

ChargePoint CT4000

Networked Charging Station

Service Guide



IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS



WARNING: This manual contains important instructions for Home Flex. When using electric products, always follow basic precautions, including the following:

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 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 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	Fixed numbering and indentation.
September, 2025	v1	Initial release

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Introduction 1

Follow this topic to service and replace parts of the ChargePoint® CT4000 series charging stations.

Before You Begin

DANGER: RISK OF SHOCK



- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep power off until top cap is correctly reinstalled and the work is complete.

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



WARNING: Do not 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: Keep components in original packaging, free of moisture, and protected from damage until you install or service them at the site. Store all shipments of components in a dry covered location and protect from moisture.



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



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 chargepoint.com/installers to become ChargePoint certified and to access ChargePoint's web-based installer tools or ChargePoint Installer app.



IMPORTANT: When you service a charging station, ChargePoint recommends taking a photo before removing each part, so you can refer to the photo when reassembling.

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
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

Questions

For assistance, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Head Assembly Replacement 2

Listed below are the instructions for replacing the head assembly.



IMPORTANT: Access online training and videos at ChargePoint University: chargepoint.com/installers.

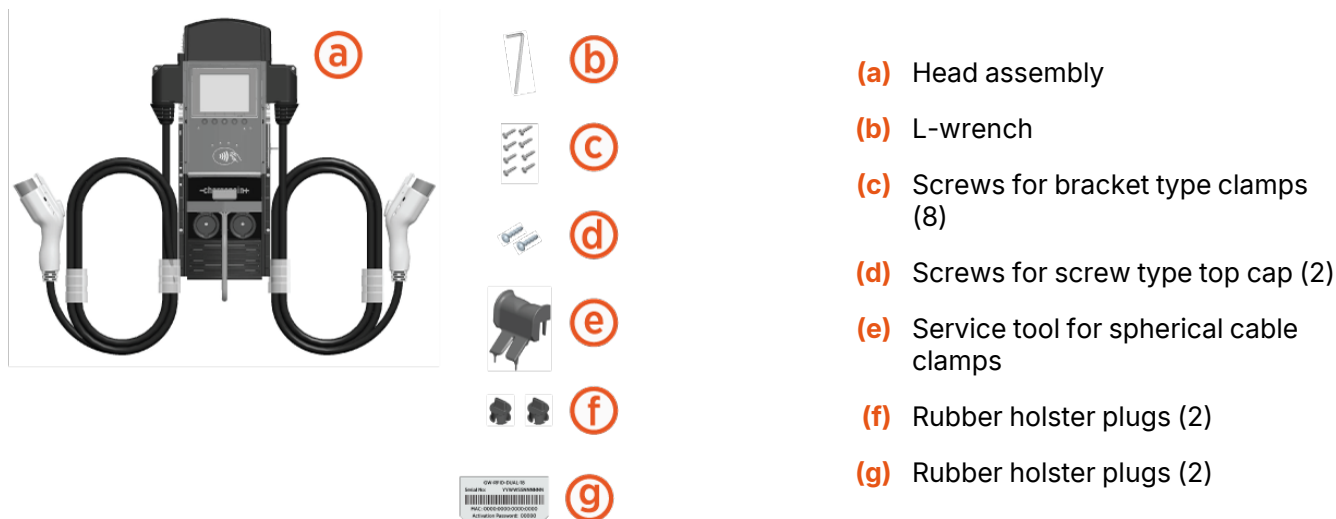


IMPORTANT: When you service a charging station, ChargePoint recommends taking a photo before removing each part, so you can refer to the photo when reassembling.

Ordering Information and Shipping Specifications

Single Output (non-gateway)	CT4010-HD	25 lbs	27" x 20" x 11.75"
Single Output (gateway)	CT4010-HD-GW	25 lbs	27" x 20" x 11.75"
Dual Output (non-gateway)	CT4020-HD	31 lbs	27" x 20" x 11.75"
Dual Output (gateway)	CT4020-HD-GW	31 lbs	27" x 20" x 11.75"
Dual Output (non-gateway)	CT4025-HD	35 lbs	27" x 20" x 11.75"
Dual Output (gateway)	CT4025-HD-GW	35 lbs	27" x 20" x 11.75"


Parts Included



Keep the spare activation label. It contains important information that you must provide to allow the new head assembly to be activated on ChargePoint. A duplicate label is attached to the head assembly.

Gateway Stations Only

The shipping box also includes an envelope containing a SIM card and installation instructions. When replacing an existing gateway head assembly, leave the SIM card in the existing head assembly when returning it to ChargePoint.

	<ul style="list-style-type: none">(a) SIM card(b) Installation instructions
---	--

Depending on your ordering option, the head assembly may have only one charging cable.

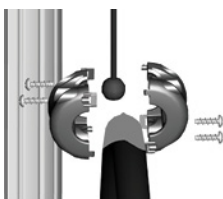
You Will Need

- Smart phone with camera and internet connection
- ChargePoint login (provided during ChargePoint Installer Certification training)
- Wire stripper
- #2 Phillips screwdriver
- Needle nose pliers

Remove the Existing Head Assembly

To remove the existing head assembly, follow the steps below:

1. Disconnect the existing charge cables. If the charge cables are attached to the ropes using bracket type clamps (shown below), remove these clamps by loosening the four screws using a Phillips screwdriver. If the charge cables are attached using spherical clamps, disconnect these clamps by inserting the supplied service tool into the top of the clamp and rotating 1/4 turn counter-clockwise.



Bracket clamps



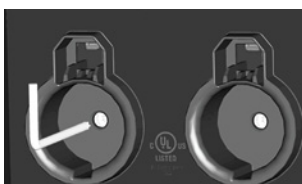
Spherical clamps

2. With the station powered on, scan your ChargePoint card, then remove the charging plug(s) from the holster(s).

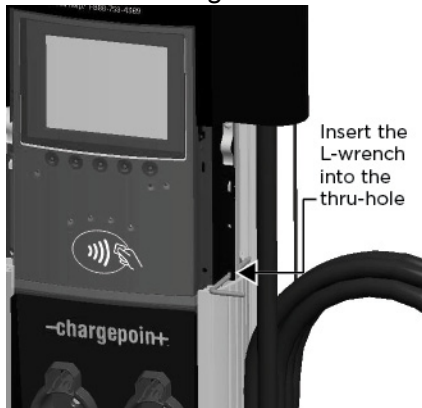


IMPORTANT: You must scan an activated ChargePoint card to unlock the holster(s) and remove the charging plug(s).

3. Disconnect the station's power at the electrical panel.
4. Use pliers to remove the rubber plug(s), located inside the holster(s).



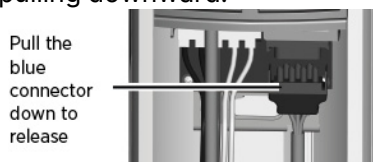
5. Open the shipping box for the new head assembly and remove the L-wrench from the side of the new head assembly (illustrated on the previous page). Use this L-wrench to loosen the security set screw(s) located inside the holster(s).
TIP: After removing the L-wrench from the new head assembly, close the shipping box—you can use the top of the box to support the removed head assembly (as described in Step 10).
6. Raise the head assembly high enough to access the terminal block. To hold the head assembly in the raised position, insert the L-wrench into the thru-hole on the side of the head assembly. This hole is located on the right side of the head assembly and is marked with the screwdriver symbol.



7. Push the black tab on the terminal block to release the terminal block cover, then slide the cover up until it locks into the raised position.

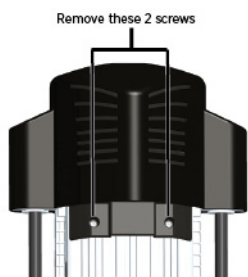


8. Disconnect the blue connector by pressing the side tabs while rocking the connector side to side and pulling downward.

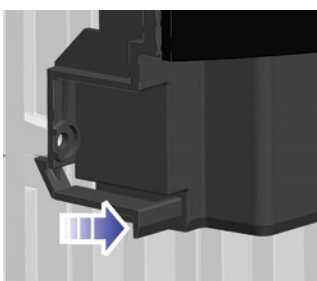


9. Remove the L-wrench you inserted in Step 6 and lift the existing head assembly upwards to remove.
10. Place the removed head assembly on the shipping box to prevent damage when completing the next step.

11. If the top cap is attached to the head assembly using screws, use a Phillips screwdriver, to remove the two screws from the back of the top cap.

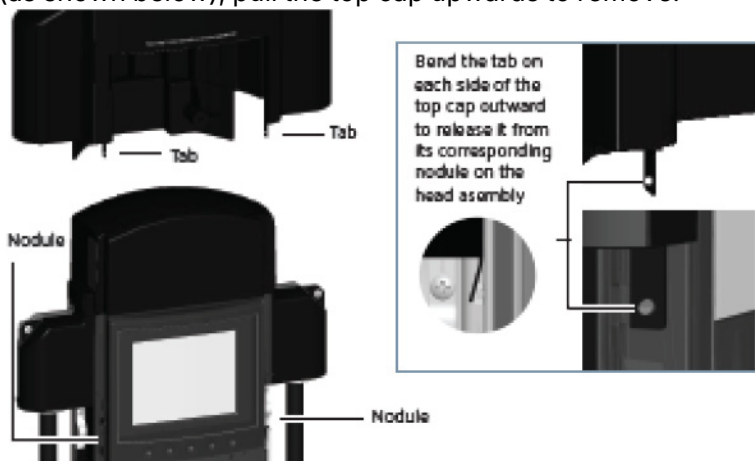


OR



If the top cap is equipped with levered snaps, pull the tabs located at the back of the top cap.

12. While using your fingers to release the top cap's two retention tabs from their corresponding nodules (as shown below), pull the top cap upwards to remove.



13. **GATEWAY STATIONS ONLY** :Ensure the SIM card remains inside the head assembly when returning the head assembly to ChargePoint.

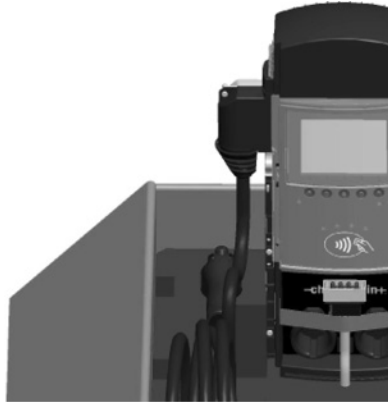


IMPORTANT: Do not discard the SIM card - it must be included when returning the old head assembly to ChargePoint.

Install the New Head Assembly

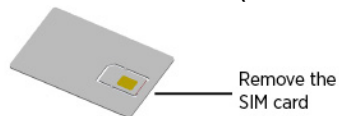
To install the new head assembly, follow the steps below:

1. Prepare the head assembly for mounting.
 - a. Re-open the shipping box and stand the new head assembly upright on its foam packaging, as

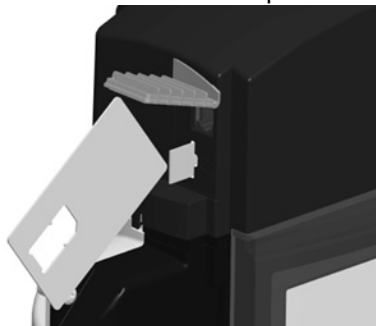


shown.

- b. GATEWAY STATIONS ONLY: Install the SIM card.
 - Remove the SIM card (included in the shipping box) from its carrier by pushing it firmly.



- Lift the rubber flap located on the left side of the head assembly, as shown.
- 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.



IMPORTANT: To push the SIM card into the slot, use the corner of the SIM card's carrier, as shown.

2. Reinstall the top cap.

- Place the top cap over the head assembly, ensuring correct alignment.
- If the station is equipped with a screw-type top cap, use a Phillips screwdriver to secure the top cap to the head assembly by inserting its two screws (extra screws are provided in the shipping box) into the back of the top cap and tightening to 20 in-lbs.

OR

If the station is equipped with a snap-type top cap, push the snaps located at the back of the top cap.

- Slide head assembly into the body.

Slide the head assembly into the main body until it is stopped by the head assembly's security tag.



IMPORTANT: 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.



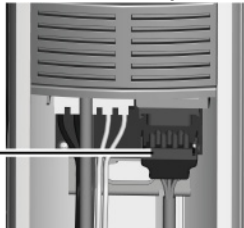
3. Connect the head assembly.



IMPORTANT: If replacing a head assembly on a dual port station that has been set up to operate from only one circuit, or on a station that operates at a current capacity lower than 30A per circuit, refer to the instructions provided in the Power Management Kit (ordered separately).

- a. Pull to remove the yellow strap from the blue connector.
- b. Connect the blue connector to the blue receptacle by the terminal block, ensuring it **clicks** into place and is fully seated.

Connect
the blue
connector
to the
terminal
block



- c. Push the cover down over the terminal block.

Push the
cover
down over
the terminal
block



4. Perform Station Setup Tasks.

Power up the station. What you do next depends on what you see after the station powers up.

If you see a progress bar followed by the screen shown here, follow the on-screen instructions to complete the installation before proceeding to the next step. See below for details.



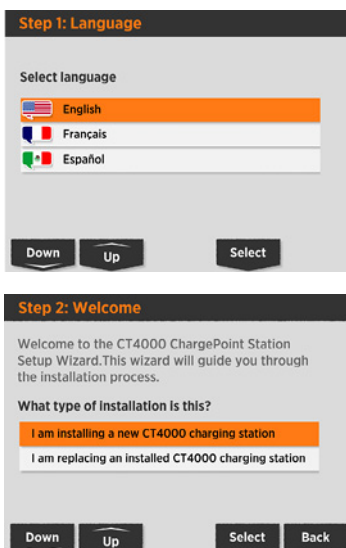
If you see this animation screen, check for errors. Re-install the cable clamps. To enable the optional Power Management features, refer to the instructions provided in the Power Management Kit (ordered separately).



