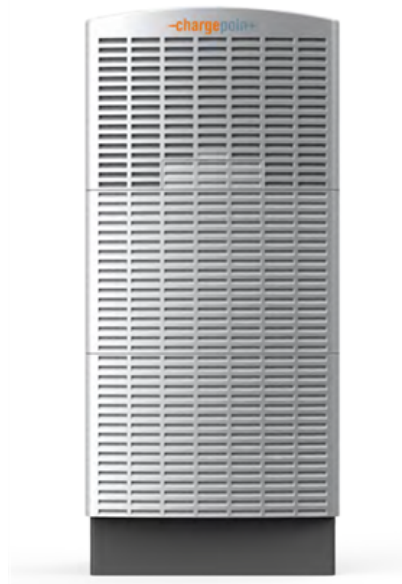




# Power Block

Express Plus DC Fast Charging Platform

## Service Guide



# IMPORTANT SAFETY INSTRUCTIONS

## SAVE THESE INSTRUCTIONS

This manual contains important instructions for Express Plus that shall be followed during installation, operation and maintenance of the unit.

---

### WARNING:

1. **Read and follow all warnings and instructions before servicing, installing, or operating the ChargePoint® product.** Install and operate only as instructed. Failure to do so may lead to death, injury, or property damage, and will void the Limited Warranty.
2. **Only use licensed professionals to install your ChargePoint product and adhere to all national and local building codes and standards.** Before installing the ChargePoint product, consult with a licensed contractor, such as a licensed electrician, and use a trained installation expert to ensure compliance with local building and electrical codes and standards, climate conditions, safety standards, and all applicable codes and ordinances. Inspect the product for proper installation before use.
3. **Always ground the ChargePoint product.** Failure to ground the product can lead to risk of electrocution or fire. The product 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 product using a ChargePoint-approved method.** Failure to install on a surface that can support the full weight of the product can result in death, personal injury, or property damage. Inspect the product for proper installation before use.
5. **The product is not suitable for use in Class 1 hazardous locations, 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, or touch fingers to charging rails.**
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. **Wire and wire terminal information are provided in the ChargePoint product Site Design Guide and Installation Guide.**
11. **Torques for installation of wire terminals are provided in the ChargePoint product Installation Guide.**
12. **The ChargePoint product maximum operating temperature is 50 °C (122 °F).**
13. **Site operator is responsible for making sure that no mechanical damage occurs and the installation is done in a location that doesn't present a safety risk.** If used carelessly, the equipment could critically injure someone just from the extension force.





14. Do not put fingers into the adapter.
15. Do not use this product if the flexible output cable, vehicle connector, vehicle inlet, or the adapter itself has broken insulation, broken, or cracked housings, or if internal parts are accessible including wiring.
16. Do not use this adapter with any charger or EV that is capable of exceeding the adapter's rated voltage or current capacity. Some EVs and EVSE combinations are capable of multiple voltages or limited durations of current overloading designed for normal EVSE to EV connections. Use of the adapter in these situations could result in unsafe conditions such as fire, burns, or exposure of high voltage.



**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.**

## 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.com/guides](https://chargepoint.com/guides).

## Copyright and Trademarks

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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



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.



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# 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
June, 2025	v1	Removed the sections related to the replacement of draining house and coolant reservoir.

# Introduction 1

Follow this guide to service and replace the Power Block components.

## Before You Begin

---

### **DANGER:** RISK OF SHOCK



- Before any procedure, disconnect the power.
- Follow local code and site lockout/tagout procedure to de-energize the station.
- Wait for energy to dissipate (approximately five minutes).
- Keep power off until all covers and panels are 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:** Comply with these guidelines to prevent component damage.

- Use tools suitable to torque metric fasteners. All fasteners used on the Power Block are in metric sizes.
  - Use the given torque values to tighten the fasteners.
  - Ensure that the tools such as torque tool, multimeter, and Ethernet tester are calibrated.
-

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**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 the training at [chargepoint.com/installers](https://chargepoint.com/installers) to become ChargePoint certified and to access the ChargePoint web or app-based installer tools.



**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.



**WARNING:** Follow Service Guide instructions *only*. Use only ChargePoint-authorized parts.

---

## Additional Documentation

To ensure safety for you and others, do this before you begin:

- Familiarize yourself with the instructions in this Service Guide.
- If you have not installed or serviced the Power Block recently, orient yourself to the Power Block by reviewing the *Site Design Guide*, *Installation Guide*, and *Datasheet*, as well as any other materials you find helpful.

Access ChargePoint documents at [chargepoint.com/guides](https://chargepoint.com/guides).

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
Concrete Mounting Template Guide	Instructions to embed the charging station template in a concrete pad with anchor bolts and conduit placement (these may also be included in the Site Design Guide)	Site construction contractor
Surface Conduit Entry Kit Guide	Instructions for sites where conduit cannot be run underground	Installer
Construction Signoff Form	Checklists used by contractors to ensure the site is correctly completed and ready for product installation	Site construction contractor
Installation Guide	Anchoring, wiring, and powering on	Installer
Operation and Maintenance	Operation and preventive maintenance	Station owner, facility

---

Document	Content	Primary Audiences
Guide	information	manager, and technician
Service Guide	Component replacement procedures, including optional components	Service technician
Declaration of Conformity	Statement of conformity with directives	Purchasers and public

## Check and Protect Parts

To ensure your safety, do the following:

- Use only authorized parts and accessories sold and supplied by ChargePoint for the unit and model.
- 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.
- Familiarize yourself with the contents of each shipping box.
- Ensure that you have all the parts for the work you plan to perform.
- Have more than one technician or qualified support person present if components are heavy.
- Keep liquids (and objects containing liquid) away from the unit, never on or inside.
- Do not discard the part you are replacing. Reuse the packaging from the new part to return all removed parts to ChargePoint.

## If Damaged, Do Not Service

Do not perform work or remove any signs or covers from the unit if you find any of the following:

- The charging station housing shows mechanical damage.
- The charging cables or connectors are visibly damaged.
- The station is unstable or moves.

If you find such damage, *turn off the station*, advise the site manager to keep the unit(s) off, and contact ChargePoint immediately. Find your region's technical support number at [chargepoint.com/support](https://chargepoint.com/support).

## Questions

For assistance, navigate to [chargepoint.com/support](https://chargepoint.com/support) and contact technical support using the appropriate region-specific number.

# Power Off 2

To power off, complete the following steps:

## Tools



Multimeter



Lockout or tagout equipment

---

### **DANGER:** RISK OF SHOCK

- Before any procedure, disconnect the power.
  - Depending on the Express Plus architecture used at the site, the Power Block may be electrically connected to other Power Block HV DC power sources through Power Link 1000 or Power Hub. Consult the site drawings to ensure power is disconnected from all connected Power Blocks.



- Follow local code and site lockout/tagout procedure to de-energize the station.
- Wait for energy to dissipate (approximately five minutes).
- Keep power off until all covers and panels are reinstalled and the work is complete.

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

---

1. Refer to the site drawings and identify the components to be serviced.
2. End all charging sessions and activity.



**CAUTION:** Failure to end the charging session before beginning service could damage hardware components. Such damaged components may need to be replaced, and this may be costly.

---

3. Power off all upstream components as follows:

**Note:** Powering off all upstream components will power off all components at the site. Powering off the 48 V input is not required.

- a. Disconnect power at the site electrical panel.
  - b. Wait the required time for energy to dissipate (see label on the product).
4. Use a multimeter to confirm that power is off.
5. Check the power status.
6. Perform service or maintenance.

## Disconnect Power

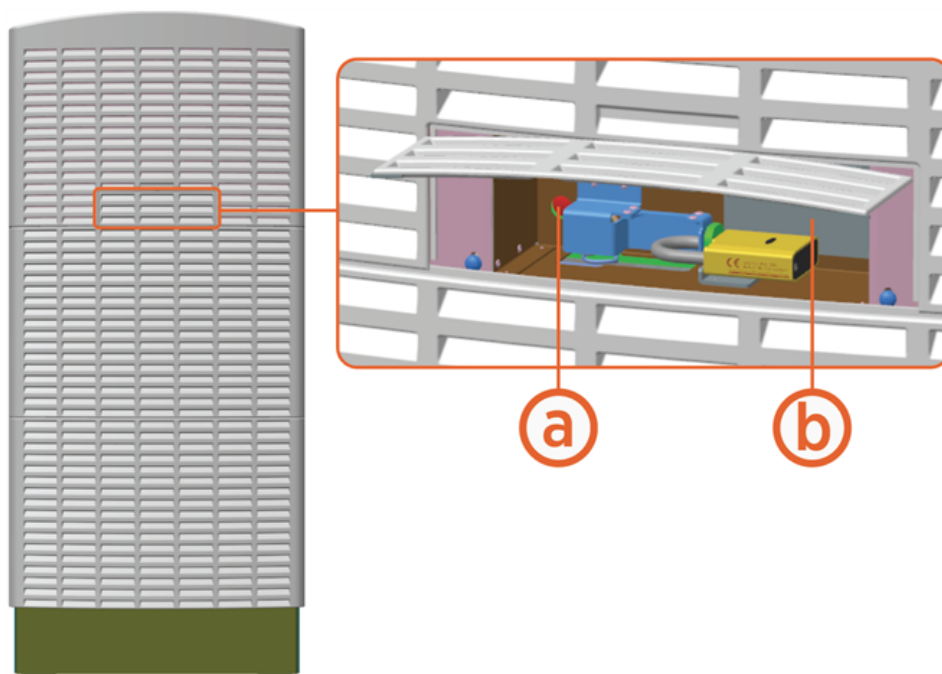
Disconnect power at the site electrical panel and use a lockout equipment to test that power is off.



## Check Power Block Status Light

To check the Power Block status light, complete the following steps:

- 
1. Open the security panel.



2. The status light **(a)** must be off (unlit). If the status light is on (glowing any color), *do not proceed* further with servicing. Wait the required time for energy to dissipate (see safety label **(b)** on the product).



**IMPORTANT:** When you power on, the status light should turn on (light up yellow, then green). If the light is red, contact ChargePoint at [chargepoint.com/support](https://chargepoint.com/support).




---



# Panels, Doors, and Safety Shields 3

To replace panels, doors, and safety shields, configure the following steps:

## Tools

Icon	Description	Icon	Description
	Padlock key or code (only if your site requires it)		Stepladder
	#5 Phillips screwdriver		

## Before You Begin

Power off.

Power off before you begin,

**AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.**



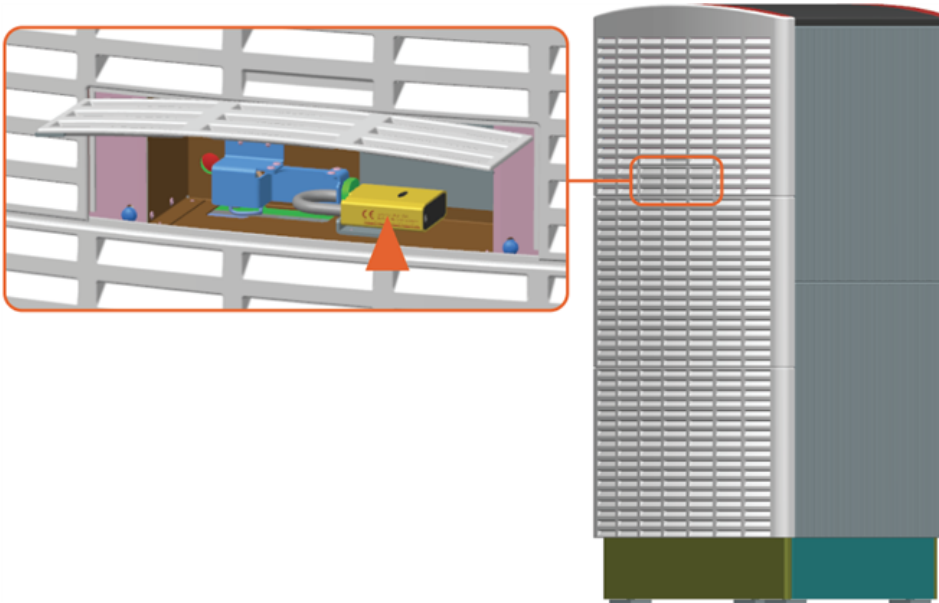
### IMPORTANT:

- Complete the [post-service checklist](#).
- [Contact ChargePoint](#) regarding faulty part return.

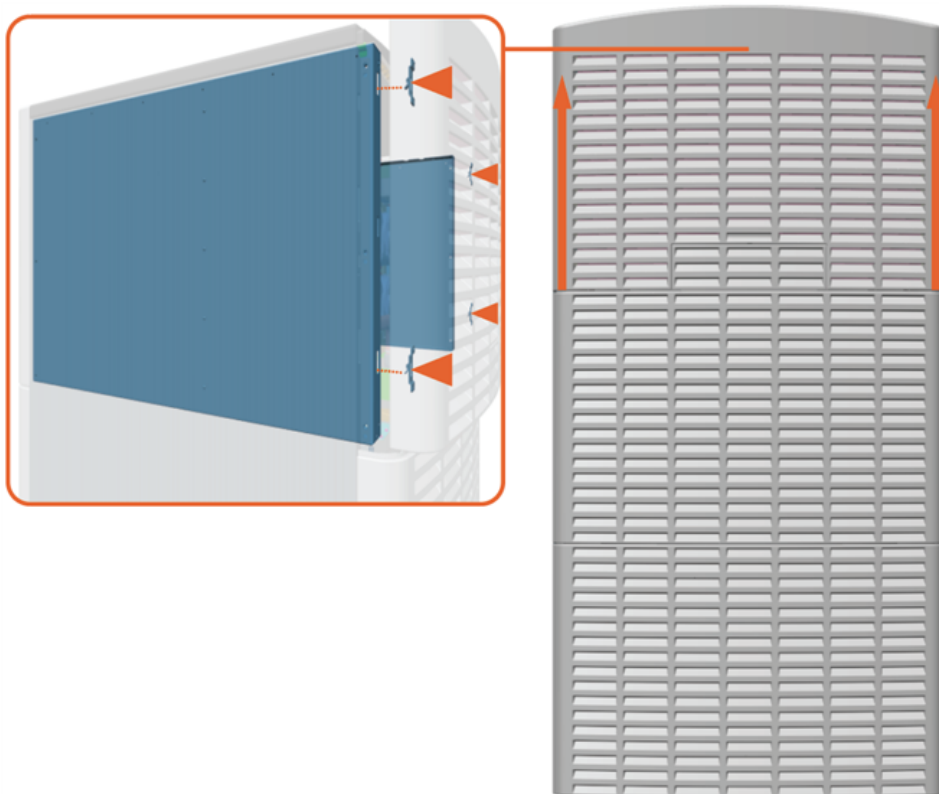
---

## Replace Upper Panel (Front or Rear)

1. Open the security panel, and unlock and remove the padlock.



2. Slowly press and push the upper panel sides up to disengage the hooks (x4) behind the panel.



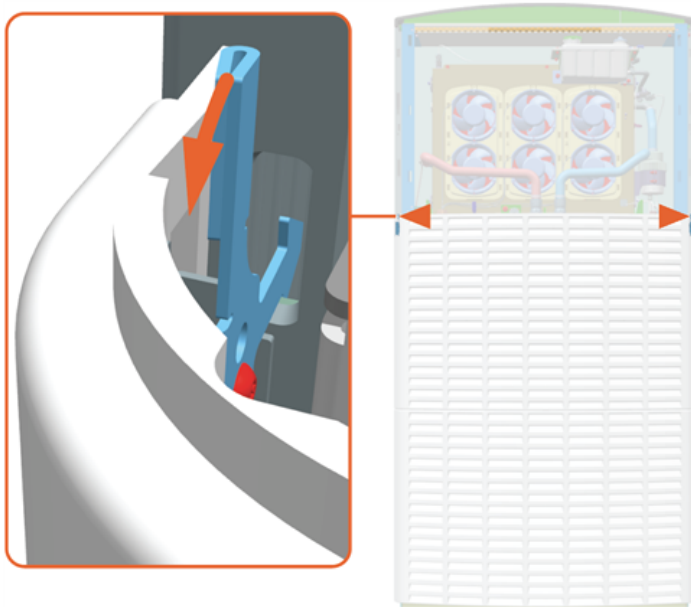
REVERSE THE ABOVE STEPS TO REINSTALL THE PANEL.

