

# Service Bulletin

## Faulty Door Sensor Setup Leading to Charging Disruptions

### Power Link 2000

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**Bulletin Published:** November, 2025

**Affected Model:** Some ChargePoint Power Link 2000

**Failure:** Improper installation of door sensors and magnets may prevent DC charging stations from detecting proper door closure. This can lead to charging interruptions, system faults, and delayed deployment.

**Required Action:** Before replacing the sensor, check the magnet orientation, the spacing between the magnet and the reed sensor, and inspect the reed sensor Molex connector. If the problem continues, follow the instructions to replace the door sensor.



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

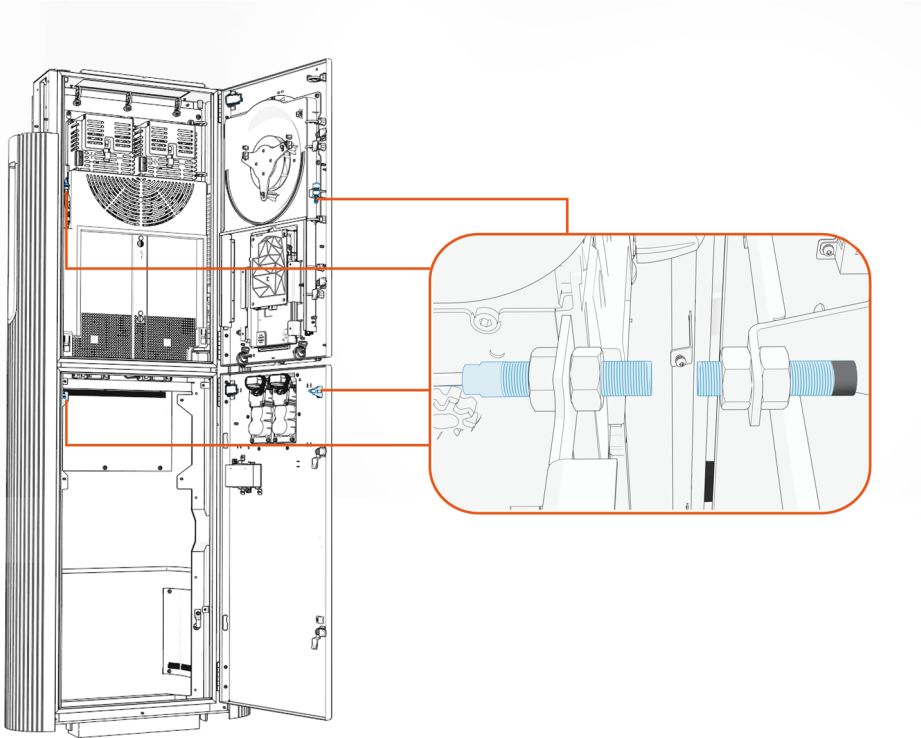
For assistance, go to [chargepoint.com/support](https://chargepoint.com/support) and contact technical support using the appropriate region-specific number.

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# Introduction

Some DC charging stations may not detect door closure correctly. This can stop charging, cause system faults, and delay deployment.

The following image shows the location of the door sensors in the Power Link 2000.



