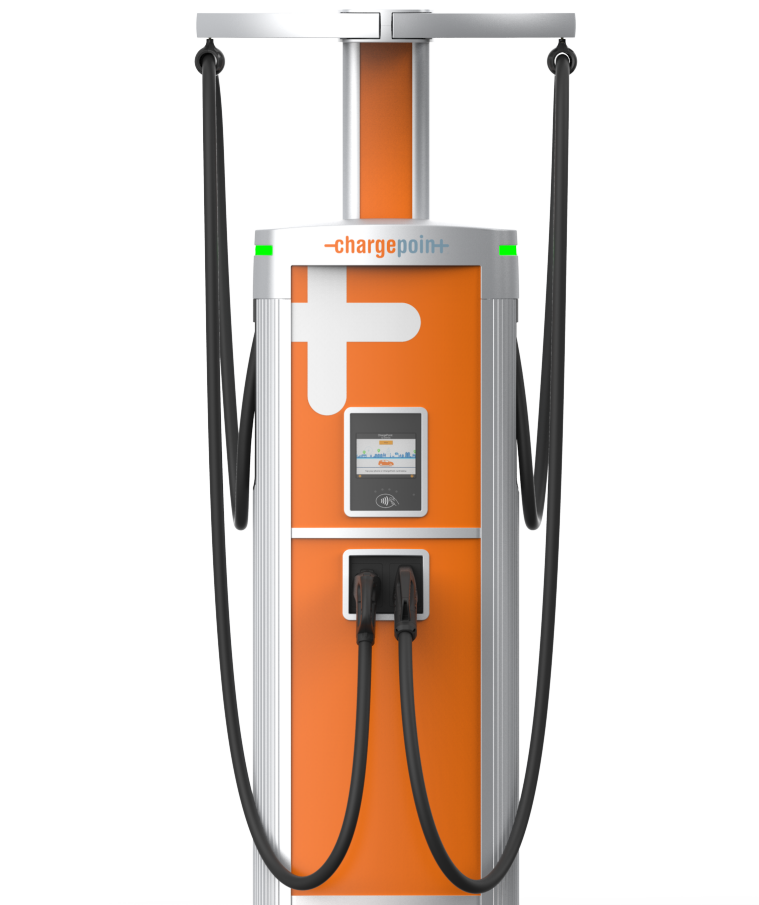


Power Link 2000

Express Plus DC Fast Charging Platform

Service Guide



IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS

This manual contains important instructions for ChargePoint® products that shall be followed during installation, operation and maintenance of each product.

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.** A touch current of >3.5 mA AC RMS is possible in case of a fault condition of loss of electrical continuity of the earthing conductor. Failure to ground the product can lead to risk of electric shock. 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 connector adapter. Do not 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, the flexible output cable, the vehicle inlet, the electric vehicle connector, or the electric vehicle connector adapter is broken, cracked, open, or shows any other signs of damage. Do not use this product if internal parts are accessible, including wiring.**
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. **Do not use an electric vehicle connector adapter with any charger or EV that is capable of exceeding the adapter's rated voltage of 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 an electric vehicle connector 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.

Product Disposal

Applicable to NA - Do not dispose of as part of unsorted domestic waste. Inquire with local authorities regarding proper disposal. Product materials are recyclable as marked.



Applicable to EU - To comply with Directive 2012/19/EU of the European Parliament and of the Council of 4 July 2012 on waste electrical and electronic equipment (WEEE), devices marked with this symbol may not be disposed of as part of unsorted domestic waste inside the European Union. Enquire with local authorities regarding proper disposal. Product materials are recyclable as marked.



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 Product Reference Documentation](#).

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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: Critical detail that must be followed to achieve intended results



NOTE: Important contextual details or procedural clarifications



REINSTALL NOTE: Essential instructions to follow when reinstalling a part or component



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
December, 2025	v1	Caution notes added to <u>CCOM/Display</u> chapter regarding display weight and wiring protection during service.

Introduction 1

Follow this guide to service and replace Express Plus Power Link 2000 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.



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



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 Link 2000 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.



CAUTION:

- 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 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.

Additional Documentation

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

- Familiarize yourself with the instructions in the service guide.
- If you have not installed or serviced the Power Link 2000 recently, orient yourself to the Power Link 2000 by reviewing the *Site Design Guide*, *Installation Guide* (see note below), and *Datasheet*, as well as any other materials you find helpful. The documents are available at [ChargePoint Product Reference Documentation](#).



NOTE: There are three Power Link 2000 Installation Guides:

1. *Power Link 2000 Variation A Pedestal-Mount Installation Guide*
2. *Power Link 2000 Variation B Pedestal-Mount Installation Guide*
3. *Power Link 2000 Variation B Overhead-Mount Installation Guide*

Select the installation guide appropriate to the installation project.

Access ChargePoint documents at [ChargePoint Product Reference Documentation](#).

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

Document	Content	Primary Audiences
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 Guide	Operation and preventive maintenance information	Station owner, facility 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.



NOTE: 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.

Questions

For assistance, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Power Off 2

To power off, follow all instructions given in this chapter.

Tools and Materials

Bring these tools and materials:



Multimeter (meter and probes rated for 1000 V)



Lockout/tagout equipment

Power Off

Complete the following steps to power off the unit:



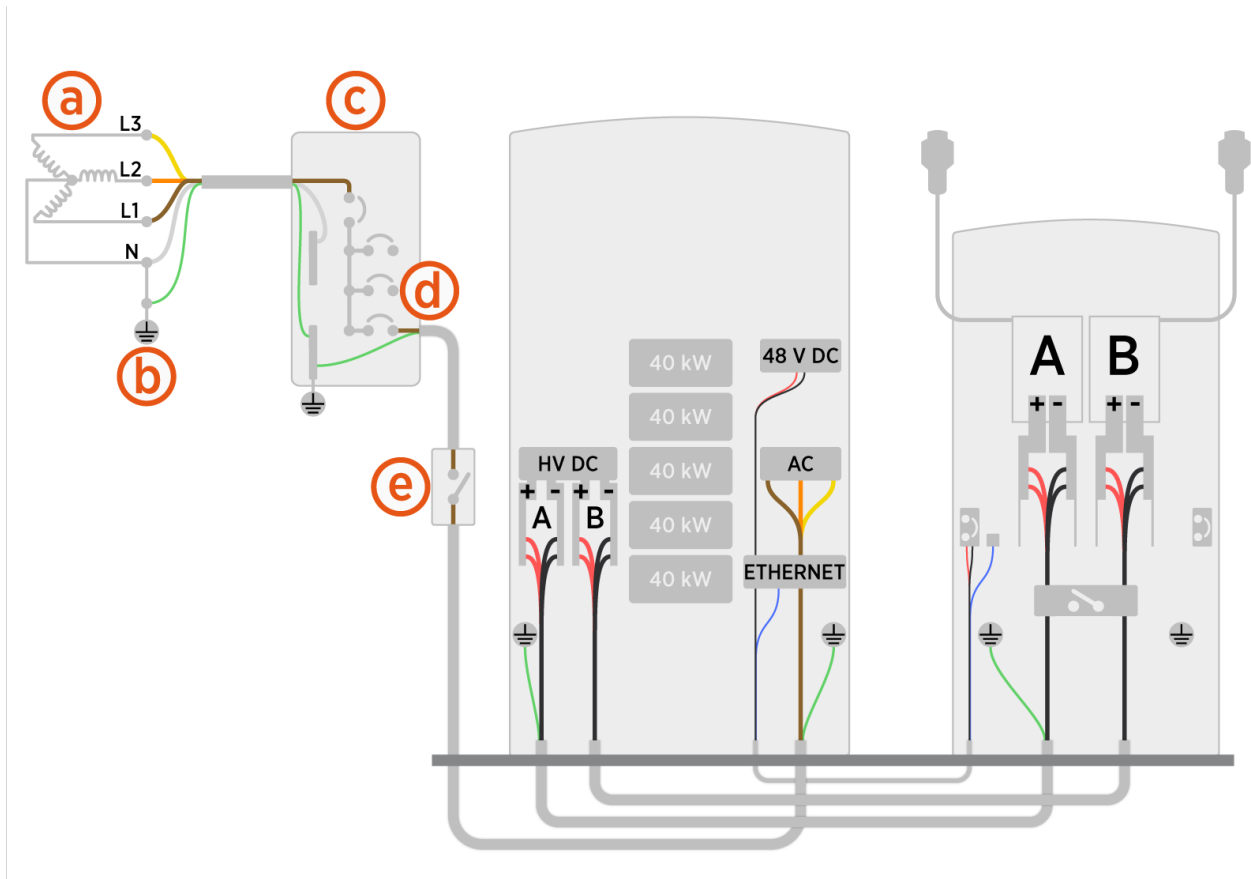
IMPORTANT: You must be a ChargePoint Certified Technician to power off the charging station, or warranty limitations apply.

1. An Express Plus configuration can have one or more Power Blocks connected to one or more Power Link 2000s in what is called a cluster. Refer to the site's single line diagram (SLD) and identify the following:
 - All Power Blocks and/or Power Link 2000s to be serviced.
 - All Power Link 2000s within the same cluster as the products identified above.
2. End all charging sessions on all Power Link 2000s identified in step above.



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

3. Determine where to disconnect the high voltage (HV) power. Refer to the site's SLD and identify the location of control elements such as circuit breakers and disconnect switches.



- (a) Transformer configuration
- (b) Ground connection
- (c) Electrical panel
- (d) Circuit breakers
- (e) AC disconnect switch (optional)

There are two methods for HV power disconnect:

- At the site electrical panel, turn the circuit breaker (d) switch to the OFF position to power off all Power Blocks and Power Link 2000s downstream of the breaker.
- If an AC disconnect switch has been installed between Power Block and the site electrical panel, turn the AC disconnect switch (e) to the OFF position to power off all Power Blocks and Power Link 2000s downstream of the AC disconnect switch.



IMPORTANT:

- Follow local code and refer to the site lockout/tagout procedure to de-energize the station.



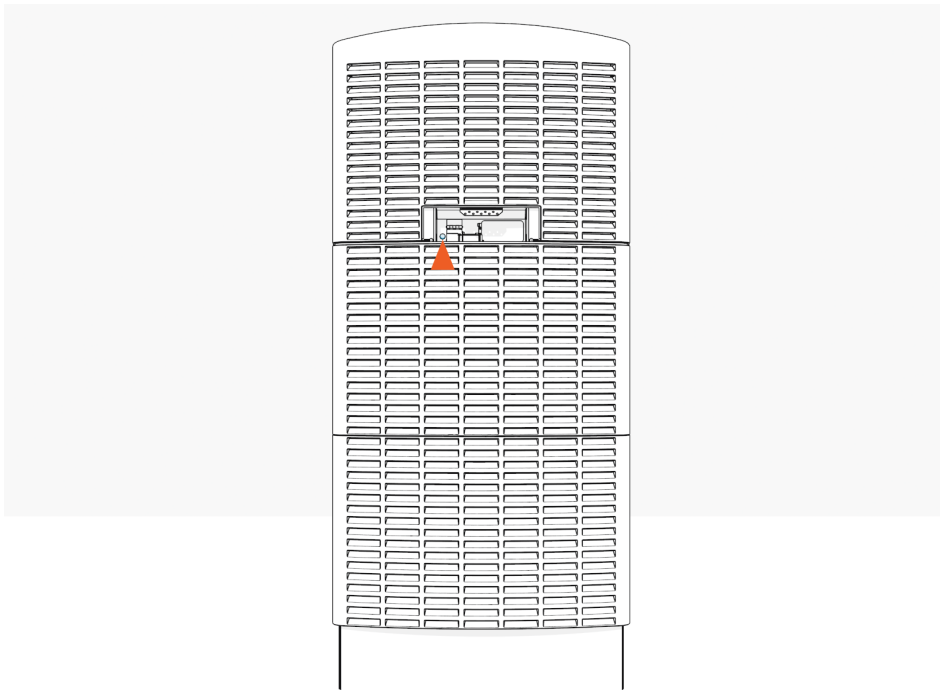
- Powering off Power Block will result in LV DC-connected Power Link 2000s losing power. Power Link 2000 can receive power from two Power Blocks and will remain powered until both Power Blocks are powered off.
- A Power Link 2000 may be configured in a cluster wherein it receives HV DC power from multiple Power Blocks. Be sure to power off all Power Blocks in the cluster. Note that high voltage hazard may still be present if Power Link 2000 is not powered, as LV DC and HV DC power may come from different Power Blocks. Consult site drawings.
- Ensure that the status light is off (unlit) for all de-energized Power Blocks.

4. Wait for energy to dissipate (approximately five minutes).
5. Verify that Power Link 2000 is de-energized.

Check Power Block Status Light

Complete the following steps to check the Power Block status light:

1. Open the security panel to check the status light.



2. The status light 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.



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

Verify Power Link 2000 is De-Energized

Complete the following steps to verify the Power Link 2000 is de-energized:

1. Remove these:
 - a. Top cap
 - b. Front lower and upper covers
2. Open the upper door.

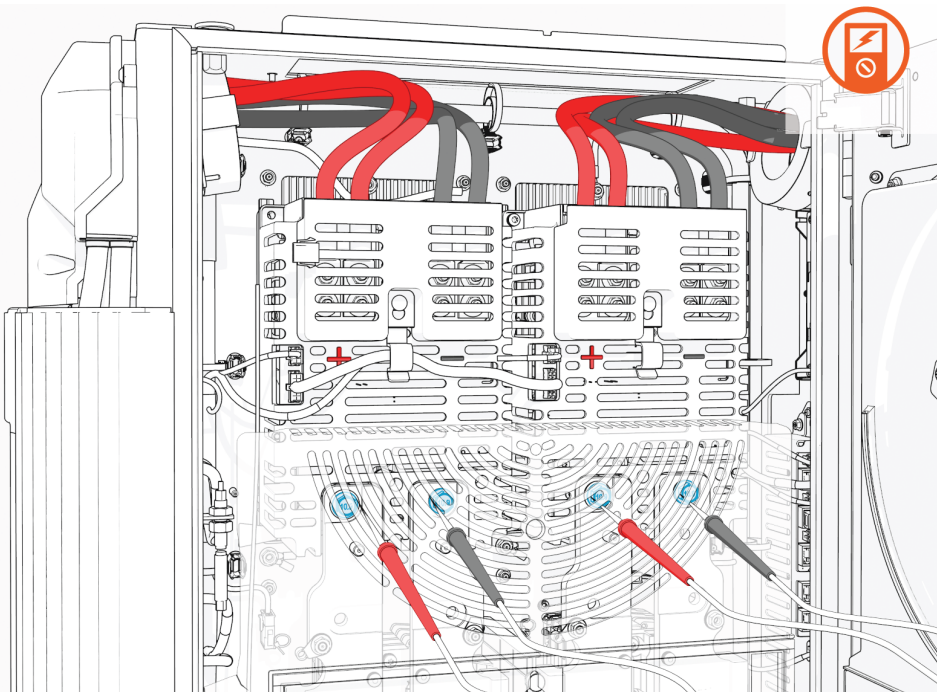


DANGER: Do not touch LV components without verifying that they are de-energized. Refer to the next step for verification details.

3. Hold the multimeter's probe tips against the HV DC input bus bar bolts to verify that voltage is zero.



NOTE: The illustrated probe contact points on the left side and right side are for the left side and right side HV DC inputs, respectively. If both HV DC inputs are present, verify that the power is off on both the HV DC input's bus bars.



Covers and Panels 3

To replace covers and panels, follow all instructions given in this chapter.

Tools and Materials

Bring these tools and materials:



Stepladder



Cut-resistant gloves

T25 Security screwdriver, for:

- Top cap
- Side panel
- Rear upper and lower cover
- Heat sink cap



T10 Torx screwdriver (for upper and lower cover trims)



10 mm hex wrench (for doors)



Isopropyl pads (for upper and lower cover vinyls)



Vinyl application tool (for upper and lower cover vinyls)

Before You Begin

Before beginning part replacement, complete the following steps:

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

3. Use the following sequence to remove a cover:

(a) Top cap

(b) Front lower cover



NOTE: Removing (b) lets you open the lower door and it can be removed without removing (a).

(c) Front upper cover



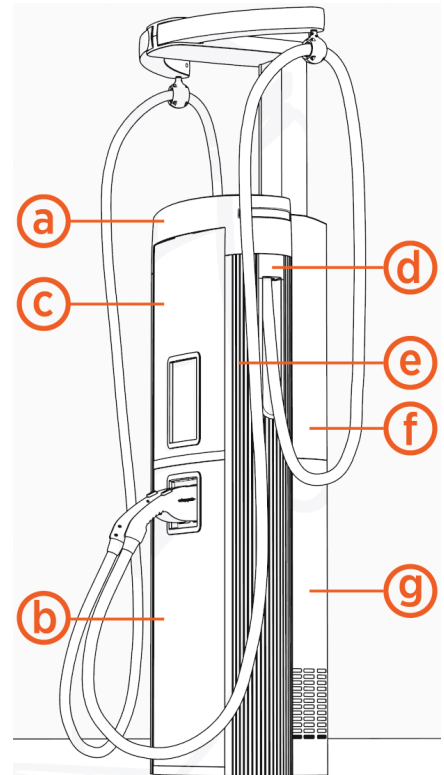
NOTE: Removing (a), (b), and (c) lets you open both lower and upper door.

(d) Cable cap

(e) Side panel

(f) Rear upper cover

(g) Rear lower cover



4. If you want to replace ChargePoint branded vinyls with custom branded vinyls, refer to [these instructions](#).

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:



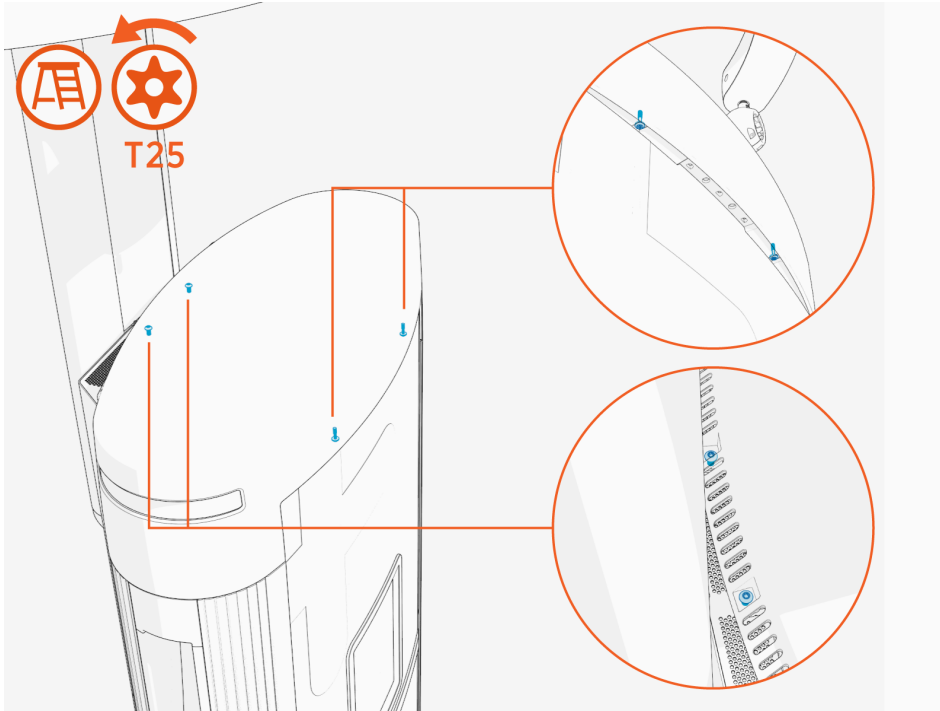
- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace Top Cap

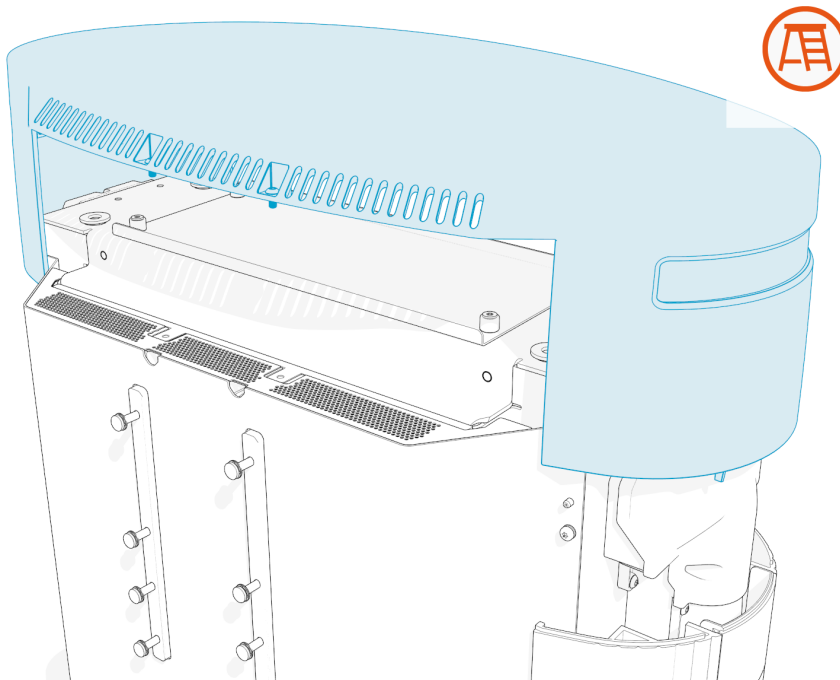
To replace the top cap, complete the following steps:

Remove

1. Loosen the screws (x4, two at front and two at rear).

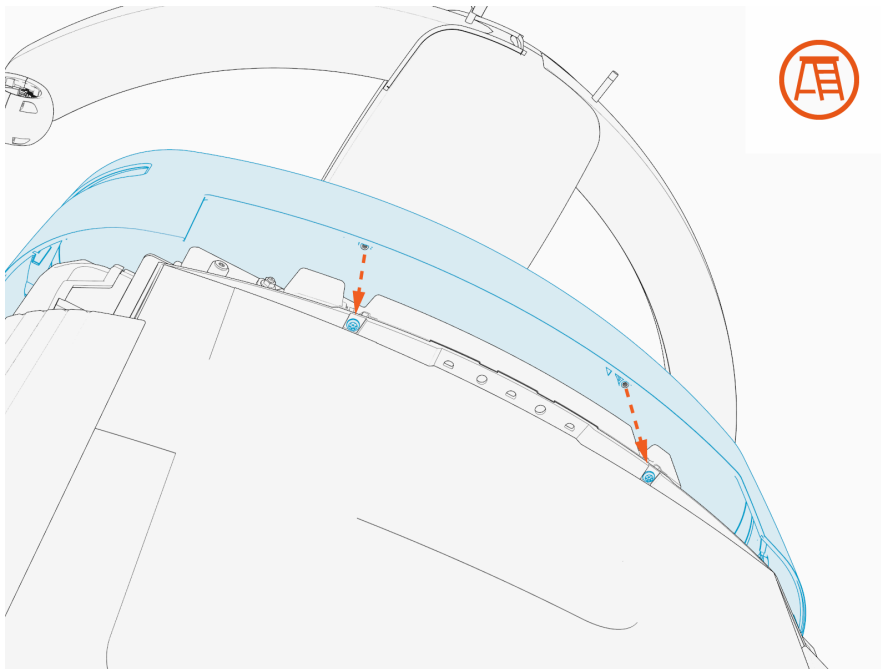


2. Lift the top cap.

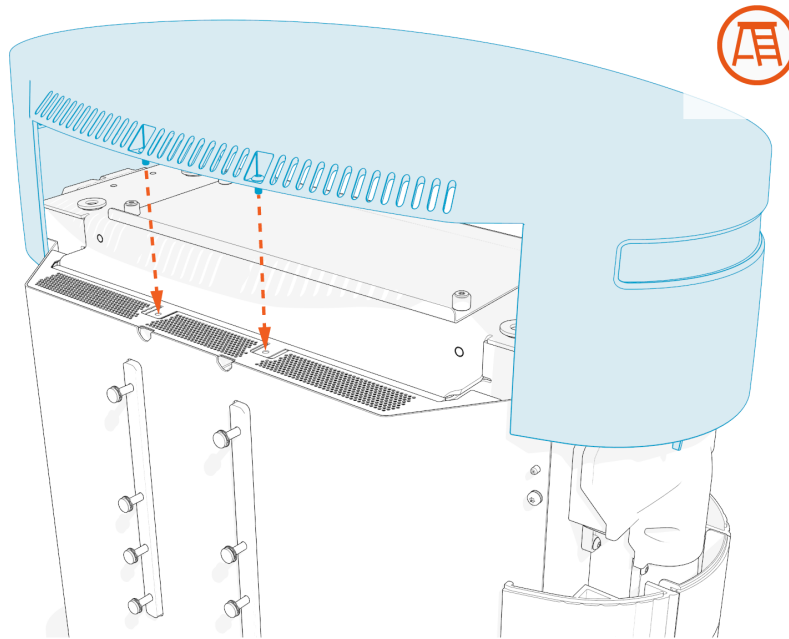


Reinstall

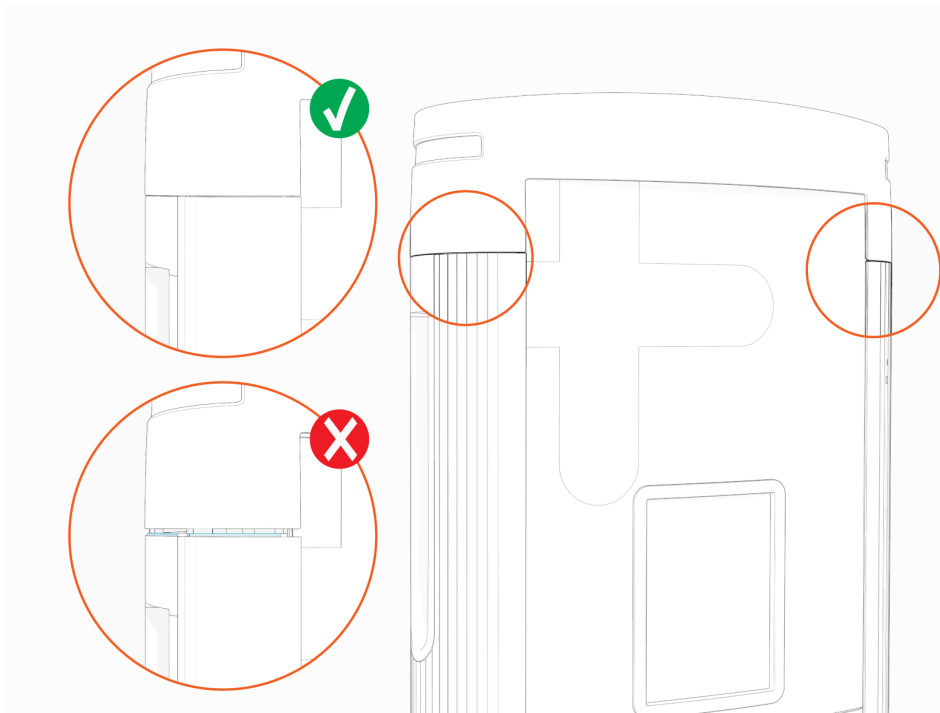
1. Align the screws (x4) and install the top cap.
 - Front screws (x2)



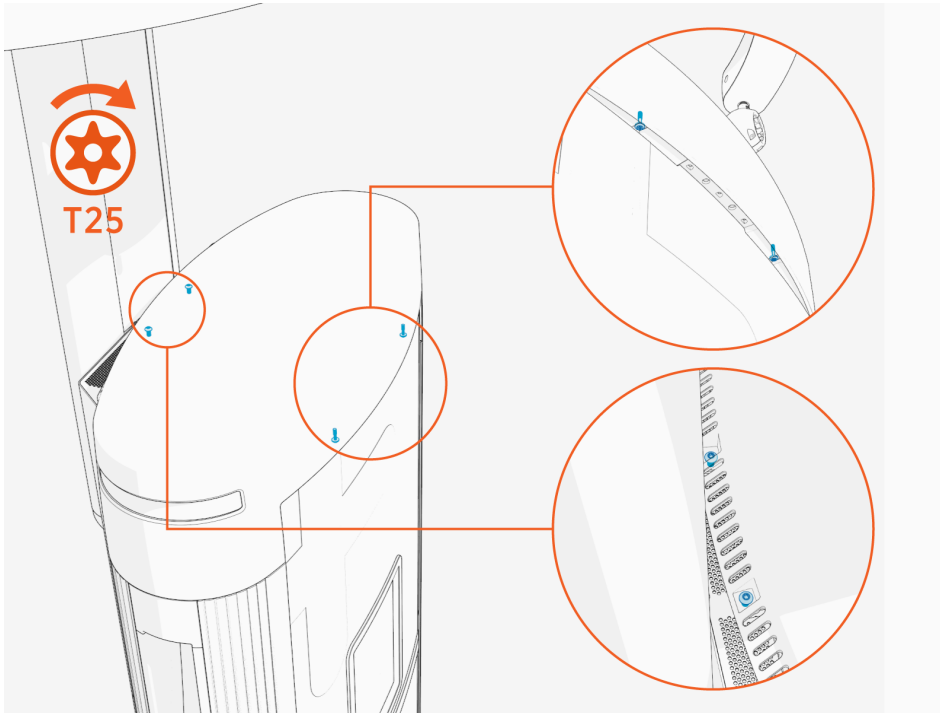
- Rear screws (x2)



2. Make sure that the top cap sides are seated on edges on top of the side panels (x2).



3. Torque the rear screws (x2) to **2.8 Nm (25 in-lb)** and front screws (x2) to **1.7 Nm (15 in-lb)**.

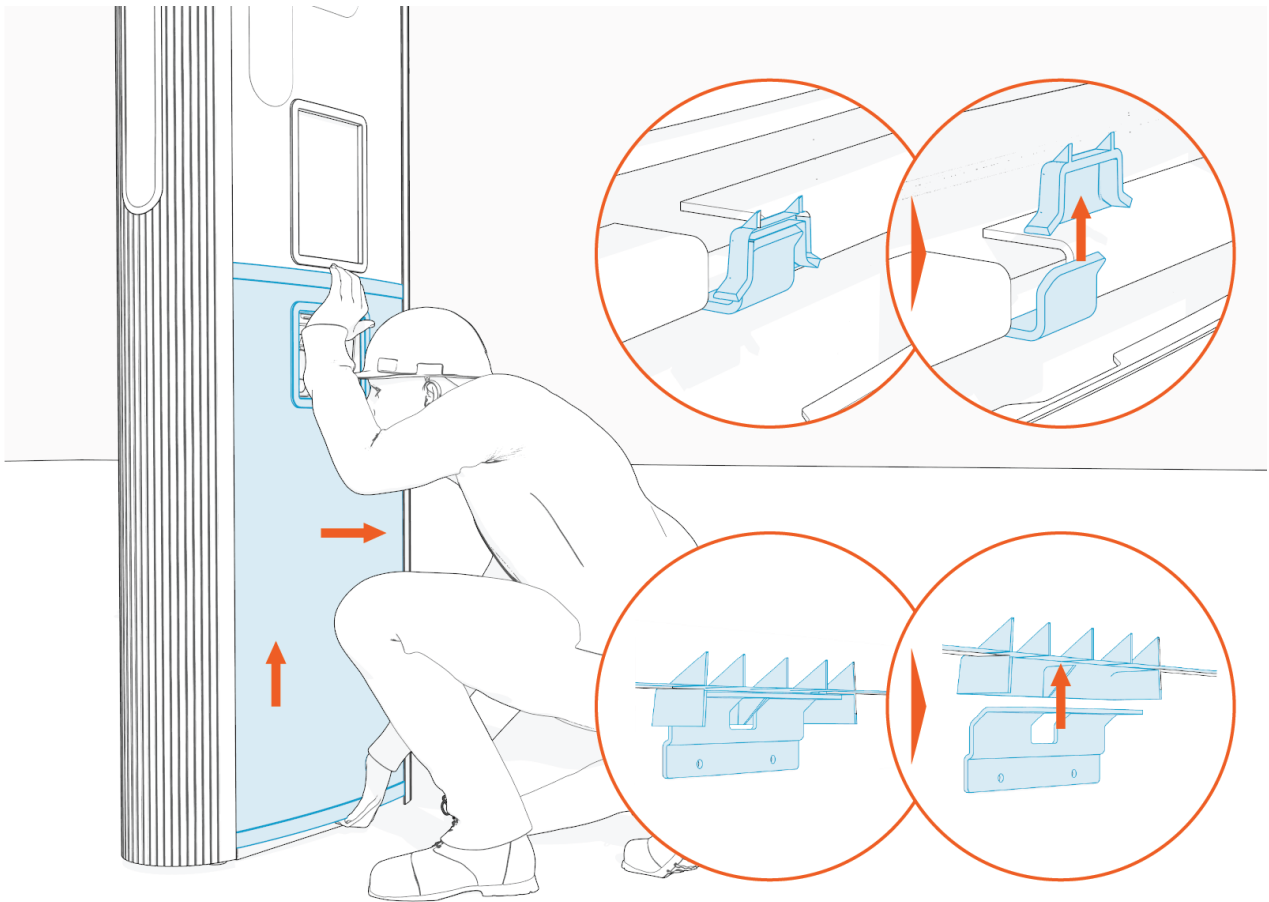


Replace Front Lower Cover

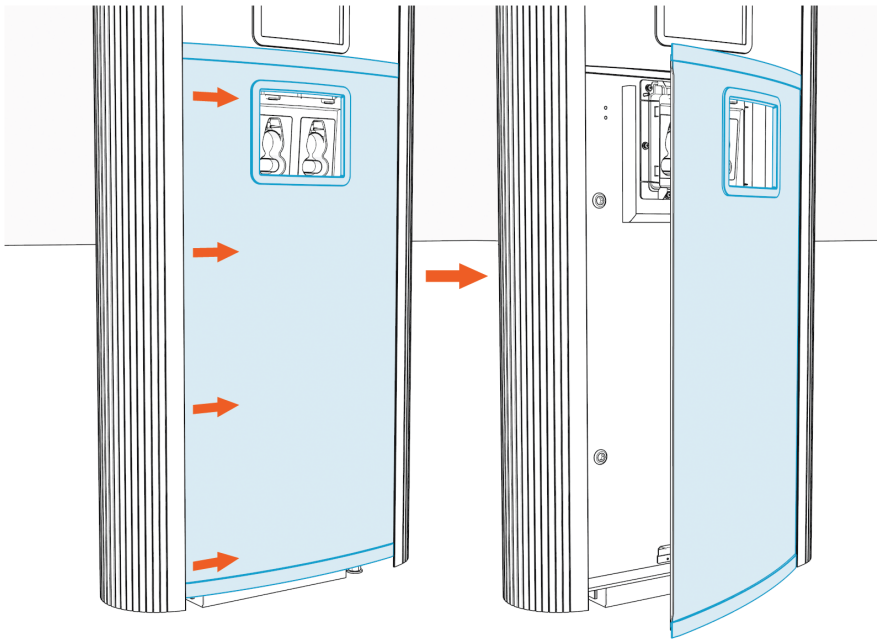
To replace the front lower cover, complete the following steps:

Remove

1. Remove charging cable connectors from the holster.
2. Pull the cover up by holding upper side of the holster trim.



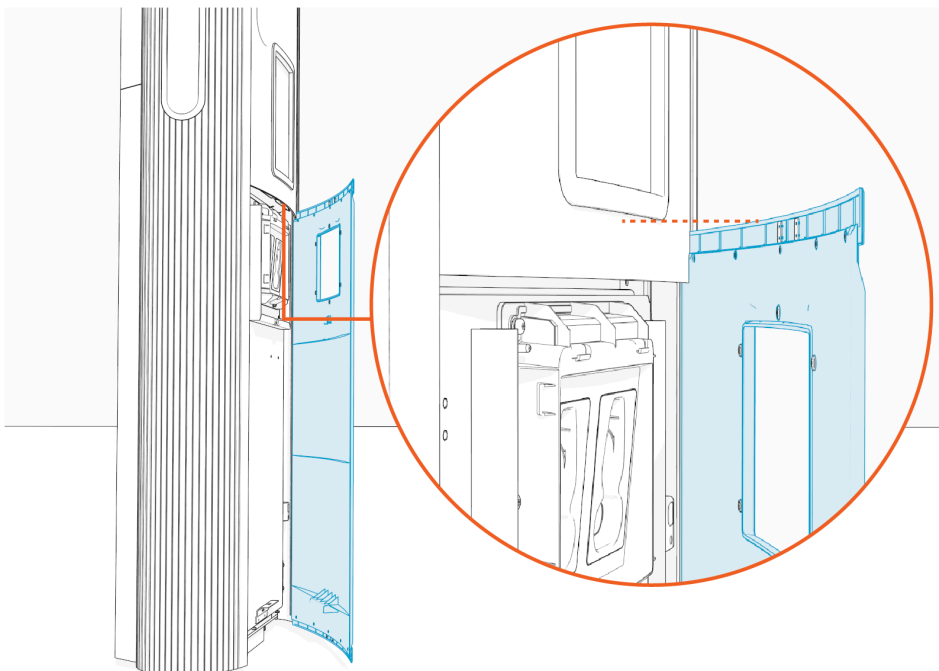
3. Flex any one side of the cover to remove the corresponding edge out of the groove on the side panel.



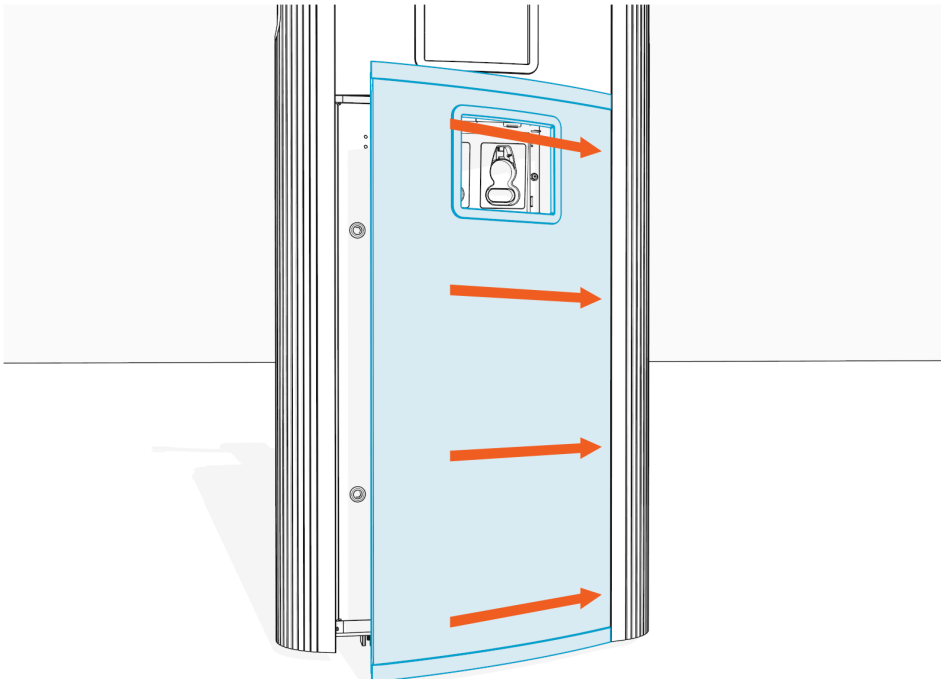
4. Remove the other side edge out of the groove on the other side panel.

Reinstall

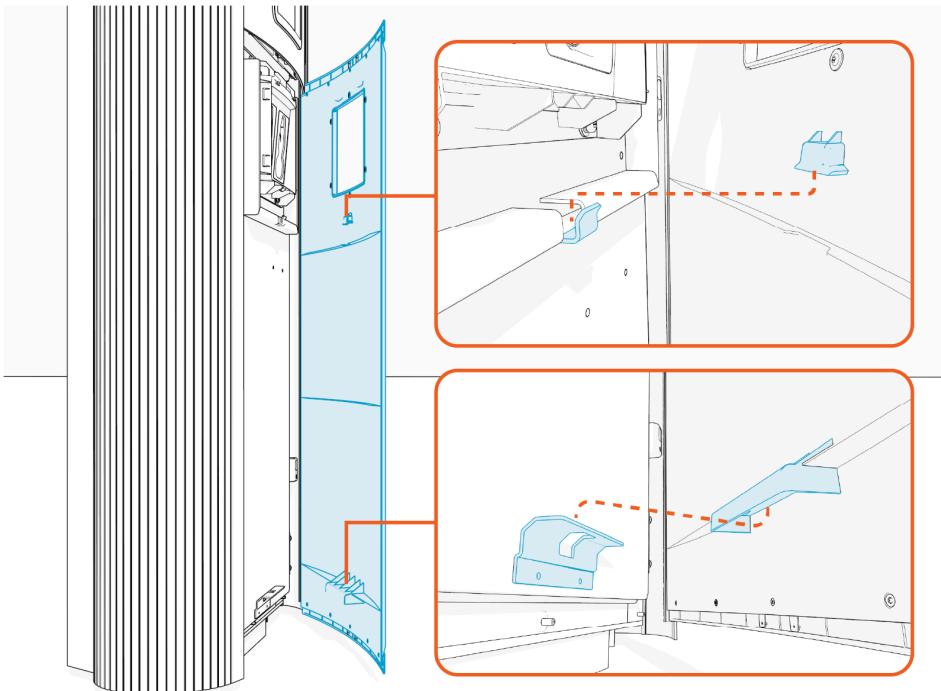
1. Align top edge of the lower cover with the lower edge of the Control and Communication Module (CCOM) trim.



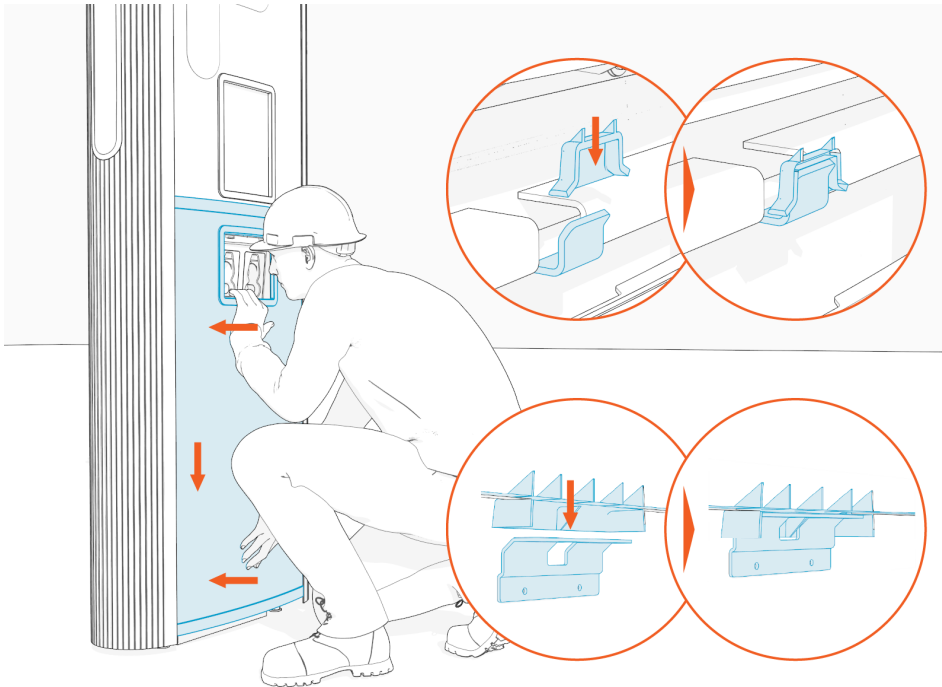
2. While overlapped with the upper cover, insert any one side of the cover into the groove on the side panel.



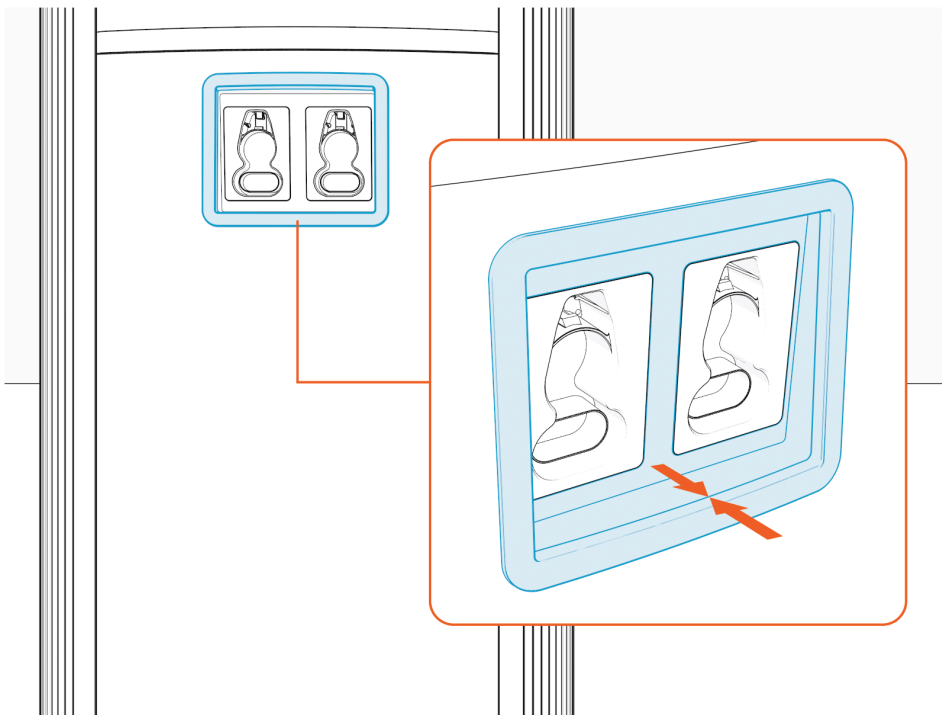
3. Gently flex the cover to insert its other side into the groove on the other side panel. Make sure that the top and bottom corners of the cover are seated in the groove.



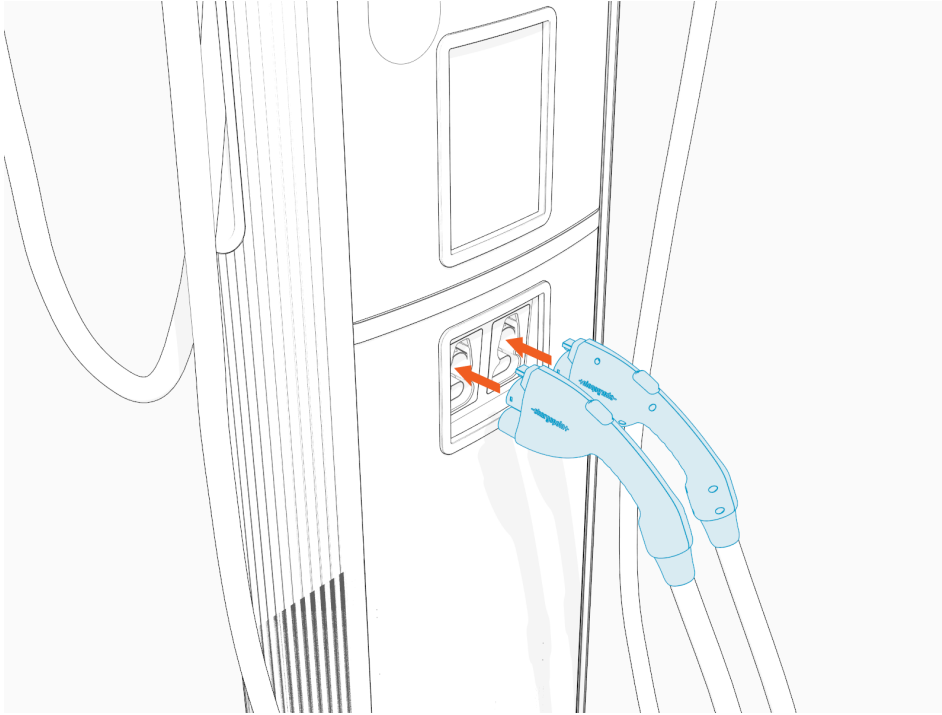
4. Press in below the holster trim and lower side of the cover; while pressed in, slide the cover down to engage the hooks (x2) behind the cover. See the previous step for the exact location of the hooks.



5. Make sure that the lower edge of the holster bracket and holster trim are aligned.



6. Place charging cable connectors into the holsters.



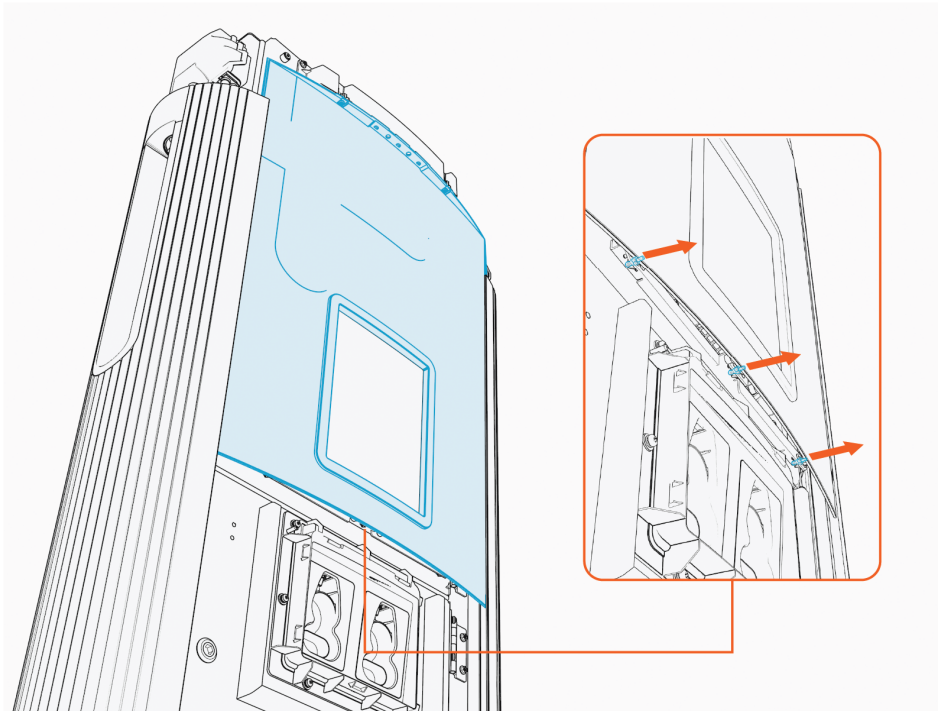
Replace Front Upper Cover

To replace the front upper cover, complete the following steps:

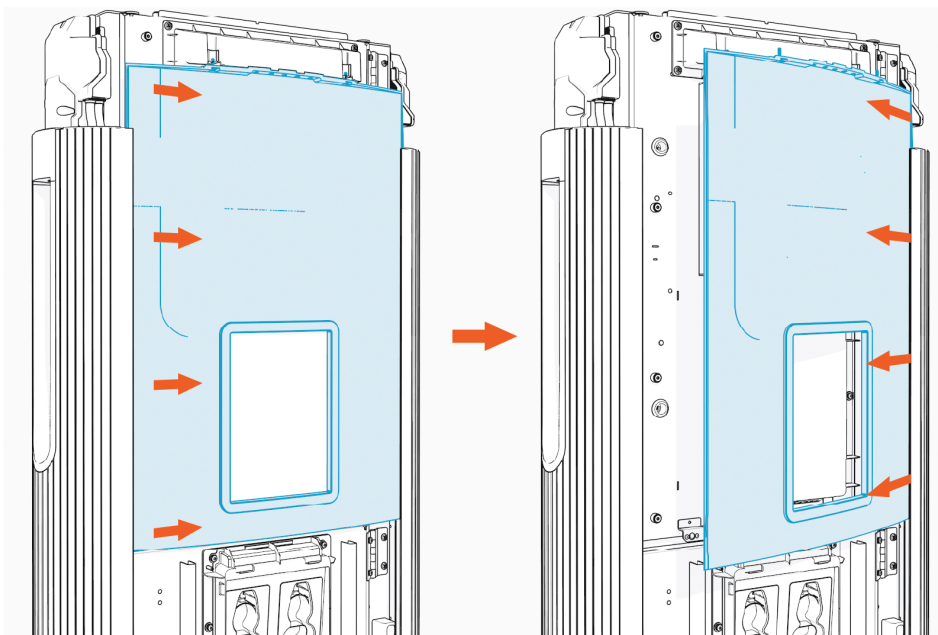
Remove

1. Remove top cap.
2. Remove front lower over.

3. Hold and flex lower side of the cover outward to disengage the ball studs (x3) hooked to the bracket on the upper door.



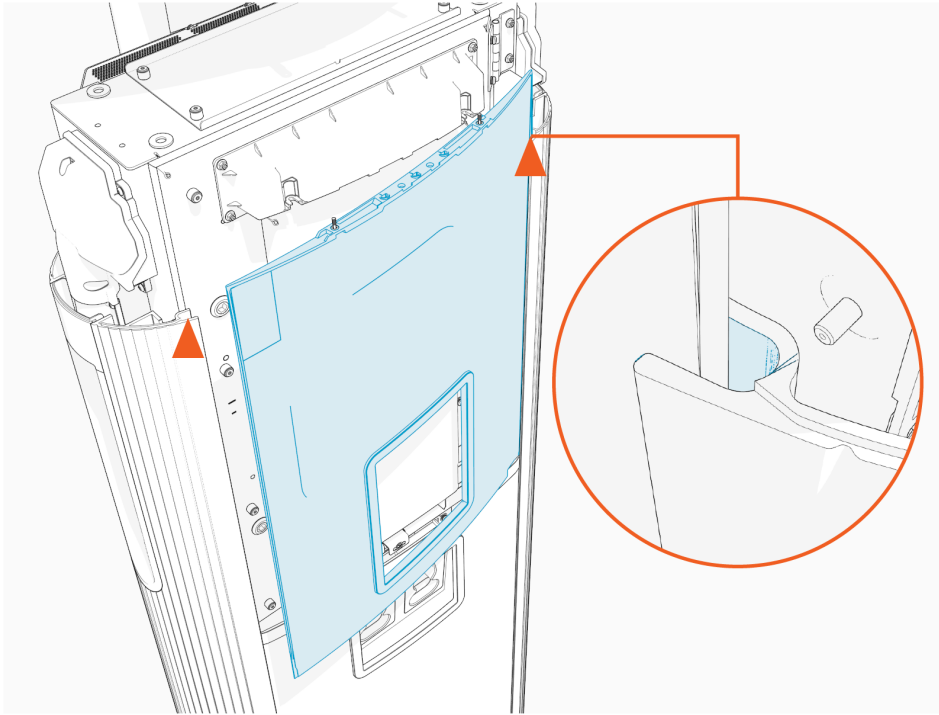
4. Flex any one side of the cover to remove the corresponding edge out of the groove on the side panel.



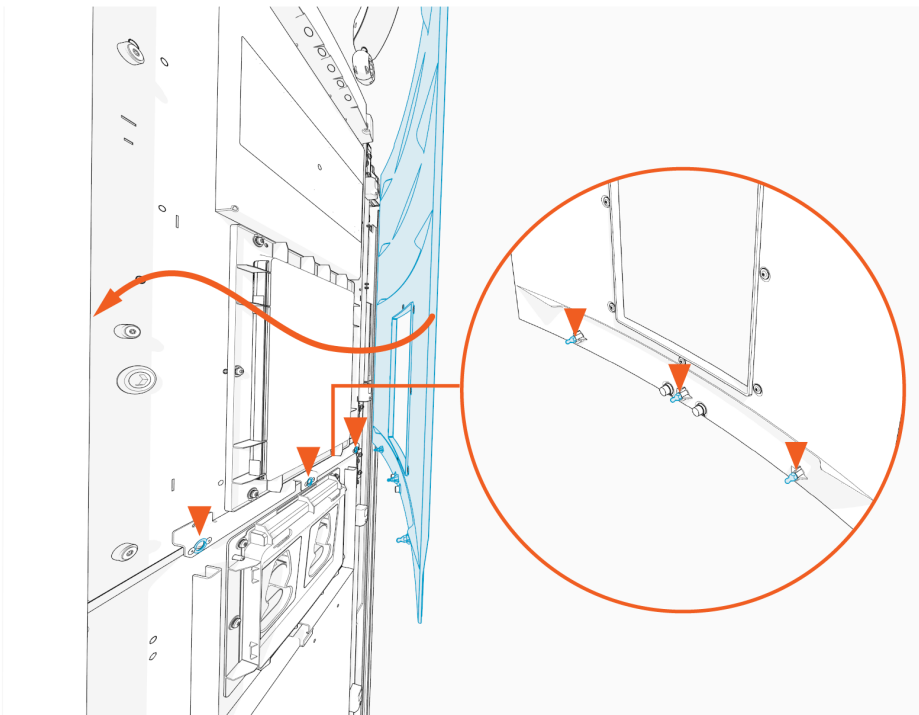
5. Remove the other side edge out of the groove on the other side panel.

Reinstall

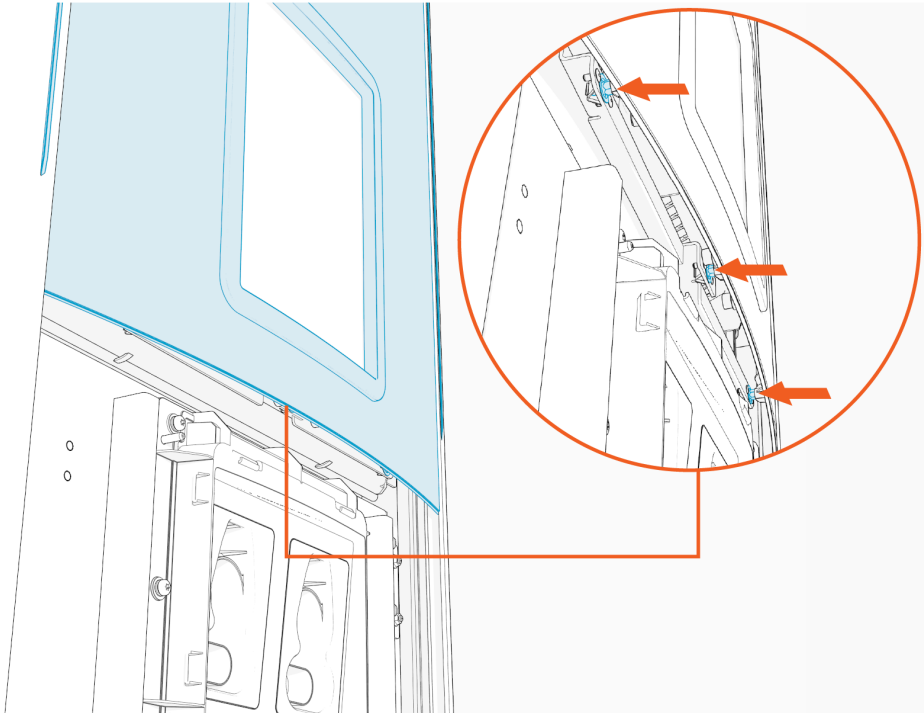
1. Insert any one side of the cover into the groove on the side panel.