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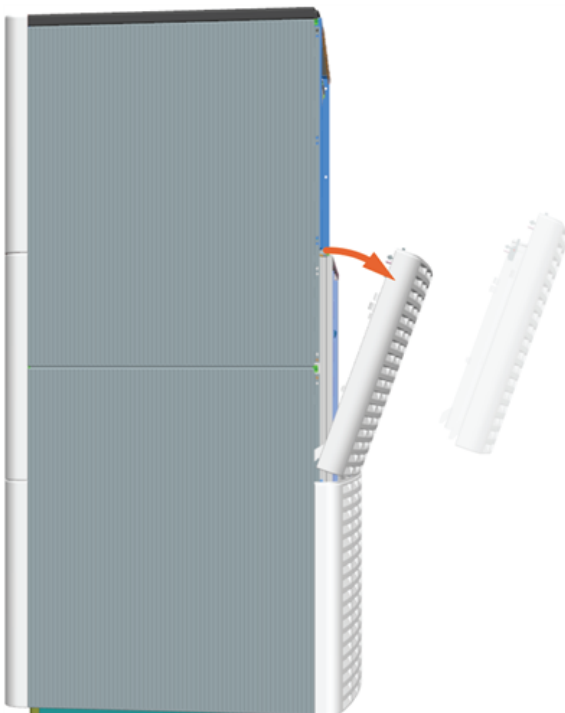
## Replace Mid or Lower Panel (Front or Rear)

### Remove

1. Pull the hook levers (x2) out to disengage the hooks (x2) behind the panel's upper side.



2. While the hook levers (x2) are pulled out, tilt out the panel's upper side to remove.

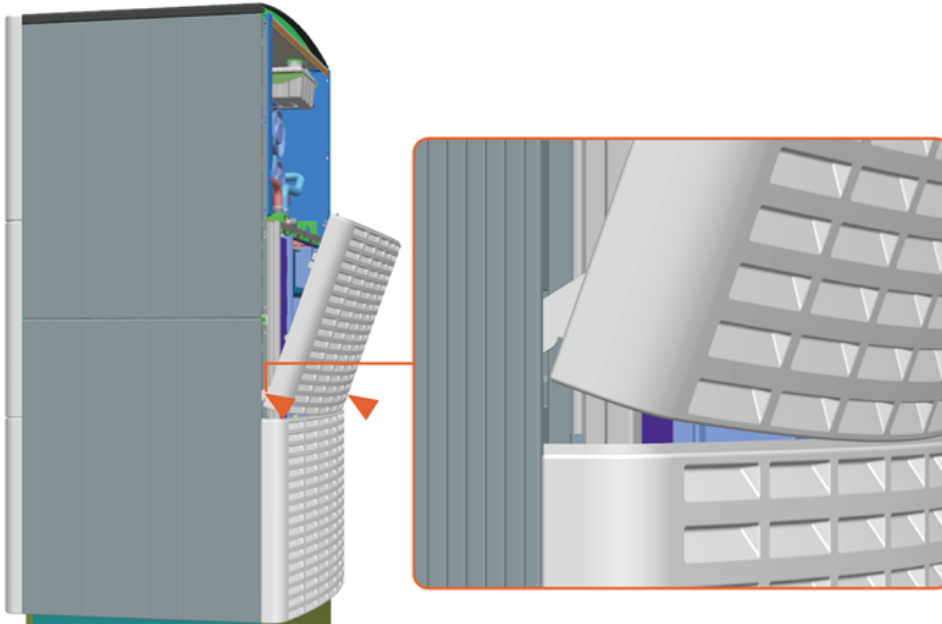


3. Repeat for the lower panel.

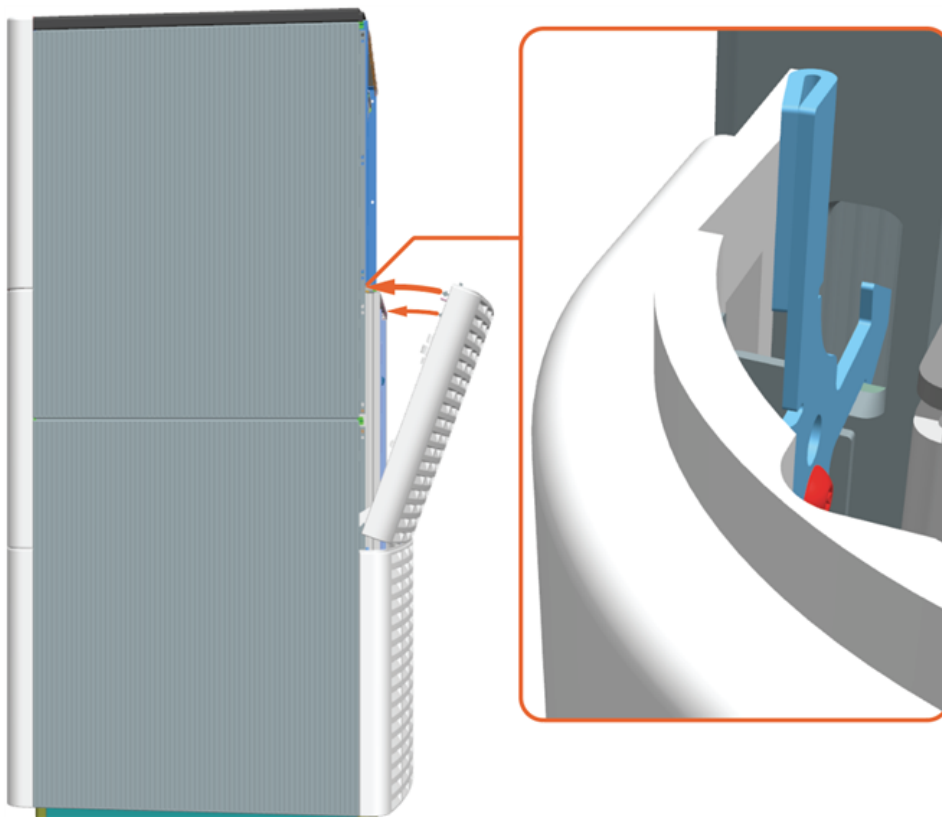
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## Reinstall

1. Align and seat the lower hooks (x2).



2. Tilt in the upper side to engage the upper hooks (x2).

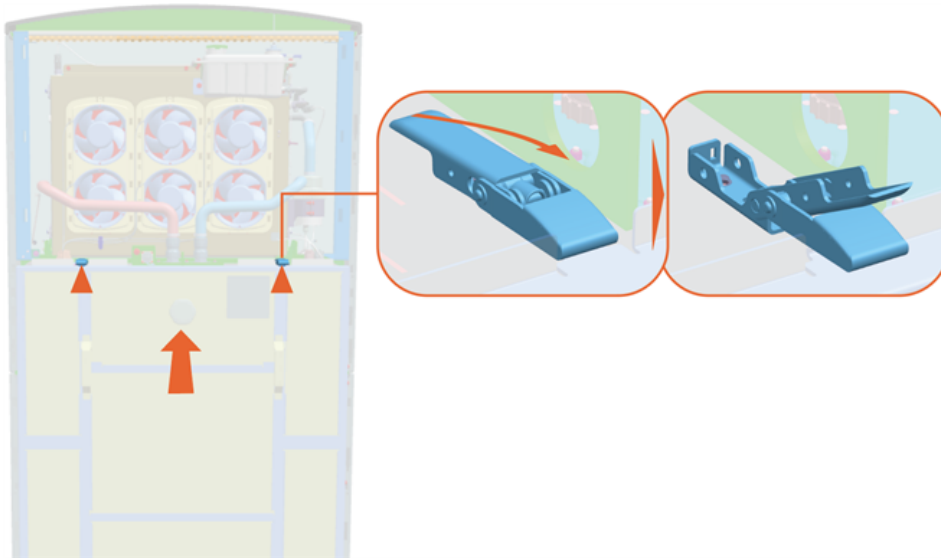


3. Repeat for the lower panel.

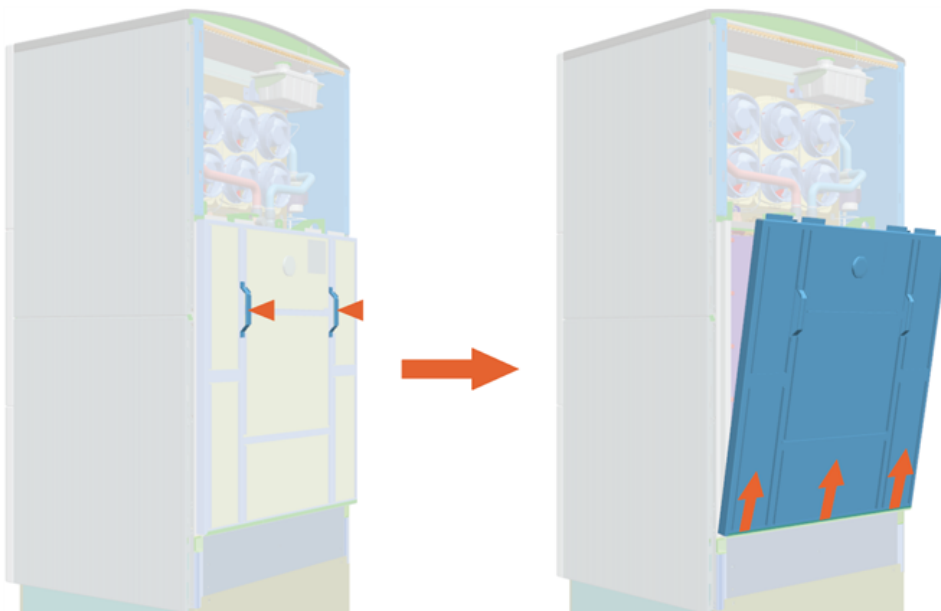
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## Replace Front Door

1. Hold the door to support it and disengage the latches (x2).



2. Hold the door handles (x2) and tilt out to lift the door off of the flange at the bottom of the door.

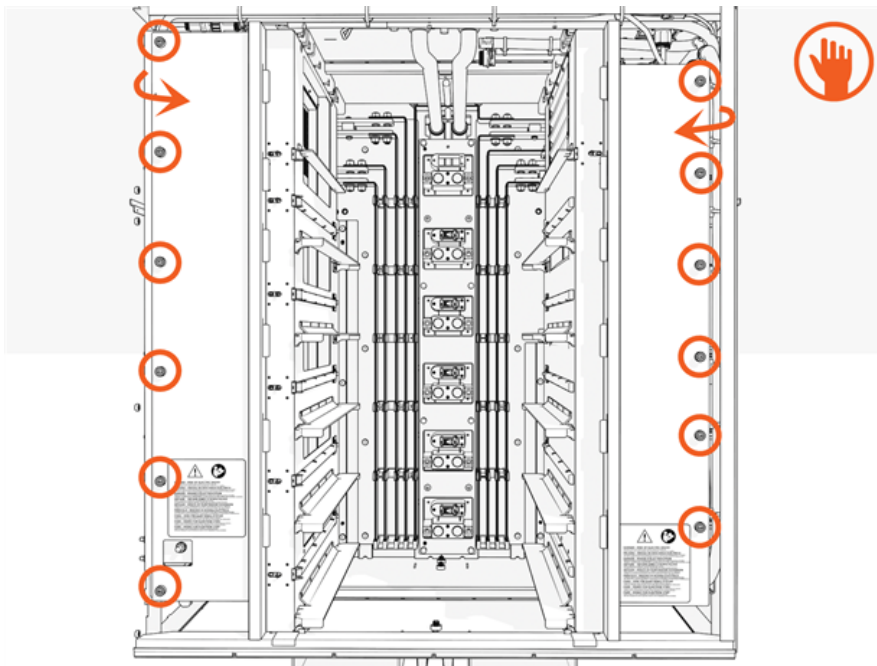


REVERSE THE ABOVE STEPS TO REINSTALL THE DOOR.

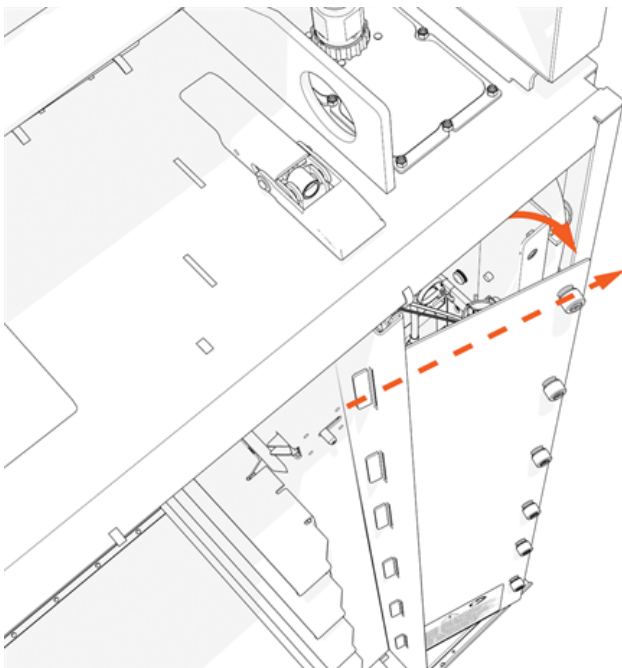
# Transparent Shield

## Remove

1. Loosen six captive screws by hand for each transparent shield (or, use a #5 Phillips screwdriver).



2. Slightly rotate out the edge with the screws.

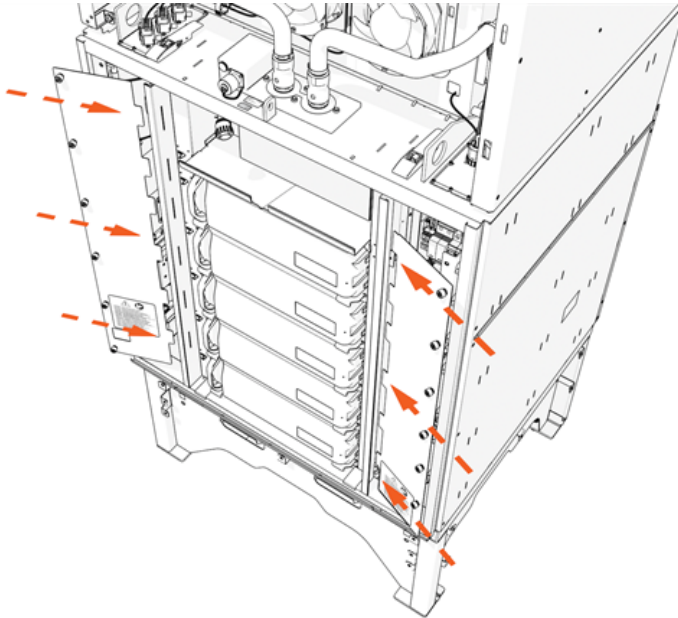


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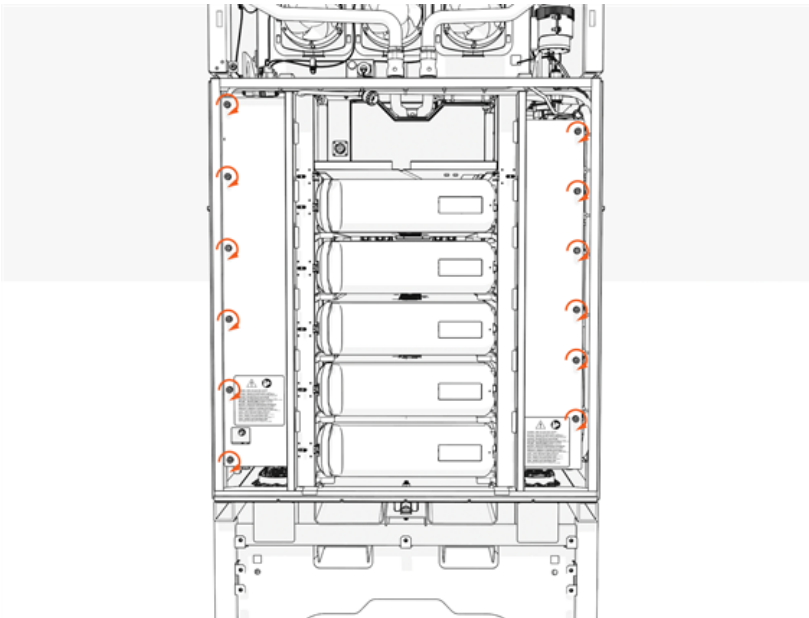
## Reinstall

1. Align the tabs on the transparent panel with the slots in the racks. Insert the tabs into the slots.

**Note:** For the left shield only, align the hole over the door switch.



2. Tighten the captive screws.



# Power Module 4

To replace the power module, complete the following steps:

## Before You Begin

1. Power off.
2. Remove front upper, mid, and lowerpanels.
3. Remove front door.

AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.