IMPORTANT: If the station does not power up, check that the head assembly's blue rectangular connector is properly seated onto the terminal block.

About the Installation Wizard

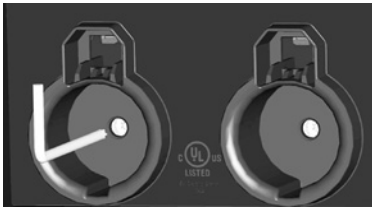
The onscreen Installation Wizard walks you through the setup tasks and verifies the station is operating correctly.



Choose this option and follow the on-screen instructions

5. Secure the head assembly

- a. Remove the L-wrench from the hole in the right side of the head assembly, then 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 main body. The head assembly fits tightly and may require extra downward force to ensure it is fully seated.



- b. Using the L-wrench, tighten the two security set screws, located inside the holsters, to approximately 25 to 30 in-lbs (2.8 to 3.4 Nm).



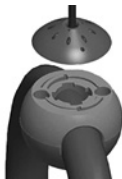
- c. Cover each screw using a rubber plug.
- d. Insert the charging cables into their corresponding holsters.

6. Install cable clamps.

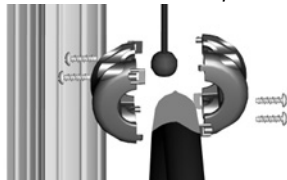


IMPORTANT: Do not unwrap the ropes until they are securely attached to the charging cable.

There are two types of cable clamps available for the CT4000. The type of clamp that is used depends on whether the end of the nylon rope in the cable management kit is equipped with a circular disc or a round bead:



If equipped with a circular disc, the cable clamps are spherical type.



If equipped with a round bead, cable clamps are bracket type.



IMPORTANT: In some cases, you may need to remove an existing pre-installed portion of a cable clamp from the charging cables before you can install the type of clamp that is supplied in the cable management kit. When doing so, you must install the new clamp at the exact same location as the removed clamp.



IMPORTANT: After installing the cable clamps, unwrap the rope and check that the charging cable extends and retracts fully and smoothly.

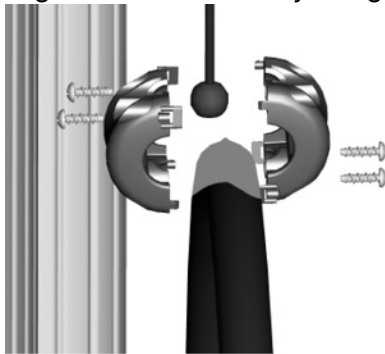
To install spherical clamps:

- Uncoil 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.
- Position the charging cable near the base of the station and locate the tape on the cable that marks the location where you must install the clamp.
- Insert a rubber shim into the bottom portion of each clamp. Ensure the top portion of the cable clamp is oriented correctly on the top side of the charge cable. Tighten screws to 20 in-lbs (2.3 Nm).
- Align the knot bearing on each rope to its corresponding mating feature on the cable clamp. Turn the knot bearing clockwise approximately 1/4 turn. You may need to push down while turning the knot bearing.



To install bracket clamps:

- Uncoil 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.
- Position the charging cable near the base of the station and locate the tape on the cable that marks the location where you must install the clamp.
- Locate the bead at the end of the retractor rope.
- Hold the charging cable with the marked tape positioned under the retractor top. Ensure the charging cable does not touch the ground when fully retracted.
- Insert the bead inside the clamp, then snap the opposite side of the clamp into place.
- Secure the two sides of the clamp together by inserting the rubber shim and the four screws, then tightening the screws securely using a Phillips screwdriver.



You have now finished the physical installation of the new CT4000 head assembly and are ready to prepare the new head assembly for activation on ChargePoint.

Preparing the new head assembly for activation on ChargePoint involves filling in the double-sided form provided on the next two pages, detaching the sheet from this document, and providing it to the person responsible for activating the station on ChargePoint. After doing so, the installation of the CT4000 charging station's new head assembly is complete.



IMPORTANT: Return the old head assembly, with the SIM card still installed, to ChargePoint.

Prepare for Activation

This section outlines the necessary tasks and checks to be performed prior to activation.

Record information from the old head assembly

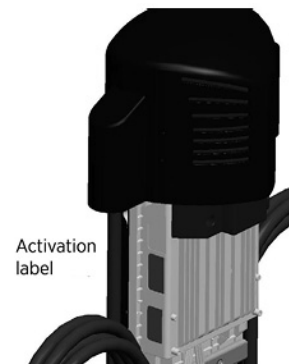
Write down the following information from the old head assembly's activation label. This label is located on the right side of the head assembly, as shown.


Activation Labels

OLD Head Assembly	Enter Mac Address here: _____
	Enter Activation Password here: _____

Record information from the new head assembly.

Place the spare activation label for the new head assembly (included in the shipping box) here:



NEW Head Assembly	<div style="border: 1px solid black; padding: 5px; text-align: center;"> GW-CORP-SNG Serial No: YYWWSSNNNNNN  MAC: 0000.0000.0000.0000 Provisioning Password: 00000 </div>
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Head Swap Procedure

After completing the checklist on the following page, tear out this page and provide it to the person responsible for activating ChargePoint stations.

Post-Installation Checklist

Before leaving the installation site, complete this checklist. Then tear out this page and give it to the person responsible for activating the station.

<input checked="" type="checkbox"/>	Check each box below to confirm that the task has been completed.
<input type="checkbox"/>	The two security screws inside the holster plugs on the head assembly are tightened and the rubber plugs are in place.
<input type="checkbox"/>	Cable clamp halves are re-installed and charging cables operate smoothly through full extension and retraction.
<input type="checkbox"/>	The station has adequate communications signal(s).
<input type="checkbox"/>	Voltages at all power plates have been verified with a solenoid type voltmeter (such as a Wiggy): <ul style="list-style-type: none"> • Line-to-Line measures 208/240VAC. • Line-to-Earth measures 120VAC.
<input type="checkbox"/>	If Power Share Jumpers are installed:

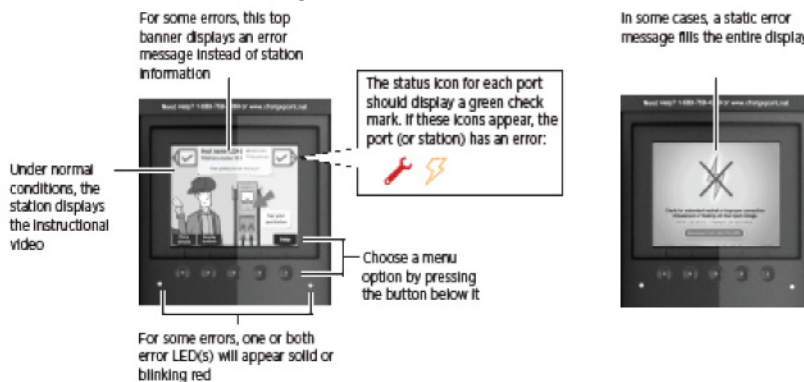
	<ul style="list-style-type: none"> • All jumpers are fully inserted. Look for 1/8" (3 mm) depth. • Power Share mode has been configured, using the on-screen Installation Wizard, for all power-shared stations and the station's display indicates that power sharing is in effect. • The supplied Electrical Rating label is applied above the terminal block and on the top cap as described in the instructions included in the Power Management kit.
<input type="checkbox"/>	<p>If Power Select is applied:</p> <ul style="list-style-type: none"> • Power Select has been configured using the on-screen Installation Wizard. • The supplied Electrical Rating label is applied above the terminal block and on the top cap as described in the instructions included in the Power Management kit.
<input type="checkbox"/>	If you have installed a station that runs the Installation Wizard upon power up (see page 8), ensure that you have completed all steps of the Installation Wizard and that the station currently displays the animation screen.
<input type="checkbox"/>	If you have installed a station that does not run the Installation Wizard upon power up (see page 8), ensure that you have installed the cable clamps and verified that no faults are detected.
<input type="checkbox"/>	When starting a charging session using your ChargePoint card, the station displays no error codes or warning lights, and both holsters unlock and lock.
<input type="checkbox"/>	Station information for both the old head assembly and new head assembly has been recorded on the opposite page.

Troubleshooting

Check the Station's Display

When the station is powered on and the Installation Wizard has been completed, you should see:

- The instructional video, and no error messages.
- The status icon for each port displaying a green check mark.
- Both error LEDs are extinguished (for some errors, one or both error LEDs are solid or blinking red).



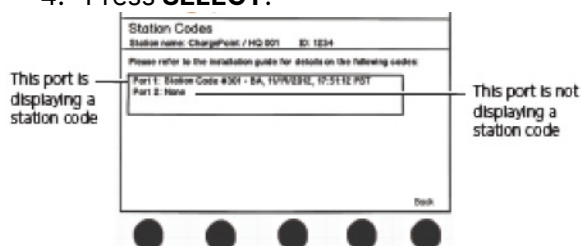
Display Station Codes

To check the station for errors anytime after initial power up, follow these steps to display station codes.



Simultaneously press and hold these three buttons for two seconds to display the Service Menu on an unactivated station




1. Display the station's Service Menu:
 - if the station is not activated on ChargePoint, simultaneously press and hold the two leftmost buttons and the rightmost button for two seconds.
 - if the station is activated on ChargePoint, scan your ChargePoint Service card
2. Press the station button immediately below the **HELP** menu option.
3. Press the station button immediately below the **DOWN** menu option to highlight **Station Codes**.
4. Press **SELECT**.








If you see a station code, you must resolve or report the error before leaving the installation site. Station codes are described on the following pages.









Description of Station Codes





If you see a station code (see the previous page for details on how to display station codes), you must resolve or report the error before leaving the installation site.

Code	Symptom	Possible cause(s)	Recommended Action(s)
In most cases, a driver can resolve the following station codes that begin with the digit "1":			
101-Over Current Detection	 <small>a = the number of the applicable port</small>	During charging, the vehicle attempted to draw more power than allowed. The station stops delivering power to the vehicle.	Can indicate faulty wiring in the vehicle. End the session by inserting the station's plug back into its holster, then restart the session. If the error persists, call ChargePoint Customer Support.
102-Ventilation Requested	 <small>a = the number of the applicable port</small>	Vehicle requires ventilated charging which is not supported by the station. The station stops delivering power to the vehicle.	Driver will be unable to use the station to charge their type of vehicle. Call the vehicle manufacturer.
103-Soft Ground Fault	 <small>a = the number of the applicable port</small>	During charging, the station detected a ground fault. The station stops delivering power to	End the session by inserting the station's plug back into its holster, then restart the

Code	Symptom	Possible cause(s)	Recommended Action(s)
		the vehicle, but continues to retry every 30 seconds.	session. If the error persists, call ChargePoint Customer Support.
104-Immediate Ground Fault		On initial plug-in, the station detected a ground fault. The station stops delivering power to the vehicle.	End the charging session by inserting the station's plug back into its holster, then restart the session. If the error persists, call ChargePoint Customer Support.
In most cases, an electrician can resolve the following station codes that begin with the digit "2":			
201-SIM		SIM Not Detected The SIM is either not installed or is incorrectly installed and the station can not communicate with the ChargePoint network.	Disconnect power and install (or re-install) the SIM card. If the error persists, call ChargePoint Customer Support.
202-EF		Earth Fault The station has detected a poor ground connection and the station is not operational.	Disconnect power and check that the station is properly grounded. After ensuring the station is properly grounded, reconnect power. If the error persists, try unplugging the head assembly and plugging it back in. If the error continues to persist, call ChargePoint Customer Support.
203-SNP	The banner between the port icons displays "STATION NOT ACTIVATED ON CHARGEPOINT - GRACE SESSIONS REMAINING (N)." When all grace sessions have been used: 	Station not activated The station can be used to charge for the specified number of remaining grace sessions. When all grace sessions have been used, the station is not operational.	Arrange for the station to be activated on ChargePoint.
204-NGNP	Before activation: The banner between the port icons displays NO GATEWAY WITHIN RANGE.	Non-Gateway Not Paired The station is set up to communicate with a gateway station that is either not within range, or is not powered on.	Verify that the gateway station is powered on and located within 150 feet line of sight (no obstructions). If the error persists after these requirements are met, call ChargePoint Customer

Code	Symptom	Possible cause(s)	Recommended Action(s)
	After activation: All you will see is the code listed on Help > Station Codes.		Support.
205-UNS	Before activation: The banner between the port icons displays NETWORK SIGNAL NOT DETECTED . After activation: All you will see is the code listed on Help > Station Codes.	Unknown Network Signal The gateway station is unable to establish a network connection on AT&T/Verizon (US) or Rogers (Canada).	<p>Ensure the station is receiving an adequate signal strength from the cellular network. To do so, display the Service menu*, then:</p> <ul style="list-style-type: none"> • Check the network signal for each type of modem by choosing: Basic mode > Display last measured RSSI. The strength of the signal should be A, B, or C. • If the network signal is Grade D, or if a better network signal is available on the other type of modem, change modems by choosing: Basic mode > Change modem technology (CDMA or GSM). <p>If the signal strength is either weak (D) or not available for both CDMA and GSM, arrange for cellular repeaters to be installed near the installation site.</p> <p>If the error persists when the station shows a strong network signal, call ChargePoint Customer Support at 1-877-850-4562.</p> <p>*To display the station's Service Menu, scan your ChargePoint Service card (if the station is activated) or, if the station is not activated, press the three station buttons.</p>
206-FLC	Before activation:  After activation: You will see the	Floating Line Connection The voltage of an AC input line has fallen below 80 volts AC relative to ground. Even if the line to line voltage measures nominally 208 or 240 volts, the voltage of each line must be greater than 80 volts when	Correct any faulty connections. Verify that the station is connected to a system with its neutral properly grounded according to NEC Article 250. Verify the station is

