

# Service Bulletin

## CMK Vinyl Retention Screws

### Express Plus Power Link

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**Bulletin Published:** April, 2023

**Affected Models:** 99-006309-02, 99-006309-02-FT, 99-006310-02

**Required Action:** Add two missing screws to front face of the Cable Management Kit (CMK).

**Failure:** No functional impact. Missing screws allow the CMK front vinyl to potentially slide down.

This service bulletin applies to ChargePoint Express Plus Power Link charging stations that are not yet installed, but are planned for install with a CMK.



**IMPORTANT:** This service bulletin does not apply to already installed Power Links.



**IMPORTANT:** Apply this service bulletin just prior to Power Link installation.

**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.

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

## Tools and Materials

### Tools



Torx screwdriver (T25)

### Materials

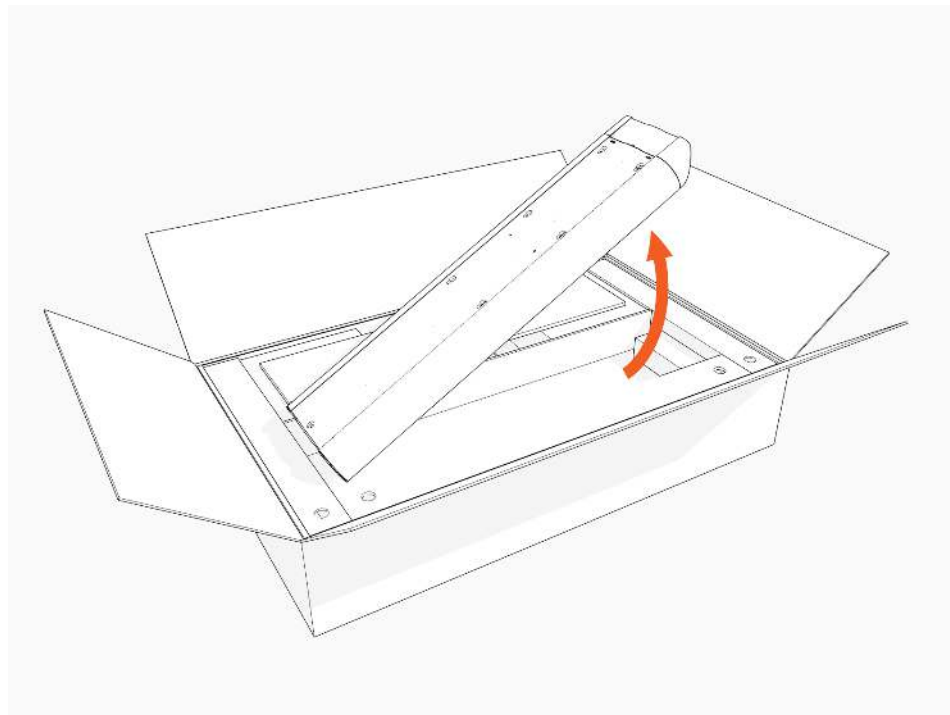
M4-0.7 x 4.5 mm, 5.0 x 4.0 mm shoulder, T25 Torx, stainless steel screw (x2 required per Power Link)

If necessary, contact ChargePoint at [chargepoint.com/support](https://chargepoint.com/support) to request screws.