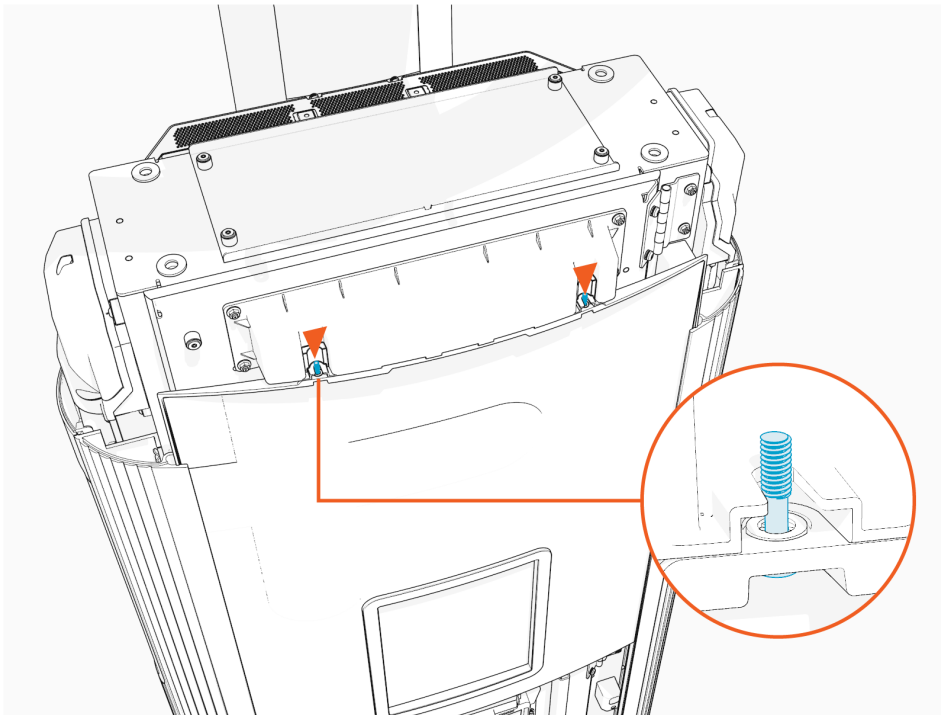
2. Gently flex the cover to insert its other side into the groove on the other side panel. At the same time, align and hook the ball studs (x3) behind the cover into the holes (x3) in a bracket on the upper door.



3. Alternatively, you can hold and flex the lower side of the cover slightly outward. While flexed, align the ball studs (x3) behind the cover with the holes (x3) in the bracket on the upper door and press in.



4. Make sure that the screws (x2) on the front upper cover are seated in their slots in the area light housing.

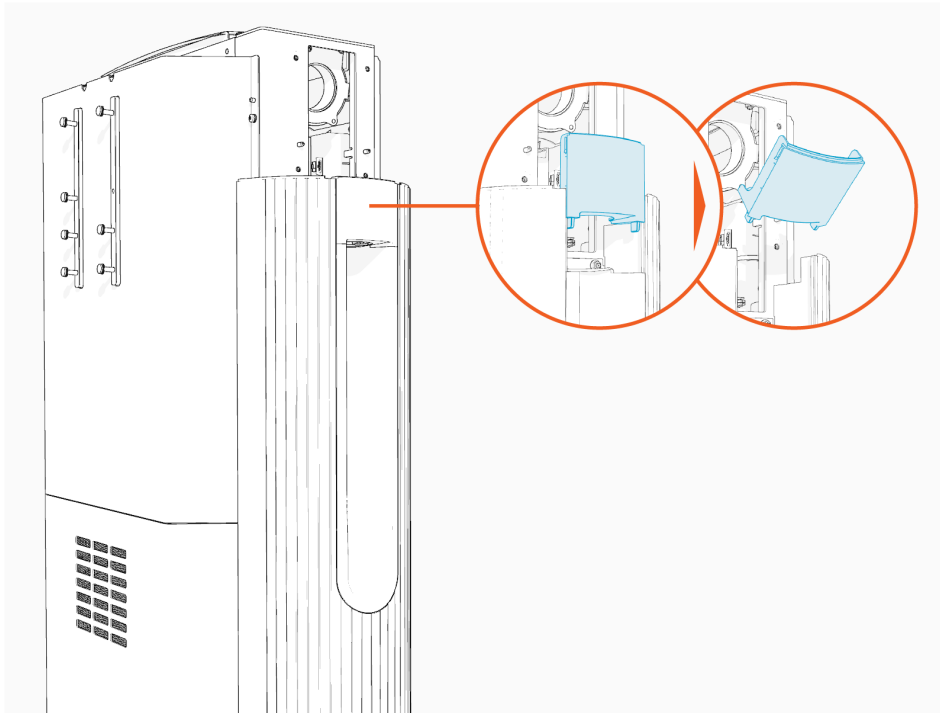


5. Reinstall front lower over.
6. Reinstall top cap.

Replace Cable Cap

To replace the cable cap, complete the following steps:

1. Remove top cap.
2. Determine which cable cap you want to remove (the one on the left side lets you remove the left side charging cable and the one on the right side lets you remove the right side charging cable).
3. Pull the cable cap up to remove and keep it aside to reinstall it later.



Reverse the above steps to reinstall the cable cap.

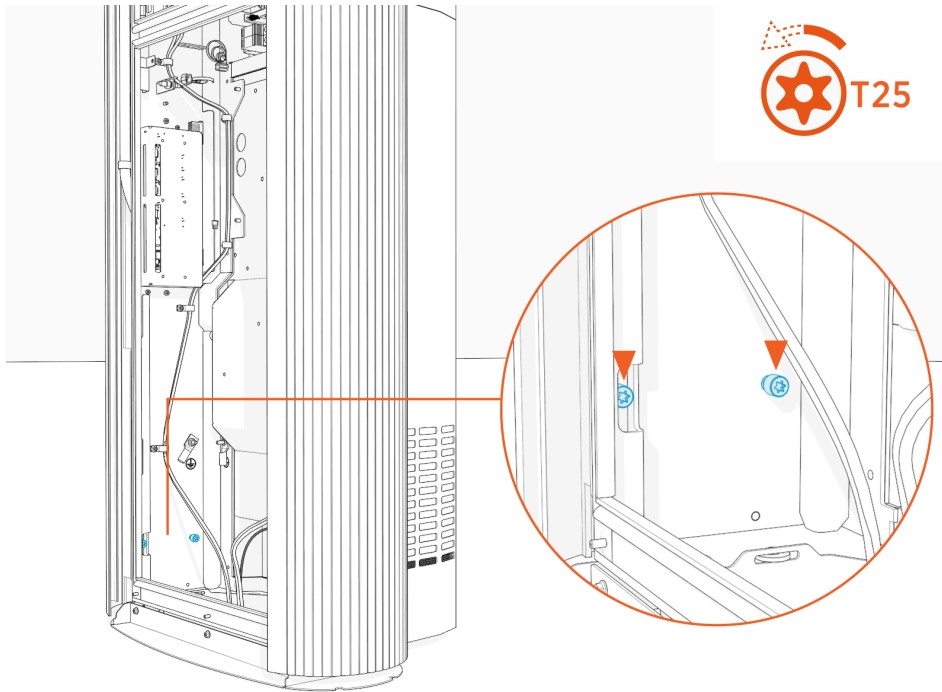
Replace Side Panel

Before you start, determine which side panel you want to remove (the one on the left side or the one on the right side).

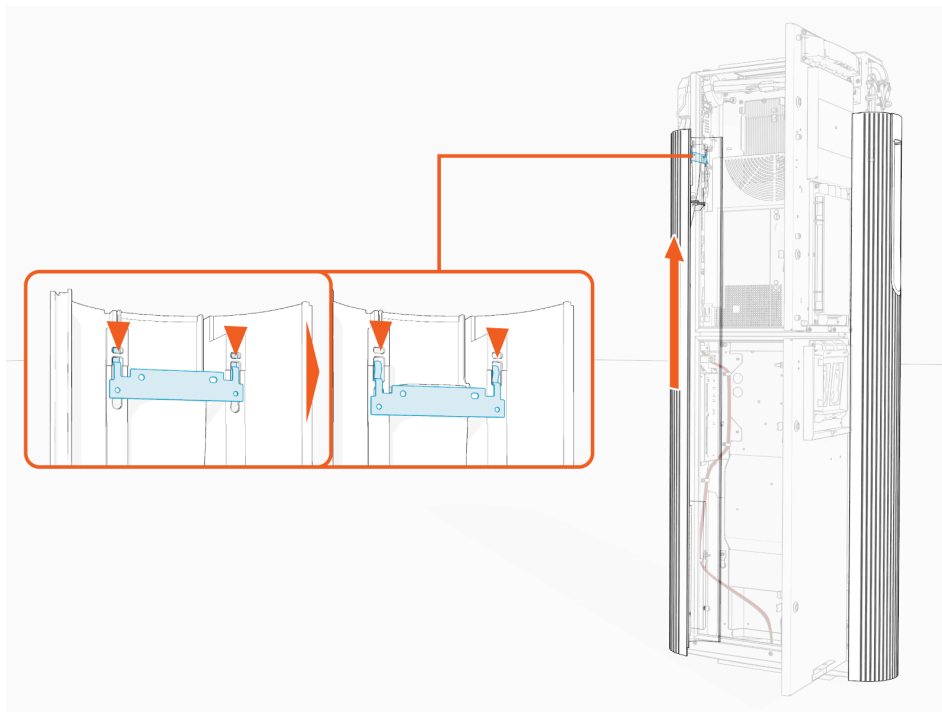
Remove

1. Remove these:
 - a. Top cap
 - b. Cable cap
 - c. Front lower and upper covers
2. Open lower door.
3. If applicable, remove the lower bus bar safety cover.

1. Loosen the screws (x2).

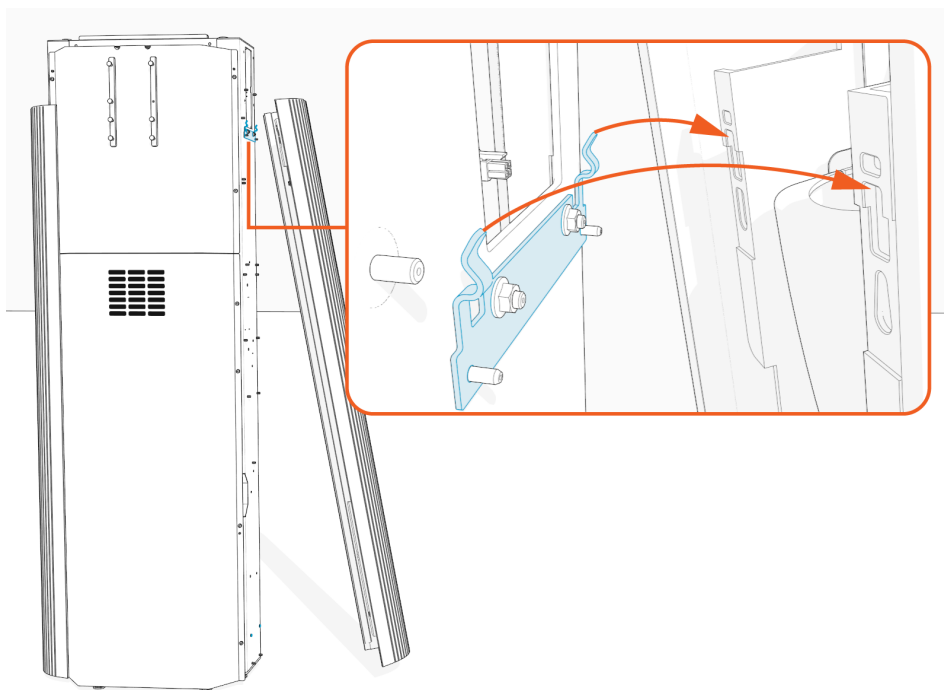


2. Slowly push upper side of the side panel up to disengage it from hooks (x2) on the frame.



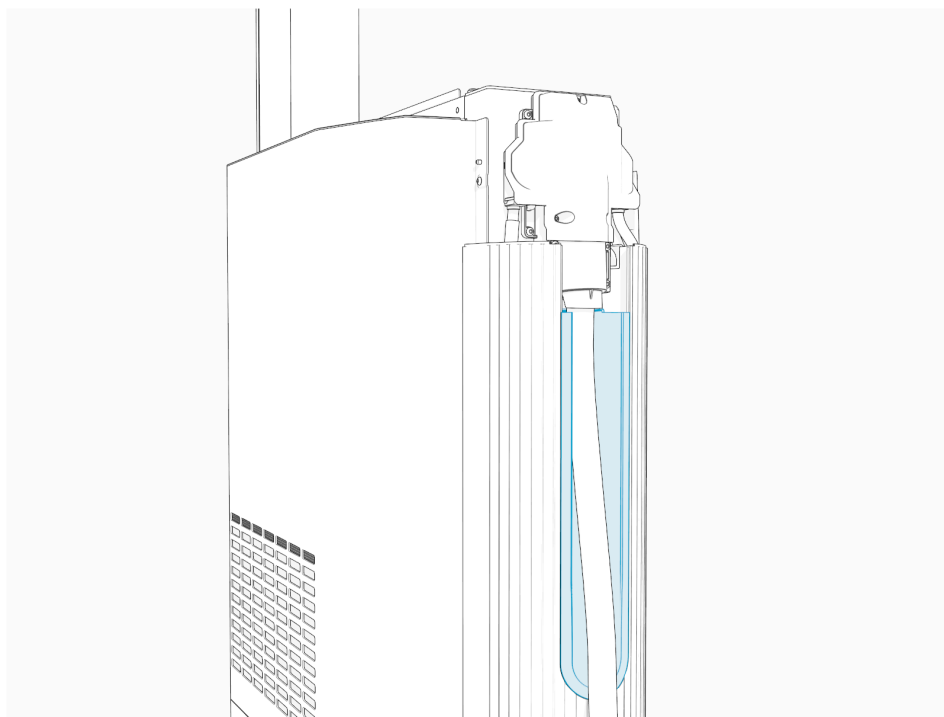
3. Hold the charging cable up and out of the way to slowly lower and remove the side panel.

4. Remove the side panel and keep it aside to reinstall it later.

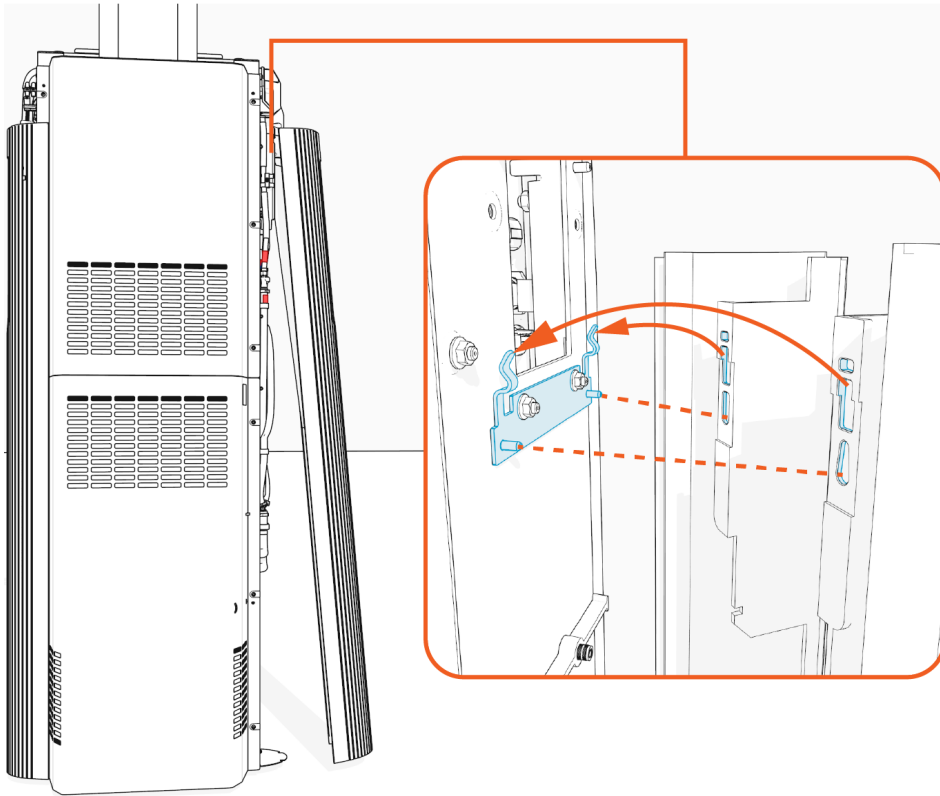


Reinstall

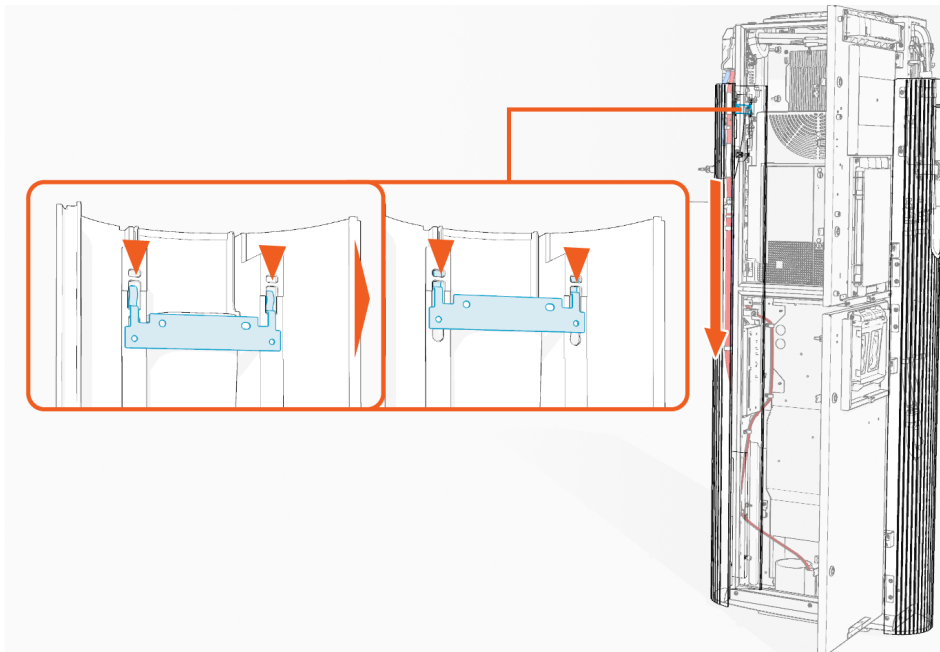
5. Hold the charging cable up and place it into the cable way on the side panel.



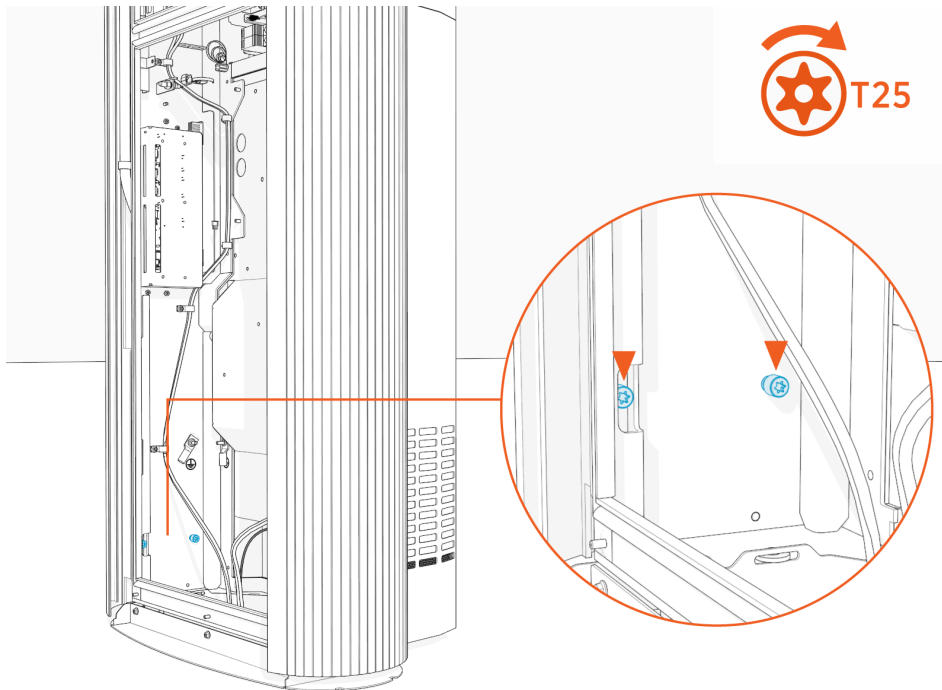
6. Align and install the side panel onto the hooks (x2) and alignment pins (x2) on the frame.



7. Slowly slide the side panel down to engage the hooks (x2) on the frame.



8. Align the screw holes (x2) on the rear side of the side panel with the screws (x2) inside the lower enclosure and torque them to **4.5 Nm (40 in-lb)**.



5. If applicable, reinstall the lower bus bar safety cover.
6. Close lower door.
7. Reinstall front upper and lower covers.
8. Reinstall cable cap.
9. Reinstall top cap.

Replace Rear Upper Cover (LCC)

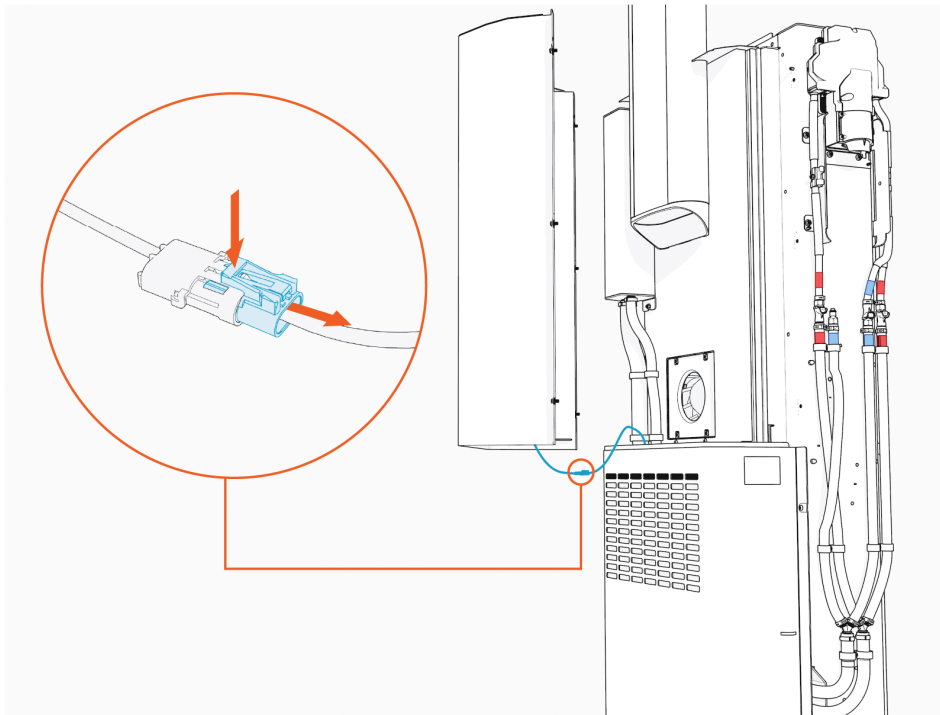
To replace the rear upper cover (LCC), complete the following steps:

1. Remove side panel.
2. Loosen the screws (x6) to remove the cover.



REINSTALL NOTE: Torque these screws to **4.5 Nm (40 in-lb)**.

3. If the rear upper cover has a card reader installed on it, disconnect the card reader cable before you remove the cover. Press the latch and pull the connector to disconnect the cable.

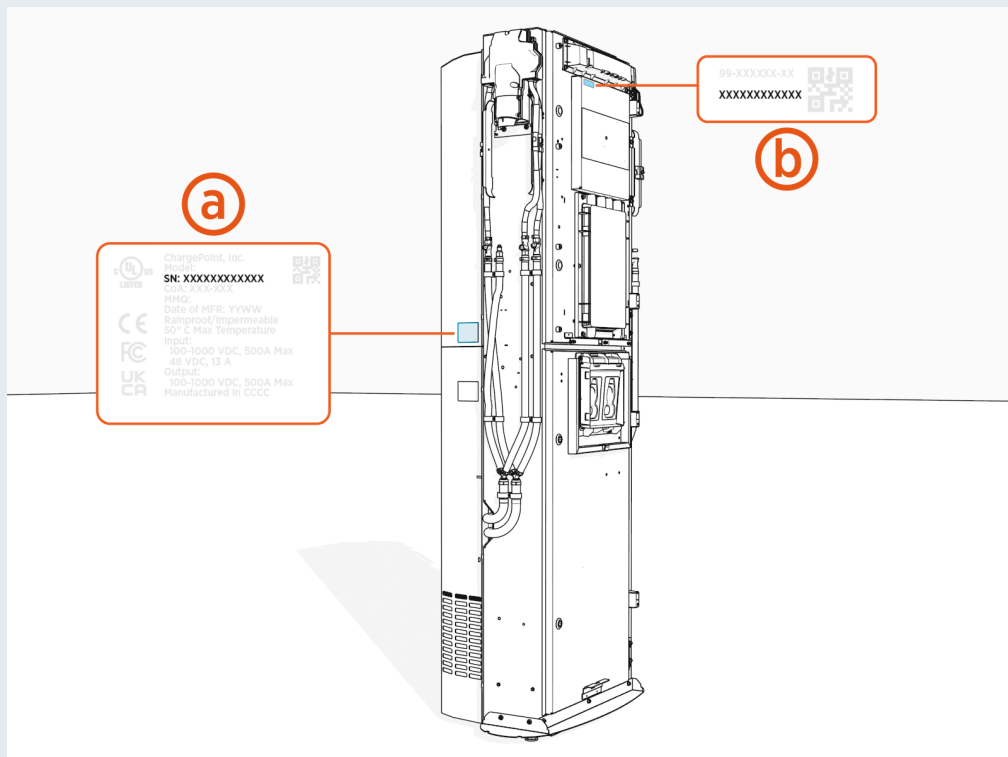


REINSTALL NOTE: To reconnect, plug in. The latch must snap onto the receptacle connector with a click sound to ensure that the connection is secure.

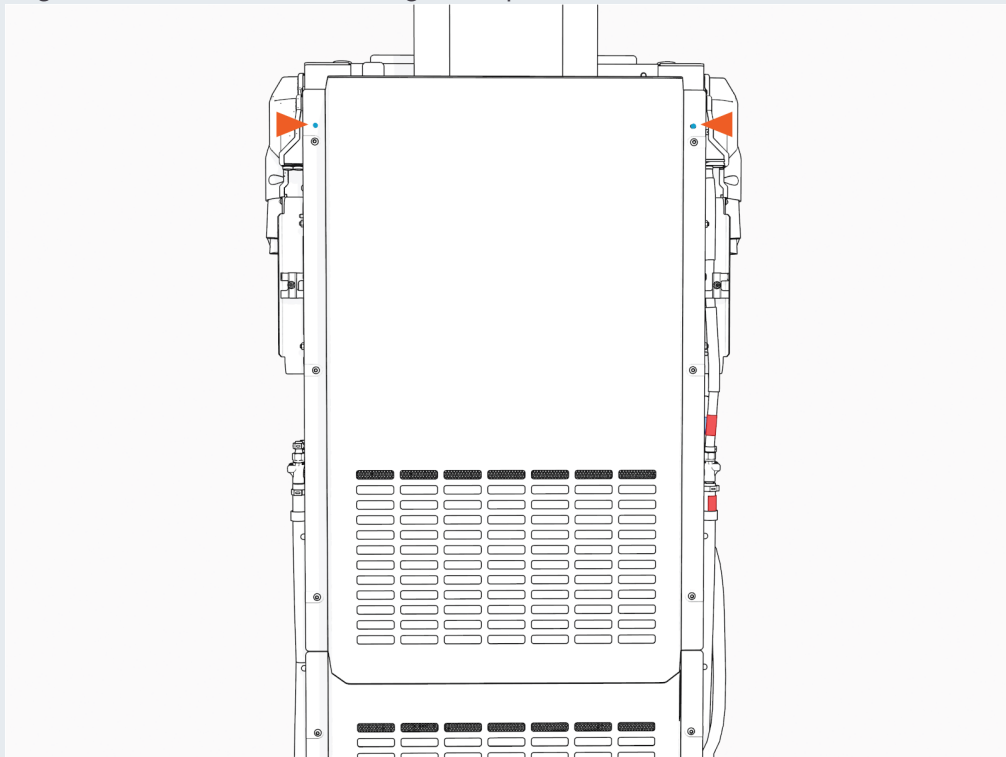
Reverse the above steps to reinstall the rear upper cover.



REINSTALL NOTE: Before you reinstall, check if the rear upper cover has a label with serial number (SN) **(a)**. If present, it must match the SN on the product **(b)**. If the SNs do not match, contact ChargePoint at chargepoint.com/support. Reinstalling the cover on another product with different SN will result in incorrect identification of the product.



Align and seat cover onto the alignment pins (x2) on the frame.



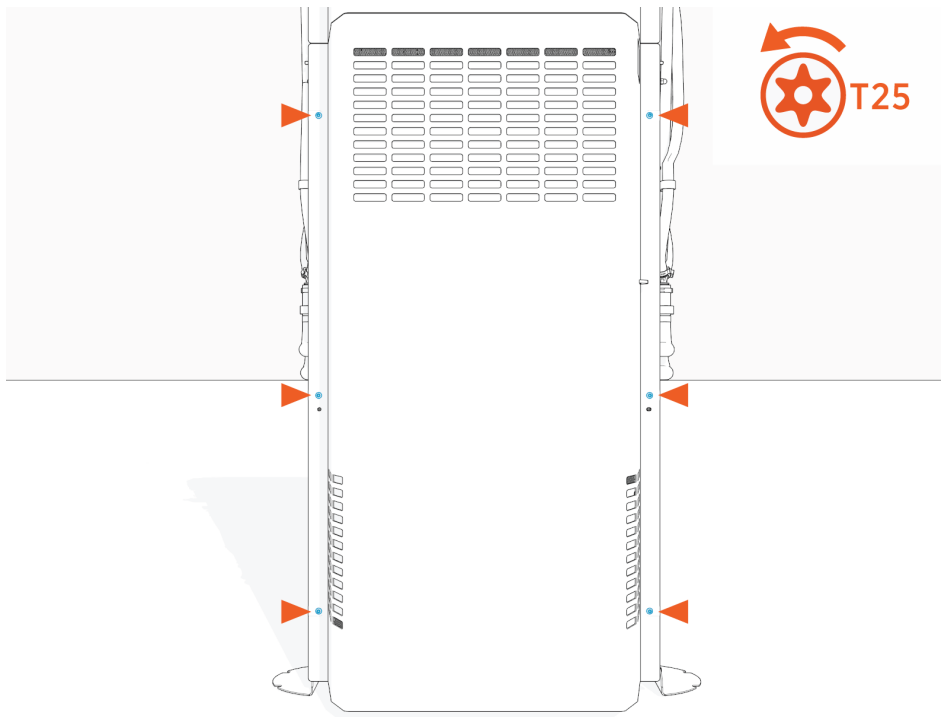
Replace Rear Lower Cover (LCC)

To replace the rear lower cover, complete the following steps:

1. Remove these:
 - a. Side panel
 - b. Rear upper cover
2. Loosen the screws (x6).



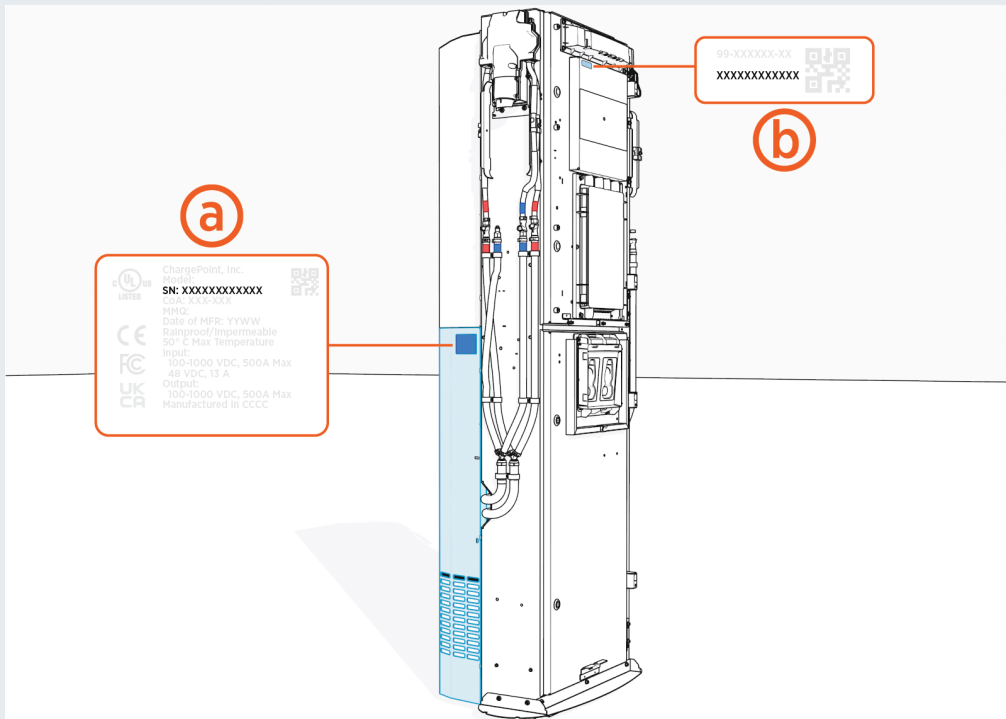
REINSTALL NOTE: Torque these screws to **4.5 Nm (40 in-lb)**.



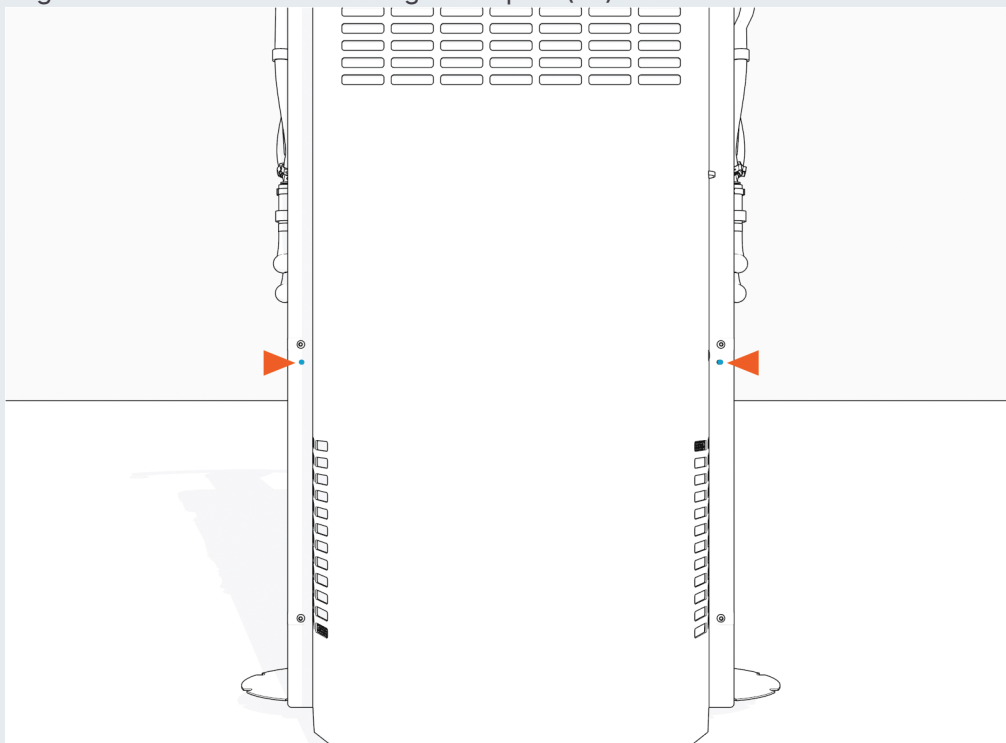
Reverse the above steps to reinstall the rear lower cover.



REINSTALL NOTE: Before you reinstall, check if the rear lower cover has a label with serial number (SN) **(a)**. If present, it must match the SN on the station **(b)**. If the SNs do not match, contact ChargePoint at chargepoint.com/support. Reinstalling the cover on another station with different SN will result in incorrect identification of station.



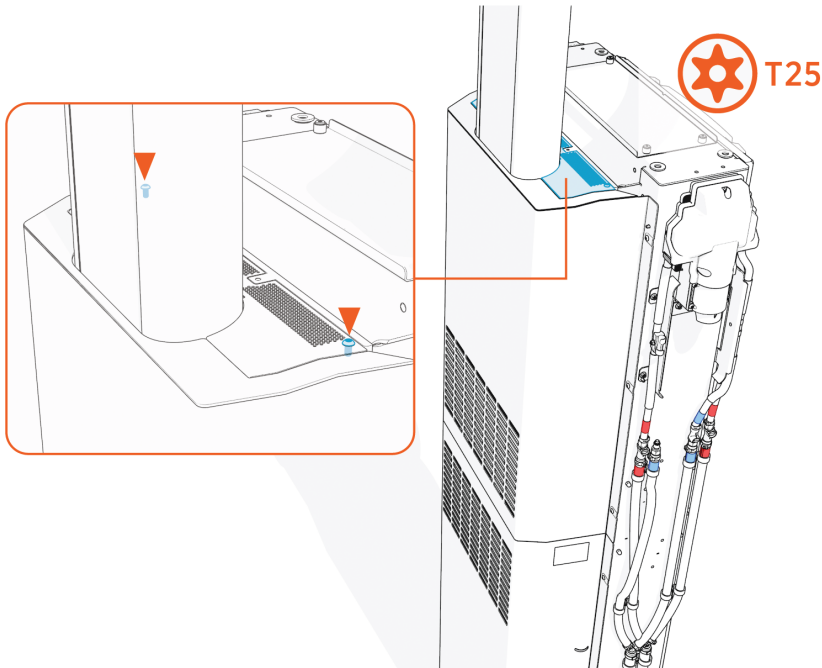
Align and seat cover onto the alignment pins (x2) on the frame.



Replace Heat Sink Cap (LCC)

To replace the heat sink cap, complete the following steps:

1. Remove top cap.
2. Loosen the screws (x2).



REINSTALL NOTE: Torque these screws to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall the heat sink cap.

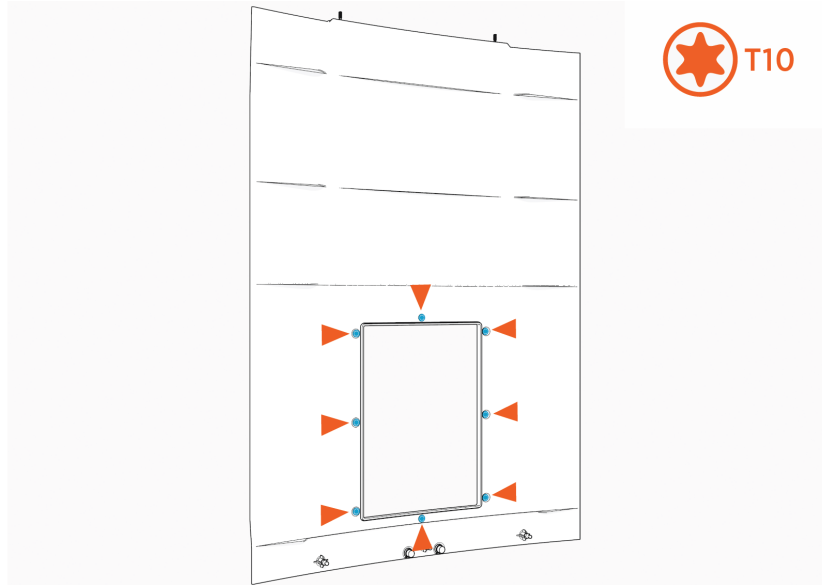
Replace ChargePoint Vinyls with Custom Branded Vinyls

To replace ChargePoint vinyls with custom branded vinyls, complete the following steps:

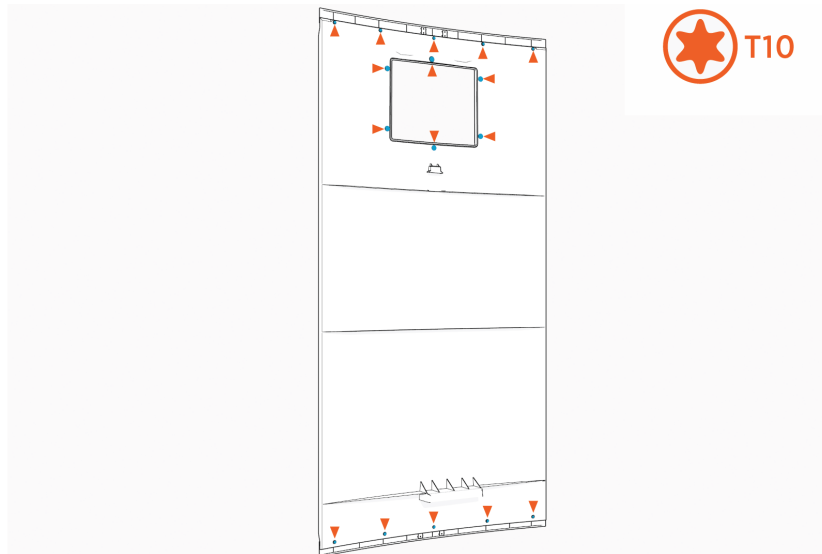
1. Remove front lower and upper covers.
2. Remove the trims (x4) on the upper and lower covers.

a. Remove the screws (x24).

- Upper cover screws (x8)



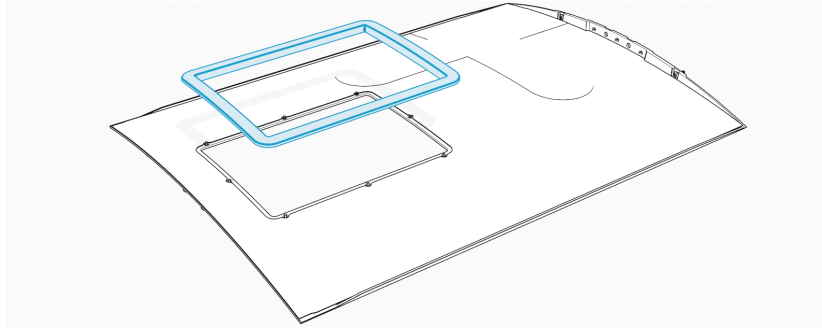
- Lower cover screws (x16)



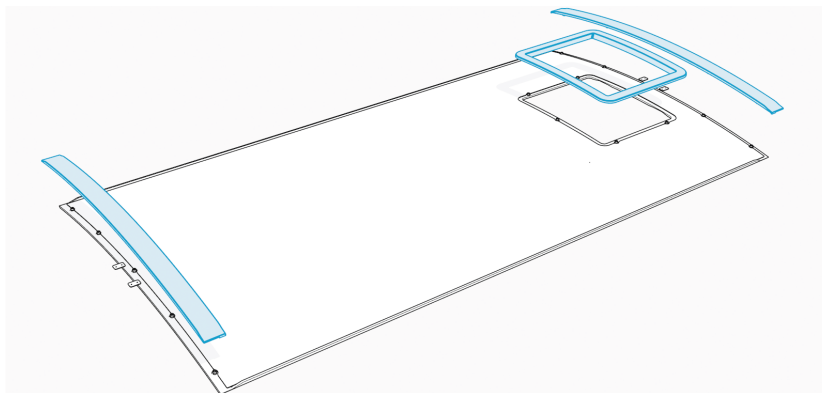
REINSTALL NOTE: Torque these screws to **0.57 Nm (5 in-lb)**.

b. Remove the trims (x4) and keep them aside to reinstall later.

- Upper cover trim

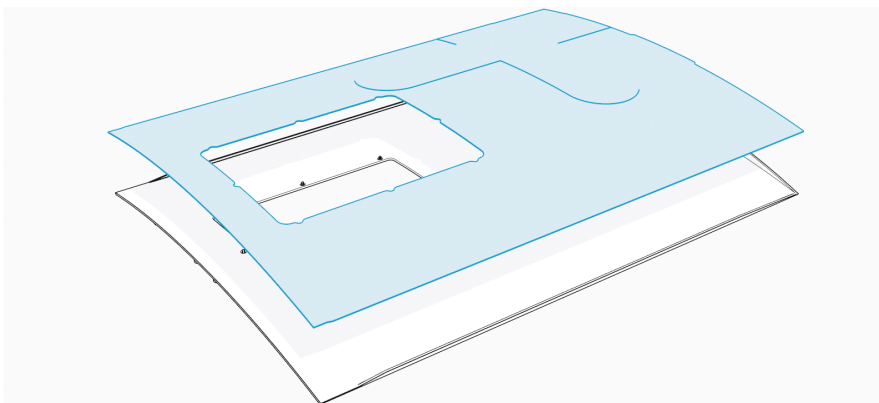


- Lower cover trims (x3)

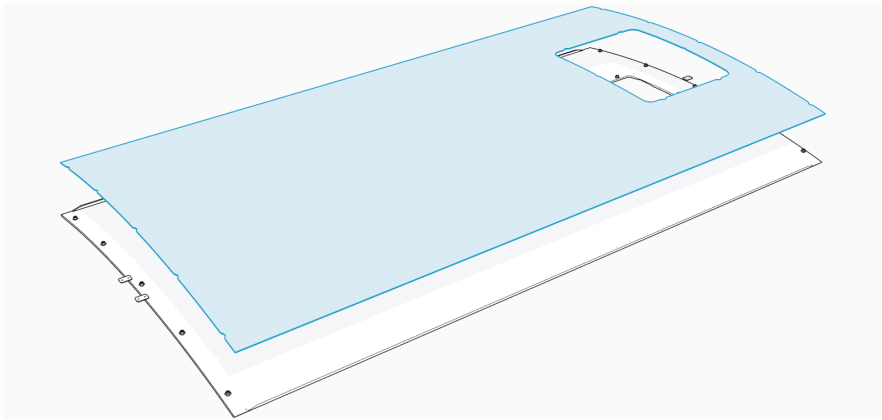


3. Peel off the ChargePoint branded vinyls.

- Upper cover vinyl



- Lower cover vinyl

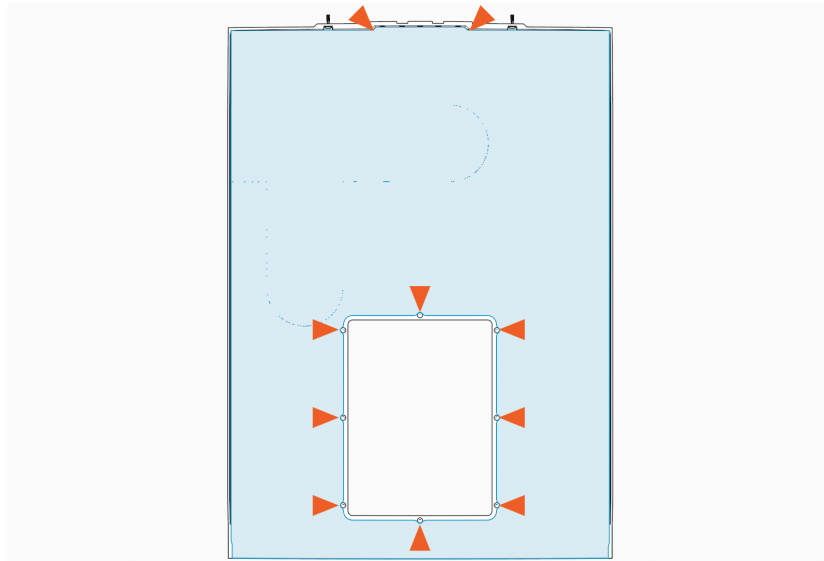


4. Use an isopropyl pad to clean the adhesive residue and dust off the cover surfaces.
5. Affix the new custom branded vinyls.

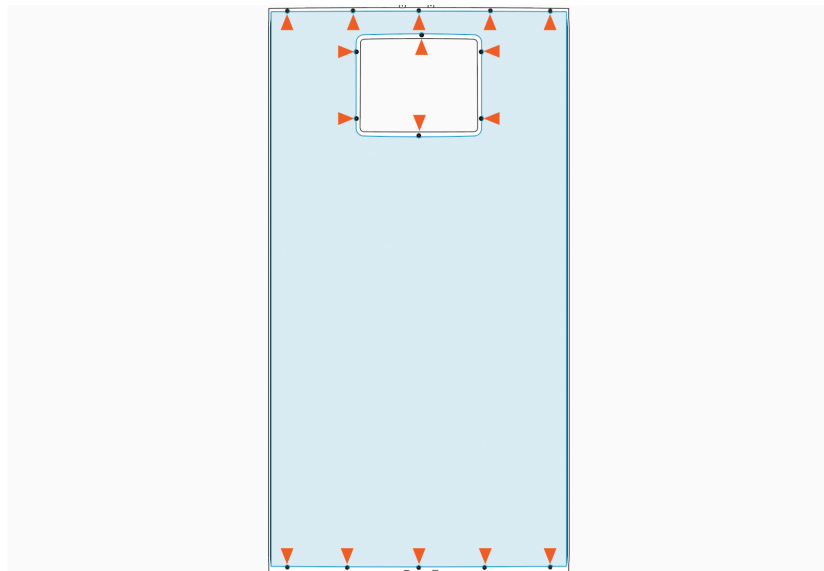


CAUTION: Avoid scratching and stretching the vinyls while laying them.

- a. Remove the adhesive strip from the middle of the vinyl's back.
- b. Use the screw and trim cutouts in the middle of the vinyl to align it with the cover.
 - Cutouts on upper cover vinyl (x10)



- Cutouts on lower cover vinyl (x16)



- c. Once aligned, gently press down on the adhesive surface to attach it to the cover.
 - d. Once the middle of the vinyl is attached, remove the adhesive strip on the left or right side of the vinyl.
 - e. Align the vinyl's edges with the cover and check for creases before attaching the adhesive surface to the cover. Repeat for the adhesive strip on the other side.
6. Reinstall the trims (x4) onto the upper and lower covers.
 7. Reinstall front upper and lower covers.

Upper and Lower Enclosure Doors

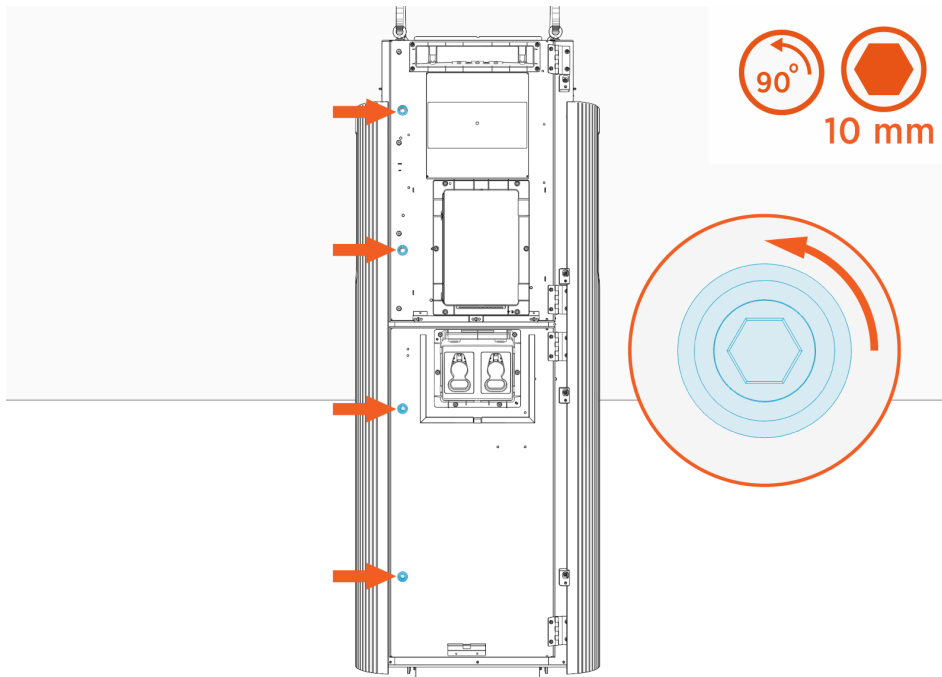
To replace upper and lower enclosure doors, complete the following steps:

Open

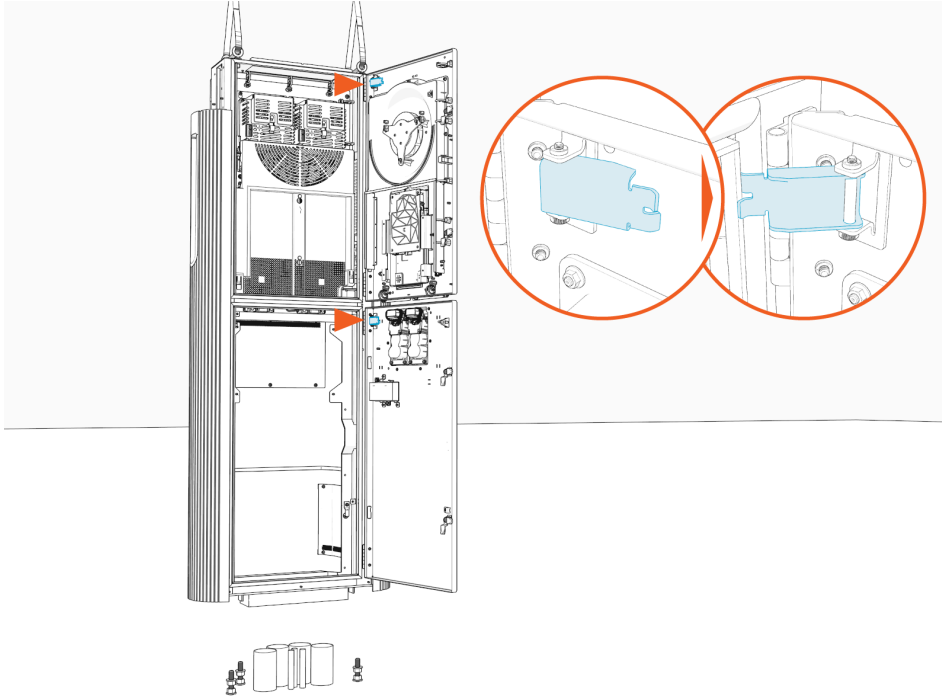


DANGER: If you want to access a component in the upper or lower enclosure, power off before you open the upper and/or lower door.

1. Quarter turn the door latches (x2 per upper and lower enclosure door).

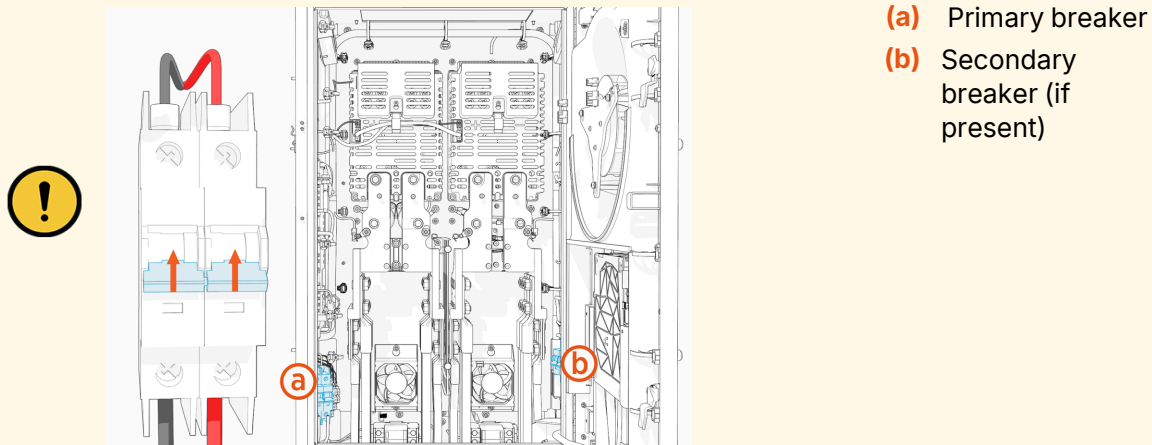


2. Open the door and engage the door stopper (x1 per upper and lower enclosure door).

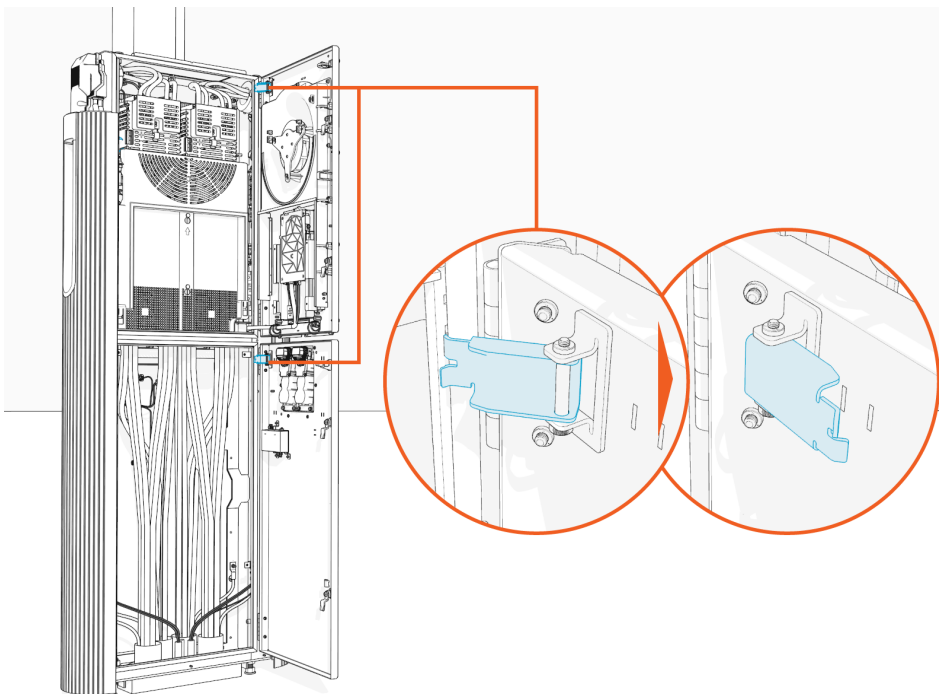


Close

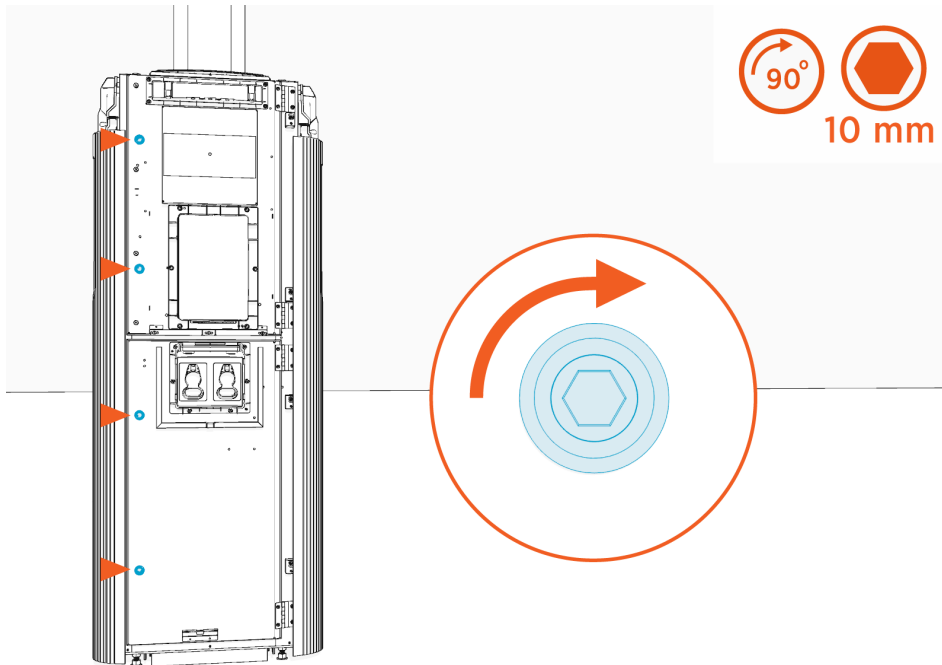
IMPORTANT: If working with a Variation A Power Link 2000, check to ensure the 48 V DC circuit breakers are in the ON position before you close the upper door.



