

# Service Bulletin

## Side Panel Screws

### Express Plus Power Link

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**Bulletin Published:** April, 2023

**Affected Models:** 99-006205-04-FT, 99-006207-04-FT, 99-006209-04-FT

**Required Action:** Open the pedestal door. From inside the pedestal, install two retention screws for each side panel.

**Failure:** Functional impact. Missing screws allow the side panels to loosen and lose hold of the front vinyl sign.

This service bulletin applies to already installed ChargePoint Express Plus Power Link charging stations.



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

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**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](https://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.

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Contact ChargePoint at [chargepoint.com/support](https://chargepoint.com/support) with any questions related to this bulletin.

## Tools and Materials

### Tools



Multimeter



T25 Torx driver or T25 Torx security driver (depending on Power Link cover configuration)

### Materials

M5-0.8 x 12 mm T25 Torx stainless steel screws (x4 required per Power Link)

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# Power Off

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## **DANGER:** RISK OF SHOCK



- Before any procedure, 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.
- Wait for energy to dissipate (may be five minutes, see safety label on the product).
- Keep power off 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.

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1. Identify which units need servicing. You must power off all upstream units.
2. Refer to the site plan:

Locate the units to be serviced on the site plan and determine where to power off (all upstream units).

- a. End all charging sessions and activity for those units.



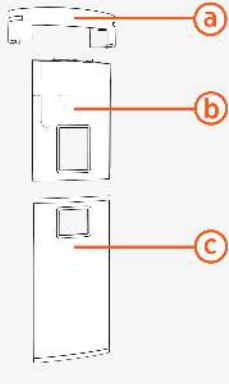
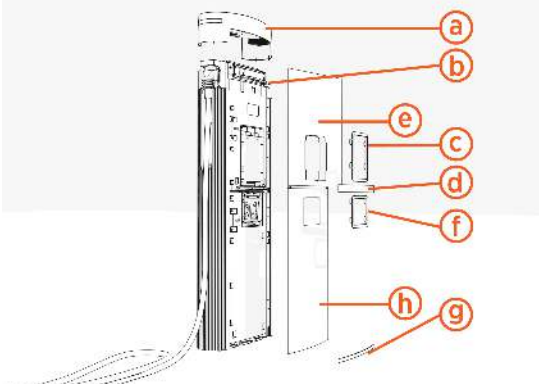
**CAUTION:** Failure to end the charging session before beginning service could damage hardware components. Such damaged components may need to be replaced, and this may be costly.

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- b. Power off the Power Link and all upstream units as follows:
    - i. Disconnect power at the site electrical panel.
    - ii. Wait the required time for energy to dissipate (see label on unit).
    - iii. Connected components will power off.
3. Use a multimeter to confirm that power is off.
  4. Lift each charging cable off the holster.

# Determine Cover Type

1. Determine if the Power Link has preassembled covers or unassembled covers (vinyl signs, trims, and top cap).

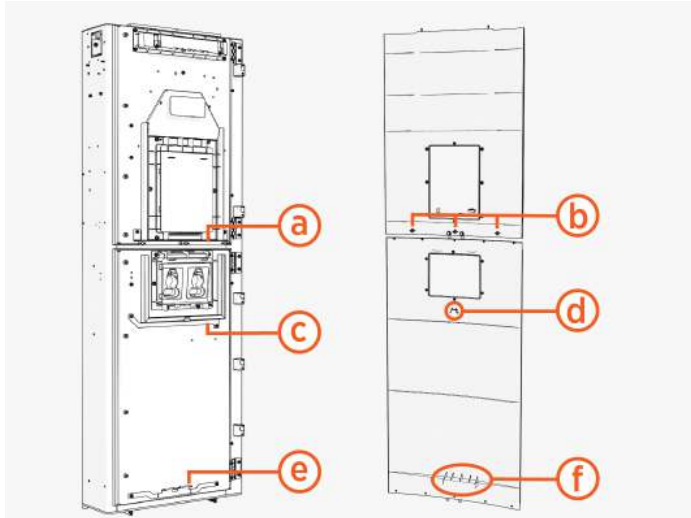
Preassembled Covers	Unassembled Covers
	
<ul style="list-style-type: none"> <li>a. Top cap</li> <li>b. Upper cover</li> <li>c. Lower cover</li> </ul>	<ul style="list-style-type: none"> <li>a. Top cap</li> <li>b. Upper trim</li> <li>c. Interactive display trim (optional)</li> <li>d. Middle trim</li> <li>e. Upper vinyl sign</li> <li>f. Holster trim</li> <li>g. Lower trim</li> <li>h. Lower vinyl sign</li> </ul>

2. Proceed to the appropriate section to remove the Power Link lower front cover:
  - Remove Preassembled Lower Cover
  - Remove Unassembled Lower Cover

# Remove Preassembled Lower Cover

**Note:** Skip this section if the Power Link has unassembled covers.

1. Study the diagram below to understand how the front covers are secured. Pins and hooks on the back of the covers fit into brackets on internal Power Link doors.



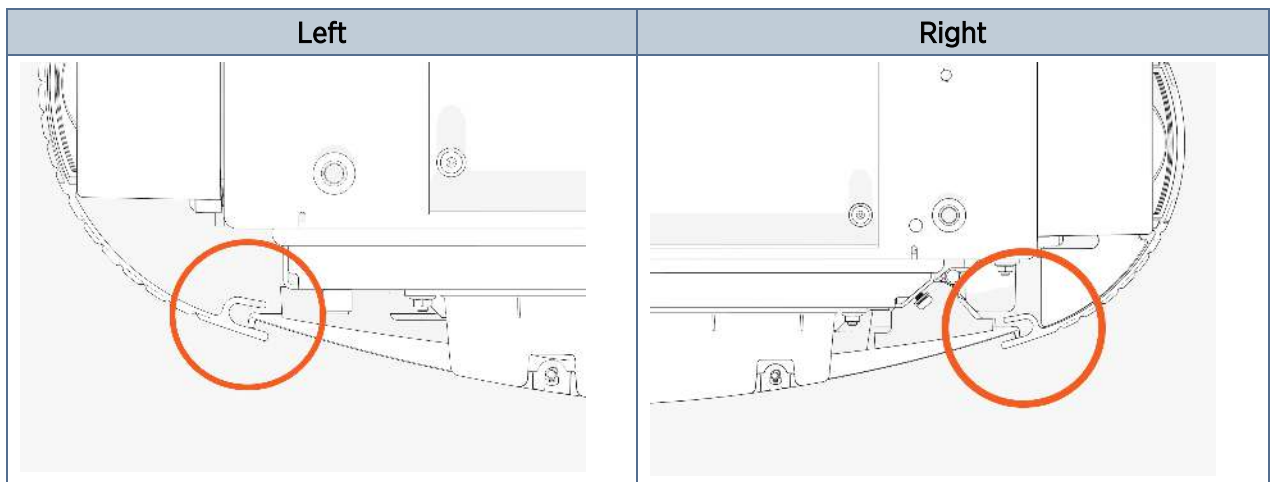
Upper door and cover:

