

CT4000

Networked Charging Station

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:

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](#).

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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: 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.

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
October, 2025	v2	In the Connecting Wire chapter, I added the important note regarding CT4000 operating on 208/240 V circuits (20–40 A) and delivering up to 30 A is added.
September, 2025	v1	Initial release.

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Install CT4000 Charging Station 1

CT4000 is an all-purpose charging station for property owners, businesses, and municipalities. The CT4000 charging station can be mounted on a pedestal or a wall.



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.



NOTE: These charging stations are available in several configurations. The images in this guide might not match your station exactly; however, the installation steps are the same unless otherwise noted.

Installing the CT4000 requires two people and takes approximately 1-2 hours to install.

Using ChargePoint Power Management technology, sites can install more stations than otherwise would be supported by the available electrical service. A maximum aggregate load is defined for a group of charging stations, and ChargePoint cloud-based services manage the individual power output of each station (or port) to ensure the maximum load is never exceeded.

As shipped, a CT4000 charging station provides up to 30 A of output current to each charging port. An optional Power Management Kit is available that allows you to adjust the station's output power.

Additional information regarding Power Management for your charging stations is available at [ChargePoint Product Reference Documentation](#).

Accessing Complete Documentation

Access documents at [ChargePoint Product Reference Documentation](#).

Document	Content	Primary Audiences
Datasheet	Full station specifications	Site designer, installer, and station owner
Site Design Guide	Civil, mechanical, and electrical guidelines to scope and construct the site	Site designer or engineer of record

Document	Content	Primary Audiences
Concrete Mounting Template Guide	Instructions to embed the charging station template in a concrete pad with anchor bolts and conduit placement (these may also be included in the Site Design Guide)	Site construction contractor
Surface Conduit Entry Kit Guide	Instructions for sites where conduit cannot be run underground	Installer
Construction Signoff Form	Checklists used by contractors to ensure the site is correctly completed and ready for product installation	Site construction contractor
Installation Guide	Anchoring, wiring, and powering on	Installer
Operation and Maintenance Guide	Operation and preventive maintenance information	Station owner, facility manager, and technician
Service Guide	Component replacement procedures, including optional components	Service technician
Declaration of Conformity	Statement of conformity with directives	Purchasers and public



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.



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



NOTE: For all charging station specifications other than dimensions and weights, refer to the product's Datasheet, which can be found online at [ChargePoint Product Reference Documentation](#). For assistance, go to [chargepoint.com/support](#) and contact technical support using the appropriate region-specific number.

Site Requirements

Ensure that the appropriate wiring, circuit protection, and metering are in place at the installation location by reviewing the Site Design Guide and the Datasheet, as well as the wiring diagrams and grounding requirements in the Connect Wiring chapter.



IMPORTANT: Ensure that the installation complies with all applicable codes and ordinances.

Install a Pedestal Mount CT4000 2

To install a CT4000 pedestal mount, follow these instructions:

Gather Required Tools

You need:

- Ratchet and 10 mm (3/8 in) socket
- Adjustable wrench
- Level
- #2 Phillips screwdriver
- #3 Wire cutter
- Wire stripper
- Voltage tester

Inspect the Boxes for Correct Contents

The pedestal mount CT4000 ships in four boxes.

Housing

The station's housing box contains:

- Housing with pedestal inside
- Rubber spacer
- Adapter plastic cap

- Phillips screws (x 4)



CMK

The station's CMK box contains:

- The Cable Management Kit (CMK)
- Pre-installed EV Charging Only sign
- Cable clamps (x2)



Top Cap

The station's top cap box contains:

- Top cap
- Installation Guide

If installing both pedestal and wall-mount stations, also pay attention to the top cap's shape.

- The back of the top cap is rounded for pedestal stations **(b)**.
- The back of the top cap is flat for wall mount stations **(a)**.



Head Assembly

The station's head assembly box contains:

- T25 security Torx L-wrench
- Rubber plugs (x4)
- Spare activation label



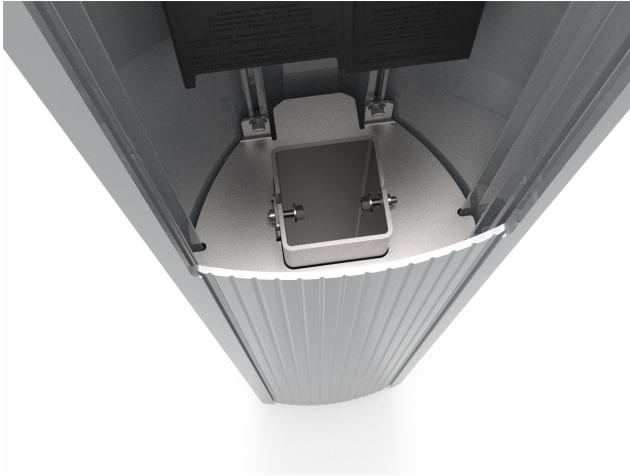
NOTE: Keep the activation label for future reference. It contains critical information that is needed to activate the station on ChargePoint. You will also have two spare rubber plugs at the end of installation. Plan to return the spare activation label and rubber plugs to the station owner.



Prepare the Pedestal for Mounting

To prepare the pedestal for mounting, follow the steps below:

1. Using a 10 mm (3/8 in) socket wrench, loosen (but do not remove) the two screws holding the pedestal inside the housing.
2. Remove and discard the cardboard shipping spacer.



3. Remove the pedestal from the housing by pulling it out from the bottom of the housing. Keep the rubber spacer in place over the pedestal.



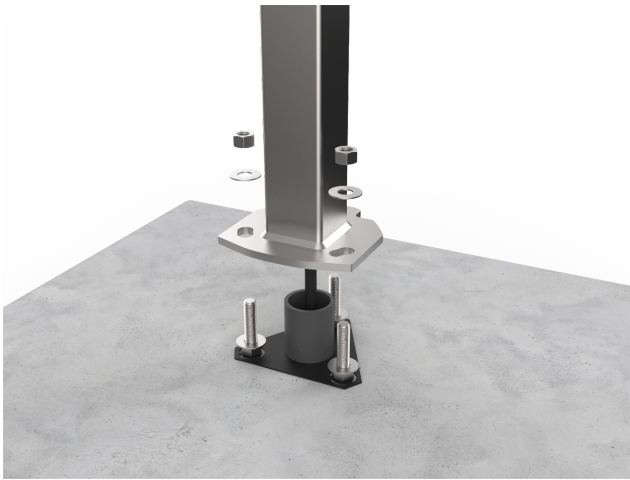
Mount the Pedestal

To mount the pedestal, follow the steps below:

1. Pull wires through the conduit.
2. Place the pedestal over the conduit, ensuring the curved front edge of the pedestal base is located where you want the front of the charging station.



NOTE: If the conduit is not coming up through the center of the pedestal, install the conduit in the side of the housing after mounting the pedestal.