---

### IMPORTANT:

- Complete the post-service checklist.
  - Contact ChargePoint regarding faulty part return.
-

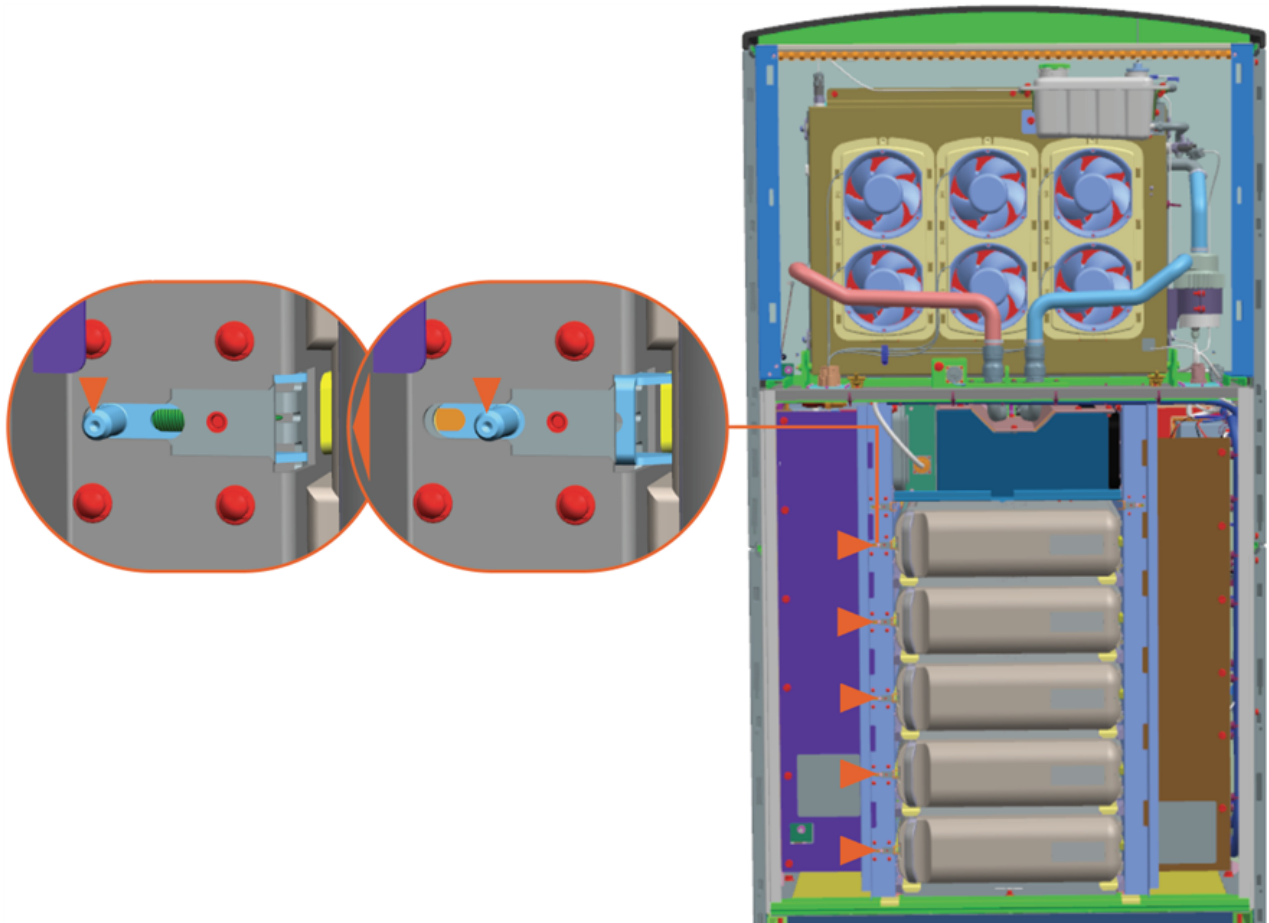


---

## Replace Power Module

### Remove

1. Determine which Power Module you need to remove.
2. Pull the latch on the left side.



3. While the latch is pulled, hold the Power Module's handle on the left side and slide it out.



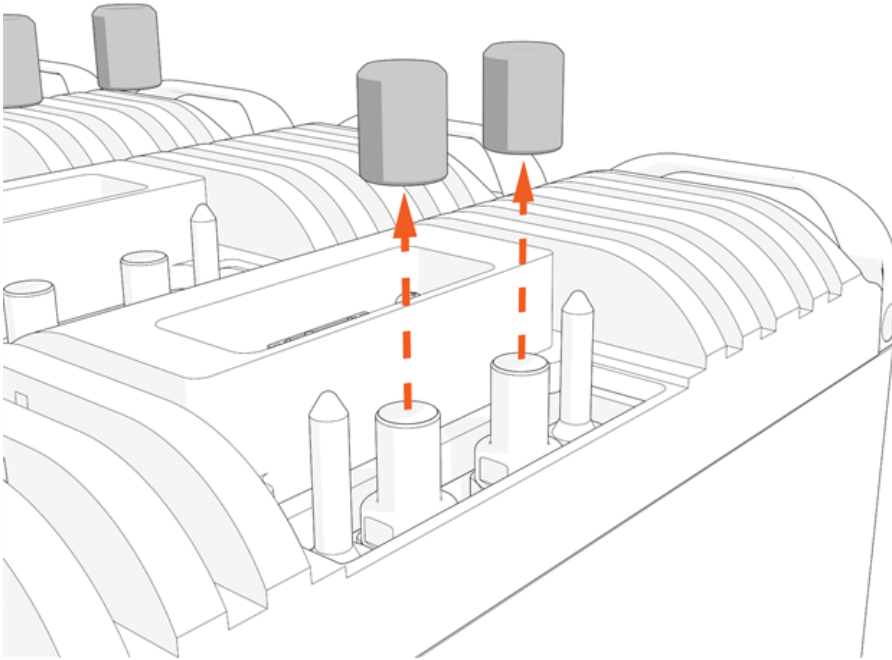
**IMPORTANT:** Take the help of a service partner to lift the component.

---

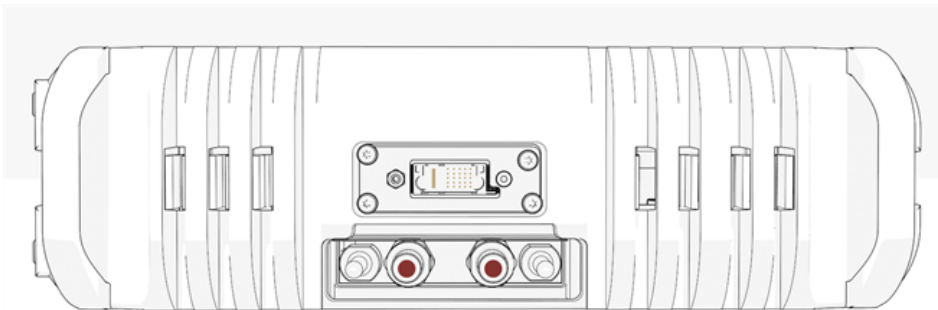
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## Reinstall

1. Remove caps from the coolant ports.



2. Position the Power Module with the data connector above the coolant port to align with the module mate.

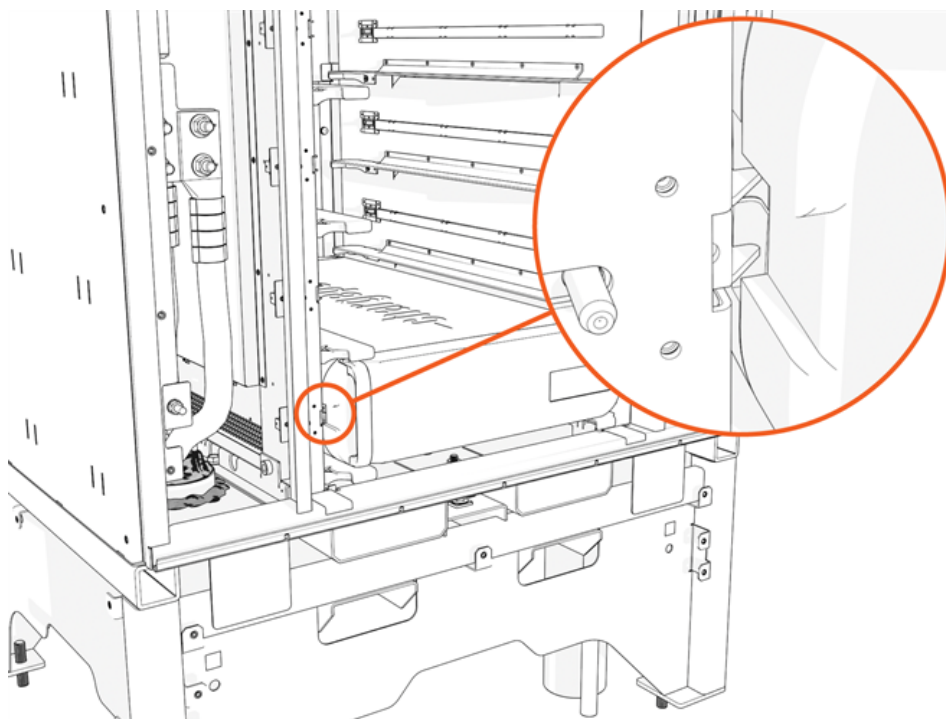


- 
3. Insert the Power Module onto the rack and slide it in until the latch locks.

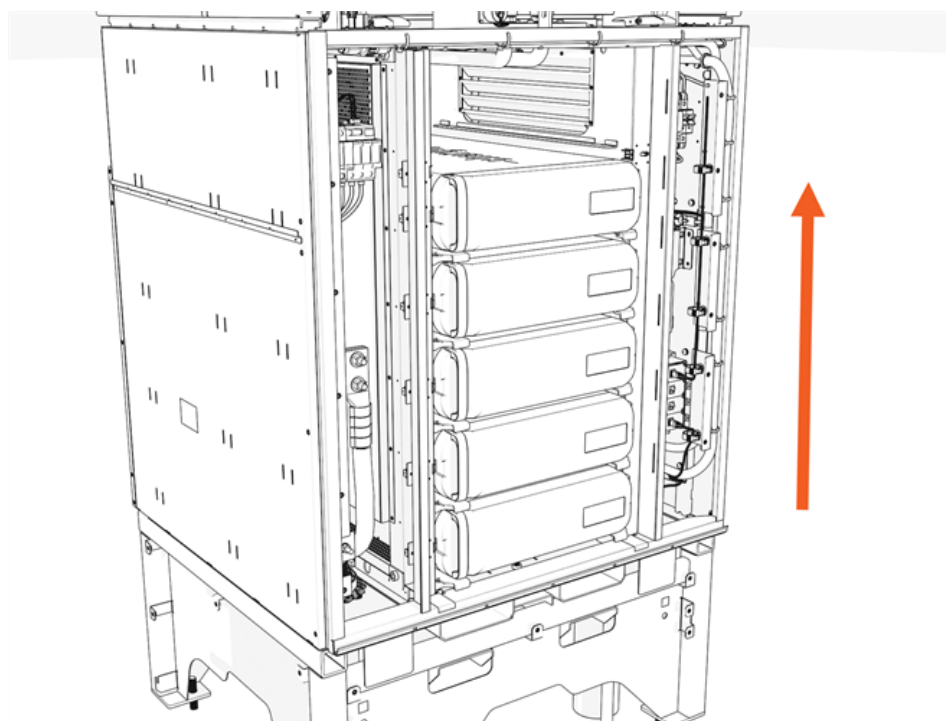


**IMPORTANT:** Install Power Modules from lowest to highest.

---



Insert Power Modules from the bottom rack to the top.



# Coolant Level Sensor 5

This topic provides information on replacing the coolant level sensor.

## Before You Begin

1. Power off.
2. Remove front upper panel.

AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.



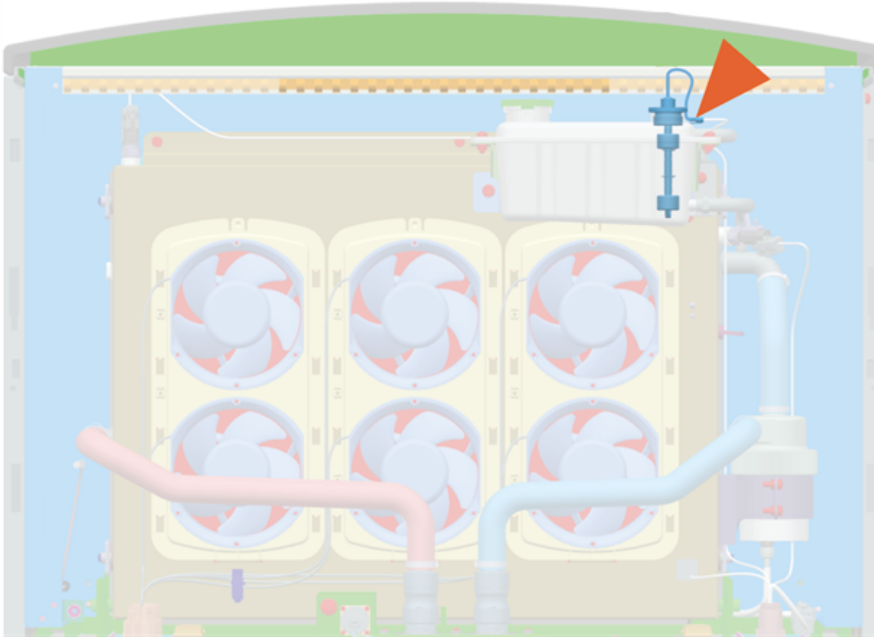
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### IMPORTANT:

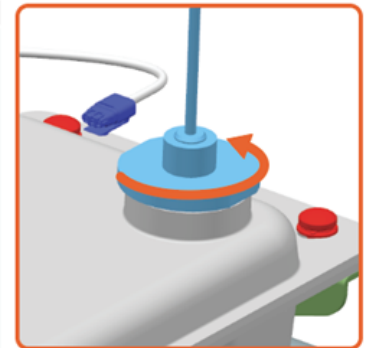
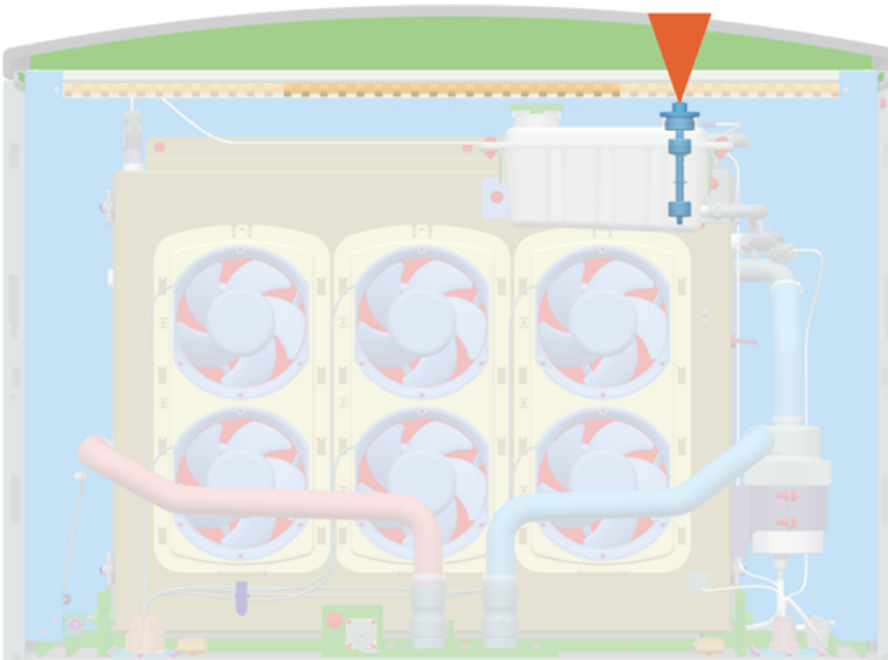
- Complete the post-service checklist.
  - Contact ChargePoint regarding faulty part return.
-

## Replace Coolant Level Sensor

1. If necessary, rotate out the coolant reservoir to access the sensor.
2. Disconnect the sensor cable.



3. Unscrew the sensor cap to remove the sensor.



REVERSE THE ABOVE STEPS TO REINSTALL THE COOLANT LEVEL SENSOR.



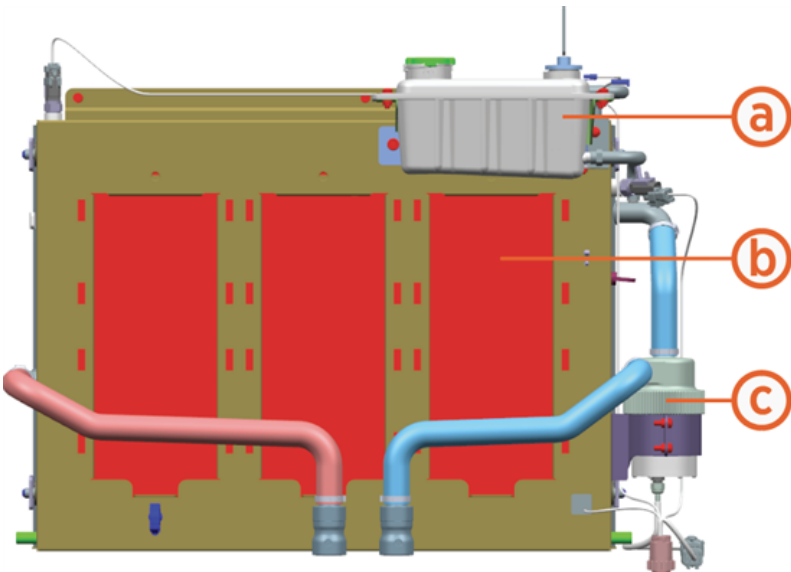
**IMPORTANT:** Always refill or top off coolant when you service a part of the cooling system or remove, reinstall, or replace a Power Module.

---





# Upper Heat Exchanger Assembly 6

This topic provides information on replacing the upper heat exchanger.