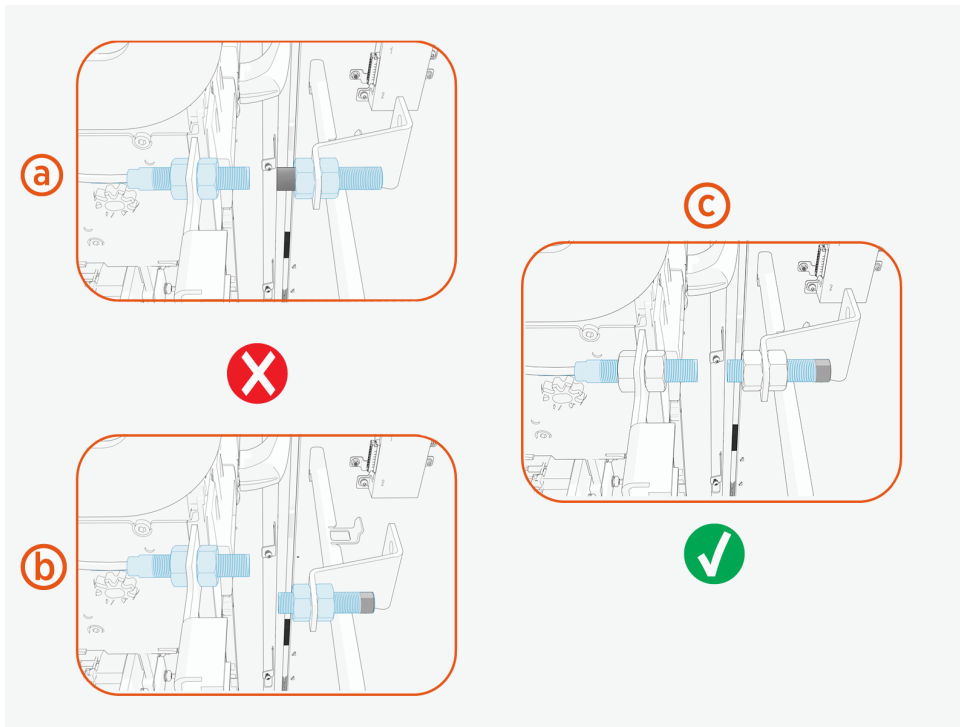
## Possible Causes

- The magnet is oriented backwards, where potting side is facing the sensor.
- The magnet is too far from the reed sensor
- The reed sensor Molex connector is loose or damaged

## Troubleshooting

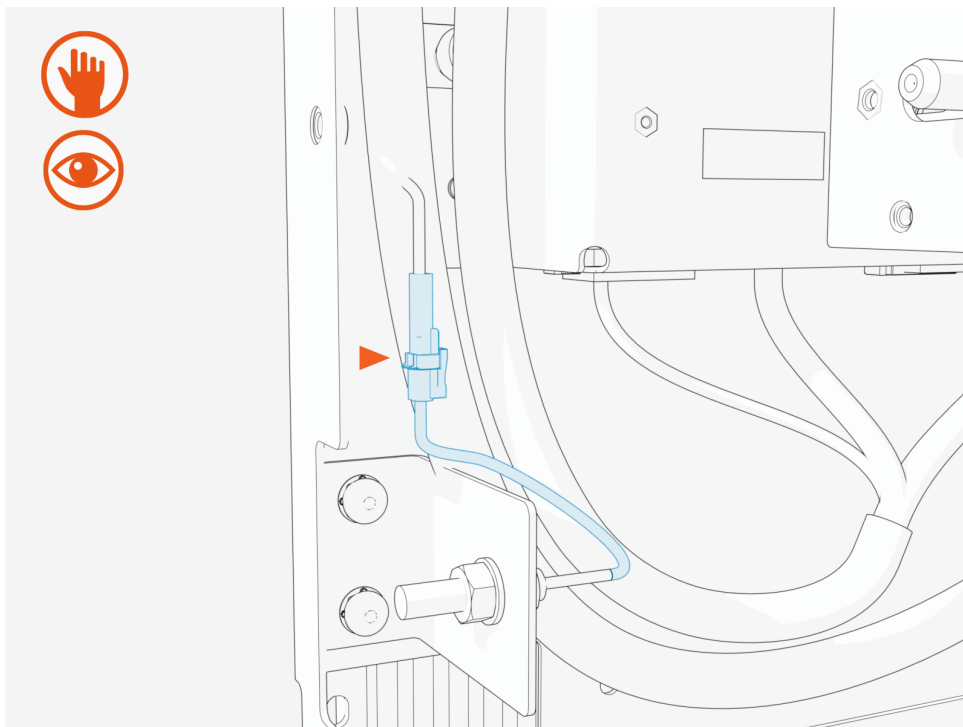
Check these conditions before replacing the sensor. If the problem continues after these checks, replace the sensor as described in this bulletin.

