

Service Bulletin

Software Corruption Caused by Unexpected Power Loss

CP6000, Power Link 2000, Power Link

Bulletin Published: February, 2024

Affected Models and Down Version: Some ChargePoint CP6000, Power Link 2000, and Power Link charging stations.

Required Action: Do not interrupt power to the station until the software initialization sequence has completed and has progressed to the Installation Wizard or the Installer App.

Failure: Unexpected power loss during the first boot up in the field results in station software being corrupted. The station displays a SYSTEM ERROR SERVICE REQUIRED message.



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 installer or 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 to become ChargePoint certified and to access ChargePoint's web-based installer tools or ChargePoint Installer app.

Contact ChargePoint at chargepoint.com/support with any questions related to this bulletin.

Introduction

If there is an unexpected loss of power the first time a CP6000, Power Link 2000, or Power Link charging station powers up, the station software might become corrupt.

Examples of unexpected losses of power include the following:

- A circuit breaker trips
- Someone turns the station off by accident
- Someone tests the circuit breakers
- Someone unseats the head assembly

Procedure

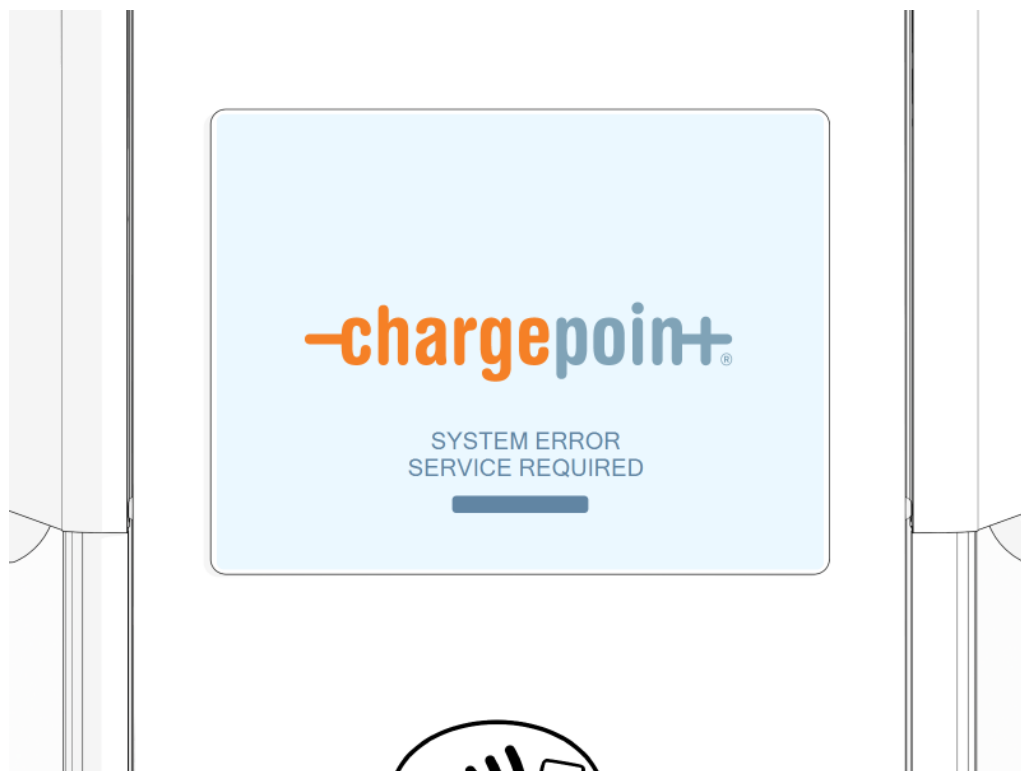


IMPORTANT: DO NOT shut off power to the station during steps one and two.

1. Power up the station at the breaker panel.
2. Watch the status bar **(a)** near the bottom of the display.



3. If the following message appears, go to chargepoint.com/support, find your region's technical support number, and contact ChargePoint Support.





chargepoint.com/support

75-001687-01 r1