1. Disengage the door stopper (x1 per upper and lower enclosure door).



2. Quarter turn the door latches (x2 per upper and lower enclosure door).



Bus Bar Safety Covers 4

To replace bus bar safety covers, follow all instructions given in this chapter.

Tools

Bring these tools:



T20 Torx screwdriver (for charging cable bus bar safety cover)

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower and upper covers

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:



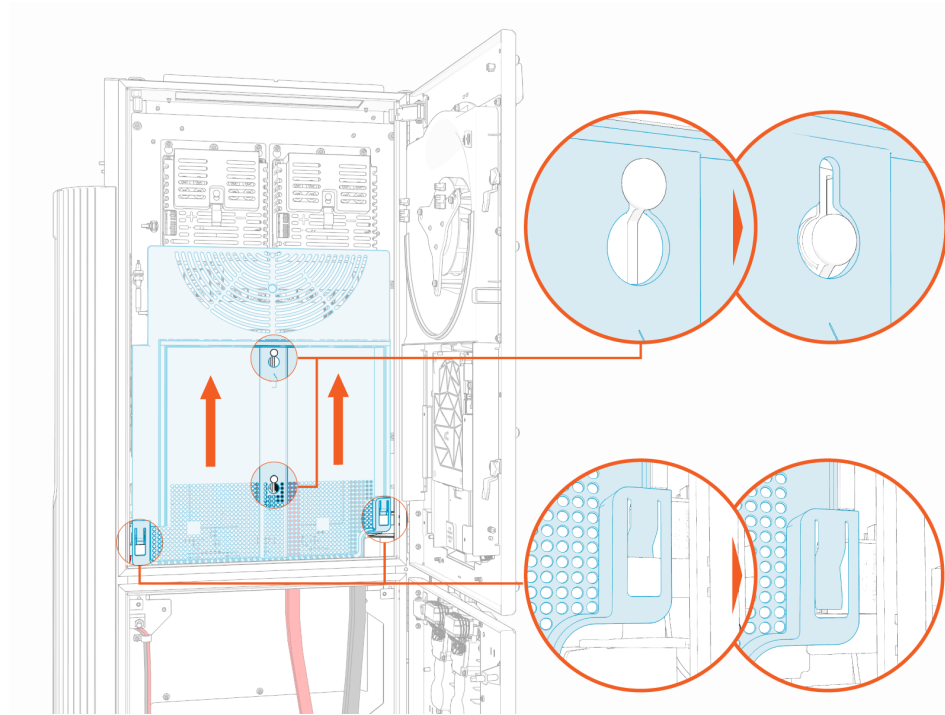
- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace HV DC Input Bus Bar Safety Cover

To replace HV DC input bus bar safety cover, complete the following steps:

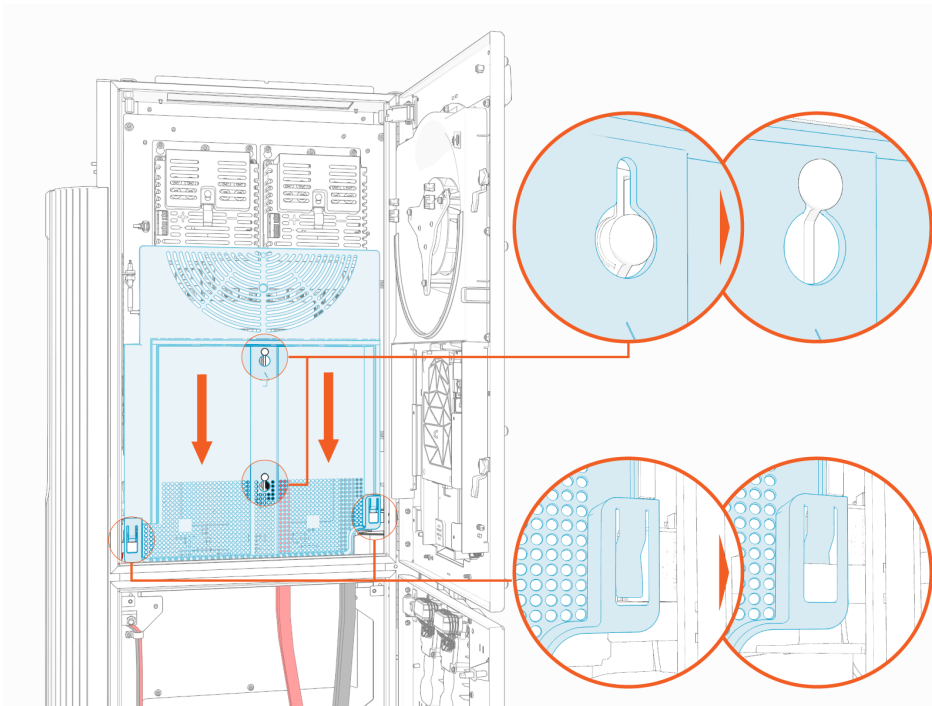
Remove

- Slide the bus bar safety cover up to remove from the hooks (x2) and brackets (x2).



Reinstall

Install cover onto the hooks (x2) and brackets (x2) and then slide it down.

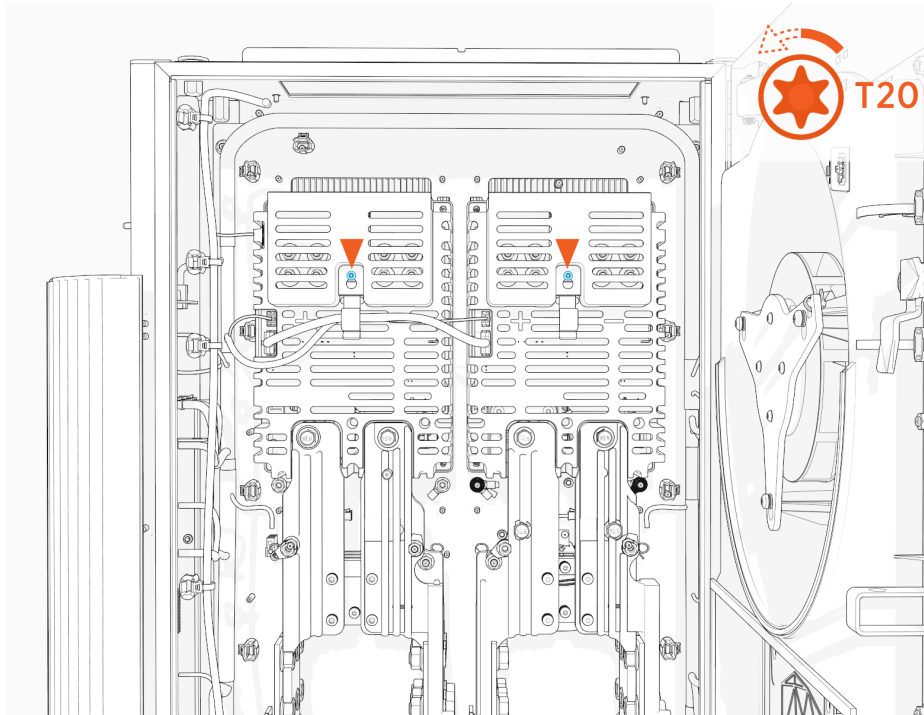


Replace Charging Cable Bus Bar Safety Cover

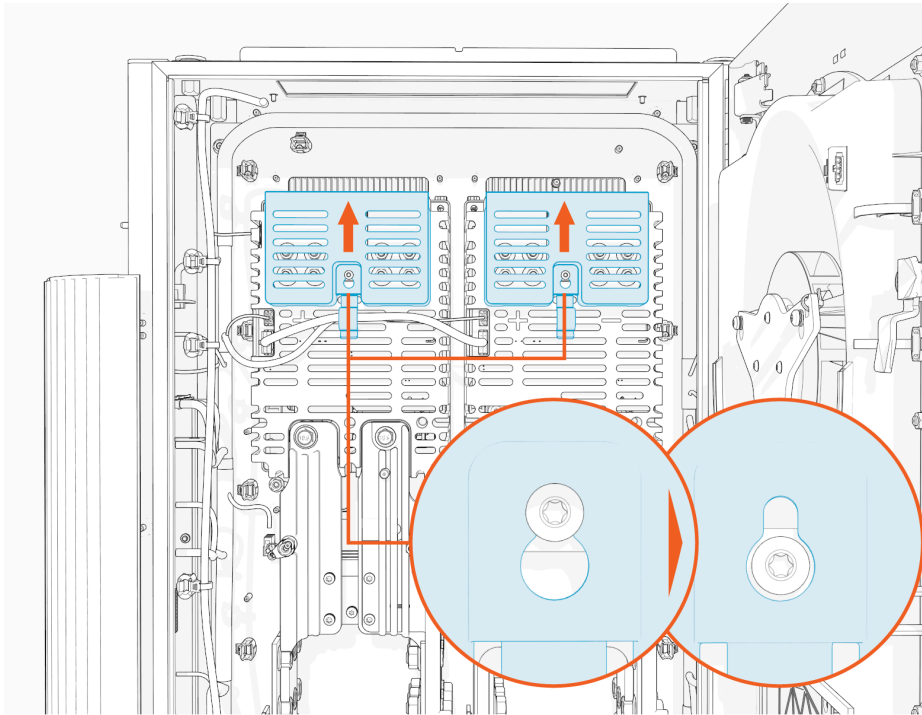
Before you start, determine which cover you want to remove (the one on the left side lets you remove the left side charging cable or the one on the right side lets you remove the right side charging cable).

Remove

1. Loosen the screw (x1 per safety cover).

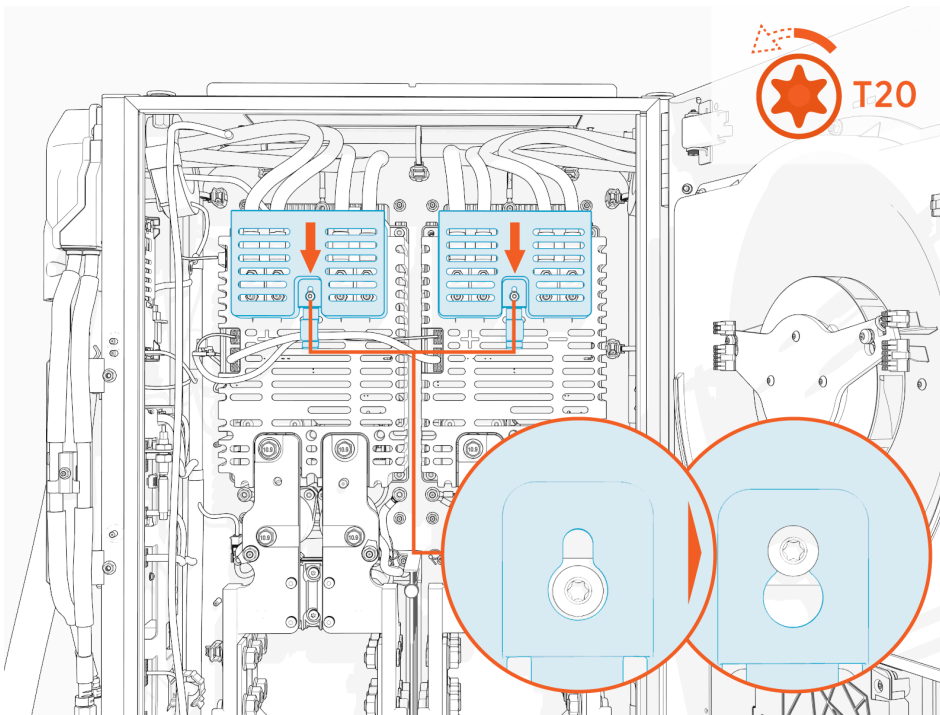


2. Slide the safety cover up to remove it from the screw.

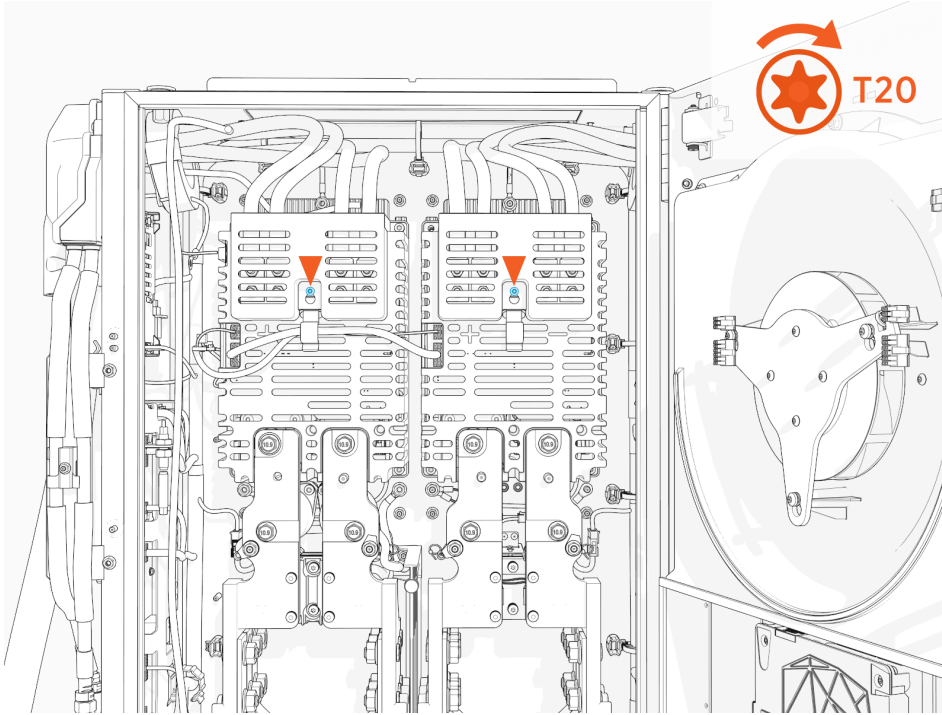


Reinstall

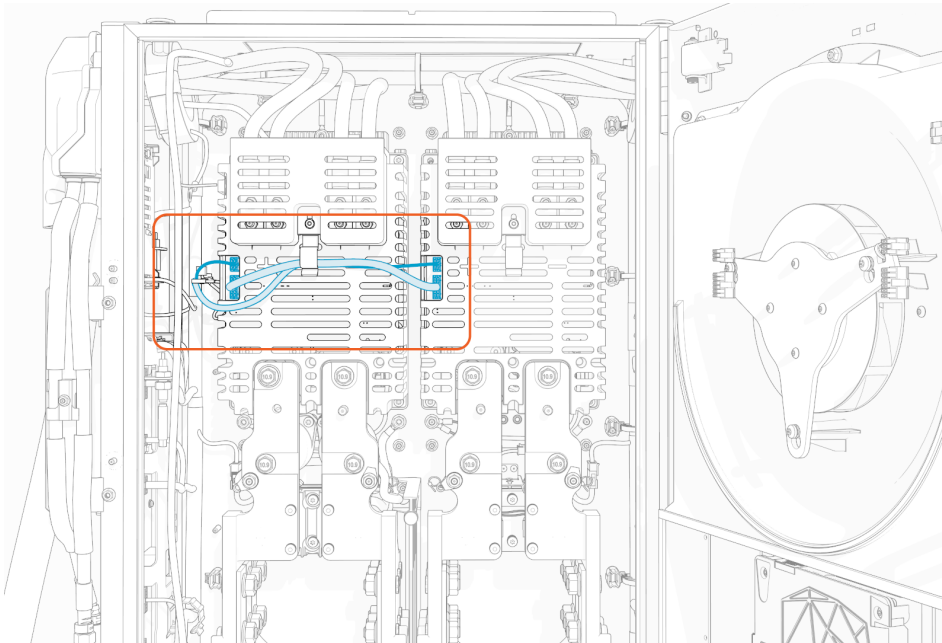
1. Install the safety cover onto the screw (ensure that the screw is loose) and slide it down.



2. Torque the screw to **1.7 Nm (15 in-lb)**.



3. Tuck the internal low voltage supply wires under the wireway tab on the cover.



Coolant 5

To service and replace coolant, follow all instructions given in this chapter.

Tools and Materials

Bring these tools and materials:



Stepladder



ChargePoint coolant



Funnel (to pour in coolant)



Clean rags

Before You Begin

Before beginning coolant service, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Heat sink cap

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

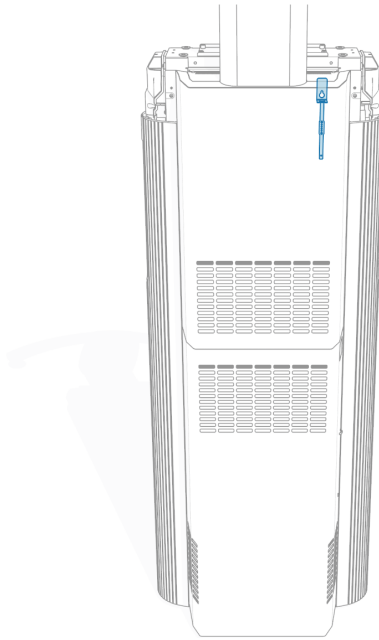


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

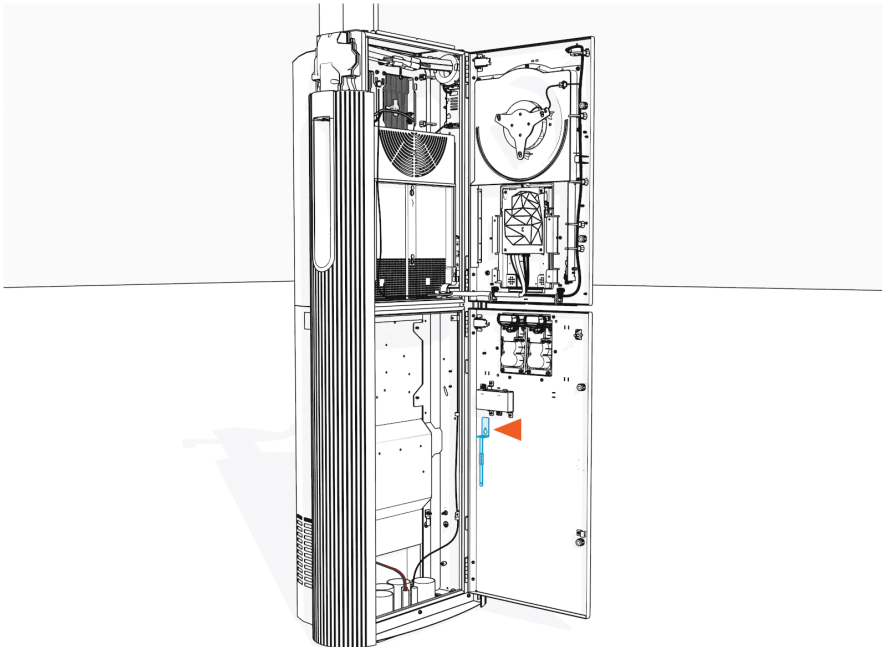
Top up or Refill

To top up or refill coolant, complete the following steps:

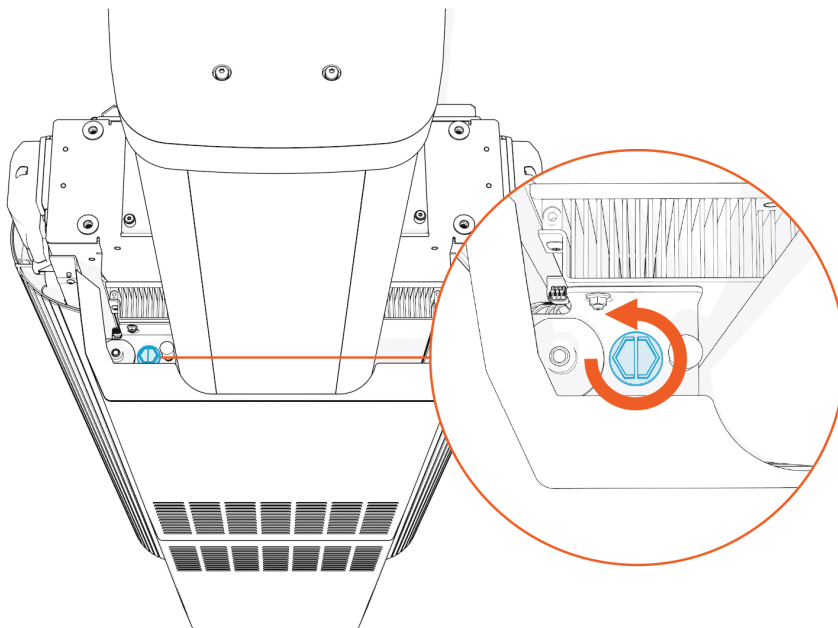
1. Remove the dipstick attached either behind the heat sink or the lower enclosure door.
 - Behind heat sink



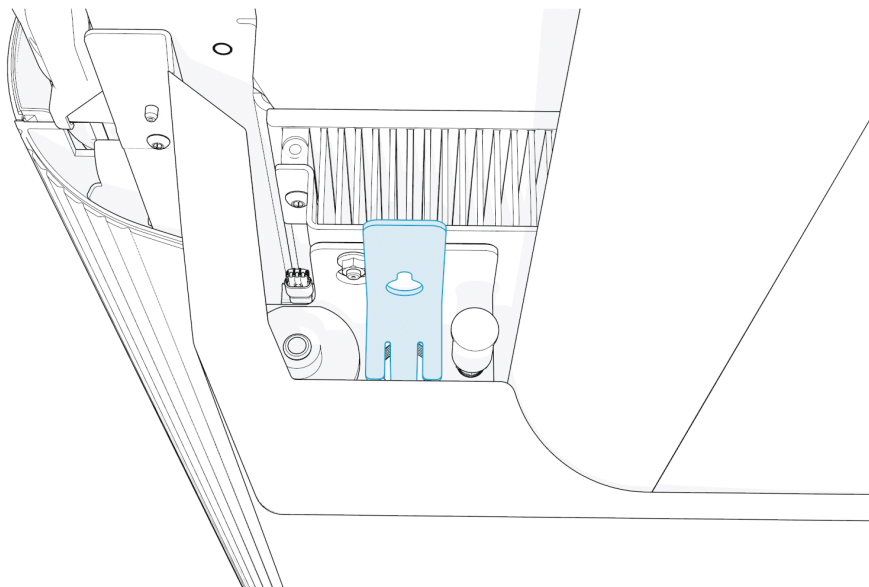
- Behind lower enclosure door



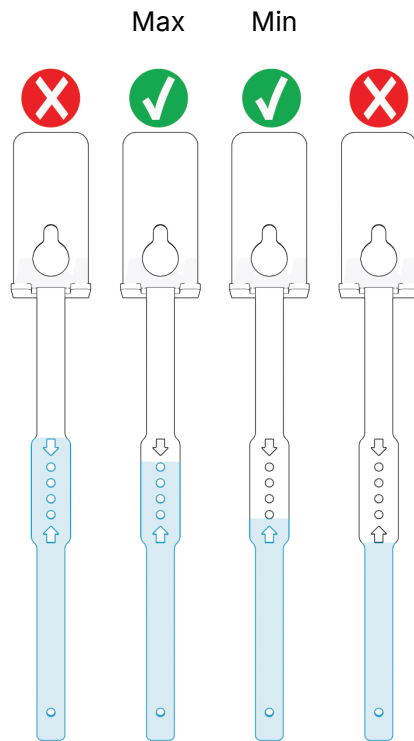
-
2. Hand remove the reservoir cap. If necessary, use a coin or flat head screwdriver.



3. Insert the dipstick until it sits on the reservoir.



4. Remove dipstick and check the coolant level. If coolant is below the minimum level, top up to the maximum level.



5. Replace and hand tight the reservoir cap.
6. Use a clean rag to wipe off coolant residue on the dipstick and place it back to its original location.

Door Fan 6

To service and replace the door fan, follow all instructions given in this chapter.

Tools

Bring these tools:



T25 Security screwdriver

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

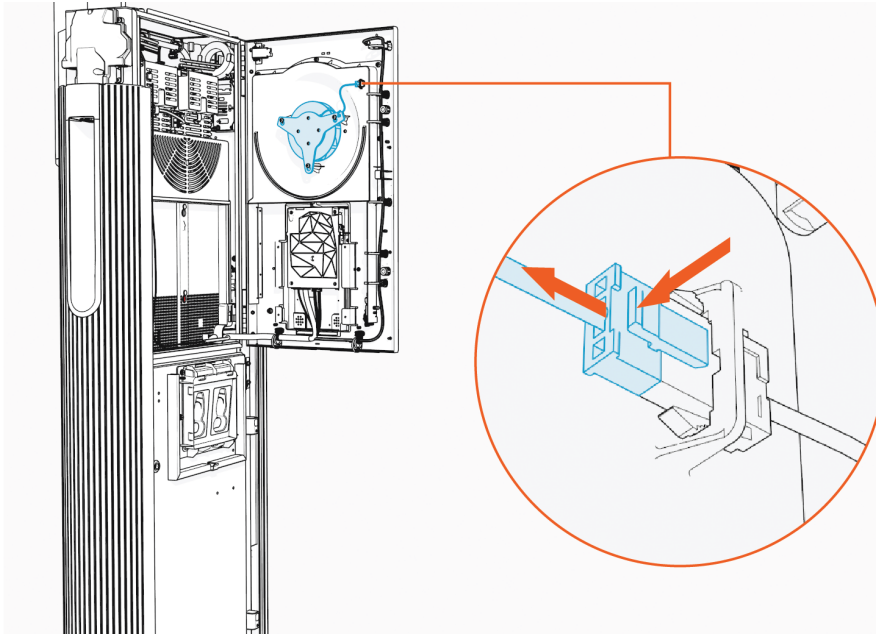


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace Door Fan

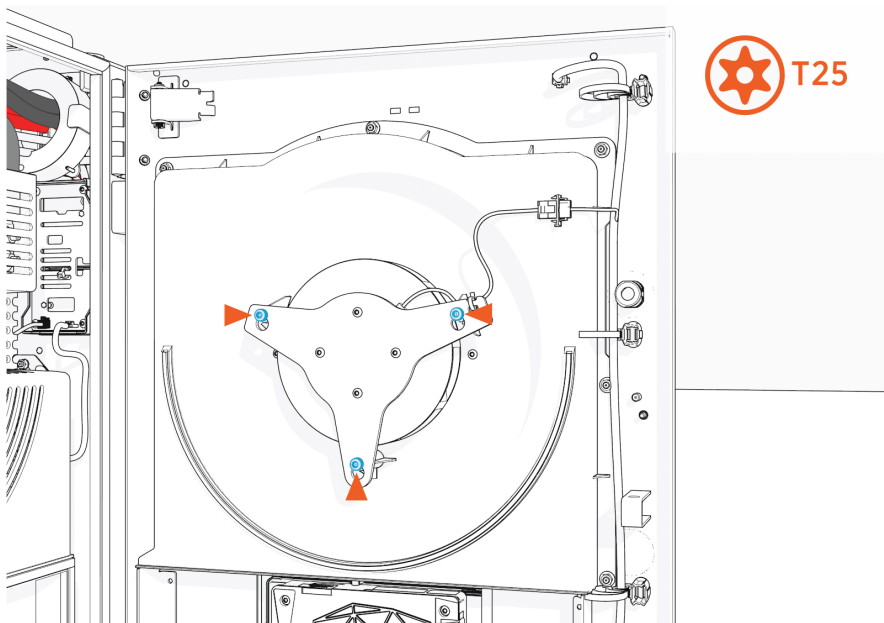
To replace the door fan, complete the following steps:

1. Press the latch and pull the connector to disconnect the cable.



REINSTALL NOTE: To reconnect, plug in. The latch must snap onto the receptacle connector with a click sound to ensure that the connection is secure.

2. Loosen the screws (x3) and slide the fan up to remove.



REINSTALL NOTE: Torque these screws to **2.8 Nm (25 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

Internal Fan 7

To service and replace internal fan, follow all instructions given in this chapter.

Tools

Bring these tools:



8 mm hex socket

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.
4. Remove the HV DC input bus bar safety cover.
5. Determine which internal fan (left or right) you want to replace.

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

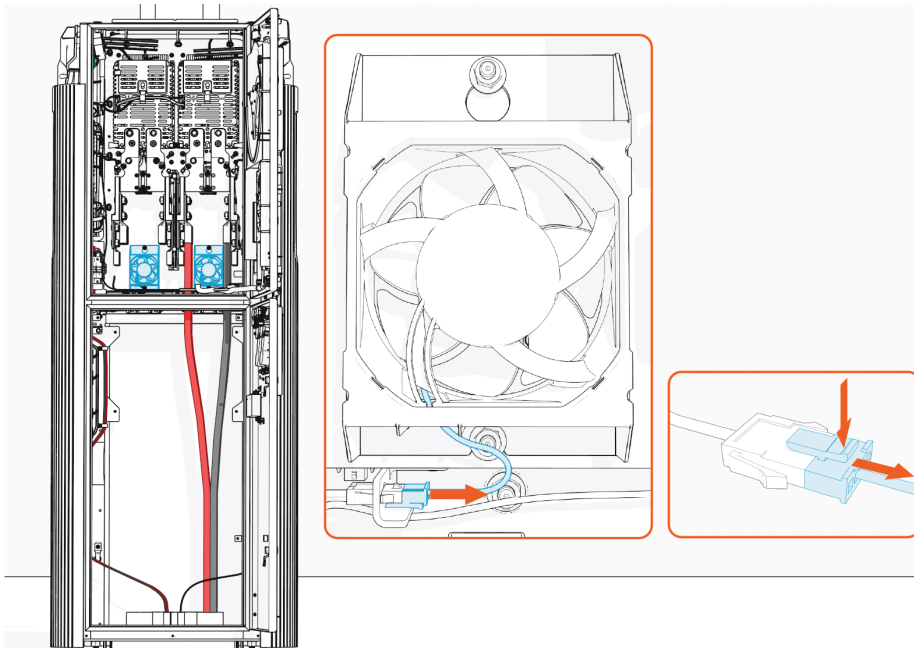


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace Internal Fan

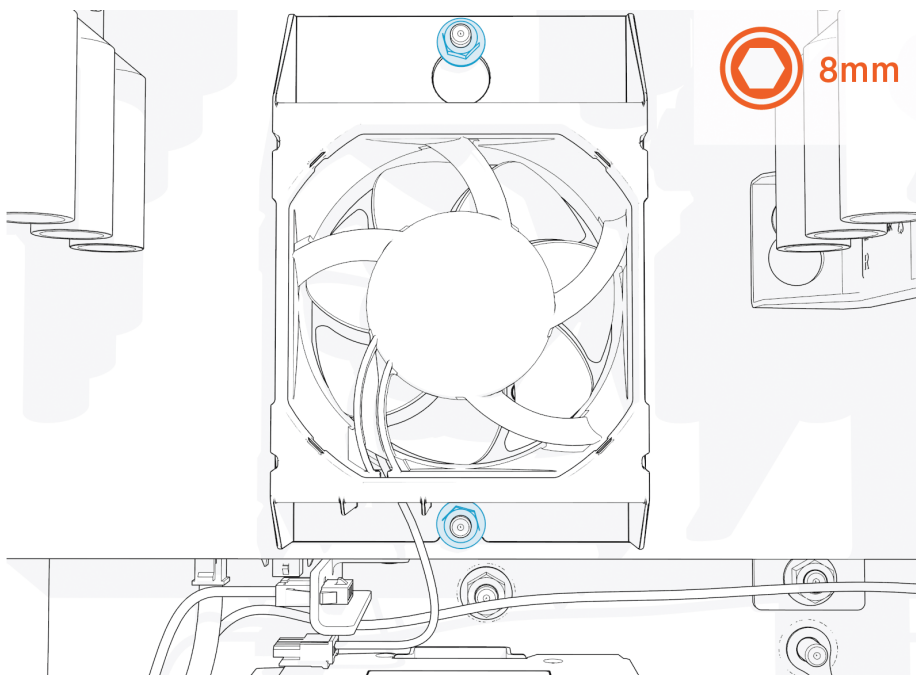
To replace an internal fan, complete the following steps:

1. Press the latch and pull the connector to disconnect the cable.



REINSTALL NOTE: To reconnect, plug in. The latch must snap onto the receptacle connector with a click sound to ensure that the connection is secure.

2. Loosen the hex nuts (x2) and slide the fan up to remove.



REINSTALL NOTE: Torque these nuts to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

Power Link 2000 Controller 8

To replace the Power Link 2000 controller, follow all instructions given in this chapter.

Tools

Bring these tools:



8 mm hex socket

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.
4. Remove the HV DC input bus bar safety cover.

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

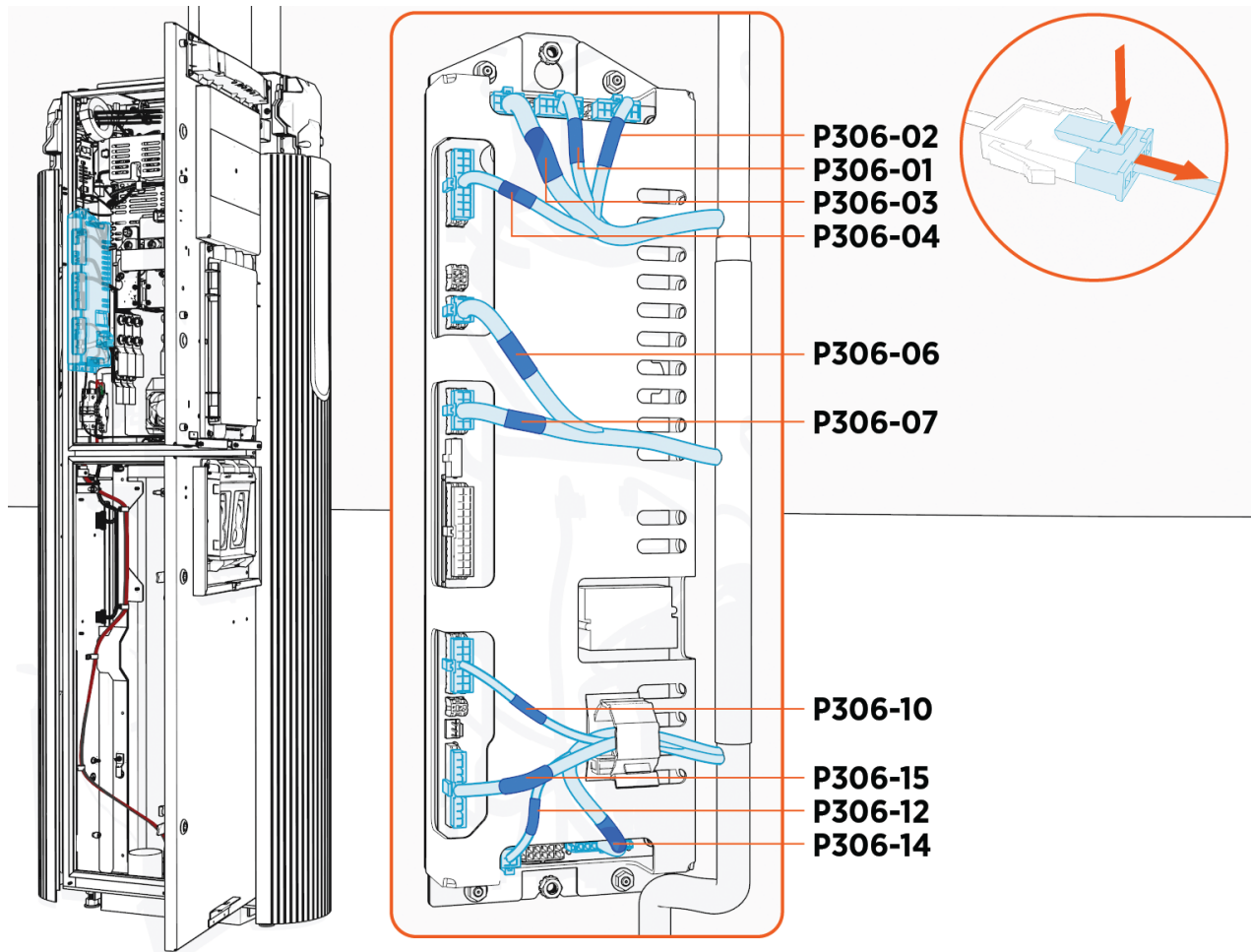


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace Power Link 2000 Controller

To replace the Power Link 2000 controller, complete the following steps:

1. Press the latch and pull the connector to disconnect the cables (x10).

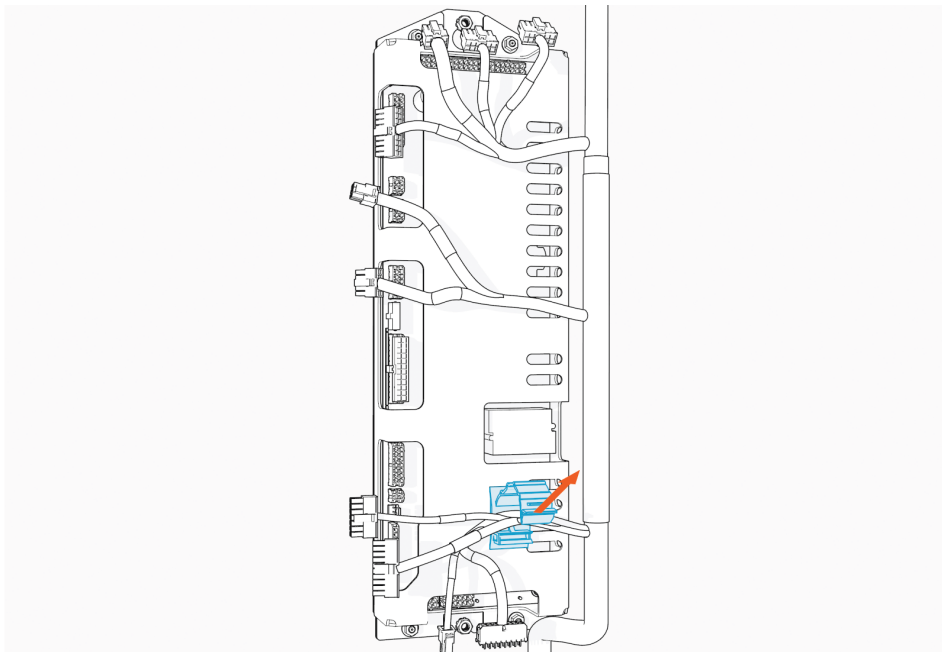


REINSTALL NOTE:

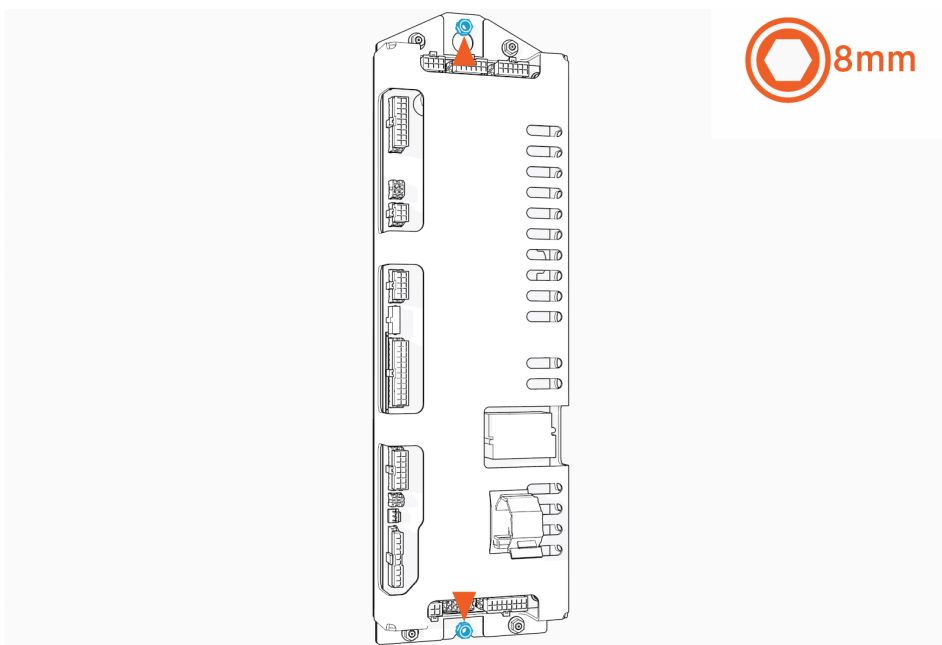


- Find the label on each cable to plug its connector back into its correct receptacle connector.
- To reconnect, plug in. The latch must snap onto the receptacle connector with a click sound to ensure that the connection is secure.

2. Flex the cable tie to untie the cables.



3. Loosen the hex nuts (x2) and slide the controller up to remove.



REINSTALL NOTE: Torque these nuts to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

Ethernet Switch (SSLAN) 9

To service and replace the Ethernet switch (SSLAN), follow all instructions given in this chapter.

Tools

Bring these tools:



8 mm hex socket

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.
4. Remove the HV DC input bus bar safety cover.

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

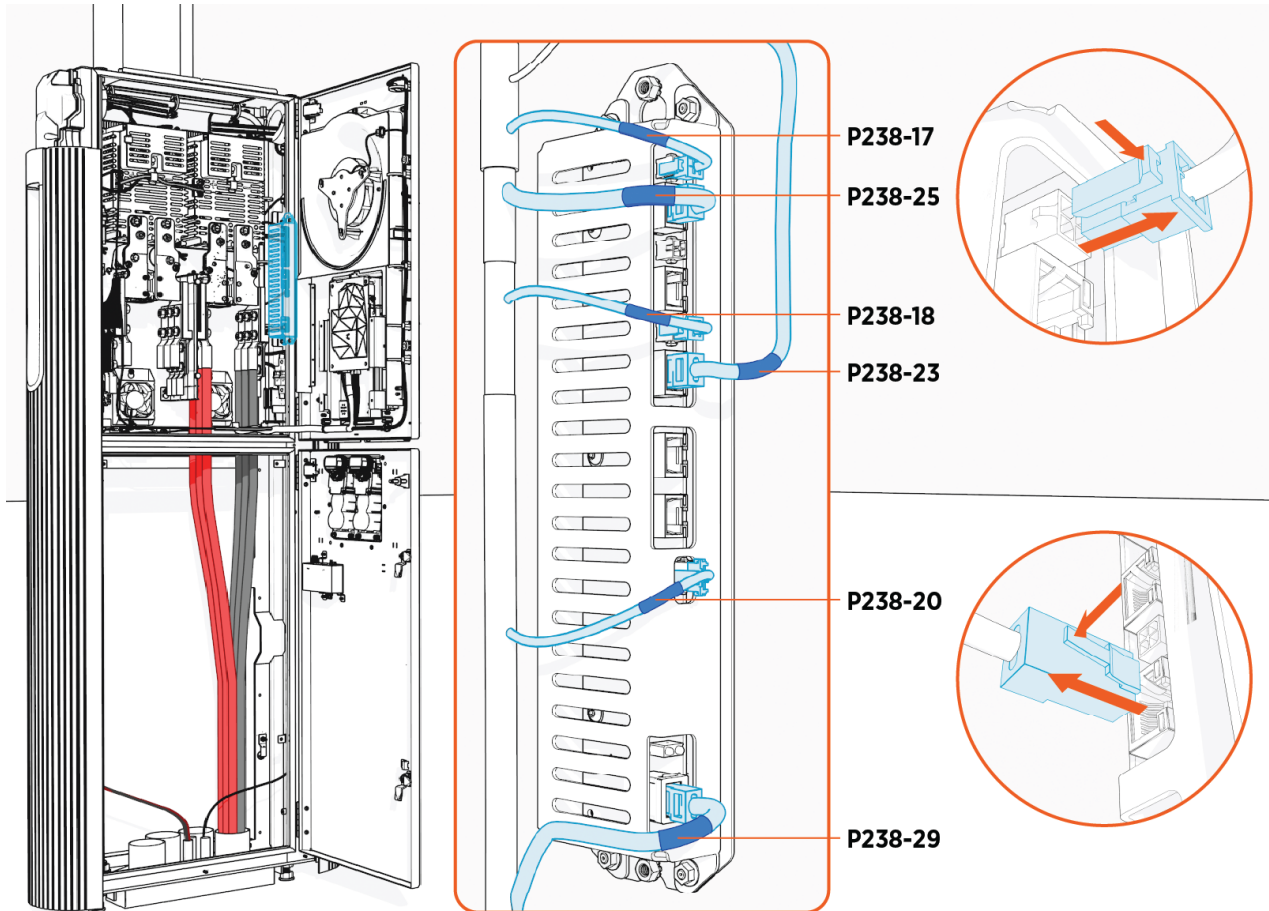


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace Ethernet Switch (SSLAN)

To replace the Ethernet switch (SSLAN), complete the following steps:

1. Press the latch and pull the connector to disconnect the cables (x6).

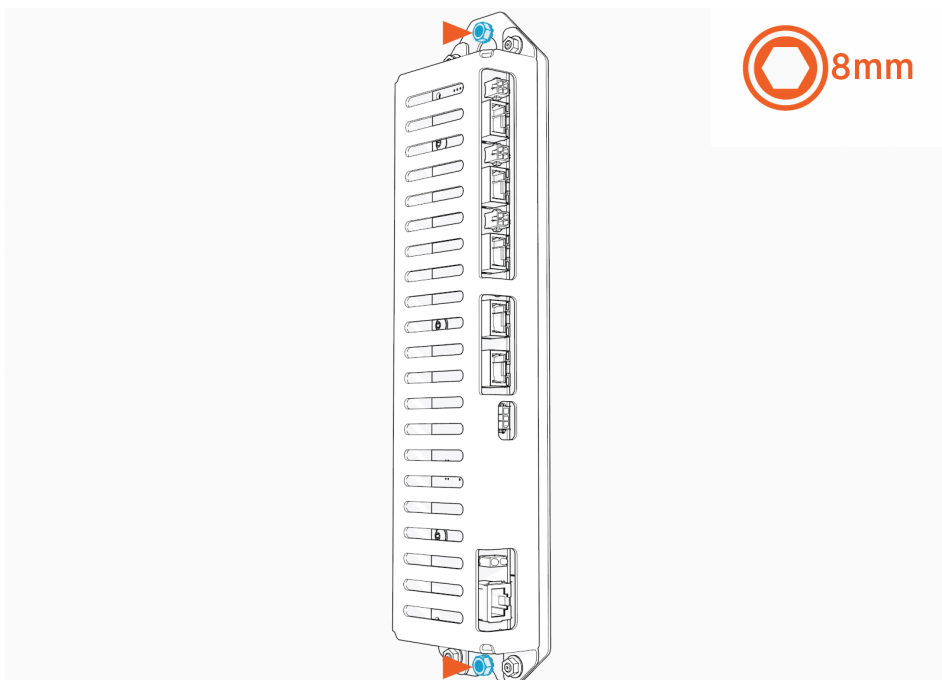


REINSTALL NOTE:



- Find the label on each cable to plug its connector back into its correct receptacle connector.
- To reconnect, plug in. The latch must snap onto the receptacle connector with a click sound to ensure that the connection is secure.

2. Loosen the hex nuts (x2) and slide the Ethernet switch up to remove.



REINSTALL NOTE: Torque these nuts to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

Cooling Controller 10

To service and replace the cooling controller, follow all instructions given in this chapter.

Tools

Bring these tools:



8 mm hex socket

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the lower door.

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

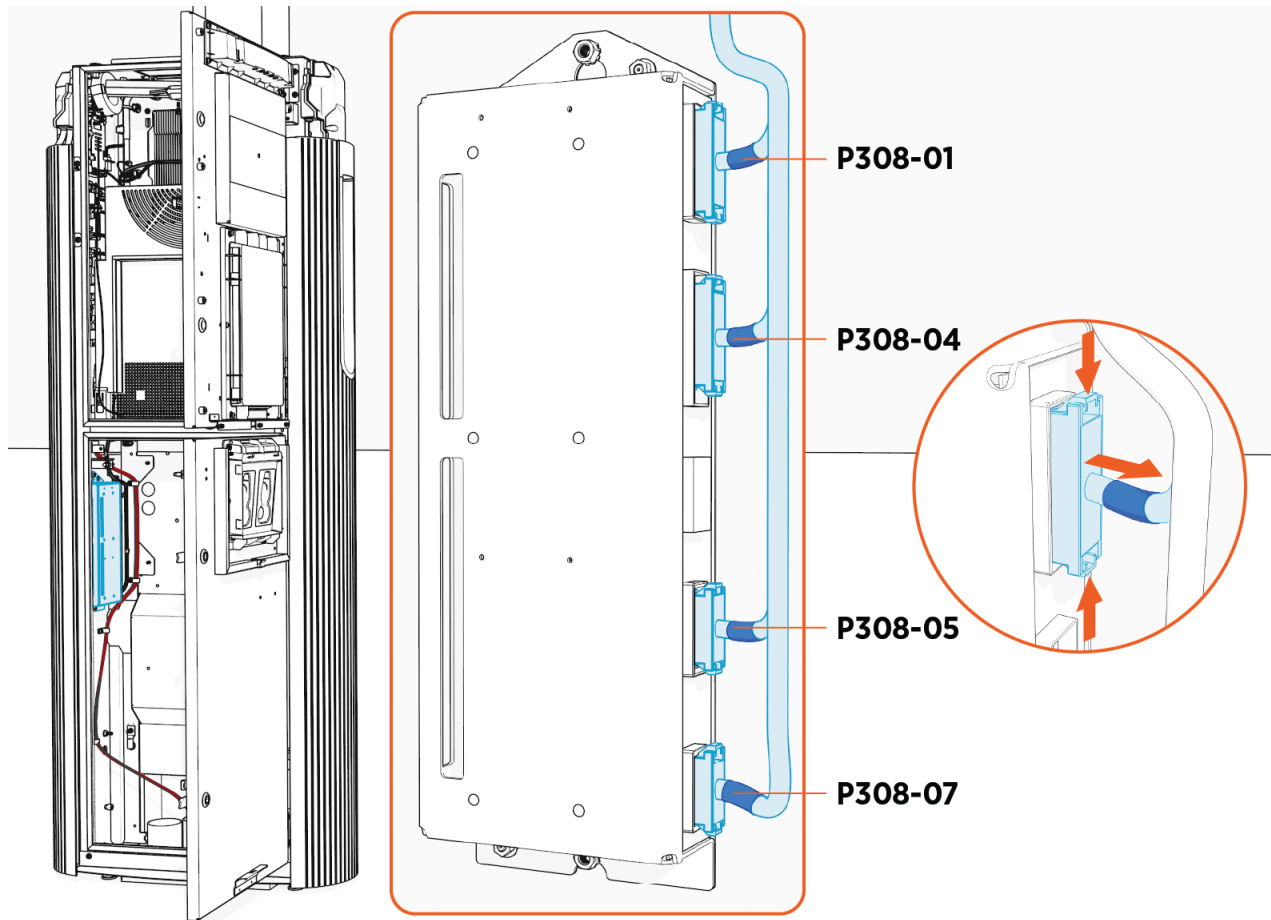


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace Cooling Controller

To replace the cooling controller, complete the following steps:

1. Press the latches and pull the connector to disconnect the cables (x4).

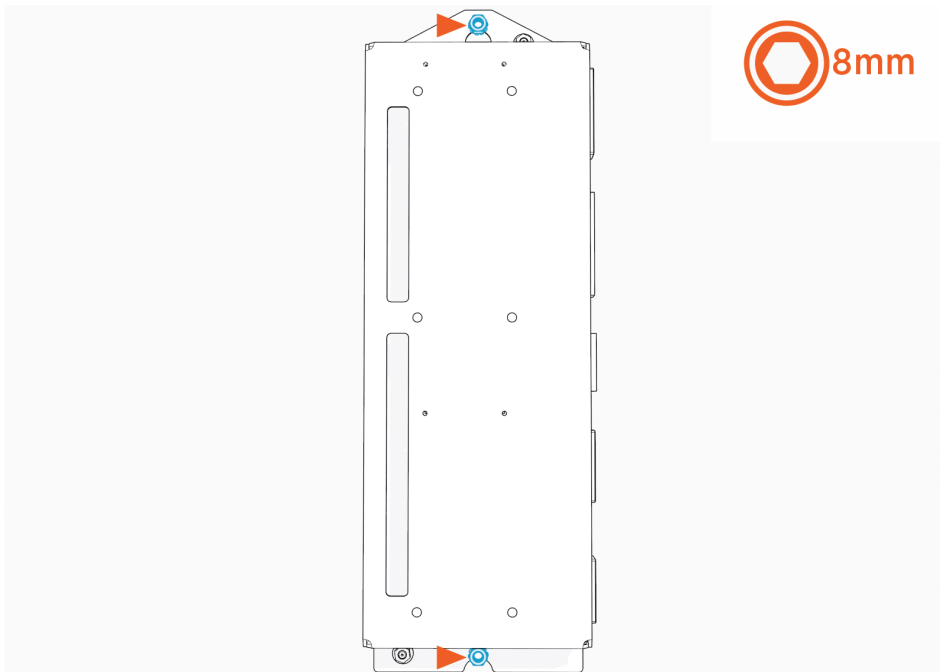


REINSTALL NOTE:



- Find the label on each cable to plug its connector back into its correct receptacle connector.
- To reconnect, plug in. The latch must snap into the receptacle connector with a click sound to ensure that the connection is secure.

-
2. Loosen the hex nuts (x2) and slide the cooling controller up to remove.



REINSTALL NOTE: Torque these nuts to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

Control and Communication **11** Module (CCOM)/Display

To service the Control and Communication Module (CCOM)/display, refer to the appropriate topic:

- [8-Inch CCOM/Display Replacement](#)
- [15-Inch CCOM/Display Replacement](#)
- [8-Inch to 15-Inch Display Retrofit in Variation A Power Link 2000](#)
- [8-Inch to 15-Inch Display Retrofit in Variation B Power Link 2000](#)

To identify the Power Link 2000 variation, see [Appendix: Variation Identification](#).

8-Inch CCOM/Display Replacement

To replace the 8-inch CCOM/display, follow all instructions given in this section.

Tools

Bring these tools:



8 mm hex socket



T25 Security screwdriver



Marker

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.

After replacing the component, reverse the above steps to complete the service.

IMPORTANT:



- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

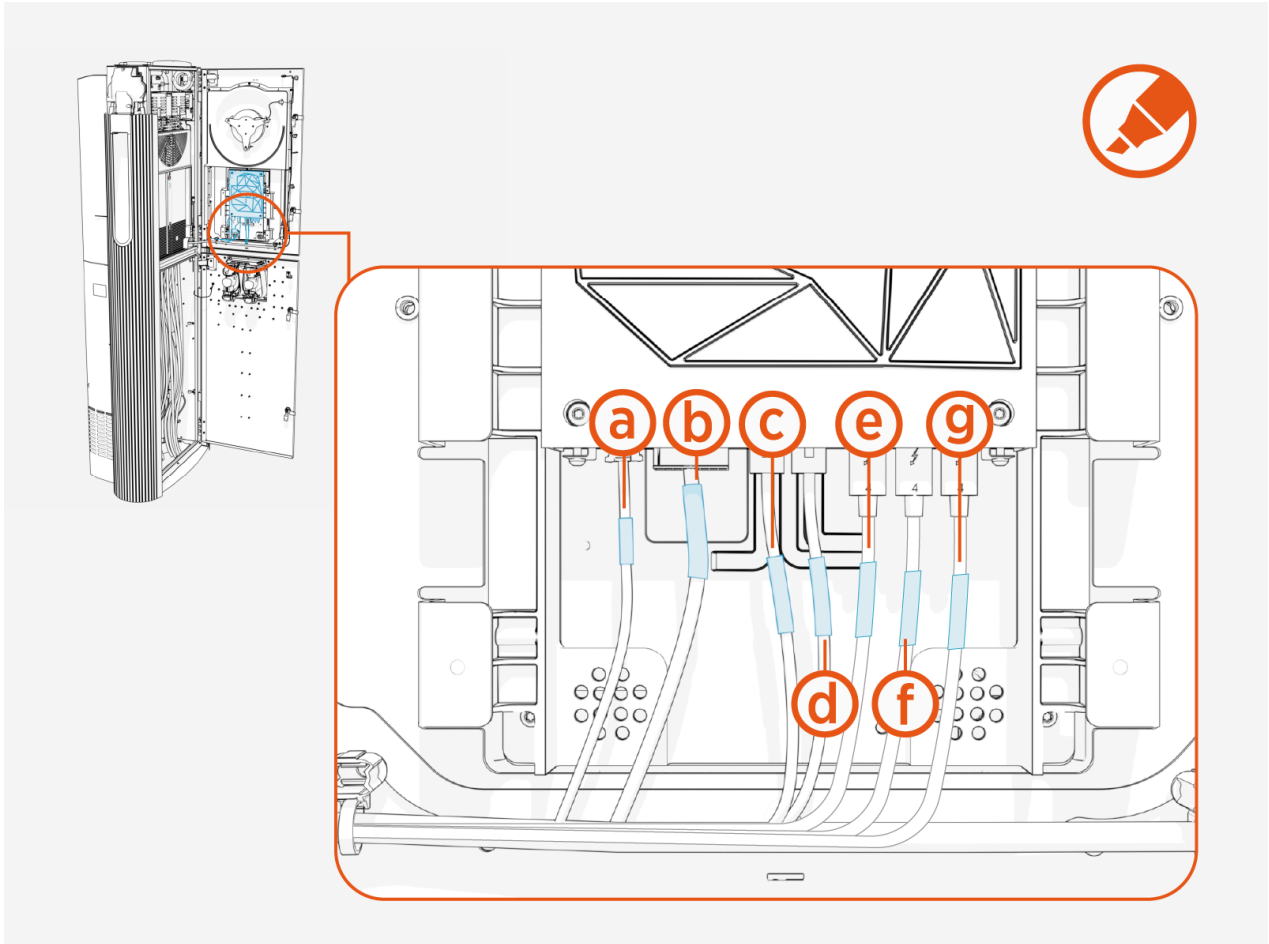
Replace 8-Inch CCOM/Display

To replace the 8-inch CCOM/display, complete the following steps:

1. Ensure all cables connected to the CCOM are labeled as shown below.



NOTE: Depending on the Power Link 2000 configuration, there may be zero, one, two, or three USB cables connected to the CCOM.