1. Make sure the magnet and sensor are aligned in the correct orientation, refer to the following image.

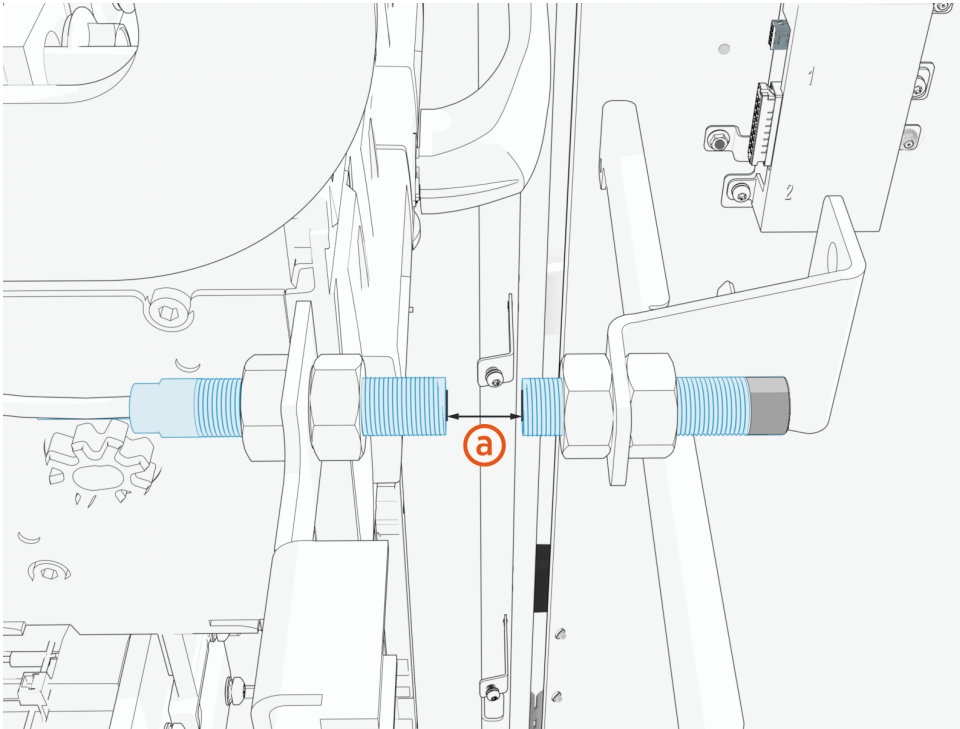


- (a) **Incorrect:** The potting side of the magnet faces the threaded side of the sensor.
- (b) **Incorrect:** The magnet and sensor are misaligned, their threaded ends do not face each other.
- (c) **Correct:** The threaded side of the magnet and the threaded side of the sensor face each other and are properly aligned.

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2. Inspect the Molex connector for bent pins, corrosion, or loose fit.



3. Measure the gap **(a)** between the threaded sides of the sensor and magnet, and ensure the gap is less than 10 mm and as close as possible.



**NOTE:** If needed, replace standard M8 nuts (x2) with the thin M8 nuts (x2) on both sides of the magnet to reduce the gap **(a)**.

## Replace the Door Sensor

To replace a door sensor, do the following steps:

### Bring these Tools

Icon	Description	Icon	Description
	13 mm hex socket		13 mm hex wrench
	Stepladder		

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## Before you Begin

1. To power off the station, refer to the **Power Off** chapter in *Power Link 2000 Service Guide*, available at [ChargePoint Product Reference Documentation](#).
2. To remove the upper or lower covers and open the upper or lower door, refer to the **Covers and Panels** chapter in *Power Link 2000 Service Guide*, available at [ChargePoint Product Reference Documentation](#).

