



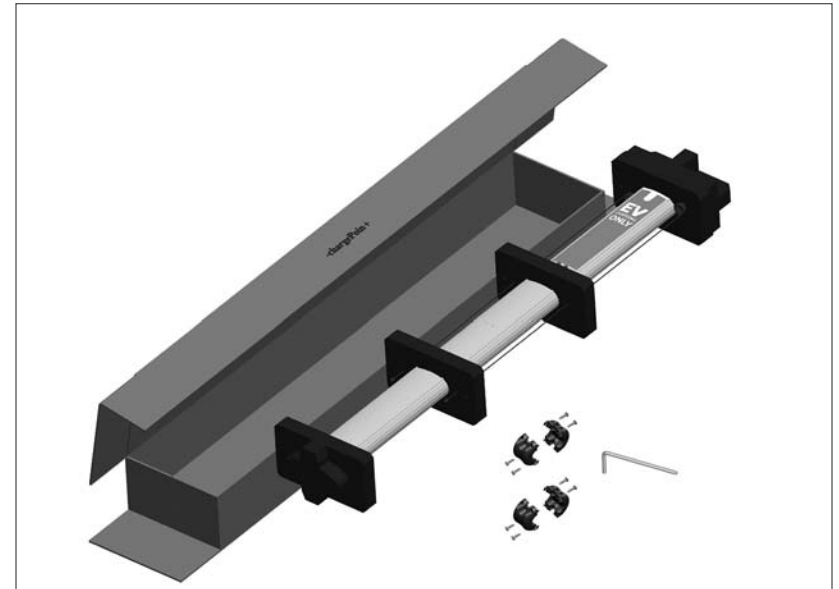
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[www.chargepoint.com](http://www.chargepoint.com)

## CT4001-CMKMNT (Cable Management Kit) REPLACEMENT INSTRUCTIONS

### Ordering Information and Shipping Specifications

CT4001-CMKMNT CMK to Bollard Mounting Kit      44 lbs      76"x14"x8"

### Parts Included



### You Will Need

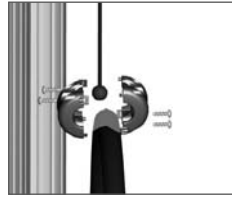
- L-wrench (supplied) or T-25 Pin-in-Torx driver
- Needle Nose Pliers
- #2 Phillips screwdriver
- 3/8" wrench or socket and ratchet
- An activated ChargePoint card that works with paid charging stations. Go to [www.chargepoint.com](http://www.chargepoint.com) to create a driver account and order a ChargePoint card.

### Overview of Steps

- Remove the Existing Head Assembly (pages 2-3)
- Remove the Existing CMK (page 4)
- Install the New CMK (page 5)
- Re-install the Head Assembly (pages 6-9)
- Complete the Post-Installation Checklist (page 11)

## Remove the Existing Head Assembly

- Step 1:** Remove the cable clamp(s) by removing its four screws using a #2 Phillips screwdriver.



- Step 2:** With the station powered on, scan your ChargePoint card, then remove the charging plug(s) from the holster(s). Lay the charging plug(s) on the ground.

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

- Step 3:** Disconnect the station's power at the electrical panel.

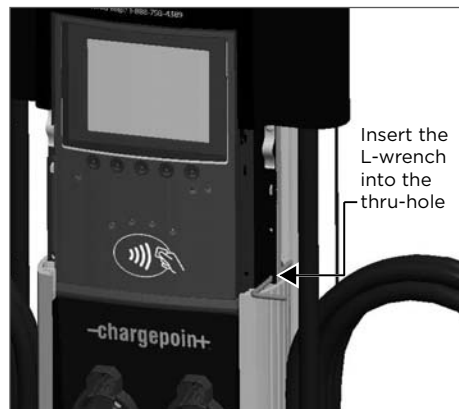
- Step 4:** Use needle nose pliers to remove the rubber plug(s), located inside the holster(s). Save these for later.



- Step 5:** Use this L-wrench to loosen (do not remove) the security set screw(s) located inside the holster(s).



- Step 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.



## APPENDIX A: Removing or Replacing the EV Charging Sign

- Pull the top assembly up and move it towards the back of the retractor.
- Slide the existing sign out of the grooves.