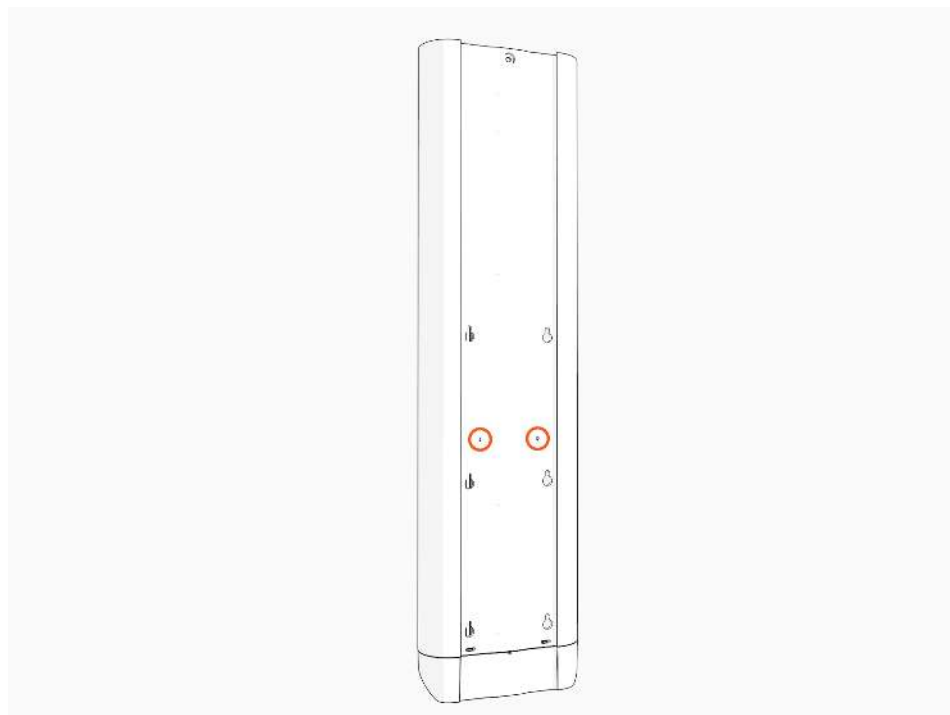
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## Repair Procedures

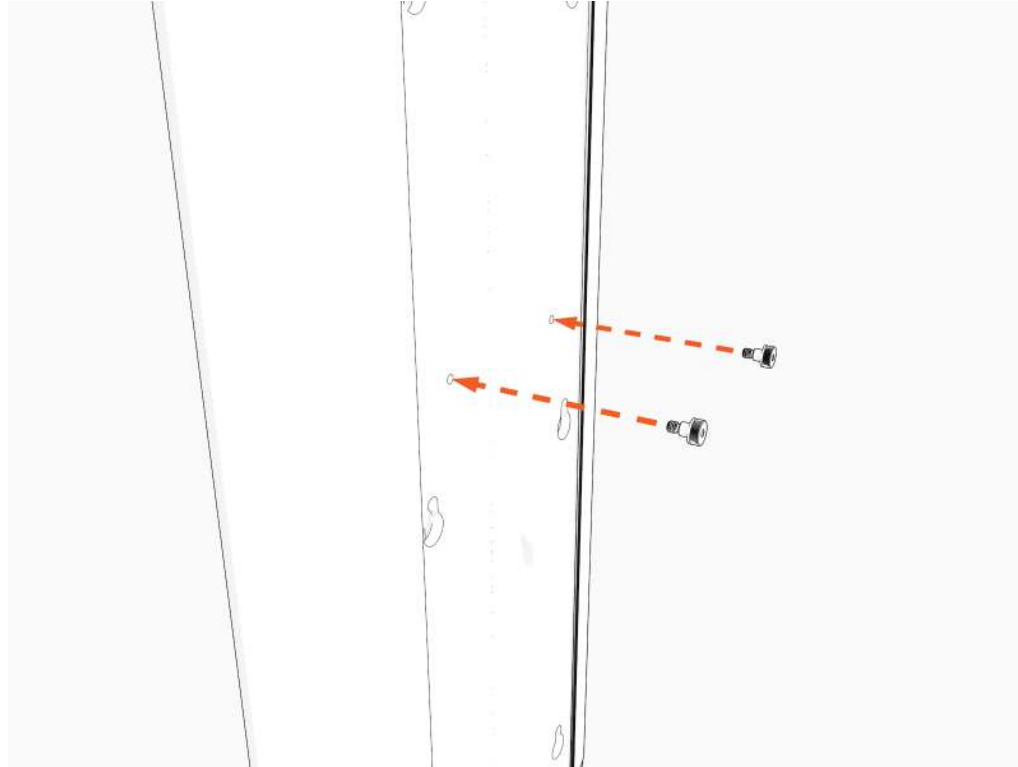
1. Open the CMK shipping box and remove the CMK mast.



2. Locate two circular screw holes on the front face of the CMK mast.



3. Install the screws into the holes. Hand-tighten.



4. Place the CMK mast back into its shipping box until needed.
5. This concludes the repair procedure. Proceed to install the Power Link as instructed by the *Express Plus Installation Guide*.

## 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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