- a. Upper bracket with three clips
- b. Three pins

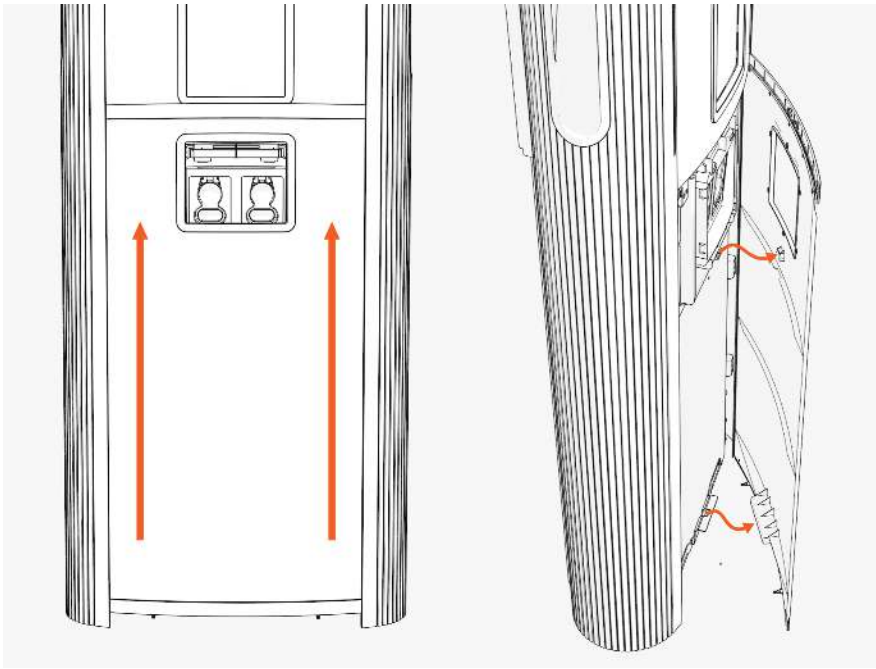
Lower door and cover:

- c. Middle bracket
- d. Middle hook
- e. Lower bracket
- f. Lower hook

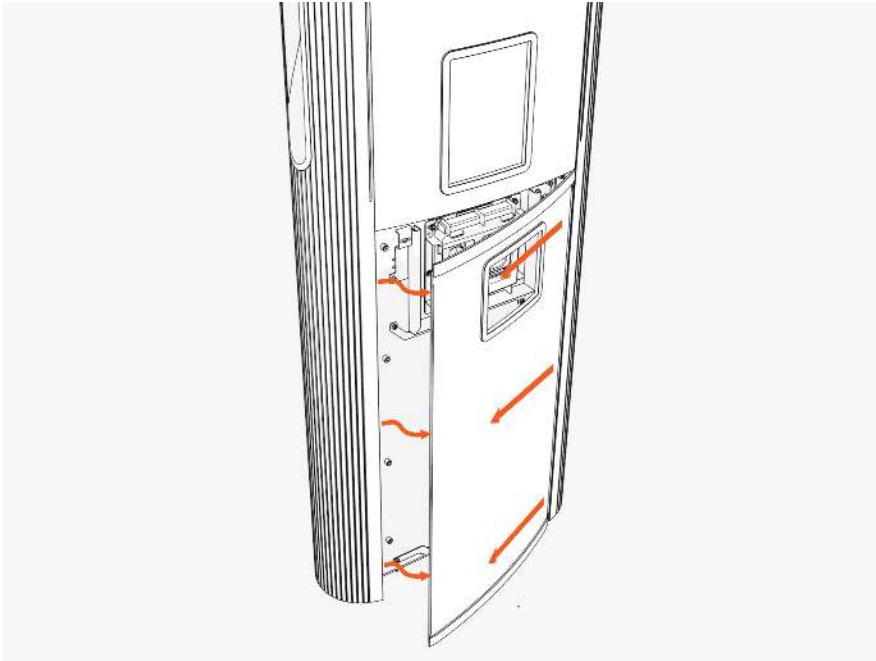
2. Study the diagram below to understand how the front covers fit into grooves at the left and right sides of the Power Link. Notice the location of the grooves when viewed from the top.



3. Slide the lower cover up. While sliding up, press on the lower edge of the holster trim and lower edge of the cover to release the hooks behind the cover. Remove the cover.



4. Push inwards along one side of the cover to release it from the side groove. As the cover bows out, grip the cover at its top edge. Pull the cover away out and away from the other side groove.



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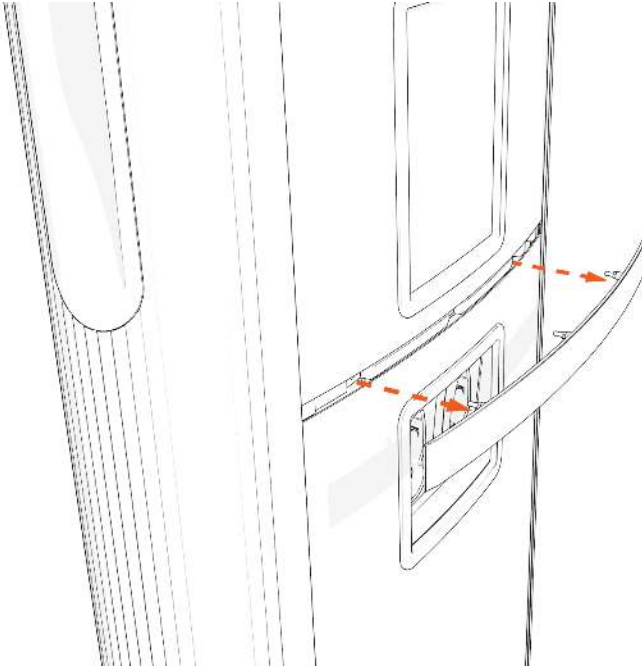
# Remove Unassembled Lower Cover

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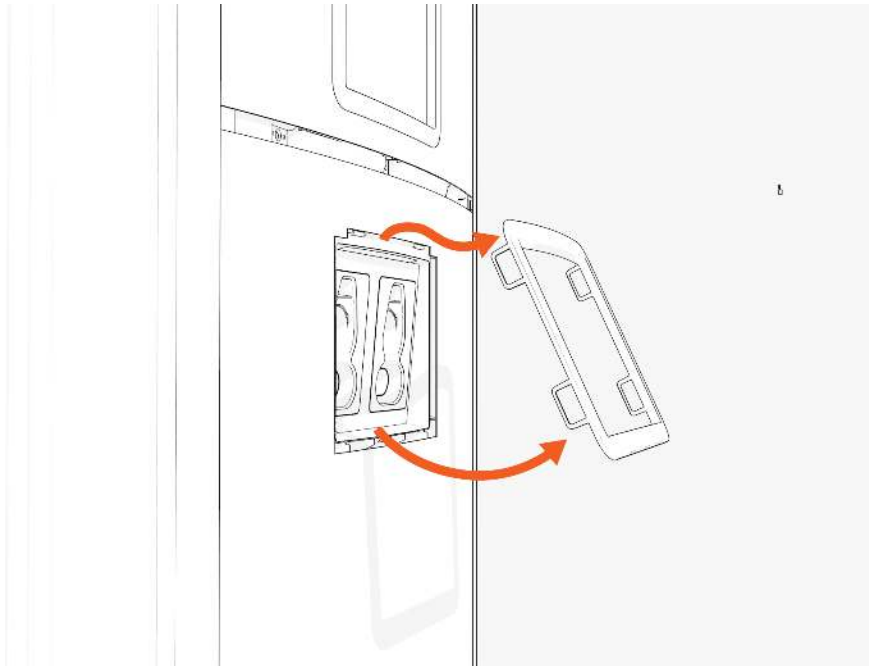
**Note:** Skip this section if the Power Link has assembled covers.