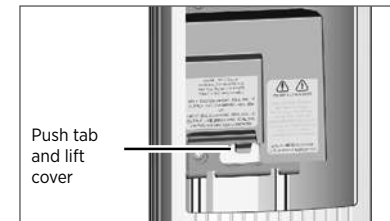
### To install a new sign:

- Slide the replacement sign into the grooves by bending it slightly. See the previous page for sign specifications.
- Re-install the top assembly. Remember to tighten the set screws.



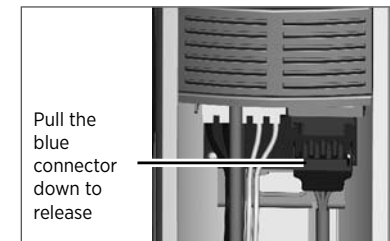
## Remove the Existing Head Assembly

**Step 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.



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

**Step 9:** Lift the existing head assembly upwards to remove, keeping the L-wrench in place.



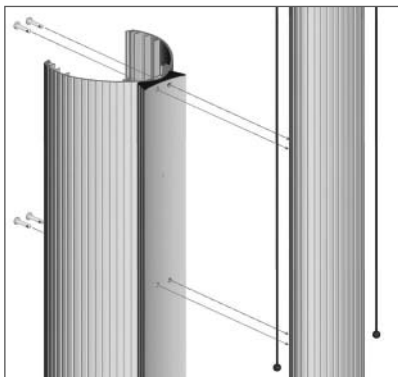
**Step 10:** Place the removed head assembly on the CMK's shipping cardboard to prevent it from damage. Make sure the cables are coiled and out of the way.

**YOU ARE NOW READY TO REMOVE THE EXISTING CMK.**

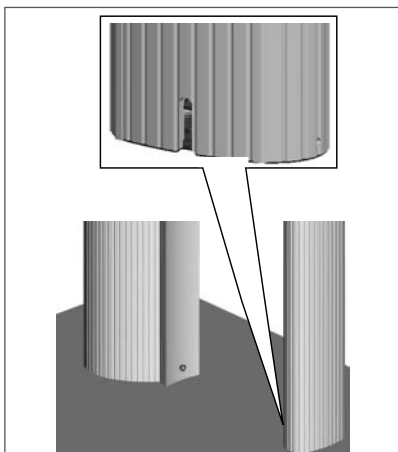
## Remove the Existing CMK

**Step 1:** Remove the two screws located below the power plate and save these for later.

**Step 2:** Support the CMK with one hand while removing the two screws located near the top of the bollard. Save the screws for later.



**Step 3:** Remove the CMK by lifting it about 2" to disengage it from the bottom support nut, then moving it away from the bollard.



**YOU ARE NOW READY TO INSTALL THE NEW CMK.**

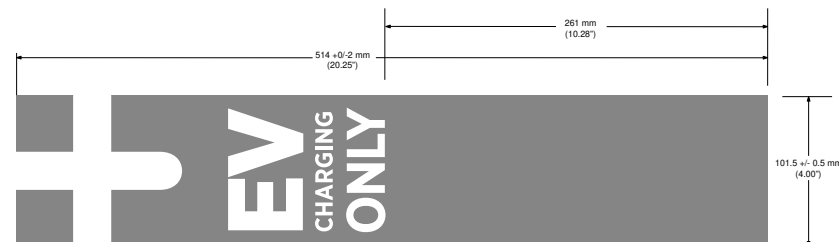
## APPENDIX A: Removing or Replacing the EV Charging Sign

The method used to remove and/or replace the EV Charging Sign differs depending on whether the CMK has been installed. Both methods are described in this appendix.