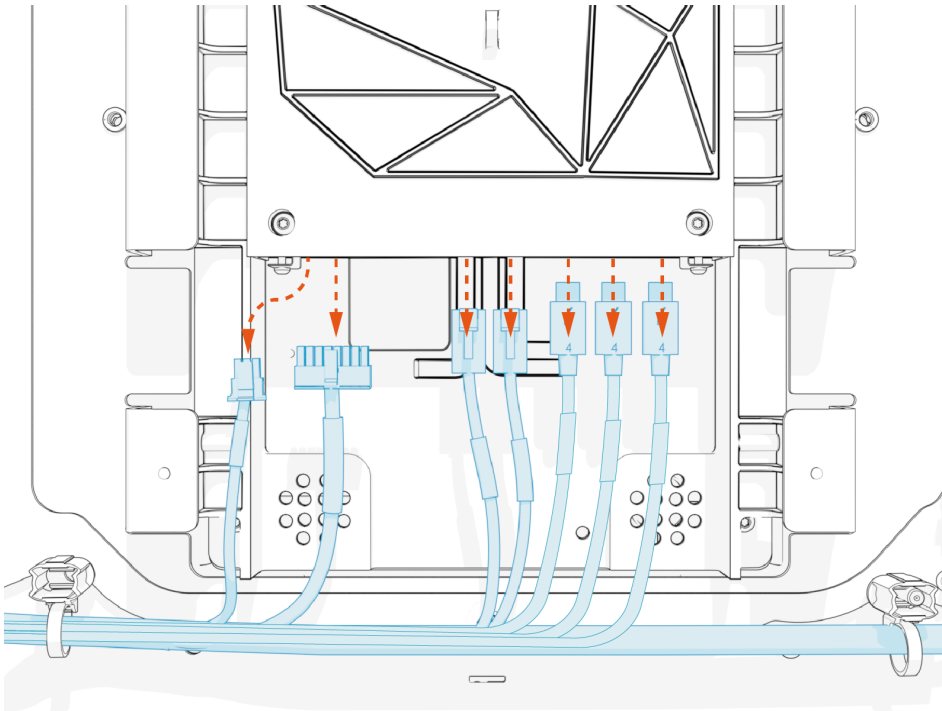


- (a) P312-02
- (b) P312-08
- (c) SSLAN
- (d) ETH SURGE
- (e) USB 1
- (f) USB 2
- (g) USB 3



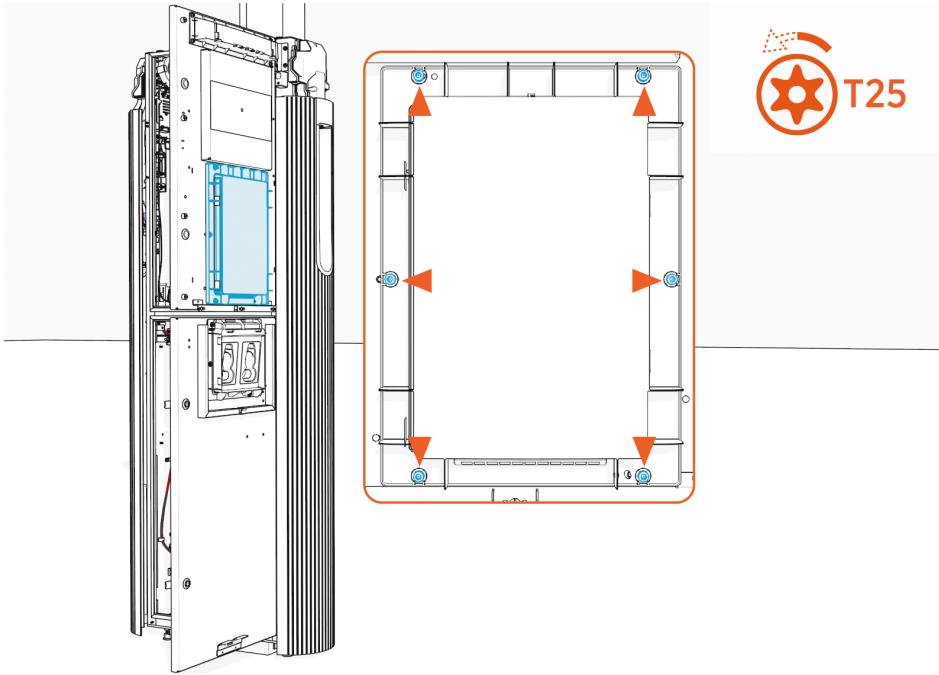
REINSTALL NOTE: Check the label on each cable to ensure cables are plugged into the correct port on the CCOM.

2. Disconnect all cables from the CCOM.



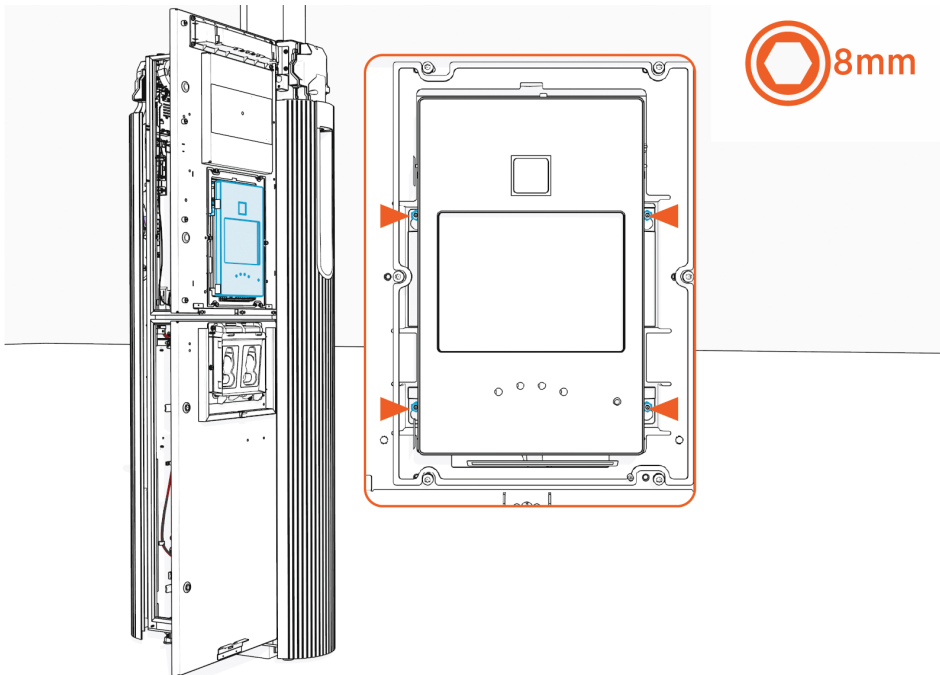
REINSTALL NOTE: Each cable has a latch on its terminating connector, except for the USB cables. Ensure the latch snaps into the CCOM receptacle connector with a click sound for a secure connection.

3. Loosen the screws (x6) to remove the CCOM/display cover.



REINSTALL NOTE: Torque these screws to **2.8 Nm (25 in-lb)**.

4. Loosen the hex nuts (x4) and slide the CCOM/display up to remove it from the door.



REINSTALL NOTE:

- Torque these nuts to **4.5 Nm (40 in-lb)**.
- Peel off the protective plastic film on the new CCOM/display.
- Use care when handling the display.



CAUTION: The display is heavy and should not be dropped.



- Do not power on Power Link 2000 and contact ChargePoint Support to activate the new CCOM. Find your region's technical support number at chargepoint.com/support.



CAUTION: Powering on Power Link 2000 without activating the new CCOM can cause a loss of station data on ChargePoint Platform Dashboard.

Reverse the above steps to reinstall with replacement FRU.

15-Inch CCOM/Display Replacement

To replace the 15-inch CCOM/display, follow all instructions given in this section.

Tools

Bring these tools:



T20 Screwdriver



Marker

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.

After replacing the component, reverse the above steps to complete the service.

IMPORTANT:



- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

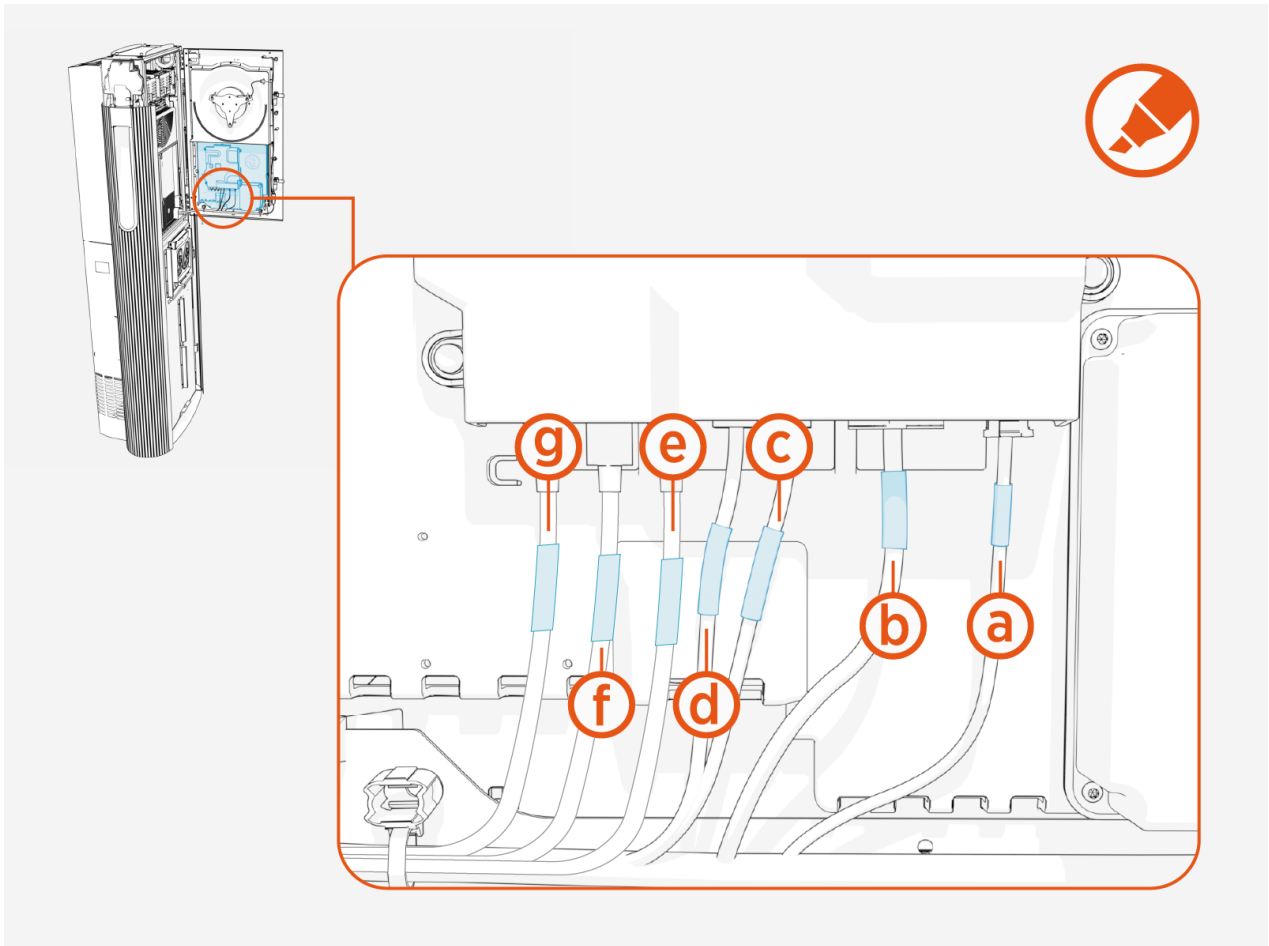
Replace 15-Inch CCOM/Display

To replace a 15-Inch CCOM/display, complete the following steps:

1. Ensure all cables connected to the CCOM are labeled as shown below.



NOTE: Depending on the Power Link 2000 configuration, there may be zero, one, two, or three USB cables connected to the CCOM.

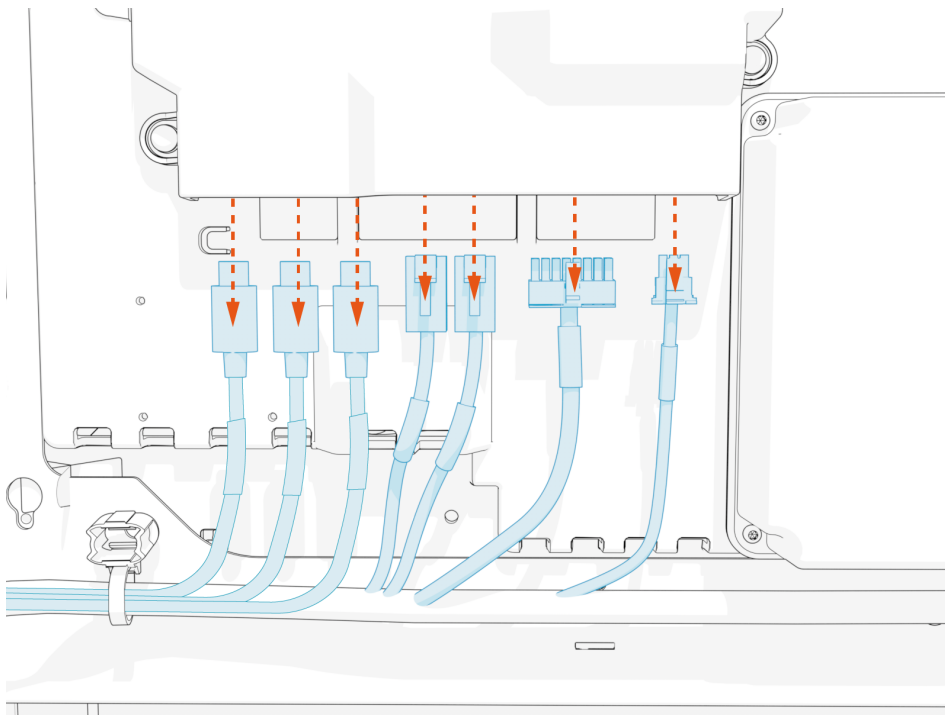


- (a) P312-02
- (b) P312-08
- (c) SSLAN
- (d) ETH SURGE
- (e) USB 1
- (f) USB 2
- (g) USB 3



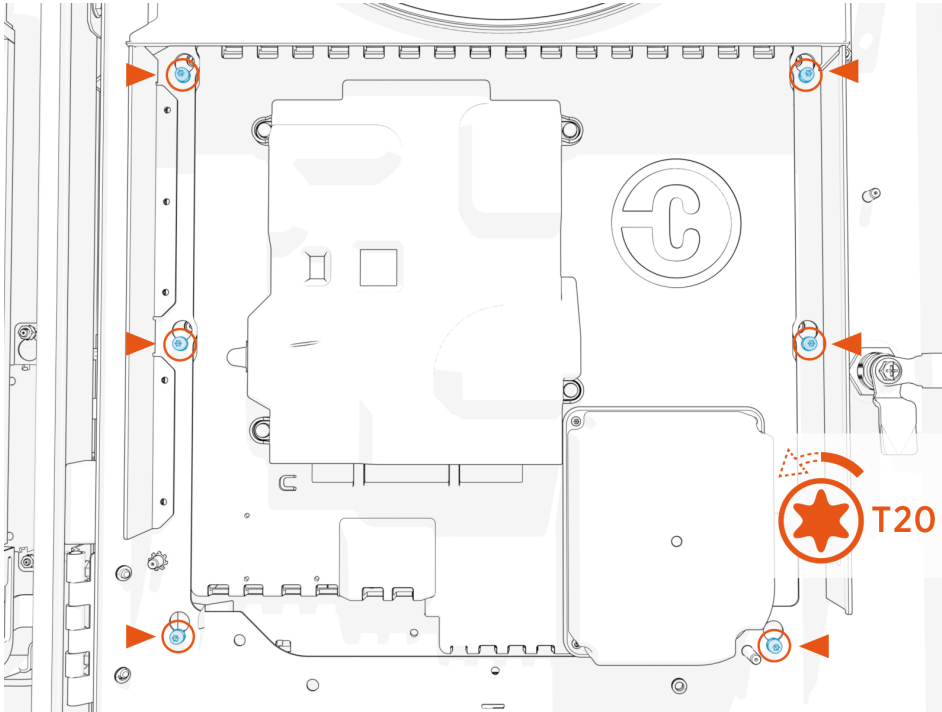
REINSTALL NOTE: Check the label on each cable to ensure cables are plugged into the correct port on the CCOM.

2. Disconnect all cables from the CCOM.



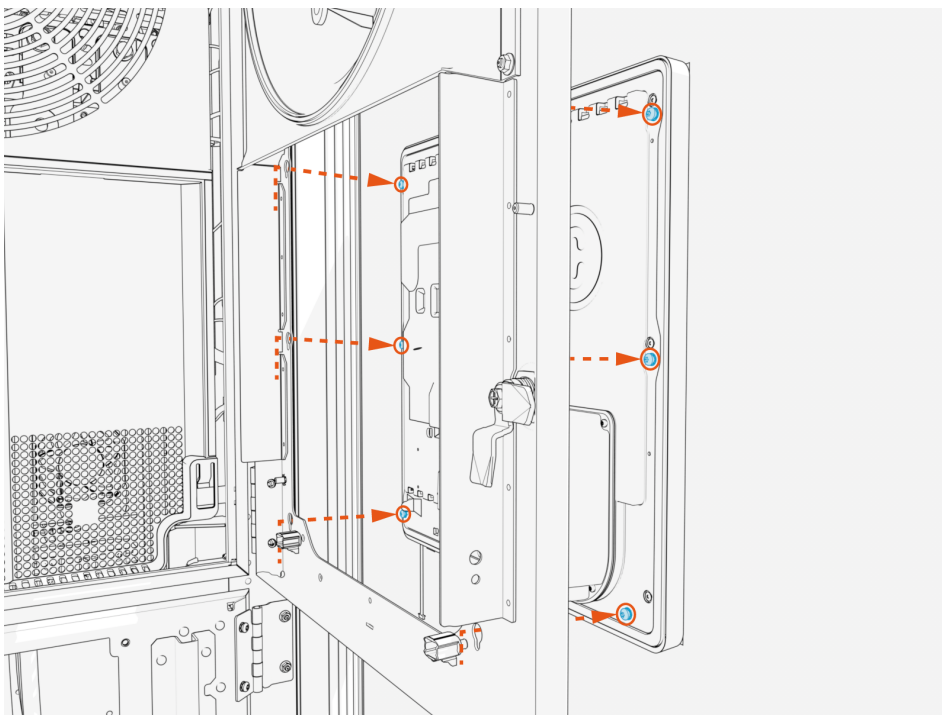
REINSTALL NOTE: Each cable has a latch on its terminating connector, except for the USB cables. Ensure the latch snaps into the CCOM receptacle connector with a click sound for a secure connection.

3. Loosen the screws (x6).



REINSTALL NOTE: Torque these screws to **2.8 Nm (25 in-lb)**.

- Slide the CCOM/display up to remove it from the door.

**REINSTALL NOTE:**

- Peel off the protective plastic film on the new CCOM/display.
- Use care when handling the display.



CAUTION: The display is heavy and should not be dropped.



- Do not power on Power Link 2000. Contact ChargePoint Support to activate the new CCOM. Find your region's technical support number at chargepoint.com/support.



CAUTION: Powering on Power Link 2000 without activating the new CCOM can cause a loss of station data on ChargePoint Platform Dashboard.

Reverse the above steps to reinstall with replacement FRU.

8-Inch to 15-Inch Display Retrofit in Variation A Power Link 2000

This section provides service instructions for a Variation A Power Link 2000. If working with a Variation B Power Link 2000, see [8-Inch to 15-Inch Display Retrofit in Variation B Power Link 2000](#). To identify the Power Link 2000 variation, see [Appendix: Variation Identification](#).

Tools

Bring these tools:



T20 Torx screwdriver



T25 Security screwdriver



10 mm hex socket



Marker

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.

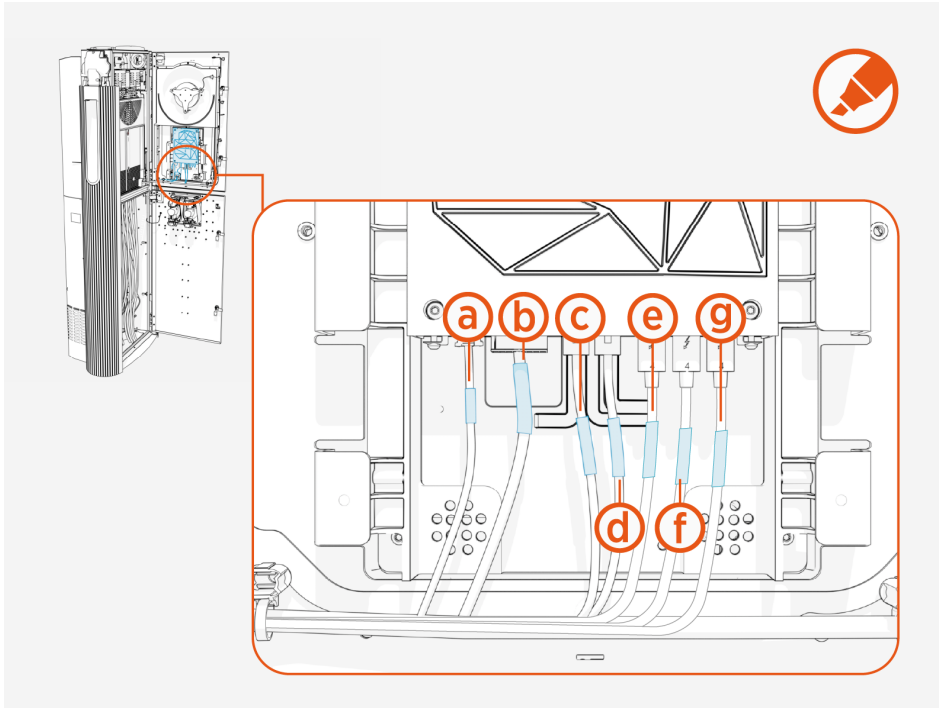
Disconnect CCOM Cables

To disconnect CCOM cables, complete the following steps:

1. Ensure all cables connected to the CCOM are labeled as shown below.

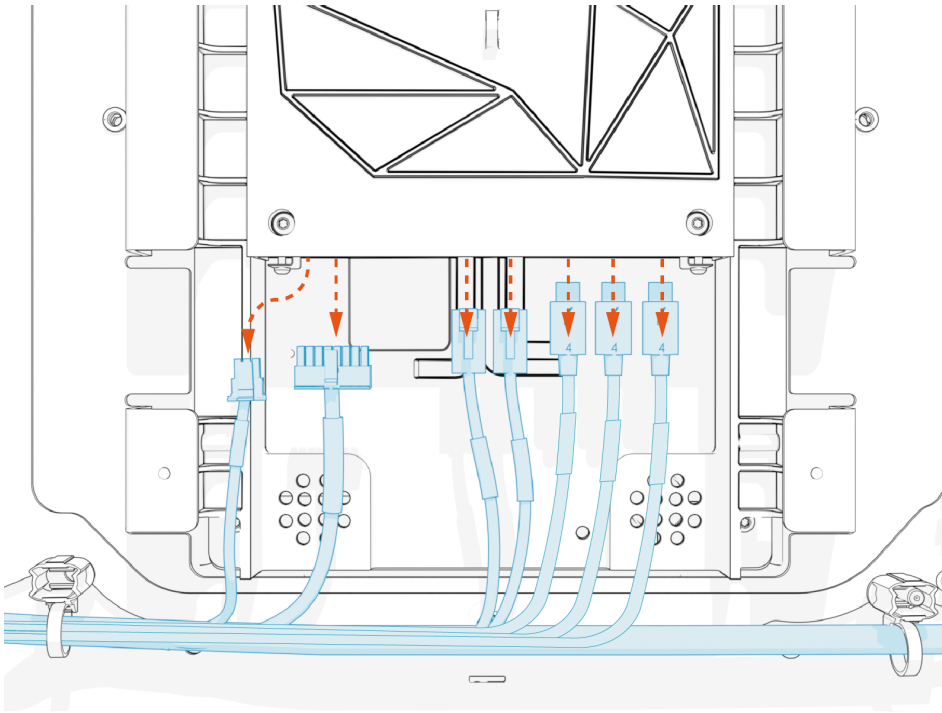


NOTE: Depending on the Power Link 2000 configuration, there may be zero, one, two, or three USB cables connected to the CCOM.



- (a) P312-02
- (b) P312-08
- (c) SSLAN
- (d) ETH SURGE
- (e) USB 1
- (f) USB 2
- (g) USB 3

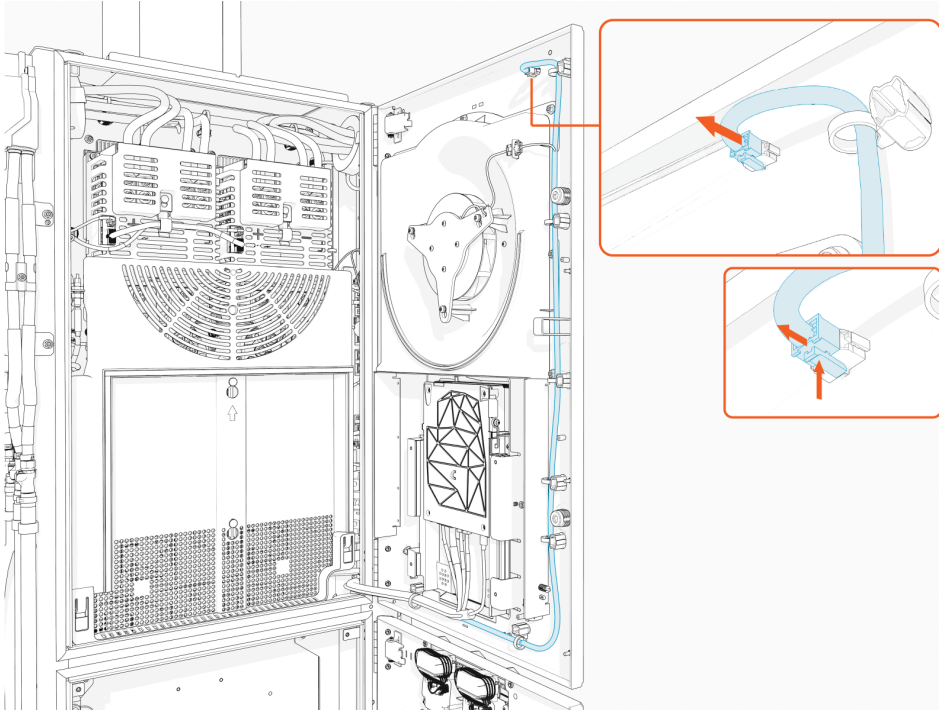
2. Disconnect all cables from the CCOM.



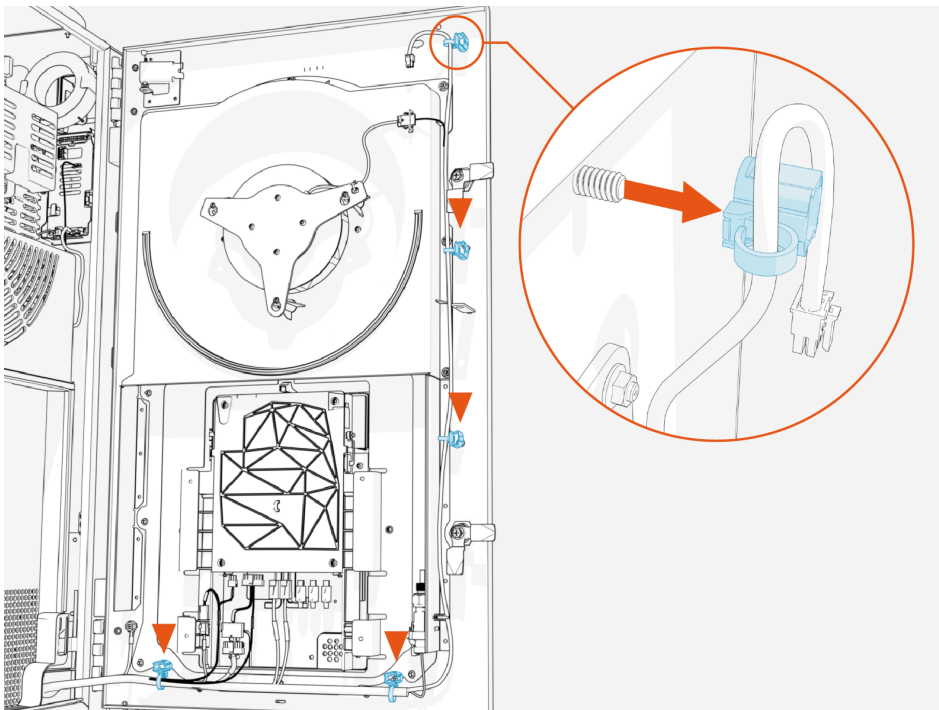
Prepare for Door Replacement

The 15-inch CCOM/display requires a new door to be installed. To prepare for door replacement, complete the following steps:

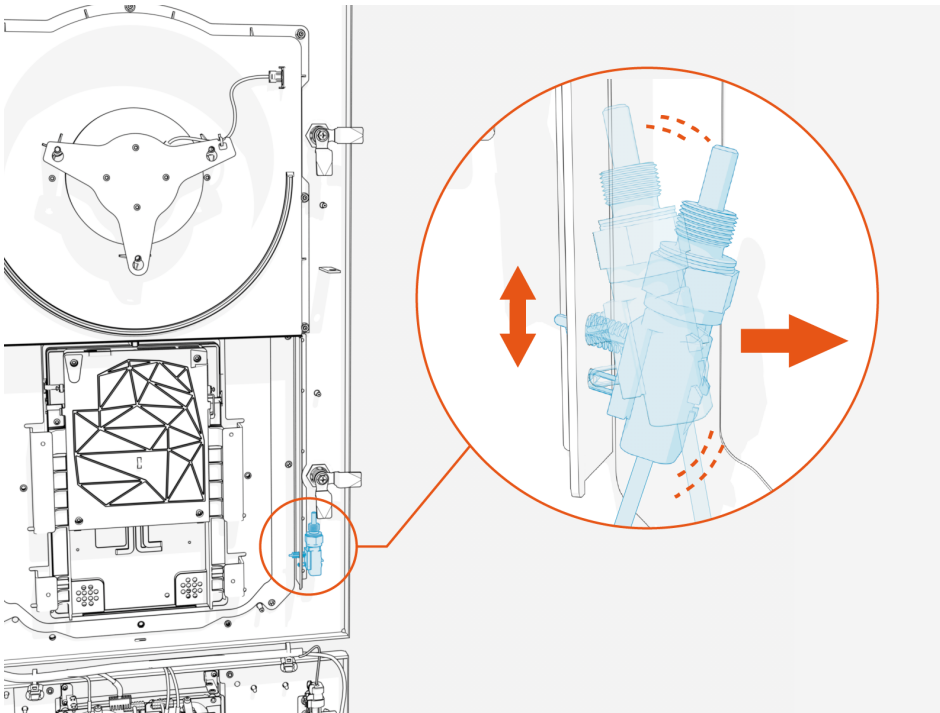
1. Unplug the area downlight cable connector from the door.



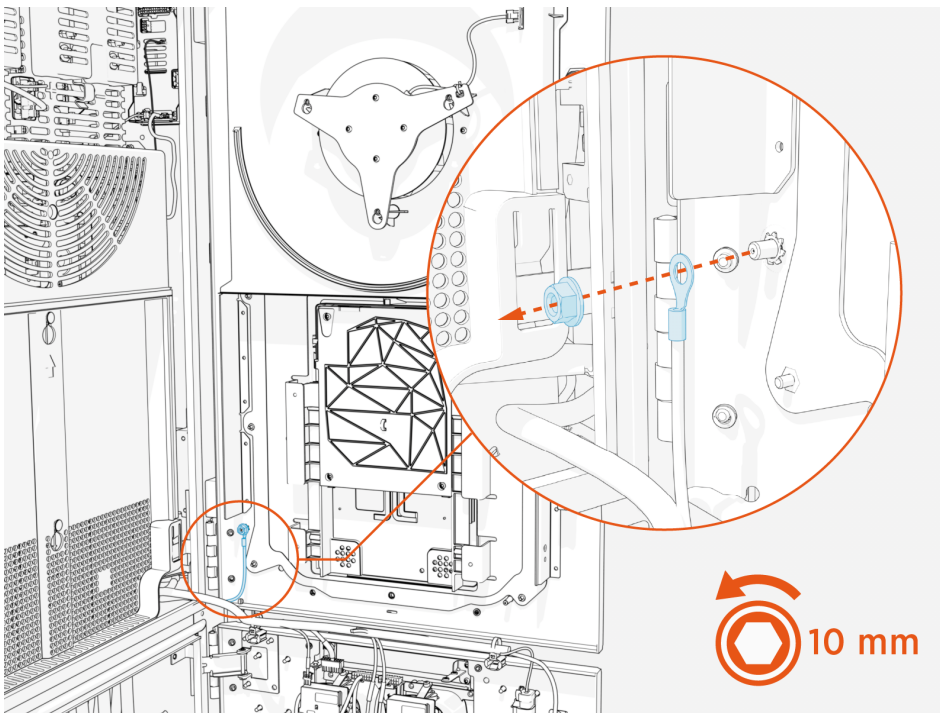
2. Disconnect cable harness clips (x5) from the door.



3. Remove the temperature sensor from the door.



4. Disconnect the ground wire from the door. Save the nut for later use.



5. Store the cable harnesses within the station body.

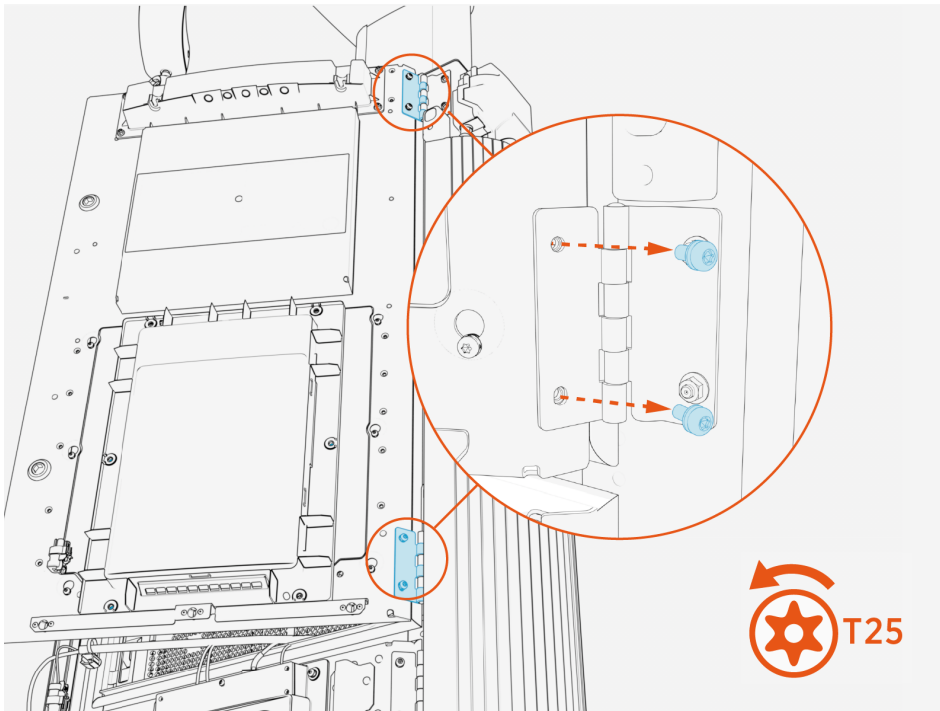


CAUTION: The cables must be stored within the station body to avoid damaging the cables.

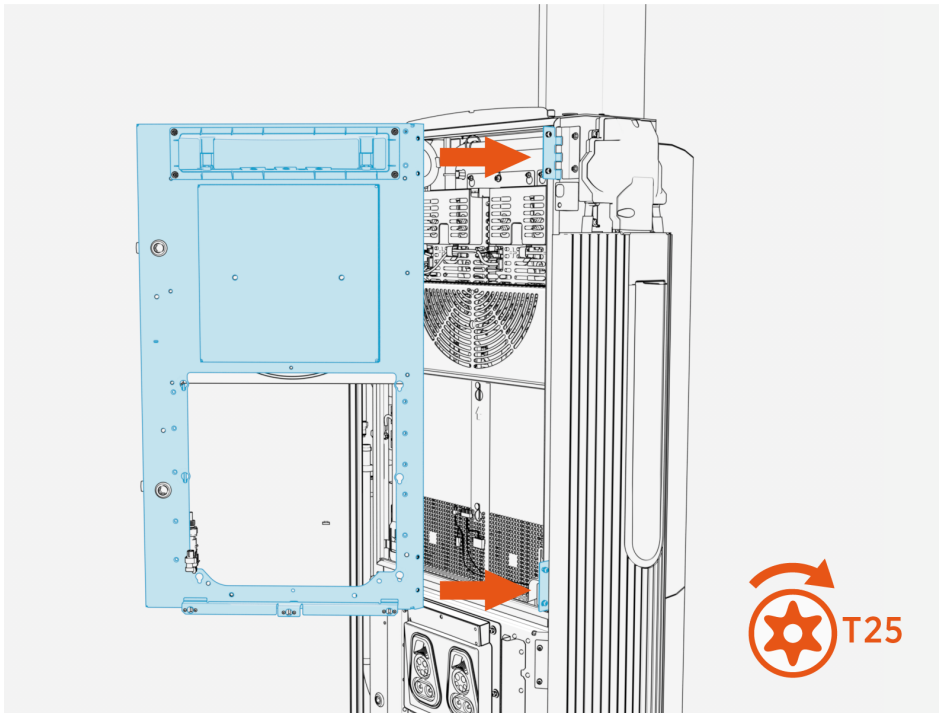
Replace Door

To replace the door, complete the following steps:

1. Remove M5 screws (x4) at door hinges to remove the existing door.



2. Align the replacement door (with larger opening for 15-inch display) to the Power Link 2000 frame and secure it with M5 screws (x4) at the door hinges. Torque to **4.5 Nm (40 in-lb)**.



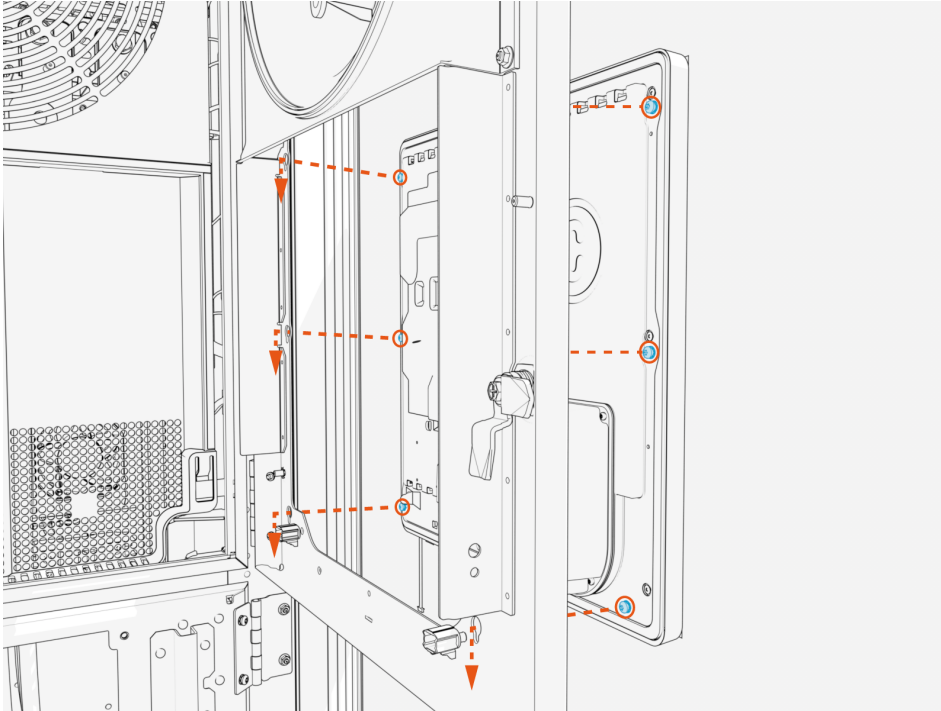
Mount 15-Inch Display



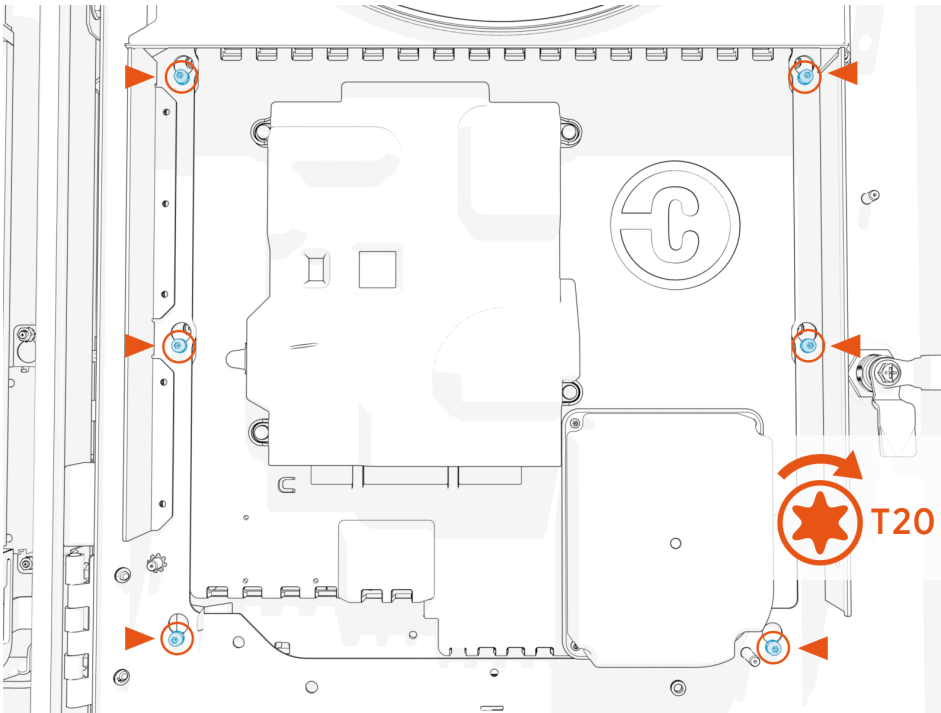
CAUTION: The display is heavy and should not be dropped.

To mount the 15-inch display, complete the following steps:

1. Align and seat the 15-inch CCOM/display fasteners into the keyholes on the door.



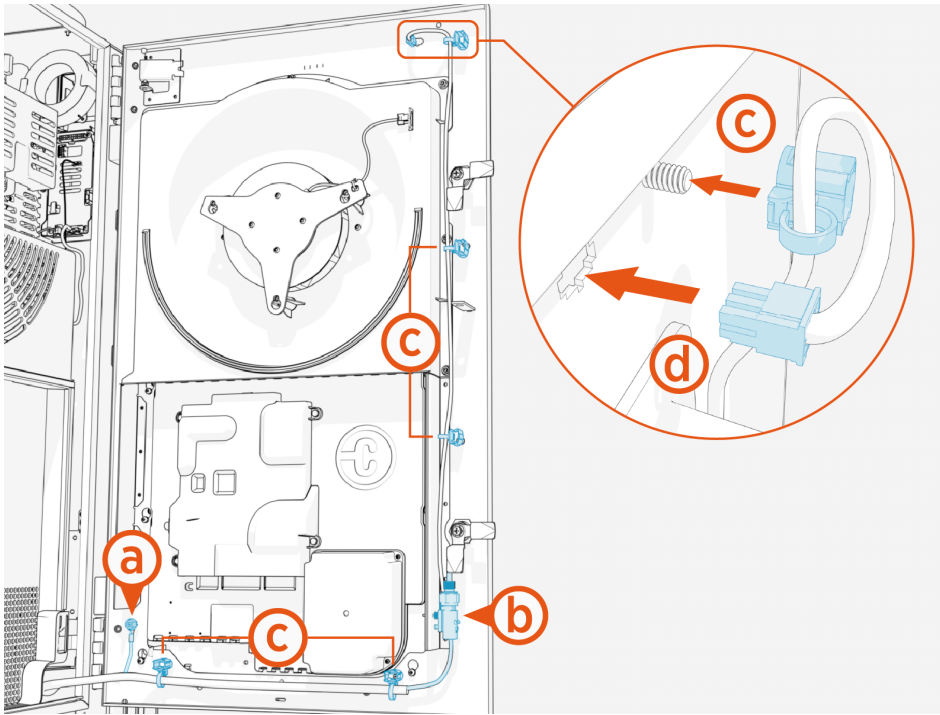
2. Tighten the fasteners (x6). Torque to **2.8 Nm (25 in-lb)**.



Reinstall Connections To Door

To reinstall connections to the door, complete the following steps:

1. Reinstall connections to the door.



- (a) Connect the ground wire (with nut saved from prior removal).
- (b) Install the temperature sensor.
- (c) Connect the cable harness clips (x5).
- (d) Connect the downlight cable connector.

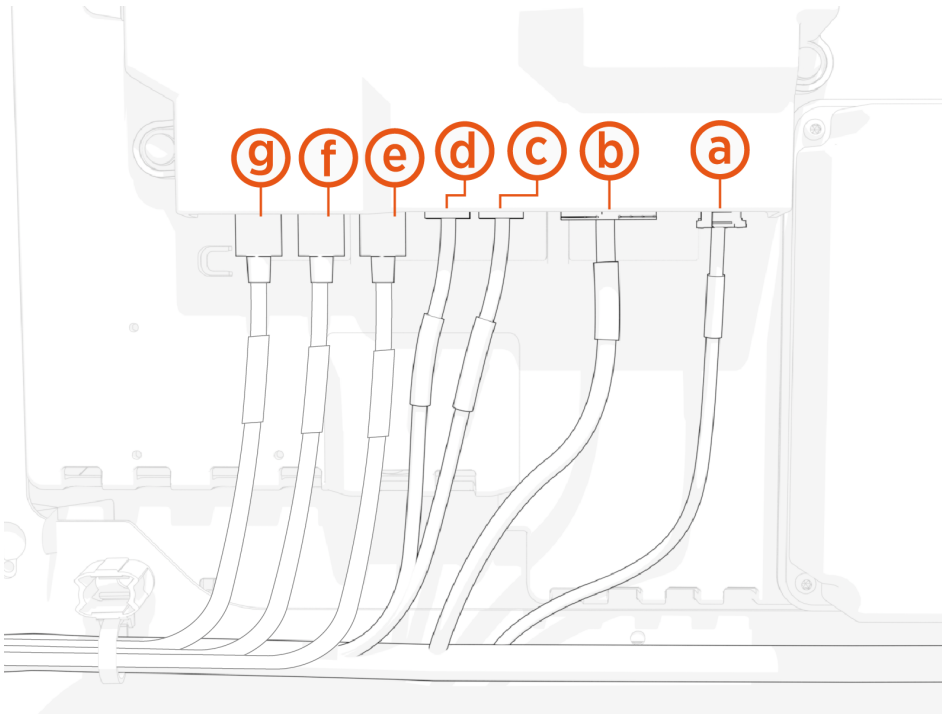


REINSTALL NOTE: Torque the ground wire nut to **5.6 Nm (50 in-lb)**.

2. Connect cables to the 15-inch CCOM.

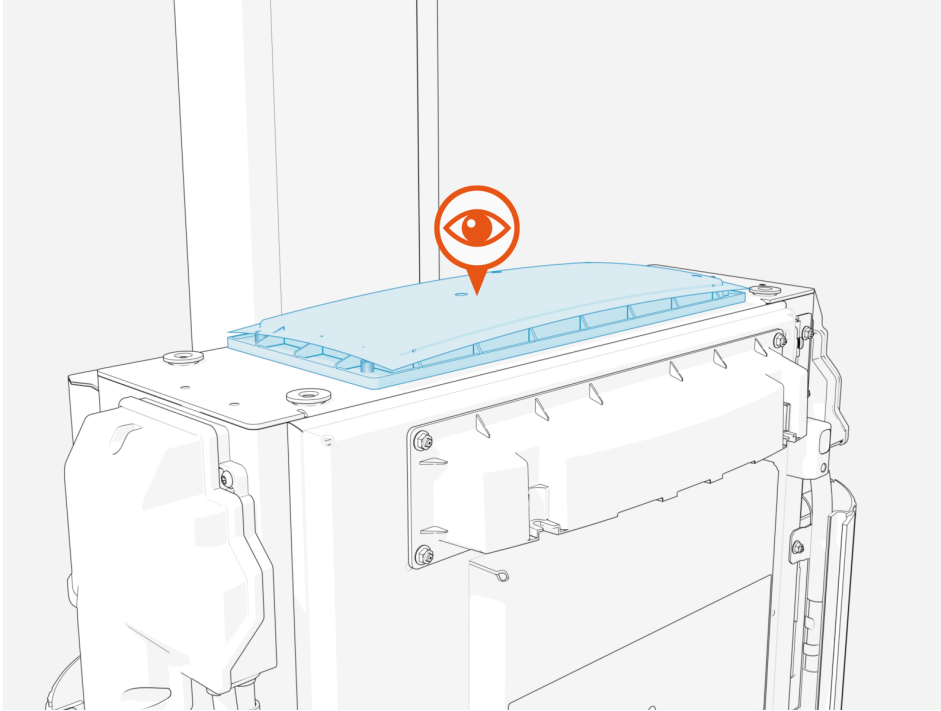
IMPORTANT:

- Check the label on each cable to ensure cables are plugged into the CCOM as shown below. The cable port locations are reversed between the 8-inch CCOM and 15-inch CCOM.
- Each cable has a latch on its terminating connector, except for the USB cables. Ensure the latch snaps into the CCOM receptacle connector with a click sound for a secure connection.

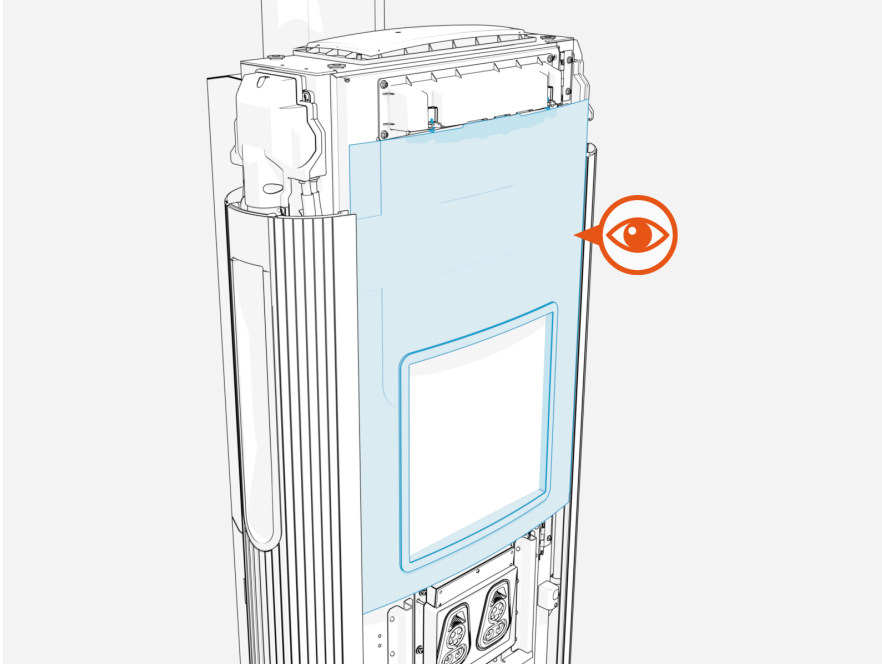


- (a) P312-02
- (b) P312-08
- (c) SSLAN
- (d) ETH SURGE
- (e) USB 1
- (f) USB 2
- (g) USB 3

3. The 15-inch CCOM requires a Smart Antenna to function. Check if the CCOM Cables is equipped with a Smart Antenna. If needed, install a Smart Antenna.



4. Reverse the initial steps taken to power off and open the CCOM Cables, with the following modifications:
 - When reinstalling the front cover, install the new front cover with larger opening for the 15-inch display.



- Do not power on the CCOM Cables and contact ChargePoint Support to activate the CCOM Cables.



CAUTION: Powering on CCOM Cables without activating the new CCOM can cause a loss of station data on ChargePoint Platform.

- After successful power on, complete the post-service checklist. The checklist is available at ChargePoint Product Reference Documentation

8-Inch to 15-Inch Display Retrofit in Variation B Power Link 2000

This section provides service instructions for a Variation B Power Link 2000. If working with a Variation A Power Link 2000, see [8-Inch to 15-Inch Display Retrofit in Variation A Power Link 2000](#). To identify the Power Link 2000 variation, see [Appendix: Variation Identification](#).

Tools

Bring these tools:



T20 screwdriver



T25 Security screwdriver



8 mm hex socket



Marker

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.

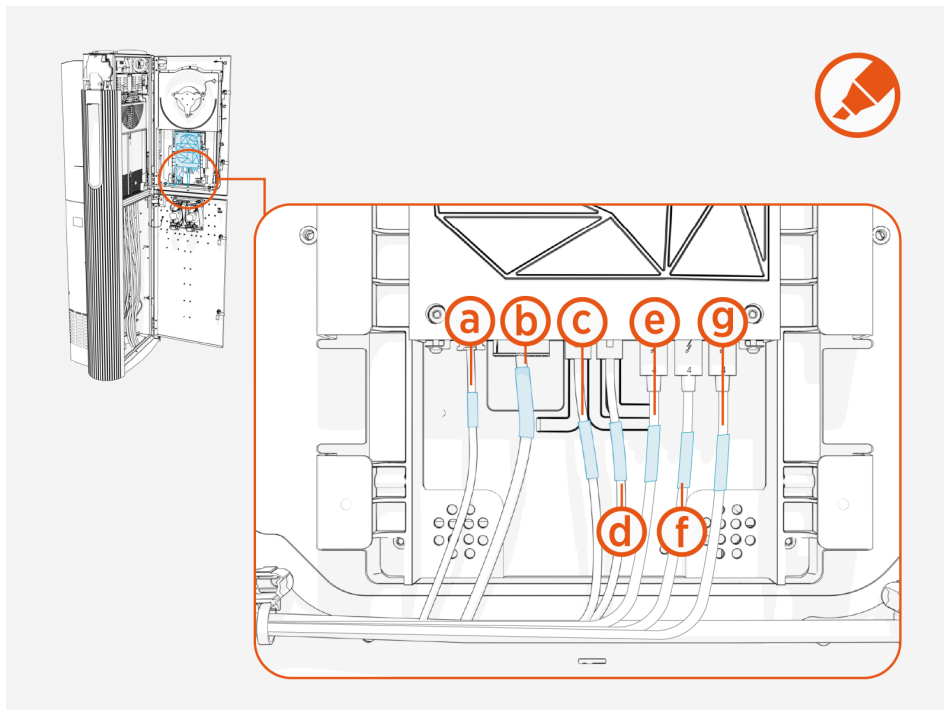
Disconnect CCOM Cables

To disconnect CCOM cables, complete the following steps:

1. Ensure all cables connected to the CCOM are labeled as shown below.

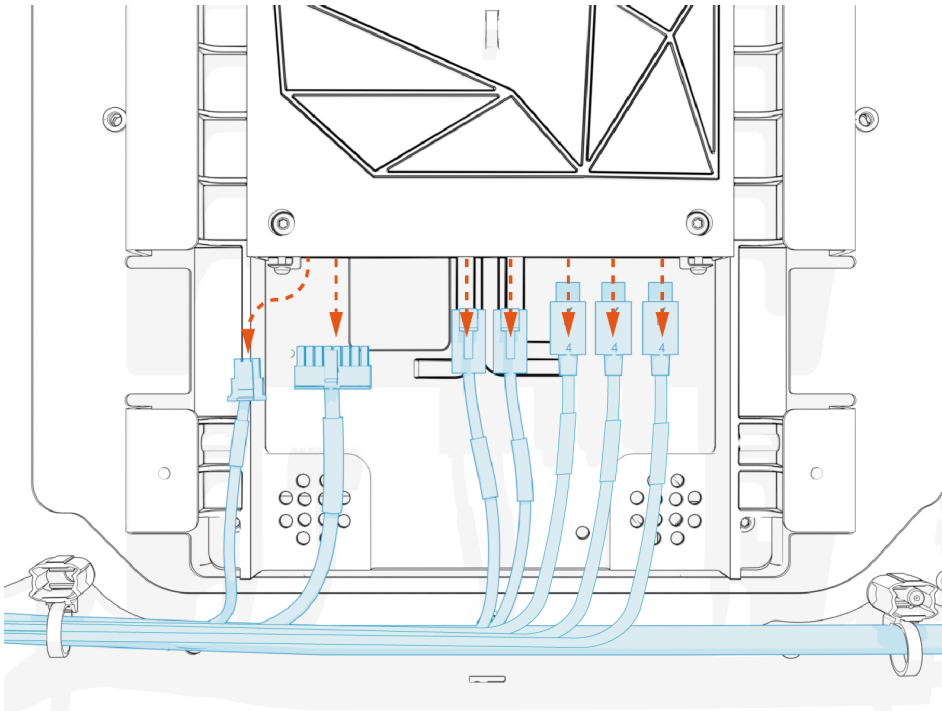


NOTE: Depending on the Power Link 2000 configuration, there may be zero, one, two, or three USB cables connected to the CCOM.



- (a) P312-02
- (b) P312-08
- (c) SSLAN
- (d) ETH SURGE
- (e) USB 1
- (f) USB 2
- (g) USB 3

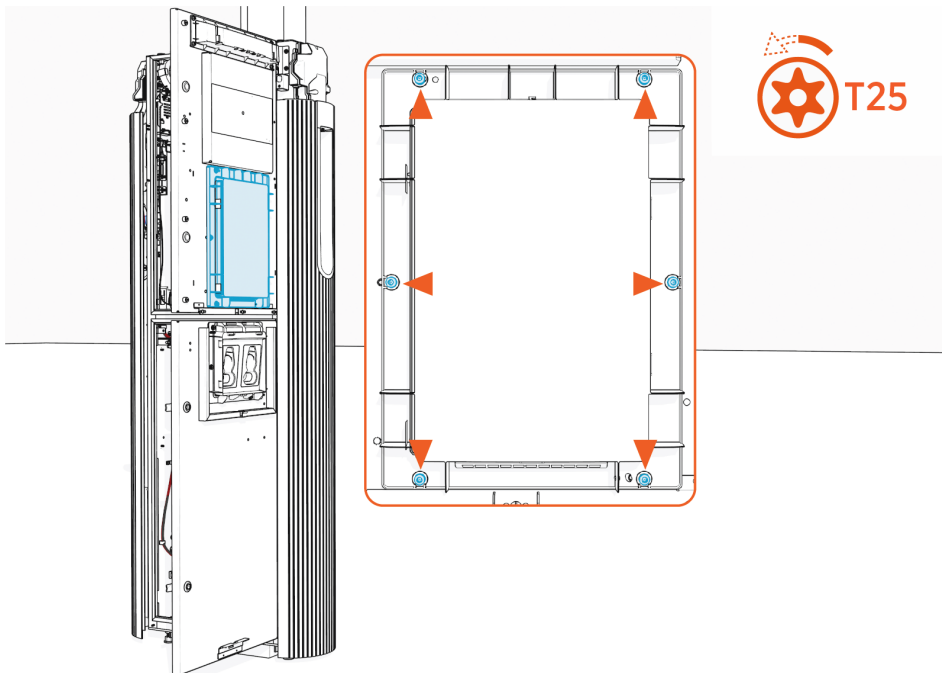
2. Disconnect all cables from the CCOM.