Code	Symptom	Possible cause(s)	Recommended Action(s)
	<p>code listed on Help > Station Codes and the port status icons will show:</p>  <p>or</p> 	<p>measured to ground. The two most common causes of a Power Line Fault are:</p> <ul style="list-style-type: none"> A poor connection in the wiring supplying power and the ground connection to the station. There could be a poor connection between the buss bar and circuit breaker, the breaker to the branch circuit feeding the station, or at any splice along the branch circuit. The station is connected to an incompatible improperly grounded power source. All power and ground connections must be clean and tight and carry the full rated current of the station. Do not connect the station to an ungrounded (floating neutral) system, a corner grounded Delta system, or the high (or "stinger" leg) of a center grounded Delta system. 	<p>connected to a compatible and properly grounded power source. See Chapter 1 of the CT4000 Installation Guide.</p> <p>If the error persists, call ChargePoint Customer Support at 1-877-850-4562.</p>
ChargePoint Support may need to resolve the following station codes that begin with the digit 3:			
301-BA		<p>Breakaway Fault The cable has been removed from the station or is damaged. The station is not operational.</p>	<p>Call ChargePoint Customer Support at 1-877-850-4562 to arrange to have the station replaced.</p>
302-GST	 <p>or</p> 	<p>GFCI Self Test Failed The station detected a ground fault during power up and is not operational.</p>	<p>End the session by inserting the station's plug back into its holster, then restart the session. If the error persists, call ChargePoint Customer Support at 1-877-850-4562.</p>
303-RSC	 <p>or</p> 	<p>Relay Stuck Closed When attempting to end a charging session, the relay stays closed. Although the driver can return the station's plug to its holster, the station doesn't end the session. Therefore, a new session can not be started.</p>	<p>Call ChargePoint Customer Support at 1-877-850-4562 to arrange to have the station replaced or repaired.</p>
305-LCO		<p>Pilot Unreachable The station is out of service.</p>	<p>Disconnect and reconnect power. If the error persists, call ChargePoint Customer</p>

Code	Symptom	Possible cause(s)	Recommended Action(s)
			Support at 1-877-850-4562 to arrange to have the station replaced or repaired.
306-BF	 	Boot Fault The station is out of service.	Disconnect and reconnect power. If the error persists, call ChargePoint Customer Support at 1-877-850-4562 to arrange to have the station replaced or repaired.
307-HE	 	Hardware Error The station is out of service.	Disconnect and reconnect power. If the error persists, call ChargePoint Customer Support at 1-877-850-4562 to arrange to have the station replaced or repaired.

Charging Cable Doesn't Move Freely

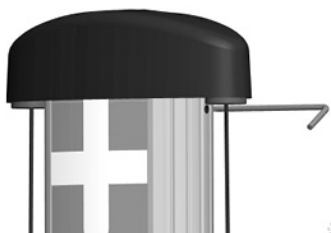
If the charging cable does not extend or retract fully and smoothly, it is likely that it's rope has come off the pulley and you must re-position it.

You will need:

- L-wrench

Follow these steps:

1. Using the L-wrench, loosen the set screws on each side of the retractor below the top cap.



-
- Each rope is attached to a weight that sits on a shelf. Pull the weight shelf up by pulling the rope located in the middle of the top cap.

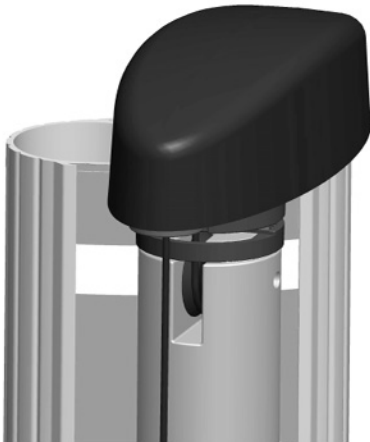


- Rotate the top cap so the weight controlling the rope that doesn't move freely is facing towards you.



- Inspect the rope to ensure it is properly aligned onto the pulley.
- Carefully lower the weight back into the retractor.

6. Rotate the top cap back into position and re-tighten the set screws to about 10 in-lbs. Ensure the rope is properly aligned onto the pulley.



Replace Power Plate 3

Listed below are the instructions for replacing the power plate.



DANGER: RISK OF SHOCK. Before performing any procedure, the technician must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter and check that the power is off. Keep power off for the circuit until all cover panels are correctly reinstalled and the work is complete. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE, OR PROPERTY DAMAGE.



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.



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



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



IMPORTANT: When you service a charging station, ChargePoint recommends taking a photo before removing each part, so you can refer to the photo when reassembling.



NOTE: Do not discard the part you are replacing. Use the new Field Replaceable Unit (FRU) packaging to return all removed parts to ChargePoint.



NOTE: For assistance, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Required Tools and Equipment

The following are the tools and equipment required for replacing power plates.

- ChargePoint card or smartphone with ChargePoint app installed
- ChargePoint installer login credentials
- T25 tamper-resistant Torx driver
- 3/8 in hex nut driver or 10 mm 6-point socket driver
- Socket extension
- Needle nose pliers
- Felt tip pen or tape
- Headlamp
- Safety glasses
- Blanket, cardboard, or other padding

Install the CT4000 Power Plate

To install a power plate, perform the steps below:

1. Use your ChargePoint card or the mobile app to start a charging session, unlock the charging cables, and set them gently down.
2. Disconnect the power to the CT4000 at the service panel.



DANGER: RISK OF SHOCK. Before performing any procedure, the technician must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter and check that the power is off. Keep power off for the circuit until all cover panels are correctly reinstalled and the work is complete. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE, OR PROPERTY DAMAGE.

3. Use needle nose pliers to remove the rubber plugs from inside the holsters (a). Save these for reuse.



4. Use a T25 tamper-proof Torx driver to loosen, but not remove, the security screws inside the holsters (b).



5. Raise the head assembly high enough to access the terminal block. Insert a T25 Torx driver into the hole (c) on the side of the side of the head assembly to hold the head assembly in the raised position.



6. Push the black tab on the power plate (d) to release the power plate shroud, then slide the shroud up until it locks into the raised position.



7. Disconnect the blue connector by pressing the side tabs while rocking the connector side to side and pulling downward.



NOTE: Inspect the blue connector for signs of overheating. If signs of overheating are evident, contact ChargePoint Support. Visit chargepoint.com/support to find your region's technical support number. The head assembly might be damaged.



8. Remove the T25 Torx driver and lift the existing head assembly upward to remove. Place the head assembly on a blanket or other soft surface to prevent damage while completing this procedure.
9. Lift the white levers on the terminal block.



IMPORTANT: Note the position of the wires in the terminal block. The wires should be numbered, or otherwise uniquely identified, so you can connect them to the new power plate in the exact same order.

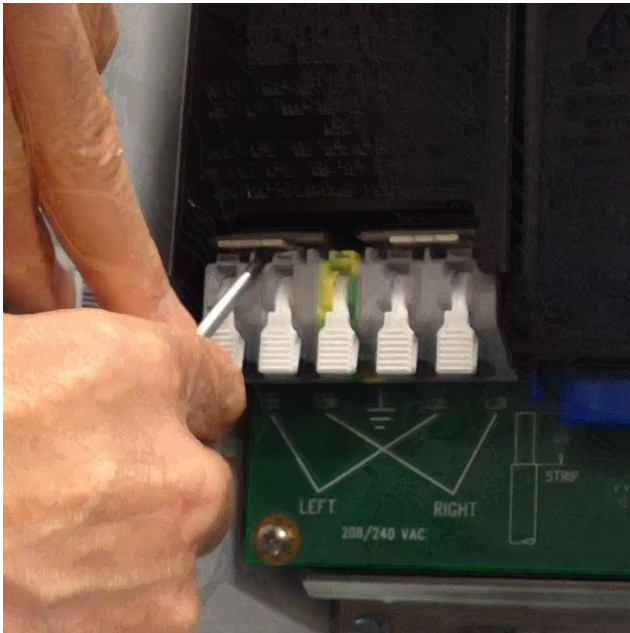


10. Remove the wires from the terminal block and move them out of the way.



NOTE: If a single circuit is feeding the CT4000, remove the jumpers (e) from the terminal block on the old power plate and save them for reuse.

11. Use a 3/8 in hex nut driver or a 10 mm 6-point socket driver to remove the lower screws (f) holding the power plate in the housing. When securing the new power plate, torque these screws to 4.5 Nm (40 in-lb).



12. Lower the black plastic power plate shroud.



13. Use a felt tipped pen (g) or a piece of tape to mark the position of the power plate inside the housing.
14. Use a 3/8 in hex nut driver or a 10 mm 6-point socket driver to remove the upper screws (h) holding the power plate in the housing. When securing the new power plate, torque these screws to 4.5 Nm (40 in-lb).



15. Remove the power plate.

16. Reverse the above steps to install the new power plate and reinstall the head assembly.



Important: Use the marks to align the new power plate in the same location as the previous power plate.



NOTE: Insert the AC wires in the same positions as they were in the original power plate, lowering the white levers on each terminal after inserting the wire. Perform a push-pull test to ensure the wires are secure.



If a single circuit is feeding the CT4000, install the jumpers from the old power plate (i) in the terminal block in the new power plate. Make sure the jumpers are fully seated.

For wiring information, refer to the following Review Wiring Diagrams.