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

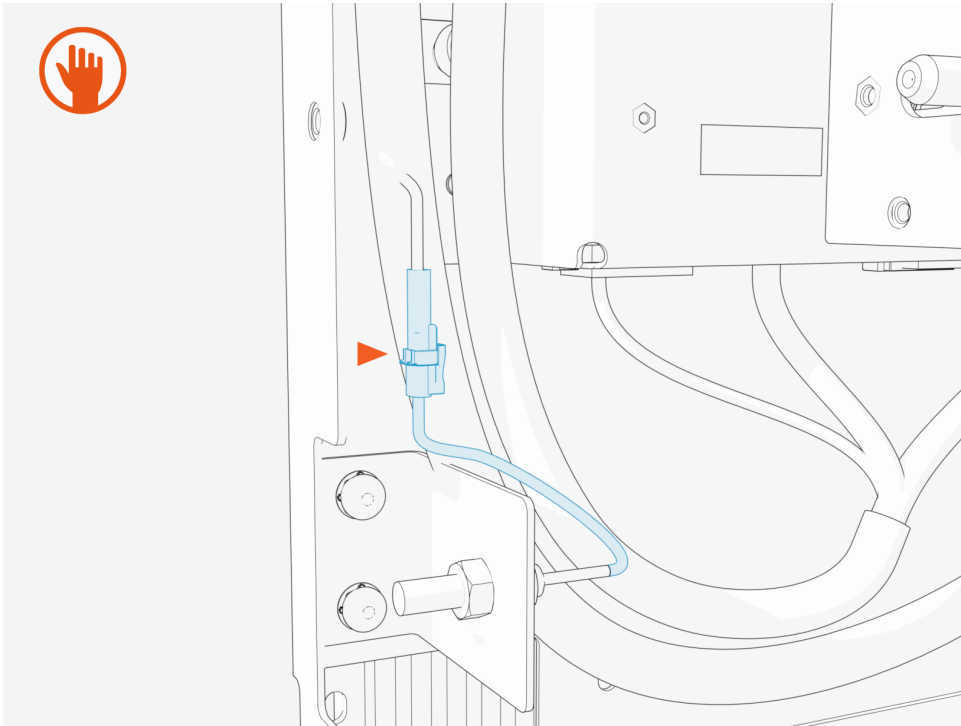
## Remove the Door Sensor and Magnet

The following procedure includes images that show a typical door sensor and magnet configuration. Mounting brackets may vary by location.



**NOTE:** Some images show the door in a closed position to help visualize the alignment between the magnet and sensor. However, in actual operation, the door remains open, and the magnet (mounted on the door) and the sensor (mounted on the unit) are separated.

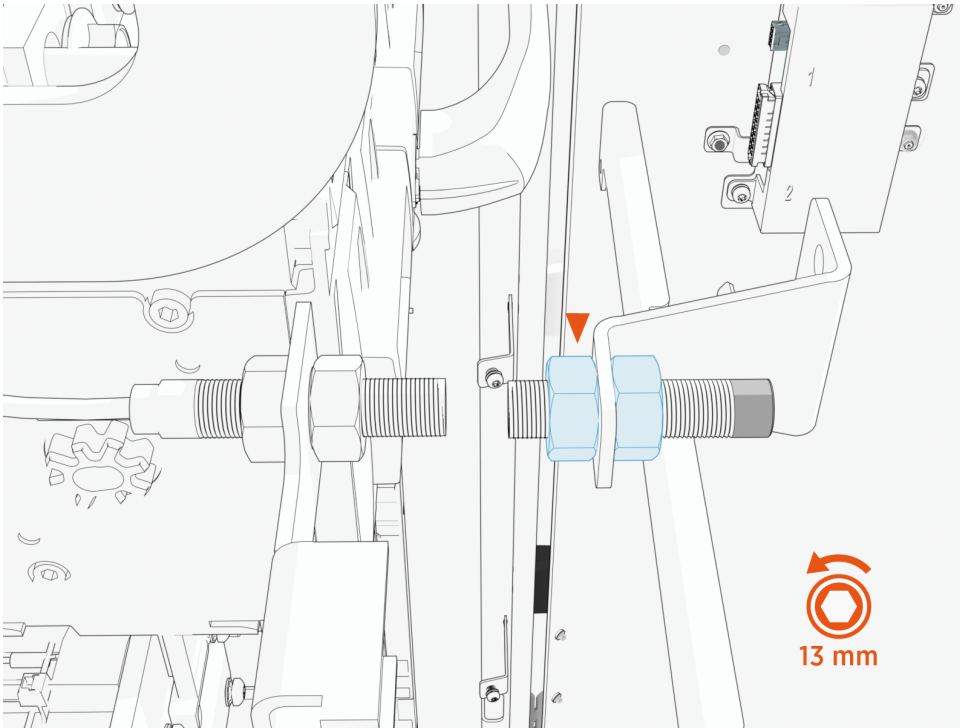
1. Disconnect the reed sensor cable.



2. Loosen and remove the M8 nuts (x2) securing the magnet.



**NOTE:** Removing the M8 nut on the threaded side of the magnet allows the magnet to slide out, while the nut on the potting side remain attached.