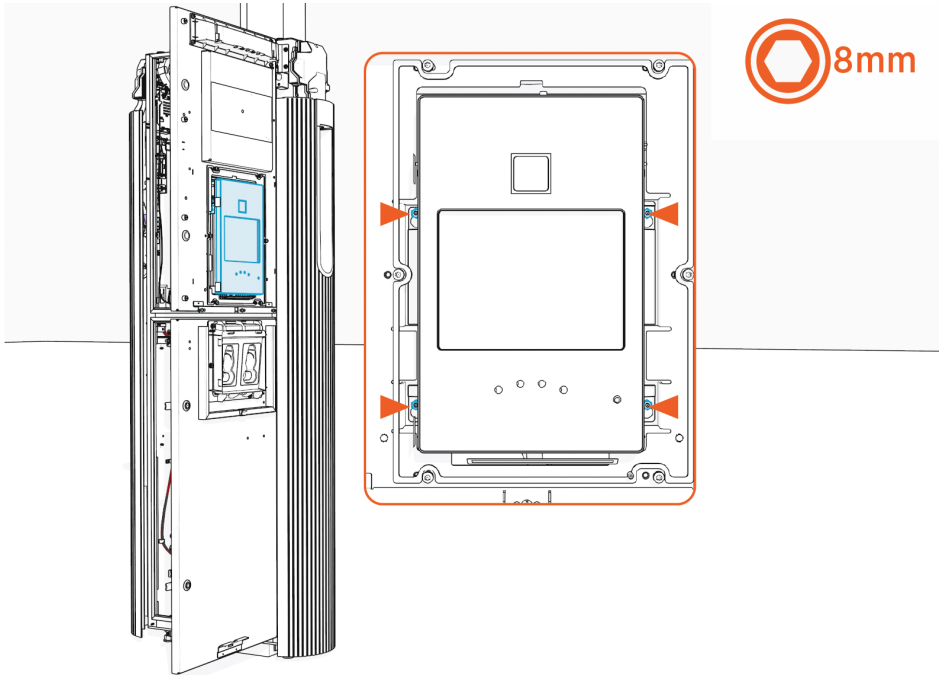
Remove 8-Inch Display

To remove the 8-inch display, complete the following steps:

1. Loosen the screws (x6) to remove the display cover.



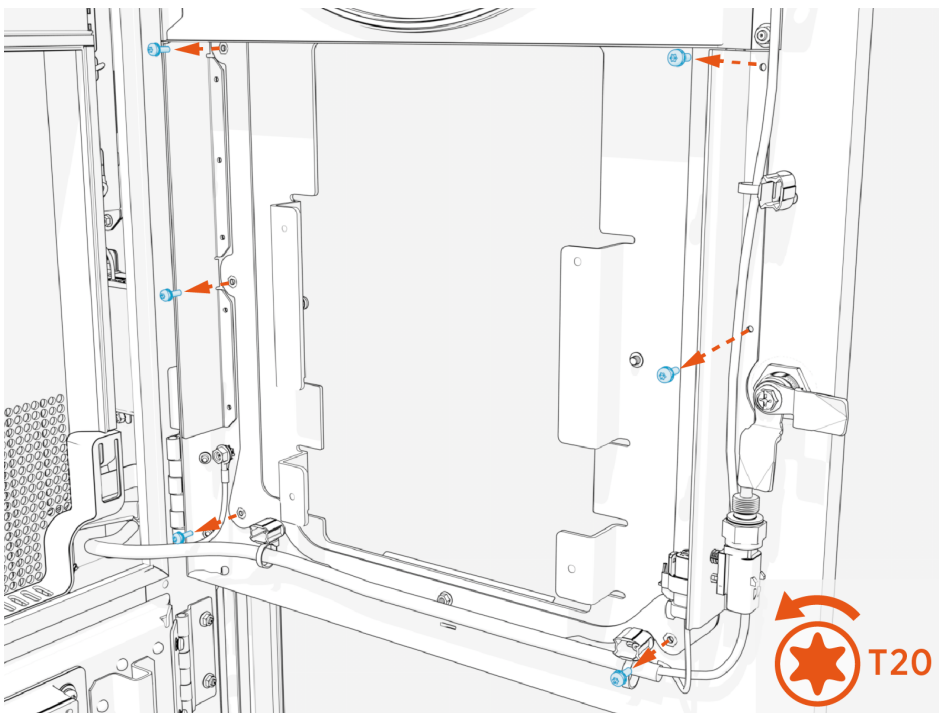
2. Loosen the hex nuts (x4) and slide the display up to remove it from the door.



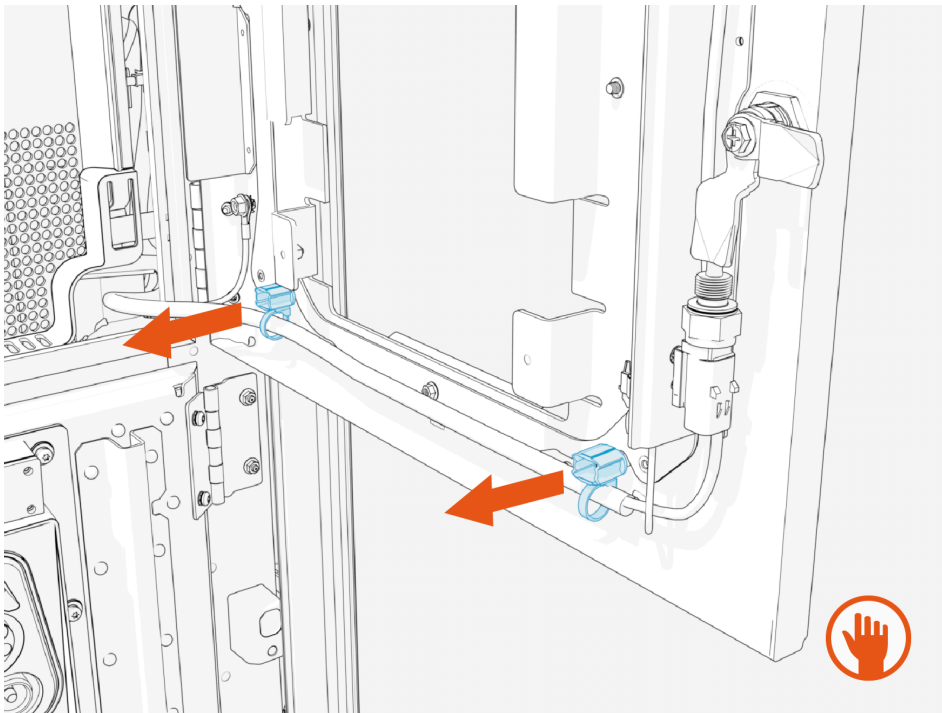
Remove Adapter Bracket

To remove the adapter bracket, complete the following steps:

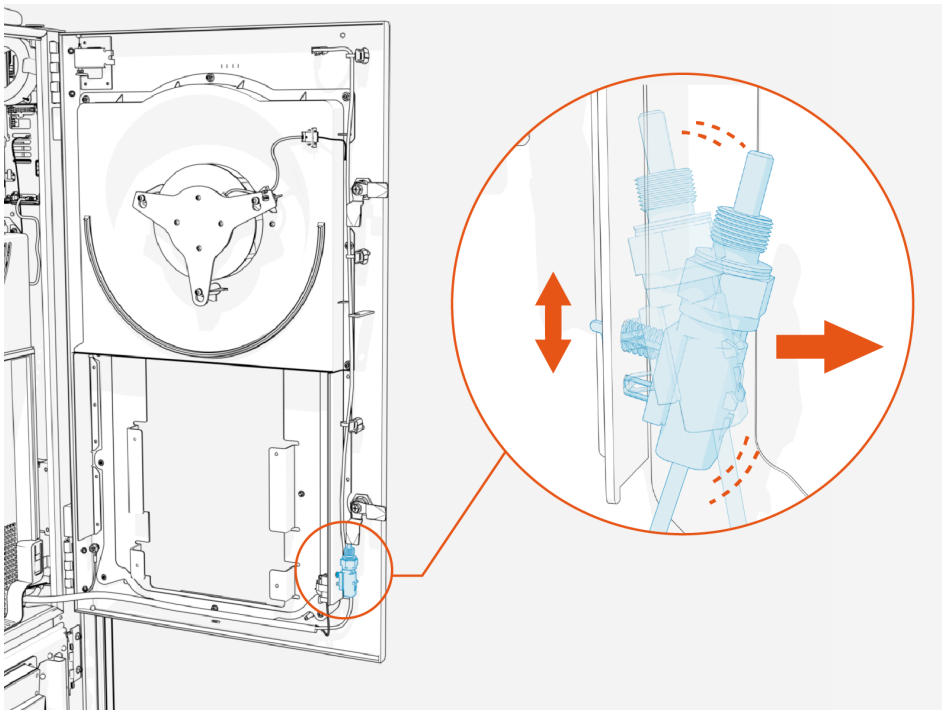
1. Remove adapter bracket fasteners (x6).



2. Disconnect main cable harness clips (x2) from the door.



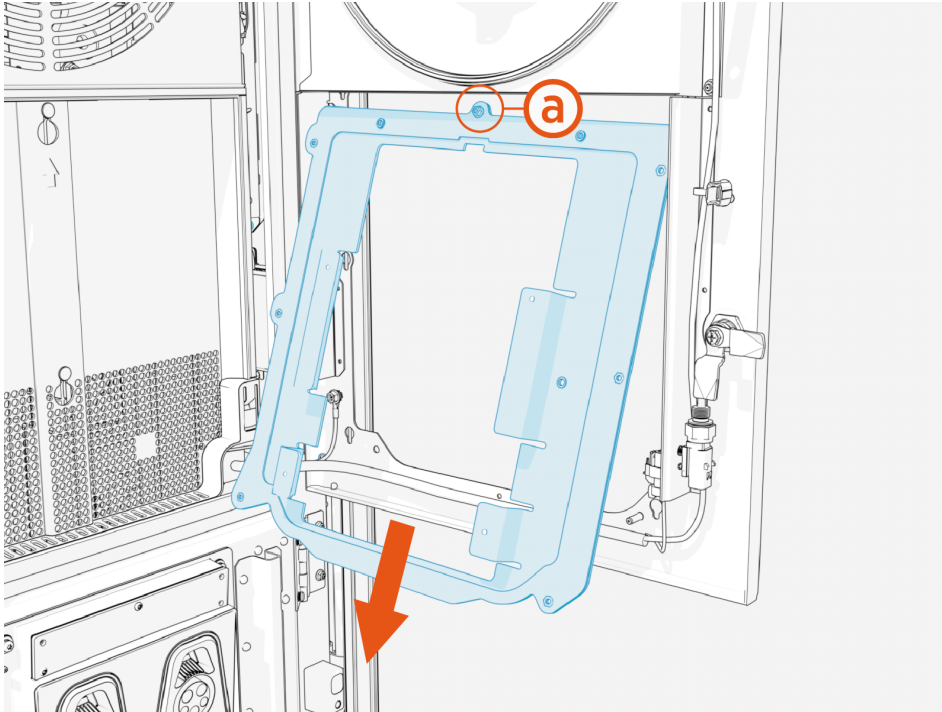
3. Remove the temperature sensor from the door.



4. Pull adapter bracket downward to remove.



NOTE: The top of the bracket has an anchor stud (a) that must pull out of the door frame.



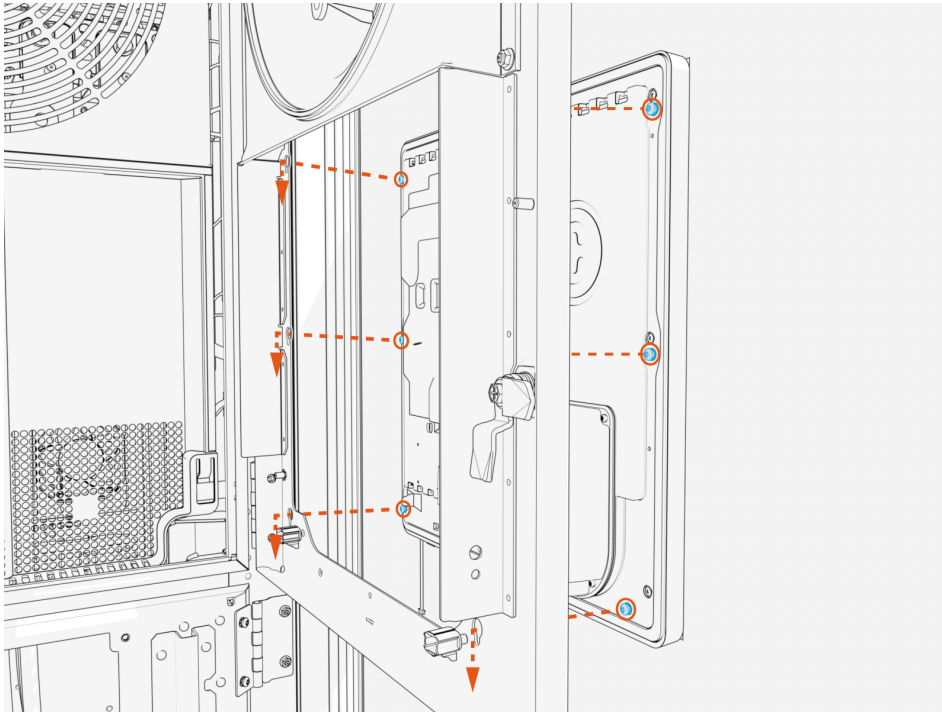
Mount 15-inch Display



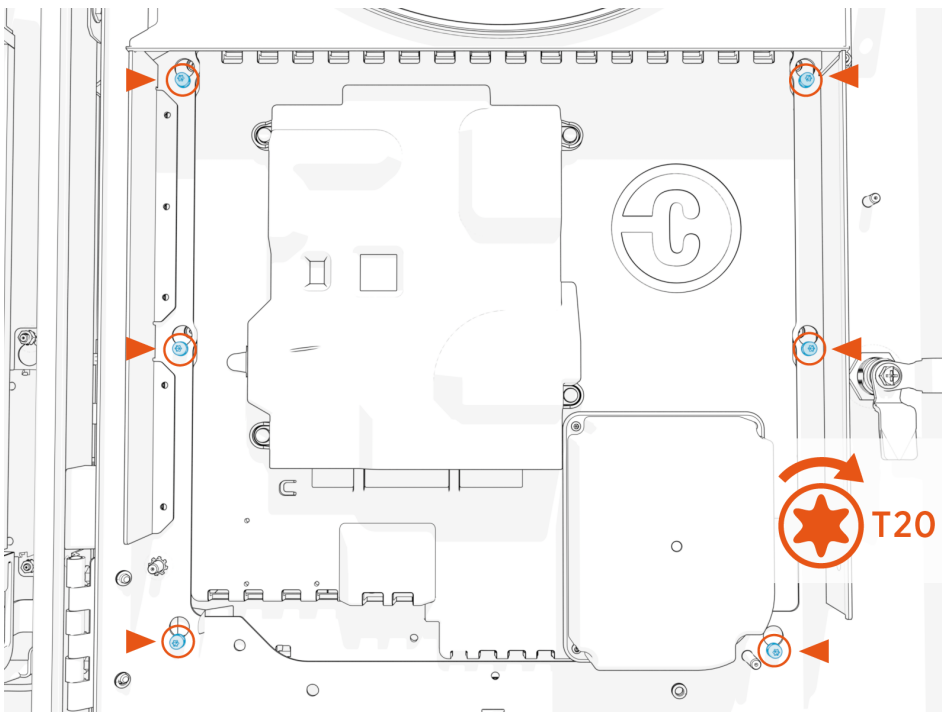
CAUTION: The display is heavy and should not be dropped.

To mount the 15-inch display, complete the following steps:

1. Align and seat the 15-inch CCOM/display fasteners into the keyholes on the door.



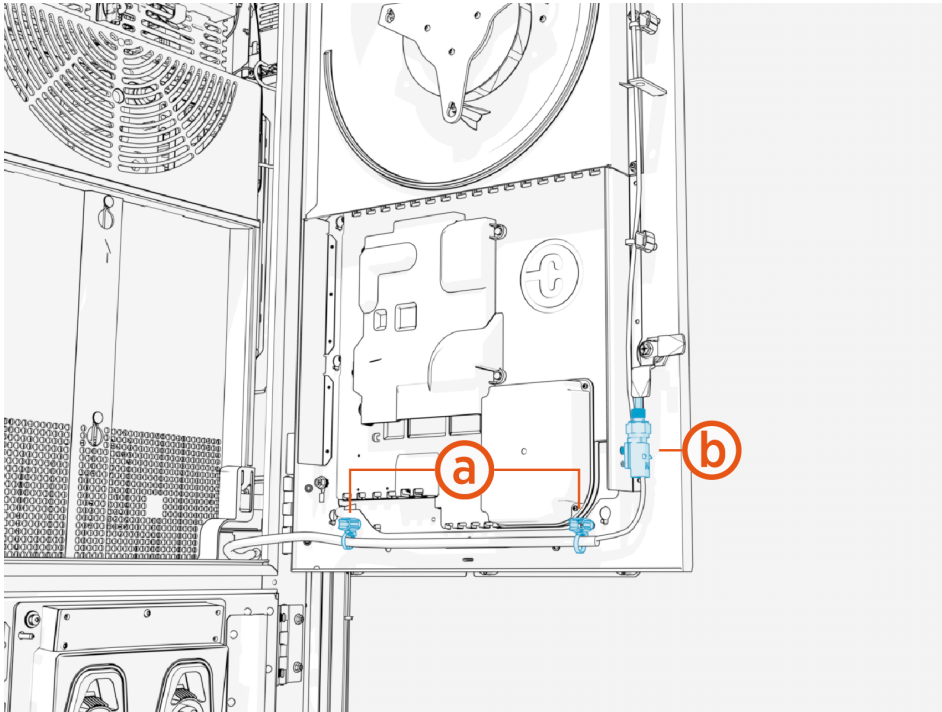
2. Tighten the fasteners (x6). Torque to **2.8 Nm (25 in-lb)**.



Reinstall Connections To Door

To reinstall connections to the door, complete the following steps:

1. Reinstall connections to the door.



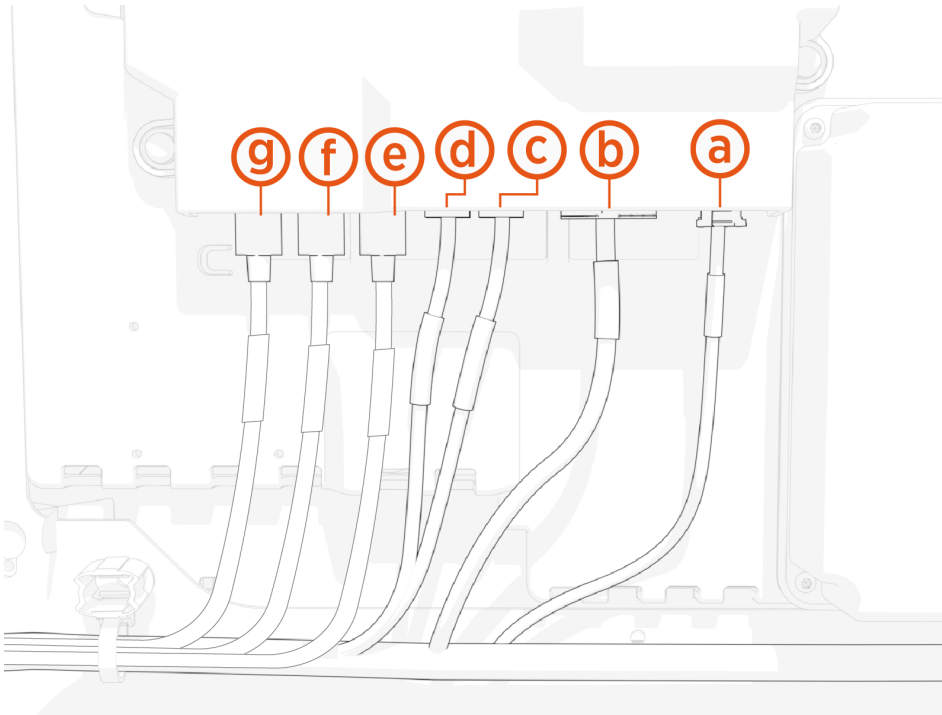
(a) Connect the main cable harness clips (x2).

(b) Install the temperature sensor.

2. Connect cables to the 15-inch CCOM.



IMPORTANT: Check the label on each cable to ensure cables are plugged into the CCOM as shown below. The cable port locations are reversed between the 8-inch CCOM and 15-inch CCOM.



- (a) P312-02
- (b) P312-08
- (c) SSLAN
- (d) ETH SURGE
- (e) USB 1
- (f) USB 2
- (g) USB 3

3. Reverse the initial steps taken to power off and open the Power Link 2000, with the following modifications:

- Do not power on the Power Link 2000 and contact ChargePoint Support to activate the Power Link 2000.



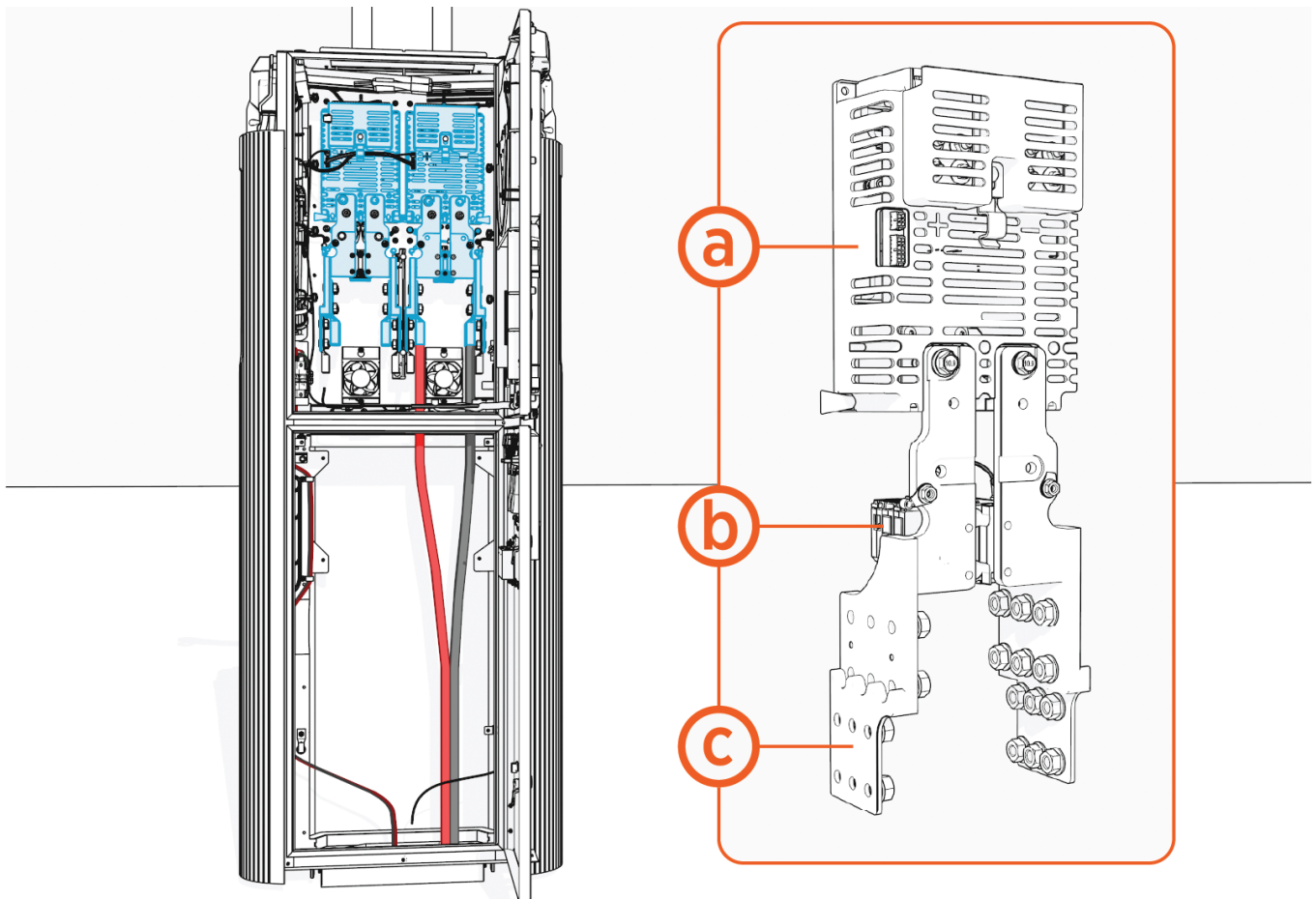
CAUTION: Powering on Power Link 2000 without activating the new CCOM can cause a loss of station data on ChargePoint Platform Dashboard.

- After successful power on, complete the post-service checklist. The checklist is available at ChargePoint Product Reference Documentation.

HV DC Input Assembly 12

To service and replace the HV DC input assembly, follow all instructions given in this chapter.

This assembly consists of the following components:



- (a)** Contactor switch (proton) module
- (b)** Surge arrester
- (c)** Bus bars (x2)

Tools and Materials

Bring these tools and materials:



Stepladder



Cut-resistant gloves



Hex socket set

- 8 mm for backplate nuts
- 10 mm for ground wire lug nut
- 17 mm HV DC input wire lug nuts



Dielectric grease

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.
4. Determine which HV DC input assembly (left or right) you want to replace.
5. Remove these:
 - a. HV DC input bus bar safety cover
 - b. Charging cable bus bar safety cover

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:



- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

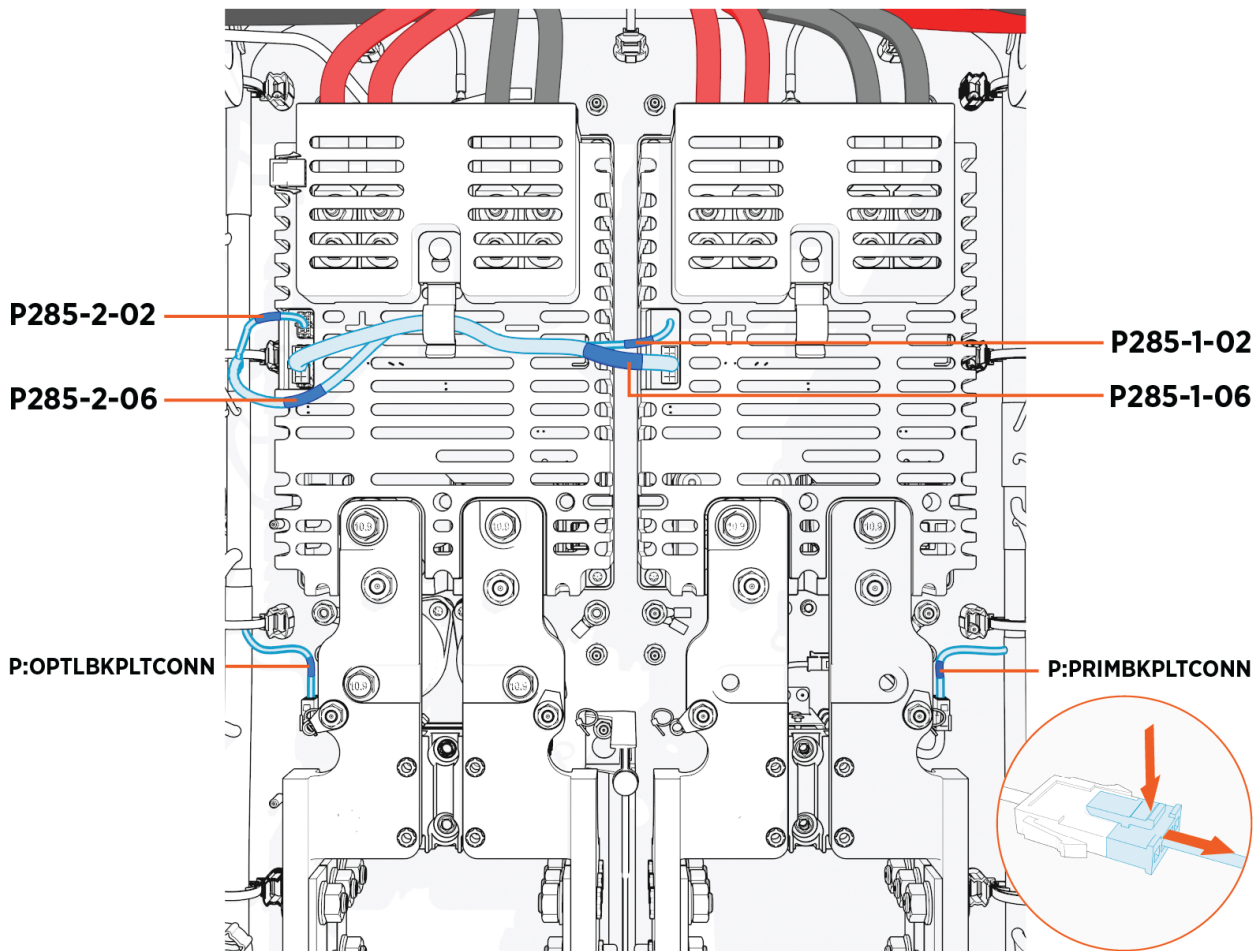
Replace HV DC Input Assembly

To replace HV DC input assembly, complete the following steps:

1. Press the latch and pull the connector to disconnect the cables (x3, per HV DC input).



NOTE: The illustrated cable connections on the left side and right side are for the left side and right side HV DC inputs, respectively. Disconnect only the cables that are connected to the HV DC input assembly you are replacing.

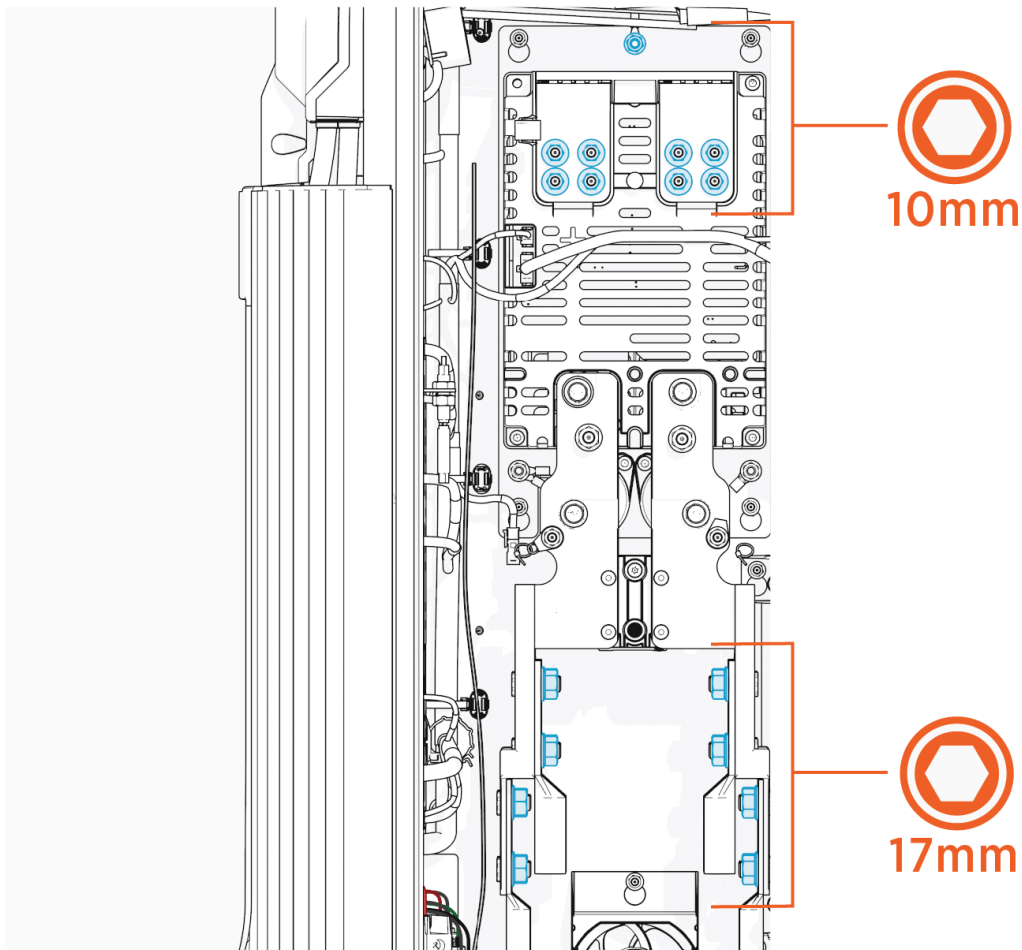


REINSTALL NOTE:



- Find the label on each cable to plug its connector back into its correct receptacle connector.
- To reconnect, plug in. The latch must snap onto the receptacle connector with a click sound to ensure that the connection is secure.
- Ensure that no cable is coming in contact with the bus bars.

2. Remove the lug nuts to disconnect the HV DC input, charging cable HV DC, and ground wires.



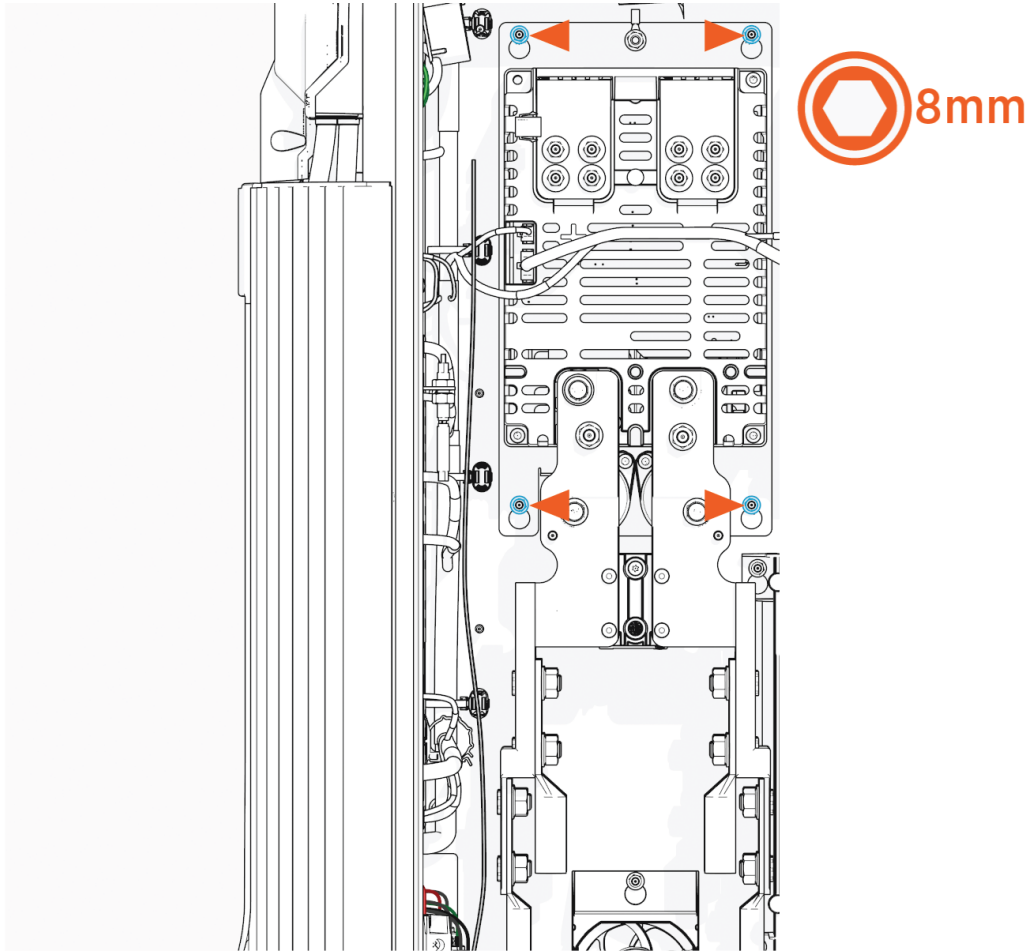
REINSTALL NOTE:



- Apply dielectric grease to the HV DC input wire lug's contact surface.
- Connect the wires back to their original landing location.
- Torque the charging cable HV DC and ground wire lug nuts (M6) to **5.6 Nm (50 in-lb)**, and HV DC input wire lug nuts (M10) to **19 Nm (14 ft-lb)**.

3. Loosen the hex nuts (x4) and lift the assembly to remove.

Hold the assembly backplate with one hand and place the other hand under the surge arrestor to gently push the assembly up to remove it from the studs.



REINSTALL NOTE:



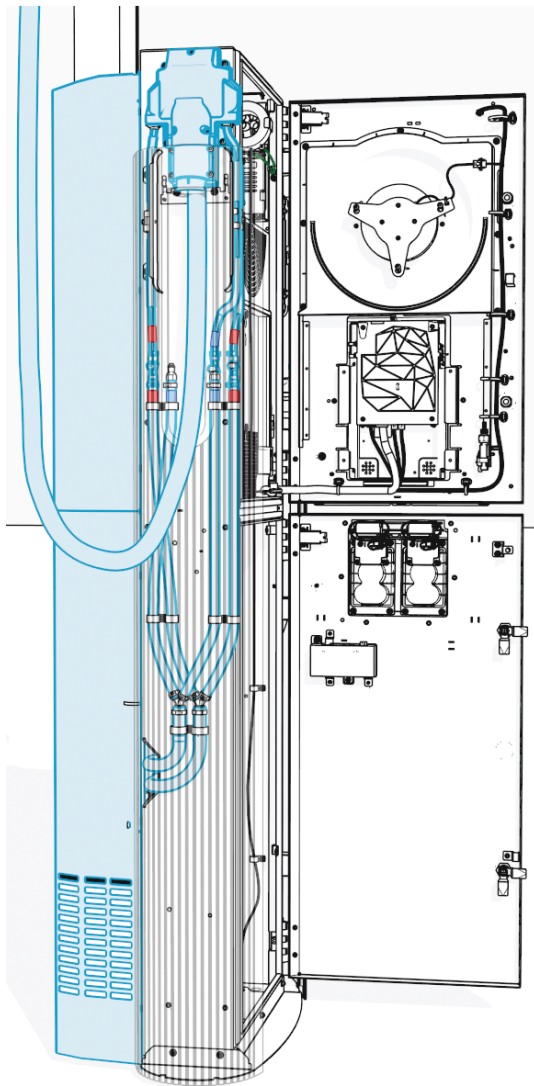
- To prevent wires from being pinched while installing, make sure no wire is between the backplate and the frame.
- Torque these nuts to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

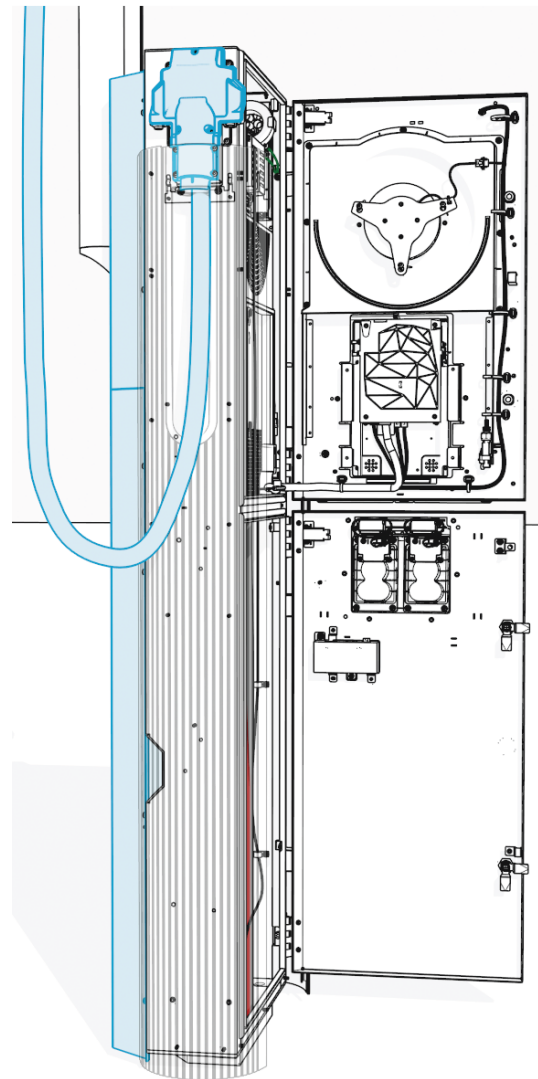
Charging Cable (LCC and Non-LCC) 13

To service and replace the charging cable, follow all instructions given in this chapter.
Service instructions for both liquid cooled cables (LCC) and non-LCC cables are given.

Liquid cooled cable (LCC)



Non-LCC



Tools and Materials

Bring these tools and materials:



Stepladder



T20 Torx screwdriver



T25 Security screwdriver



Hex socket set (10 mm for ground and HV DC wire lug nuts, and 7 mm for LCC coolant hose retaining clips)



Clean rags (only for LCC)



ChargePoint coolant (only for LCC)



Funnel (only for LCC to pour in coolant)

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open both the upper and lower doors.
4. Determine which charging cable (left or right) you want to replace.
5. Remove these:
 - a. Cable cap
 - b. Side panel (do not remove this if replacing a non-LCC cable)
 - c. Charging cable bus bar safety cover
 - d. HV DC input bus bar safety cover

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:



- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

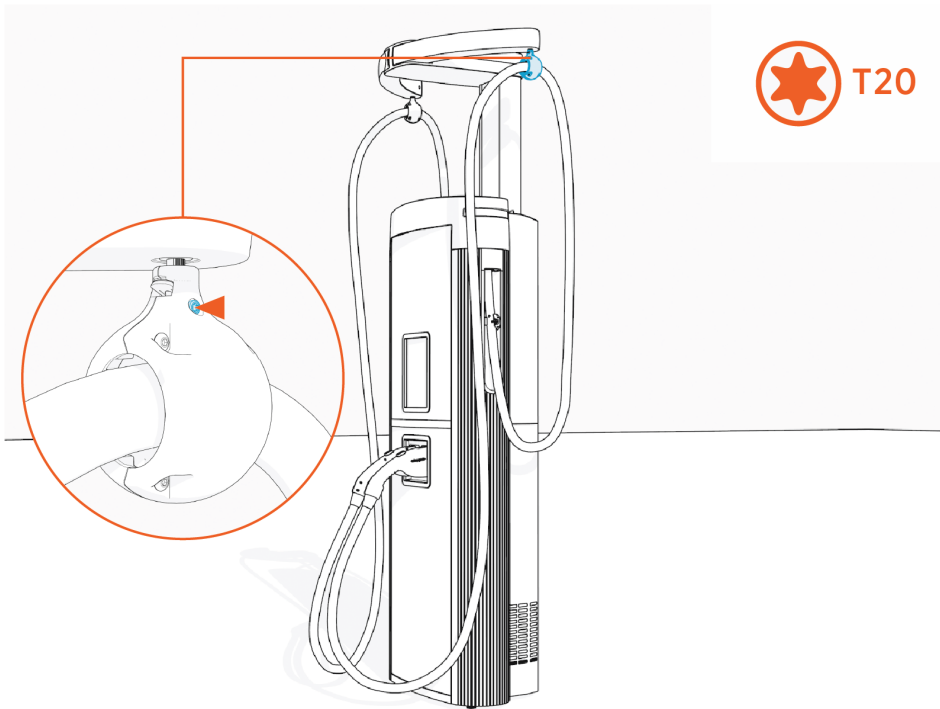
Replace Charging Cable

To replace the charging cable, complete all steps listed below.

Release Cable

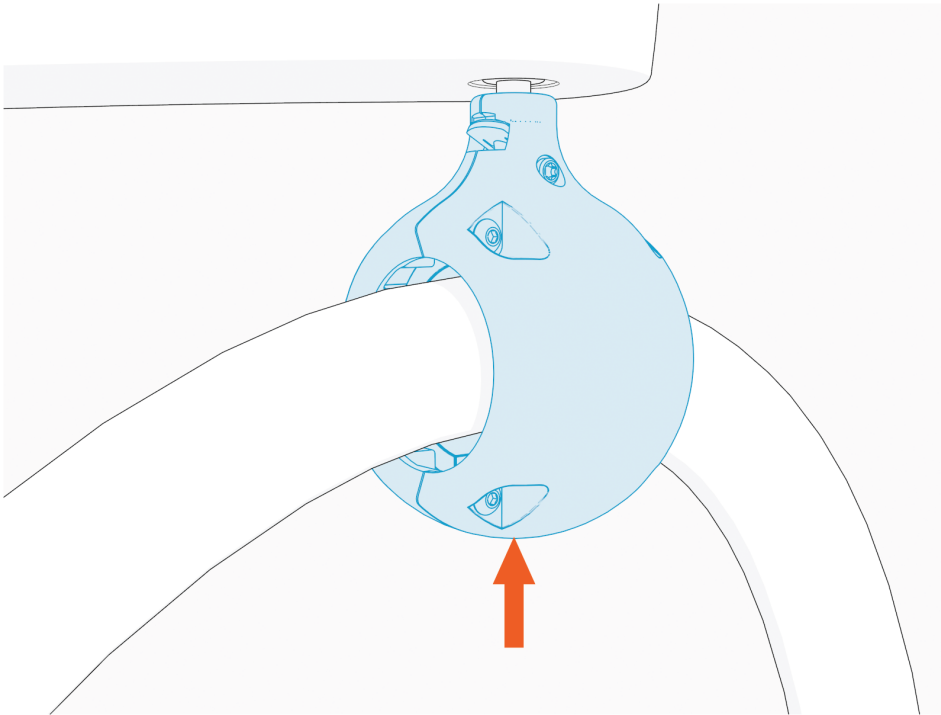
To release the cable, complete the following steps:

1. Loosen the tetherball screw (if present).

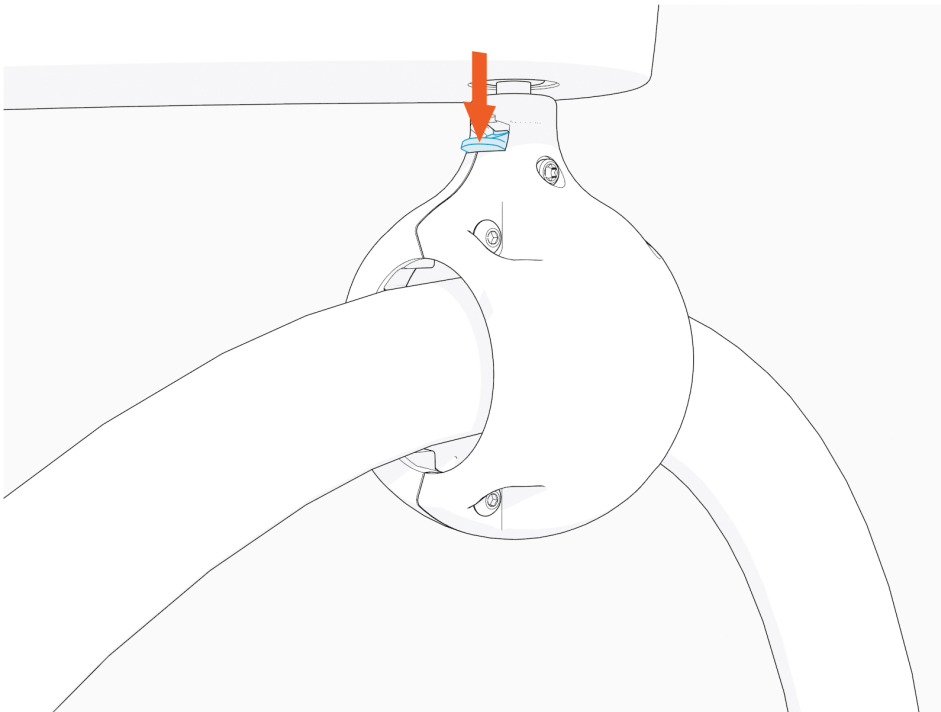


REINSTALL NOTE: (missing or bad snippet) Torque to **2.8 Nm (25 in-lb)**.

2. Hold the tetherball and gently push it up to unlatch the spring. The spring tab flips downward.



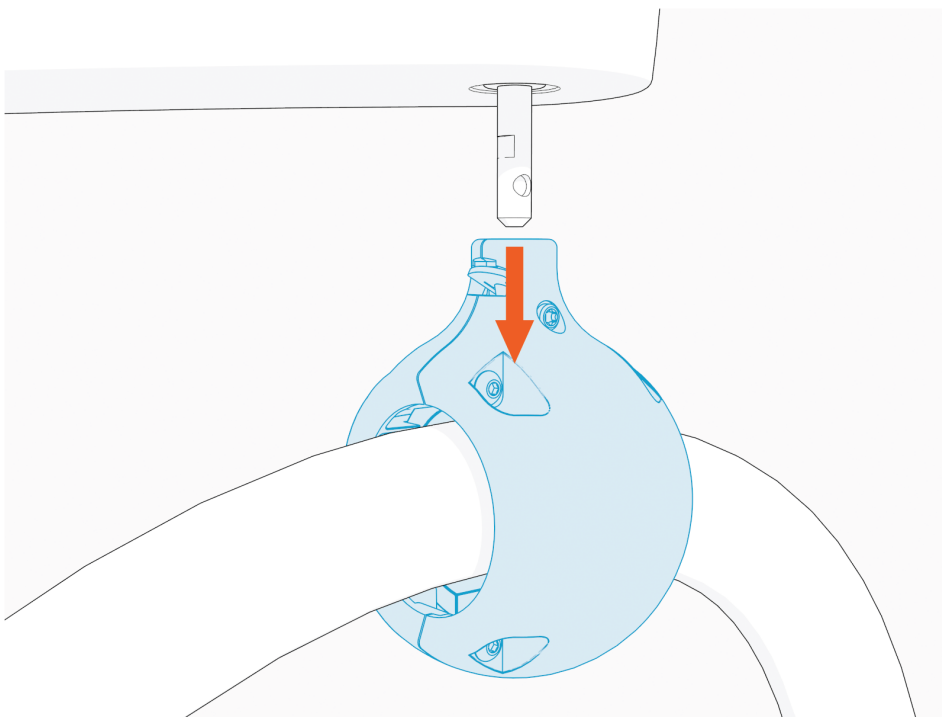
3. Hold down the spring tab.



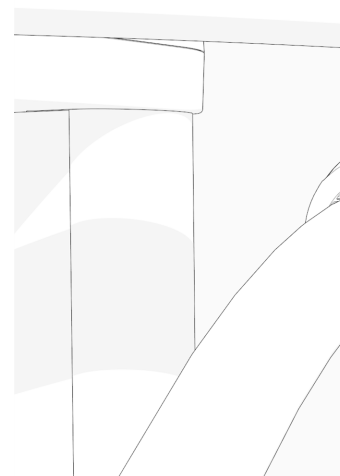
4. Remove tetherball from the tether pin to release the cable.



IMPORTANT: Place the cable on a padded surface to avoid scratches on the cable's surface.



REINSTALL NOTE: (missing or bad snippet) Align the spring with flat notch on the tether pin and gently push the tetherball onto the pin to suspend the cable.



Replace Cable

To replace the cable, complete the following steps:

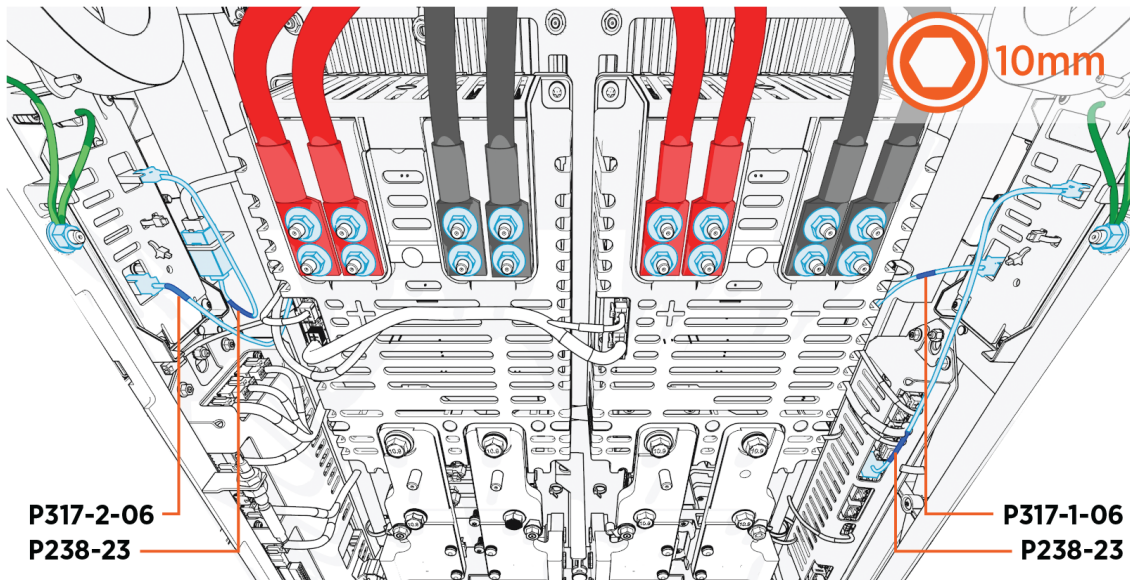
1. Disconnect the wires and cables of a charging cable that you are replacing.



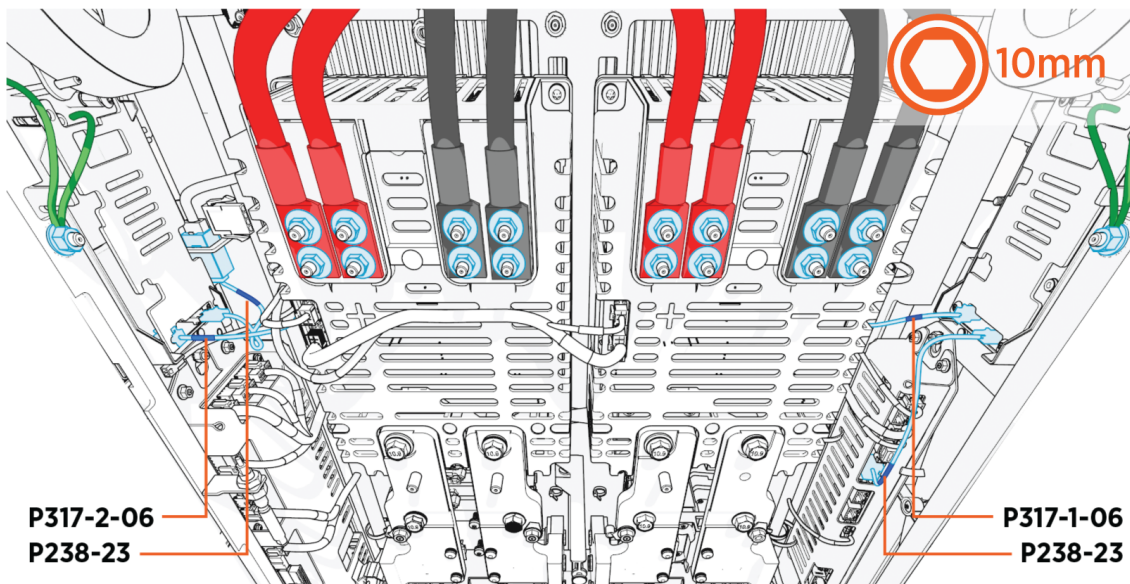
NOTE: The illustrated cable connections on the left side and right side are for the left side and right side charging cables, respectively.

- a. Press the latch and pull the connectors to disconnect the cables (x2; P238-23, and P317-2-06 or P317-1-06).
- b. Remove the lug nuts (x4, per red and black HV DC wires; and x1, per green ground wires).

Non-LCC wire and cable connections



LCC wire and cable connections



REINSTALL NOTE:

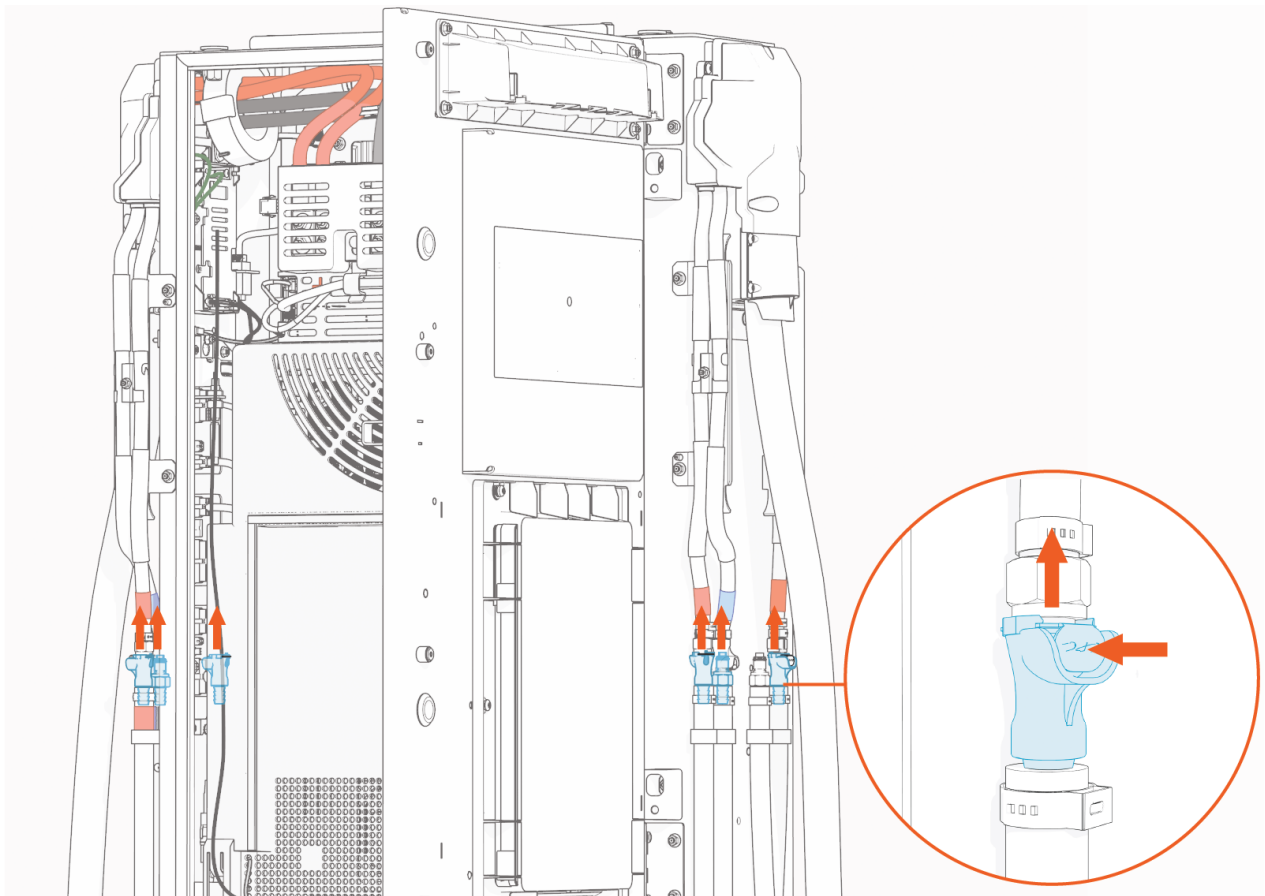


- Connect red HV DC wires to positive (+) and black HV DC wires to negative (-) pole.
- Torque all lug nuts to **5.6 Nm (50 in-lb)**.
- Find the label on each cable to plug its connector back into its correct receptacle connector.
- To reconnect, plug in. The latch must snap onto the receptacle connector with a click sound to ensure that the connection is secure.