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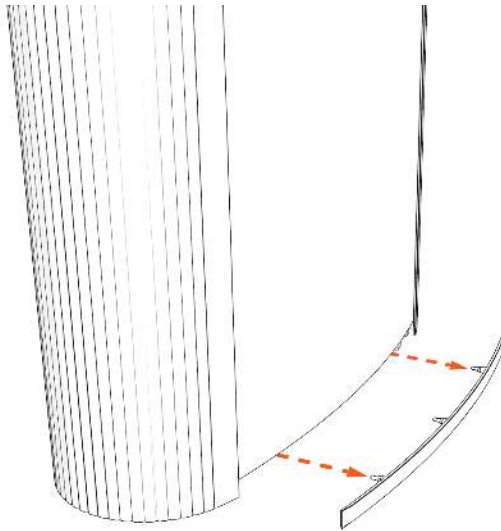
1. Pull out the middle trim.



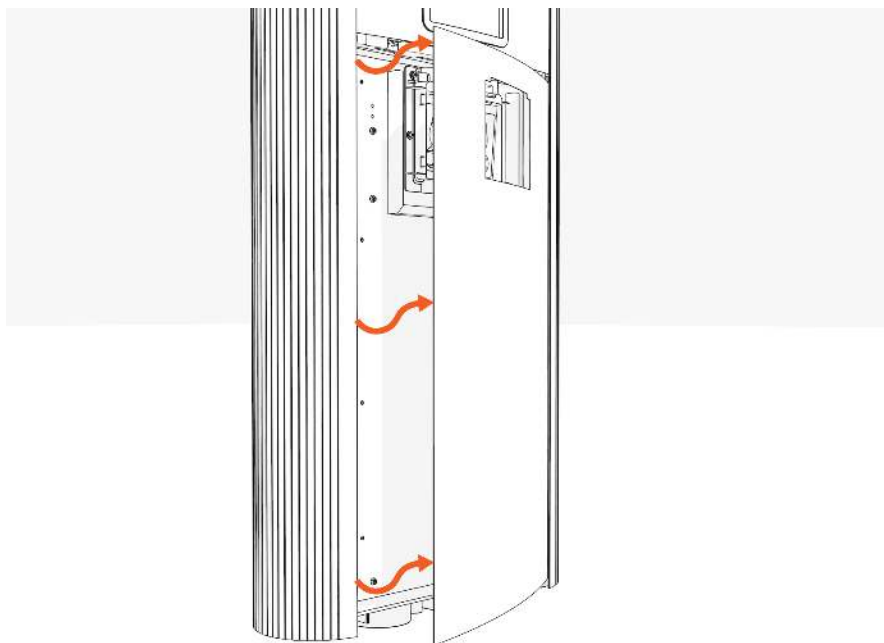
2. Hold the bottom of the holster trim. Pull down, up, and out.



3. Pull out the lower trim.



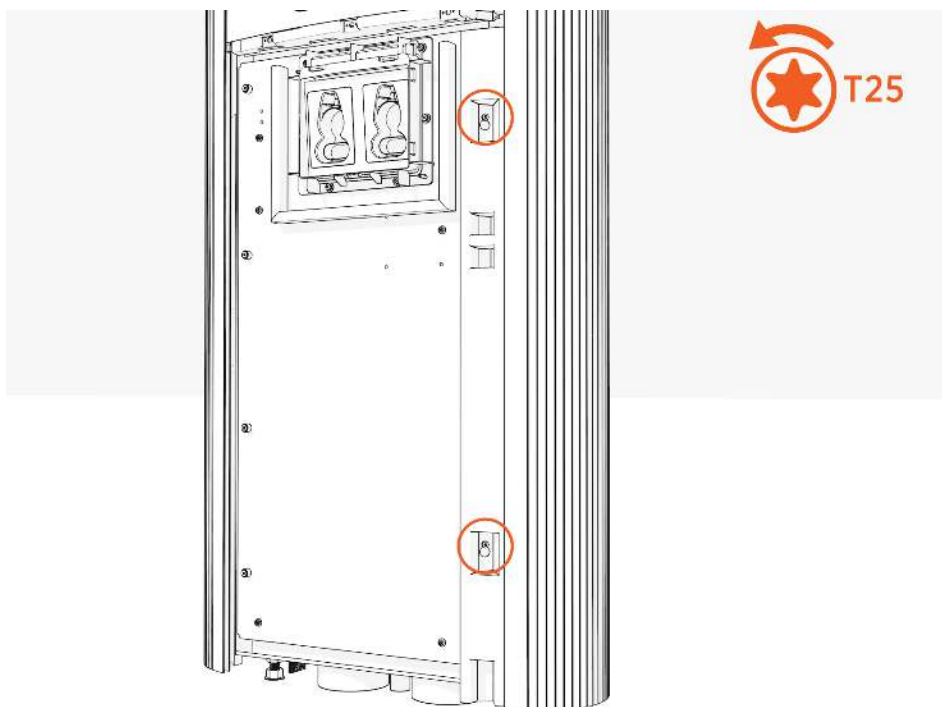
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4. Push inwards along one side of the lower vinyl sign to release the sign.