To ensure a proper fit, a replacement sign must have the following characteristics, at a minimum:

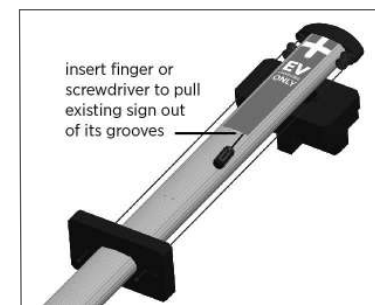
- Material - Vinyl with a maximum thickness of .03"
- Dimensions - Exactly 4.00" (102 mm) wide and up to 20.25" (514 mm) high

A detailed sign specification is available at [www.chargepoint.com/support-installation-guides.php](http://www.chargepoint.com/support-installation-guides.php). Example of sign specification (not to scale):



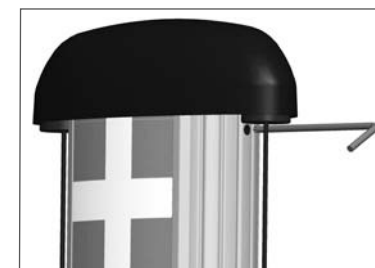
### To Remove the Sign Before Installation

- After removing the retractor from the shipping box, remove the existing sign before mounting it. Insert your finger or a screwdriver underneath the bottom edge of the sign to pull it out of the retractor's grooves.
- To install a new sign, bend it slightly and insert it into the grooves.



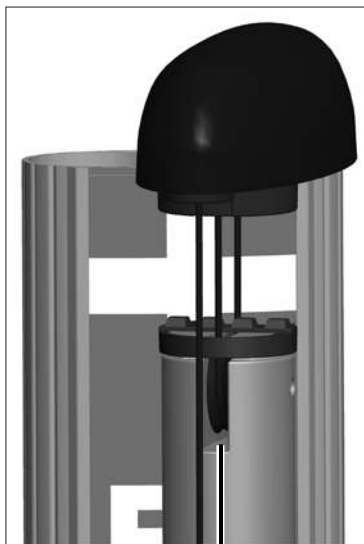
### To Remove the Sign After Installation

- Use a T25 L-wrench to loosen the set screw on each side of the top cap, as shown.



## Troubleshooting

- Step 4:** Inspect the rope to ensure it is properly aligned onto the pulley.
- Step 5:** Carefully lower the weight back into the retractor.
- Step 6:** Rotate the top cap back into position and re-tighten the set screws to about 10 in-lbs.

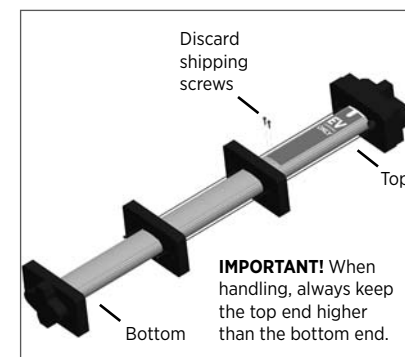


Ensure the rope is properly aligned onto the pulley

## Install the new CMK

- Step 1:** Position the retractor packaging on the ground so that the bottom of the retractor is near the base of the bollard.
- Step 2:** Using a 3/8" wrench or socket, remove and discard the two shipping screws from the front face of the retractor.

**! IMPORTANT:** When you remove the shipping screws, the retractor's counterweights are free to move in either direction. Therefore, **do not tilt or carry the retractor assembly with the top end lower than the bottom end.**



- Step 3:** Remove the foam packaging from the retractor.

**! IMPORTANT:** Do not unwrap the cords.

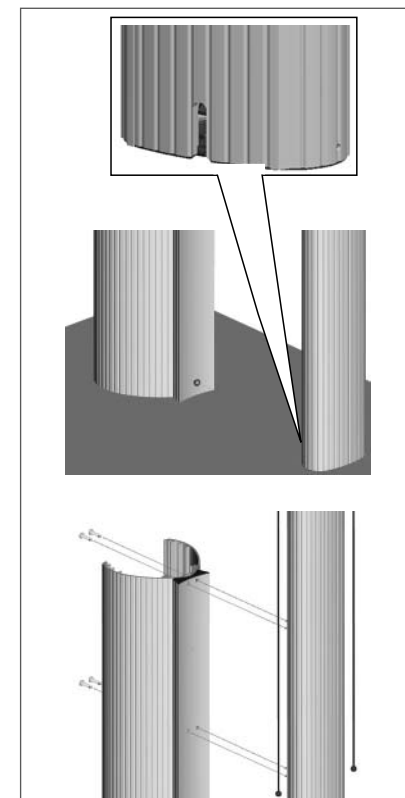
- Step 4:** OPTIONAL: If necessary, remove or replace the EV PARKING sign. See Appendix A.