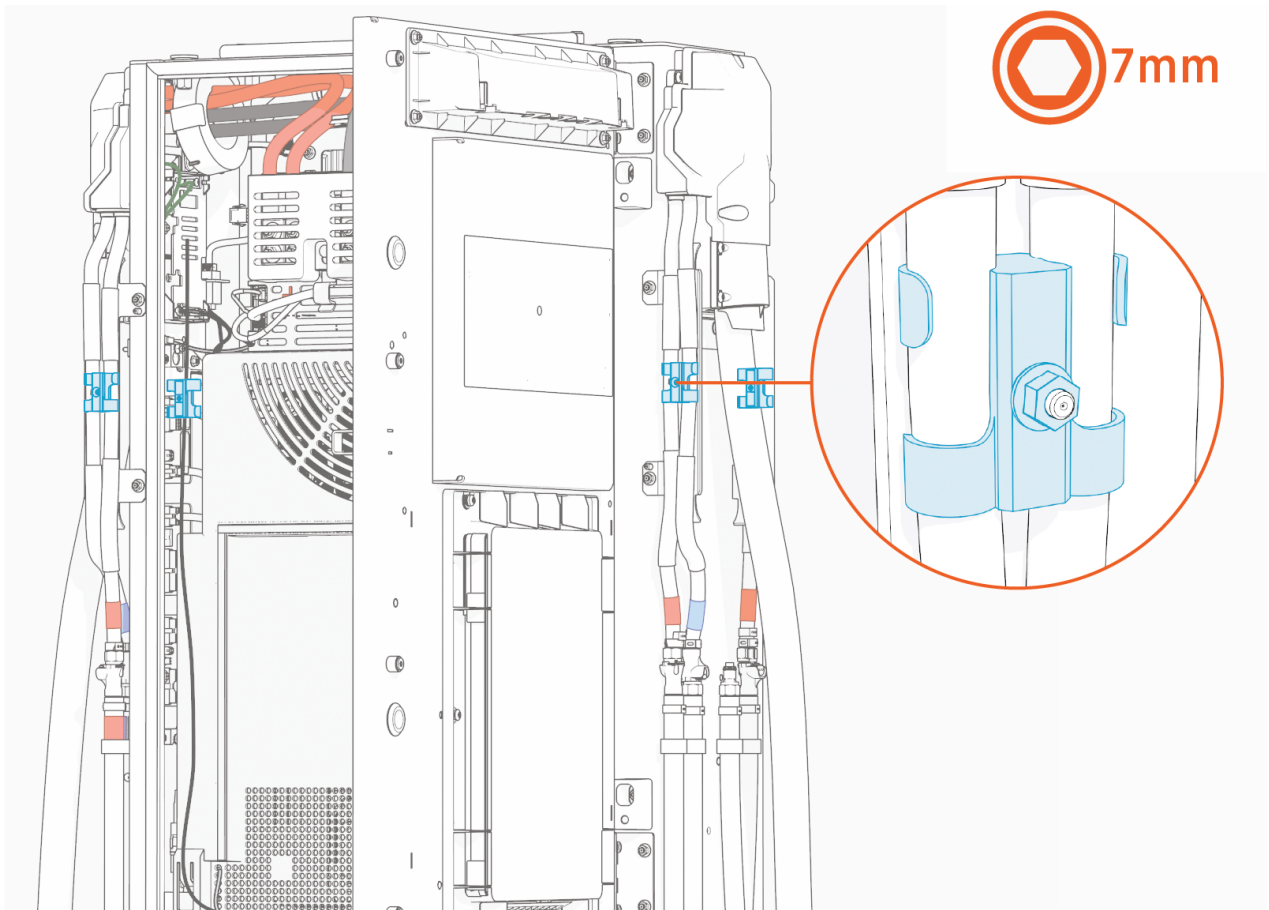
2. (Skip this step for non-LCC) Press the latch and pull the connector to disconnect the hoses (x3, per charging cable).



NOTE: While disconnecting, use a clean rag to catch and wipe off any coolant residue on the connectors.

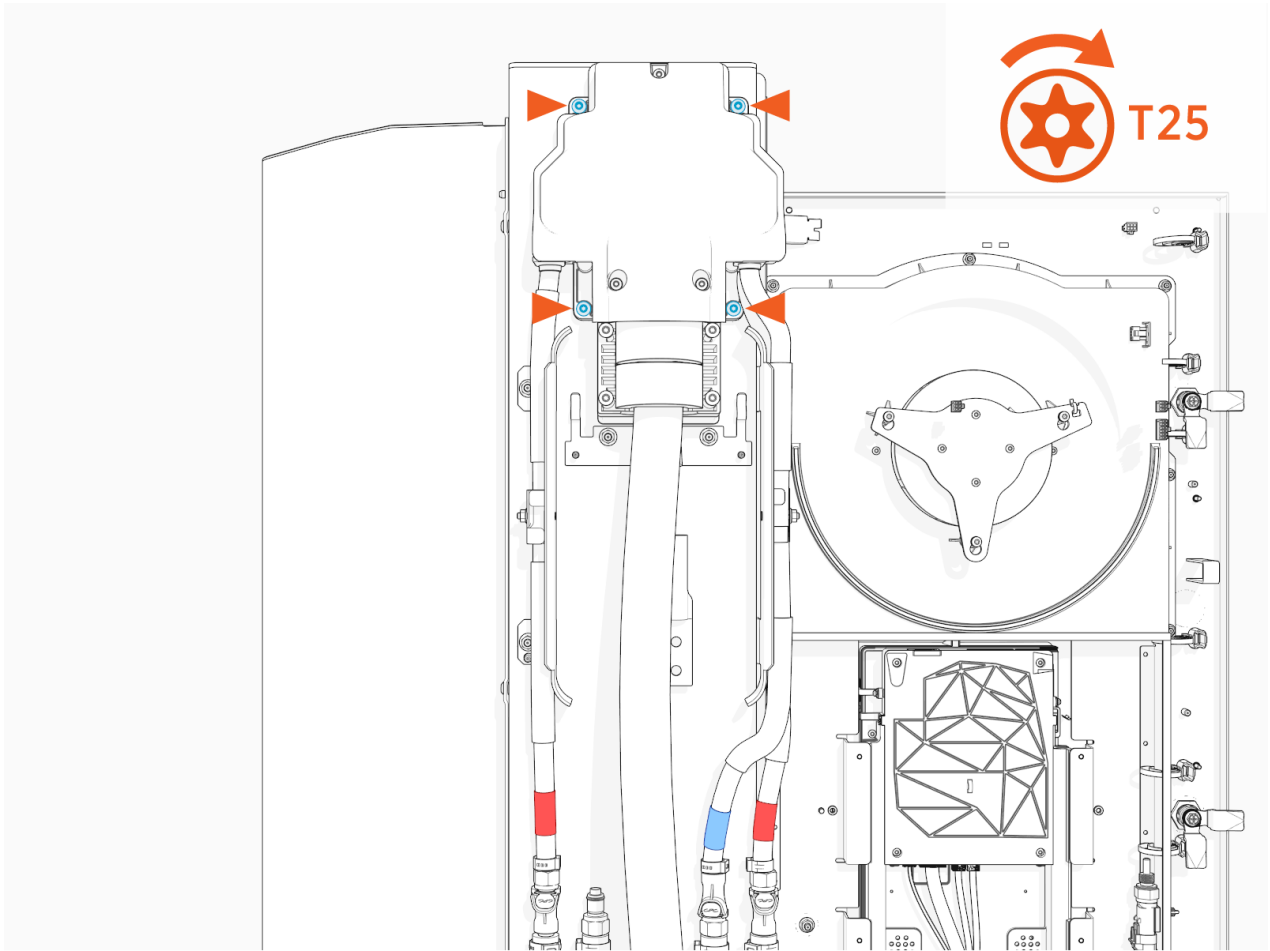


- To reconnect, plug in. The latch must snap onto the receptacle connector with a click sound to ensure that the connection is secure.
 - Top up or refill coolant.
3. (Skip this step for non-LCC) Remove the hex nuts (x2, per charging cable) to detach the coolant hose retaining clips.



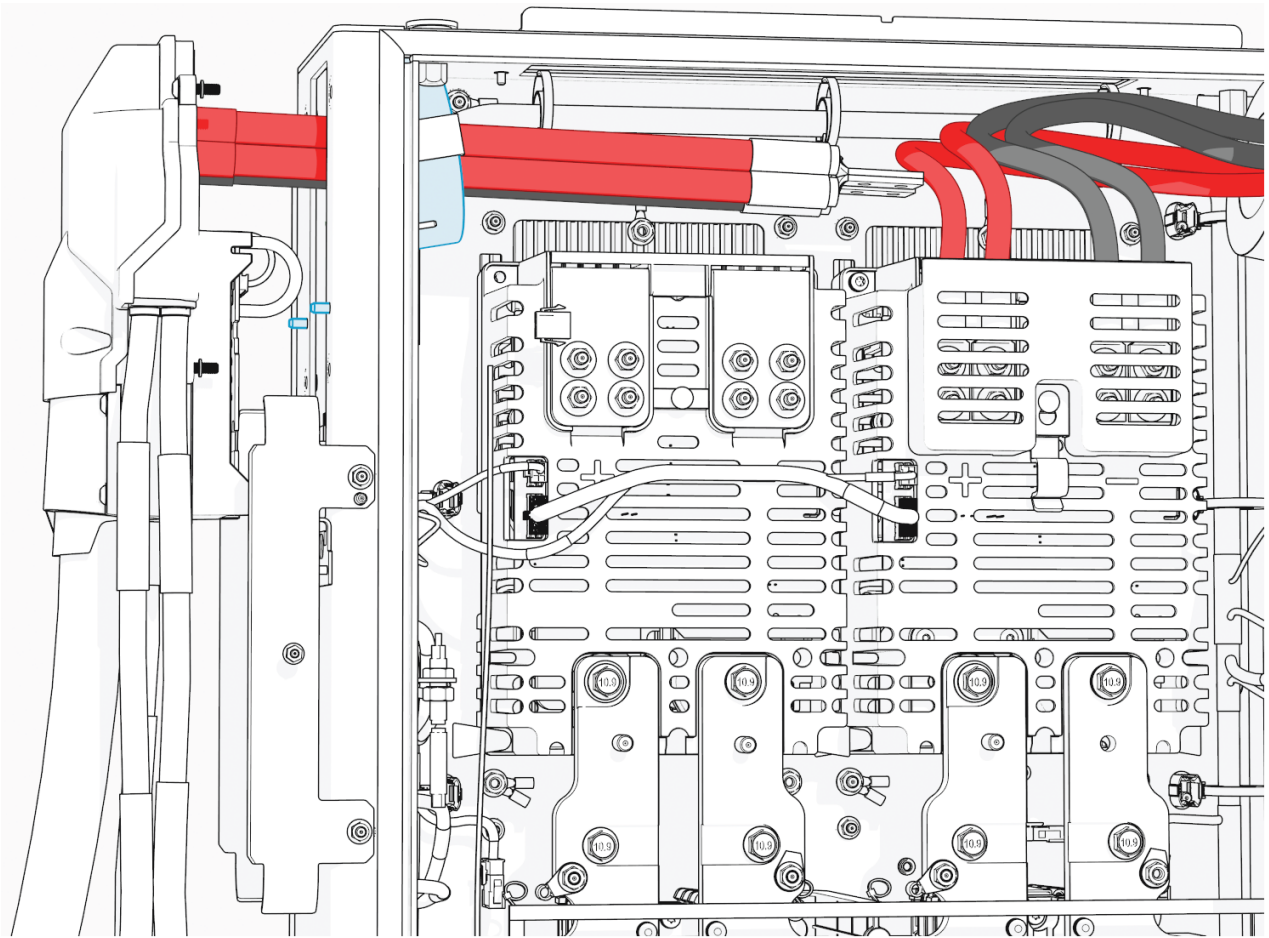
REINSTALL NOTE: Torque these nuts to **1.7 Nm (15 in-lb)**.

4. Loosen the screws (x4, per charging cable).



REINSTALL NOTE: Torque these screws to **4.5 Nm (40 in-lb)**.

5. Remove cable assembly from studs (x2) and route all wires out of Power Link 2000.



REINSTALL NOTE:



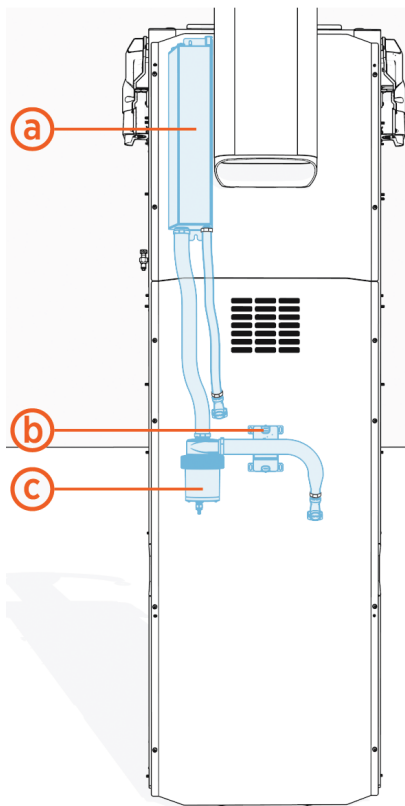
- Route only the positive (red) and negative (black) HV DC wires through the Ferrite ring and the other wires such as ground (green) and Ethernet cable outside of the Ferrite ring.
- To prevent small cables from being pinched while installing, make sure no cable is between the charging cable assembly enclosure and the frame.

Reverse the above steps to reinstall with replacement FRU.

Pump and Reservoir Assembly 14

To service and replace the pump and reservoir assembly, follow all instructions given in this chapter.

The assembly consists of the following components:



(a) Coolant reservoir

(b) Pump

(c) Pump controller

Tools and Materials

Bring these tools and materials:



Stepladder



Hex socket set

- 8 mm for coolant reservoir
- 7 mm for pump controller



Clean rags



T30 Torx screwdriver (for pump)



Needle nose pliers

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Heat sink cap
 - c. Front lower cover
 - d. Front upper cover
 - e. Cable cap
 - f. Side panel
 - g. Rear upper cover
 - h. Rear lower cover

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

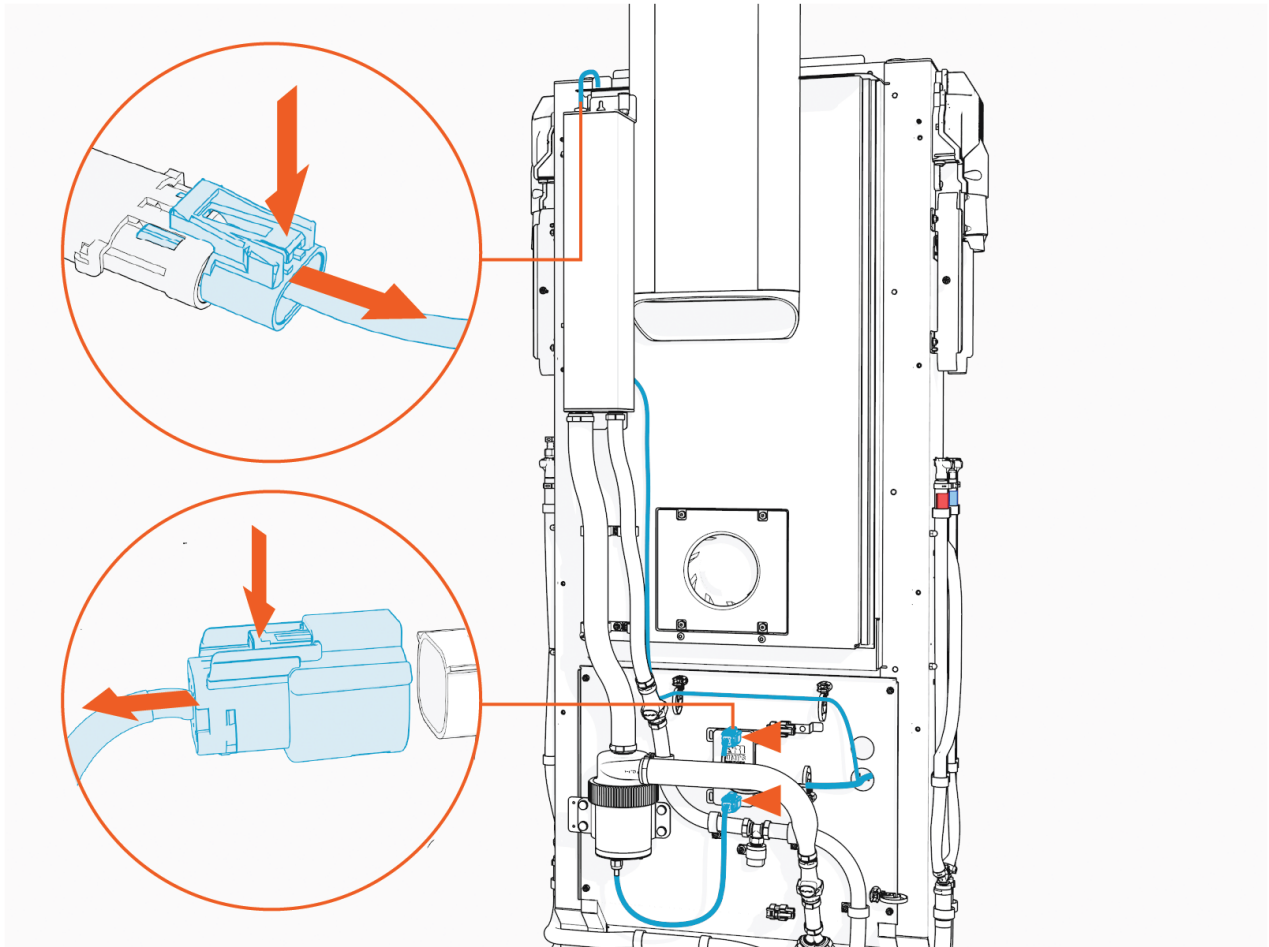


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace Pump and Reservoir Assembly

To replace the pump and reservoir assembly, complete the following steps:

1. Press the latch and pull the connector to disconnect the cables (x3).

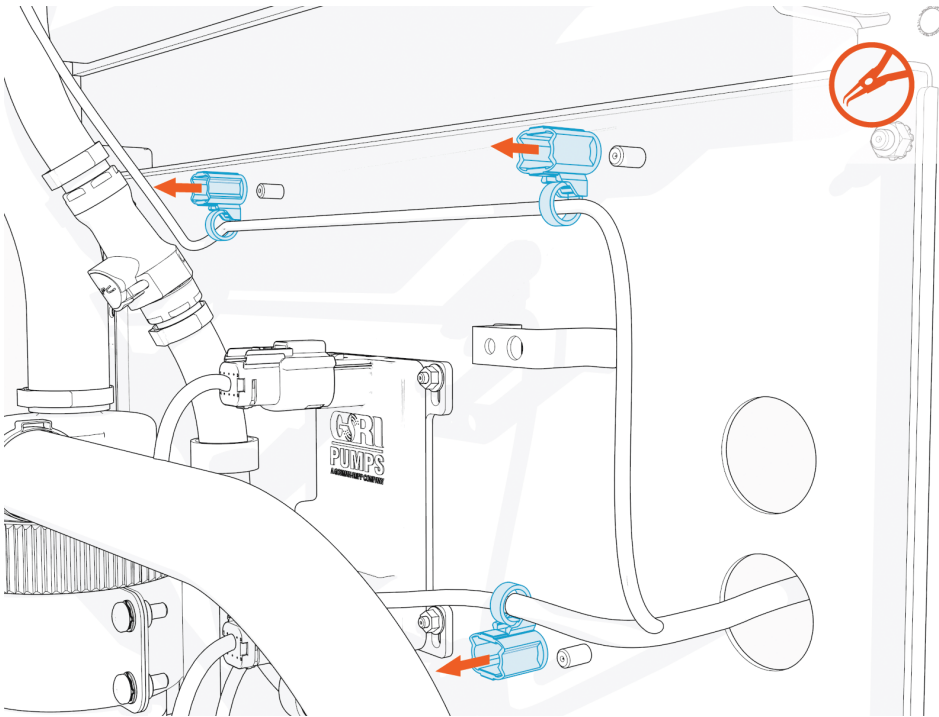


REINSTALL NOTE:



- Find the label on each cable to plug its connector back into its correct receptacle connector.
- To reconnect, plug in. The latch must snap onto the receptacle connector with a click sound to ensure that the connection is secure.

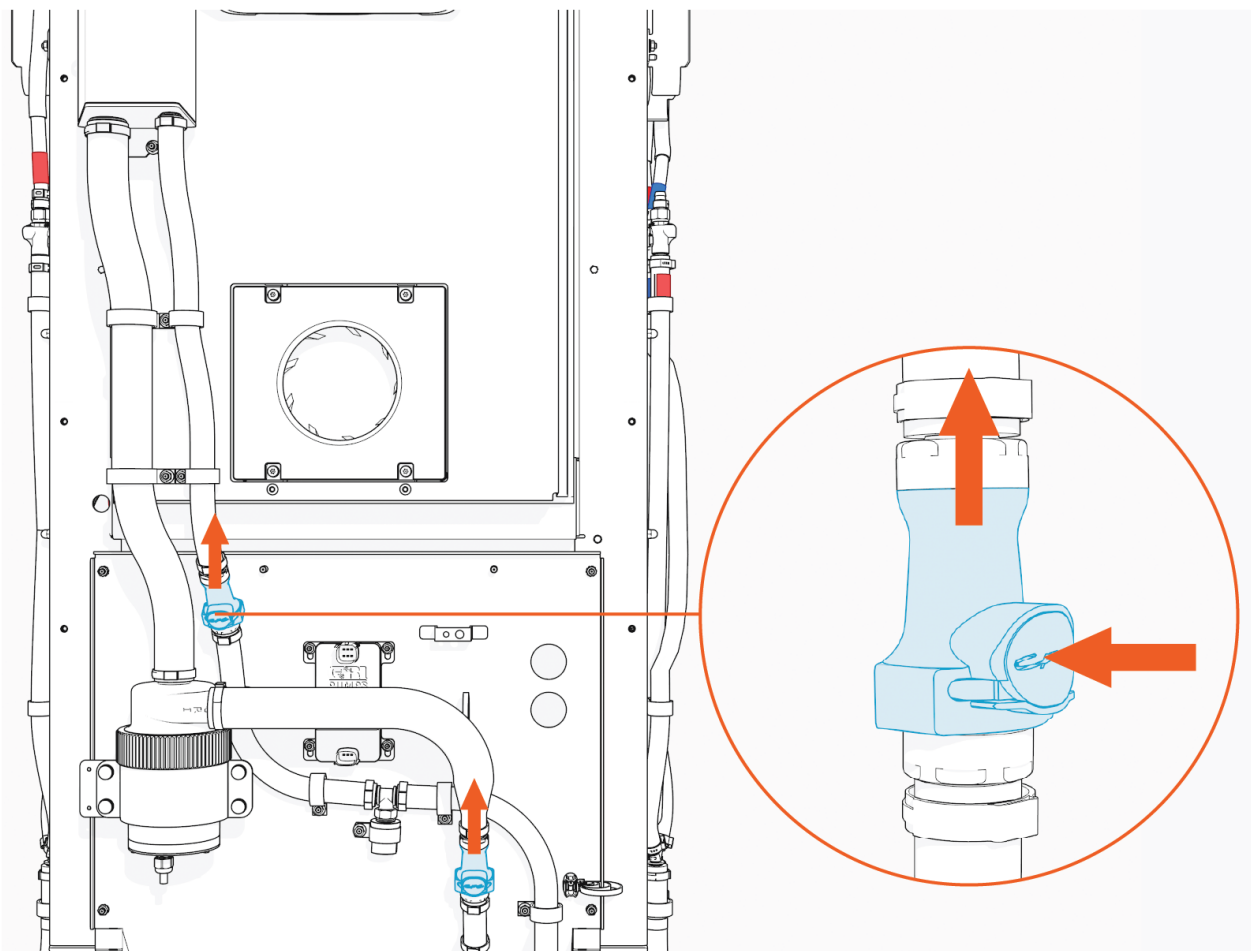
2. Use needle nose pliers to pull out the stud-mounted zip ties.



3. Press the latch and pull the connector to disconnect the hoses (x2).



NOTE: While disconnecting, use a clean rag to catch and wipe off any coolant residue on the connectors.

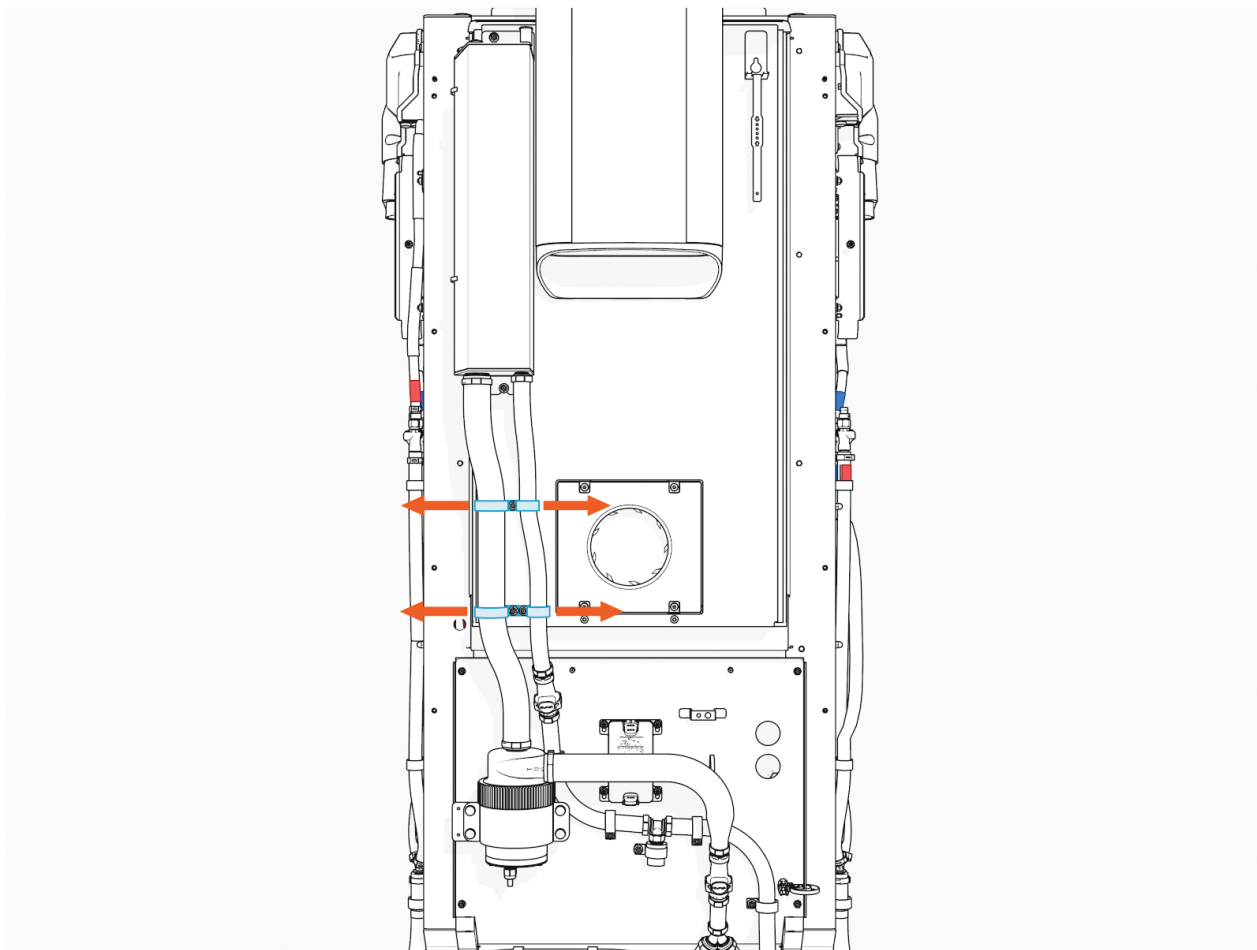


REINSTALL NOTE:

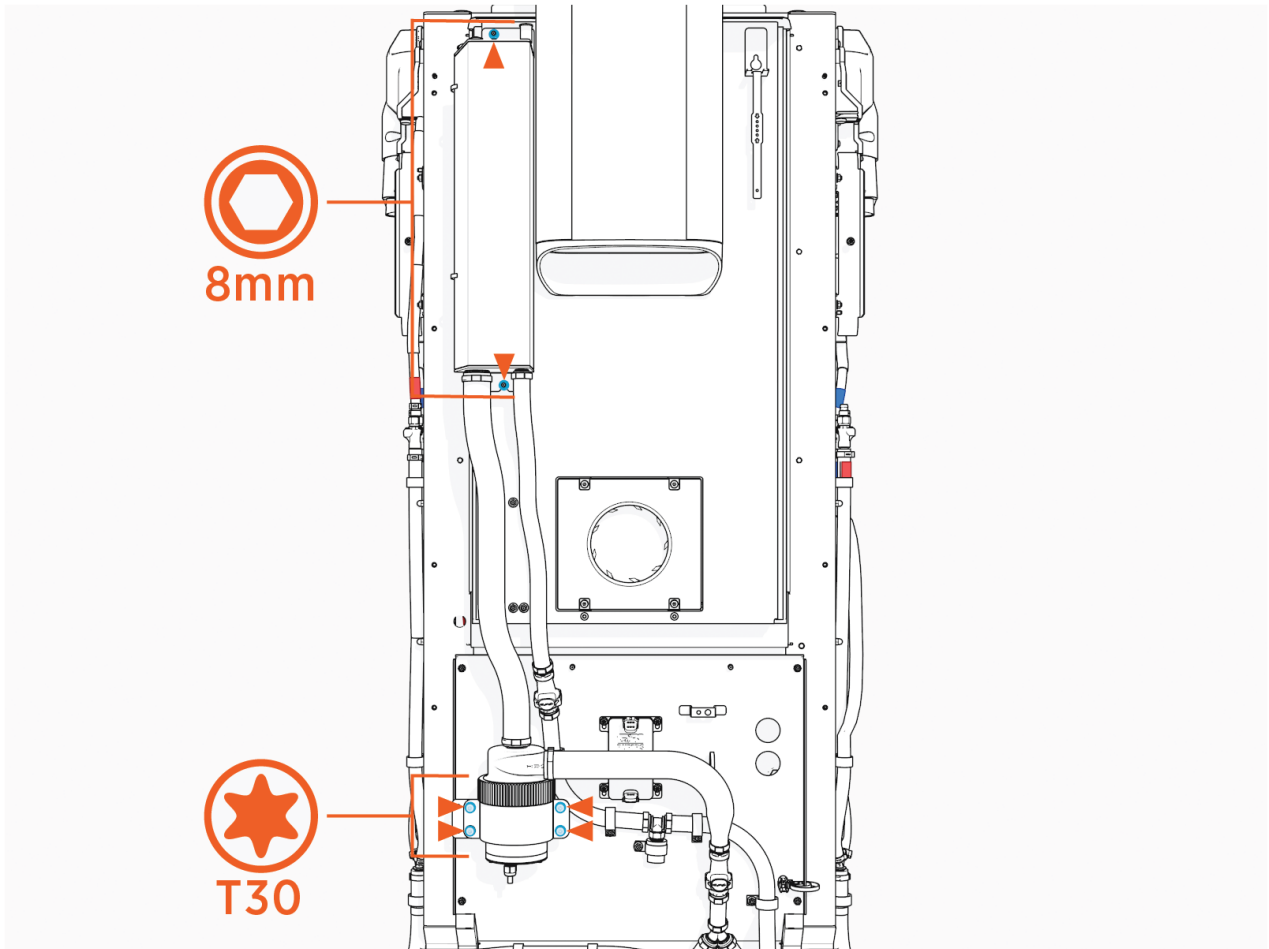



- To reconnect, plug in. The latch must snap onto the receptacle connector with a click sound to ensure that the connection is secure.
- Top up or refill coolant.

4. Flex the hose clamps (x4) to untie the hoses (x2).

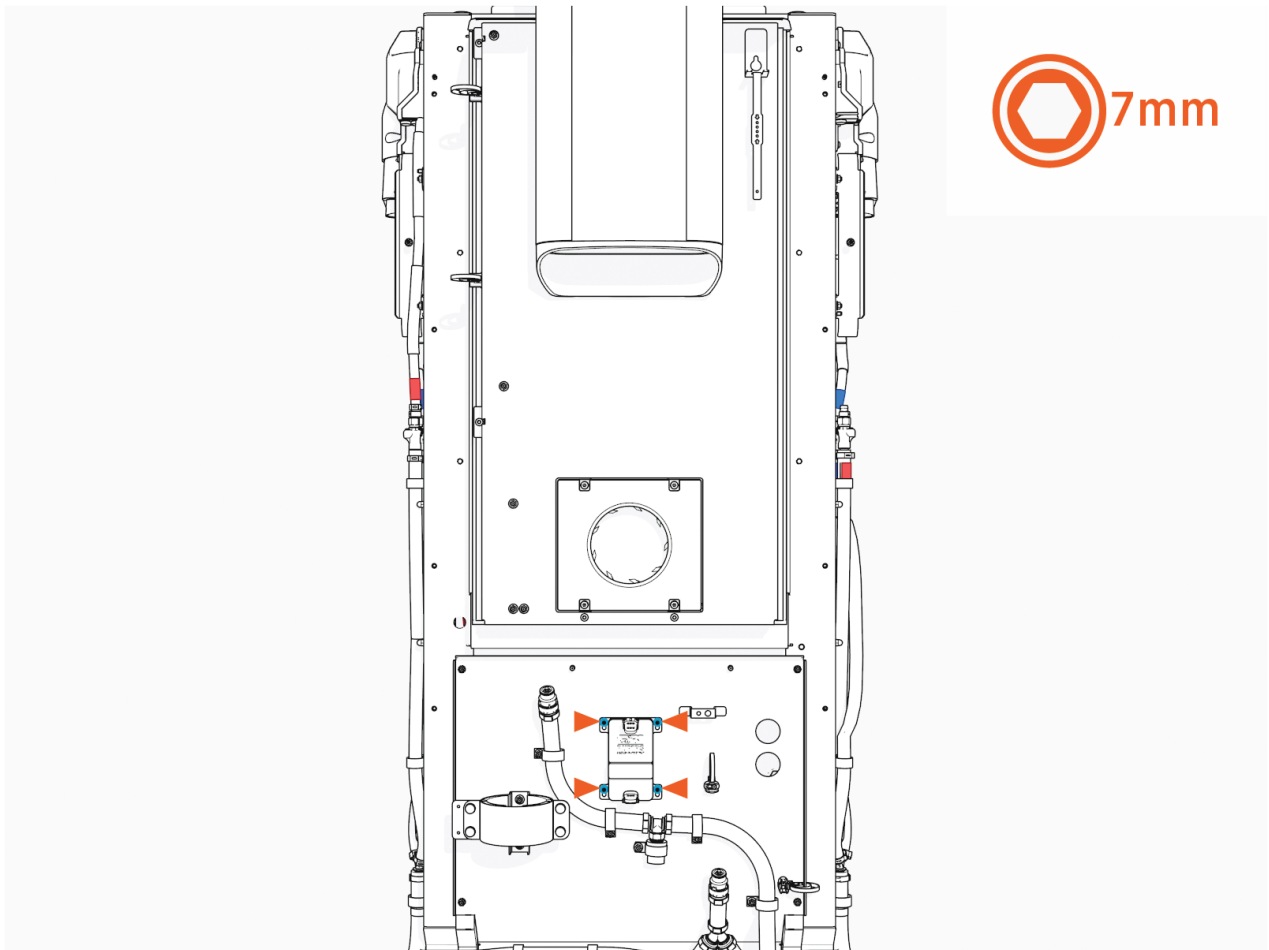


5. Loosen the reservoir bracket nuts (x2) and pump bracket screws (x4), and lift the assembly to remove. Hold the reservoir with one hand and pump with other hand to gently lift and remove the assembly.



 **REINSTALL NOTE:** Torque the reservoir bracket nuts to **4.5 Nm (40 in-lb)** and pump bracket screws to **5.6 Nm (50 in-lb)**.

6. Loosen the pump controller bracket nuts and slide the controller up to remove.



REINSTALL NOTE: Torque these nuts to **2.8 Nm (25 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

External Fan 15

To service and replace the external fan, follow all instructions given in this chapter.

Tools

Bring these tools:



T25 torx screwdriver



8 mm hex socket

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
 - d. Cable cap
 - e. Side panel
 - f. Rear upper cover

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

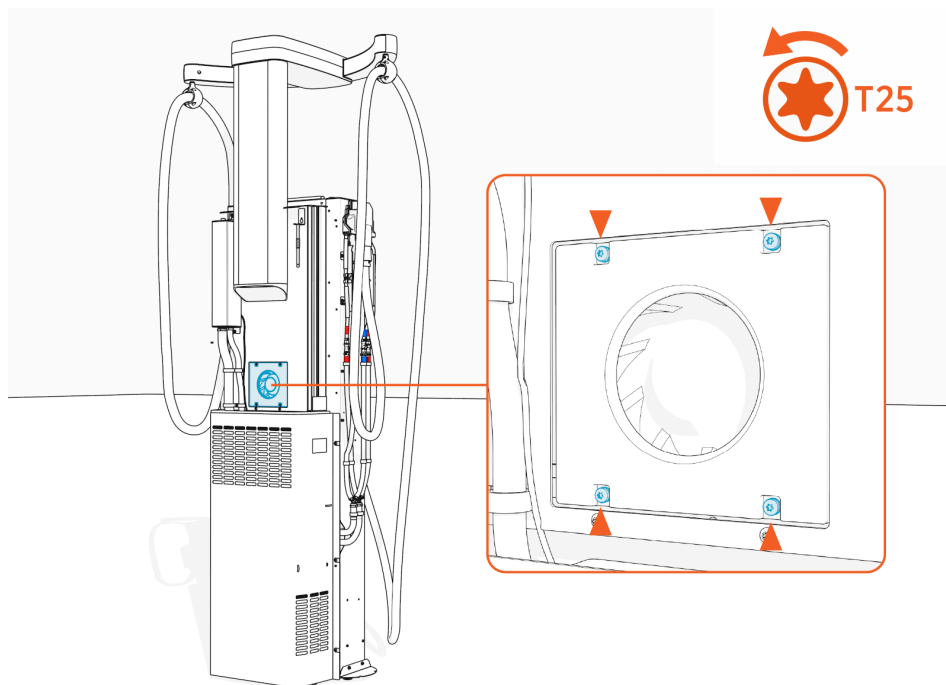


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace External Fan

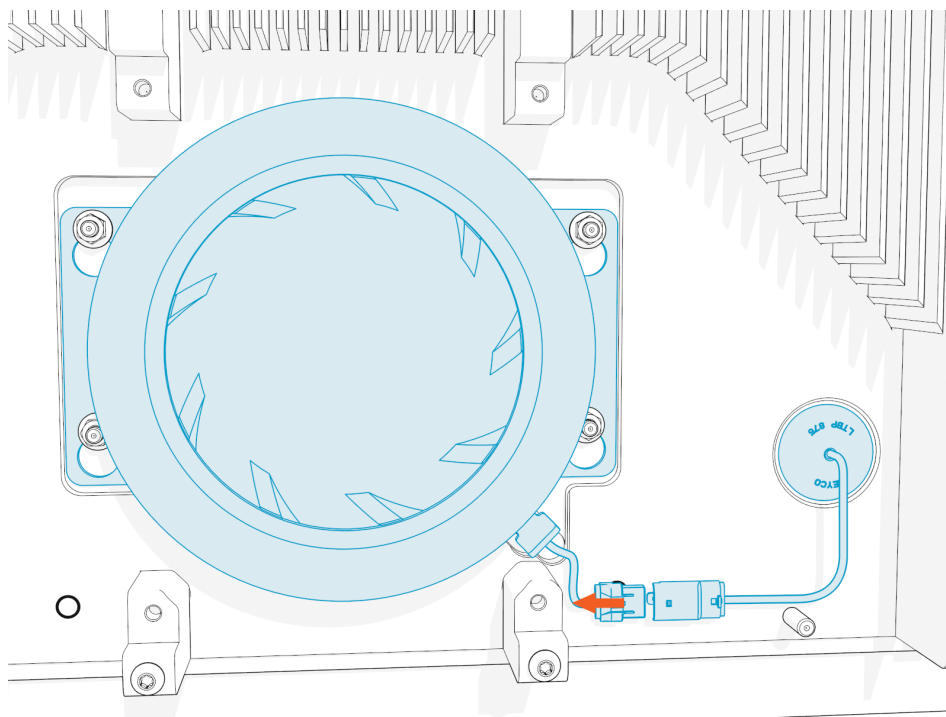
To replace an external fan, complete the following steps:

1. Remove the screws (x4) to remove the fan cover.



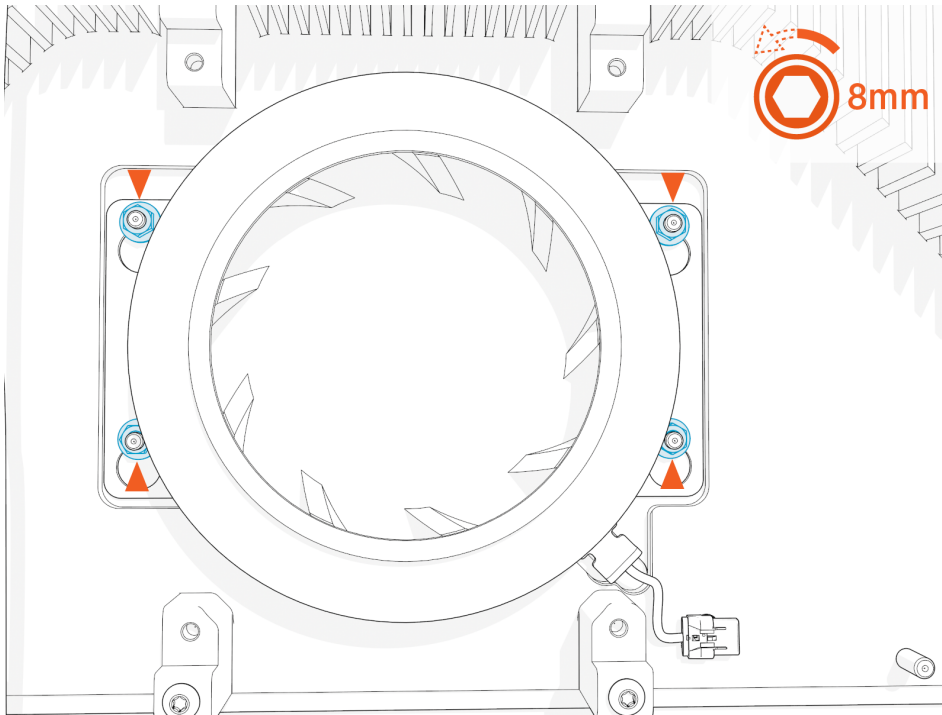
REINSTALL NOTE: Torque these screws to **2.8 Nm (25 in-lb)**.

2. Press the latch and pull the connector to disconnect the cable.



REINSTALL NOTE: To reconnect, plug in. The latch must snap onto the receptacle connector with a click sound to ensure that the connection is secure.

3. Loosen the hex nuts (x4) and slide the fan's backplate up to remove.



REINSTALL NOTE: Torque these nuts to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

LCC Fans 16

To service and replace the LCC fans, follow all instructions given in this chapter.

Tools

Bring these tools:



T20 Torx screwdriver



Needle nose plier



Flat head screwdriver

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
 - d. Cable cap
 - e. Side panel
 - f. Rear upper cover
 - g. Rear lower cover
3. Open the lower door.

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

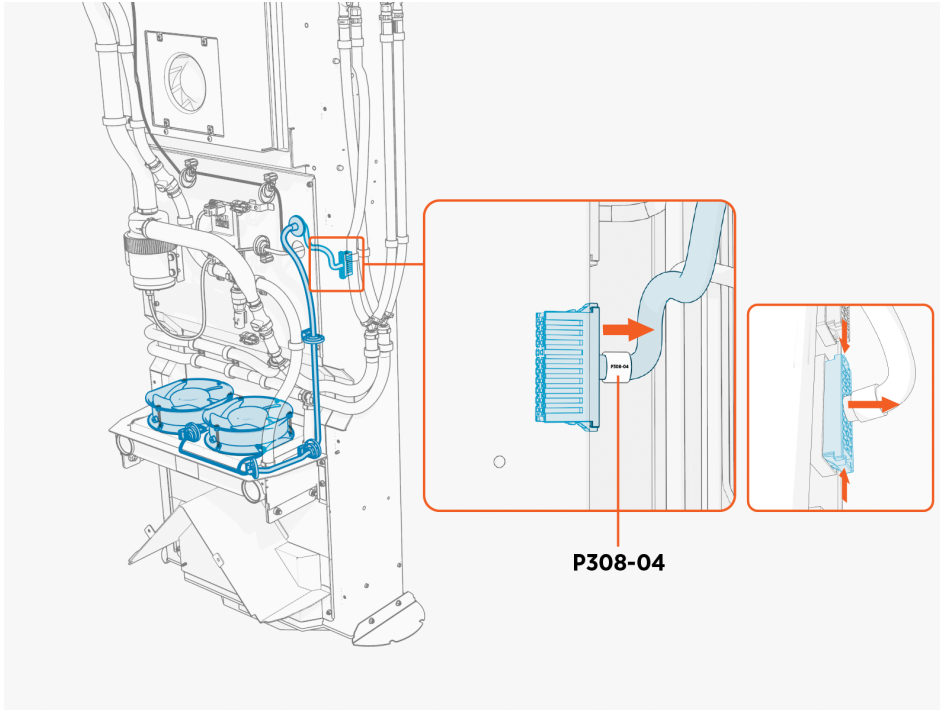


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace LCC Fans

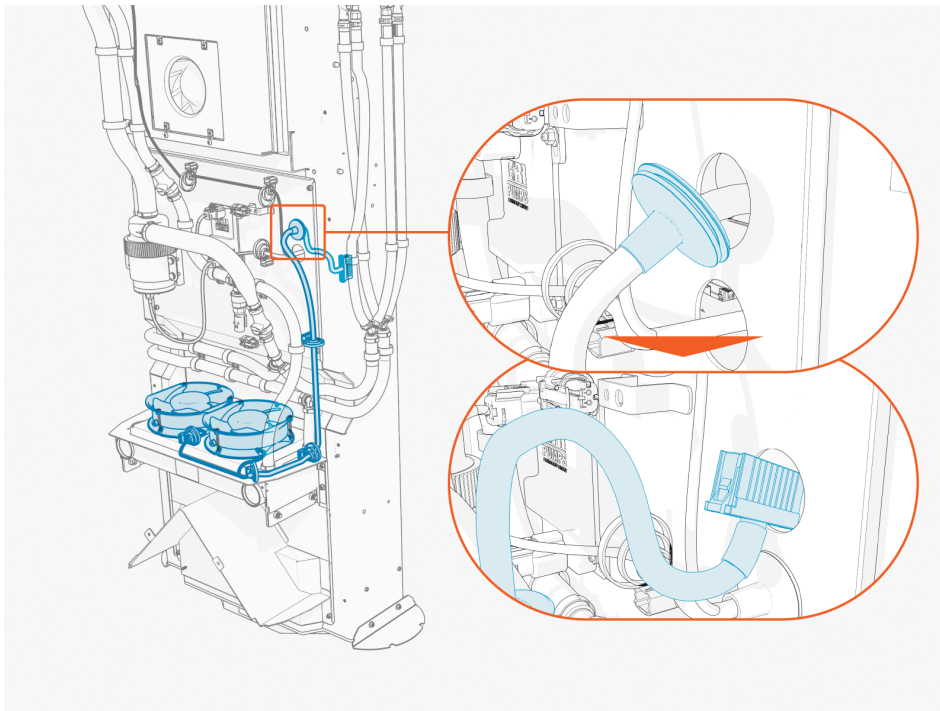
To replace the LCC fans, complete the following steps:

1. Disconnect the cable with label P308-04 from inside the Power Link 2000.
Press the latch and pull the connector to disconnect the cable.

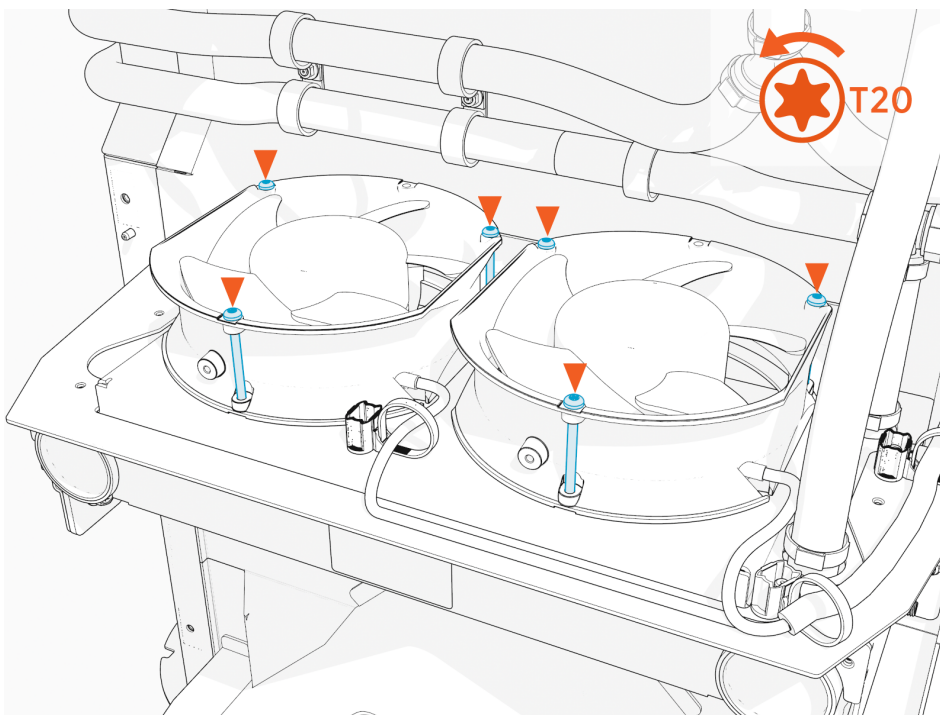


REINSTALL NOTE: To reconnect, plug in. The latch must snap into the receptacle connector with a click sound to ensure that the connection is secure.

2. Remove the grommet from the hole and route the cable out of Power Link 2000.

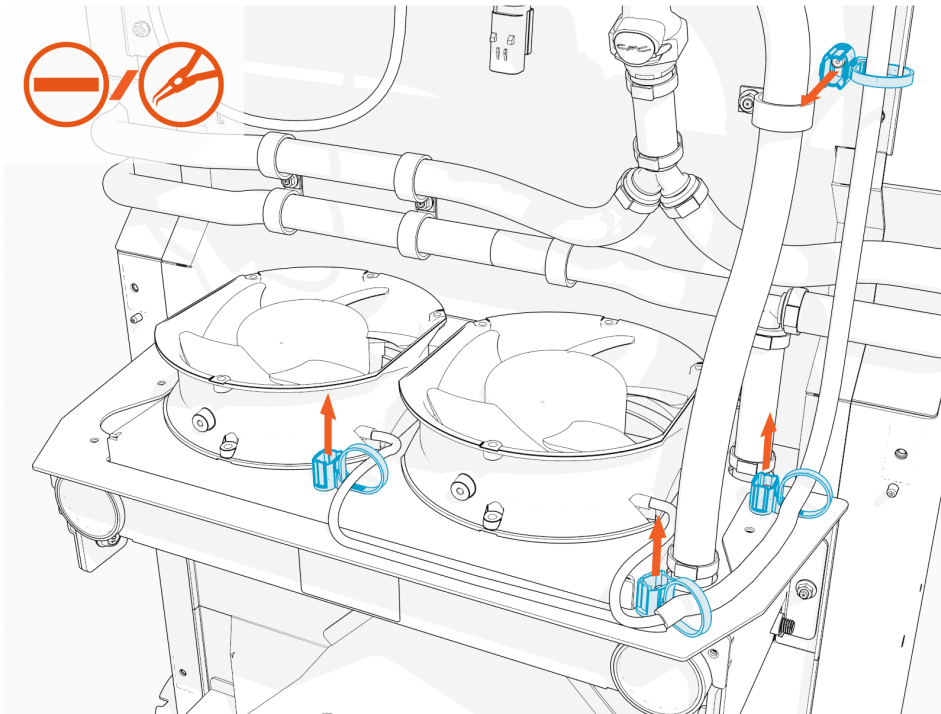


3. Remove the screws (x6) to dismount the fans.

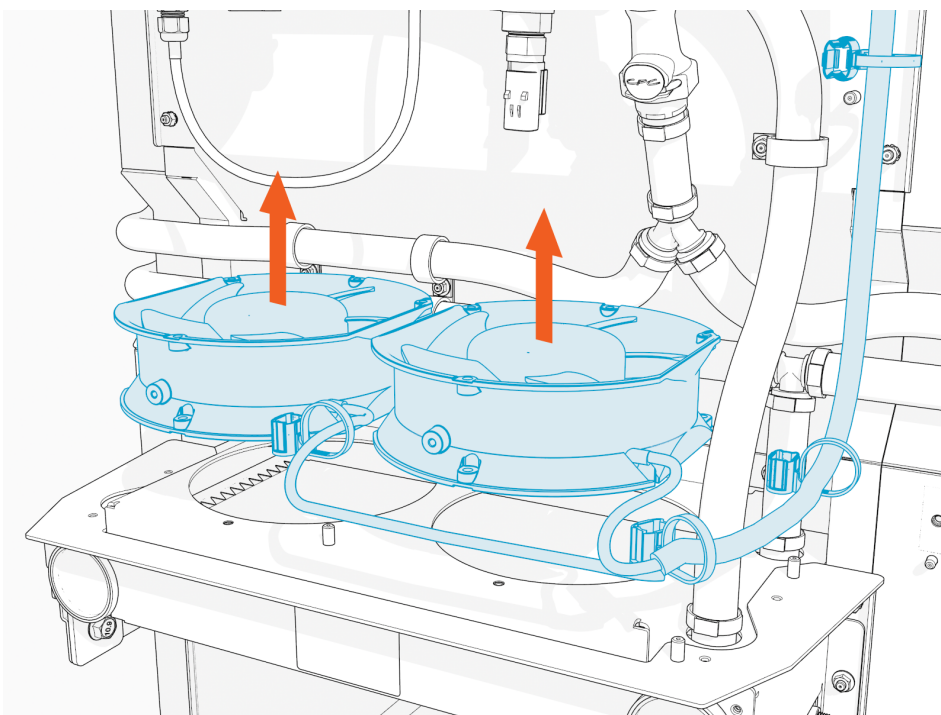


REINSTALL NOTE: Torque these screws to 1.7 Nm (15 in-lb).

-
4. Pull out the stud-mounted zip ties using a flathead screwdriver or needle nose pliers.



5. Remove the fans and cable.



Reverse the above steps to reinstall with replacement FRU.

Holsters 17

To service and replace holsters, refer to the appropriate topic:

- [Standard No-Lock Holster Replacement](#)
- [Omni Port Replacement in Variation A Power Link 2000](#)
- [Omni Port Replacement in Variation B Power Link 2000](#)
- [Standard Holster to Omni Port Retrofit in Variation A Power Link 2000](#)
- [Standard Holster to Omni Port Retrofit in Variation A Power Link 2000](#)

To identify the Power Link 2000 variation, see [Appendix: Variation Identification](#).

Standard No-Lock Holster Replacement

To replace the standard no-lock holster, follow all instructions given in this section.

Tools

Bring these tools:



T25 Security screwdriver

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the lower door.

After replacing the components, reverse the above steps to complete the service.

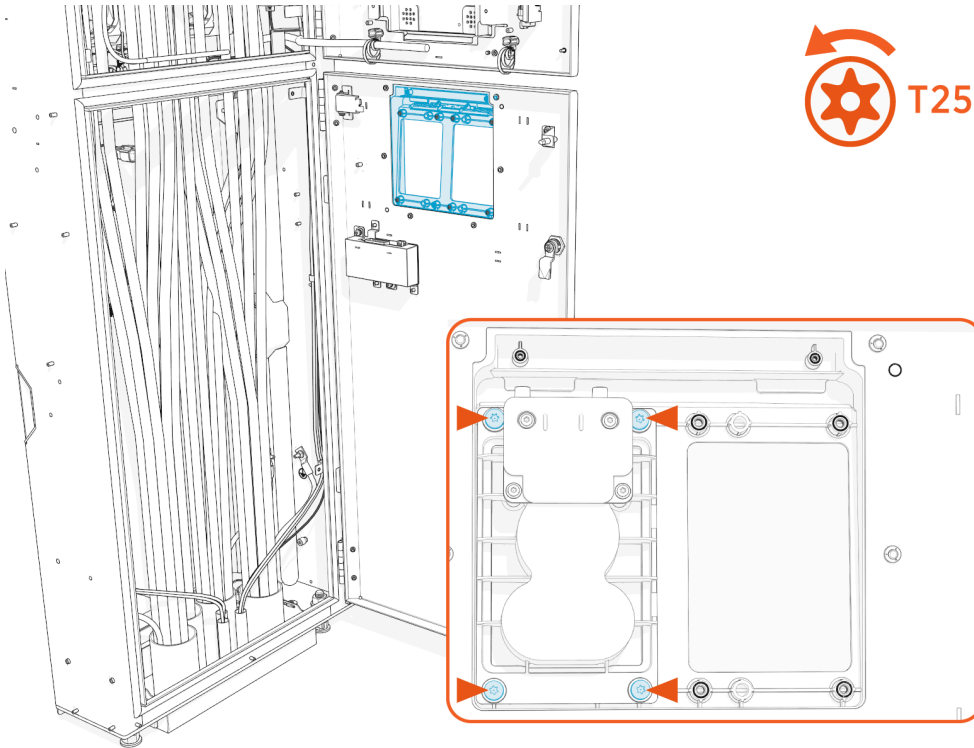
IMPORTANT:



- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- Contact ChargePoint regarding faulty part return.

Remove Existing Holster

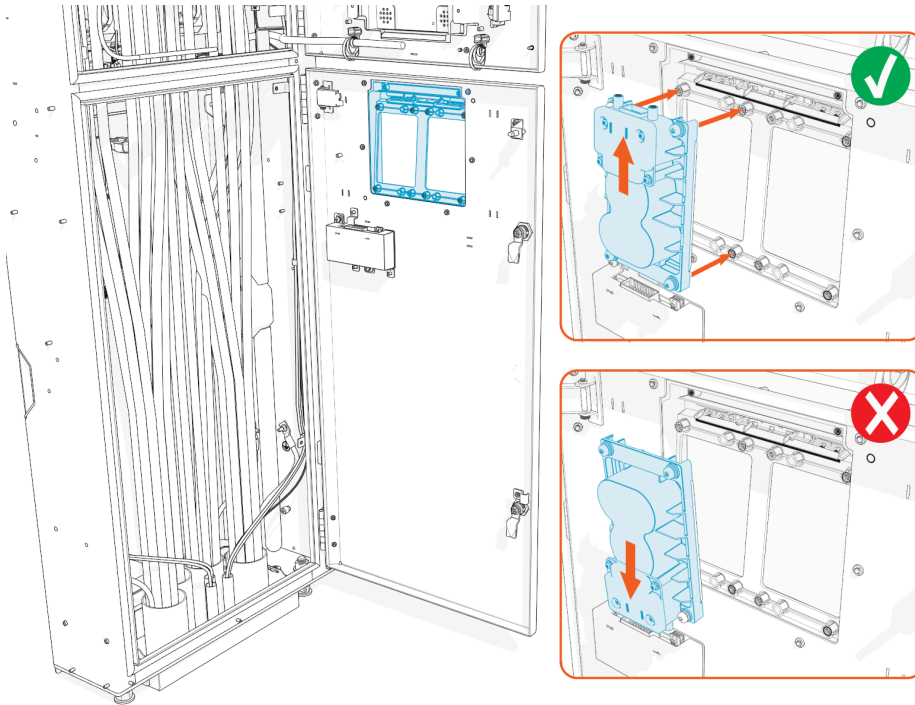
To remove an existing holster, unfasten screws (x4) and remove the holster.