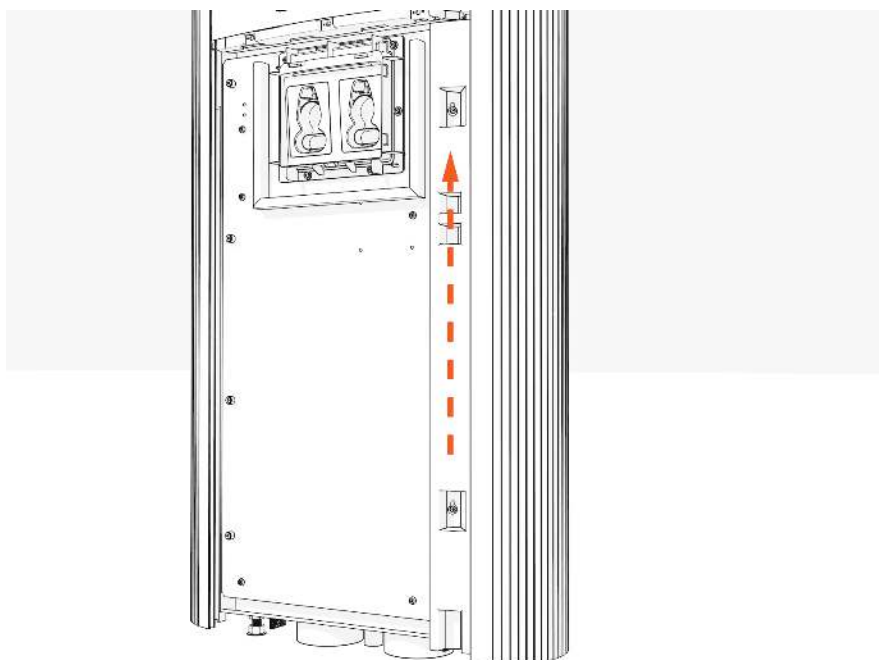


# Remove Lower Door

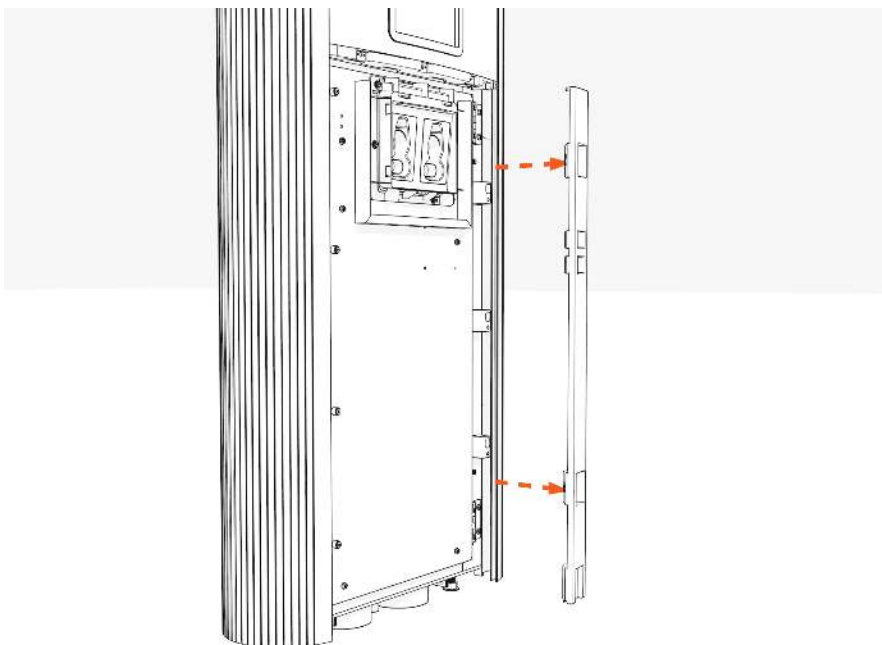
1. Loosen two screws securing the door bracket.



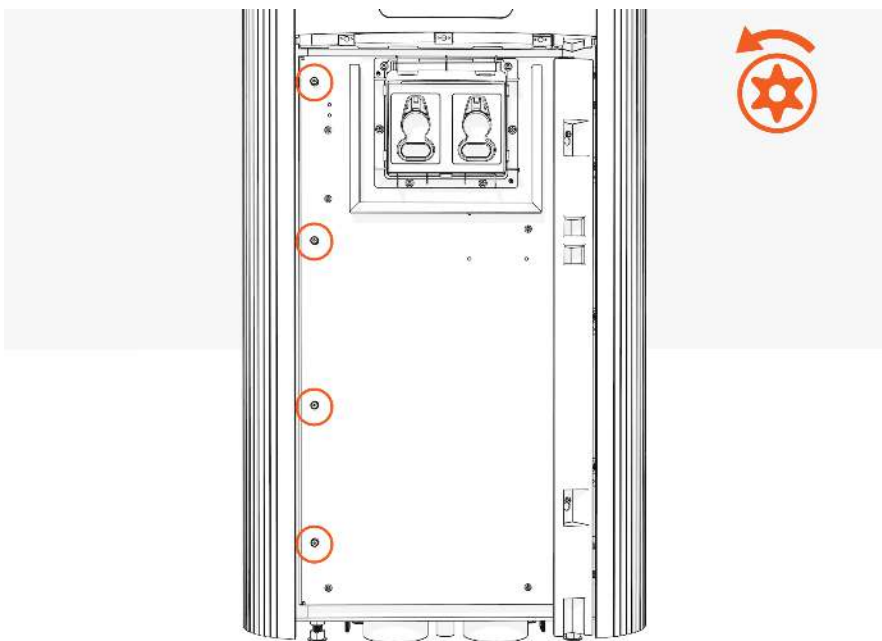
2. Slide the door bracket upwards.



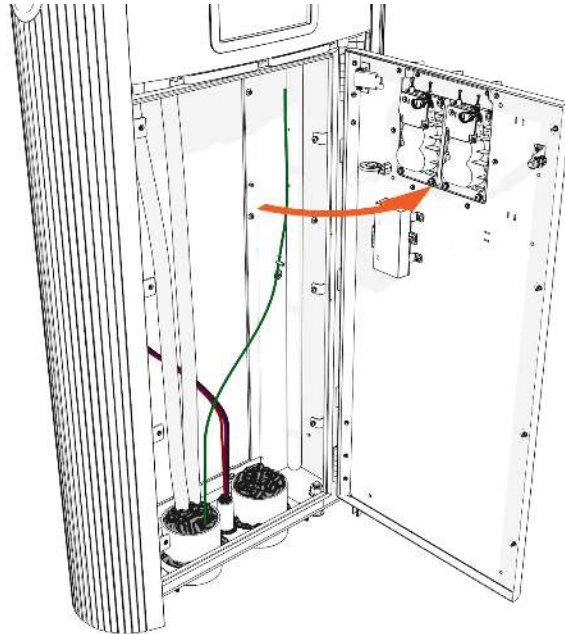
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3. Pull the door bracket away from the pedestal.