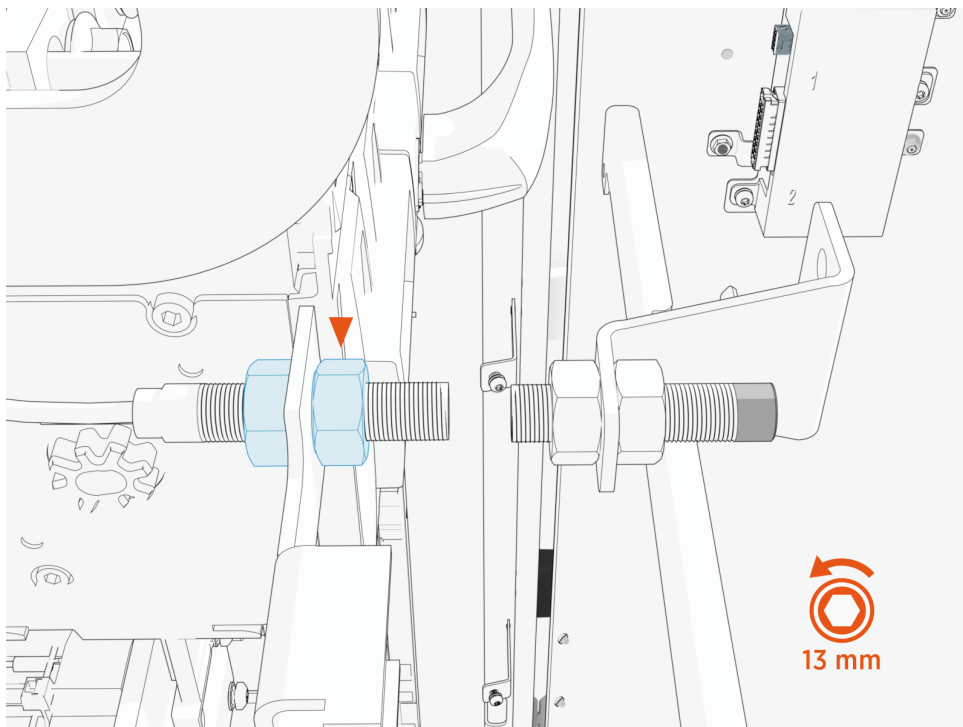


3. Carefully remove the magnet from the bracket.

4. Loosen and remove the M8 nuts (x2) securing the sensor.



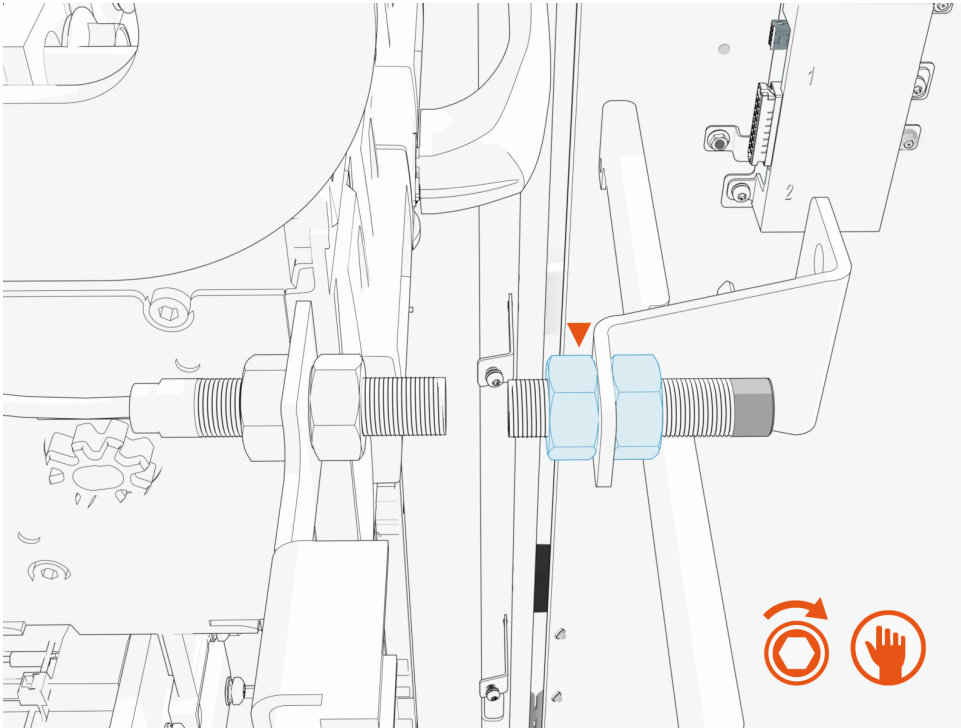
**NOTE:** Removing the M8 nut on the threaded side of the sensor allows the sensor to slide out, while the nut on the connector side remain attached.