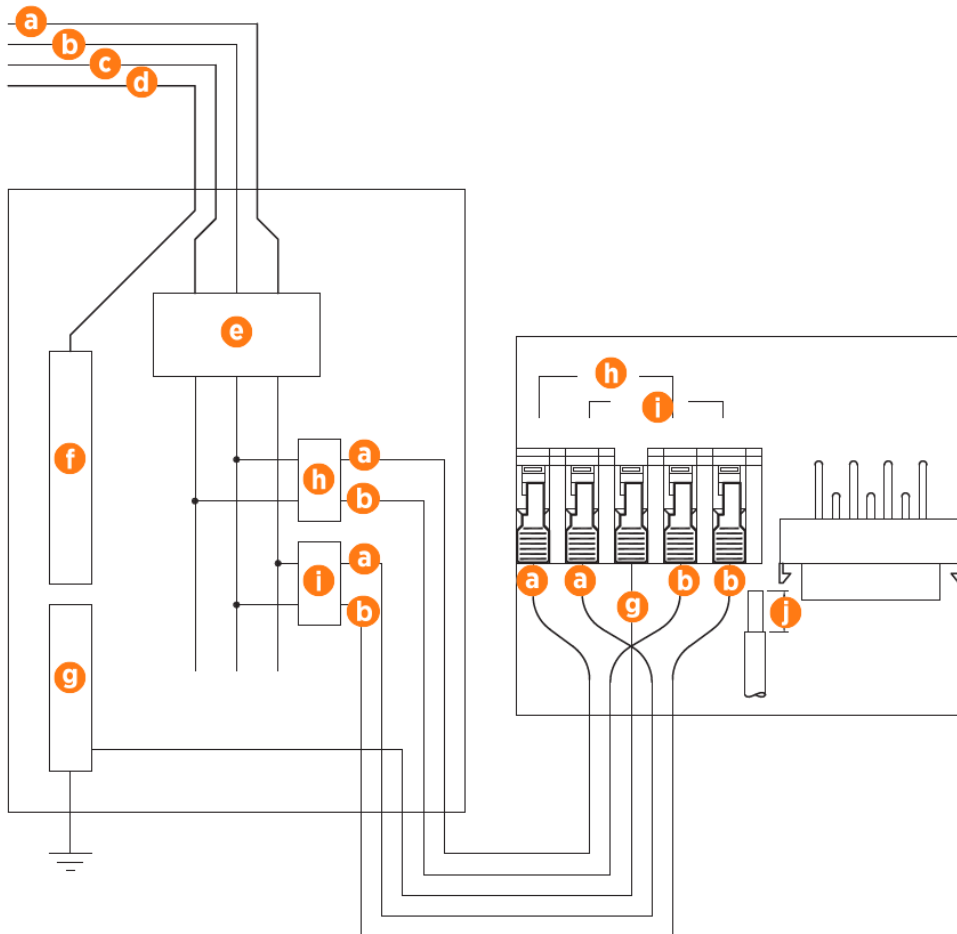
Review Wiring Diagrams

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

208 VAC, Three Phase Panel

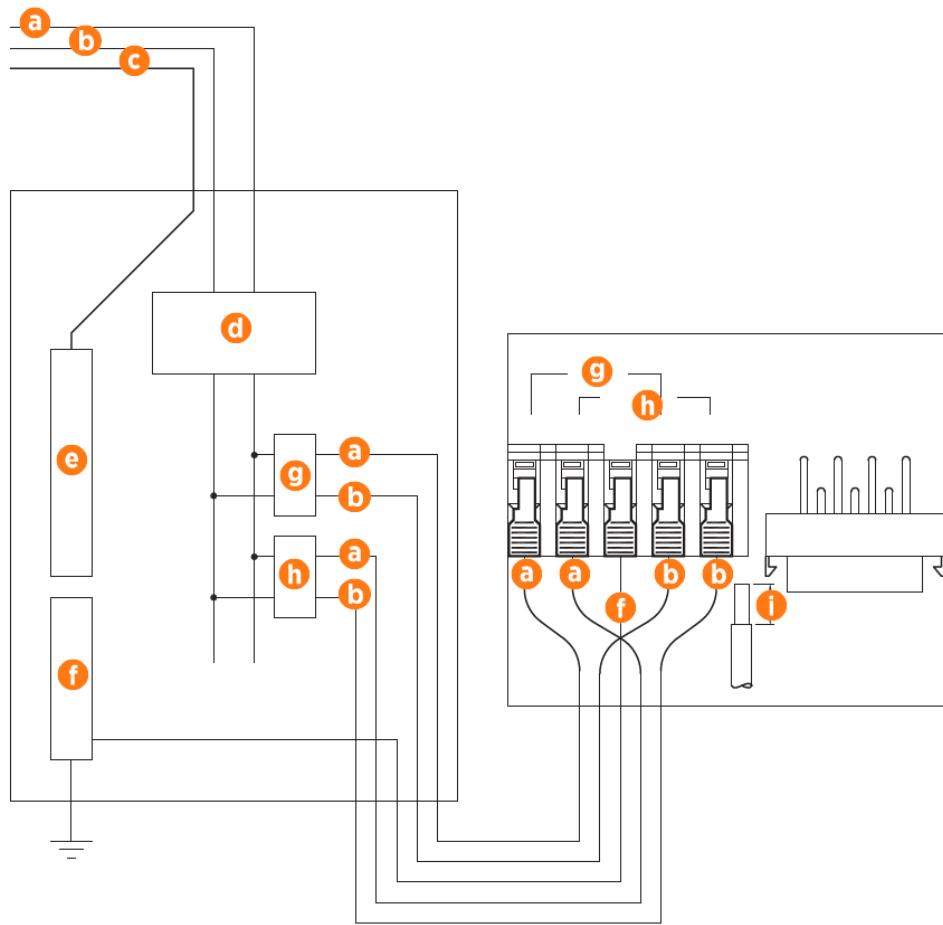
- a. L1
- b. L2
- c. L3
- d. Neutral

- e. Main breaker
- f. Neutral bus
- g. Ground bus
- h. Left
- i. Right
- j. 12 mm (0.5 in) wire strip length



240 VAC, Single Phase Panel

- a. L1
- b. L2
- c. Neutral
- d. Main breaker
- e. Neutral bus
- f. Ground bus
- g. Left
- h. Right
- i. 12 mm (0.5 in) wire strip length



Latch Replacement (J1772) 4

Listed below are the instructions for replacing the latch.



IMPORTANT: Access online training and videos at ChargePoint University:
chargepoint.com/installers.



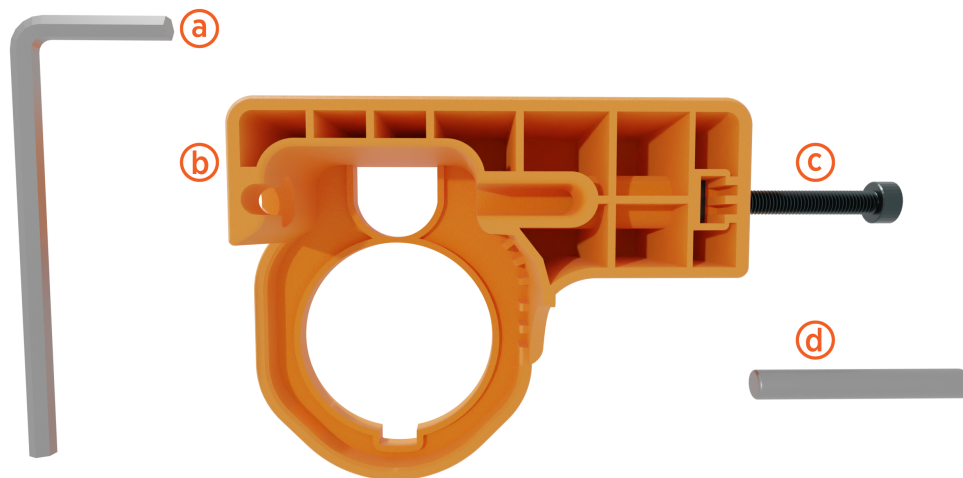
IMPORTANT: When you service a charging station, ChargePoint recommends taking a photo before removing each part, so you can refer to the photo when reassembling.

Inspect the Box for Contents

The replacement kit for J1772 connector latches includes:

- a. Hex wrench
- b. Repair tool
- c. Drive bolt
- d. Guide pin
- e. Square nut (not shown)

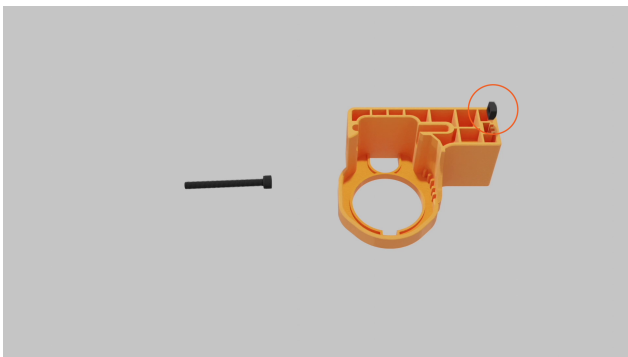
-
- f. Consumable latches and springs labeled for Type A and Type B connectors (not shown)



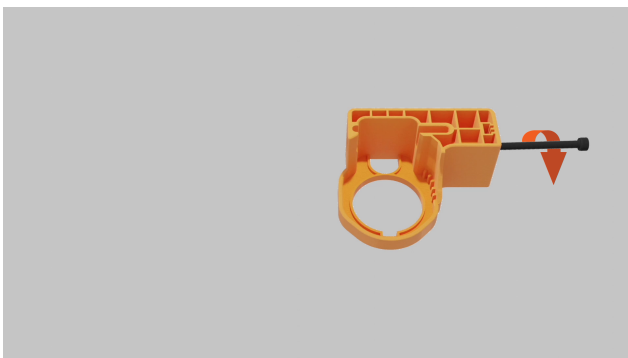
Assemble the Tool

To assembly the tool, perform the steps below:

1. Place the square nut inside the tool body.



2. Insert the drive bolt from the side of the tool body and tighten.



3. Keep the guide pin and hex tool handy for future steps.

Identify Connector Type

Identify the connector type before you start repairing.



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

Type A

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



Type B

- No cutouts on the side
- Black latch pin

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



Repair Procedure

Follow the steps below to repair the latch:

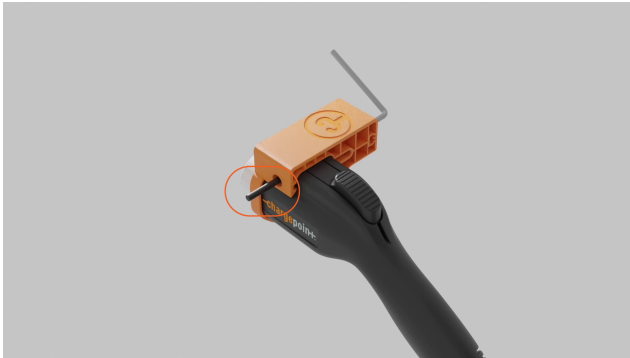
1. Use the hex wrench to loosen the drive bolt. Insert the guide pin into the pin slot.



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



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



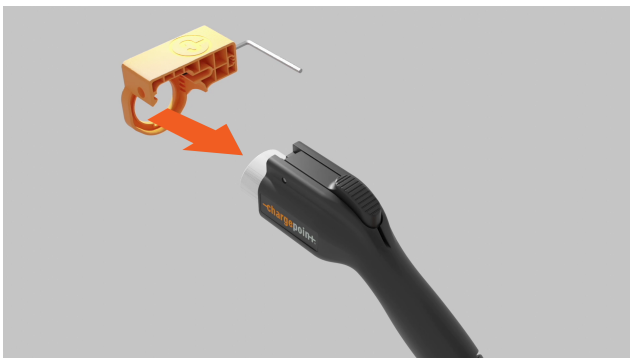
4. Tighten the drive bolt until the latch pin fully extends from the exit hole. Remove it by hand.



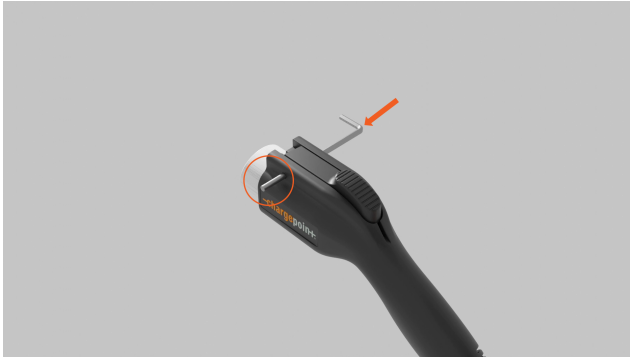
NOTE: Keep the latch pin, you'll need it later.



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



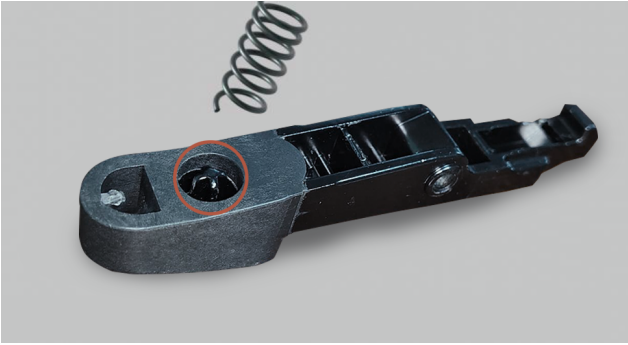
-
6. Use the hex wrench to push the guide pin out.



7. Remove the broken latch and spring.



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



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



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



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



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



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



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



13. Tighten the drive bolt until the guide pin fully extends from the exit hole. Remove the pin by hand. Keep the guide pin, so you can use the tool to repair another connector.



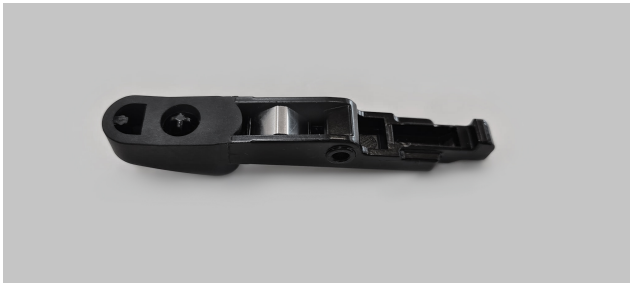
14. Loosen the drive bolt 5-10 revolutions, then remove the connector from the tool.



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



NOTE: A shim is included for alignment fine-tuning in a future tool update, and may be discarded. The shim is often used as a spacer or to adjust the alignment during latch installations or replacements, and is specifically designed for Type A latch replacement kits.



Replace Signs 5

Listed below are the instructions for replacing signs.



DANGER: RISK OF SHOCK. Before performing any procedure, the technician must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter and check that the power is off. Keep power off for the circuit until all cover panels are correctly reinstalled and the work is complete. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE, OR PROPERTY DAMAGE.



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.

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



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



IMPORTANT: When you service a charging station, ChargePoint recommends taking a photo before removing each part, so you can refer to the photo when reassembling.

Before You Begin

To ensure a proper fit, signs must follow the specification provided by ChargePoint. Detailed specifications are available at [ChargePoint Product Reference Documentation](#).

You Will Need

- Replacement signs
- Gloves (latex or nitrile)
- 4 mm (5/32 in) L-wrench
- Flathead screwdriver or putty knife
- Isopropyl alcohol wipes
- Optional: Step ladder

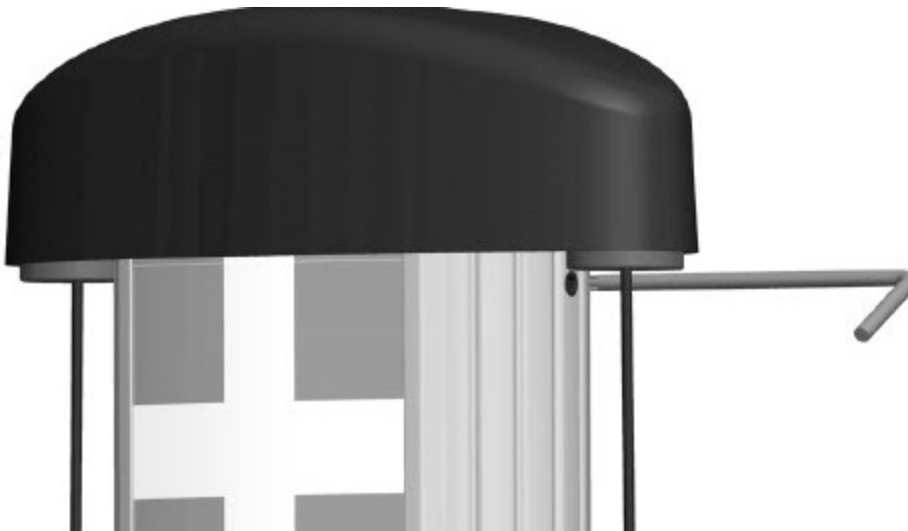
Top Sign on a CMK

This section includes procedures for removing and installing the top sign on a CMK.