4. Remove four screws along the left side of the lower door.

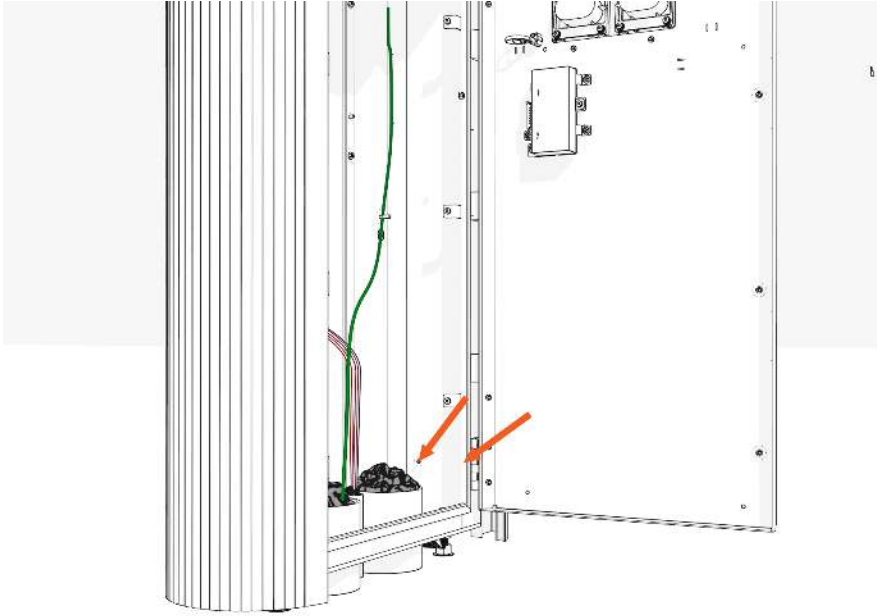


5. Open the lower door.

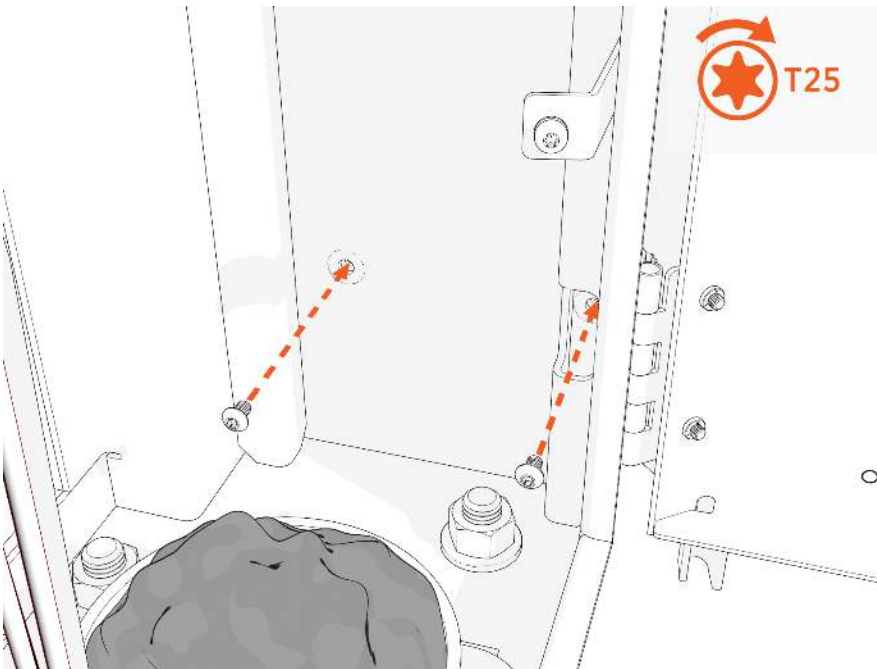


# Repair Procedure

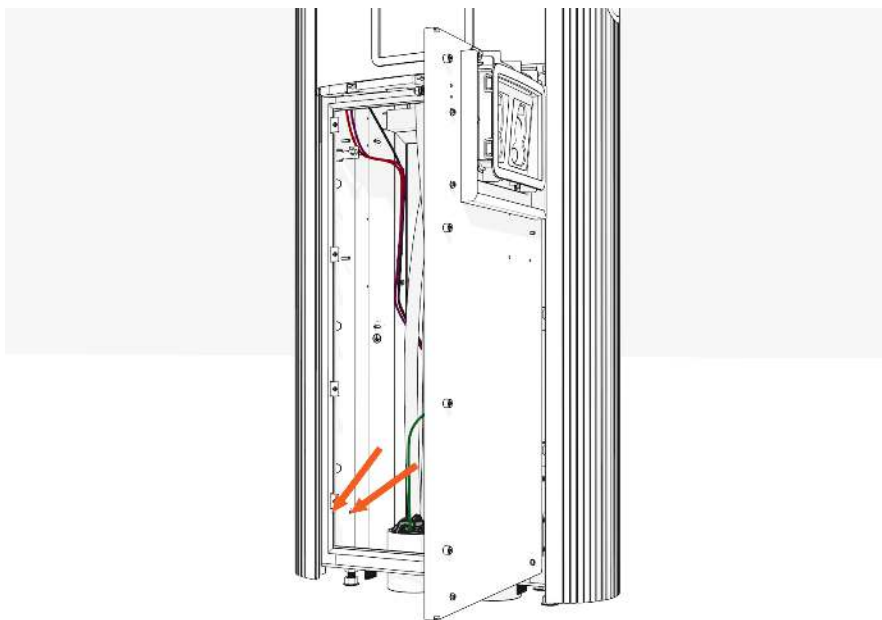
1. Locate two empty screw holes on the lower right inside wall of the Power Link.



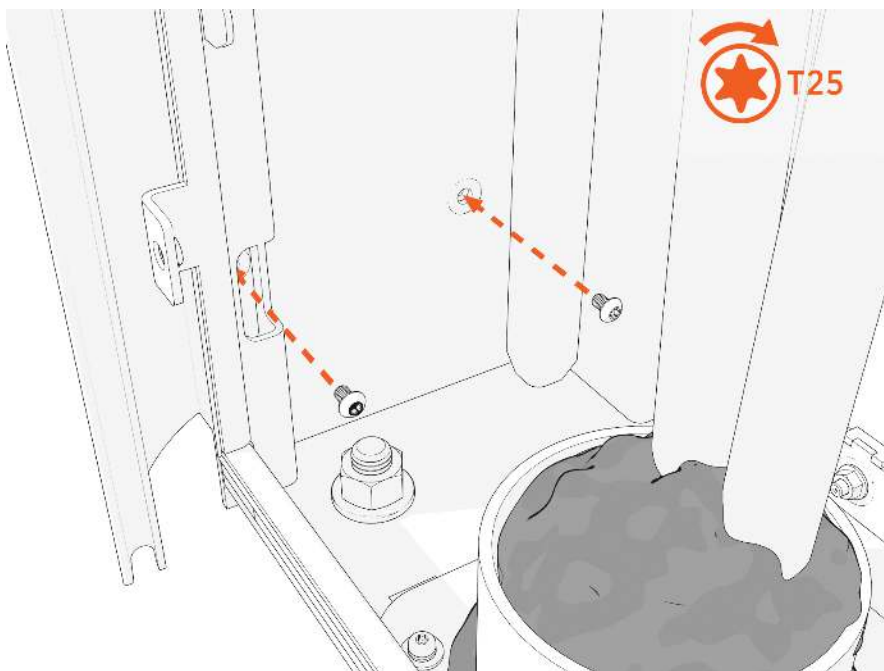
2. Install two screws to secure the right side panel. Hand-tighten.