3. Adjust the lower nuts as necessary to ensure the pedestal is level.

4. Tighten the nuts on top of the pedestal to at least 160 Nm (118 ft-lb).



IMPORTANT: Ensure that the pedestal is plumb by adjusting the nuts underneath the pedestal base. Verify accuracy after each adjustment by positioning the level at various locations on the pedestal, above each bolt.



Alternative Installation: Side Mounted Conduit

In situations where the conduit cannot come up from below the pedestal (existing concrete, parking garage, etc.), continue here after mounting the pedestal, ensuring it is level and tight.

You will need a hole saw or a Greenlee® knockout punch.

1. Determine a conduit entry point on either side of the housing 715-785 mm (28-31 in) from the bottom, in a location that does not intersect any internal ribs.
2. Drill or punch a hole for a 21 mm (3/4 in) or 27 mm (1 in) trade size knockout.
3. Pull wire through the conduit, protecting the wires from sharp edges of the internal structural components.
4. Seal the conduit entry into the bollard housing using an approved sealing method such as Thomas and Betts PN# 5263.



IMPORTANT: Ensure that the installation complies with all applicable codes and ordinances.

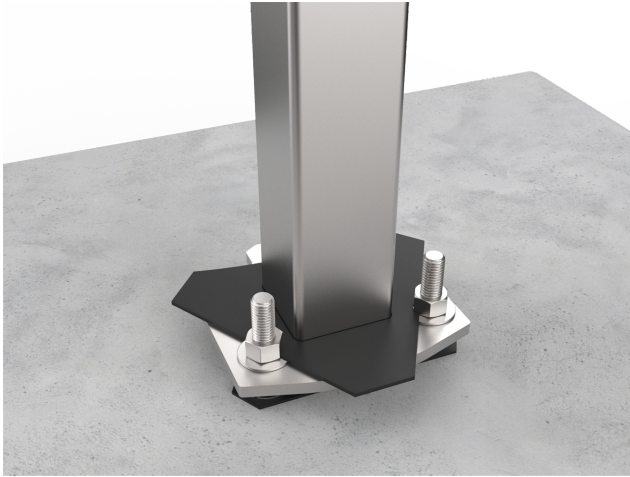
Install the Housing

To install the housing, follow the steps below:



IMPORTANT: Do not seal the pedestal to the concrete pad with caulking, silicone, or other sealing material. Doing so traps water inside the housing. The pedestal is designed to shed moisture between its bottom surface and the concrete pad.

1. Align the notches on the rubber spacer with the front mounting nuts.
2. Slide the rubber spacer all the way down the pedestal until it is flush with the pedestal base. This prevents any rocking motion between the housing and the pedestal.



3. Slide the housing over the pedestal.



NOTE: Ensure that the housing is firmly aligned to the bottom surface and that no rocking movement can take place, even when significant pressure is applied.



4. Re-tighten the mounting screws loosened when preparing the pedestal for mounting to approximately 9 Nm (6.6 ft-lb) using a 10 mm (3/8 in) socket wrench.



When complete, the housing appears as shown.



Prepare the CMK for Mounting

To prepare the CMK for mounting, follow the steps below:

1. Position the Cable Management Kit (CMK) packaging so that the bottom of the CMK is near the base of the pedestal.



NOTE: Do not unwrap the ropes.

2. Remove and discard the two shipping screws.



WARNING: When you remove the shipping screws, the counterweights are free to move in either direction. To prevent damage or injury, always carry the assembly with the top end higher than the bottom end.

3. Remove the foam packaging.



NOTE: If you are replacing the EV PARKING signage with your own custom signage, it is easier to do it now. Refer to the replacement guide for signs available at [ChargePoint Product Reference Documentation](#).

Install the CMK

To install the CMK, follow the steps below:

1. Insert the black cap into the space at the top of the housing, between the housing and the CMK.



2. With a #3 Phillips screwdriver and at least one of the four screws (provided) in hand, position the CMK against the back of the housing.
3. Place the slot at the bottom of the CMK over the knob at the bottom of the housing, pushing down until flush with the ground.



4. From inside the housing, insert the four screws through the housing and the CMK.



5. Tighten the four screws to 7 Nm (5 ft-lb).



NOTE: Hold the CMK in place until you have secured it with at least one screw.

When complete, proceed to connect the wiring to the station.

Install a Wall Mount CT4000 3

To install a CT4000 wall mount, follow these instructions:

Gather Required Tools

You need:

- Ratchet and 15 mm (9/16 in) deep socket
- #2 and #3 Phillips screwdrivers
- Flathead screwdriver
- Tape measure
- Level
- Marker
- Wire stripper
- Wire cutter
- Voltage tester
- Drill and tap for appropriate wall attachment hardware
- Attachment hardware



NOTE: This varies based on surface. For example, use 10 x 75 mm (3/8 x 3 in) lag bolts if mounting on a wooden wall.



IMPORTANT: Ensure that the wall supports the station. If mounting to a hollow wall, bridge at least two studs using a 41 mm (1-5/8 in) channel strut.

Inspect the Boxes for Correct Contents

The wall mount CT4000 ships in four boxes.

Housing

The station's housing box contains:

- Housing
- Mounting brackets with pre-installed 6 mm (1/4 in) -20 screws and 9.5 mm (3/8 in) x 406 mm (16 in) x 19 mm (3/4 in) flange bolts
- 2 slot covers



IMPORTANT: Do not discard the bracket packing box until you have completed drilling holes in the wall. The packing box serves as a template for drilling mounting holes.



CMK

The station's CMK box contains:

- Cable Management Kit (CMK) pre-installed with EV Charging Only sign
- Cable clamps (x2)



Top Cap

The station's top cap box contains:

- Top cap
- Installation Guide

If installing both pedestal and wall-mount stations, also pay attention to the top cap's shape.

- The back of the top cap is flat for wall mount stations **(a)**
- The back of the top cap is rounded for pedestal stations **(b)**



Head Assembly

The station's head assembly box contains:

- T25 security Torx L-wrench
- Rubber plugs (x4)
- Spare activation label



NOTE: Keep the activation label for future reference. It contains critical information that is needed to activate the station on ChargePoint. You will also have 2 spare rubber plugs at the end of installation. Plan to return the spare activation label and rubber plugs to the station owner.