Remove the Existing Sign

To remove the existing sign, follow the steps below:

1. Use the L-wrench to loosen the set screw on each side of the top cap.



2. Pull the top assembly up and move it towards the back of the cable management kit (CMK).

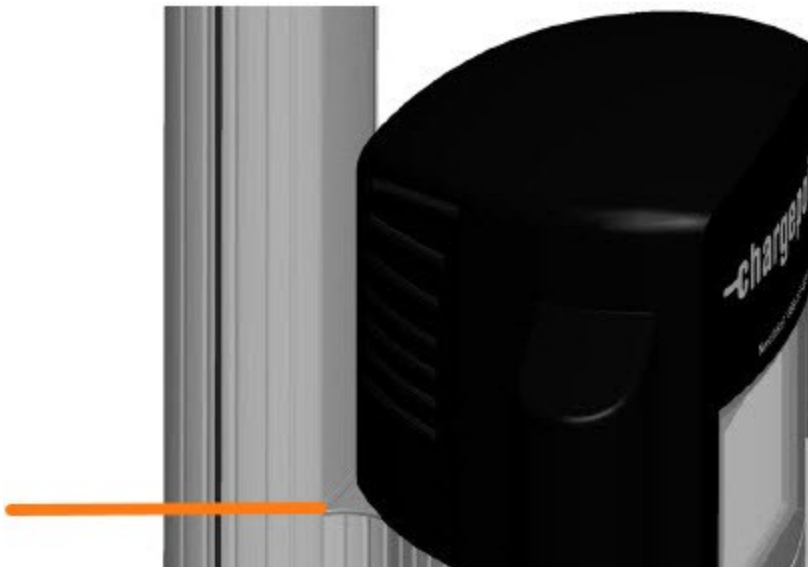


3. Slide the existing sign up out of the grooves.

Install a New Sign

To install a new sign, follow the steps below:

1. Slide the replacement sign into the grooves, bend it outward slightly if needed.
2. Slide the sign all the way down. The bottom edge rests behind the plastic cap on the retractor's extrusion.



3. Reinstall the top assembly. Tighten the set screws with the L- wrench.

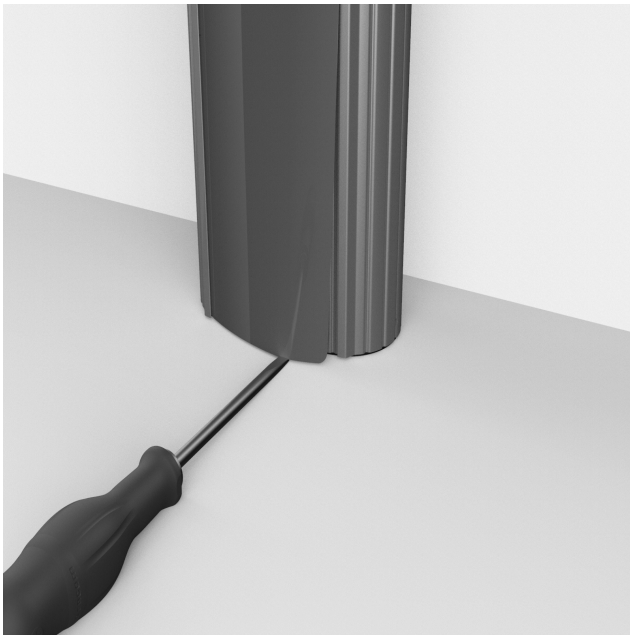
Bottom Sign on a Wall Mount Station

This section includes procedures for removing and installing the bottom sign on a wall mount station.

Remove the Existing Sign

To remove the existing sign, follow the steps below:

1. Use a gloved hand to put upward pressure on the sign. Then, use a flathead screwdriver or putty knife to slip under the edge of the sign at the bottom-right corner.



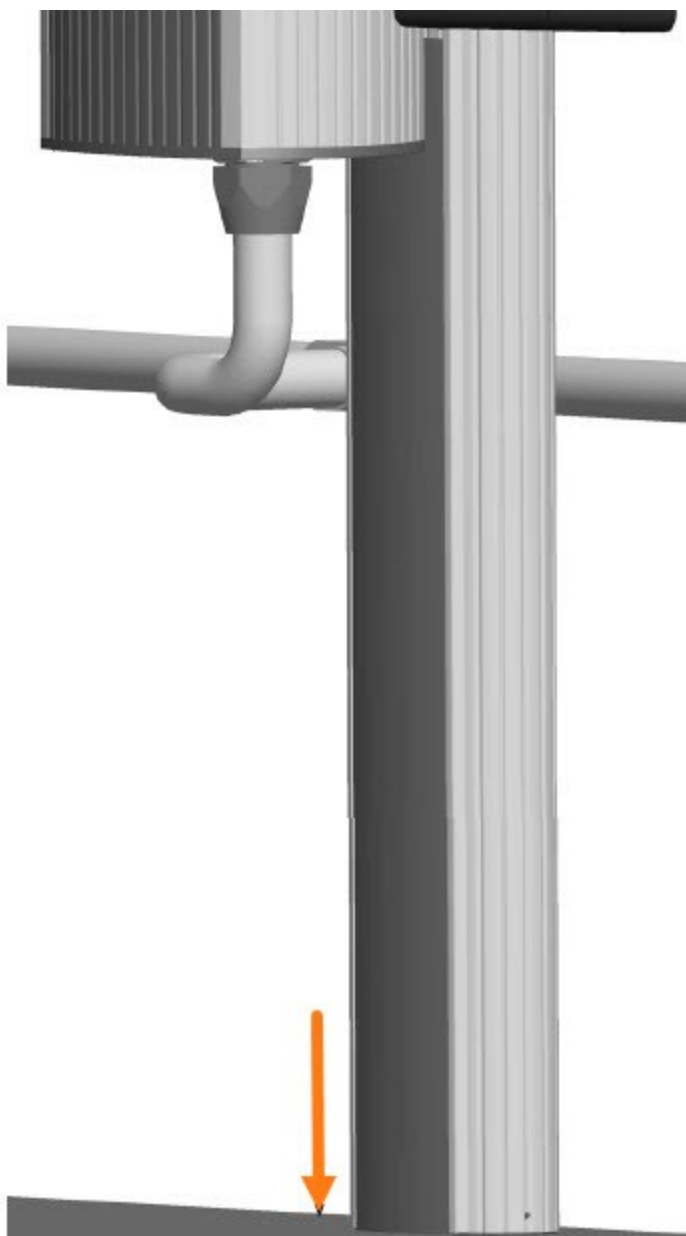
2. Lift gently to bow the sign gently outward.
3. Slip a finger under the edge of the sign and slide it out of the groove on the right side, then lift the sign away.
4. Use an isopropyl wipe to clean any adhesive residue or dust off the surface before installing the new sign.

Install a New Sign

To install a new sign, follow the steps below:

1. Insert one of the long edges of the sign into the CMK's grooves along the side portion of the CMK.
2. Bend the sign slightly to insert the other long edge.

3. Slide the sign all the way down until the bottom edge rests against the bottom surface where the station is installed.



Bottom Sign on a Pedestal Mount Station

This section includes procedures for removing and installing the bottom sign on a pedestal mount station.

Remove the Existing Sign

To remove the existing sign, follow the steps below:

1. Use a gloved hand to put upward pressure on the sign, Then, use a flathead screwdriver or putty knife to slip under the edge of the sign at the bottom-right corner.



2. Lift gently to bow the sign gently outward.
3. Slip a finger under the edge of the sign and slide it out of the groove on the right side, then lift the sign away.
4. Use an isopropyl wipe to clean any adhesive residue or dust off the surface before installing the new sign.

Install a New Sign

To install a new sign, follow the steps below:

1. Remove the backing from the adhesive strip on the back of the sign.
2. With the adhesive strip facing toward the station, insert the top-left corner of the sign under the groove on the top-left corner of the station.



3. Slide the sign upwards as far as possible to position the top of the sign under the bottom lip of the head assembly.
4. Starting from the top-left corner, use a finger to press the left side of the sign under the pedestal's left-side groove from top to bottom.

-
5. With the left side of the sign fully inserted, bend the sign outward gently to insert the top-right corner of the sign under the groove on the top-right corner of the pedestal.



NOTE: Ensure the top of the sign remains positioned under the bottom lip of the head assembly.



6. Starting from the top-right corner, use a finger to press the right side of the sign under the pedestal's right-side groove from top to bottom.
7. When the sign is fully inserted into the pedestal's left- and right-side grooves and under the bottom lip of the head assembly, run your hand down the center of the sign. Apply enough pressure to ensure the sign's adhesive strip contacts the pedestal.

Rear Sign on a Pedestal Mount Station

This section includes procedures for removing and installing the rear sign on a pedestal mount station.

Remove the Existing Sign

To remove the existing sign, follow the steps below:

1. Use a gloved hand to put upward pressure on the sign. Then use a flat-head screwdriver or putty knife to slip under the edge of the sign at the bottom-right corner.



2. Lift gently to bow the sign gently outward.
3. Slip a finger under the edge of the sign and slide it out of the groove on the right side, then lift the sign away.
4. Use an isopropyl wipe to clean any adhesive residue or dust off the surface before installing the new sign.

Install a New Sign

To install a new sign, follow the steps below:

1. Insert one of the long edges of the sign into the CMK's grooves along the side portion of the CMK.
2. Bend the sign slightly to insert the other long edge.
3. Slide the sign all the way down until the bottom edge rests against the bottom surface where the station is installed.



Restore Power

Once all signs are installed, restore power at the panel to return the station to service. Discard the old signs.



NOTE: If signs are replaced during station installation, return to the installation guide and follow the remaining steps to complete installation.

Replace Lens 6

Listed below are the instructions for replacing lens.

DANGER: RISK OF SHOCK



- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep power off until top cap is correctly reinstalled and the work is complete.

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



WARNING: Do not 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.



IMPORTANT: When you service a charging station, ChargePoint recommends taking a photo before removing each part, so you can refer to the photo when reassembling.

Hardware Kit Includes

	L-wrench (T25 security)		CT4000 Lens
	Needle nose pliers		Holster screw plugs (x2)
	#2 Phillips screwdriver		

Before You Begin

1. [Unlock the Holsters and Power Off](#)
2. [Raise the Head Assembly](#)
3. [Remove the Top Cap](#)

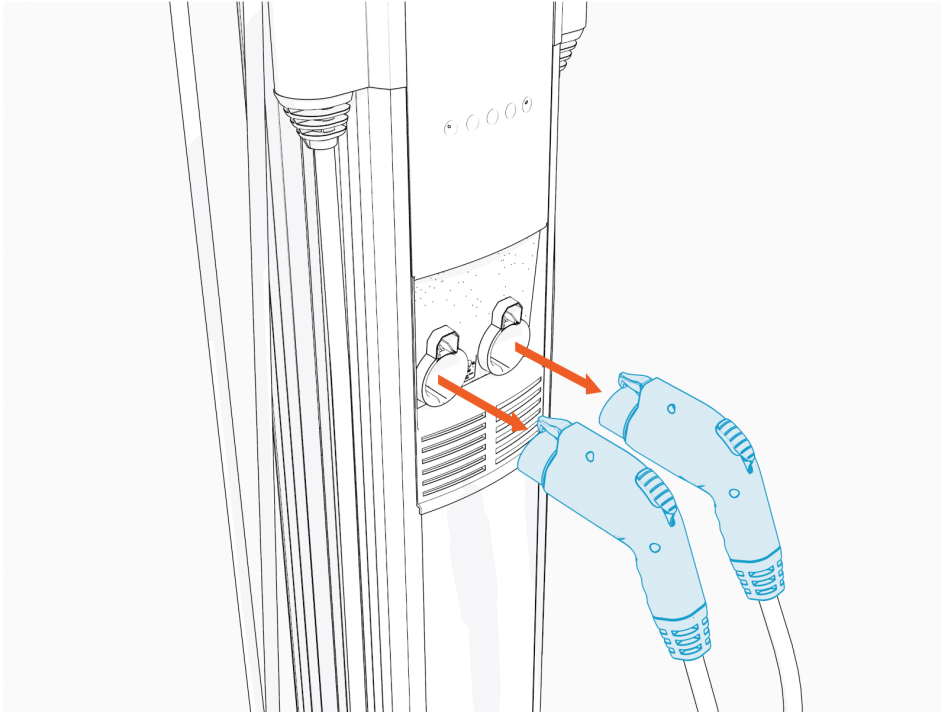
After replacing parts, reverse the above steps to complete the service.

Unlock the Holsters and Power Off

To unlock the holsters and power off, follow the steps below:

1. With the station still ON, do **one** of the following:
 - Use your ChargePoint card or the mobile app to start a charging session, then remove the charging plug(s) from the holster(s).
 - Go into the service menu and start a test session using the service code that is unique to the station .
 - Call ChargePoint Support to start a test session, which unlocks charging plug(s).

2. Remove the charging plugs and set them gently down.



NOTE: Reinsert the charging pugs into their holsters.