This assembly contains the following components:

Upper Heat Exchanger	List of Labelled Components
	a. Coolant reservoir with level sensor
	b. Radiator and radiator plenum
	c. Pump

## Tools and Materials

Icon	Description	Icon	Description
	Stepladder		T25 Torx screwdriver
	#5 Phillips screwdriver		Clean rags

Icon	Description	Icon	Description
------	-------------	------	-------------



ChargePoint coolant

## Before You Begin

1. Power off.
2. Remove front upper panel.

AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.

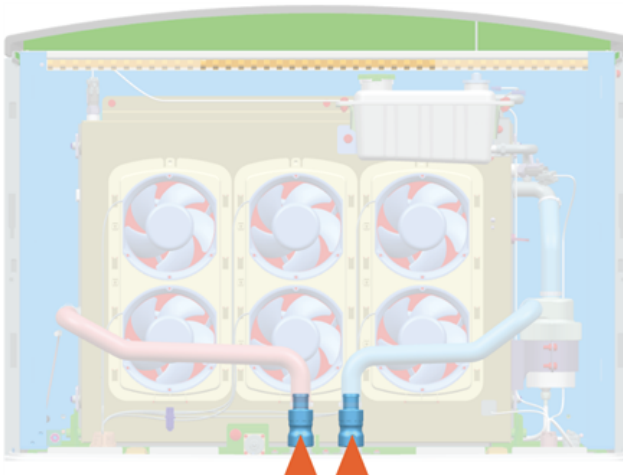


### IMPORTANT:

- Complete the post-service checklist.
- Contact ChargePoint regarding faulty part return.

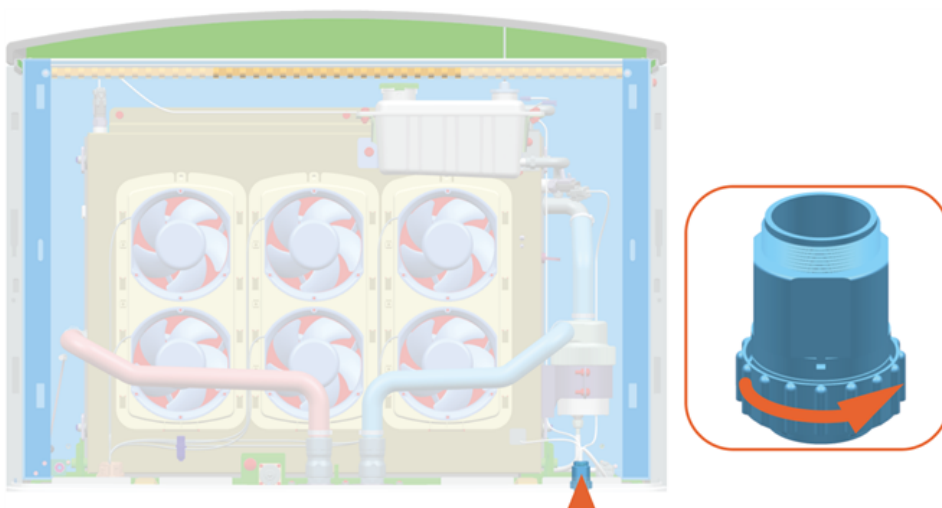
## Replace Upper Heat Exchanger

1. Disconnect the fan cables (x3) (see Upper Fan Tray).
2. Press the black latch on the valves (x2) and then pull them up to disconnect the hoses.

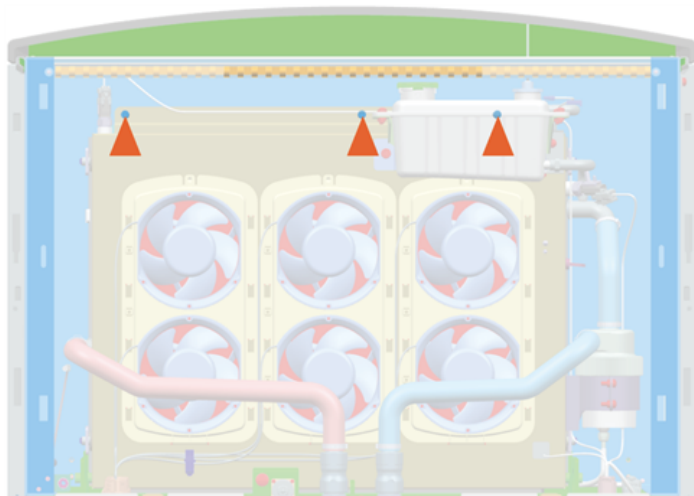




- 
3. Disconnect the pump's cable. Unscrew the round connector housing and unplug the connector.



4. Rotate out the coolant reservoir to access the screws behind.
  5. Remove the screws (x3). If necessary, use T25 Torx screwdriver.
- Note:** Hand tight these screws when reinstalling.



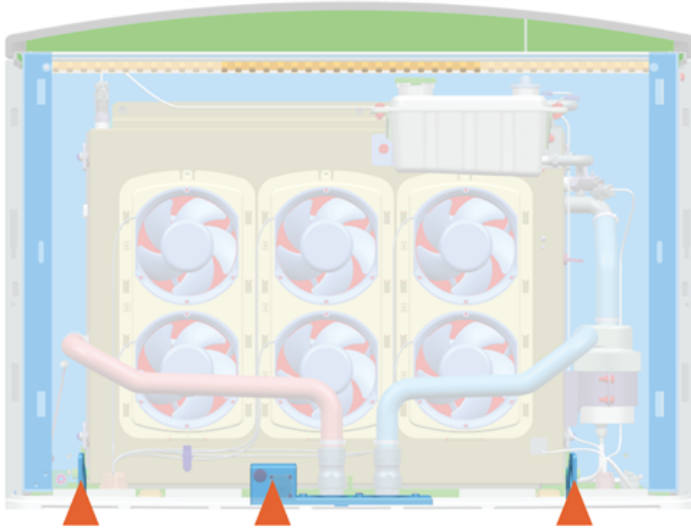
- 
6. Lift the heat exchanger off the upper cabinet.



**IMPORTANT:** Take help of a service partner to lift the component.



**CAUTION:** Make sure to lift the heat exchanger high enough to clear the three ramps in front. If not, you may damage the hardware.



7. Remove the fans (see [Upper Fan Tray](#)).

**REVERSE THE ABOVE STEPS TO REINSTALL THE UPPER HEAT EXCHANGER.**




**IMPORTANT:** Always refill or top off coolant when you service a part of the cooling system or remove, reinstall, or replace a Power Module.

---

# Upper Fan Tray 7

This topic provides information on removing and reinstalling the upper fan tray.

## Tools

Icon	Description
	Stepladder

## Before You Begin

1. Power off.
2. Remove front upper panel.

AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.



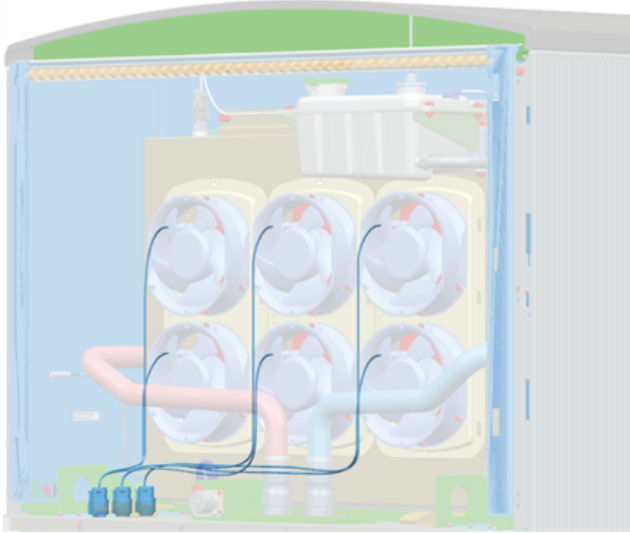
### IMPORTANT:

- Complete the post-service checklist.
- Contact ChargePoint regarding faulty part return.

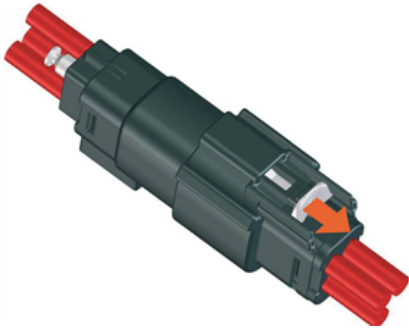
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## Remove Upper Fan Tray

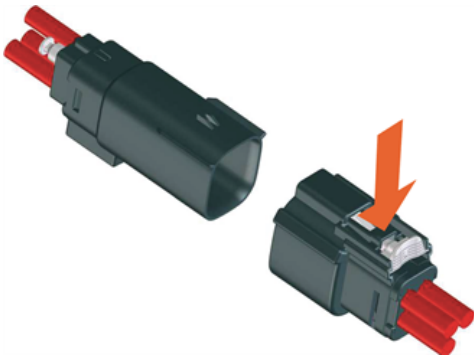
1. Determine which fan you need to remove.
2. Disconnect the fan cable.



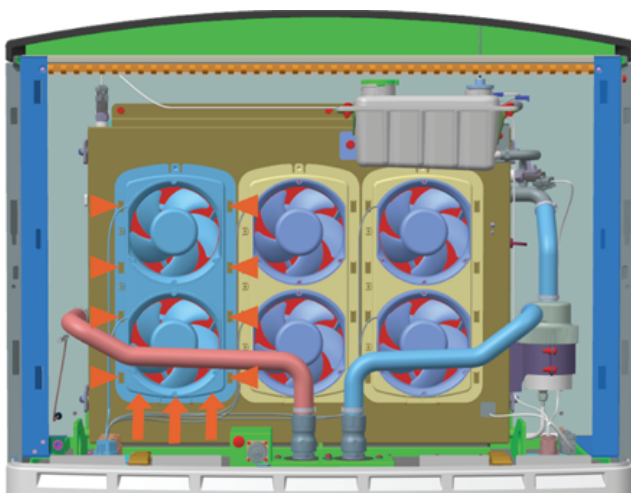
- a. Pull the white color latch on the connector.



- b. Press down on the latch and then pull the connector to disconnect.

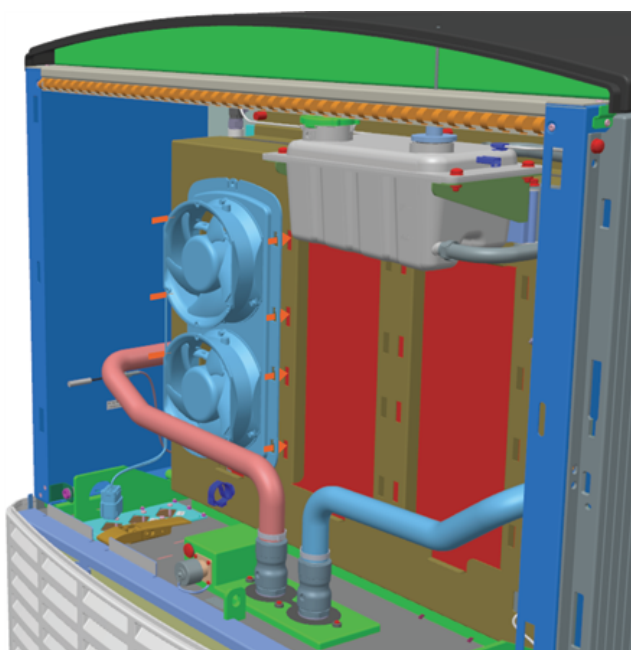


- 
3. Slowly push lower side of the fan tray up to disengage the hooks (x8) behind the fan tray and remove it.

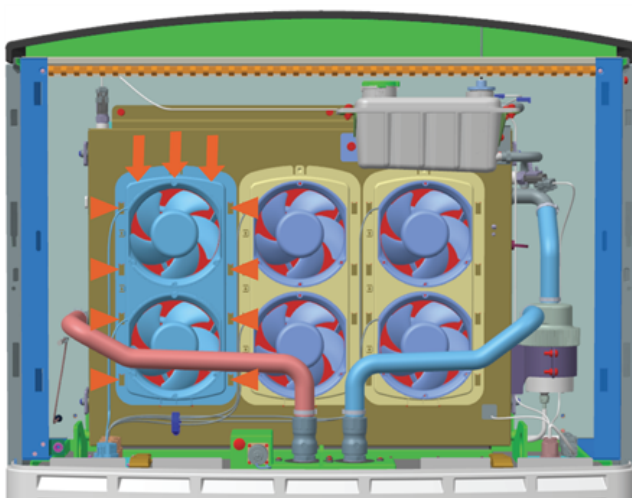


## Reinstall Upper Fan Tray

1. Align and insert the hooks (x8) behind the fan tray.



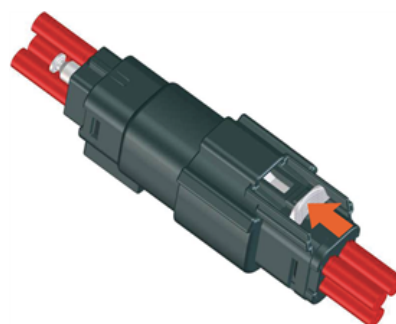
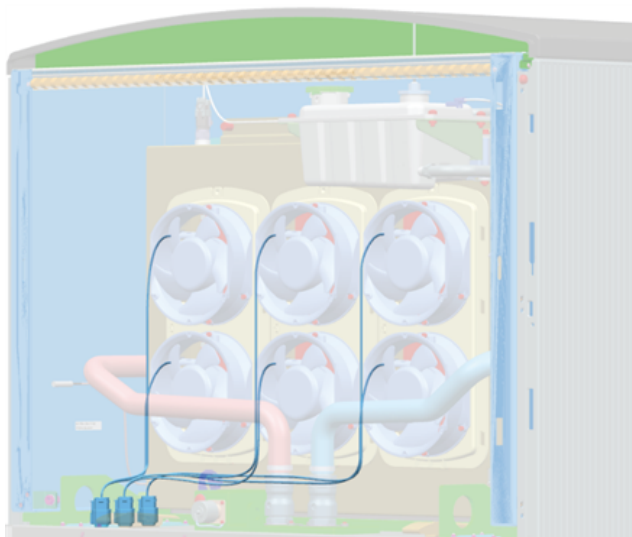
2. Push upper side of the fan tray down until the hooks (x8) secure into place and the fan tray is resting on the flange at the lower side.



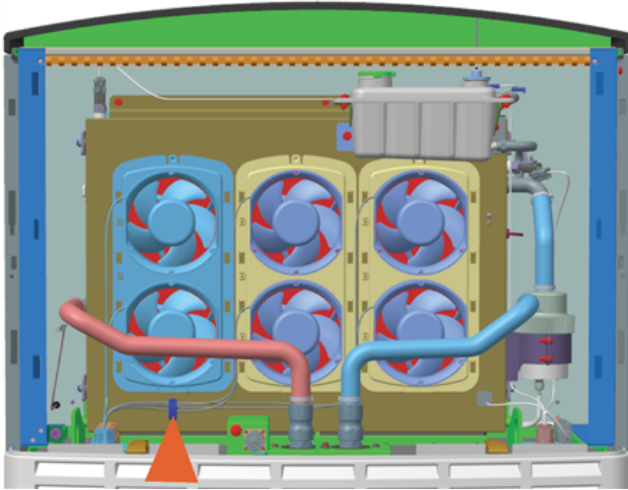
3. Connect the fan's cable connector. Plug in the connector and then push the white color latch on the connector.

Fan's Cable Connector

White Color Latch




- 
4. Route cable through the cable clamp to secure it.



# Lower Heat Exchanger 8

This topic provides information on replacing a lower heat exchanger.

## Tools and Materials

Icon	Description	Icon	Description
	ChargePoint coolant		Clean rags

## Before You Begin

1. Power off.
2. Remove front upper, mid, and lowerpanels.
3. Remove front door.

AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.

### IMPORTANT:



- Complete the post-service checklist.
- Contact ChargePoint regarding faulty part return.