Drill Holes in the Wall

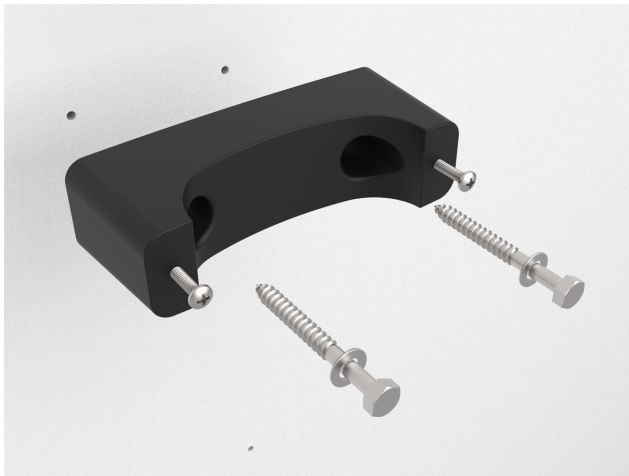
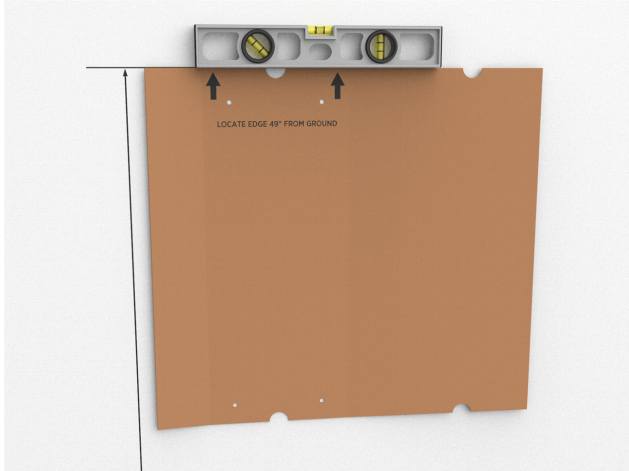
To drill holes in the wall, follow the steps below:

1. Tear the packing box along the perforation to allow it to lay flat.
2. Place the template against the wall. As described on the package insert, align the top where indicated, 1245 mm (49 in) above the floor or ground.
3. Ensure the template is level and the side of the packaging insert is plumb.
4. Mark the four mounting holes.
5. Drill four holes in the wall at the marked locations.

Mount Rear Brackets to the Wall

To mount rear brackets to the wall, follow the steps below:

1. Separate the pre-assembled front and rear brackets by loosening (but not removing) the pre-installed screws. Leave about 19 mm (3/4 in) protruding.



2. Mount each rear bracket to the wall using screws appropriate for the type of wall material.
 - If mounting to a hollow wall, bridge at least two studs using a 41 mm (1-5/8 in) channel strut.
 - For wood studs, use 10 mm (3/8 in) lag bolts that are long enough to penetrate at least 64 mm (2 1/2 in) into the stud. Then mount the supplied brackets to the channel strut using 3/8-16 x 1 in long bolts, 3/8 ID x 13/16 in OD washers, and 3/8-16 channel strut nuts.
 - If mounting to a masonry wall, use 10 mm (3/8 in) expanding masonry fasteners.
 - If mounting to a wood wall, use 3/8 x 3 in lag bolts.

Prepare the CMK for Mounting

To prepare the CMK for mounting, follow the steps below:

1. Position the Cable Management Kit (CMK) packaging so that the bottom of the CMK is near the base of the pedestal.



NOTE: Do not unwrap the ropes.

2. Remove and discard the two shipping screws.



WARNING: When you remove the shipping screws, the counterweights are free to move in either direction. To prevent damage or injury, always carry the assembly with the top end higher than the bottom end.

3. Remove the foam packaging.



NOTE: If you are replacing the EV PARKING signage with your own custom signage, it is easier to do it now. Refer to the replacement guide for signs available at ChargePoint Product Reference Documentation.

Mount the CMK

To mount the CMK, follow the steps below:

1. Place the two front brackets where you can easily reach them.
2. Tilt the CMK up against the rear brackets, with the front of the CMK facing towards you. Rest the bottom of the CMK on the ground.
3. Place the top front bracket over the two corresponding screws protruding from the top rear bracket. Steady the CMK with one hand while using the other hand to position the bracket.
4. Repeat step 3 for the bottom bracket.



5. Tighten all four screws to 7 Nm (5 ft-lb) using the Phillips screwdriver.

6. Insert the slot cover, bottom first, into the slot at the bottom of the CMK.



Install the Housing

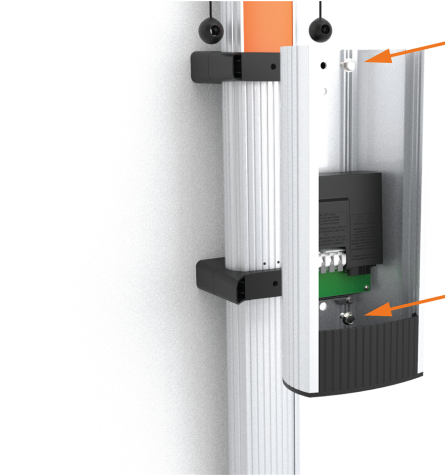
To install the housing, follow the steps below:

1. Push the tab on the terminal block cover to slide the cover up and expose the pre-drilled hole below the terminal block. Slide the cover upwards until it stays in position.



2. Remove the pre-installed flange bolts from the front brackets using a 10 mm (3/8 in) socket.
3. Position the housing so that the top hole aligns with the top CMK bracket.

4. Re-insert the flange bolts into the top and lower mounting holes.

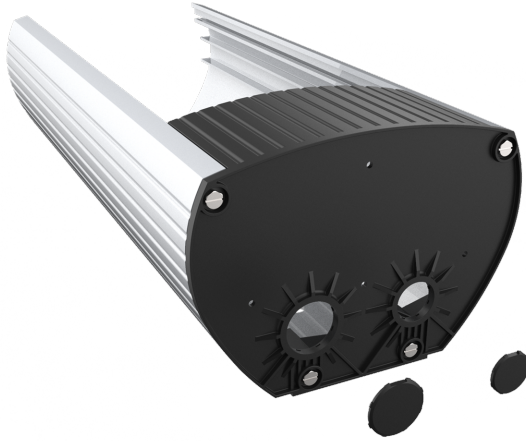


5. Use a 10mm socket, torque these bolts to 117 Nm (86 ft-lb).

Install the Conduit

To install the conduit, follow the steps below:

1. Use a flat-head screwdriver to remove the knockout for the appropriate conduit size, 25 mm or 20 mm (1 in or 3/4 in).



2. (2) Install and seal the conduit following local codes.



When complete, proceed to connect the wiring to the station.

Connect Wiring 4

To connect the wiring to the station, follow these instructions:

CAUTION: Follow these guidelines :



- Use copper conductors only.
- Do not provide GFCI protection at the panel. The CT4000 has built-in GFCI protection.
- In areas with frequent thunderstorms, add surge protection at the service panel for all circuits. Use new circuit breakers only.
- Ensure all power and ground connections (especially those at the breaker) are clean and tight. Remove all oxide from all conductors and terminals before connecting wiring.
- Although neutral is not used by CT4000 charging stations, neutral is used in the rest of the world. System neutral must be bonded to ground in the system so that all line to ground voltages are defined. Line to ground maximum voltages must never exceed 132 V.

Review Electrical Input and Output

Refer to the Datasheet for electrical input and output specifications.

