

# ChargePoint® Gateway

## Quick Reference Guide

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**English: Quick Reference Guide.....3**





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### Before You Begin

You must complete the online training course to become a ChargePoint-Certified Installer. After completing training, you will receive an email to set up your ChargePoint Installer Account.

If you do not complete the ChargePoint Installer training, you will not have access to download the Installation Guide and will be unable to complete the installation process.

For more information, refer to ChargePoint University at [chargepoint.com/installers](http://chargepoint.com/installers).

### Accessing the Documentation

To ensure your safety, review the Installation Guide thoroughly. Familiarize yourself with the contents of each shipping box and the installation steps.

ChargePoint-Certified Installers can download the Site Design Guide, Installation Guide, Installation Templates and Data Sheet for this charging station in several languages from: [chargepoint.com/guides](http://chargepoint.com/guides).



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**Important:** Follow the instructions in the Installation Guide and heed all warnings.

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# IMPORTANT SAFETY INSTRUCTIONS: SAVE THESE INSTRUCTIONS



## WARNING:

- 1. Read and follow all warnings and instructions before installing and 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. 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. 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 electrocution or fire. The charging station must be connected to a grounded, metal, permanent wiring system or an equipment grounding conductor shall 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 or around hazardous locations, such as near flammable, explosive or combustible materials.**
- 6. Do not use this product if the enclosure, EV cable or the EV connector is broken, cracked, open or shows any other indication of damage.**
- 7. Do not put fingers into the electric vehicle connector.**
- 8. This device should be supervised when used around children.**
- 9. Use 90°C wire copper conductors only.**



**Important:** Under no circumstances will compliance with the information in this manual relieve the user of their responsibility to comply with all applicable codes or safety standards. This document describes the most commonly used installation and mounting scenarios. If situations arise in which it is not possible to perform an installation following the procedures provided in this document, contact ChargePoint, Inc. **ChargePoint, Inc. is not responsible for any damages that may result from custom installations that are not described in this document or for any failure to adhere to installation recommendations.**

## Product Disposal

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.



## No Accuracy Guarantee

Commercially reasonable efforts were made to ensure that the specifications and other information in this manual are accurate and complete at the time of its publication. However, the specifications and other information in this manual are subject to change at any time without prior notice.

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## Symbols Used in This Document

This guide and product use the following symbols:



**DANGER:** Risk of electric shock.

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**WARNING:** Risk of personal harm or death.

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**CAUTION:** Risk of equipment or property damage.

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**Important:** Crucial step for installation success.

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Read the manual for instructions.



Ground/protective earth.

## 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.

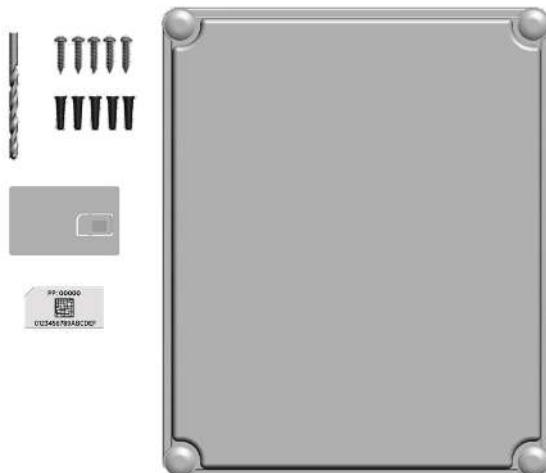
For maximum mobile coverage, mount the ChargePoint Gateway as high as possible.

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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 centre 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.

## Tools

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

## Questions?

Contact ChargePoint Support at [chargepoint.com/support](http://chargepoint.com/support). We're happy to help.

## Document the Radio Group

A radio group consists of a ChargePoint Gateway and up to nine CPF32 charging stations that communicate with it over WiFi. For each radio group, attach the spare activation labels below to document how the stations are organized. After completing this step and the following checklist, provide this information to the person responsible for activating the Gateway and the CPF32 charging stations. Use one page for each radio group (this page is included in all Installation Guides).

<b>Gateway</b>	Attach spare activation label here		
<b>CPF32</b>	Attach spare activation label here	<b>CPF32</b>	Attach spare activation label here
<b>CPF32</b>	Attach spare activation label here	<b>CPF32</b>	Attach spare activation label here
<b>CPF32</b>	Attach spare activation label here	<b>CPF32</b>	Attach spare activation label here
<b>CPF32</b>	Attach spare activation label here	<b>CPF32</b>	Attach spare activation label here
<b>CPF32</b>	Attach spare activation label here	<b>NOTE:</b> Up to nine CPF32s can communicate with a ChargePoint Gateway.	

## Complete the Post-Installation Checklist

Before leaving the installation site, complete this checklist. Provide this information, along with the radio group documentation, to the person responsible for activating the site.

### Customer:

<b>Name</b>	
<b>Site Address</b>	
<b>Contact</b>	
<b>Panel ID #</b>	
<b>Breaker</b>	

### Installer:

<b>Company</b>	
<b>Address</b>	
<b>Phone</b>	
<b>Installer Name</b>	
<b>Contact</b>	

Earth/ground connection is made to the ground lugs (where applicable).	
Service wiring has been fully inserted into the terminal blocks and all electrical connections are clean and snug.	
Electrical enclosures are clean and free of wire strands and metal shavings.	
All covers are installed and all fasteners are tightened. The station is fully secured and does not rock or wiggle.	
The LED located at the bottom of the ChargePoint Gateway is solid green (this can take up to 20 minutes).	
For stations with a CMK, the charging cables operate smoothly through the full extension and retraction.	
The parking area is clean and free of all packaging and debris.	
All pinpointing steps from the Installation Guide have been completed.	
The test charging session from the Installation Guide successfully started.	
A white light is displaying around the CPF32's connector dock.	
The WiFi LED, located on the left side of the main unit's cover, is solid green (this can take up to 10 minutes).	

**Warranty information and disclaimer**

The Warranty you received with your Charging Station is subject to certain exceptions and exclusions. For example, your use 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 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 BUT NOT LIMITED TO 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



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