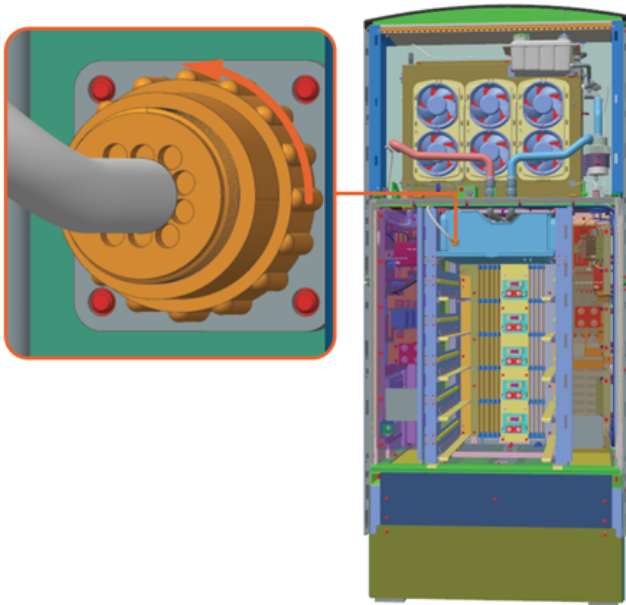
---

## Replace Lower Heat Exchanger

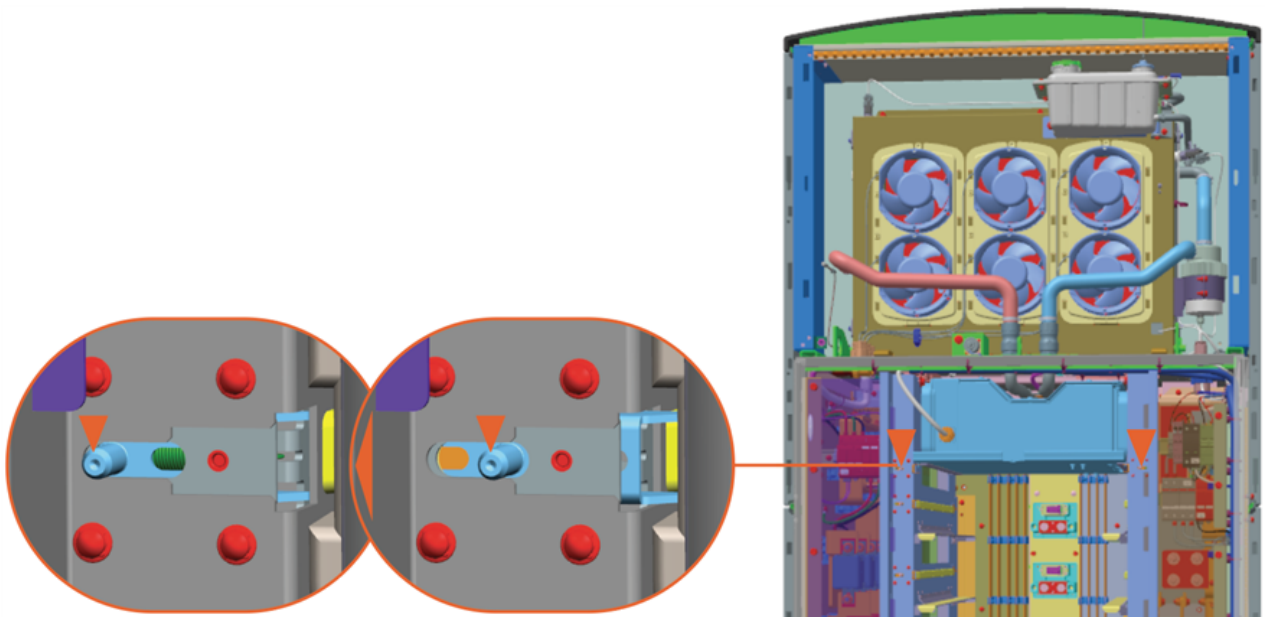
1. Disconnect the cable. Unscrew the round connector housing and unplug the connector.



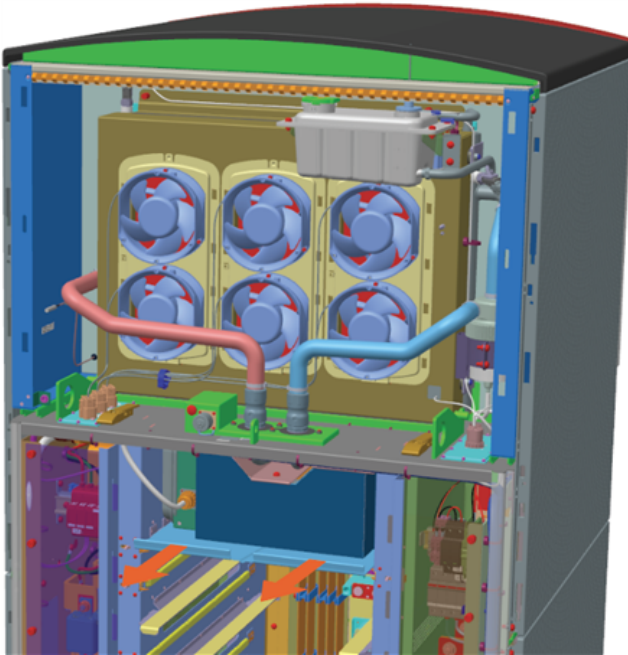
**IMPORTANT:** Do not pull the cable. Pull the connector.



2. Pull the latches (x2).



- 
3. While the latches are pulled, pull the heat exchanger tray to slide the heat exchanger off the shelf.

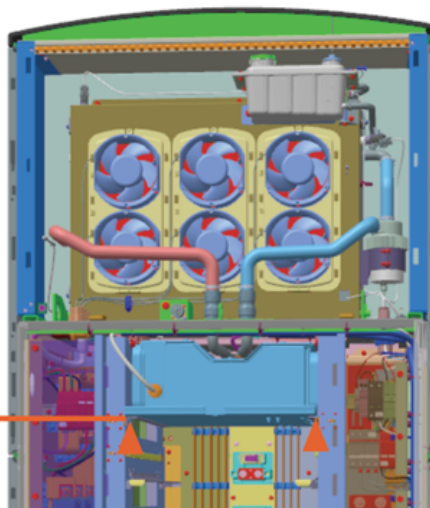
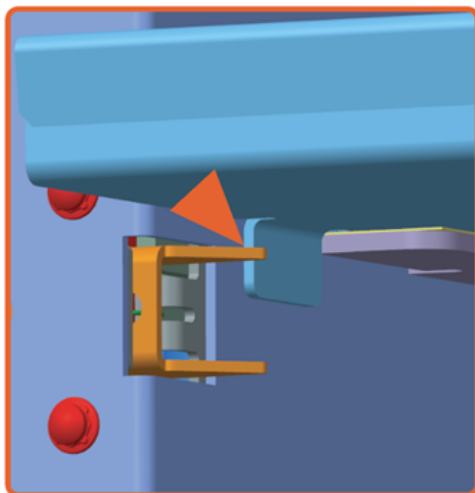


REVERSE THE ABOVE STEPS TO REINSTALL THE LOWER HEAT EXCHANGER.



**IMPORTANT:** Always refill or top off coolant when you service a part of the cooling system or remove, reinstall, or replace a Power Module.

**Note:** While reinstalling, align and seat the heat exchanger tray onto the top shelf, and then push it in until the latches (x2) lock the tray in position.





**Note:** See Lower Fan Tray, if you want to replace it.

# Lower Fan Tray 9

This topic provides information on replacing the lower fan tray.

## Tools

Icon	Description	Icon	Description
	T25 Torx screwdriver		Isopropyl wipes

## Before You Begin

1. Power off.
2. Remove front upper, mid, and lowerpanels.
3. Remove front door.
4. Remove lower heat exchanger.

AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.

### IMPORTANT:



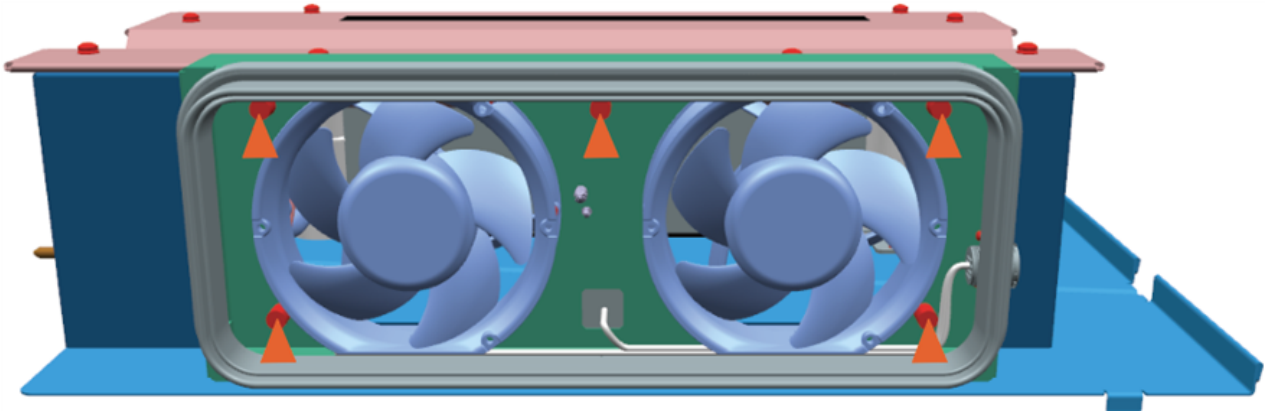
- Complete the post-service checklist.
- Contact ChargePoint regarding faulty part return.

---

## Replace Lower Fan Tray

1. Remove the screws (x5). If necessary, use T25 Torx screwdriver.

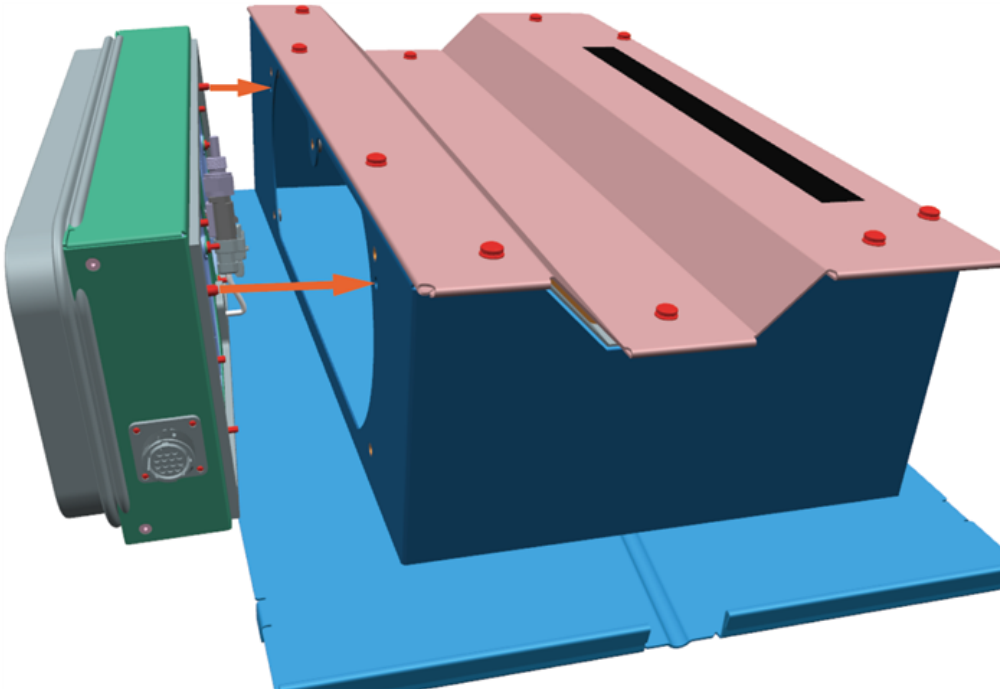
**Note:** Torque these screws to **10 Nm (88.5 in-lb)** when reinstalling.



2. Remove any gasket residue on the heat exchanger and clean the fan installation surface with isopropyl wipes. If necessary, scrape off the gasket residue.

**REVERSE THE ABOVE STEPS TO REINSTALL THE LOWER FAN TRAY.**




**Note:** While reinstalling, align and seat the fan tray using the alignment pins.



# Module Mate Assembly 10

This topic provides information on replacing the module mate assembly.

## Tools and Materials

Icon	Description	Icon	Description
	T25 Torx screwdriver		ChargePoint coolant
	Clean rags		

## Before You Begin

1. Power off.
2. Remove front upper, mid, and lowerpanels.
3. Remove front door.
4. Remove lower heat exchanger.

AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.

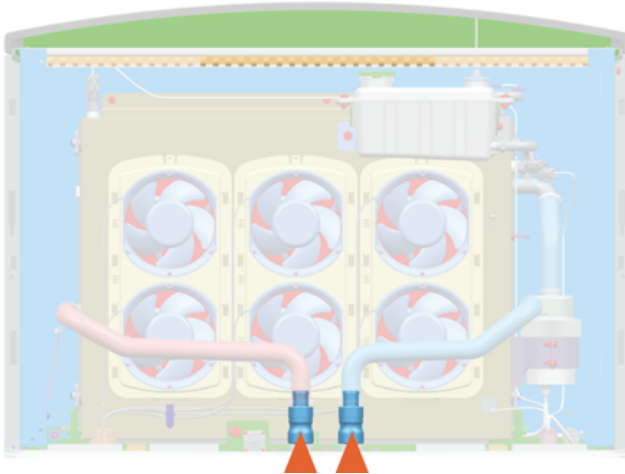
### IMPORTANT:



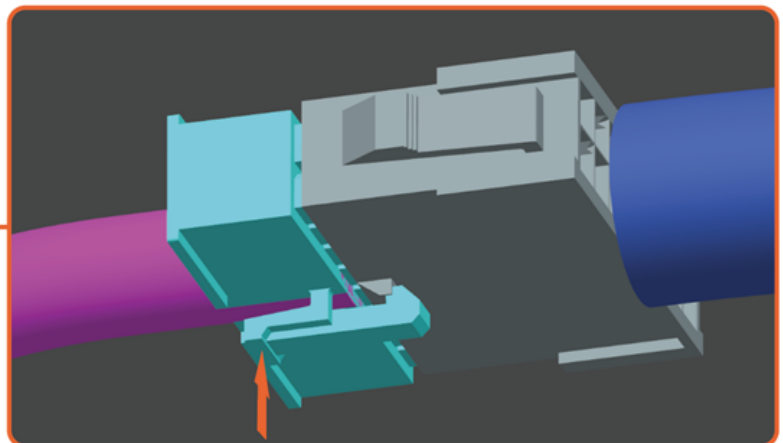
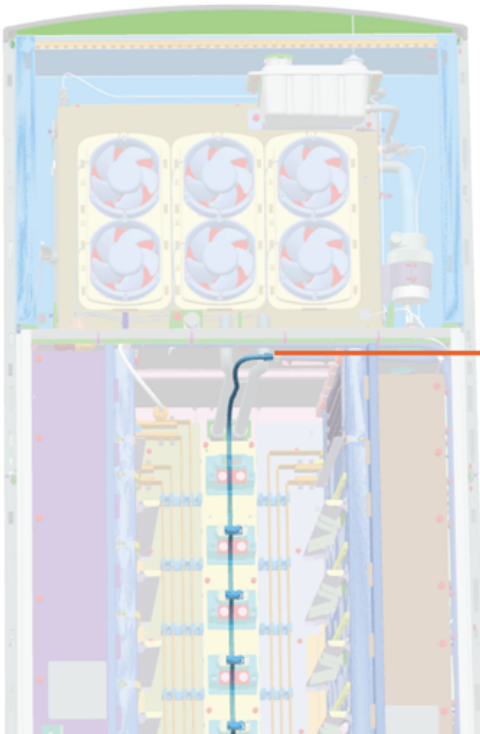
- Complete the post-service checklist.
- Contact ChargePoint regarding faulty part return.

## Replace Module Mate Assembly

1. Press the black latch on the valves (x2) and then pull them up to disconnect the hoses.

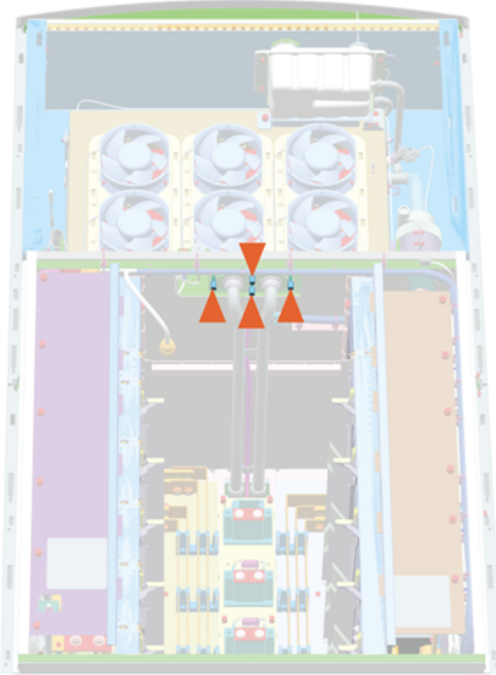


2. Disconnect the cable. Press the latch and then pull the connectors.



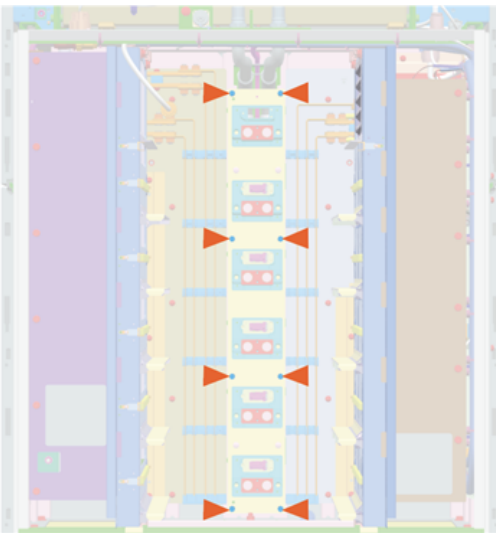
- 
3. Remove the screws (x4). If necessary, use T25 Torx screwdriver.