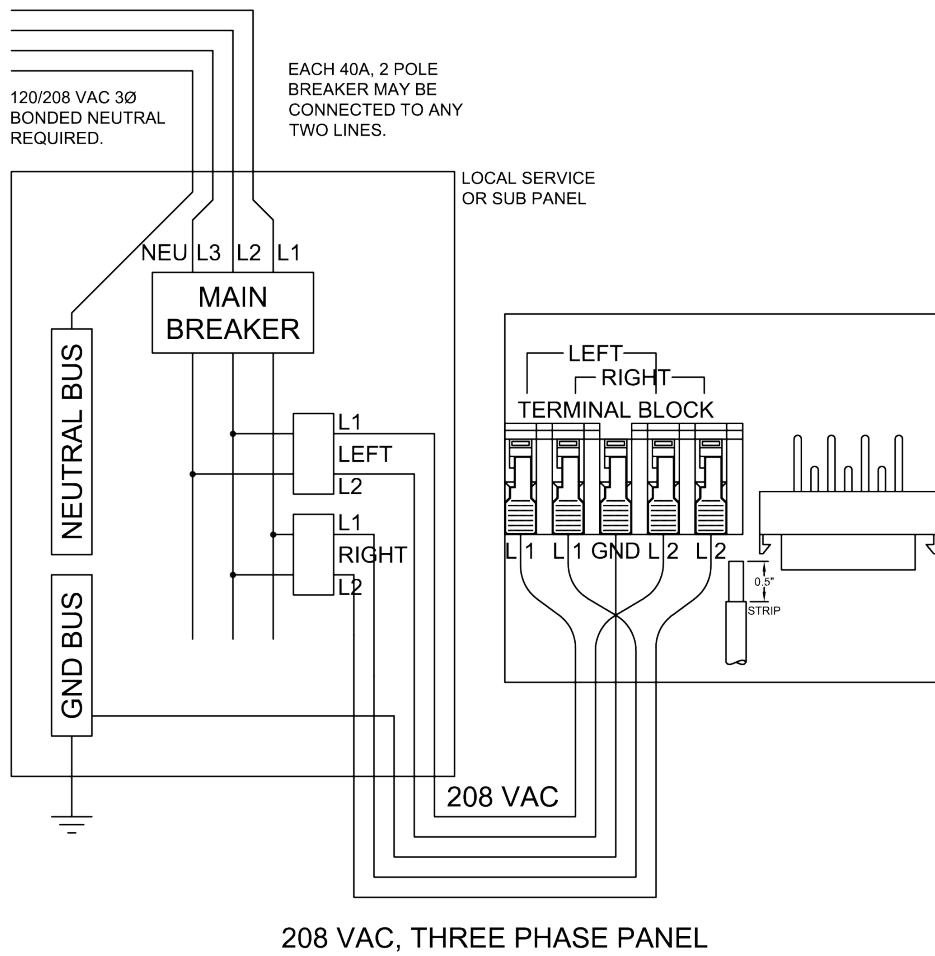
Review Wiring Diagrams

The wiring diagrams that are below show wiring for installing a dual port CT4000 on a dual circuit. Two dedicated circuits are required. ChargePoint recommends installing each station with its own two-pole 40 A breaker, unless it is configured for operating at reduced power.



IMPORTANT: CT4000 can run on 208/240 V circuits from 20 A to 40 A and will deliver a maximum of 30 A to a vehicle. Since CT4000 supports lugs up to 16 mm² (6 AWG), we recommend running 16 mm² (6 AWG) wire for potential upgrade to higher power chargers in the future.

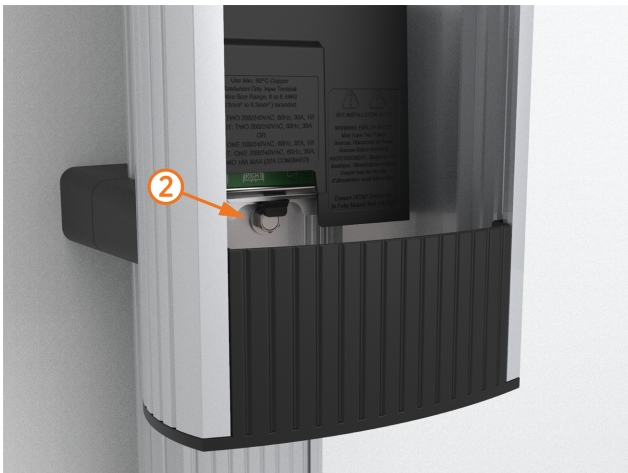




Wiring for Dual or Single Port Stations

For wiring for dual or single port stations, follow the steps below:

1. Strip wires 13 mm (1/2 in).
2. **(2)** Push the black tab on the terminal block to release the terminal block cover.



3. Slide the cover up until it locks into the raised position.
4. Lift all applicable levers on the terminal block.
5. Insert the ground wire into the center connector (GND).
6. Push the center lever down until it clicks into its fully closed position.



7. Insert the 240 V AC L1 and L2 wires.
8. Push the levers down until they click into their fully closed position.

Dual Port Wiring




Single Port Wiring



Check Voltages

The following table lists the expected input voltage measurements.

Measure Between	Volts (Nominal)
L1R – L2R	208/240
L1L – L2L	208/240
L1R – GND	120
L2R – GND	120
L1L – GND	120
L2L – GND	120


CAUTION: The Line to Ground Maximum Voltage must never exceed 132 V.

To measure voltage, follow the steps below:

1. Turn power ON.
2. Using a solenoid type voltage tester, check that the voltages at the charging station's terminal block are expected as listed in the table above.
3. Insert the meter probes into the holes under each lever and check the input voltage as listed in the table above.
 - If the voltages are not as expected, ensure that the wiring has been properly connected. Refer to the detailed wiring diagrams in this chapter.
 - For grounding requirements, see the CT4000 Datasheet.



4. Resolve any wiring issues and ensure that voltages are as expected.
5. Turn power OFF.

Proceed to the next topic, [Install the Head Assembly and Top Cap](#) to install the SIM card for U.S. or Canada as well as to install the head assembly and top cap.

Install Head Assembly and Top Cap 5 Cap

Install the SIM Card

To install the head assembly and top cap, follow these instructions:

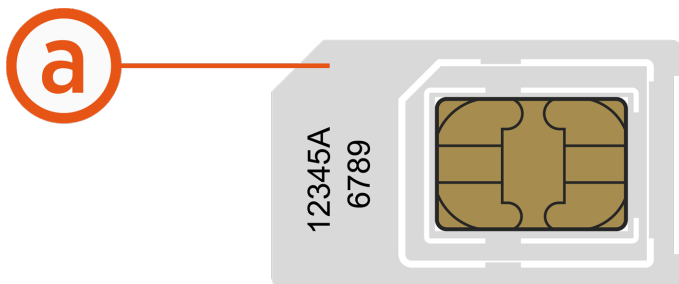
CAUTION:



- Before placing the top cap in the head assembly, follow these region-specific SIM card handling precautions.
- See below: **For U.S. installations only** and **For Canadian installations only**.

