

CMK: Rope Clip Remediation

Service Bulletin

- **Bulletin Published:** October 29, 2019
- **Affected Models:** CMK6 and CMK8 used with CT4000, CP4000, CPF25, CPF32
- **Range of Affected Units:** All Cable Management Kits manufactured before October 7, 2019
- **Required Action:** Repair at Next Visit
- **Required Technician Level:** Station Manager
- **Failure:** When the rope for the Cable Management Kit (CMK) has fallen to the ground, the most likely cause is a broken clip in the top cap. The clip maintains tension on the cable retracting rope.
- **Repair Summary:** Remove the rope clips from the CMK top cap and replace with an overhand (thumb) knot with a 3 inch tail.

Before You Begin



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



CAUTION: If you must perform service in rain or wind, you must use a weather-proof shelter that covers all boxes and components.

Note: 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.

Tools and Materials:

- CMK service tool - or - clamp, such as Irwin Quick Grip clips or similar
- Step ladder
- T-25 L-Wrench
- #2 Phillips head
- Magnetic bowl (optional)
- Gloves (optional)

Removal Procedure

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.
3. Using the T-25 L-wrench, loosen the set screws on each side of the top cap.
4. Lift the top cap up and pull down until the weights are nearly flush with the top of the housing. Pull the center rope until the weights are in position.
5. Use the CMK service tool (or one Quick Grip clamp) to hold the center rope in place.
6. Use a Phillips head screwdriver to unscrew the four screws holding the helmet on the top cap assembly.
7. Place the four screws in the magnetic bowl.



8. Remove the top cap hat.



9. One side at a time, remove the screws used to hold the clip and remove the clip.



Replacement Procedure

1. Gently lift one weight out of the housing.



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

Note: The outside is the curved side of the gasket on top of the weight (a). The inside is the flat side (b).



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



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



5. Replace the weight in the housing.

6. Lace the end of the rope through the hole where the screw holding the clip was removed.

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



8. Tie a overhand (thumb) 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.



9. Pull the knot tight by hand.
10. Repeat replacement steps 1-9 for the second rope clip.

11. Tuck the tails into the housing away from the pulleys.
12. Ensure the ropes have remained threaded around the pulley wheels.



13. Replace the top cap using the four screws.
14. Tighten the screws in a diagonal pattern.
15. Holding the top cap tightly, release the center rope from the CMK Service Tool or Quick Grip clamp.



16. Lower the top cap gently, equalizing the tension on the ropes as you go.



17. Replace the set screws to lock the top cap into position. Tighten gently.
18. Discard the two remaining Phillips screws and the original plastic clips.



Report Completion to ChargePoint

Work with your ChargePoint Support representative to specify completion of your dispatch ticket.

Affected Parts

All Cable Management Kits built before October 7, 2019, affecting part numbers up to:

- 99-001626-04
- 99-001718-01
- 99-002012-01
- 99-001667-04
- 99-002013-01
- 99-003210-01
- 99-005201-01
- 99-004510-01
- 99-004511-01



chargepoint.com/support

75-001402-01 r1