3. Locate two empty screw holes on the lower left inside wall of the Power Link.



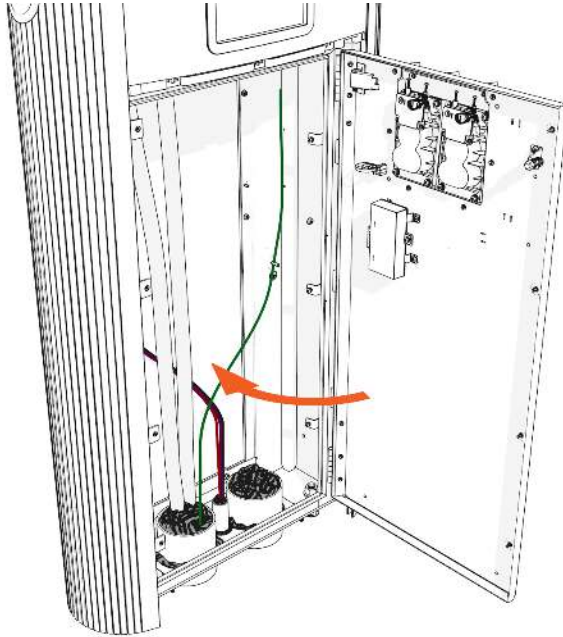
4. Install two screws to secure the left side panel. Hand-tighten.



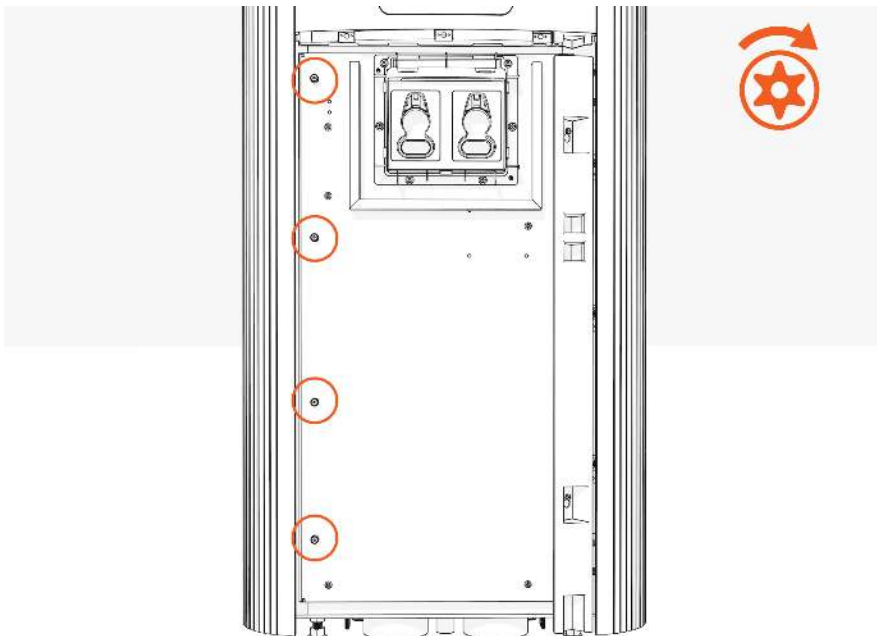
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# Reinstall Lower Door

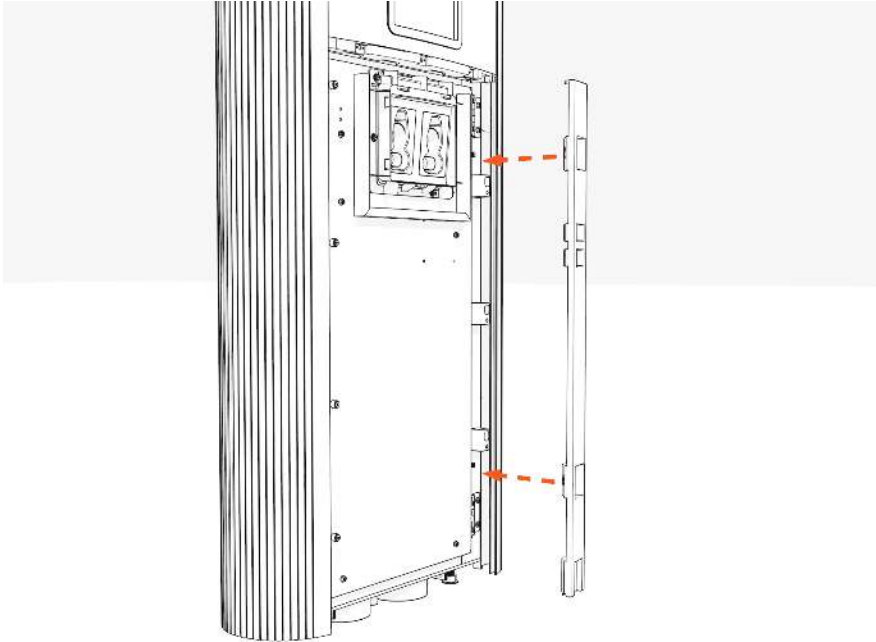
1. Close the lower door.



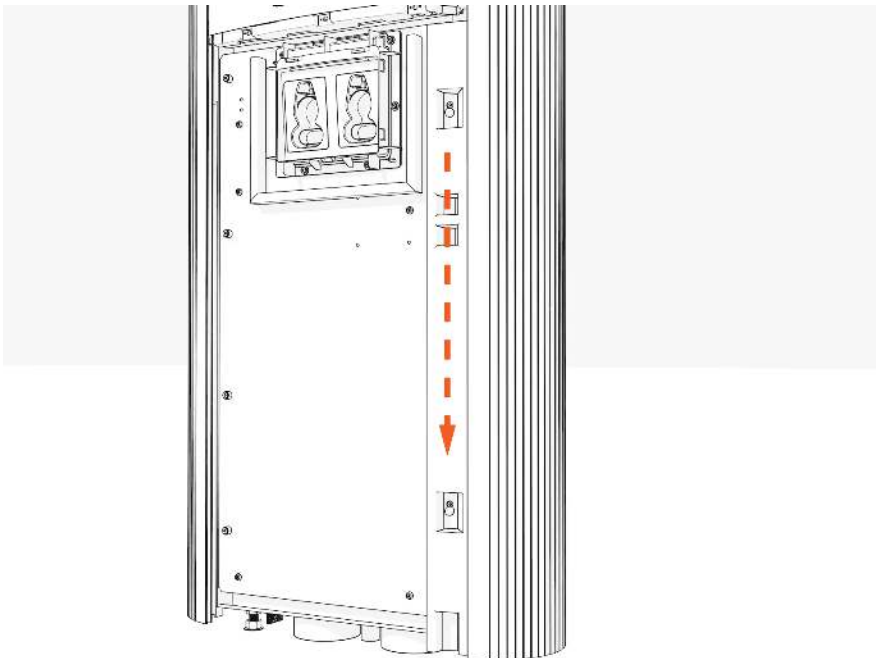
2. Reinstall the lower door screws. Torque to 4.5 Nm (40 in-lb).