The new CT4000 includes two separate SIM cards – an embedded chip and a SIM slot that allows for swapping. This secondary SIM supports physical SIM cards and if the additional SIM card provided with the unit head is multi-punch or break-apart, as in the example below, then make sure that you punch out the size matching the SIM being replaced in the unit. CT4000 uses **Mini SIM (2FF)**.

Figure: (a) Mini SIM (2 FF)



NOTE: The size and form of a physical SIM is known as its form factor (FF). SIMs come in a range of standard removable sizes ranging from 1 FF to 4 FF.

CAUTION:

For U.S. installations only



- For any installations taking place in the **U.S. only**, this additional SIM card should be disregarded and can be discarded at this point.
- Proceed to [Prepare the Head Assembly for Mounting](#) to place the top cap and prepare the head assembly.

For Canada installations only



- The additional SIM card taped to the unit head is provided to increase coverage in **Canada only**.
- Follow the instructions provided below to replace the pre-installed SIM card with the one taped to the station head unit.

Figure: SIM Card Removal and Installation



1. Follow these steps:
 - a. Remove the SIM card from its carrier by pushing it firmly.
 - b. Lift the rubber flap located on the head assembly.
 - c. Insert the notched edge of the SIM card into the slot with the notch facing upward. Slide it into the slot and push it **fully** into the slot until it clicks into place. Refer to the orientation instructions printed on the side of the head assembly.
 - d. Use a corner of the SIM card's carrier to push the SIM card into the slot.
2. Proceed to [Prepare the Head Assembly for Mounting](#) to place the top cap and prepare the head assembly.

Prepare the Head Assembly for Mounting

To prepare the head assembly for mounting, follow the steps below:

1. Open the box and stand the head upright on its foam packaging, as shown.
2. Place the top cap over the head assembly.
3. Slide the top cap down onto the head assembly.



4. Ensure the front tabs are aligned over the clear nodules on the lens.
5. Push down until the front tabs and rear snaps are fully seated.



6. Check the lift-tabs located at the back of the top cap are pushed down to be flush with the body.



7. Verify that both snaps are fully engaged.

Connect the Head Assembly

To connect the head assembly, follow the steps below:



CAUTION: Do not insert the charging connectors into the holsters until after you have powered up the station. Doing so causes the holsters to permanently lock.



CAUTION: To avoid damage and ensure proper installation, observe the following caution:

- The wire bundle from the head must run in front of the power plate. Do not attempt to route it behind the power plate.
- Failure to follow this warning will damage the wire bundle and cause strain on the blue power connector, resulting in a poor electrical connection and station failure.
- Damage of this nature is *not covered* by warranty.

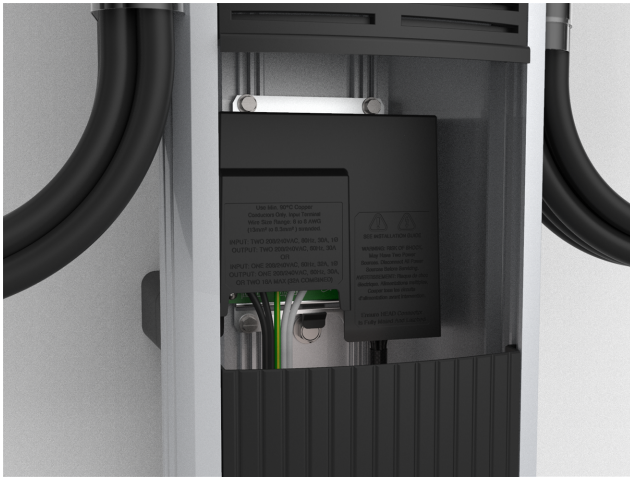
1. Slide the head assembly into the housing until it is stopped by the L-wrench attached to the head.
2. Pull to remove the yellow strap from the blue connector.



3. Connect the blue connector to the blue terminal block, ensuring it clicks into place and is fully seated.



4. Push the cover down over the terminal block.



Complete Station Setup 6

To complete the setup, you must have completed the ChargePoint installer training and received your ChargePoint installer login. To complete the next steps, you need:

- Installer login
- Activation label (including the MAC address)
- A smartphone with a camera, QR code scanning (usually built into the camera app), Internet connectivity, and the ChargePoint app
- The exact location (to the parking space) where the charging station is physically installed

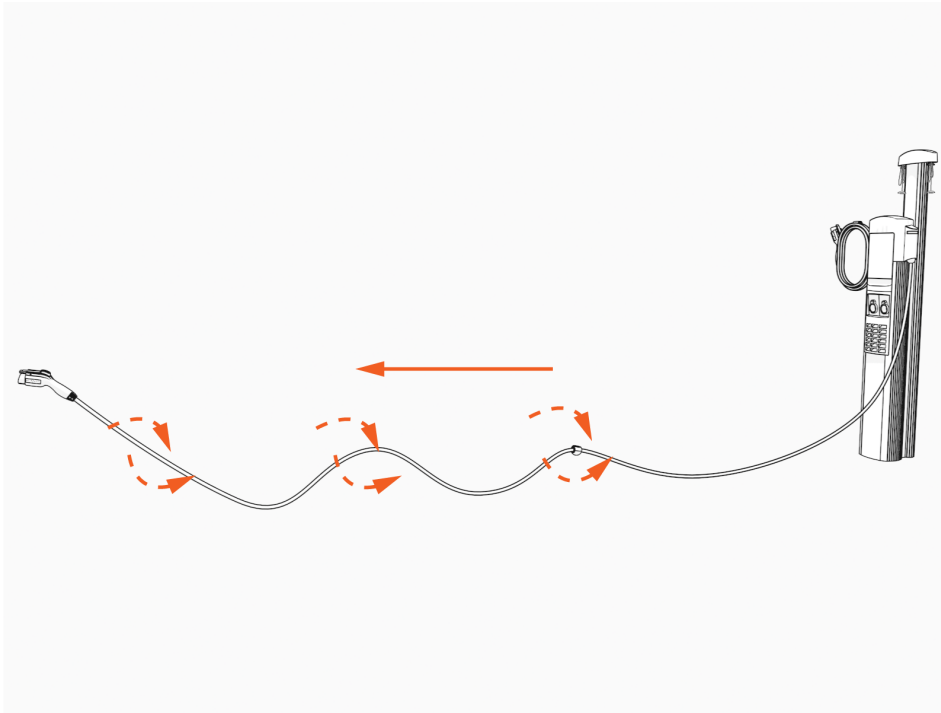
Power Up

Power up the station. If the station does not power up, turn power back off and check that the head assembly's blue rectangular connector is fully seated into the terminal block.