3. Disconnect the station's power at the electrical panel.

DANGER: RISK OF SHOCK



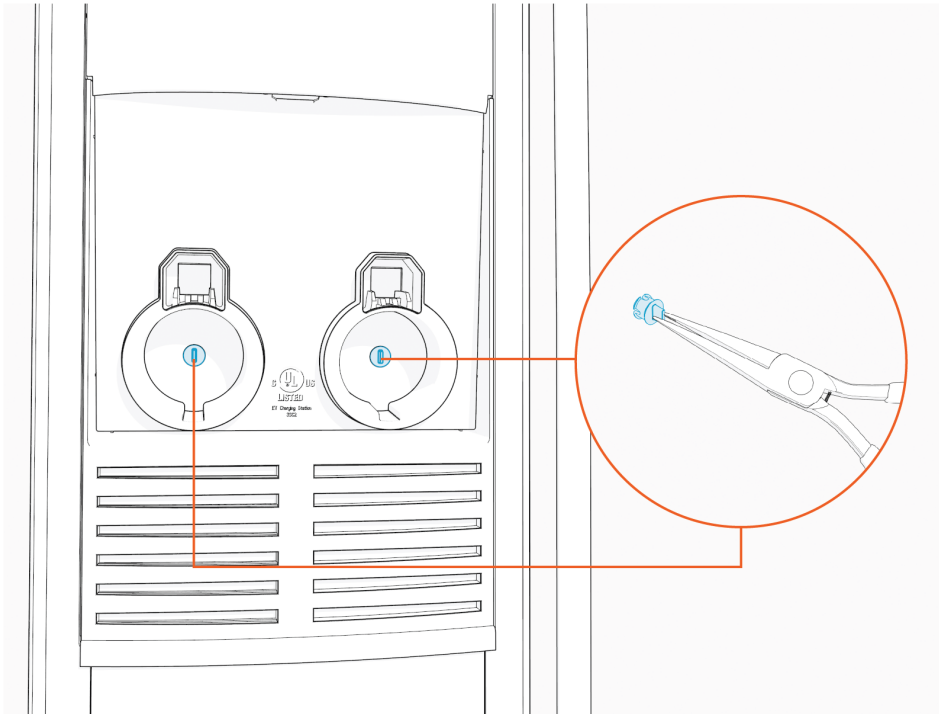
- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep power off until top cap is correctly reinstalled and the work is complete.

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

Raise the Head Assembly

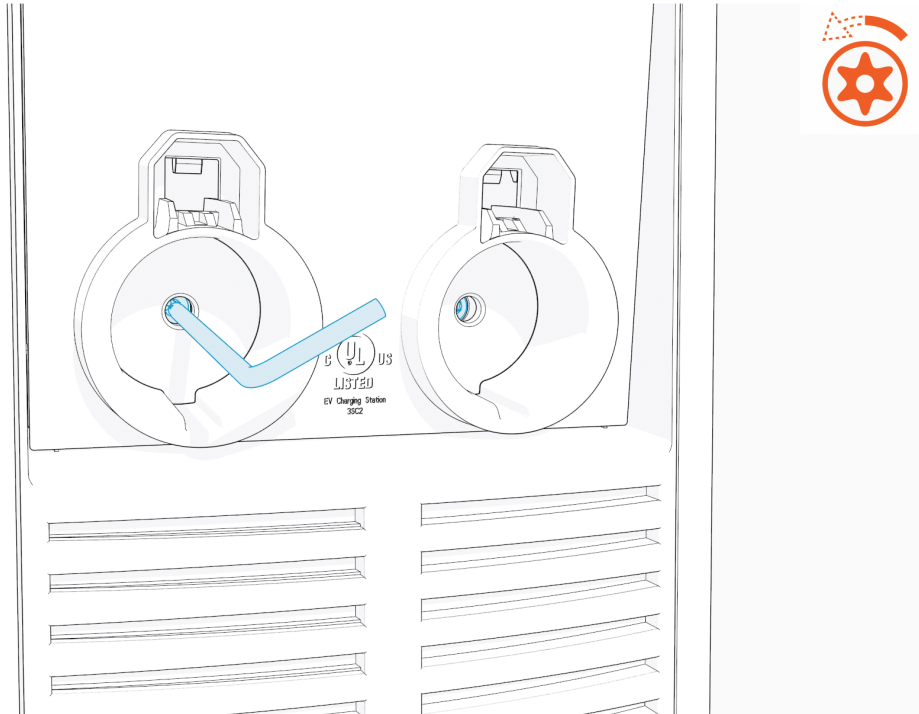
To raise the head assembly, follow the steps below:

1. Use needle nose pliers to remove the holster screw plugs.



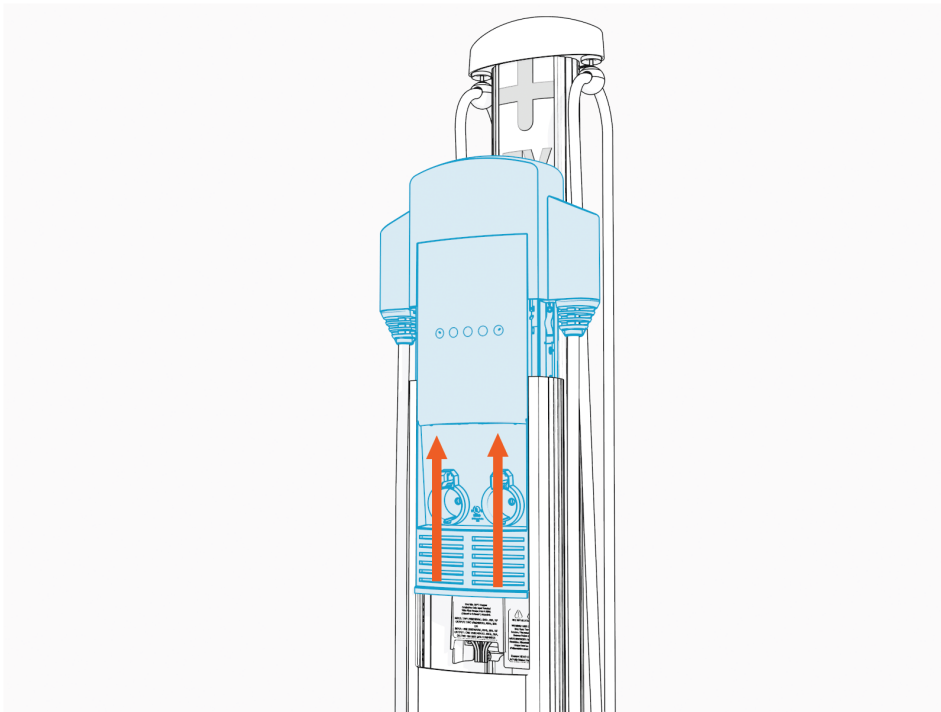
NOTE: Cover the screws using the two new plugs supplied with the kit.

2. Use the L-wrench to loosen, but not remove, the security Torx screws.

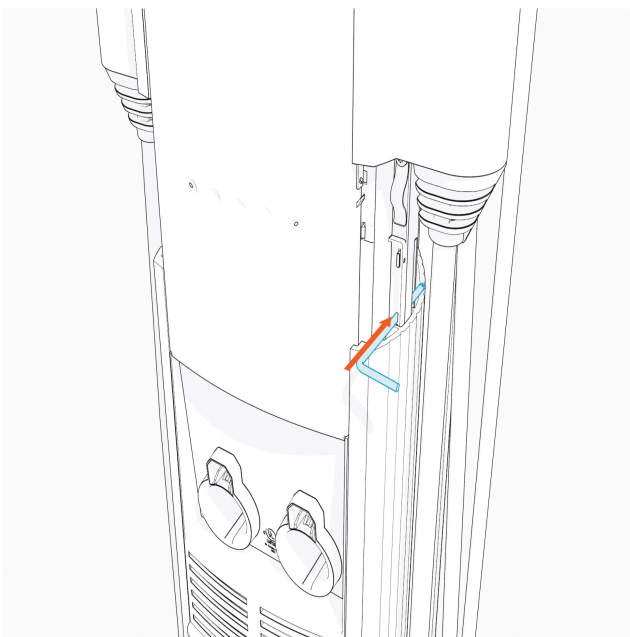


NOTE: When reinstalling, **torque the screws to approximately 25 to 30 in-lbs.**

3. Raise the head assembly.



4. Insert the L-wrench into the lower of two holes on the right side (as you face the station).



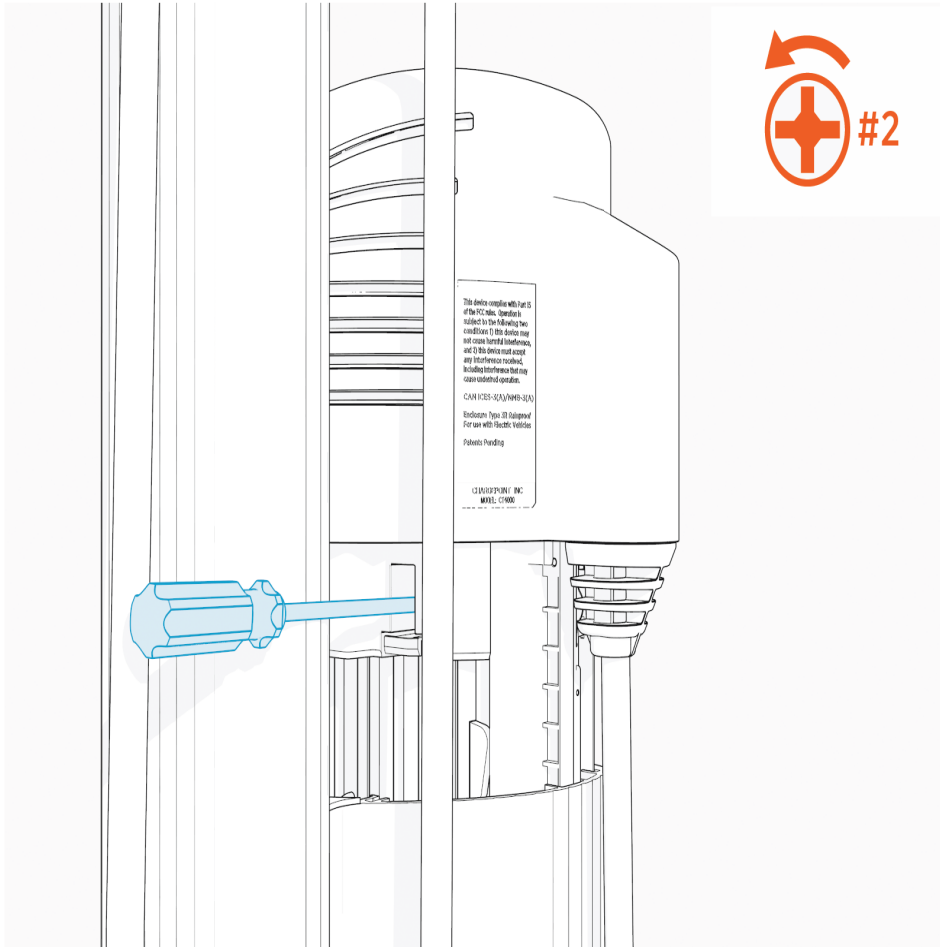
NOTE: Remove the L-wrench and slide the head assembly into the station body. Ensure the head assembly is fully seated. It may require some downward force to ensure it is fully seated.

Reverse the above steps to reinstall.

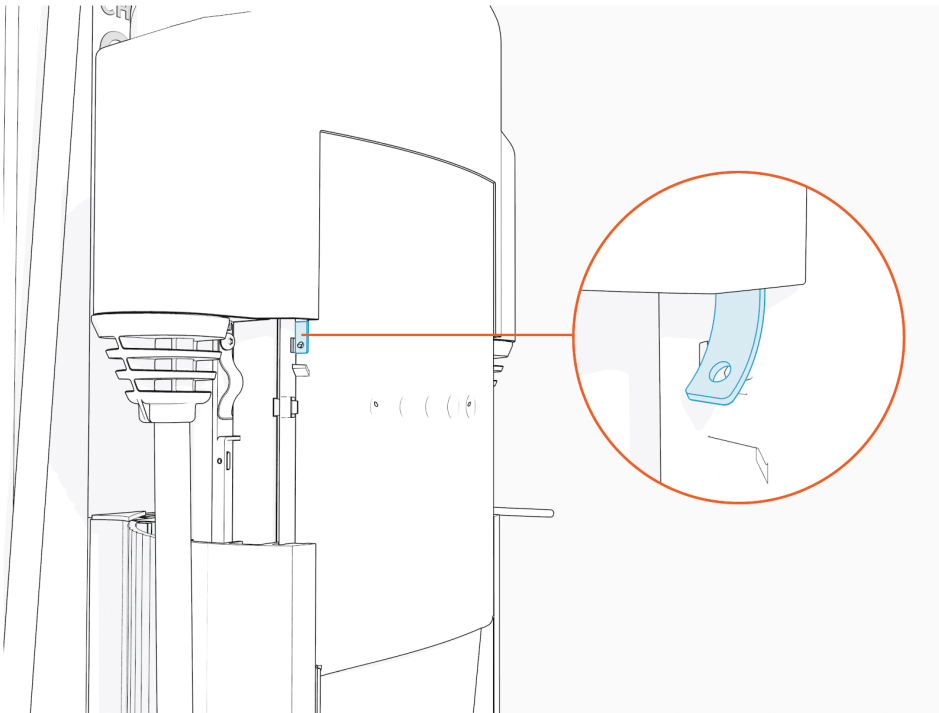
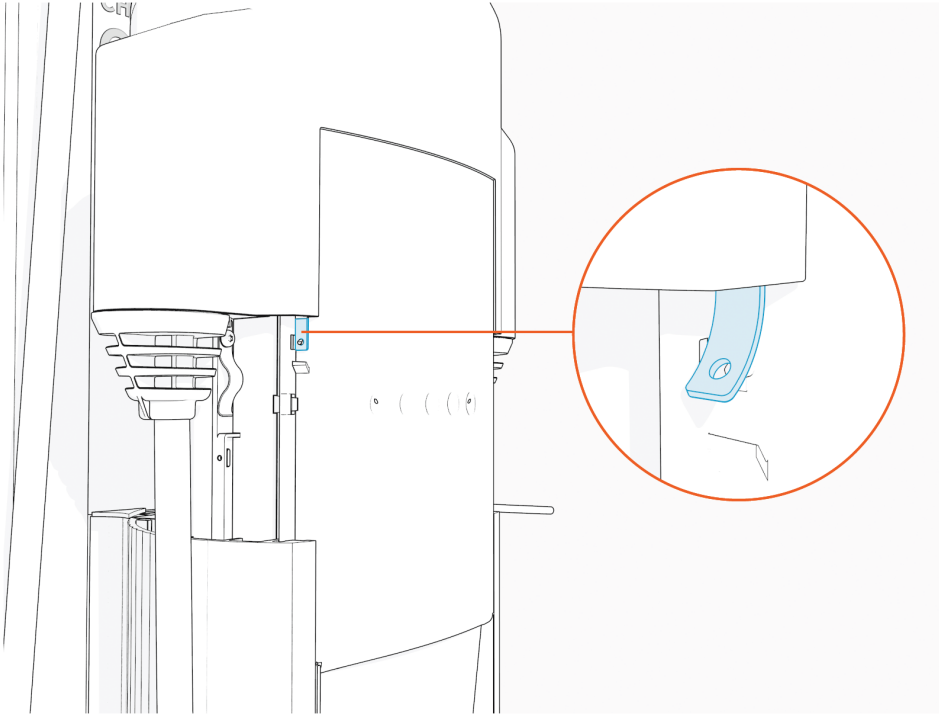
Remove the Top Cap

