and L2 (or L and N) service wiring, as shown.

Install the Cover



Align the cover to the front of the main unit. Turn the screws to lock the cover into place.

Power On



Power on the ChargePointGateway by switching the service breaker ON (or for temporary installations, by plugging it into the power outlet).

As the ChargePointGateway powers on, the LED flashes yellow while it attempts to communicate with the cellular network. When cellular communication is established, the LED is solid yellow.

If the Gateway continues to flash yellow for an extended time, check the strength of the cellular signal at the installation location. You may need to strengthen the signal by installing cellular repeaters.

Configure Gateway

After completing the physical installation of the ChargePointGateway, you must prepare it for activation on the ChargePoint network by pinpointing its exact location.

Pinpoint the Station 3

To complete the setup, you must have completed the ChargePoint Installer training and received your ChargePoint Installer login.

Required Tools and Materials



Smartphone with Internet connectivity



ChargePoint Installer app



Exact location of stations or units, including parking space



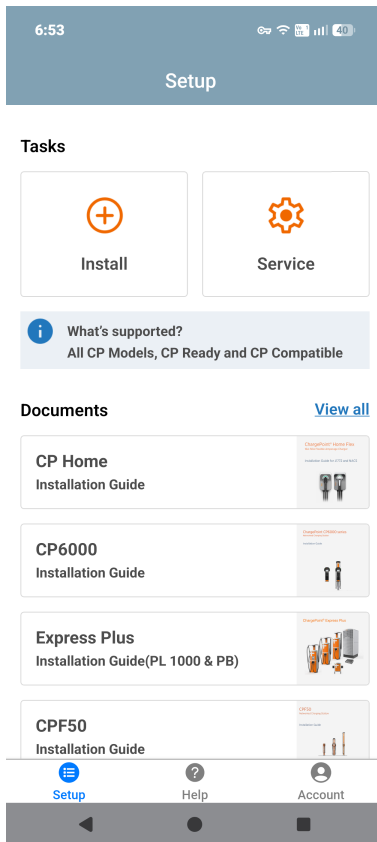
ChargePoint installer login credentials

Open the ChargePoint Installer app on your smartphone and follow the instructions below:

1. If you do not already have the Installer app, scan the QR code to download the app.



2. Log in or register using the ChargePoint Installer app on your smartphone.



3. Tap on **Install**.
4. Use the app to scan the QR code on the charging station label.



5. The app automatically identifies the charging station and begins the pinpointing and configuration process.
6. Follow the in-app instructions to complete pinpointing and configuration process.

Station Activation



NOTE: All ChargePoint stations are networked stations and are sold alongside a software cloud plan per port. In order for the station to function, the station owner is responsible for coordinating the activation of their station's software with ChargePoint.



NOTE: Activation consists of pairing the station with their software purchase as well as the station owner's organization. The station owner then decides what policies to assign to a station (name, pricing, access control, advanced features).

As the installer, your role is to support this process by providing the station owner with the required station identification information. Before leaving the site, provide the station owner with a list of all installed charging station serial numbers and/or MAC addresses, and inform them that activation is required before the stations can be used. For installations using a ChargePointGateway, also provide a list showing which charging stations are paired with each Gateway. Each Gateway can support up to eight (8) charging stations. Refer [Pinpoint the Station](#) to help determine and document the appropriate Gateway to station pairings.

If station owner has additional questions, you can refer them to ChargePoint Support at chargepoint.com/support.

Installation Checklist 4

To adhere to ChargePoint best practices, before leaving the installation site complete the [installation checklist](#).

Provide the checklist and spare parts if any, to the person responsible for activating the stations. This completes the installation of the ChargePoint Gateway.

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.