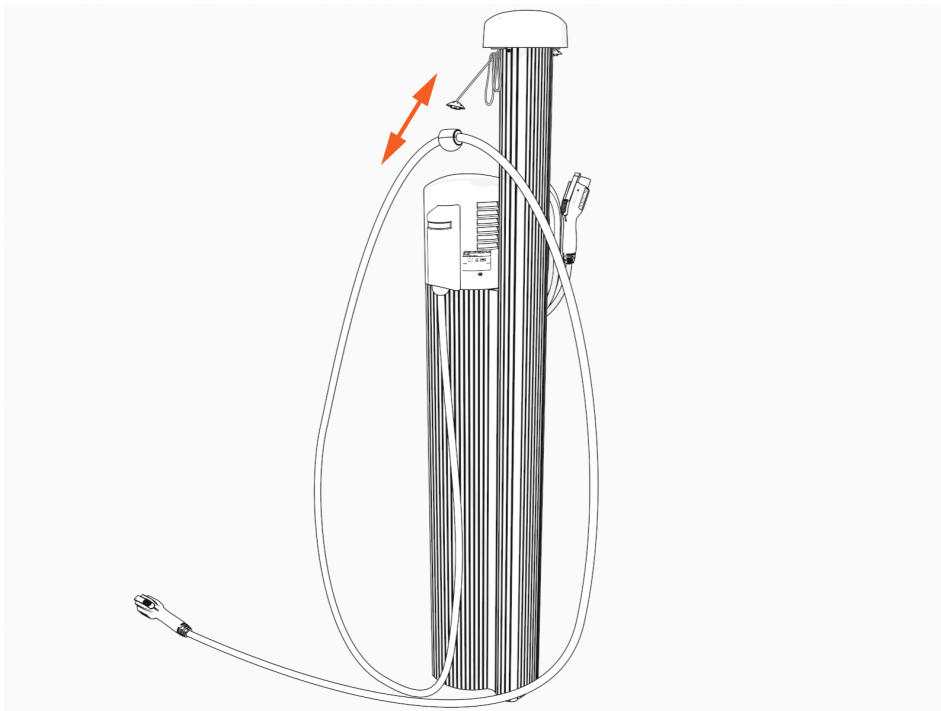
Install Cable Clamps

To install the Cable Clamps:

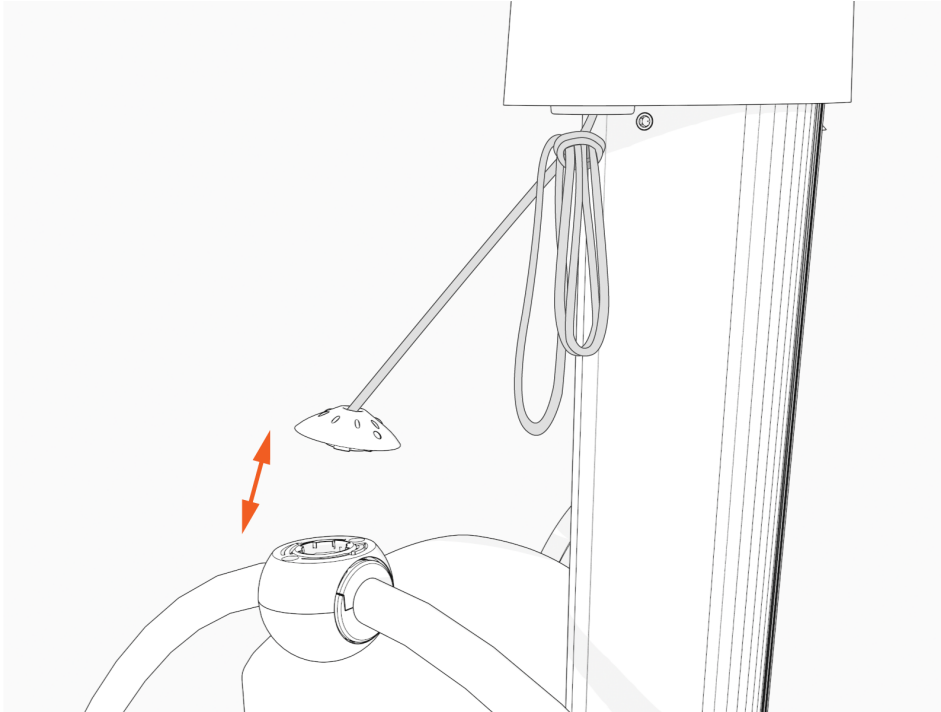
1. Uncoil the charging cable by gently extending it all the way out and away from the station. Rotate the plug as needed to remove any twist or kinks.



2. Position the charging cable near the base of the station.



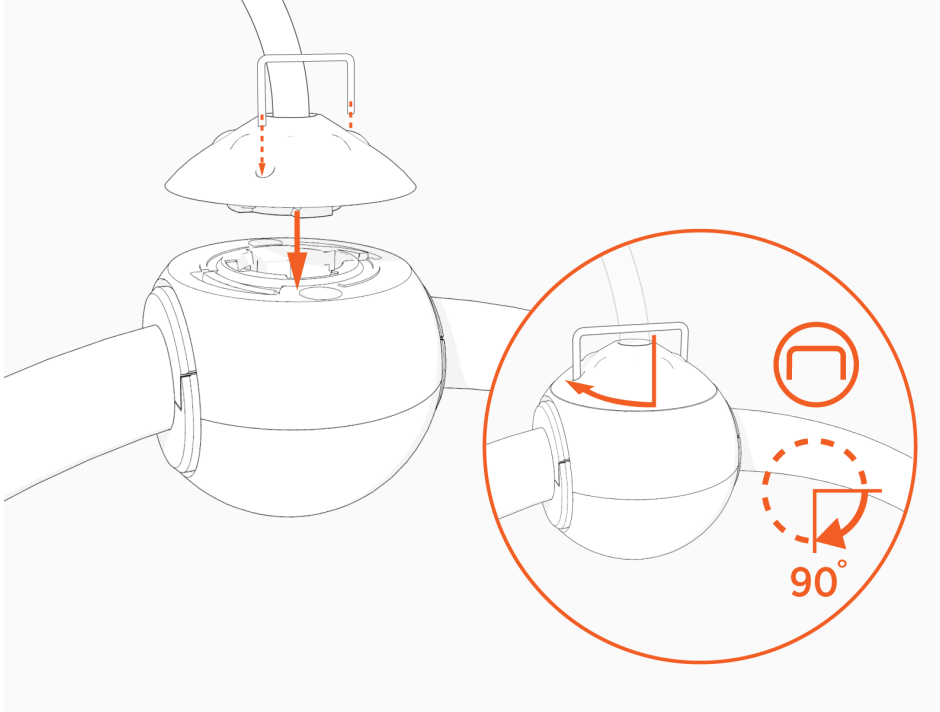
3. Align the knot bearing on each rope to its corresponding mating feature on the cable clamp.