To remove the top cap, follow the steps below:

1. If screws are present, use the #2 Phillips screwdriver to remove (from back of the top cap).



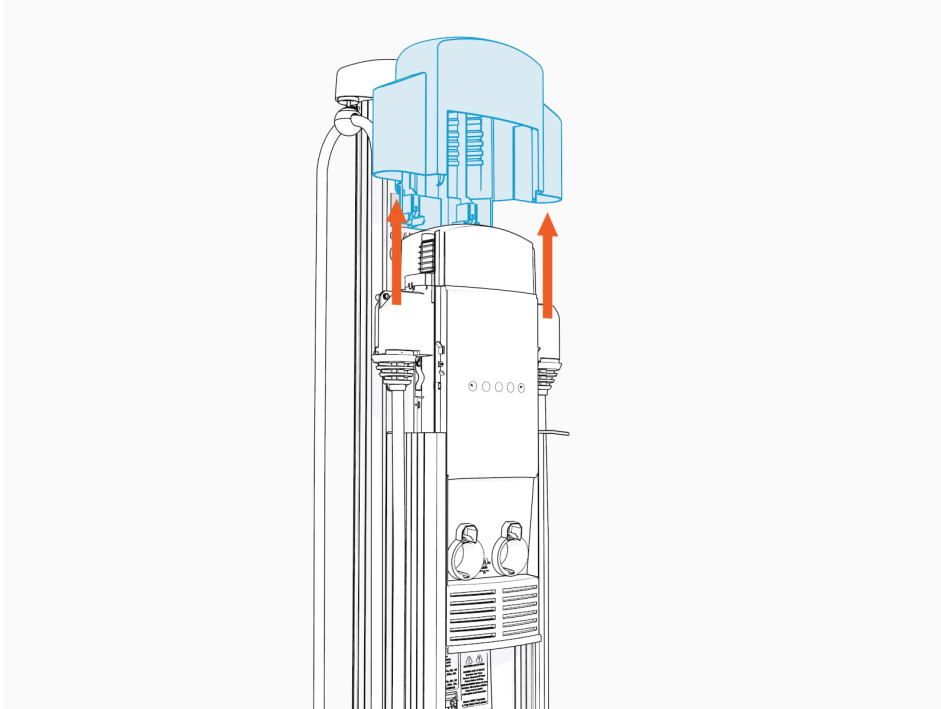
-
2. Pull the front retention tabs outward from their corresponding pins. Simultaneously, gently pull on the rear tabs to release.





NOTE: The retention tabs will snap back into place upon reinstall. Ensure that they are fully engaged with their pins.

3. Remove the top cap.

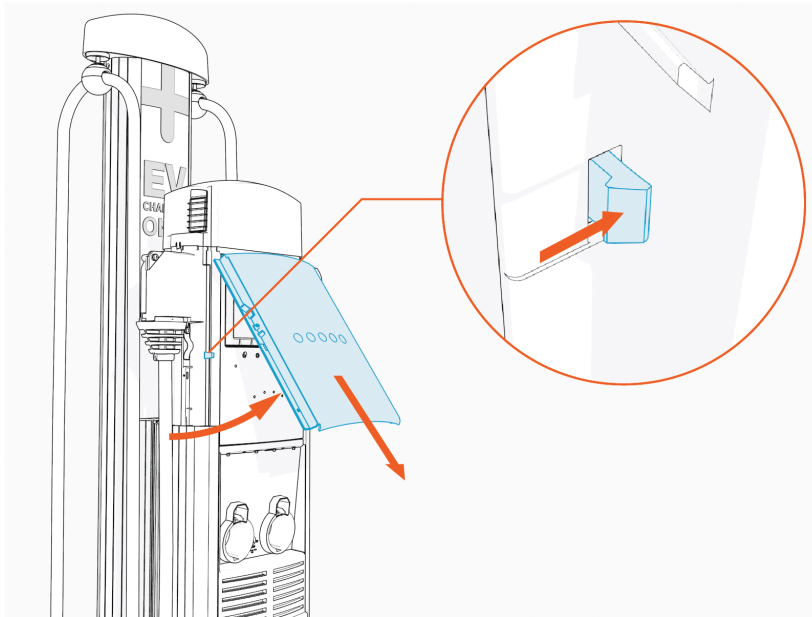


Reverse the steps above to reinstall.

Replace the Lens

To replace the lens, follow the steps below:

1. Lift the head assembly upwards.
2. Press the snap on each side of the lens to rotate it up and out.



Reverse the above steps to reinstall.



NOTE: Insert the top edge of the new lens and rotate downward until the lens snaps in place.

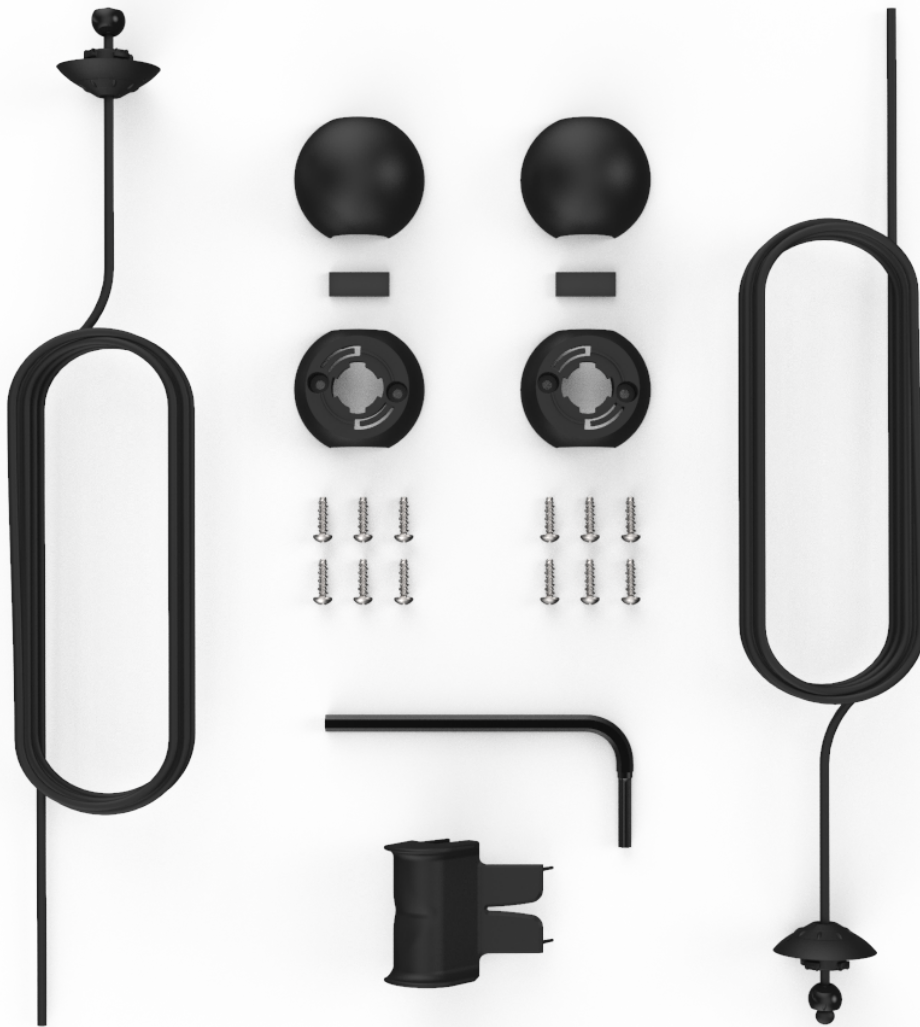


IMPORTANT: Make sure the lens is properly snapped in and clears the edges of the metal housing.

Replace Retractor Cord 7

Listed below are the parts required to replace the retractor cord:

PartNumber	Charging Cable ReplacementType	Contents
99-001623	Rope ReplacementKit	<ul style="list-style-type: none"> • 3.2m (10.5ft)ropewithknotbearing • CMKservicetool (2)
	for1.8m(6ft)	<ul style="list-style-type: none"> • L-Wrench
	CMK	<ul style="list-style-type: none"> • #6self-tappingscrews(6;2are extra)
		<ul style="list-style-type: none"> • Cableclamptop (2)
		<ul style="list-style-type: none"> • Rubbershim(2)
		<ul style="list-style-type: none"> • Cableclampbottom(2)
		<ul style="list-style-type: none"> • Replacementguide
99-001721	Rope ReplacementKit	<ul style="list-style-type: none"> • 4.2 m(14 ft)ropewithknotbearing • CMKservicetool (2)
	for2.4m(8ft)	<ul style="list-style-type: none"> • L-Wrench
	CMK	<ul style="list-style-type: none"> • #6self-tappingscrews(6;2are extra)
		<ul style="list-style-type: none"> • Cableclamptop (2)
		<ul style="list-style-type: none"> • Rubbershim(2)
		<ul style="list-style-type: none"> • Cableclampbottom(2)
		<ul style="list-style-type: none"> • Replacementguide



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

Before you Start



CAUTION: Do not use power tools during installation or servicing. Over-torquing can damage the equipment.

Do not repair the charging station in inclement weather. If you must complete the installation in rain or wind, you must use a weather-proof shelter that covers all boxes and components.

When replacing a part, ChargePoint recommends taking a photo before removing each part so you can refer to the photo when reassembling.

For assistance, go to chargepoint.com/support and find your region's technical support number.

Steps to Replace the Retractor Cord

Go through the steps below before you start replacing broken or damaged retractor cords.

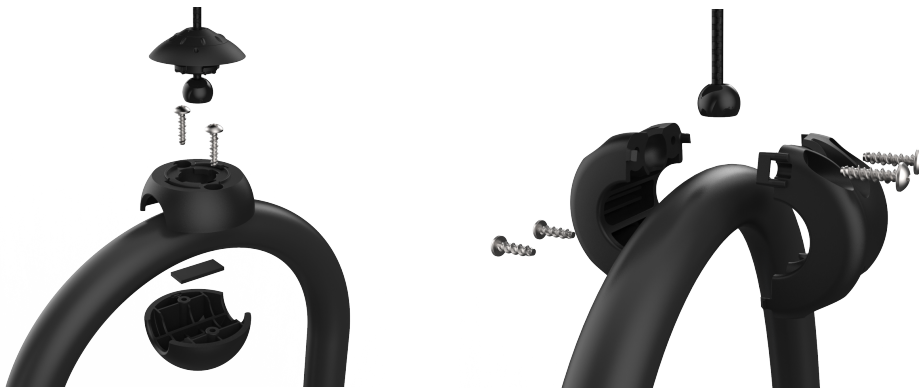
- Replace the cord where it is attached to the charging cable.
- Open the top assembly.
- Remove the broken or damaged retractor cord.
- Route the new rope.
- Reinstall the top assembly.
- Verify smooth operation.

Note: If the rope has fallen, but is not damaged, refer to the Rope Clip Remediation Service Bulletin instead.

You will need the tools listed below to perform this replacement.

- #2 Phillips head screwdriver
- Ladder
- Gloves (optional)

Attach the New Rope to the Charge Cable



First, identify the cable clamp style.

- For stations with the classic four-screw cable clamp, proceed to [Replace the Classic Cable Clamp](#).
- For stations with the new cable clamp, check the cable clamp for damage. If the cable clamp is damaged, proceed to [Replace the New Cable Clamp](#).
- For stations with the new cable clamp with no damage, proceed to [Replace the Rope at the Charging Cable](#).

Replace the Classic Cable Clamp

To replace the classic cable clamp, follow the steps below:

1. Position the existing cable clamps near the base of the station.
2. Use a Phillips screwdriver to remove the screws that hold the two sides of the clamps together.
3. Place the rubber shim into the bottom portion of the new cable clamp.
4. Place the new bottom of the cable clamps on the cable on the underside of the cable in the same place as the old cable clamp.