- Step 5:** With a Phillips screwdriver and at least one of the four 1/4" - 20 screws in hand, position the retractor against the back of the bollard. Place the slot at the bottom of the retractor over the knob at the bottom of the main body.

**! IMPORTANT:** Hold the retractor in place until you've secured it with at least one screw.

- Step 6:** From inside the main body, insert the remaining screws. Tighten all screws to 60 in-lbs.

**YOU ARE NOW READY TO RE-INSTALL THE HEAD ASSEMBLY.**



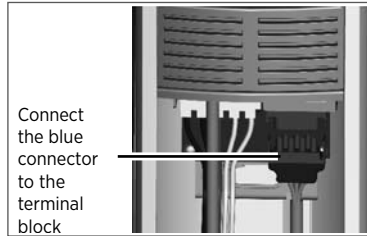
## Re-install the Head Assembly

**Step 1:** Slide the head assembly into the main body until it is stopped by the L-wrench.

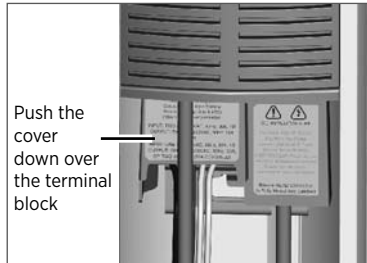


**IMPORTANT:** Do not insert the charging connectors into the holsters until after you've powered up the station. Doing so causes the holsters to permanently lock.

**Step 2:** Connect the blue connector to the terminal block, ensuring it clicks into place.



**Step 3:** Push the cover down over the terminal block.



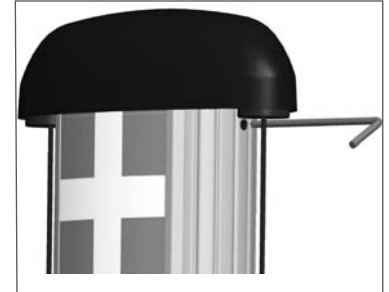
**Step 4:** Power up the station at the electrical panel.

## Troubleshooting

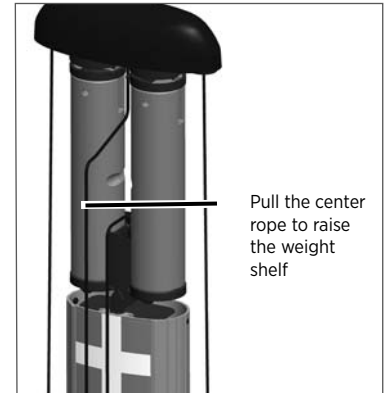
### Charging Cable Doesn't Move Freely

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

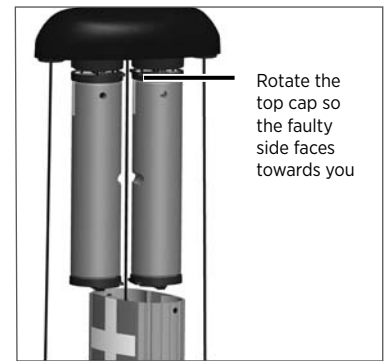
**Step 1:** Using the T25 L-wrench, loosen the set screws on each side of the retractor below the top cap.

















**Step 2:** 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.



**Step 3:** Rotate the top cap so the weight controlling the rope that doesn't move freely is facing towards you.



## Troubleshooting

Code	Symptom	Possible cause(s)	Recommended Action(s)
<b>ChargePoint Support may need to resolve the following station codes that begin with the digit "3":</b>			
301-BA	 	<b>Breakaway Fault</b> The cable has been removed from the station or is damaged. The station is not operational.	Call ChargePoint Customer Support at 1-877-850-4562 to arrange to have the station replaced.
302-GST	 n = the number of the applicable port or  	<b>GFCI Self Test Failed</b> The station detected a ground fault during power up and is not operational.	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.
303-RSC	 n = the number of the applicable port or  	<b>Relay Stuck Closed</b> 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.	Call ChargePoint Customer Support at 1-877-850-4562 to arrange to have the station replaced or repaired.
305-LCO	 	<b>Pilot Unreachable</b> 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.
306-BF	 	<b>Boot Fault</b> 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	 	<b>Hardware Error</b> 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.