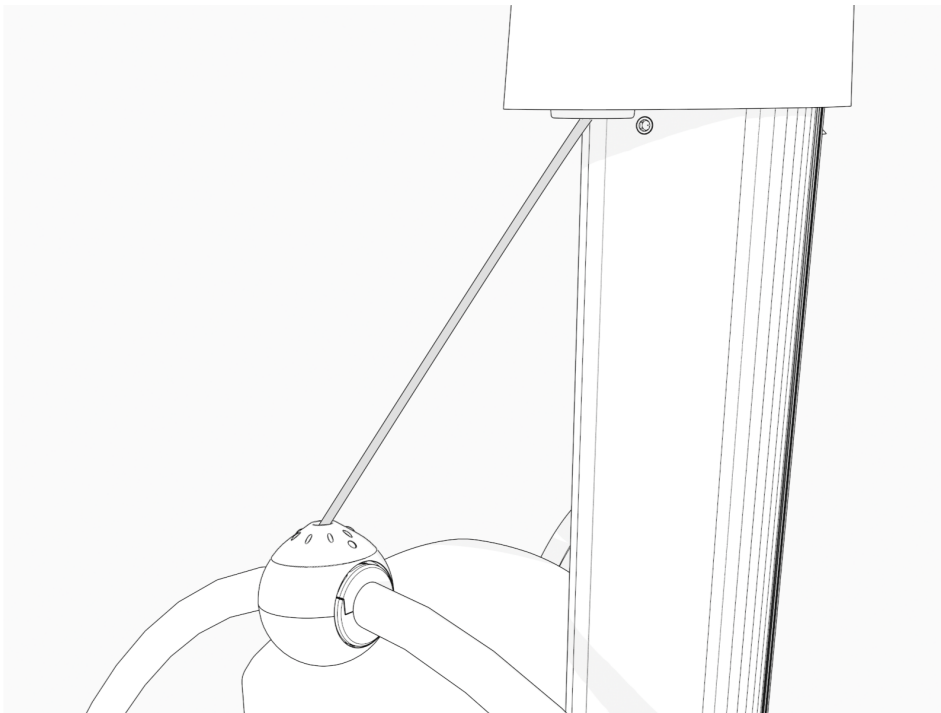
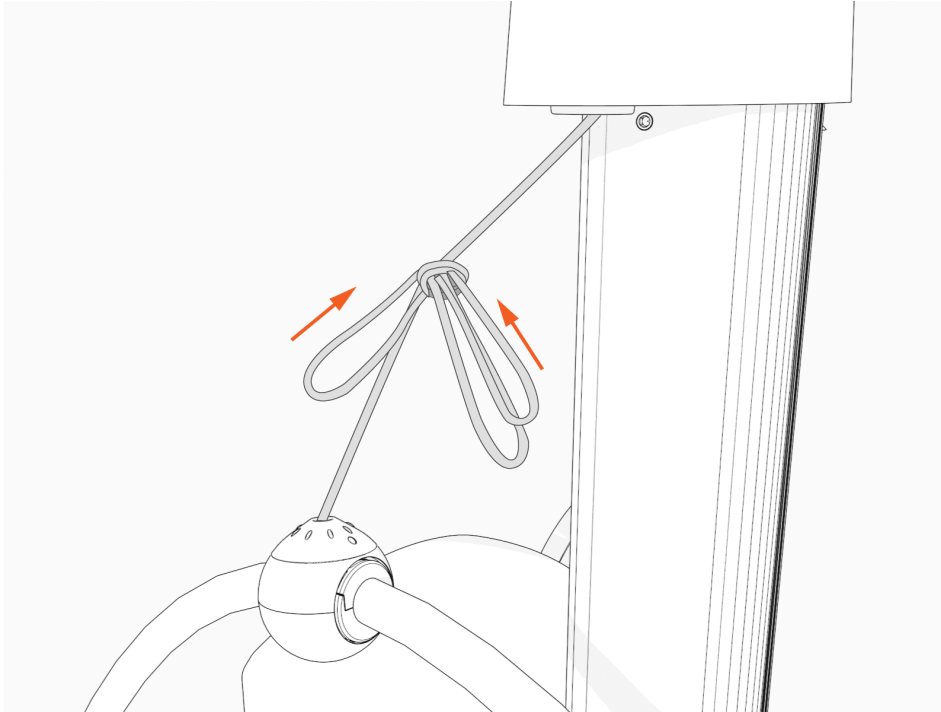
4. Using tool provided, turn the knot bearing clockwise approximately 1/4 turn. You may need to push down while turning the knot bearing.



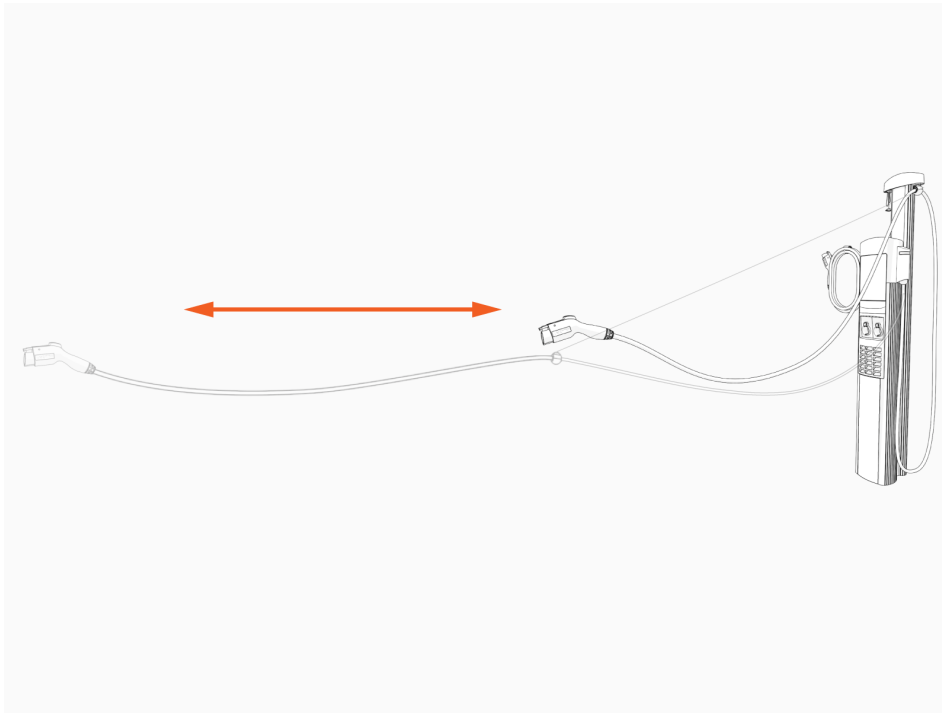
IMPORTANT: Ensure no gap exists between the top cap and the ball.