5. Place the new top of the cable clamp on the top side of the cable to mate with the bottom of the cable clamp.
6. Verify the top of the cable clamp (the flat portion) is correctly oriented to the top of the charging cable.
7. Use two of the #6 self-tapping screws to fasten the top and bottom portion of the new cable clamp together.
8. Unwrap the new ropes.
9. Match the knot bearing on each rope to the corresponding mating feature on the cable clamps.



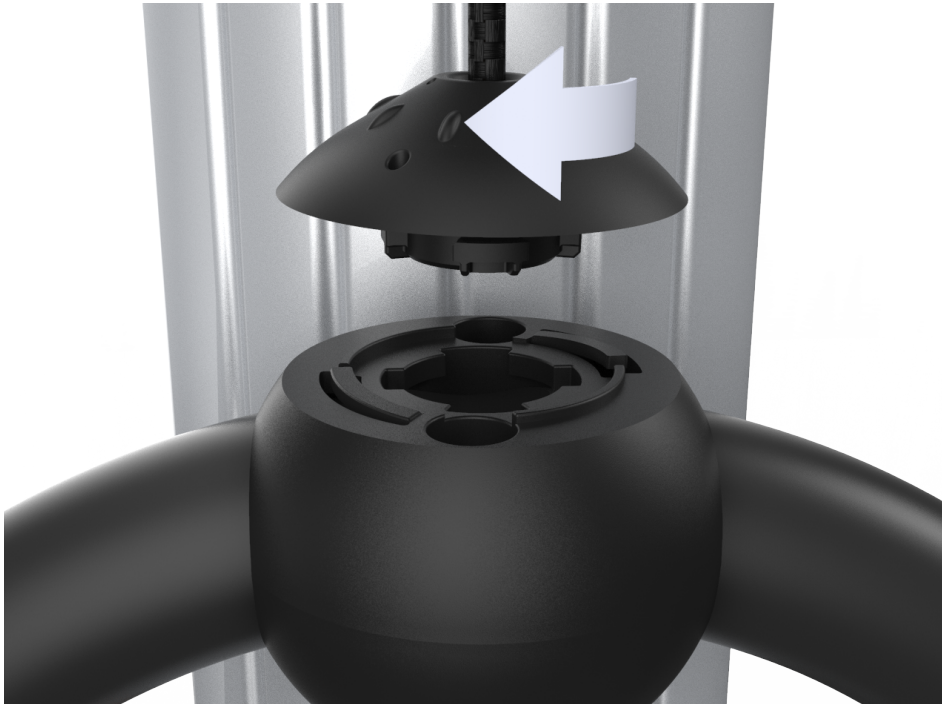
10. Turn the knot bearing one-quarter turn clockwise while pushing down gently until the knot bearing locks into place.
11. Position the completed cable clamp at the front of the station.
12. Discard the old rope and cable clamps.

Replace the New Cable Clamp

To replace the new cable clamp, follow the steps below:

1. Insert the service tool teeth into the two holes in the knot bearing.
2. Turn the knot bearing one-quarter turn counter-clockwise to remove the knot bearing from the cable clamp.
3. Use a Phillips screwdriver to remove the screws that holds the top to the bottom of the cable clamp.
4. Place the rubber shim into the bottom portion of the new cable clamp.
5. Place the new bottom of the cable clamps on the cable on the underside of the cable in the same place as the old cable clamp.
6. Place the new top of the cable clamp on the top side of the cable to mate with the bottom of the cable clamp.

7. Verify the top of the cable clamp (the flat portion) is correctly oriented to the top of the charging cable.
8. Use two of the #6 self-tapping screws to fasten the top and bottom portion of the new cable clamp together.
9. Unwrap the new ropes.
10. Match the knot bearing on each rope to the corresponding mating feature on the cable clamps.



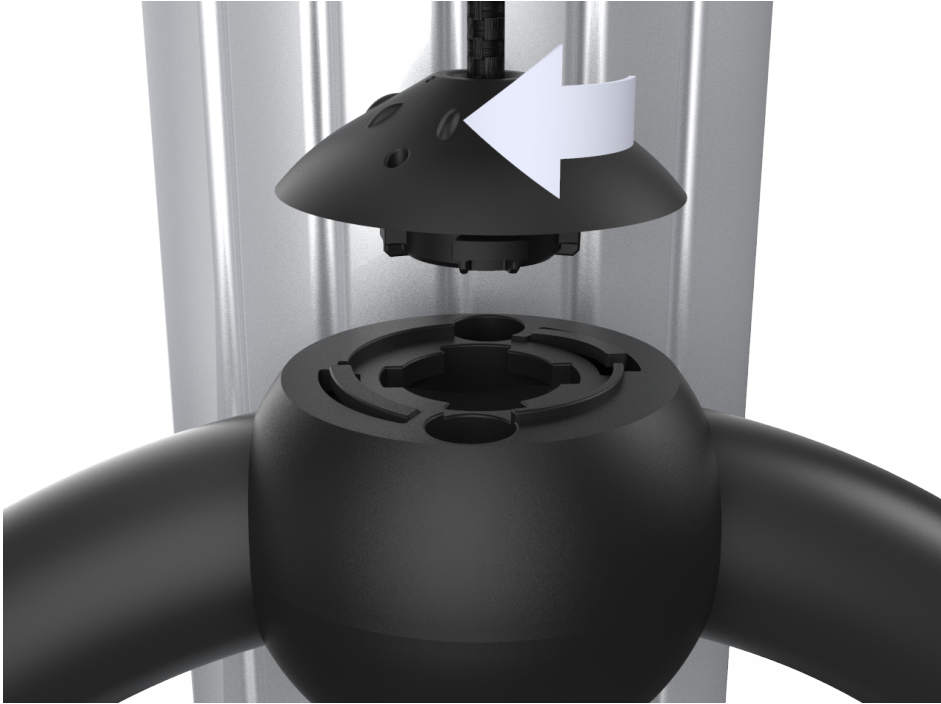
11. Turn the knot bearing one-quarter turn clockwise while pushing down gently until the knot bearing locks into place.
12. Position the completed cable clamp at the front of the station.
13. Discard the old rope and cable clamps.

Replace the Rope at the Charging Cable

To replace the rope at the charging cable, follow the steps below:

1. Insert the service tool teeth into the two holes in the knot bearing.
2. Turn the knot bearing one-quarter turn counter-clockwise to remove the knot bearing from the cable clamp.
3. Unwrap the new ropes.

-
4. Match the knot bearing on each rope to the corresponding mating feature on the cable clamps.



5. Turn the knot bearing one-quarter turn clockwise while pushing down gently until the knot bearing locks into place.
6. Position the completed cable clamp at the front of the station.
7. Discard the old rope and cable clamps.

Remediate the Rope Clip

To remediate the rope clip, follow the steps below:

1. Set up a ladder to reach the top of the CMK.
2. For best results, put on gloves to make it easier to grip the rope.

- Using the T-25 L-wrench, loosen the set screws on each side of the CMK below the top cap enough to let the counterweights pass by.



- Lift the top cap up and back to rest on top of the CMK extrusion.



-
5. Place the CMK service tool over the exposed edge of the CMK extrusion.



6. Use both hands to pull the top assembly down and towards you until the center **retrieval** rope is exposed.

Note: The center rope is a retrieval rope to raise the counterweights upwards inside the CMK extrusion.

7. Insert the retrieval rope in the slot on the CMK service tool to hold the counterweights up in position.
8. Pull the rope up again until the weights are nearly flush with the top of the housing.
9. Reposition the center rope in the CMK service tool to hold the weights in position.
10. Pull the center rope until the weights are in position.
11. Hook the center rope in the service tool to hold the center rope in place.

12. Use a Phillips head screwdriver to unscrew the four screws holding the cover on the top cap assembly. Save the screws.



13. Remove the top cap cover.



-
14. Starting on one side, remove the screw used to hold the rope clip.



15. Gently lift the weight out of the housing.



16. Lace the rope through the weight via the top and out the outside of the weight.



Note: The outside is the curved side. The inside is the flat side.

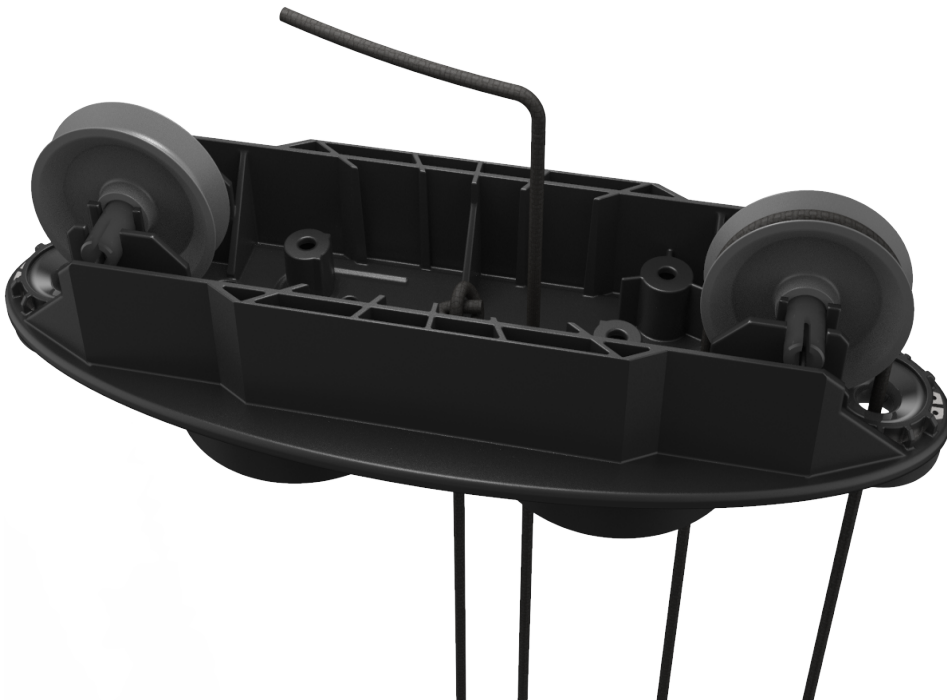
17. Lace the rope under the pulley wheel through the center of the weight.



-
18. Lace the rope through the top of the weight from the outside to the center.




19. Replace the weight in the housing.
20. Lace the end of the rope through the hole where the screw holding the clip was removed.



21. Turn the top cap over and pull 100-150 mm (4-6 in) of rope through the hole.

22. Tie an overhand knot in the tail about 55-75 mm (2-3 in) from the end of the rope. Use the opposite hole as a guide for the needed length.



 **CAUTION:** Do not cut the tail of the rope. Allow the tail to remain in place. The tail must be at least 55 mm (2 in) long.

23. Pull the knot tight by hand.
24. Repeat steps 14–23 for the other side of the CMK.

25. Tuck the tails into the housing away from the pulleys.



26. Ensure that the ropes remain threaded around the pulley wheels.

27. Replace the top cap using the four screws.



28. Tighten the screws in a diagonal pattern.

29. Holding the top cap tightly, release the center rope from the CMK service tool.



30. Remove the CMK service tool from the edge of the CMK.
31. Lower the top cap gently, equalizing the tension on the ropes as you go.

-
32. Replace the set screws to lock the top cap into position.



33. Discard the remaining Phillips screws, original rope, and plastic rope clips.

Verify Smooth Operation of the Rope

If a charging cable does not extend or retract fully and smoothly, it is likely that the rope has come off the pulley in the counterweight. You must reposition the rope onto the pulley.

To verify smooth operation of the pulley, follow the steps below:

1. Using the T-25 L-wrench, loosen the set screws on each side of the top cap enough to let the counterweights pass by.
2. Lift the top cap up and back to rest on top of the CMK extrusion.
3. Place the CMK service tool over the exposed edge of the CMK extrusion.
4. Use both hands to pull the top assembly down and towards you until the center "retrieval" rope is exposed.

Note: The center rope is a retrieval rope to raise the counterweights upwards inside the CMK extrusion.

5. Insert the retrieval rope in the slot on the CMK service tool to hold the counterweights up in position.



CAUTION: Ensure the rope is firmly held by the CMK service tool before releasing your hands to pull up the next section of rope.

6. Visually inspect the rope for correct alignment on the counterweight's pulley. Make any necessary adjustments.
7. Check that the rope is moving smoothly through the top assembly's cover. Make any necessary adjustments to ensure the rope is correctly aligned on its pulley.
8. Close and reinstall the top assembly.
9. Verify smooth operation of the rope once the CMK is fully reassembled.

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	IEC61851-1, (3rd ed.) IEC 61851-22 Ed. 2.0 IEC61439-7 Ed. 1.0; 2014-02	Electric Vehicle conductive charging systems, General Requirements Low-voltage switchgear and control gear assemblies: electric vehicle charging stations
Electromagnetic Compatibility (EMC) Directive 2014/30/EU	EN 301 489-1 EN 301 489-3 EN 301 489-52 IEC 61000-3-X IEC 61000-4-X IEC 61000-6-X	EMC for standard Radio and service EMC for Short range radio, EMC for Cellular device, EMC for conductive electric vehicle charging station
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 EN 301 511 v12.1.10 EN 301 908-1 v11.1.1	RF testing for Wi-Fi and BT, RF testing for RFID, RF testing for Cell modem
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

See test report 2230436KAU-001a and 2230436KAU-040a

See test report 230436KAU-004_Draft