## Re-install the Head Assembly

**Step 5:** Verify the station operates correctly.

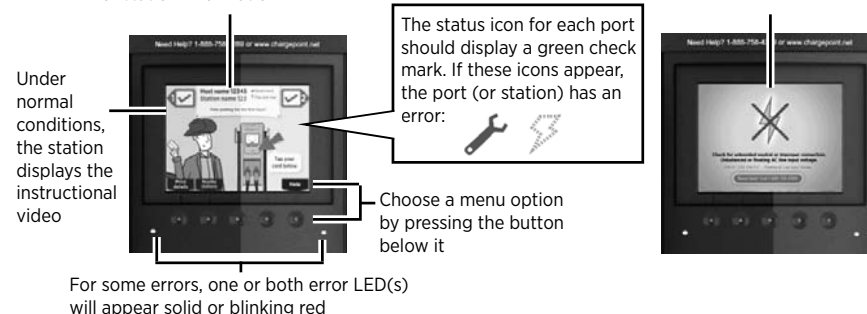
**IMPORTANT:** If the station is not operating as described below, and you have a ChargePoint service card, see Troubleshooting on page 13 to resolve the error before continuing.

- a) When the station is powered on, you should see:
- The instructional video, and no error messages.
  - The status icon for each port displaying a green check mark.
  - Neither of the two error LEDs lit up (for some errors, these LEDs are solid or blinking red).

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

For some errors, this top banner displays an error message instead of station information

In some cases, a static error message fills the entire display



- b) Use your ChargePoint card to authorize a charging session. Make sure that both plug holsters unlock and that the station displays instructions on how to plug into the vehicle.

If you have performed the above steps, and the station operates as described, continue with the installation. If it doesn't operate as described, resolve the error before continuing. If you have a ChargePoint service card, see Troubleshooting on page 13). If you do not have a ChargePoint service card, contact ChargePoint Customer Support at 1-877-850-4562

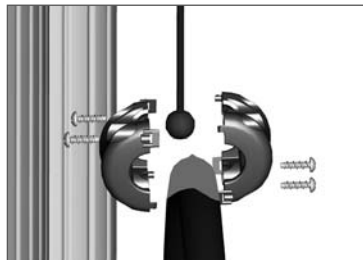
## Re-install the Head Assembly

### Step 6: Install the Cable Clamps.



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

- Locate the bead at the end of the retractor rope.
- Uncoil the charging cable by removing the plastic wrap, then gently extending it all the way out, away from the station. Rotate the plug as necessary to remove any twists or kinks. Locate the tape that marks the position where the clamp attaches to the cable.
- 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 four screws and tightening them securely using a Phillips screwdriver.
- Pull down on the rope and remove the rope from its wrapper. When the rope is unwrapped, it retracts into the top cap.
- Repeat the above steps for the other charging cable (if applicable). If installing a single port station, allow the left (unused) rope fully retract into the top cap.



**IMPORTANT:** Check that the charging cable extends and retracts fully and smoothly. If it doesn't, see page 19.

## Troubleshooting

Code	Symptom	Possible cause(s)	Recommended Action(s)
206-FLC	<p>Before activation:</p> <p>Check for unbalanced neutral or improper connection. Unbalanced or floating AC line input voltage.</p> <p>After activation: You will see the code listed on Help &gt; Station Codes and the port status icons will show:</p> <p><math>n</math> = the number of the applicable port</p> <p>or</p>	<p><b>Floating Line Connection</b> 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 measured to ground. The two most common causes of a Power Line Fault are:</p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>	<p>Correct any faulty connections.</p> <p>Verify that the station is connected to a system with its neutral properly grounded according to NEC Article 250.</p> <p>Verify the station is 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>