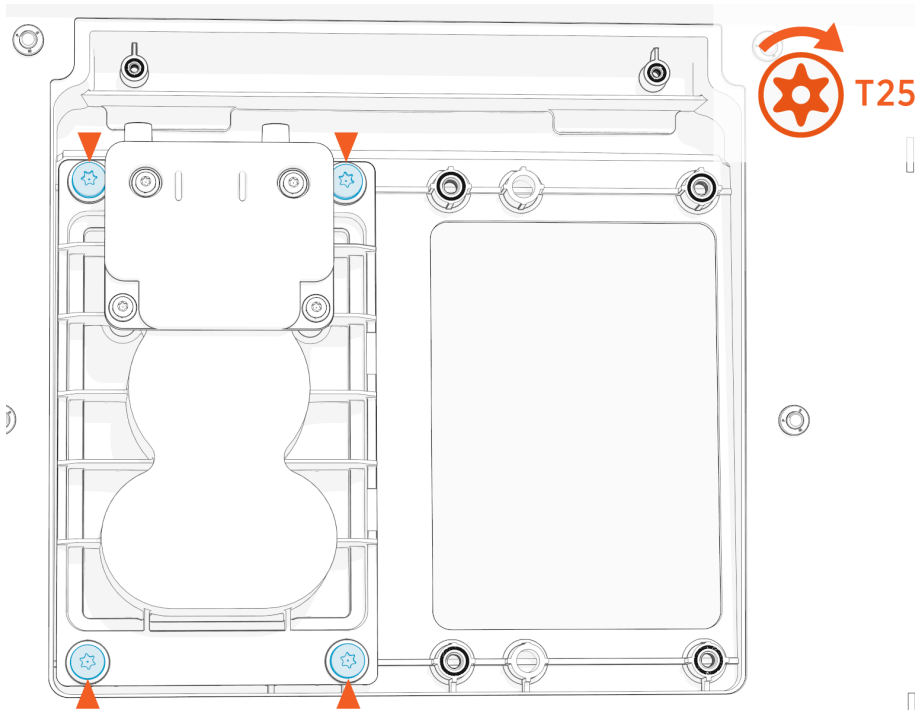
Install Replacement Holster

To install replacement holster, complete the following steps:

1. Align and seat the holster onto the holster bracket.



2. Torque the screws (x4) to **2.8 Nm (25 in-lb)**.



Omni Port Replacement in Variation A Power Link 2000

This section provides service instructions for a Variation A Power Link 2000. If working with a Variation B Power Link 2000, see [Omni Port Replacement in Variation B Power Link 2000](#). To identify the Power Link 2000 variation, see [Appendix: Variation Identification](#).

Tools

Bring these tools:



T25 Security screwdriver

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper and lower doors.

After replacing the component, reverse the above steps to complete the service.

IMPORTANT:

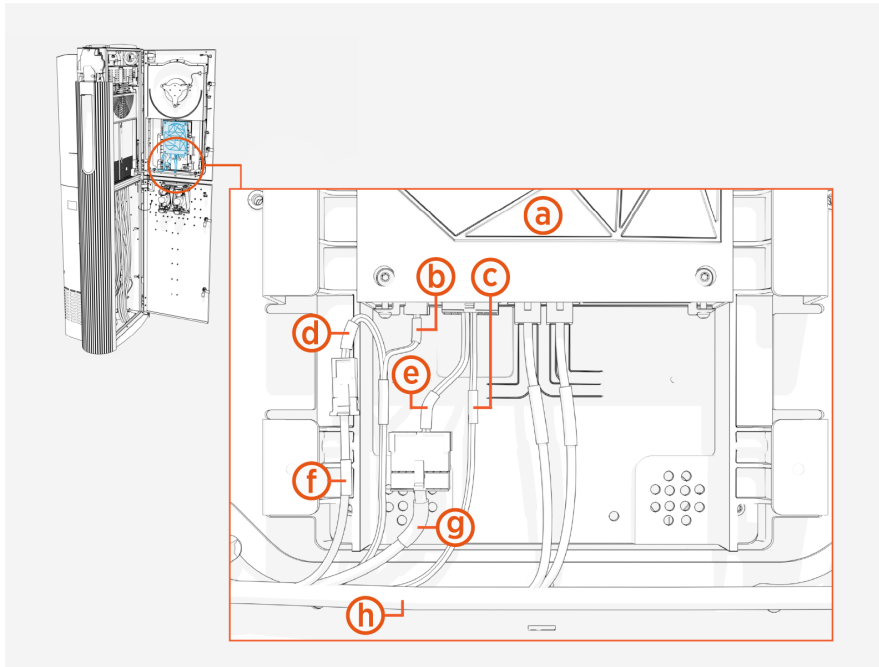


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Remove Existing Omni Port

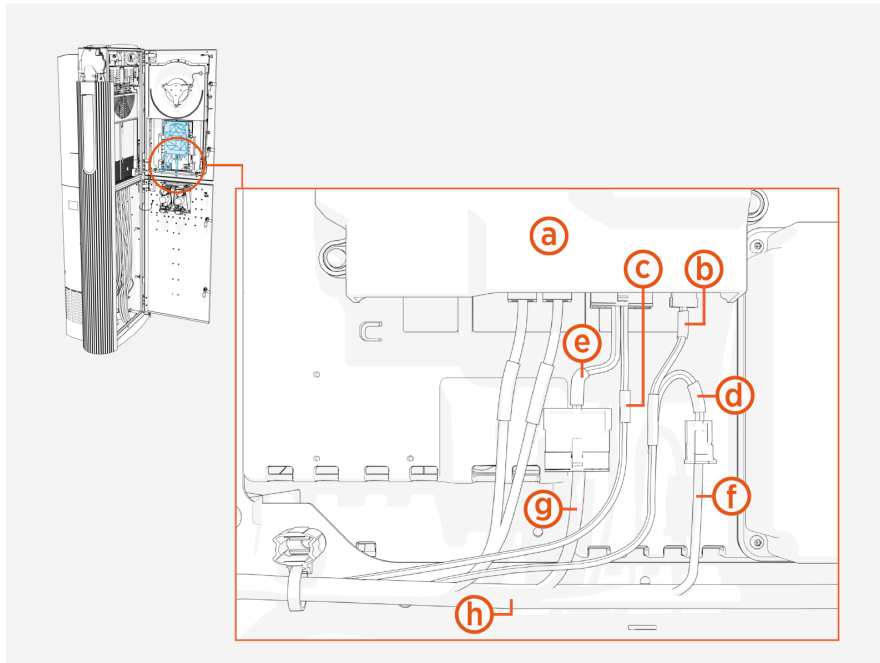
1. Inside the Power Link 2000 upper door, identify the components listed below. Check the cable labels to verify cable identities.

- If 8-inch CCOM is present:



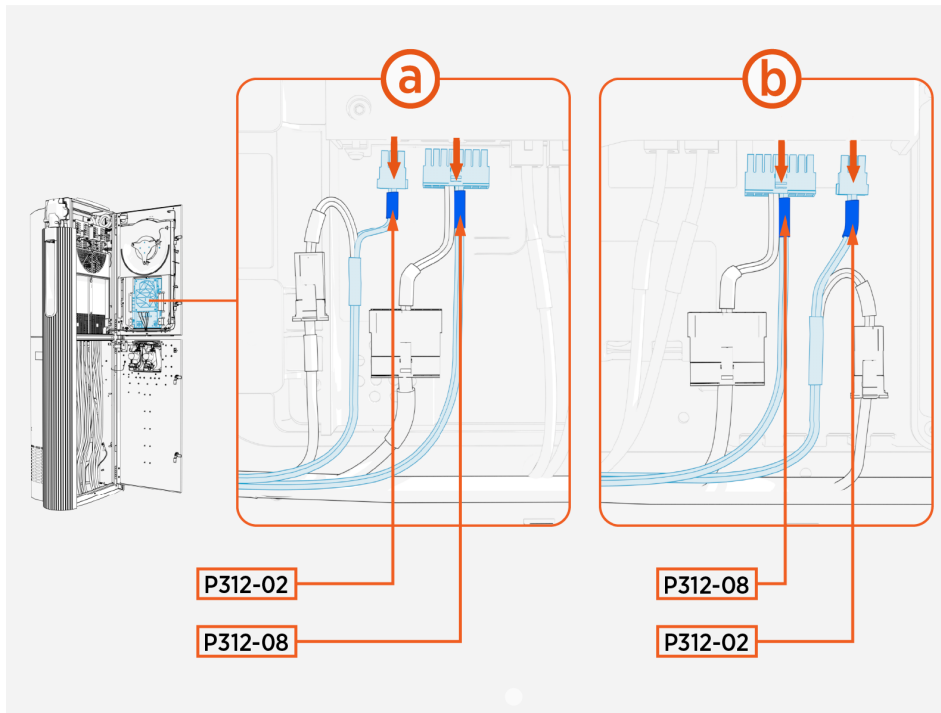
- (a) CCOM
- (b) Omni Port cable P312-02
- (c) Omni Port cable P312-08
- (d) Omni Port cable J312-02
- (e) Omni Port cable J312-08
- (f) Main cable P312-02
- (g) Main cable P312-08
- (h) Main cable harness

- If 15-inch CCOM is present:



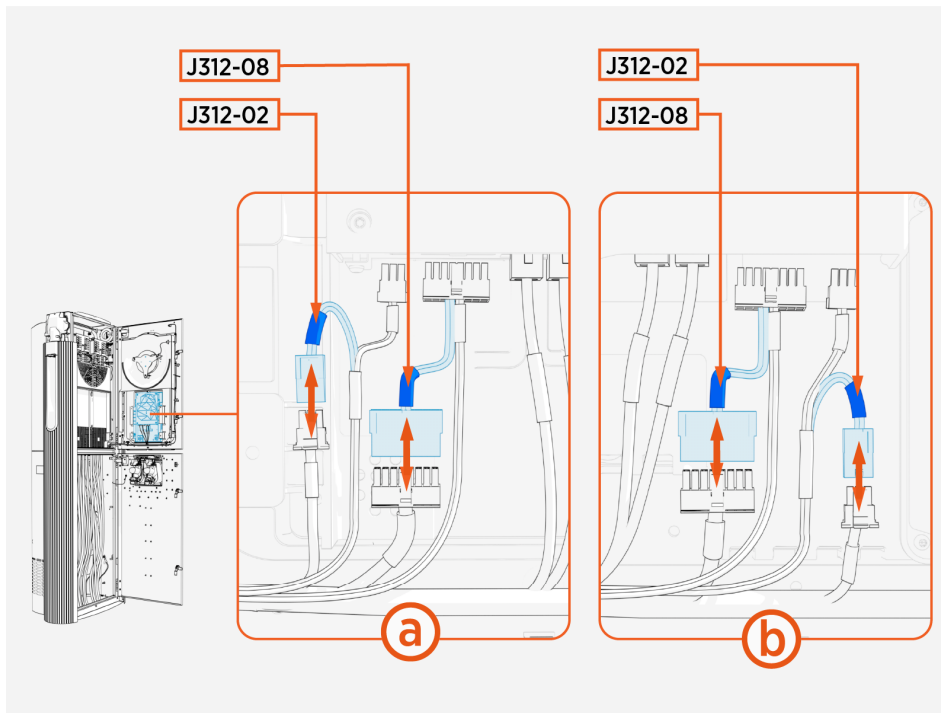
- (a) CCOM
- (b) Omni Port cable P312-02 (connected to CCOM)
- (c) Omni Port cable P312-08 (connected to CCOM)
- (d) Omni Port cable J312-02
- (e) Omni Port cable J312-08
- (f) Main cable P312-02
- (g) Main cable P312-08
- (h) Main cable harness

2. Disconnect Omni Portcables P312-02 and P312-08 from the CCOM.



- (a) 8-inch CCOM
- (b) 15-inch CCOM

3. Disconnect the Omni Port cables J312-02 and J312-08 (highlighted below) from the main cable harness.

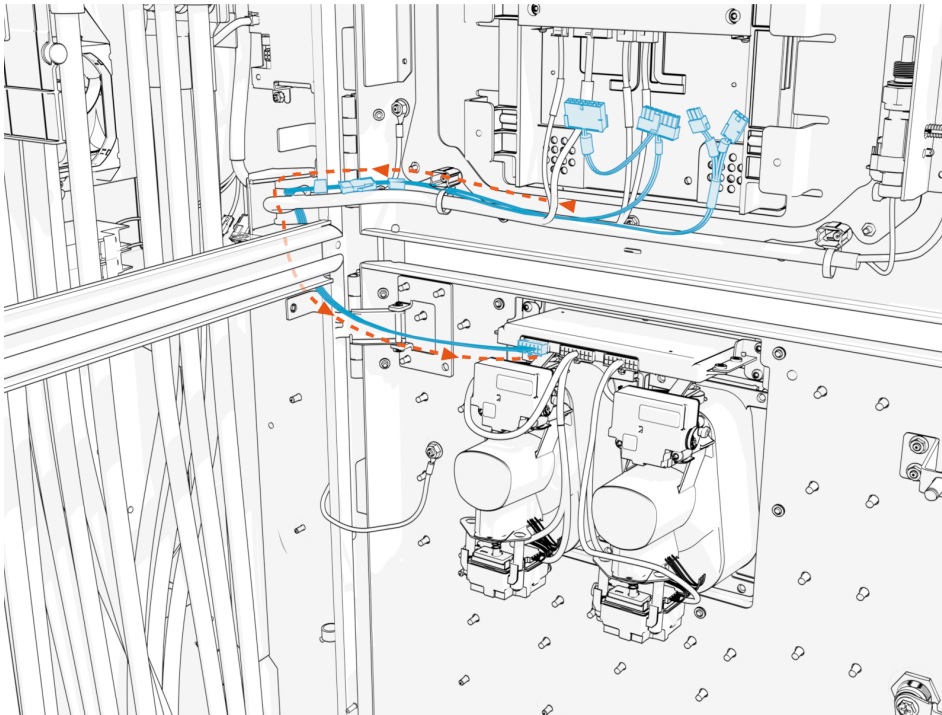


- (a) 8-inch CCOM
- (b) 15-inch CCOM

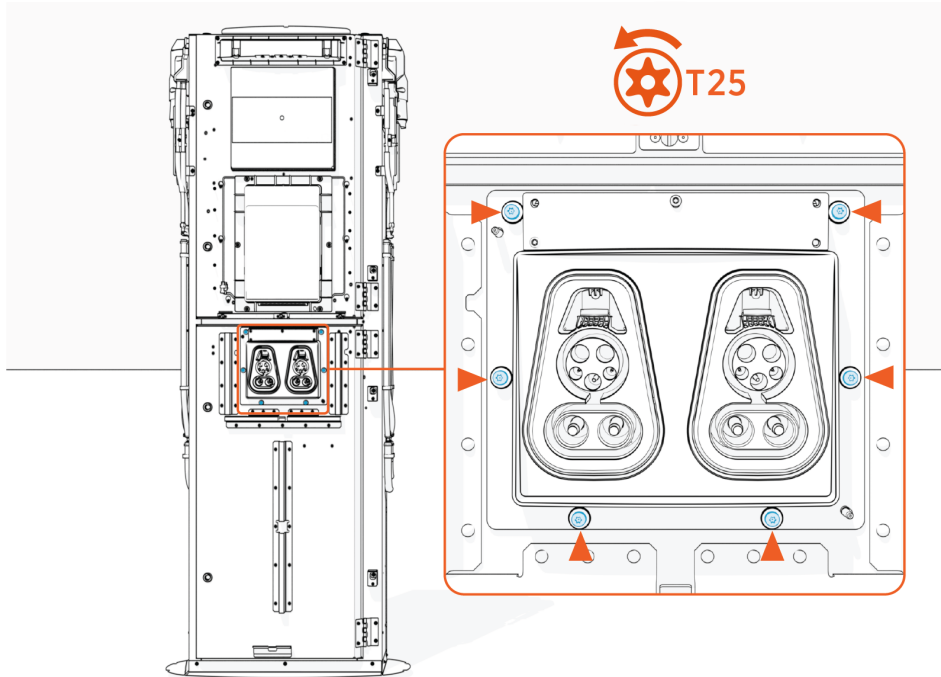
4. Pull the Omni Port cable through the door cable guide, back towards the Omni Port.



NOTE: If needed, cut any zip ties securing the pigtail cable to the main cable harness.

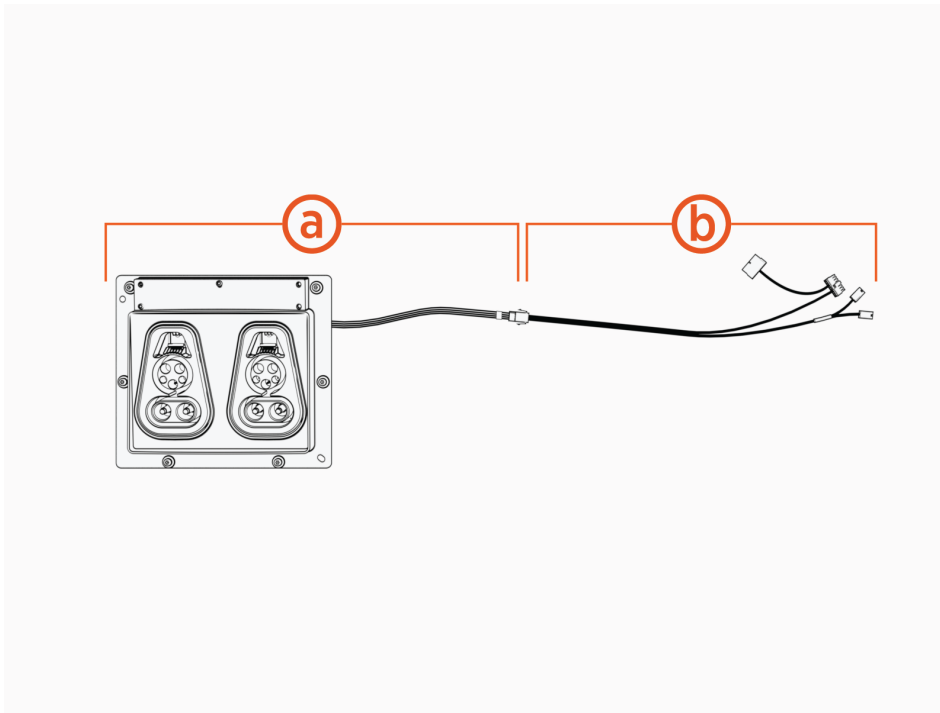


5. Unfasten screws (x6) to remove the Omni Port with attached cable.



Install Replacement Omni Port

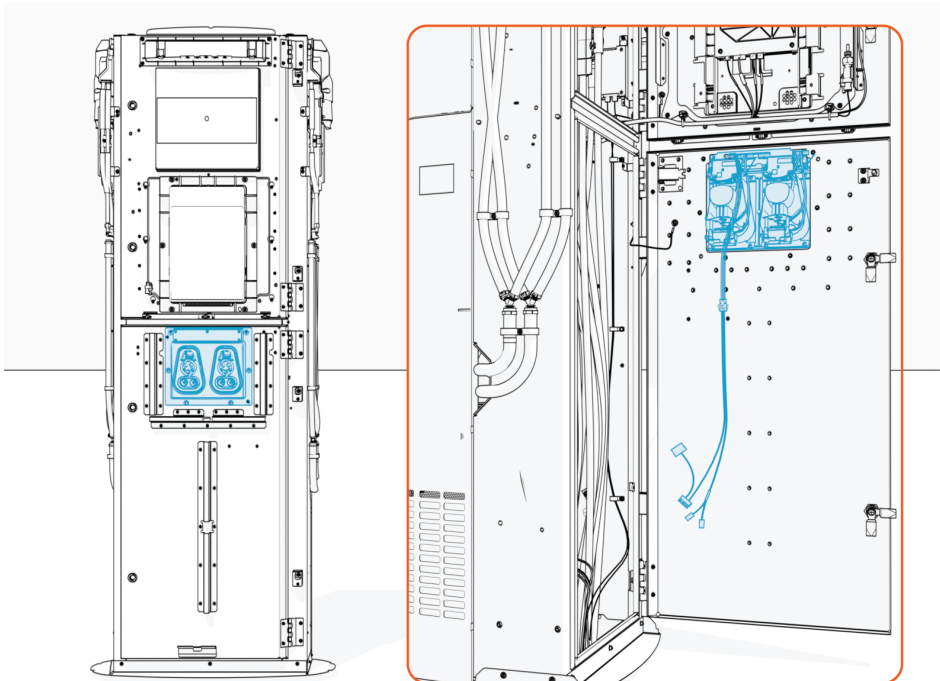
1. Unpack the replacement Omni Port kit and ensure the pigtail cable is attached to the Omni Port cable.



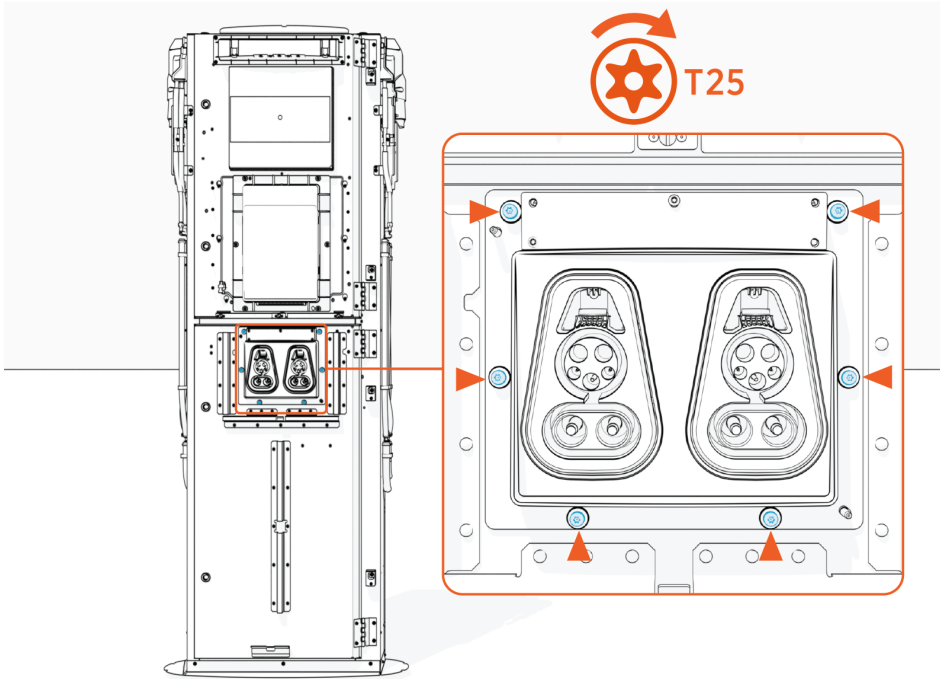
(a) Omni Port assembly with cable

(b) Pigtail cable

2. Align and seat the Omni Port assembly into the holster opening.



3. Install screws (x6). Torque to **4.5 Nm (40 in-lb)**.

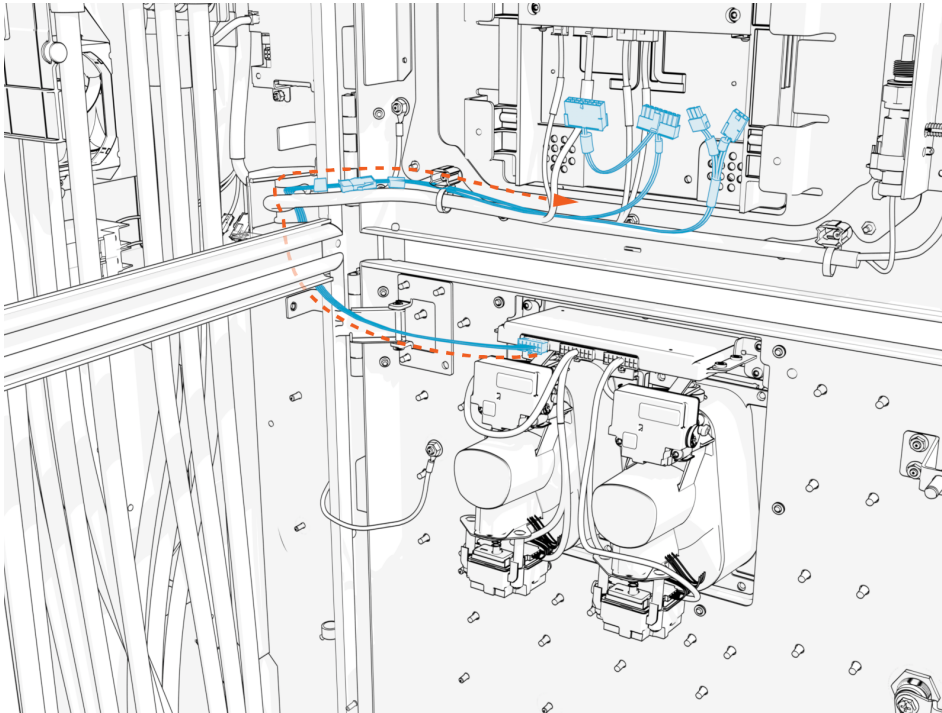


Connect Omni Port Wires

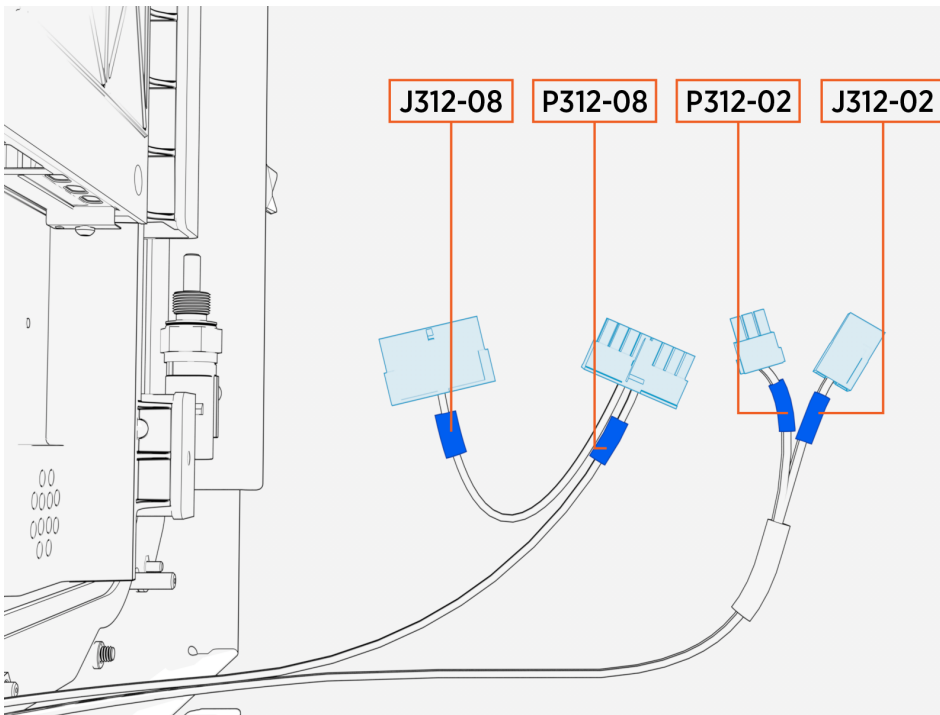
1. Route the Omni Port cable harness to reach the main cable harness on the upper door.



IMPORTANT: The cable harness must route behind the mid-height brace and through the door cable guide to prevent the cable from being pinched when closing the door.

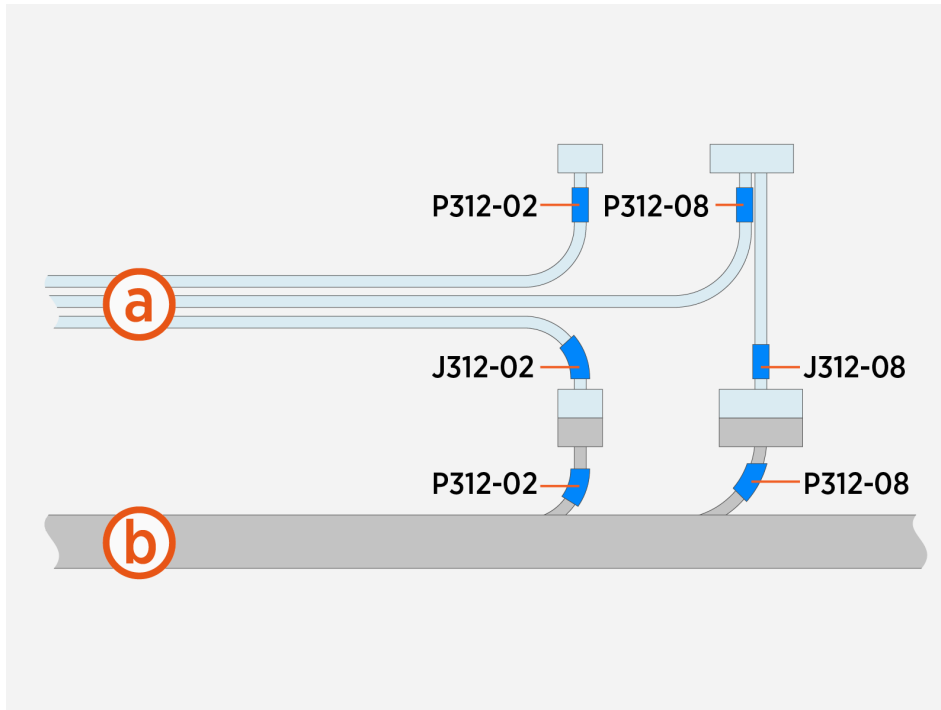


2. Study the cables and connectors at the end of the Omni Port cable harness. Identify the cables by their labels.



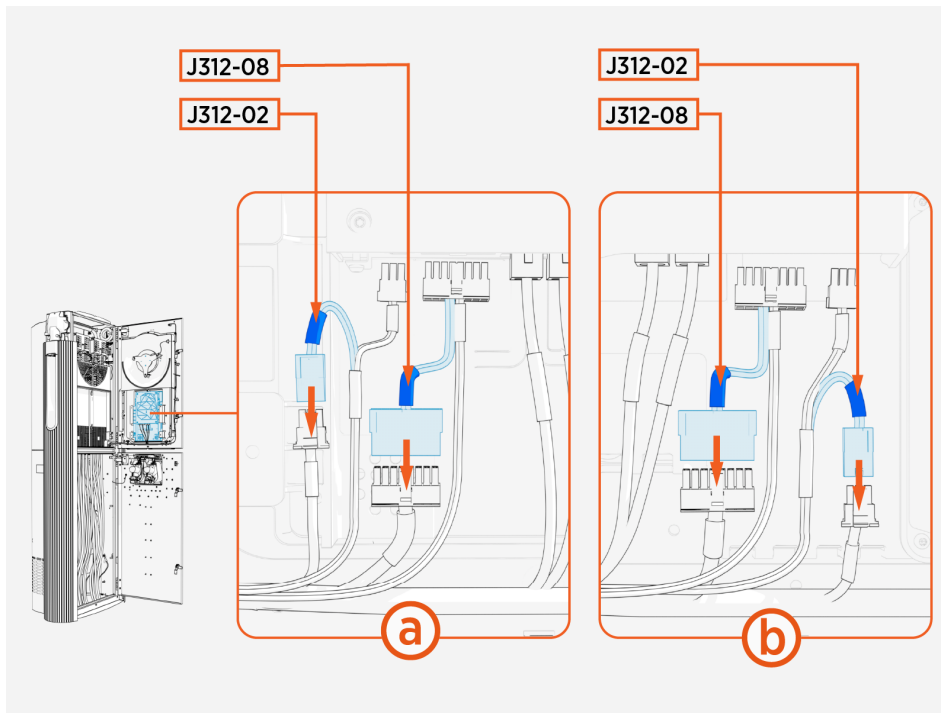
Cable Label	Terminating Connector (Pin Count, Gender)
J312-08	16-pin, female
P312-08	16-pin, male
P312-02	3-pin, male
J312-02	3-pin, female

3. Study the diagram below, which illustrates the required connections between the Omni Port cable harness and the door main cable harness.



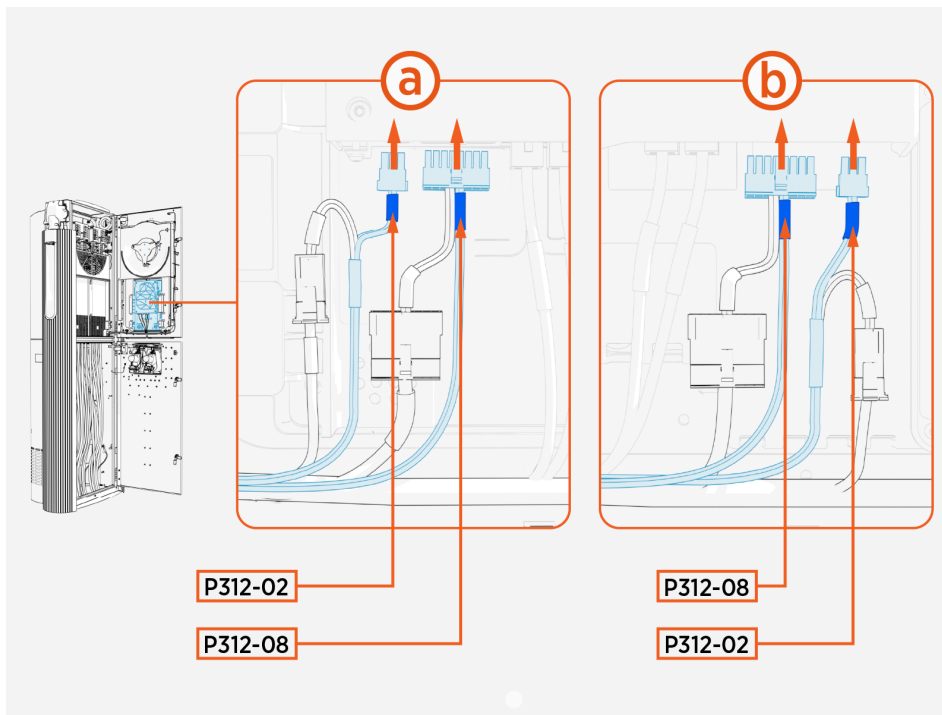
- (a) Omni Port cable harness
(b) Door main cable harness

4. Connect Omni Port cables J312-08 and J312-02 (highlighted below) to cables P312-08 and P312-02 of the door main cable harness.



- (a) 8-inch CCOM
(b) 15-inch CCOM

5. Connect Omni Port cables P312-02 and P312-08 to the CCOM.

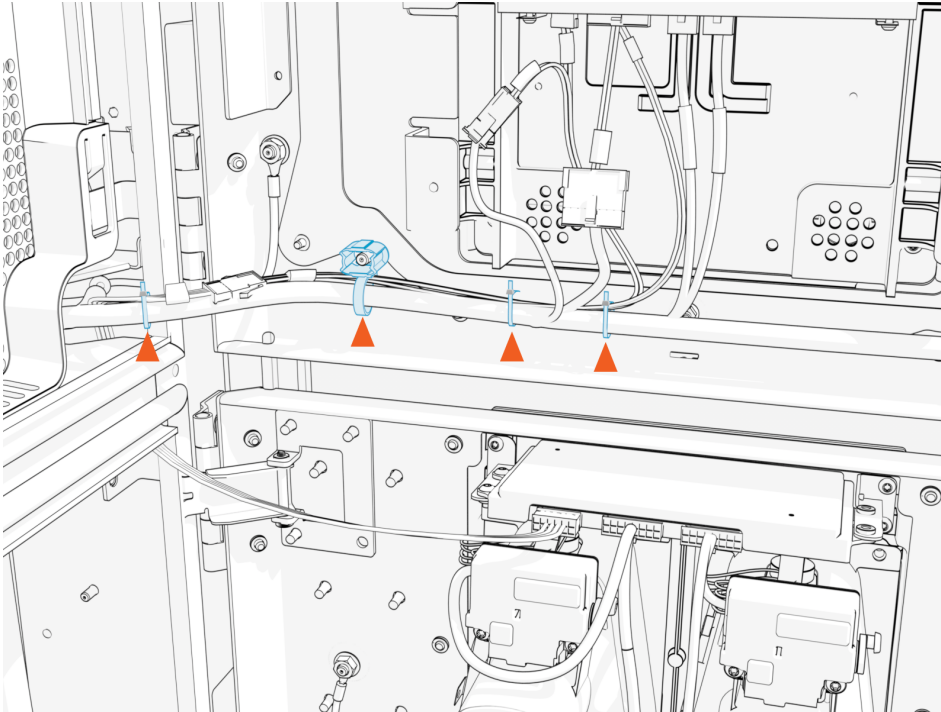


- (a) 8-inch CCOM
- (b) 15-inch CCOM

6. Use zip ties to secure the Omni Port cables to the main cable harness.



IMPORTANT: Pull excess cable into the Power Link 2000 pedestal to ensure there is no loose wire hanging from the door. Loose wires may get pinched when closing the door.



Omni Port Replacement in Variation B Power Link 2000

This section provides service instructions for a Variation B Power Link 2000. If working with a Variation A Power Link 2000, see [Omni Port Replacement in Variation A Power Link 2000](#). To identify the Power Link 2000 variation, see [Appendix: Variation Identification](#).

Tools

Bring these tools:



T25 Security screwdriver

Before You Begin

Before beginning part replacement, complete the following steps:

1. [Power off](#).
2. Remove these:
 - a. [Top cap](#)
 - b. [Front lower cover](#)
 - c. [Front upper cover](#)
3. [Open the upper and lower doors](#).

After replacing the component, reverse the above steps to complete the service.

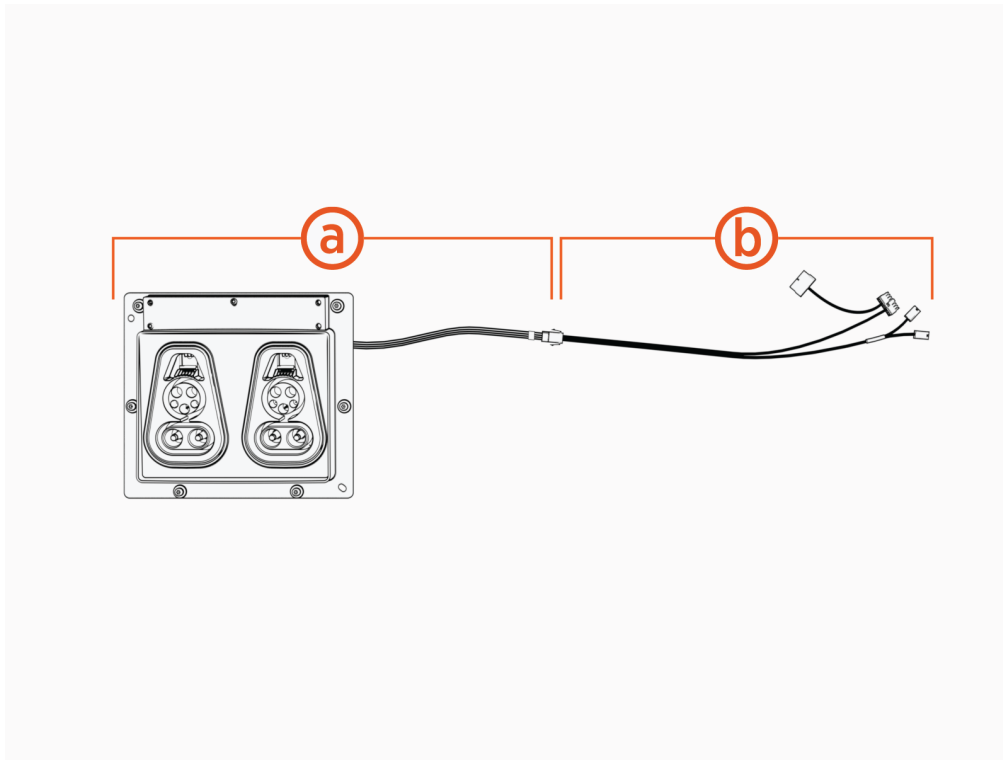
IMPORTANT:



- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Prepare Replacement Omni Port

Unpack the replacement Omni Port kit and disconnect the pigtail cable. The pigtail cable is not needed for Power Link 2000 Variation B.

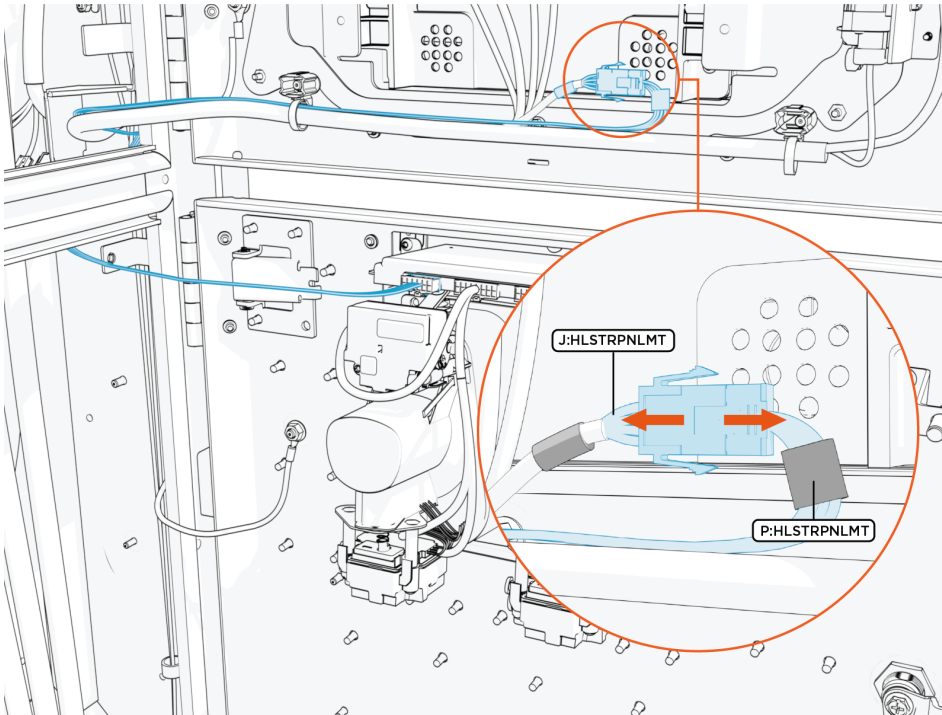


(a) Omni Port assembly with cable

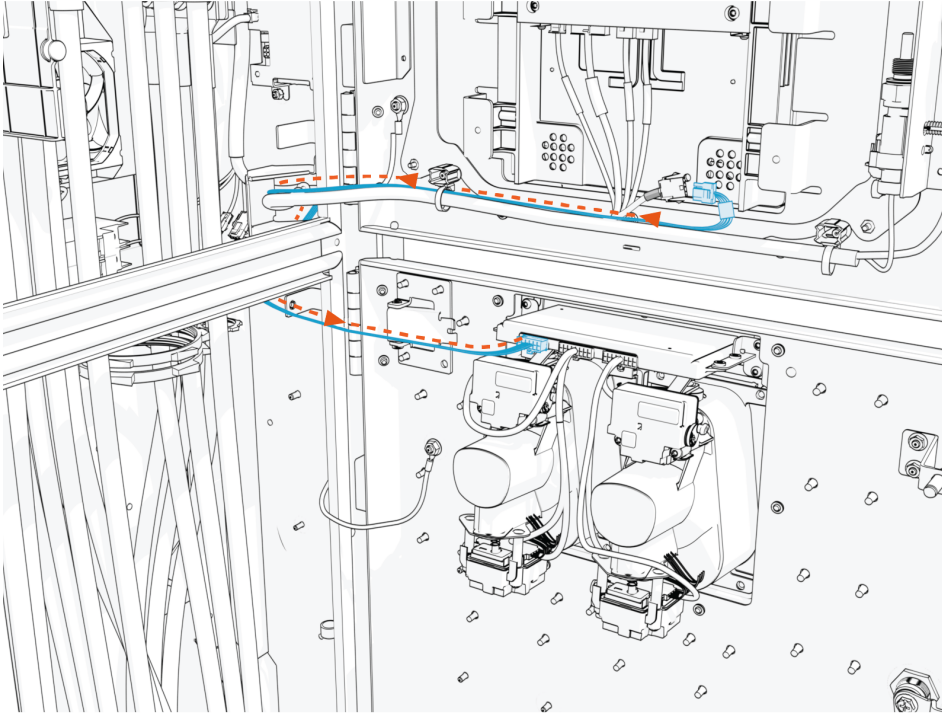
(b) Pigtail cable

Replace Omni Port

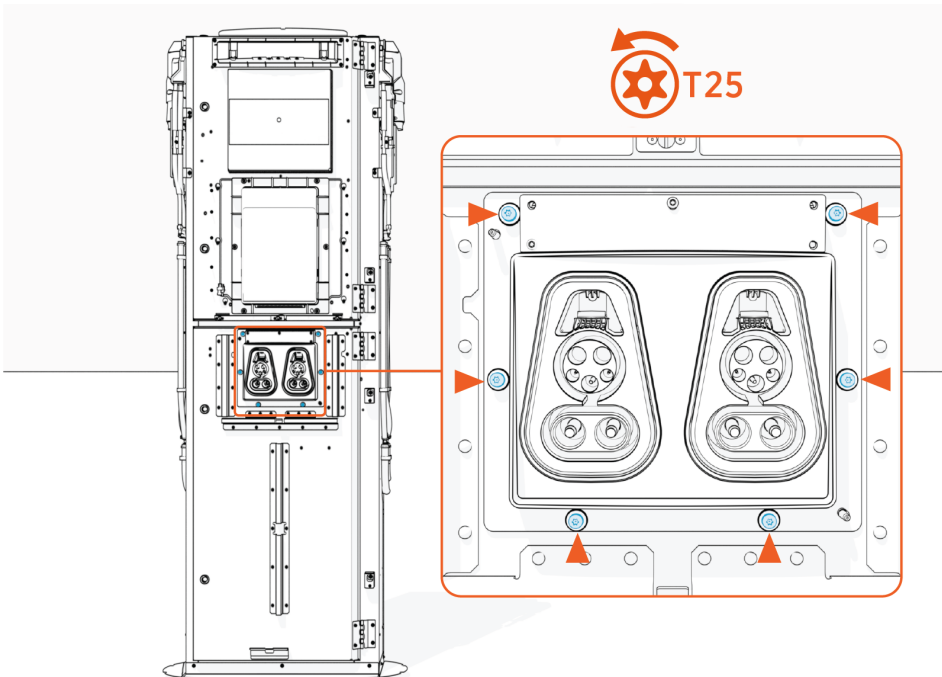
1. At the backside of the upper door, disconnect the Omni Port cable from the main cable harness. Use cable labels (shown below) to verify cable identities.



2. Pull the Omni Port cable through the door cable guide, back towards the Omni Port.



3. Unfasten screws (x6) to remove the Omni Port and attached cable harness.



Reverse the above steps to reinstall with replacement FRU.

Standard Holster to Omni Port Retrofit in Variation A

Power Link 2000

This section provides service instructions for a Variation A Power Link 2000. If working with a Variation B Power Link 2000, see [Standard Holster to Omni Port Retrofit in Variation A Power Link 2000](#). To identify the Power Link 2000 variation, see [Appendix: Variation Identification](#).

Tools

Bring these tools:



T25 Security screwdriver

Before You Begin

Before beginning part replacement, complete the following steps:

1. [Power off](#).
2. Remove these:
 - a. [Top cap](#)
 - b. [Front lower cover](#)
 - c. [Front upper cover](#)
3. [Open the upper and lower doors](#).

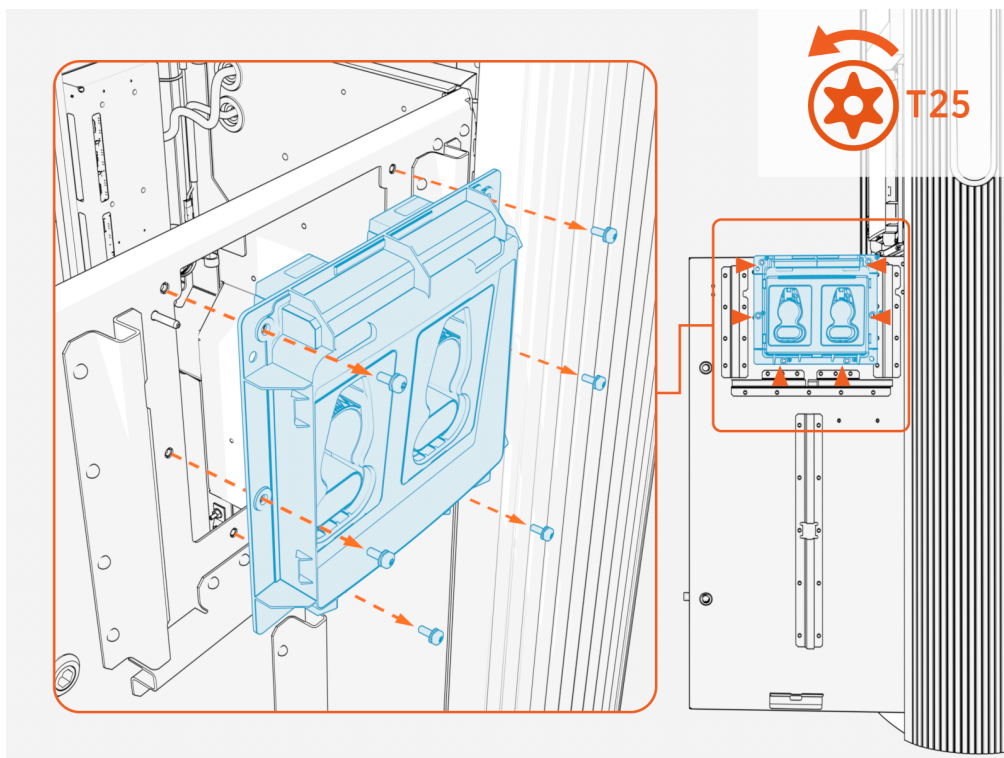
After replacing the components, reverse the above steps to complete the service.



IMPORTANT: Complete the post-service checklist. The checklist is available at ChargePoint Product Reference Documentation.

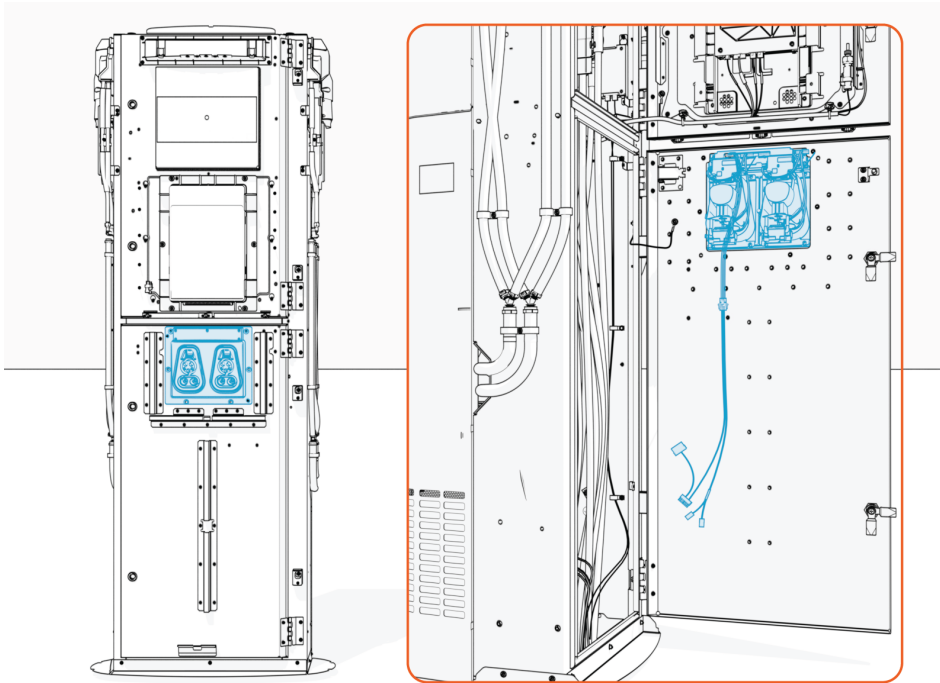
Remove Existing Holster Frame

Unfasten screws (x6) and remove the standard holster frame.

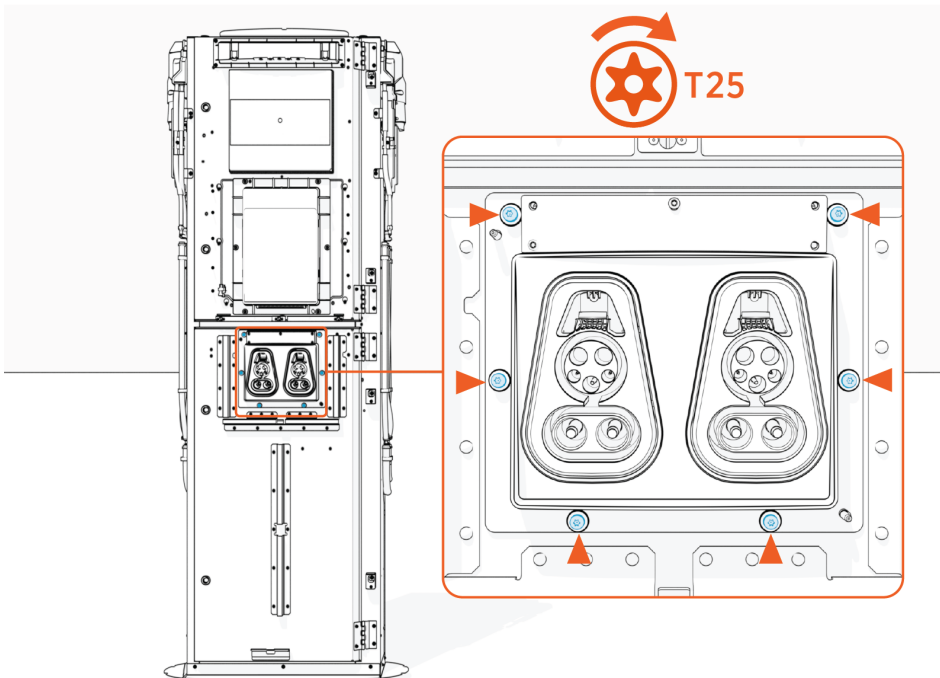


Install Omni Port

1. Align and seat the Omni Port assembly into the holster opening.



2. Install screws (x6). Torque to **4.5 Nm (40 in-lb)**.

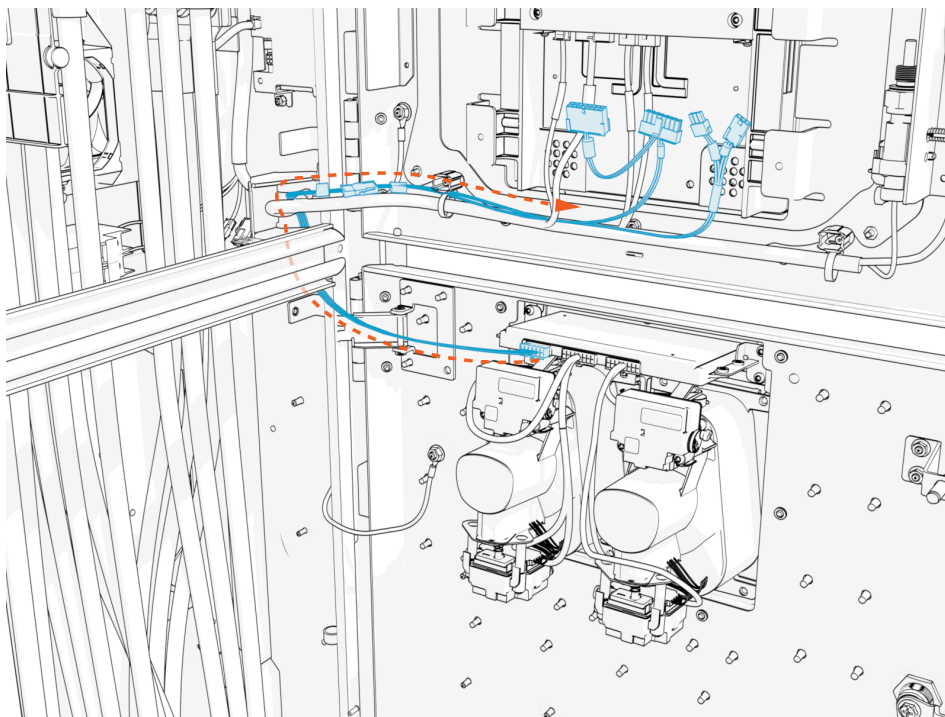


Connect Omni Port Wires

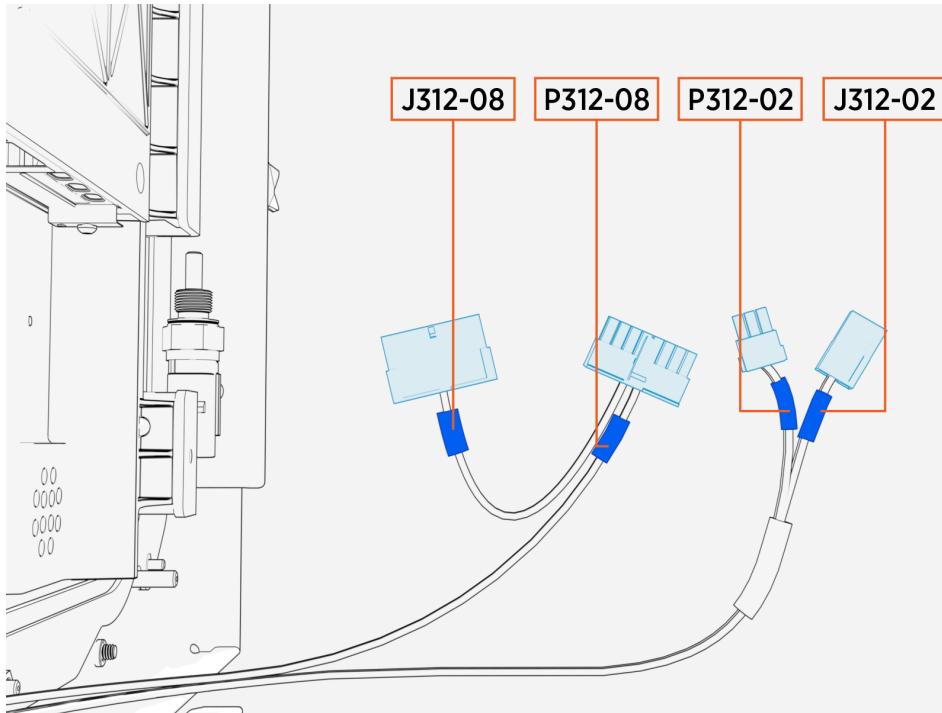
1. Route the Omni Port cable harness to reach the main cable harness on the upper door.



IMPORTANT: The cable harness must route behind the mid-height brace and through the door cable guide to prevent the cable from being pinched when closing the door.