**Note:** Hand tight these screws when reinstalling.



4. Remove the screws (x8). (If necessary, use the T25 Torx screwdriver.) Then, lift the module mate off the lower cabinet.

**Note:** Hand tight these screws when reinstalling.



REVERSE THE ABOVE STEPS TO REINSTALL THE MODULE MATE ASSEMBLY.




**IMPORTANT:** Always refill or top off coolant when you service a part of the cooling system or remove, reinstall, or replace a Power Module.

---

# Cooling Controller Board (CCB) 11

This topic provides information on replacing the cooling controller board (CCB).

## Tools

Icon	Description
	90° #5 Phillips screwdriver or ratchet

## Before You Begin

1. Power off.
2. Remove front upper, mid, and lowerpanels.
3. Remove front door.
4. Remove the left side transparent shield.

AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.



### IMPORTANT:

- Complete the post-service checklist.
- Contact ChargePoint regarding faulty part return.



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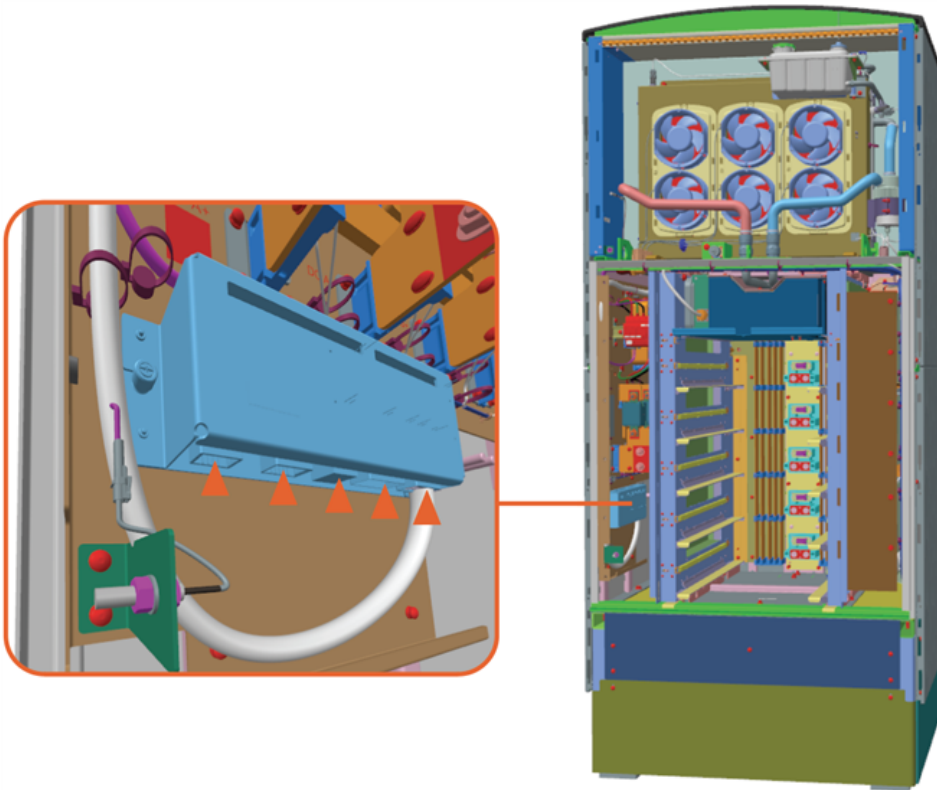
## Replace CCB

1. Disconnect the cables (x5).



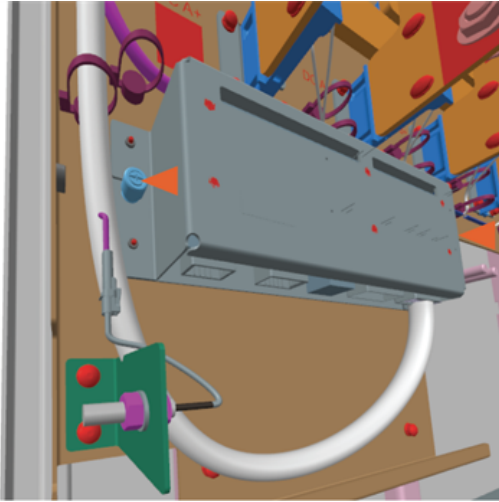
**IMPORTANT:** Do not pull the cable. Pull the connector.

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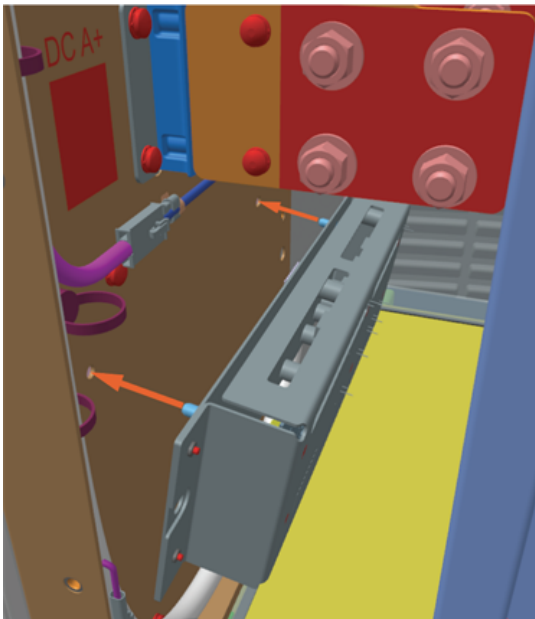
- 
2. Remove the screws (x2). If necessary, use #5 Phillips screwdriver.

**Note:** Hand tight these screws when reinstalling.



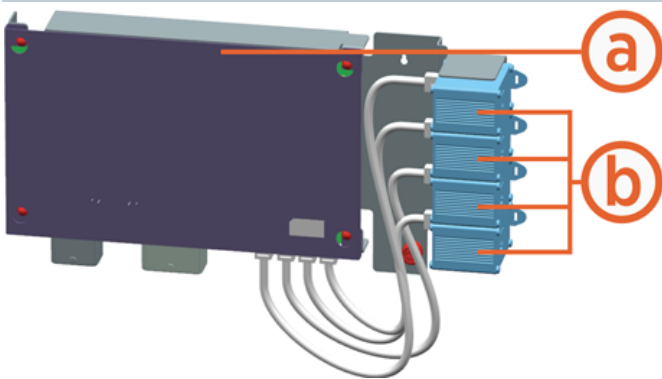
REVERSE THE ABOVE STEPS TO REINSTALL THE CCB.

**Note:** While reinstalling, align and seat the CCB using the alignment pins behind the CCB.




# Power Block Controller (PBC) 12 Assembly

The Power Block Controller (PBC) assembly contains the following components:

PBC and Ethernet Surge Suppressor	List of Labelled Items
	<ul style="list-style-type: none"><li>a. Power Block controller (PBC)</li><li>b. Ethernet surge suppressor with Ethernet cables (x4) See <a href="#">Ethernet Surge Suppressor</a> if you want to replace one.</li></ul>

## Tools

Icon	Description
	90° #5 Phillips screwdriver or ratchet

## Before You Begin

1. Power off.
2. Remove front upper, mid, and lowerpanels.
3. Remove front door.
4. Remove the right side transparent shield.

**AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.**

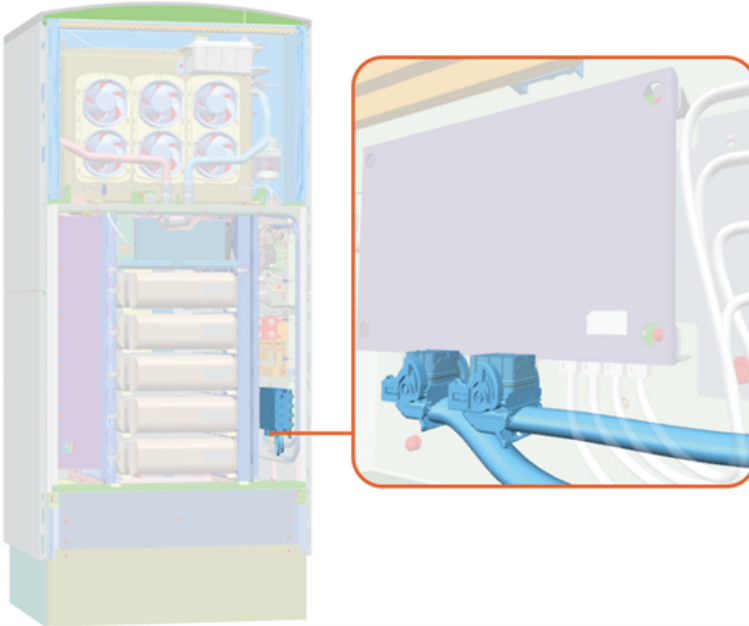
**IMPORTANT:**

- Complete the post-service checklist.
  - Contact ChargePoint regarding faulty part return.
- 

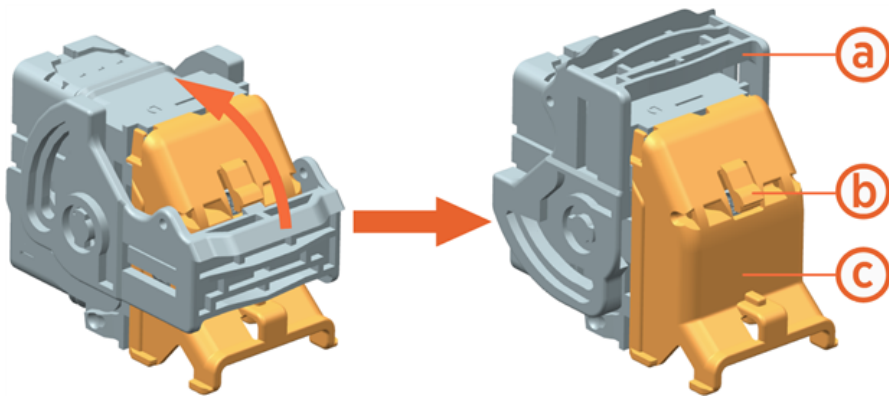
## Replace PBC Assembly

To replace the PBC assembly, complete the following steps:

1. Disconnect the cables (x2).



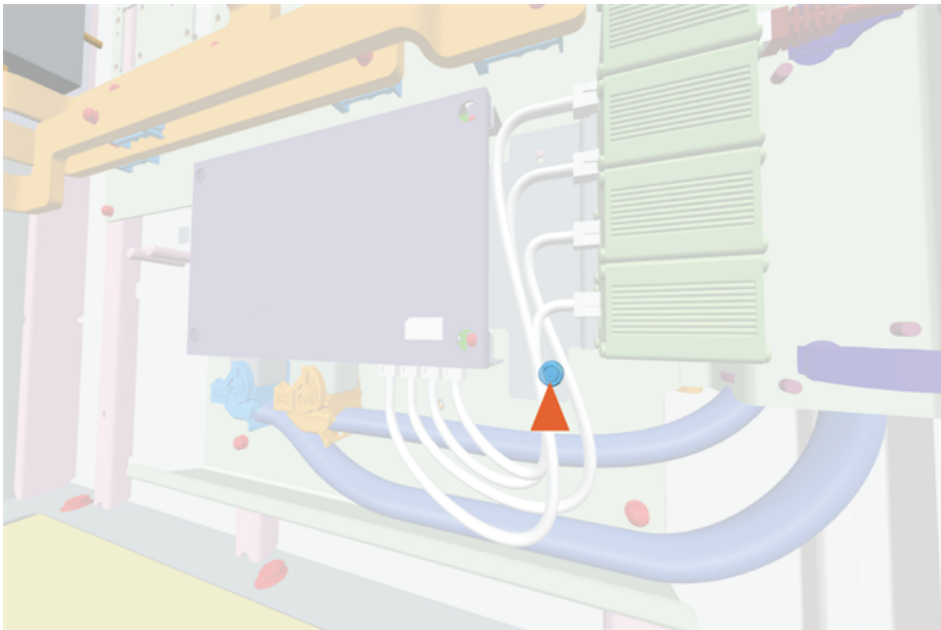
- a. Press the small latch on the connector cap to rotate the lever. The connector is unlocked when the lever is 90° to the connector.



- (a) Lever
- (b) Latch
- (c) Cap

- b. Pull the connector out to disconnect.
2. Remove the screw. If necessary, use #5 Phillips screwdriver.

**Note:** Hand tight the screw when reinstalling.



- 
3. Slide the assembly up to disengage the keyholes from the hooks (x3) on the bracket.



**REVERSE THE ABOVE STEPS TO REINSTALL THE PBC.**

**Note:** See [Ethernet Surge Suppressor](#) if you want to replace one.

# Ethernet Surge Suppressor 13

This topic provides information on replacing the Ethernet surge suppressor.

## Before You Begin

1. Power off.
2. Remove front upper, mid, and lowerpanels.
3. Remove front door.
4. Remove the right side transparent shield.
5. Remove the Power Block controller (PBC) assembly.

AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.

---

### IMPORTANT:

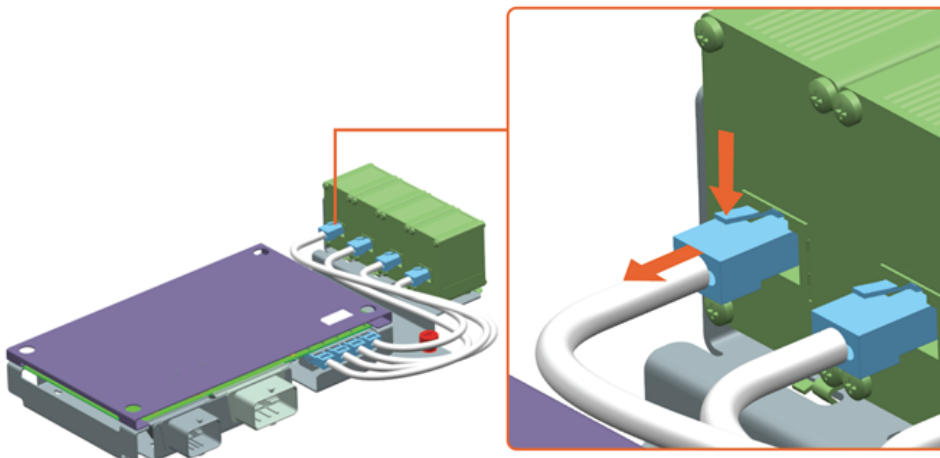


- Complete the post-service checklist.
  - Contact ChargePoint regarding faulty part return.
- 

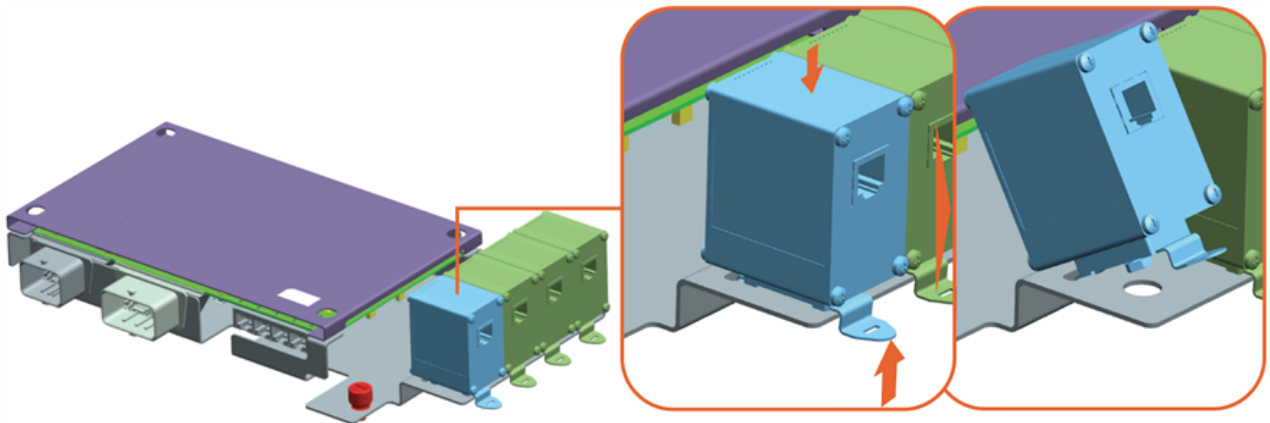
## Replace Surge Suppressor

### Remove

1. Disconnect the Ethernet cable.  
Press and hold the latch on the RJ45 connector, and then pull the connector out.



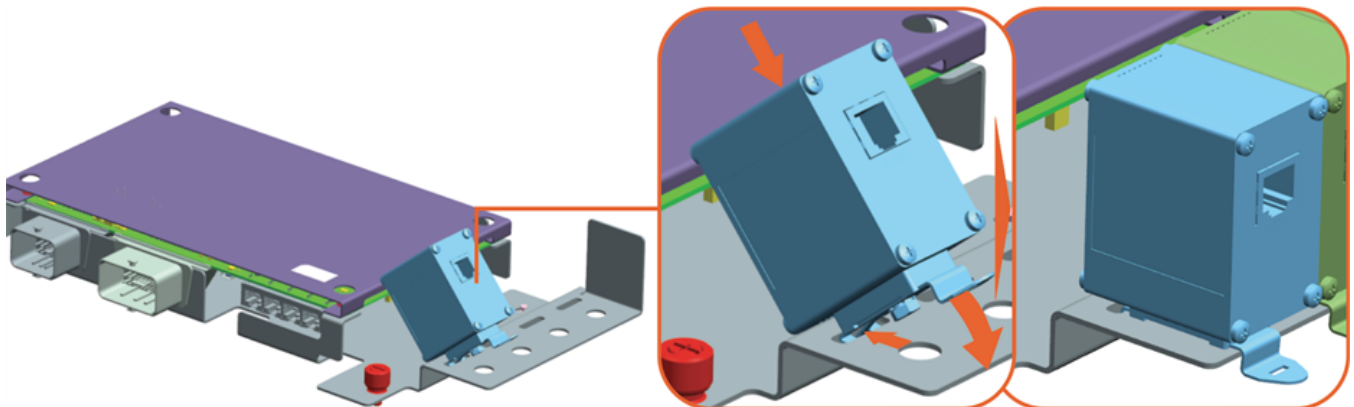
2. Place your thumb on top of the surge suppressor and then pull the mounting bracket edge up with your index finger to remove.