5. Carefully remove the sensor from the bracket.

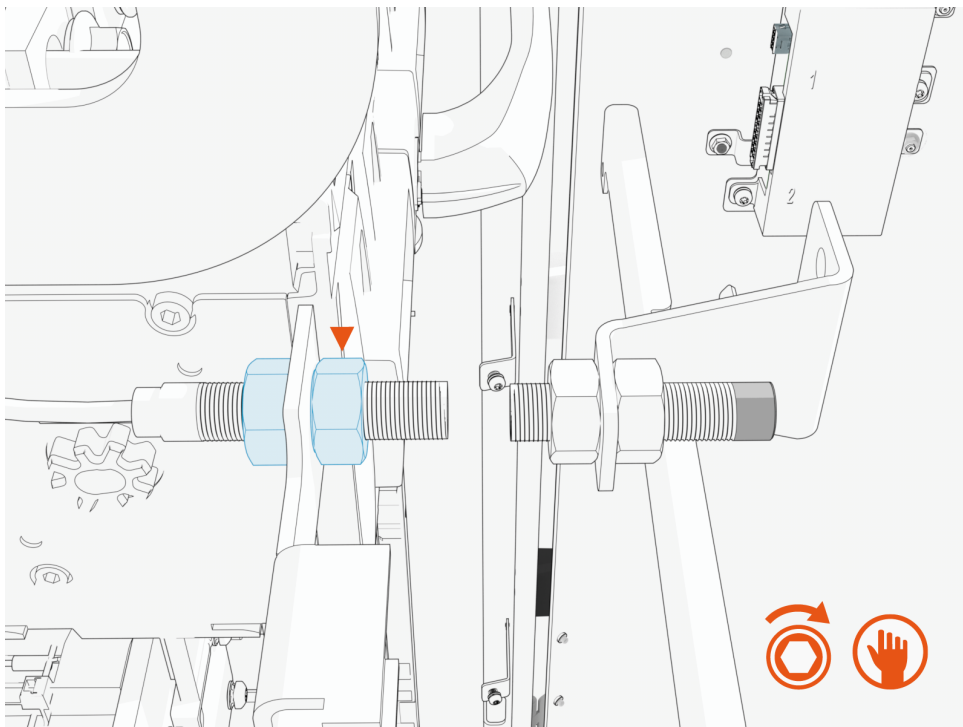
## Reinstall the Door Sensor and Magnet

1. Place the magnet in its position.
2. Secure with M8 nuts (x2) and hand-tighten.

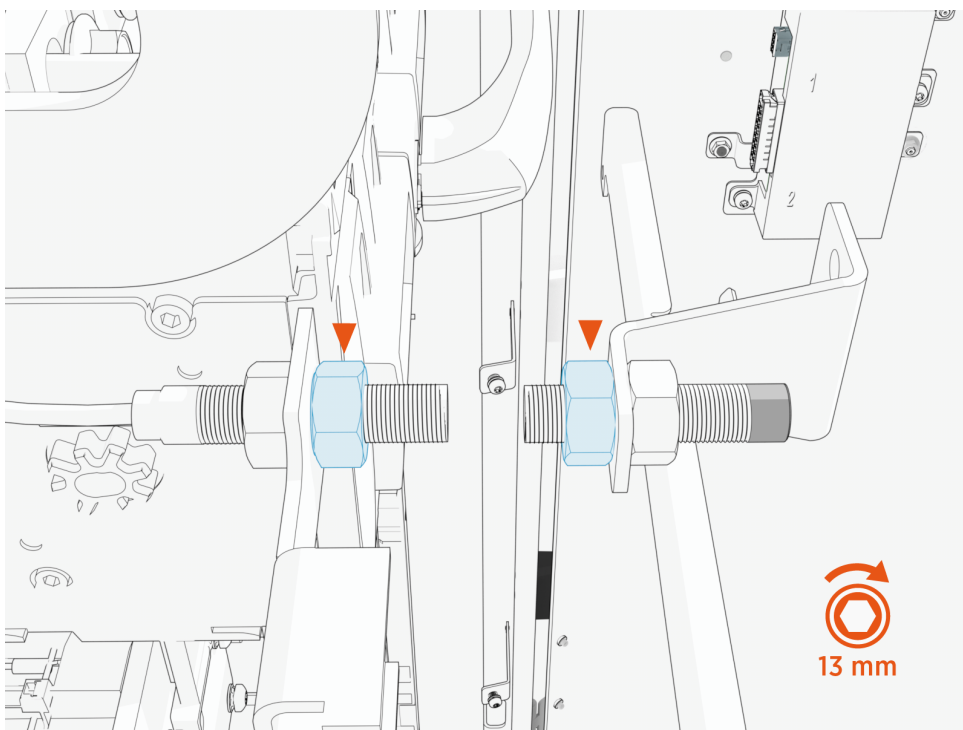


3. Place the sensor in its position.

- Secure with M8 nuts (x2) and hand-tighten.



- Check that all conditions listed in the [Troubleshooting](#) section are met before proceeding to torque the nuts.
- Use the 13 mm socket, torque the nuts to **1.13 Nm (10 in-lb)**.



## 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.