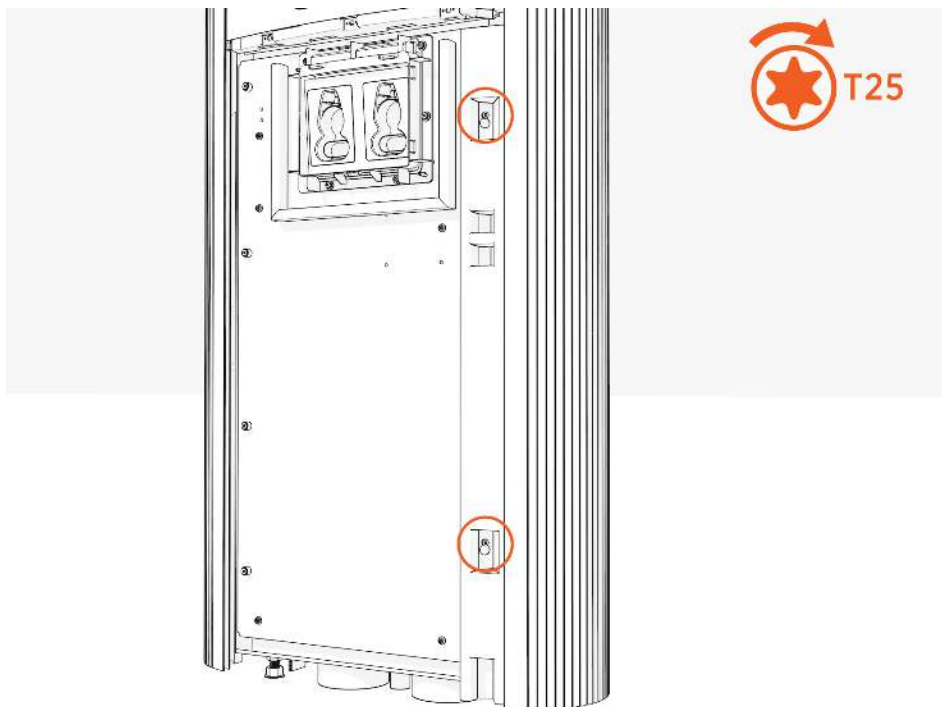
3. On the right side of the door, replace the door bracket.



4. Slide the door bracket downwards.



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5. Torque screws on the door bracket to 1 Nm (10 in-lb).

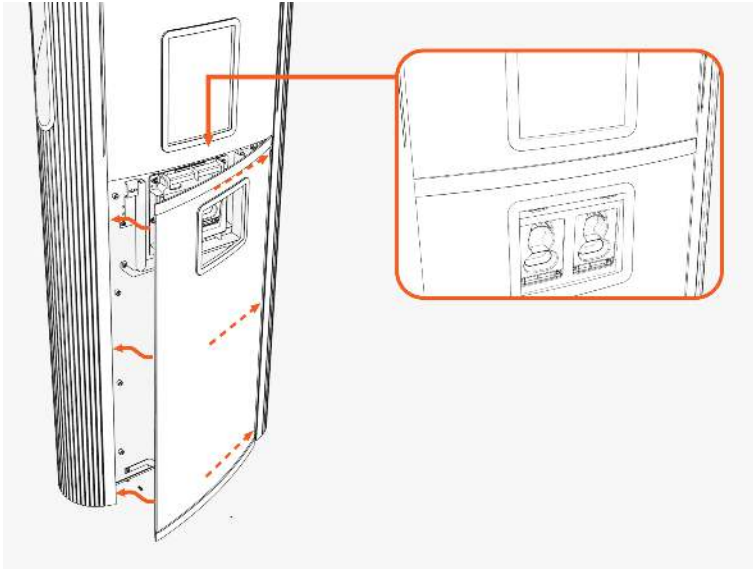




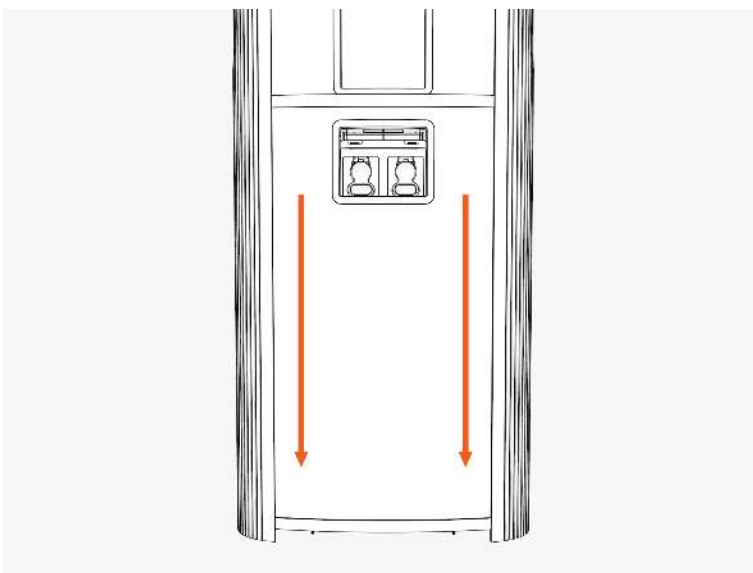
# Reinstall Preassembled Lower Cover

**Note:** Skip this section if the Power Link has unassembled covers.

1. Slide one edge of the cover into its corresponding side groove. Grip the cover at its top edge and slide the cover upwards until the waistband (top edge of the cover) overlaps the Power Link top cover by 30-35 mm (1.25-1.5 in). Bow the lower cover lightly to insert its free edge into the opposing side groove.



2. Check the top and bottom corners of the cover to ensure they are seated in the side grooves. Then slide the cover down while pressing in on the lower edge of the holster trim and lower edge of the cover to engage the hooks behind the cover.



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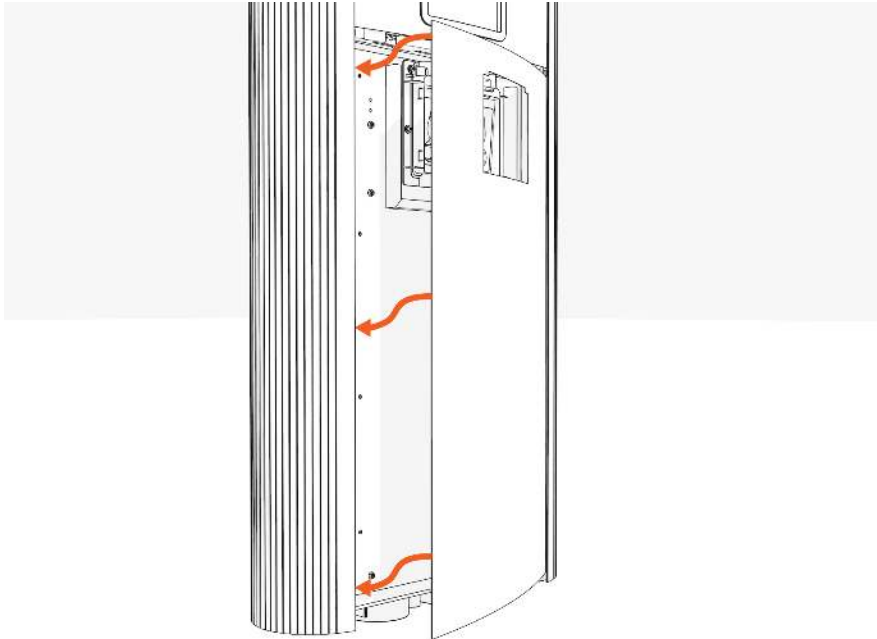
# Reinstall Unassembled Lower Cover