3. If necessary, repeat for the other surge suppressors.

### REVERSE THE ABOVE STEPS TO REINSTALL THE UPPER HEAT EXCHANGER.

**Note:** While reinstalling, hook the surge suppressor mounting bracket to the PBC bracket, and then rotate and press down on top of the surge suppressor to mount it to the PBC bracket.






# LV, AC, and DC Surge Suppressors 14

This topic provides information on replacing LV, AC and DC surge suppressors.

## Tools

Icon	Definition
	Phillips screwdriver

## Before You Begin

1. Power off.
2. Remove front upper, mid, and lowerpanels.
3. Remove front door.
4. Remove the right or left side transparent shield.
  - Right side for LV, AC, and DC input surge suppressors.
  - Left side for DC output A and B surge suppressors.

AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.

---

### IMPORTANT:



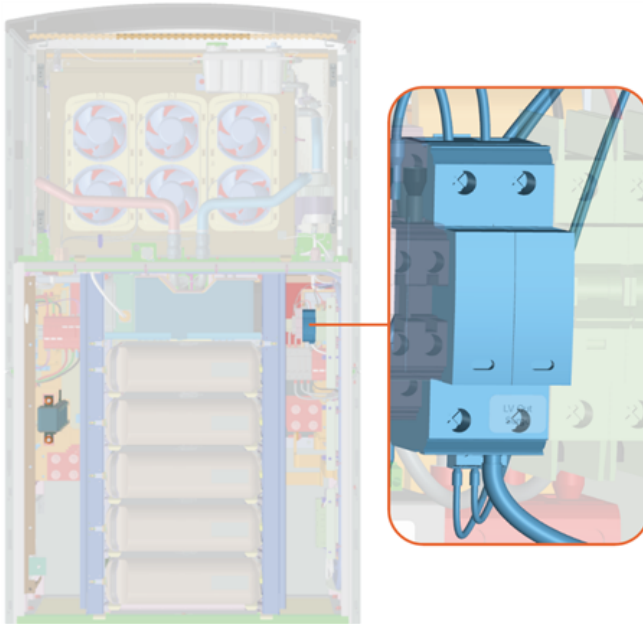
- Complete the post-service checklist.
  - Contact ChargePoint regarding faulty part return.
- 

## Replace Surge Suppressor

1. Loosen the screws to disconnect the wires connected to a surge suppressor. Use Phillips screwdriver.

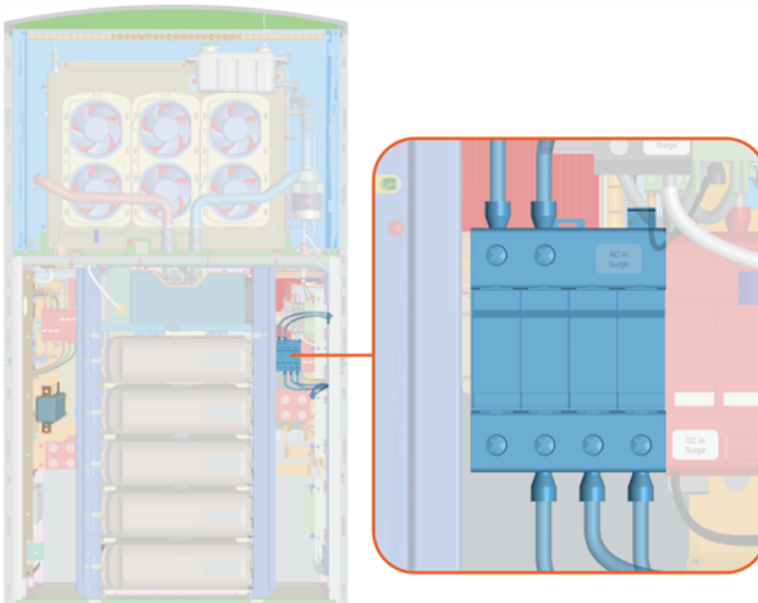
- Low voltage (LV) output surge suppressor.

**Note:** Torque the screws to **4.5 Nm (39.8 in-lb)** when reconnecting the wires.



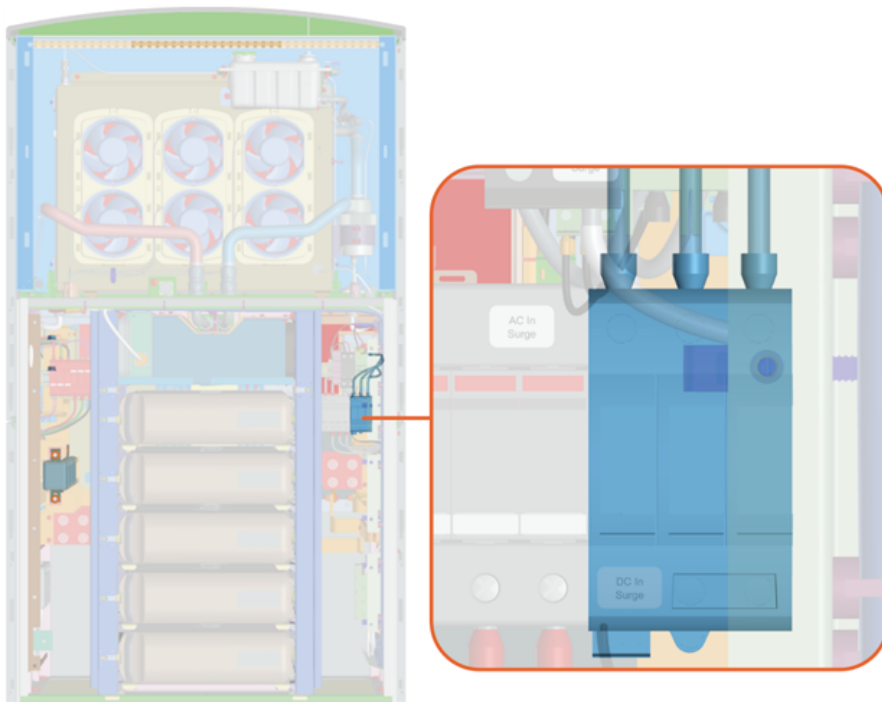
- AC input surge suppressor.

**Note:** Torque the screws to **4.5 Nm (39.8 in-lb)** when reconnecting the wires.



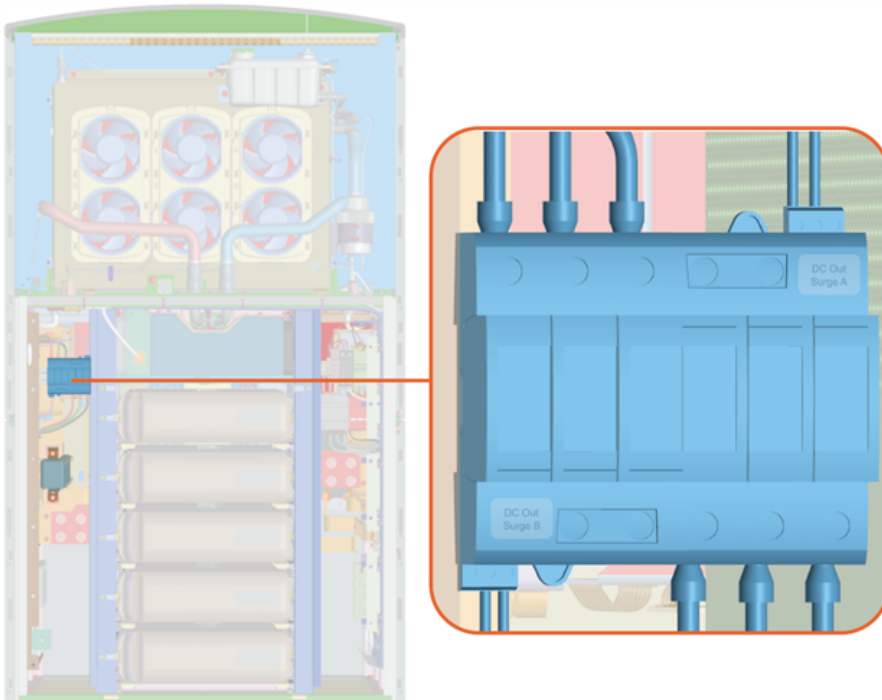
- DC input surge suppressor.

**Note:** Torque the screws to **4 Nm (35.4 in-lb)** when reconnecting the wires.

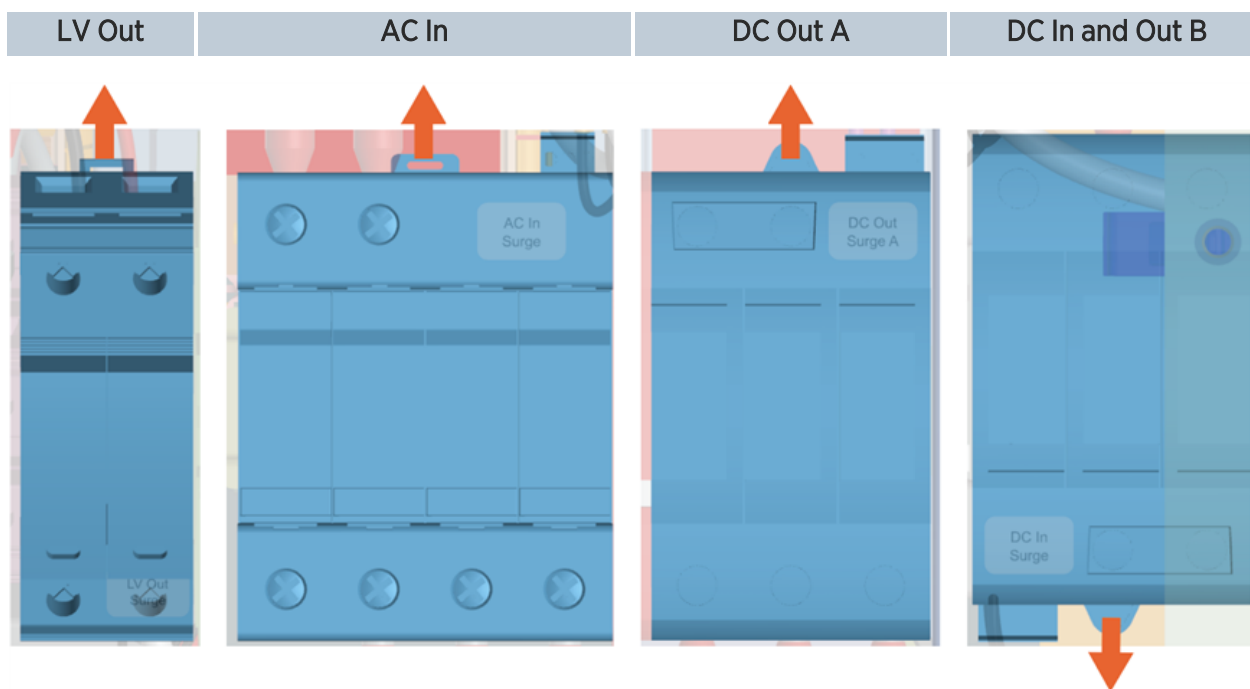


- DC output surge suppressor A (right side) or B (left side).

**Note:** Torque the screws to **4 Nm (35.4 in-lb)** when reconnecting the wires.



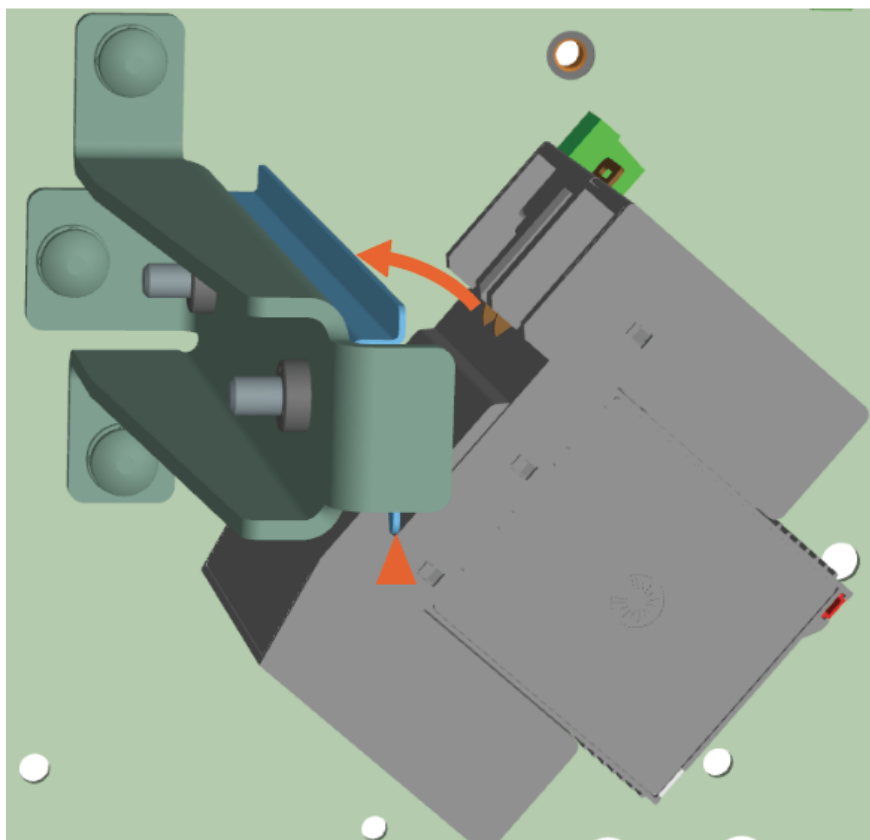
2. Pull the latch on a surge suppressor and then tilt out the surge suppressor to remove it.



REVERSE THE ABOVE STEPS TO REINSTALL A SURGE SUPPRESSOR.

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**Note:** While reinstalling, hook the surge suppressor to the mounting bracket, and then tilt it in and press on the latch side to mount it to the bracket.





# Fuse Kit 15

This topic provides information on replacing the fuse kit.

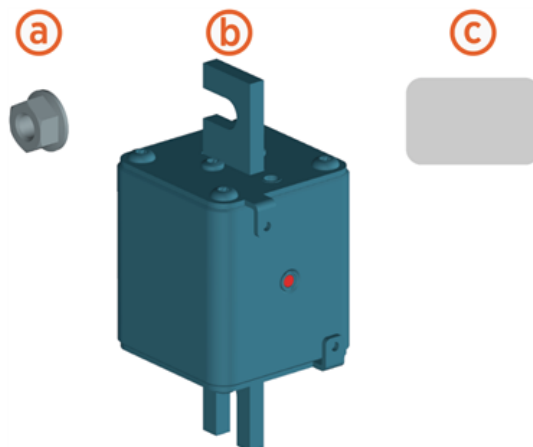
## Tools

The following tools are required for the procedure:

Icon	Description	Icon	Description
	17 mm hex socket		17 mm hex wrench

## Kit Components

This kit is for replacing the fuses to upgrade the power rating of a Power Block or replacing the existing fuses.



- (a) M10 nut (x8, two per fuse)
- (b) Fuses for 500 A, 350 A, 300 A, 250 A, or 200 A (x4, one per pole or two per output)
- (c) Power rating label (x2, for front and rear)

---

## Before You Begin

1. Power off.
2. Remove front upper, mid, and lowerpanels.
3. Remove rear upper panel to install the new power rating label.
4. Remove front door.
5. Remove the left side transparent shield.

AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.