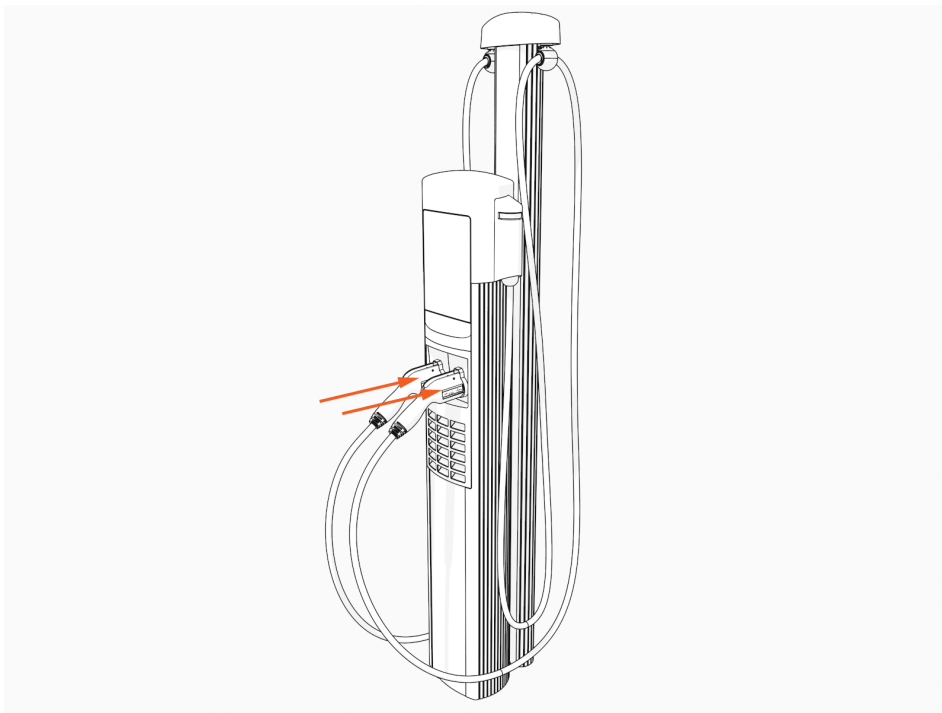
5. Untie the knot near the top of the CMK.



6. Check that the charging cable extends and retracts fully and smoothly.



7. Insert the charging cables into their corresponding holsters.



Run the Installation Wizard

The CT4000 has an on-screen Installation Wizard to guide you through setup and verification of the station for operation. Use the Up or Down buttons to scroll to the appropriate choice and use the Select button to make choices. You are guided to select things like:

- Language
- New or replacement station
- Circuit installation information
- Notification of any station faults



When the Installation Wizard has been completed, you will see:

- The instructional video
- The status icon for each port displaying a green check mark
- No error messages
- No lit error LEDs

If any error messages display or LEDs are lit, resolve those issues before proceeding.

Secure the Head Assembly

Once you have verified the charging station is correctly wired, secure the head assembly.

1. Remove the L-wrench by rotating it to the right until the security tag breaks. Lift the head assembly slightly and remove the L-wrench.



NOTE: Ensure the snaps on the top cap are fully engaged before lowering the head assembly.



2. Lower the head assembly. Ensure the head assembly is fully seated and that no gap exists between the bottom of the head assembly and the housing. The head assembly fits tightly and may require extra downward force to ensure it is fully seated.
3. Using the L-wrench, tighten the two security set screws inside the holsters to approximately 2.8 to 3.4 Nm (2 to 2.5 ft-lb).
4. Cover the screws using the two rubber plugs.



5. Insert the charging cables into their corresponding holsters.

Label Charging Station

To label the charging station, follow the steps below:



IMPORTANT: Pinpointing sets up the location of a charging station for operation, service, and maintenance purposes. Location accuracy is critical.

1. Locate the activation label.

Your smartphone or other device has a scanning app:

- a. Use the camera or open an app that can scan the QR code.
- b. Point the camera at the QR code on the activation label.
- c. Your device is automatically redirected to the installer pinpointing page. Check that the web page URL is m.chargepoint.com.
- d. Enter your ChargePoint installer login and password and **Log In**.

The screenshot shows the 'ChargePoint Station Installation' login page. At the top is the ChargePoint logo. Below it is the title 'ChargePoint Station Installation'. There are two input fields for 'Username' and 'Password'. Below the password field is a 'Remember Me' checkbox. A 'Log In' button is centered below the inputs. A link for 'Forgot password?' is below the button. A note states: 'If you do not have a ChargePoint installer account, please contact ChargePoint Support to learn about Installer Certification Training.' At the bottom is the copyright notice: 'Copyright © 2008-2022 ChargePoint, Inc. All rights reserved.'

- e. The system automatically enters the MAC address and activation password. Ensure that this information matches the details provided on the activation label. Choose **Next**.

Your smartphone or other device does not have a scanning app:

- a. Go to m.chargepoint.com on your device.
- b. Enter your ChargePoint installer login and password and **Log In**.



The image shows the ChargePoint Station Installation login interface. At the top is the ChargePoint logo. Below it is the title "ChargePoint Station Installation". There are two input fields for "Username" and "Password". Below the password field is a "Remember Me" checkbox. A "Log In" button is centered below the inputs. A link for "Forgot password?" is below the button. At the bottom, there is a note: "If you do not have a ChargePoint installer account, please contact ChargePoint Support to learn about Installer Certification Training." and a copyright notice: "Copyright © 2008-2022 ChargePoint, Inc. All rights reserved."

- c. Enter the MAC address and activation password printed on the activation label. Choose **Next**.



IMPORTANT: Verify the station serial number before proceeding. It cannot be changed after setup is complete.

2. Allow **Location Permission**. Your GPS coordinates are required to complete the pinpointing process.
3. Confirm that you are installing a new charging station and choose **Next**.
4. For **Make**, choose the manufacturer.
5. For **Model**, choose the model shown on the manufacturer type plate. Ensure the image of the equipment shown on the app matches the station at the site.
6. For **Station S/N**, enter the serial number shown on the manufacturer type plate and choose **Next**.
7. Begin to enter the address of the charging station. Then choose the address from the list of valid addresses and choose **Next**.
8. Drag the map to place the pin in the exact parking space for this charging station and choose **Next**.
9. Enter additional station location details, such as **Parking lot name**, **Building name**, **Floor label**, and **Parking restrictions**, if applicable. Choose **Next**.
10. Add **Helpful Information for Drivers**, if applicable.
11. Choose **Take Photo** to take an image of the newly labeled charging station and the parking space. Use your camera app to take and use a photo (follow on-screen guidance).
12. Choose **Next** to complete the process.

Start a Charging Session

Once the installation wizard is complete, use the ChargePoint app to start a test session. Verify that you can:

- Initiate a charging session
- Unlock the holster and pull out the charge handle
- Plug the handle into a vehicle or a vehicle emulator (if available)
- Holster the handle
- Verify that the handle is locked again

Complete the Checklist

Before leaving the installation site, complete the post-installation checklist using the link below:

<https://docs.chargepoint.com/ref-docs-sec/content/pdfs/2-ac/ct4000/ct4000-checklist.pdf>

Provide the checklist and any spare parts (activation labels, and so on) to the person responsible for activating the stations. This completes the installation of the CT4000 Wall Mount charging station.

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