

# ChargePoint Gateway

## Quick Reference Guide

Scan this QR code or refer to the details in this guide to locate full instructions online, follow basic safety practices, and complete tasks required before installation or service.



# 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.



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## 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

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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.

# Before You Begin



**DANGER:** RISK OF SHOCK

- Before any procedure, disconnect the power.
- Follow local code and site lockout/tagout procedure to de-energize the station.



- Wait for energy to dissipate (approximately five minutes).
- Keep power off until all covers and panels are reinstalled and the work is complete.

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

**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.



**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.

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## Preparing for Installation

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

- Power must be available at the installation site.
- All charging stations must be located within 30.5-38 m (100-125 ft) line-of-sight.
- 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.
- The Gateway requires a surge protector device (SPD) or surge arrester as part of the installation to address transient overvoltages exceeding Overvoltage Category II, 2500 Vpk.
- The Gateway must have a readily accessible disconnect device.
- The location must receive consistently available 3G GSM network coverage. The signal strength should be better than -90db (for example, -85db is better than -90db). To ensure adequate signal strength in underground garages or other enclosed parking structures, mobile network repeaters may be required.

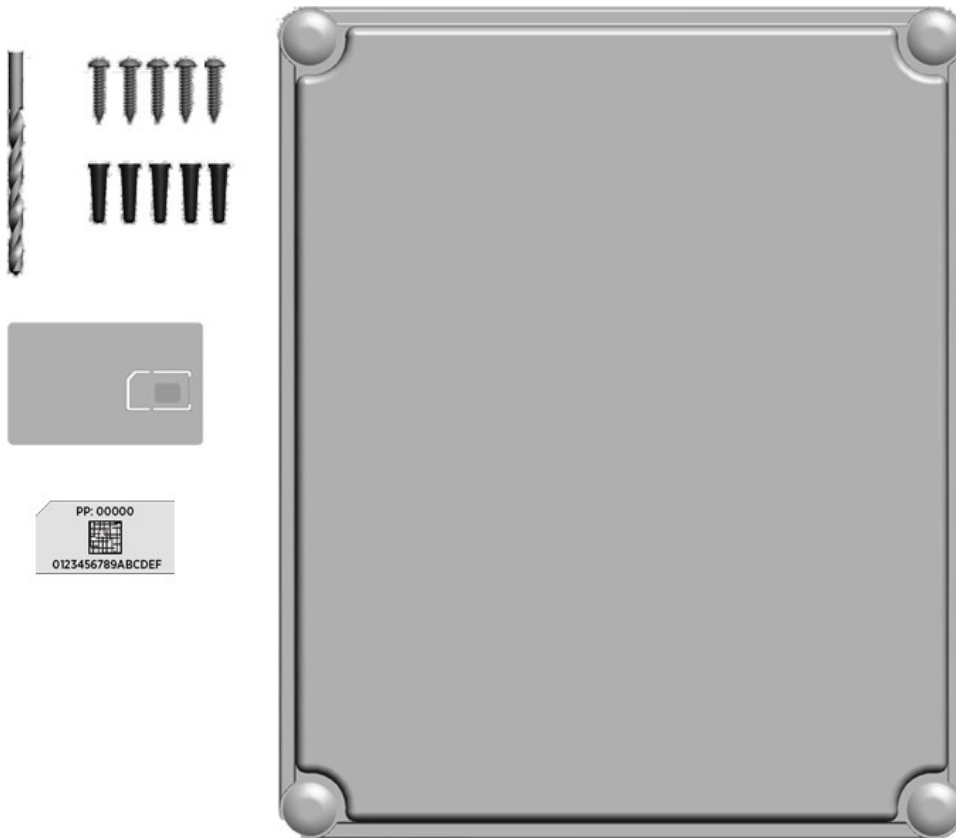


**IMPORTANT:** Wi-Fi signal strength between the ChargePoint Gateway and the charging stations is strong, and signals bend (diffract) around narrow columns with low signal loss. Avoid installations where concrete walls are located between the ChargePoint Gateway and the CPF32 charging stations. For maximum mobile coverage, mount the ChargePoint Gateway as high as possible.

We recommend that you permanently install the ChargePoint Gateway by running service wiring into the bottom of the Gateway using region-appropriate wire routing, and attaching it to a wall using the supplied screws and wall anchors.

## Contents of the Box

- Main unit with cover (1)
- 1/4" drill bit (1)
- #10 x 1" screws (5)
- Wall anchors (5)
- Compression gland (1)
- Installation template (1) - inserted in the center of this installation guide
- Spare activation label (1) - a duplicate label is attached to the inside of the main unit



**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.

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## Tools

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

## Questions

For additional assistance, go to [chargepoint.com/support](https://chargepoint.com/support) and find your region's technical support number.

## 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.

## Declaration of Conformity

Category/Directive	Standard	Scope
General Safety Requirements Directive 2001/95/EC Low Voltage Directive 2014/35/EU	IEC 60950-1 (2nd Edition), with Am1:2009 & Am2:2013	Information Technology Equipment - Safety - General Requirements
Electromagnetic Compatibility (EMC) Directive 2014/30/EU	EN 301 489-1 EN 301 489-3 EN 301 489-52	EMC for standard radio and service EMC for Short range radio EMC for Mobile device
Radio Equipment Directive (RED) 2014/53/EU	EN 300 330 v2.1.1 EN 301 893 v2.0.7 EN 300 328 v2.1.1	RF testing for WiFi and BT RF testing for RFID
RoHS Directive 2011/65/EU	EN 50581:2012	Technical documentation for the assessment of electrical and electronic products with respect to the restriction of hazardous substances.

The object of the declaration described above is in conformity with the relevant Union harmonisation legislation:

- General Safety Requirements 2001/95/EC
- Low Voltage Directive (LVD) 2014/35/EU
- Electromagnetic Compatibility (EMC) 2014/30/EU
- Radio Equipment Directive (RED) 2014/53/EU
- Restriction of the use of certain hazardous substances in electrical and electronic equipment, 2011/65/EU