## Troubleshooting

Code	Symptom	Possible cause(s)	Recommended Action(s)
205-UNS	<p>Before activation: The banner between the port icons displays <b>"NETWORK SIGNAL NOT DETECTED."</b></p> <p>After activation: All you will see is the code listed on Help &gt; Station Codes.</p>	<p><b>Unknown Network Signal</b> The gateway station is unable to establish a network connection on AT&amp;T/Verizon (US) or Rogers (Canada).</p>	<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"> <li>• Check the network signal for each type of modem by choosing: Basic mode &gt; Display last measured RSSI. The strength of the signal should be A, B, or C.</li> <li>• 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 &gt; Change modem technology (CDMA or GSM).</li> </ul> <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 as described on page 7.</p>

## Re-install the Head Assembly

**Step 7:** Secure the head assembly.

- 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.
- Using the T25 L-wrench, tighten the two security set screws, located inside the holsters, to approximately 25 to 30 in-lbs.




- Cover the screws using the two rubber plugs.
- Insert the charging plugs into their corresponding holsters.








**YOU HAVE NOW FINISHED THE INSTALLATION OF THE CMK.**

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Code	Symptom	Possible cause(s)	Recommended Action(s)
203-SNP	<p>The banner between the port icons displays <b>“STATION NOT ACTIVATED ON CHARGEPOINT - GRACE SESSIONS REMAINING (N).”</b> When all grace sessions have been used:</p> 	<p><b>Station not activated</b> 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.</p>	<p>Arrange for the station to be activated on ChargePoint.</p>
204-NGNP	<p>Before activation: The banner between the port icons displays <b>“NO GATEWAY WITHIN RANGE.”</b> After activation: All you will see is the code listed on Help &gt; Station Codes.</p>	<p><b>Non-Gateway Not Paired</b> The station is set up to communicate with a gateway station that is either not within range, or is not powered on.</p>	<p>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 Support at 1-877-850-4562.</p>

## Troubleshooting

Code	Symptom	Possible cause(s)	Recommended Action(s)
<b>103- Soft Ground Fault</b>	 <i>n = the number of the applicable port</i>	During charging, the station detected a ground fault. The station stops delivering power to the vehicle, but continues to retry every 30 seconds.	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.
<b>104- Immediate Ground Fault</b>	 <i>u = the number of the applicable port</i>	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 at 1-877-850-4562.
<b>In most cases, an electrician can resolve the following station codes that begin with the digit "2":</b>			
<b>201-SIM</b>	 Please verify the SIM card has been installed correctly. <a href="#">View SIM card installation instructions</a>	<b>SIM Not Detected</b> 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 at 1-877-850-4562.
<b>202-EF</b>	 	<b>Earth Fault</b> 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 at 1-877-850-4562.

## Complete the Post-Installation Checklist

Before leaving the installation site, complete this checklist. Then tear out this page and give it to the person responsible for ensuring installations have been completed.

- ☒ Check each box below to confirm that the task has been completed.

☐ All mounting hardware is tightly secured and all stations are level and firmly in place.

☐ The two security screws inside the holster plugs on the head assembly are tightened and the rubber plugs are in place.

☐ Cable clamp halves are screwed together with no gaps. All charging cables operate smoothly through full extension and retraction.

☐ When starting a charging session using your ChargePoint card, the station displays no error codes or warning lights (see page 7), and both holsters unlock and lock.

**After completing, cut or tear along dotted line and give it to the person responsible for ensuring installations have been completed.**

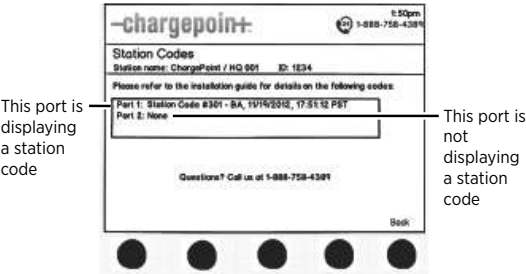


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Displaying Station Codes



To troubleshoot a CT4000, you will need a ChargePoint service card to display station codes. Station codes provide information about any error that may exist. Follow these steps:

- Activate the Service Menu by scanning your ChargePoint service card.
- Press the station button immediately below the “HELP” menu option.
- Press the station button immediately below the “DOWN” menu option to highlight “Station Codes”.
- Press SELECT.



Description of Station Codes

If you see a station code (see page 7 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>n = 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 at 1-877-850-4562.
102- Ventilation Requested	 <small>u = 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.