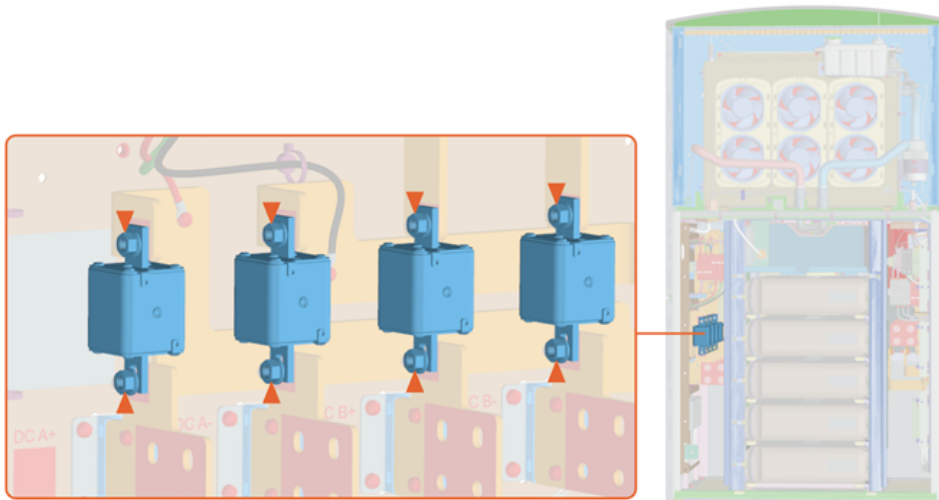
### IMPORTANT:

- Complete the post-service checklist.
- Contact ChargePoint regarding faulty part return.

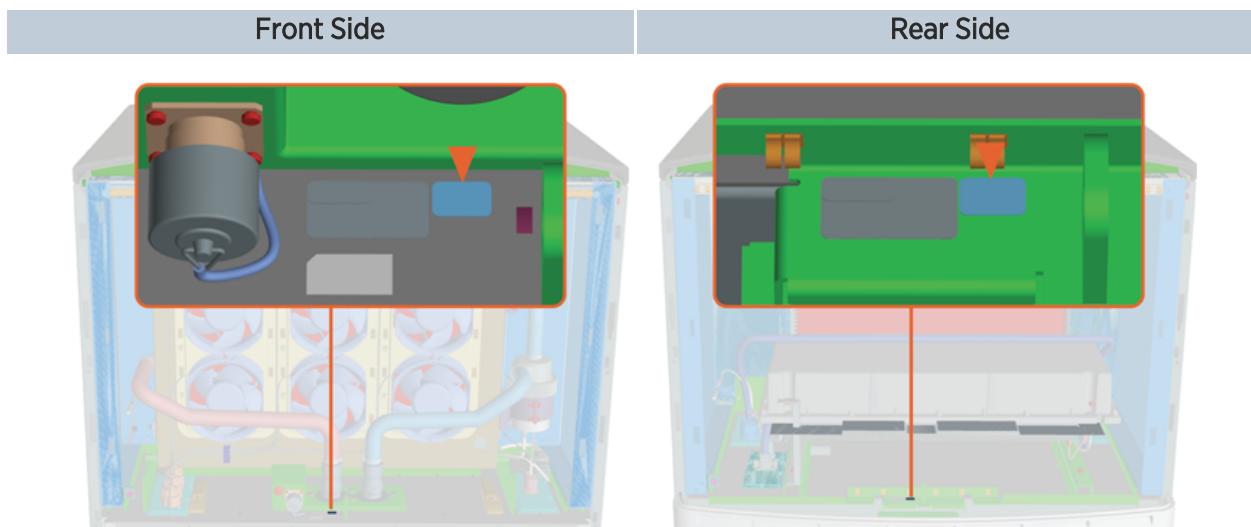
---

## Replace Fuses

1. Remove the nuts (x8) to remove the fuses (x4). Use 17 mm hex socket.



2. Install the new fuses using the new nuts. Torque the nuts to **19 Nm (168.1 in-lb)**.
3. Affix the new power rating labels on top of the existing labels.





# Auxiliary Power Supply (Aux PS) 16

This topic provides information on replacing the auxiliary power supply (Aux PS).

## Tools

The following tools are required for the procedure:

Icon	Description	Icon	Description
	Stepladder		T25 Torx screwdriver

## Before You Begin

1. Power off.
2. Remove rear upper panel.

AFTER REPLACING THE COMPONENTS, REVERSE THE ABOVE STEPS TO COMPLETE THE SERVICE.

---

### IMPORTANT:



- Complete the post-service checklist.
  - Contact ChargePoint regarding faulty part return.
-

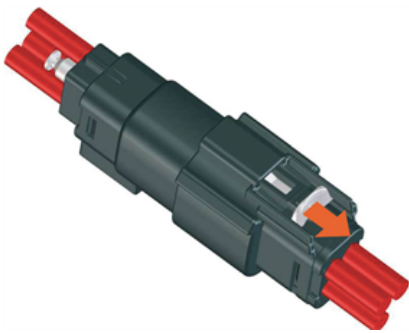
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## Replace Auxiliary Power Supply

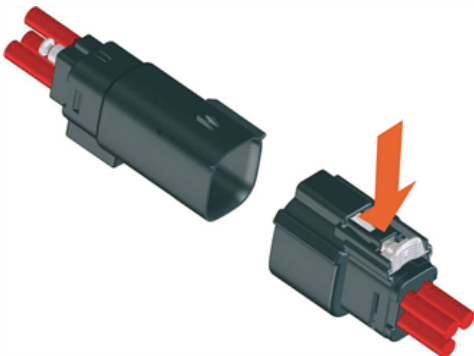
1. Disconnect the cables (x6).



- a. Pull the white color latch on the connector.

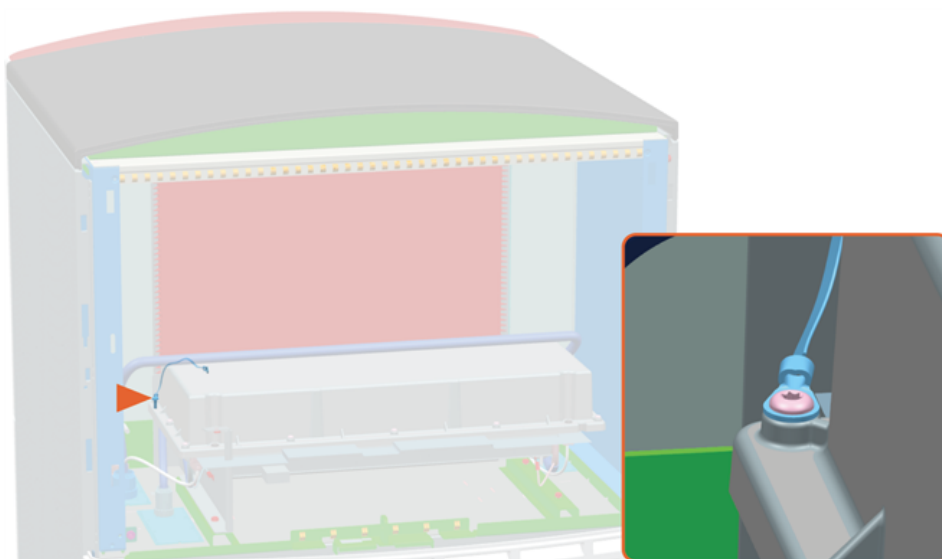


- b. Press down on the latch and then pull the connector to disconnect.



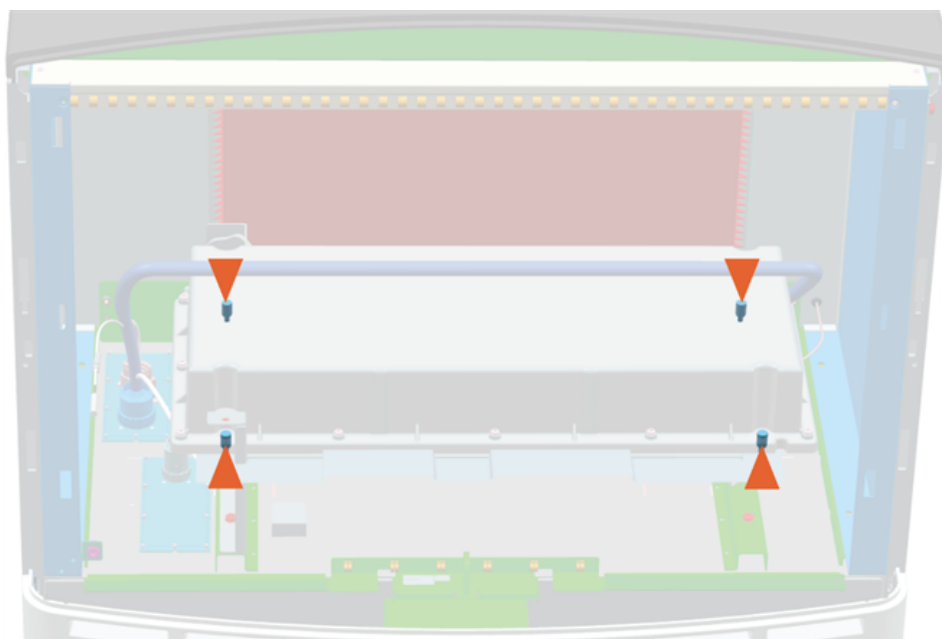
2. Disconnect the ground wire. Remove the screw to disconnect and then reinstall the screw. Use T25 Torx screwdriver.

**Note:** Torque the screw to **8 Nm (70.8 in-lb)** when reinstalling.



3. Remove the screws (x4). Use T25 Torx screwdriver.

**Note:** Torque these screws to **10 Nm (88.5 in-lb)** when reinstalling.



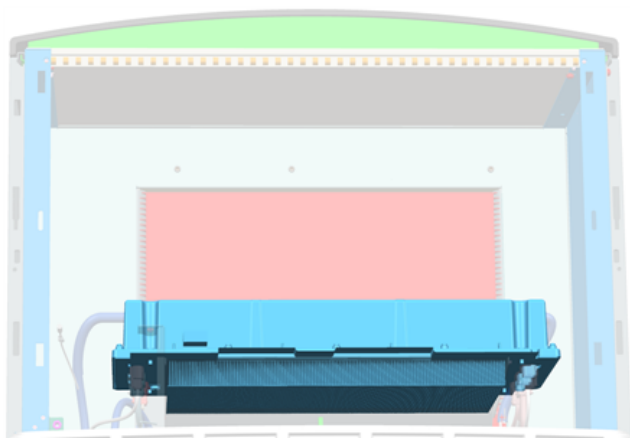
- 
4. Lift the auxiliary power supply off the upper cabinet.



**IMPORTANT:** Take help of a service partner to lift the component.



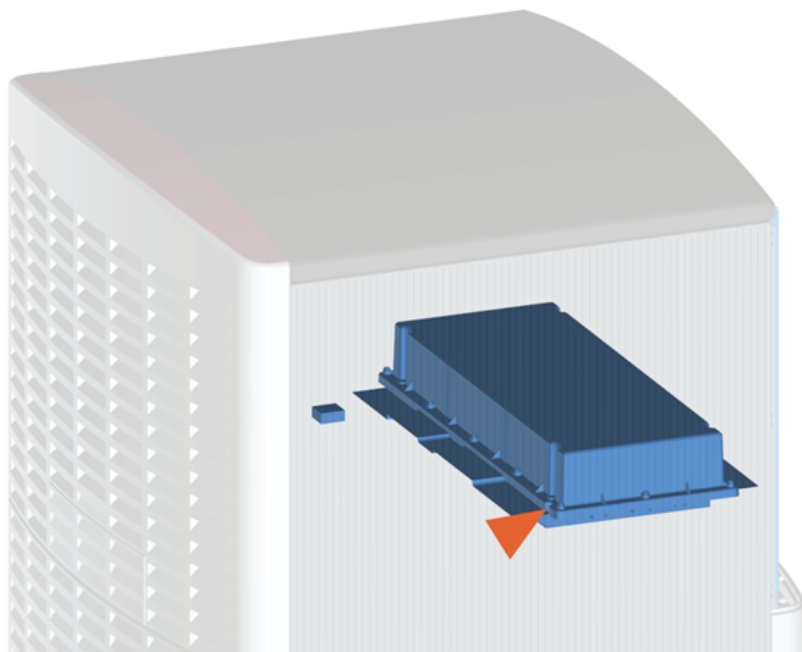
**CAUTION:** Make sure not to damage the heat fins underneath. Place the auxiliary power supply on a padded surface.



REVERSE THE ABOVE STEPS TO REINSTALL THE AUXILIARY POWER SUPPLY.



**IMPORTANT:** When reinstalling, make sure that the orientation is correct. The notch on the auxiliary power supply must be facing front side or away from rear side of the Power Block.



# Power On 17

**Note:** Power Block must pass commissioning before power on, or warranty limitations apply.

To power on, ensure that the guidelines below are applied:

1. Ensure all doors and panels, covers, vinyl signs, and all other parts have been correctly installed and the work is complete.
2. Turn on power at the same points that you turned it off.

**Note:** If the site has a remote shunt trip switch, ensure that the switch is in the operating position.

3. Wait for self-diagnostics to run. The system may take several minutes to initiate. You may see messages intermittently until the system fully boots up.

Self-Diagnostic	After Installation	After Service or Power Outage
Electrical safety checks	✓	✓
Lighting checks	✓	✓
Display panel checks	✓	✓
Component operation checks	✓	✓
Network connectivity checks	✓	✓

4. View diagnostics information.
  - a. Log in to the ChargePoint Platform at [na.chargepoint.com](https://na.chargepoint.com) or [ca.chargepoint.com](https://ca.chargepoint.com).
  - b. Select **Stations**.
  - c. Select the station name to view the station specific information.  
Apply filters to filter out the station you are looking for.



**IMPORTANT:** If a red status alert appears, contact ChargePoint immediately at [chargepoint.com/support](https://chargepoint.com/support). A yellow status alert provides you with information that may require action (such as maintenance action) or no action.

5. If you have not yet configured the station (such as pricing, messaging, and additional options), do so after installation or service is complete. Refer to the Express Plus Operation and Maintenance.

# Recommended Checklist 18

To adhere to ChargePoint best practices, complete the checklist using the following link:

<https://docs.chargepoint.com/ref-docs-sec/content/pdfs/3-dc/expp/pb1000/pb-service-checklist.pdf>

## Limited Warranty Information and Disclaimer

The Limited Warranty you received with your charging station is subject to certain exceptions and exclusions. For example, your use of, installation of, or modification to, the ChargePoint® charging station in a manner in which the ChargePoint® charging station is not intended to be used or modified will void the limited warranty. You should review your limited warranty and become familiar with the terms thereof. Other than any such limited warranty, the ChargePoint products are provided "AS IS," and ChargePoint, Inc. and its distributors expressly disclaim all implied warranties, including any warranty of design, merchantability, fitness for a particular purposes and non-infringement, to the maximum extent permitted by law.

## Limitation of Liability

CHARGEPOINT IS NOT LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS, LOST BUSINESS, LOST DATA, LOSS OF USE, OR COST OF COVER INCURRED BY YOU ARISING OUT OF OR RELATED TO YOUR PURCHASE OR USE OF, OR INABILITY TO USE, THE CHARGING STATION, UNDER ANY THEORY OF LIABILITY, WHETHER IN AN ACTION IN CONTRACT, STRICT LIABILITY, TORT (INCLUDING NEGLIGENCE) OR OTHER LEGAL OR EQUITABLE THEORY, EVEN IF CHARGEPOINT KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY EVENT, THE CUMULATIVE LIABILITY OF CHARGEPOINT FOR ALL CLAIMS WHATSOEVER RELATED TO THE CHARGING STATION WILL NOT EXCEED THE PRICE YOU PAID FOR THE CHARGING STATION. THE LIMITATIONS SET FORTH HEREIN ARE INTENDED TO LIMIT THE LIABILITY OF CHARGEPOINT AND SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.

## FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Important: Changes or modifications to this product not authorized by ChargePoint, inc., could affect the EMC compliance and revoke your authority to operate this product.

Exposure to Radio Frequency Energy: The radiated power output of the 802.11 b/g/n radio and cellular modem (optional) in this device is below the FCC radio frequency exposure limits for uncontrolled equipment. The antenna of this product, used under normal conditions, is at least 20 cm away from the body of the user. This device must not be co-located or operated with any other antenna or transmitter by the manufacturer, subject to the conditions of the FCC Grant.

## ISED (formerly Industry Canada)

This device complies with the licence-exempt RSS standard(s) of Innovation, Science and Economic Development Canada (ISED). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux flux RSS exemptés de licence d'Innovation, Sciences et Développement économique Canada (ISDE). L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter.

Radiation Exposure Statement: This equipment complies with the IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.



[chargepoint.com/support](https://chargepoint.com/support)

75-001639-01 r3

Énoncé d'exposition aux rayonnements: Cet équipement est conforme aux limites d'exposition aux rayonnements ioniques RSS-102 Pour un environnement incontrôlé. Cet équipement doit être installé et utilisé avec un Distance minimale de 20 cm entre le radiateur et votre corps.

#### **FCC/IC Compliance Labels**

Visit [chargepoint.com/labels](https://chargepoint.com/labels).



[chargepoint.com/support](https://chargepoint.com/support)

75-001639-01 r3