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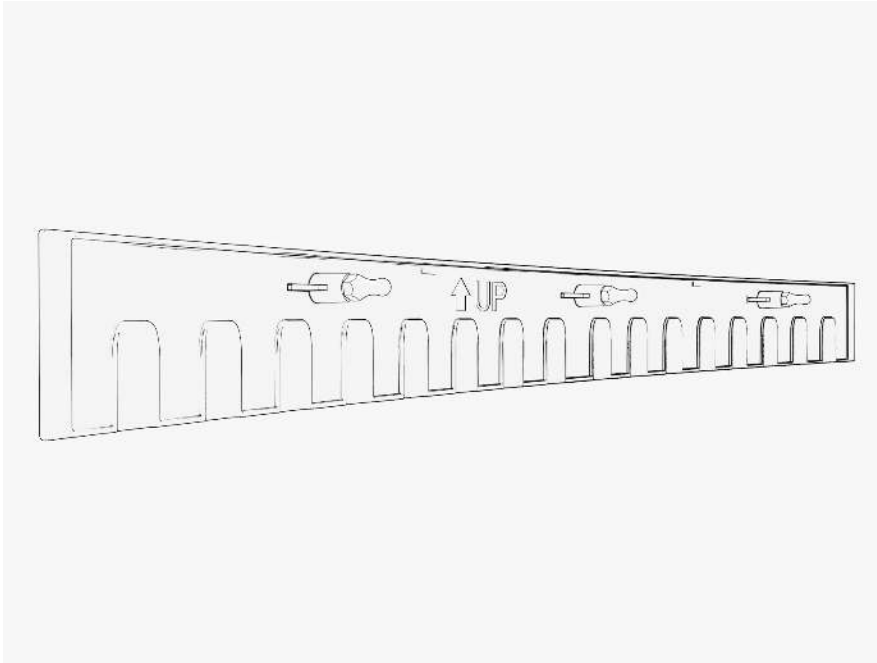
**Note:** Skip this section if the Power Link has preassembled covers.

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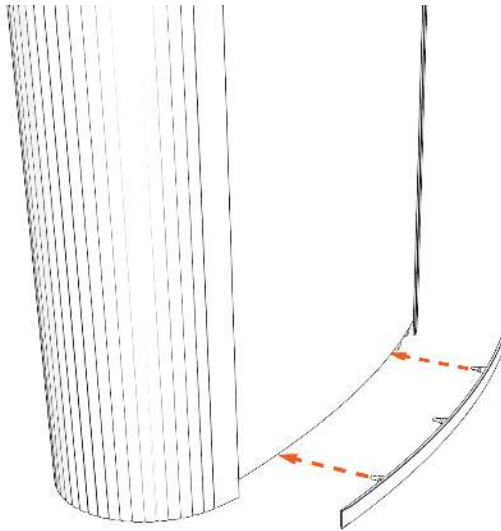
1. Insert one edge of the lower vinyl sign into its corresponding side groove. Lightly bow the sign to insert its other edge into the opposing side groove.



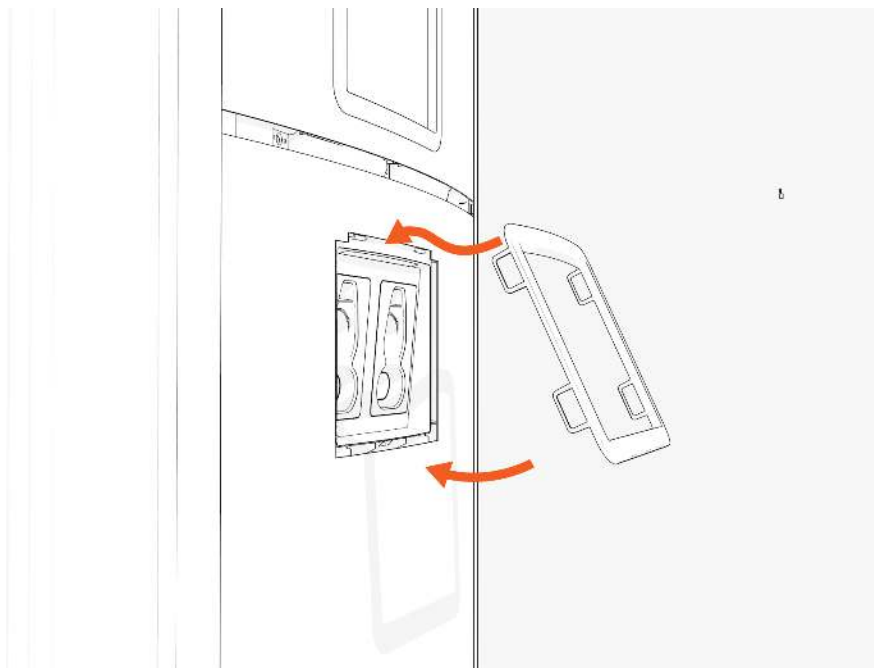
2. Study the inner side of the lower trim. Notice an imprint that shows which edge goes "UP."



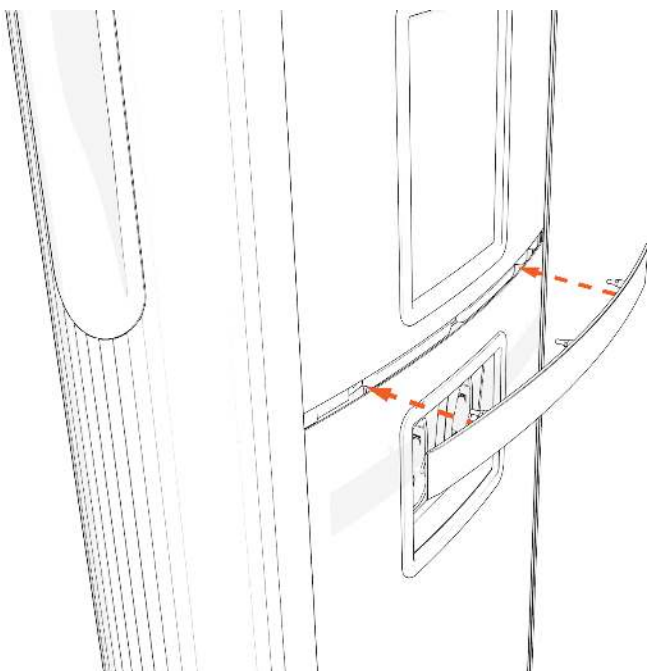
3. Insert the lower trim. Adjust the vinyl sign so it seats behind the lower trim.



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4. Position the upper side of the holster trim onto two hooks. Then press the lower side of the trim into place. **Note:** The holster trim has a specific orientation wherein its upper and lower sides are not interchangeable.



5. Insert the middle trim until it engages at its center and side clips.



## Report Completion to ChargePoint

Contact ChargePoint Support at [chargepoint.com/support](https://chargepoint.com/support) to report completion of the repair procedures, and any negative findings during the station inspection.



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

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