2. Study the cables and connectors at the end of the Omni Port cable harness. Identify the cables by their labels.

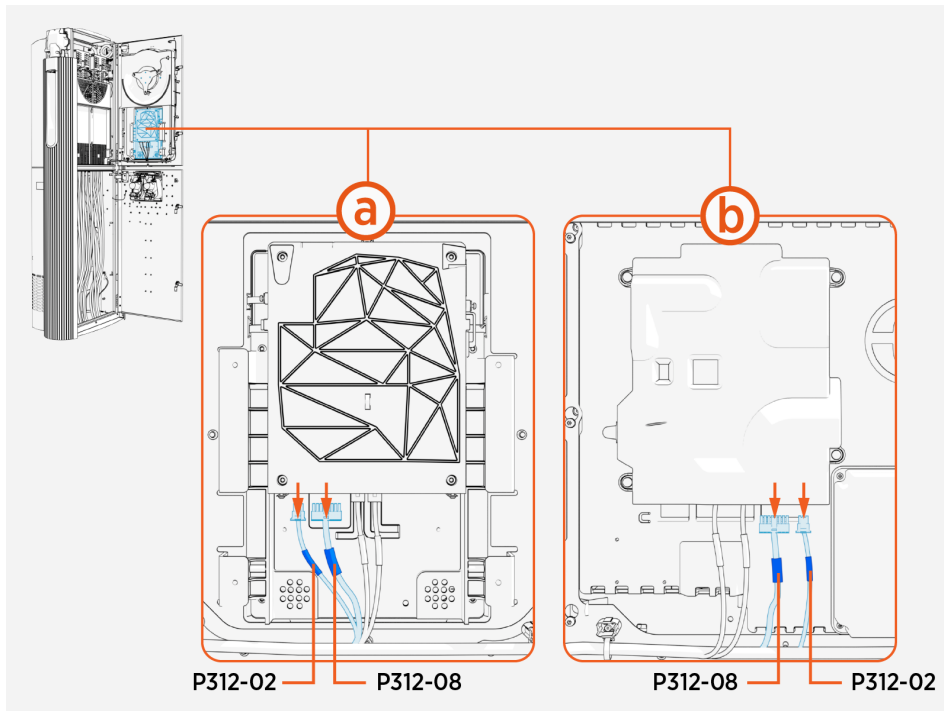


Cable Label	Terminating Connector (Pin Count, Gender)
J312-08	16-pin, female
P312-08	16-pin, male
P312-02	3-pin, male
J312-02	3-pin, female

- On the rear side of the upper door, identify cables P312-02 and P312-08 running from the door main cable harness to the Control and Communications Unit (CCOM). Disconnect the cables from the CCOM.

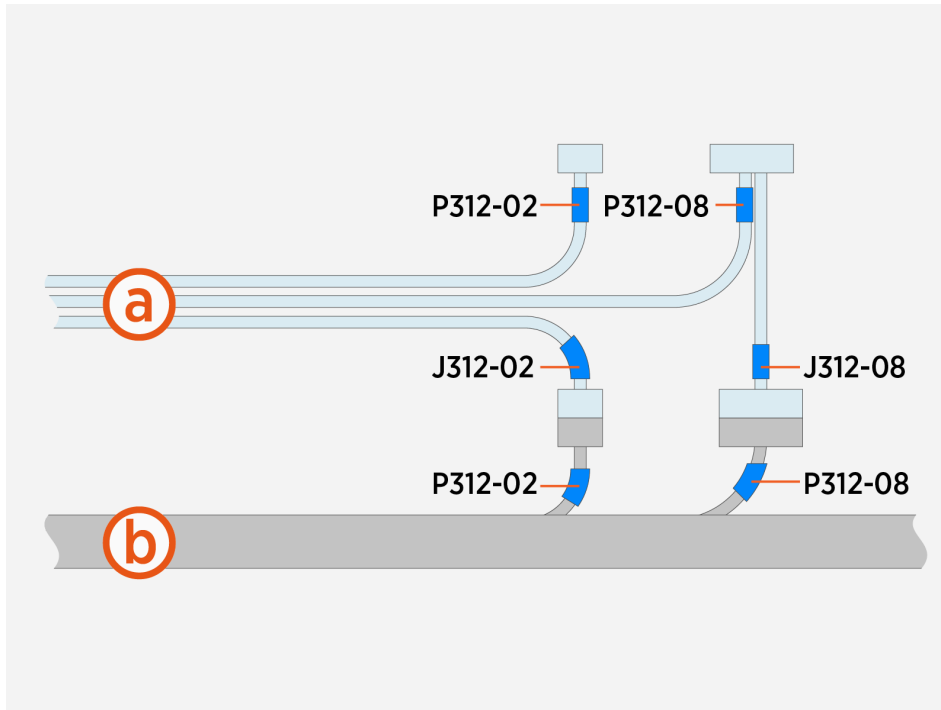


IMPORTANT: The cable port locations vary based on the CCOM model. Verify the cable labels carefully.



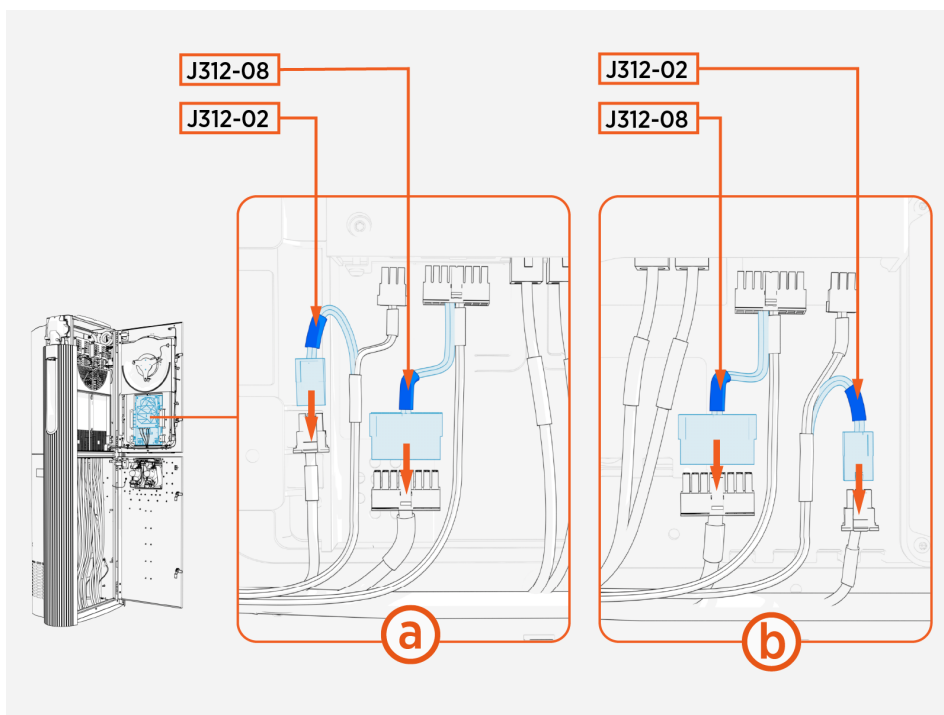
- (a) 8-inch CCOM
(b) 15-inch CCOM

4. Study the diagram below, which illustrates the required connections between the Omni Port cable harness and the door main cable harness.



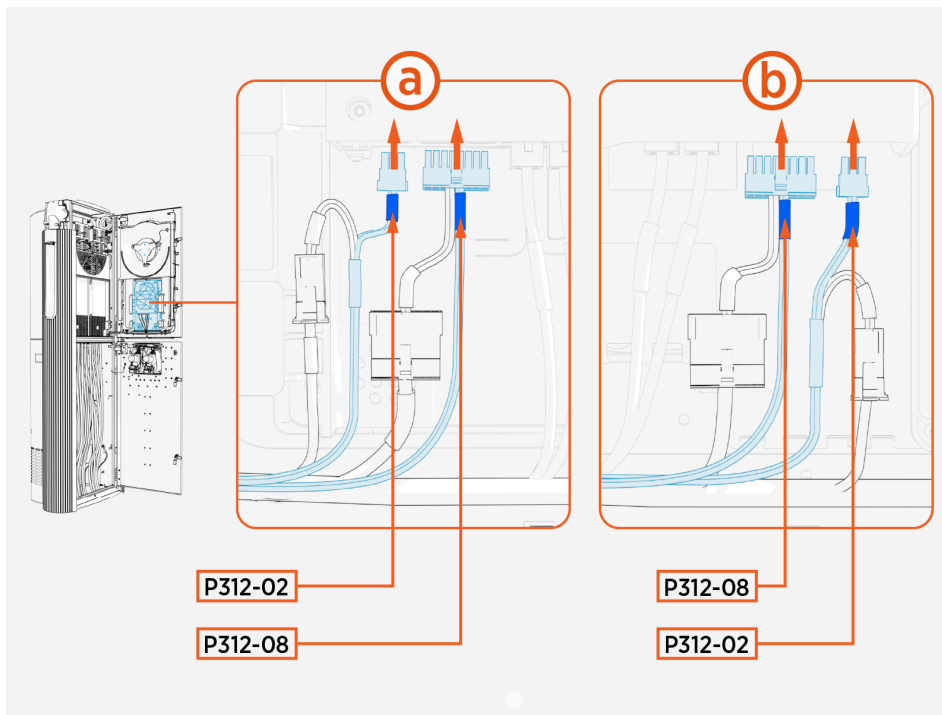
- (a) Omni Port cable harness
(b) Door main cable harness

5. Connect Omni Port cables J312-08 and J312-02 (highlighted below) to cables P312-08 and P312-02 of the door main cable harness.



- (a) 8-inch CCOM
- (b) 15-inch CCOM

6. Connect Omni Port cables P312-02 and P312-08 to the CCOM.

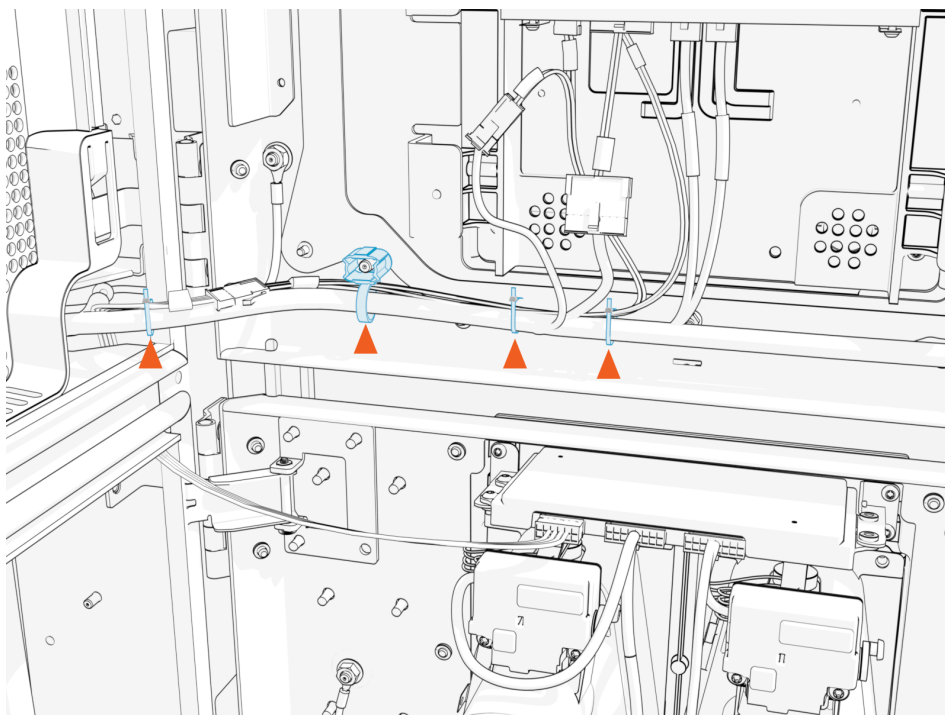


- (a) 8-inch CCOM
- (b) 15-inch CCOM

7. Use zip ties to secure the Omni Port cables to the main cable harness.



IMPORTANT: Pull excess cable into the Power Link 2000 pedestal to ensure there is no loose wire hanging from the door. Loose wires may get pinched when closing the door.



Standard Holster to Omni Port Retrofit in Variation B

Power Link 2000

This section provides service instructions for a Variation B Power Link 2000. If working with a Variation A Power Link 2000, see [Standard Holster to Omni Port Retrofit in Variation A Power Link 2000](#). To identify the Power Link 2000 variation, see [Appendix: Variation Identification](#).

Tools

Bring these tools:



T25 Security screwdriver

Before You Begin

Before beginning part replacement, complete the following steps:

1. [Power off](#).
2. Remove these:
 - a. [Top cap](#)
 - b. [Front lower cover](#)
 - c. [Front upper cover](#)
3. [Open the upper and lower doors](#).

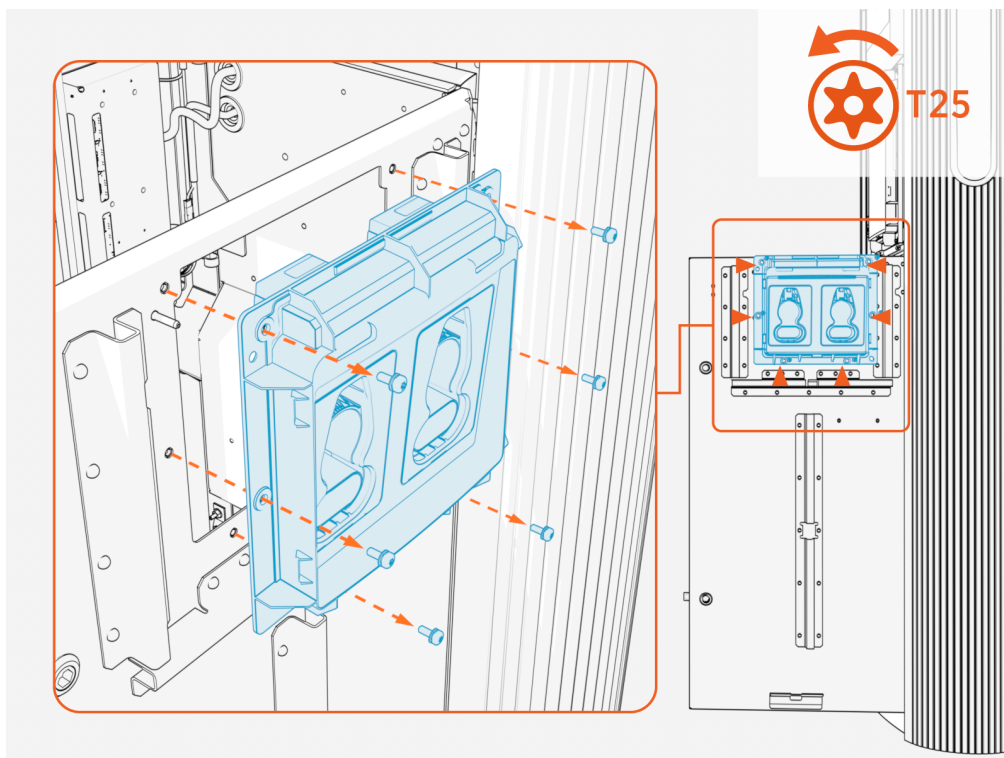
After replacing the components, reverse the above steps to complete the service.



IMPORTANT: Complete the post-service checklist. The checklist is available at ChargePoint Product Reference Documentation.

Remove Existing Holster Frame

Unfasten screws (x6) and remove the standard holster frame.

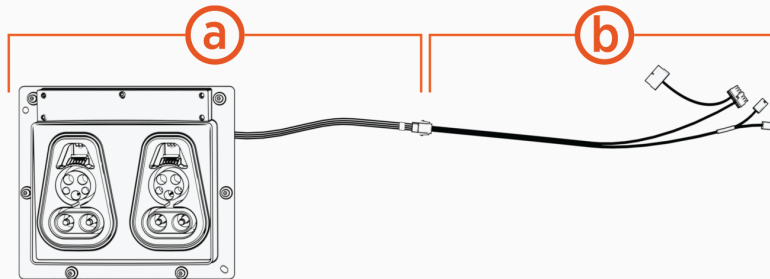


Mount Omni Port

1. Unpack the Omni Port package. Confirm all parts listed below are present.



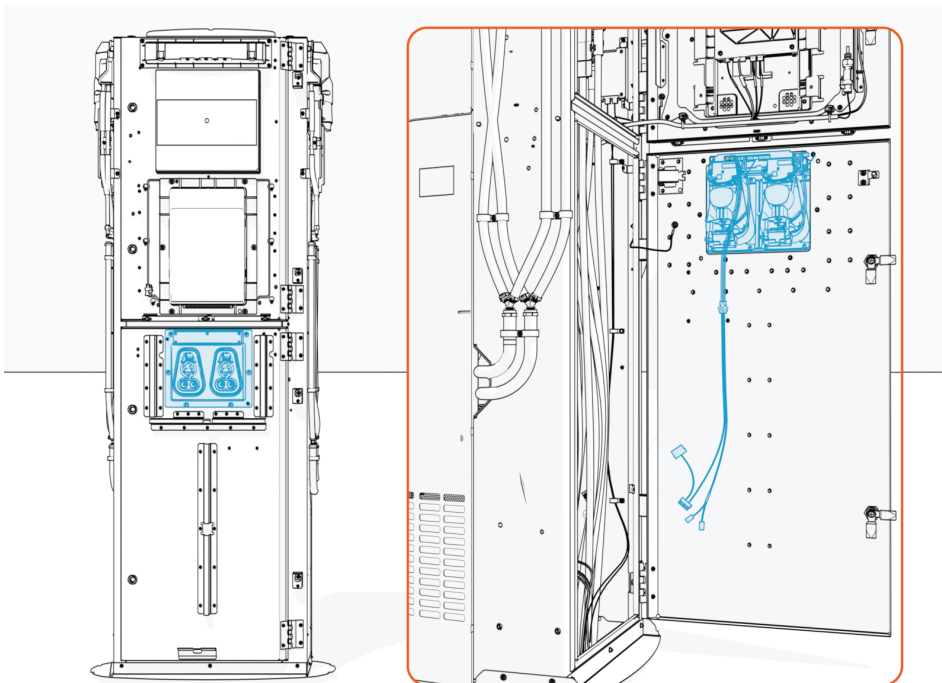
NOTE: For any missing part, contact ChargePoint support.



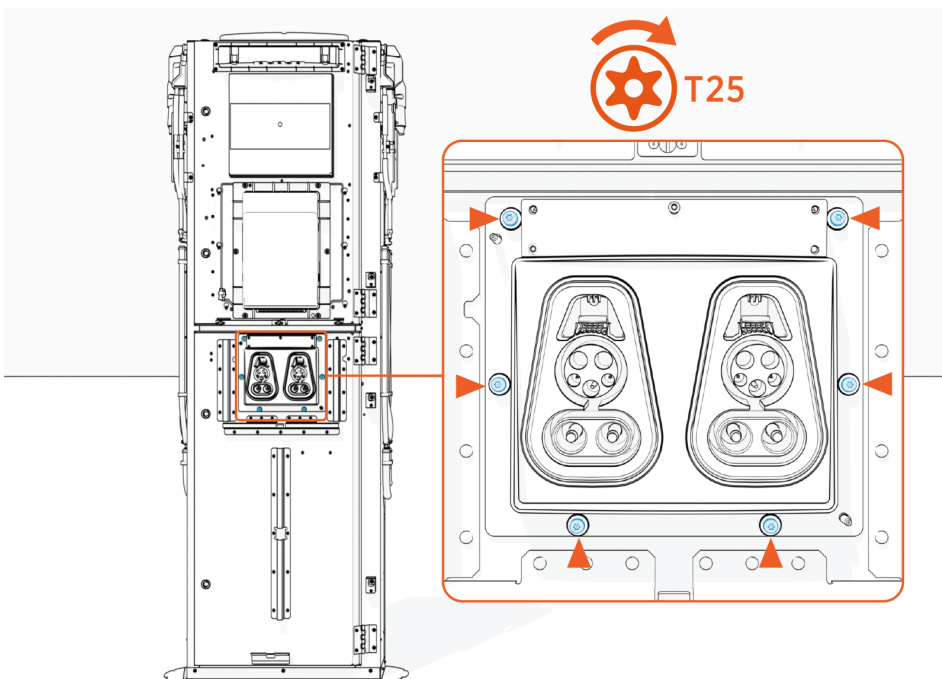
(a) Omni Port assembly with cable

(b) Pigtail cable

2. Align and seat the Omni Port assembly into the holster opening.

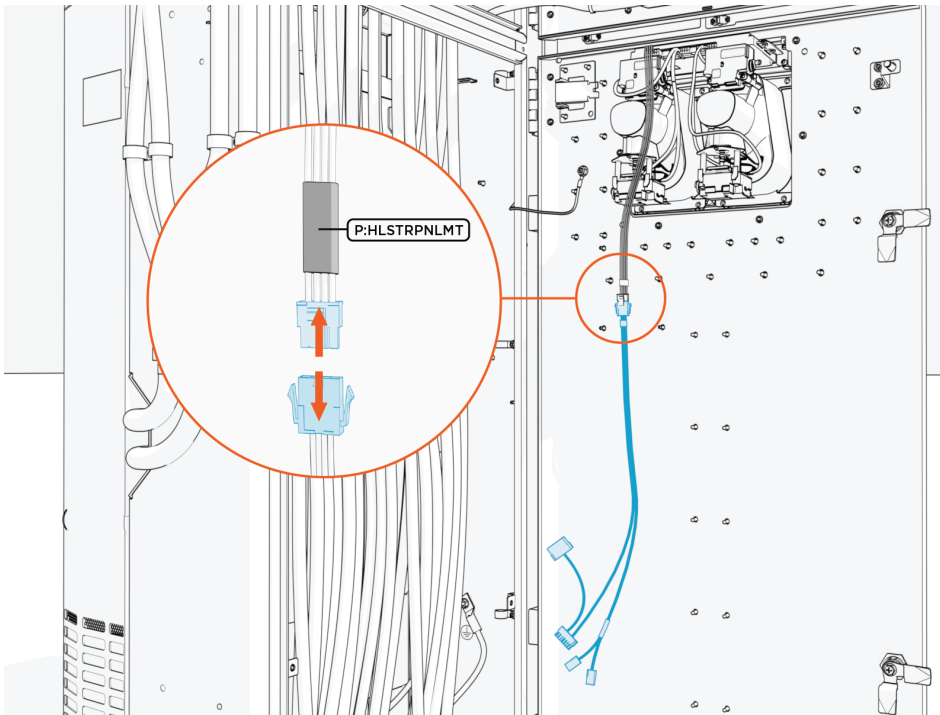


3. Install screws (x6). Torque to **4.5 Nm (40 in-lb)**.



Connect Omni Port Wires

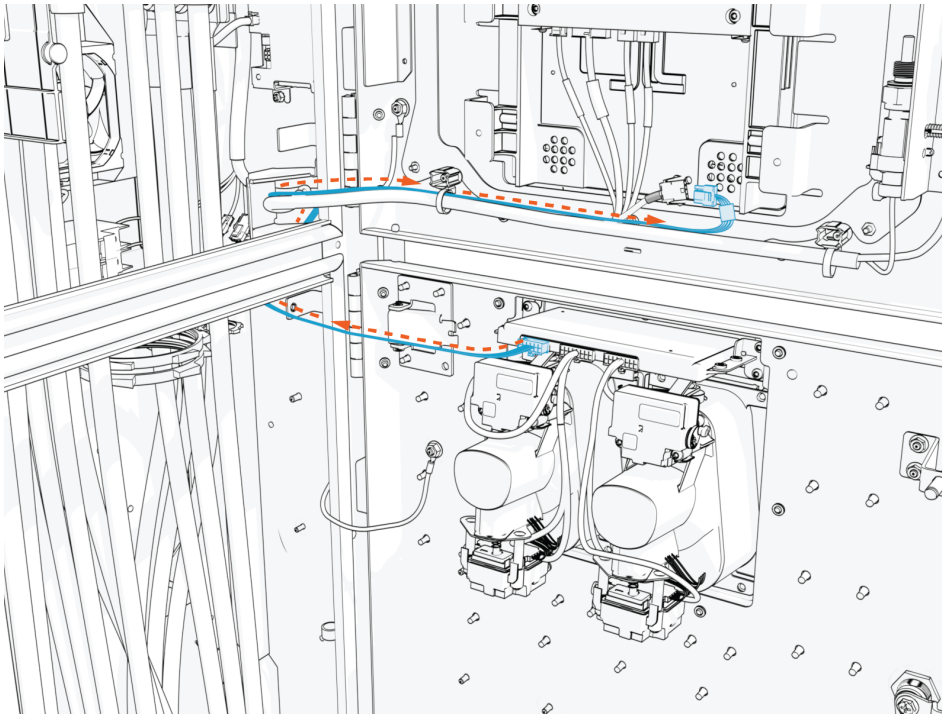
1. Disconnect and remove the Omni Port pigtail cable. The pigtail cable is not needed for Power Link 2000 Variation B.



2. Route the Omni Port cable harness to reach the main cable harness on the Power Link 2000 door.



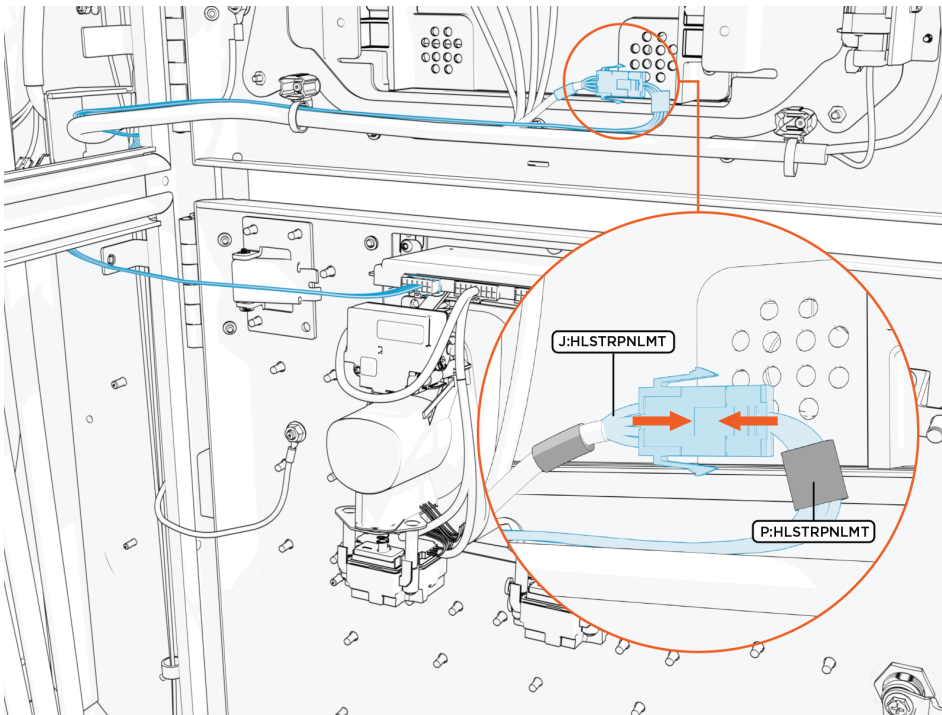
IMPORTANT: The cable harness must route behind the mid-height brace and through the door cable guide to prevent the cable from being pinched when closing the door.



3. Connect the Omni Port cable harness to the main cable harness.



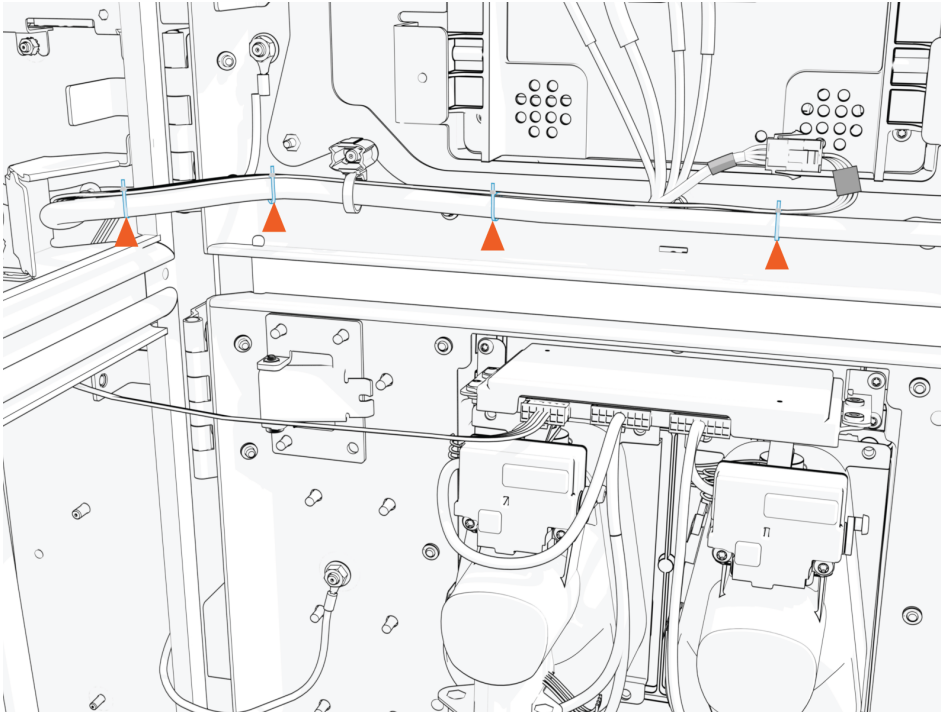
NOTE: The cables are labeled as shown below. The latch must snap onto the receptacle connector with a click to ensure the connection is secure.



4. Use zip ties to secure the Omni Port cables to the main cable harness.



IMPORTANT: Pull excess cable into the Power Link 2000 pedestal to ensure there is no loose wire hanging from the door. Loose wires may get pinched when closing the door.



5. Check that the lower door can close properly.



IMPORTANT: The rear side of the Omni Port should not touch the HV DC wires within the Power Link 2000 pedestal when the door is closed. If needed, adjust the HV DC wires to avoid such contact.

Area Downlight 18

To service and replace the area downlight, follow all instructions given in this chapter.

Tools

Bring these tools:



8 mm hex socket



Needle nose pliers

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

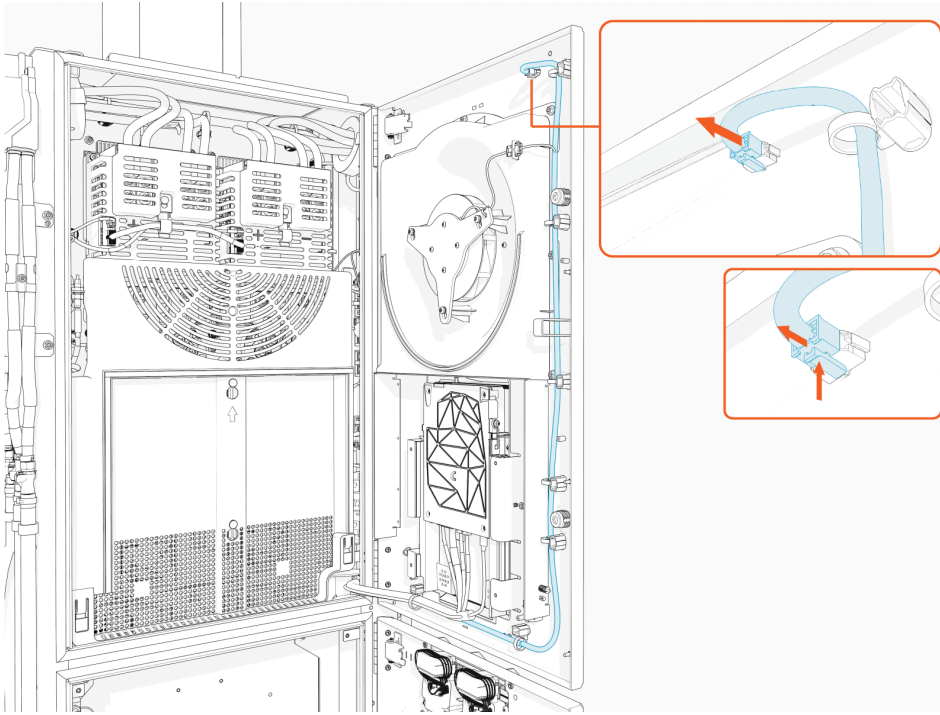


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace Area Downlight

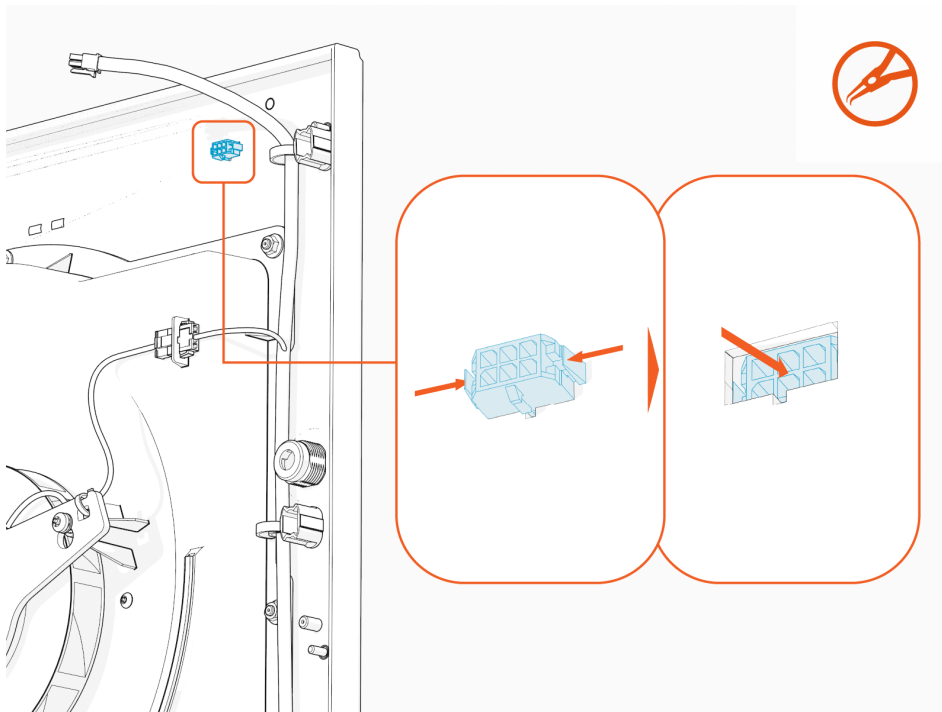
To replace the area downlight, complete the following steps:

1. On the interior surface of the Power Link 2000 door, unplug the wire harness.

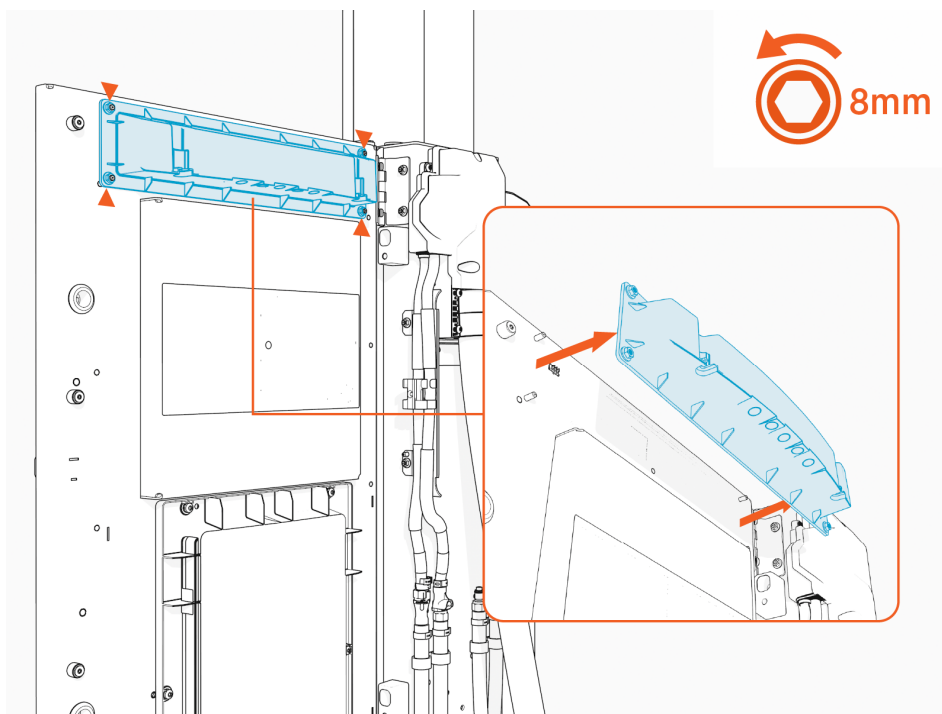


REINSTALL NOTE: To reconnect, plug in. The latch must snap onto the receptacle connector with a click sound to ensure that the connection is secure.

2. Use needle nose pliers to pinch the receptacle connector and push it in through the door.



3. Remove the nuts (x4) and remove the area downlight.

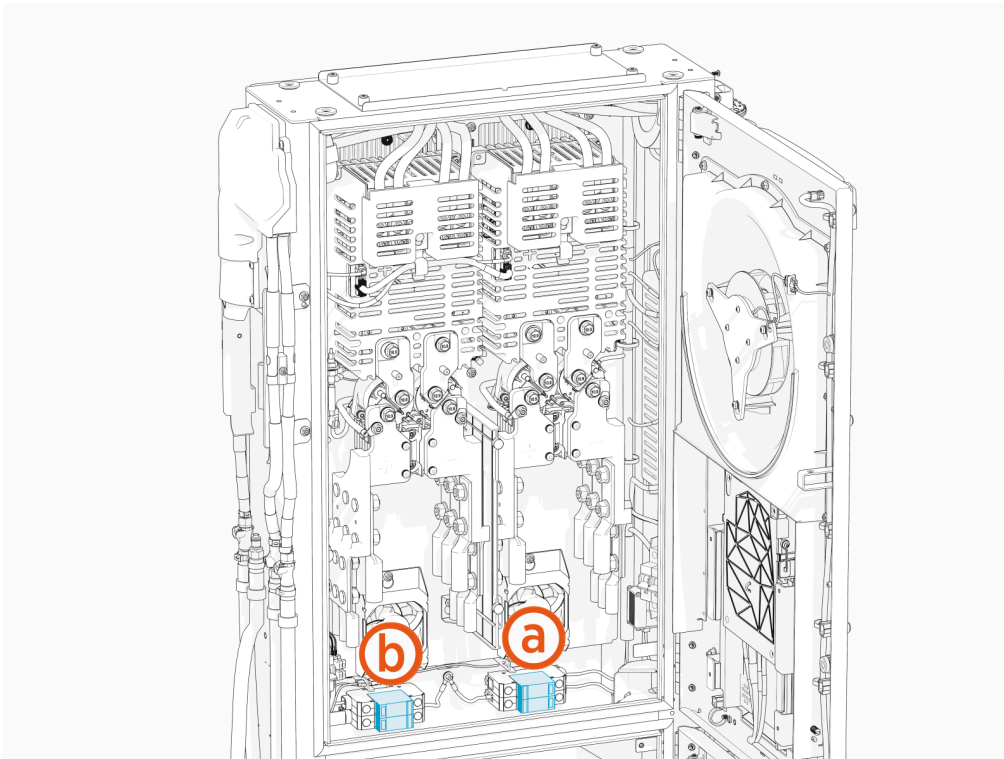


REINSTALL NOTE: Torque these nuts to 2.8 Nm (25 in-lb).

Reverse the above steps to reinstall with replacement FRU.

Low Voltage (LV) Surge Suppressors 19

To service and replace the LV surge suppressors, follow all instructions given in this chapter.



(a) Primary LV surge suppressors

(b) Secondary or optional LV surge suppressors

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:



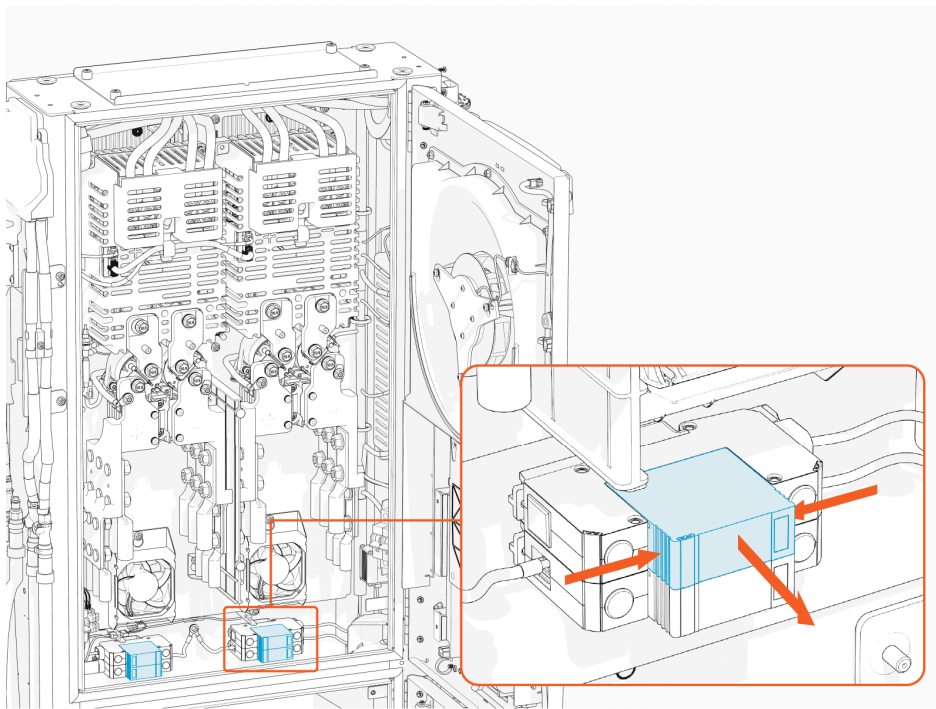
- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace LV Surge Suppressor

To replace Low Voltage (LV) surge suppressors, complete all steps listed below.

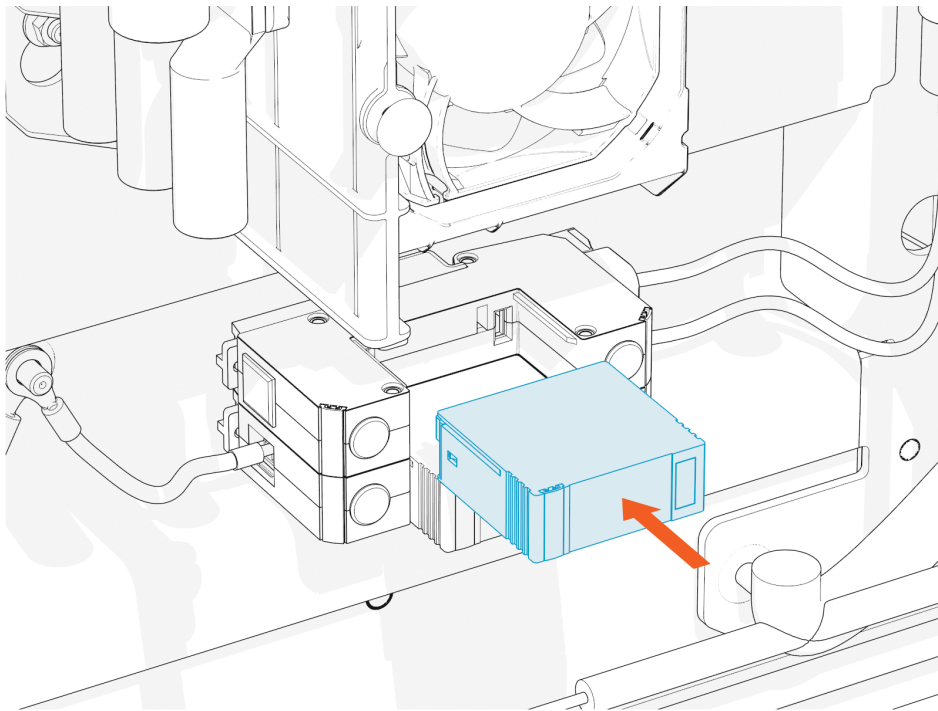
Remove

Pinch the sides and pull out the surge suppressor to remove it.



Reinstall

Plug in the surge suppressor to install it.



High Voltage (HV) Surge 20 Suppressors

To service and replace the HV surge suppressors, follow all instructions given in this chapter.

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:



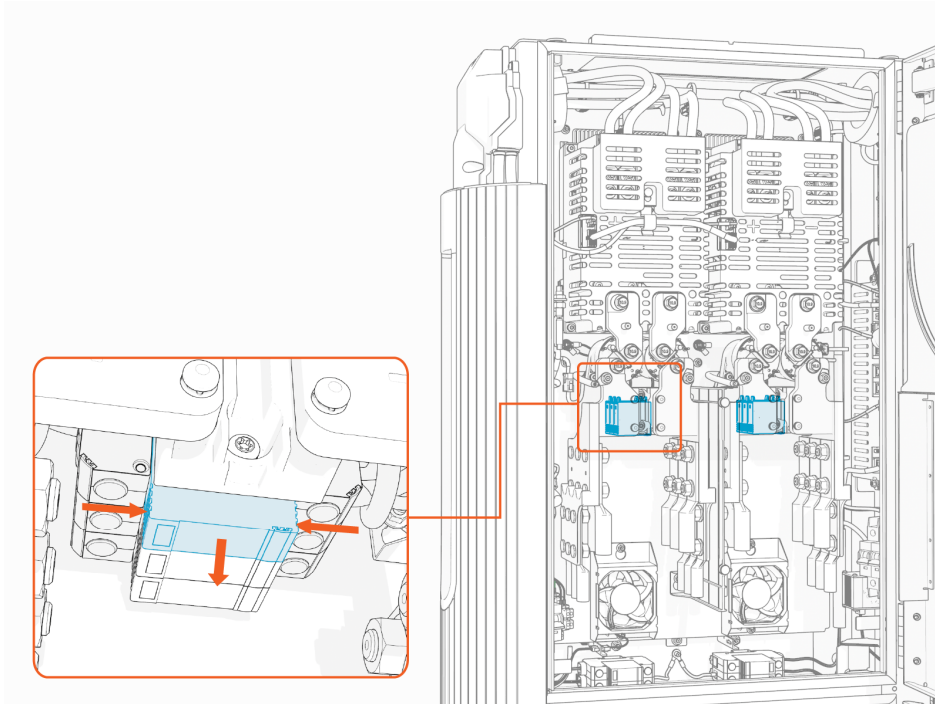
- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace HV Surge Suppressor

To replace HV surge suppressors, complete all steps listed below.

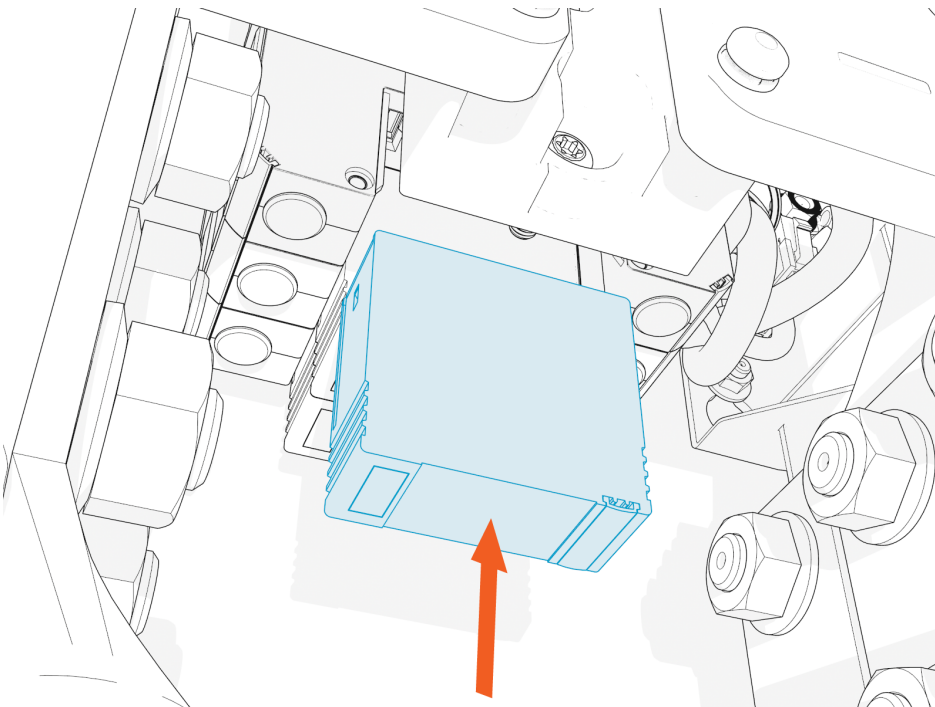
Remove

Pinch the sides and pull down the surge suppressor to remove it.



Reinstall

Plug in the surge suppressor to install it.

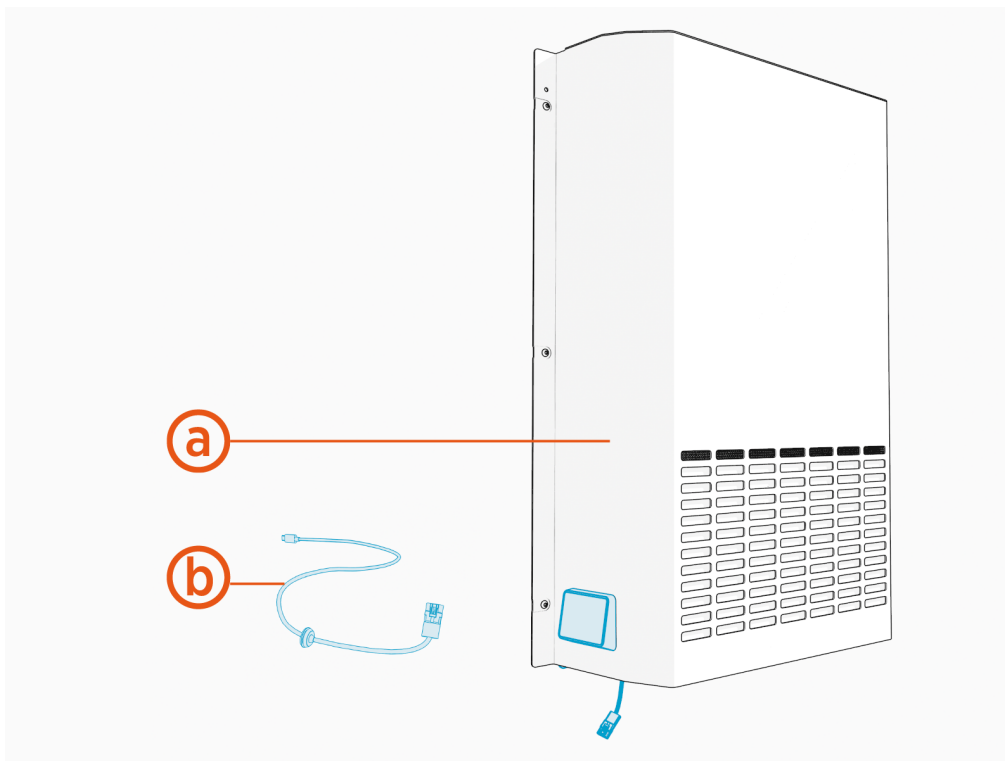


Card Reader Kit 21

To install a card reader kit, follow all instructions given in this chapter.

Kit Components

The card reader kit contains the following components:



- (a) Replacement rear upper cover pre-installed with card reader
- (b) Long cable for connecting the card reader to Power Link 2000



NOTE: This kit provides a card reader module as well as an upper rear cover that accepts installation of a card reader module.

For installation or replacement of a card reader module alone, see [Card Reader Module](#).

Tools

Bring these tools:



T25 Security screwdriver

Before You Begin

Before beginning part installation, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
 - d. Cable cap
 - e. Side panels
 - f. Rear upper cover
3. Open the upper and lower door.
4. Remove HV DC input bus bar safety cover.

After replacing the components, reverse the above steps to complete the service.

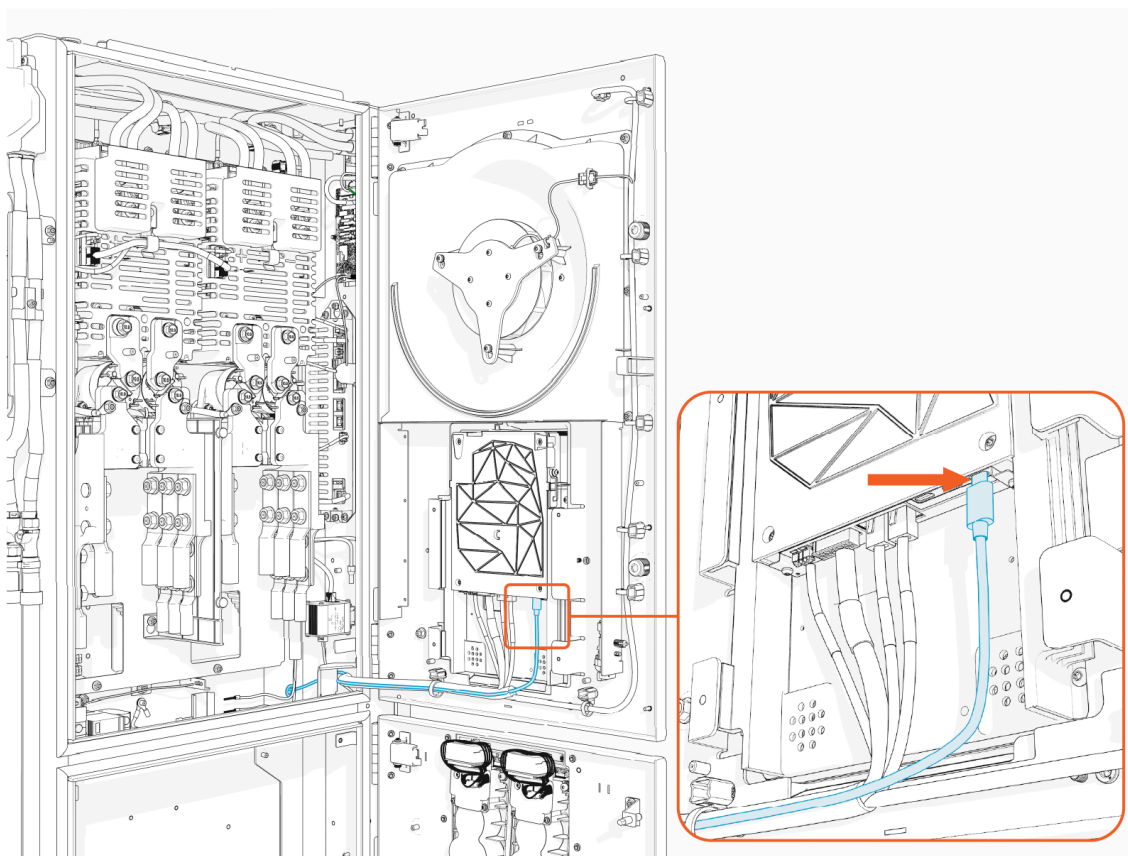
IMPORTANT:



- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Install Long Cable

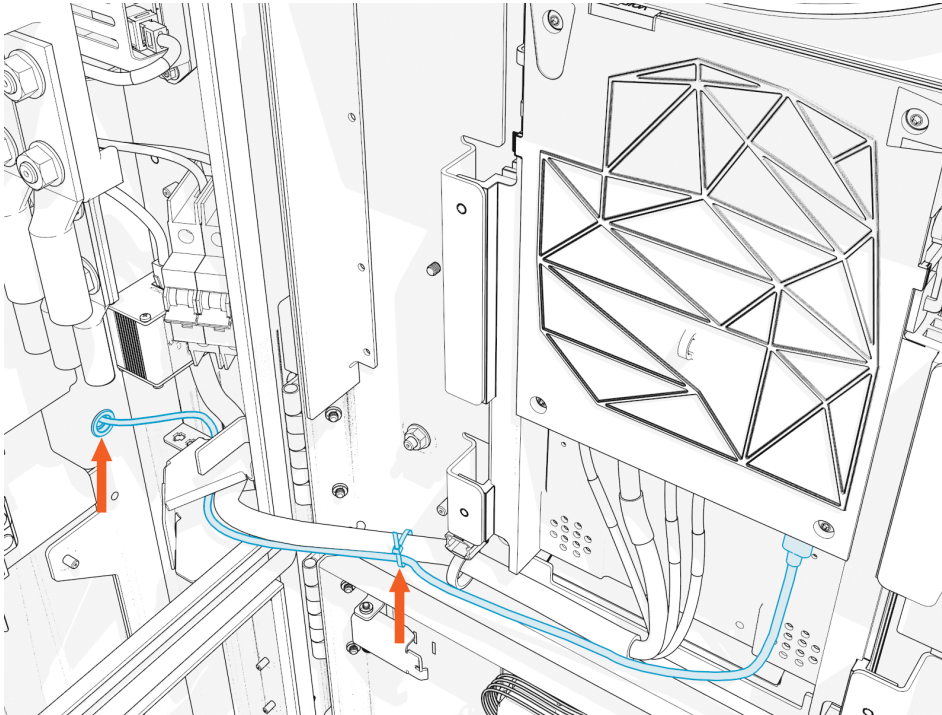
1. Connect the long cable's USB-C plug to any one of the three USB-C ports on the Control and Communication Module (CCOM).



2. Route the long cable's other connector to rear side through a hole at the back of the Power Link 2000 and insert the grommet into the hole.



IMPORTANT: Make sure to route and tie the long cable using cable ties to the main cable harness.



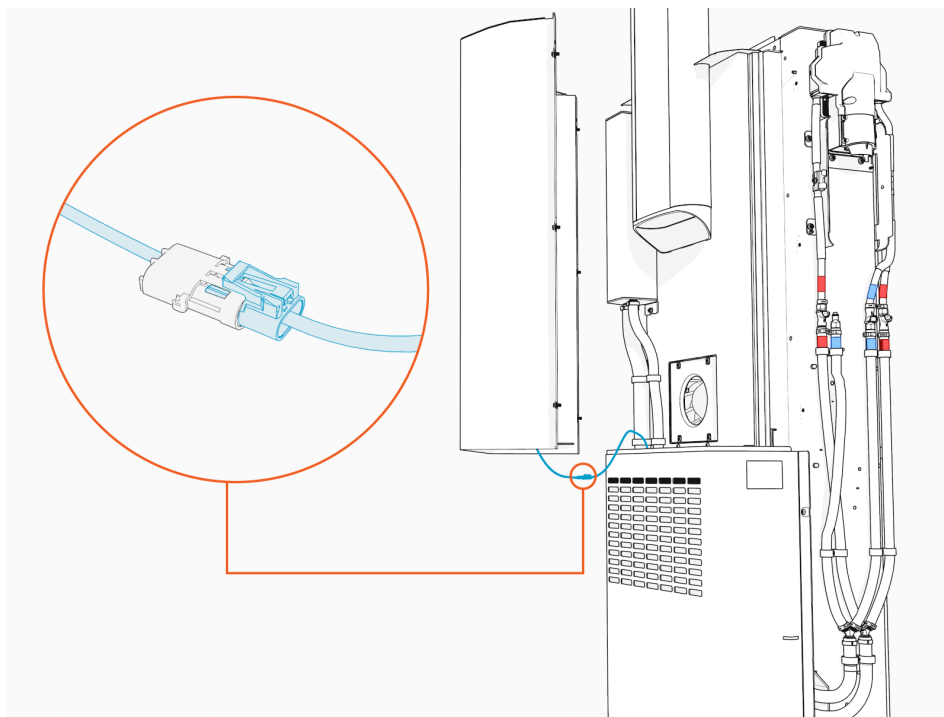
Reverse the above steps to replace the long cable.



NOTE: In most cases, card reader failures can be resolved by replacing the card reader alone. If the issue persists after replacing the card reader alone, try connecting the long cable to a different USB port on the CCOM. If the new card reader still fails to operate correctly, replace the long cable.

Install Cover with Card Reader onto Power Link 2000

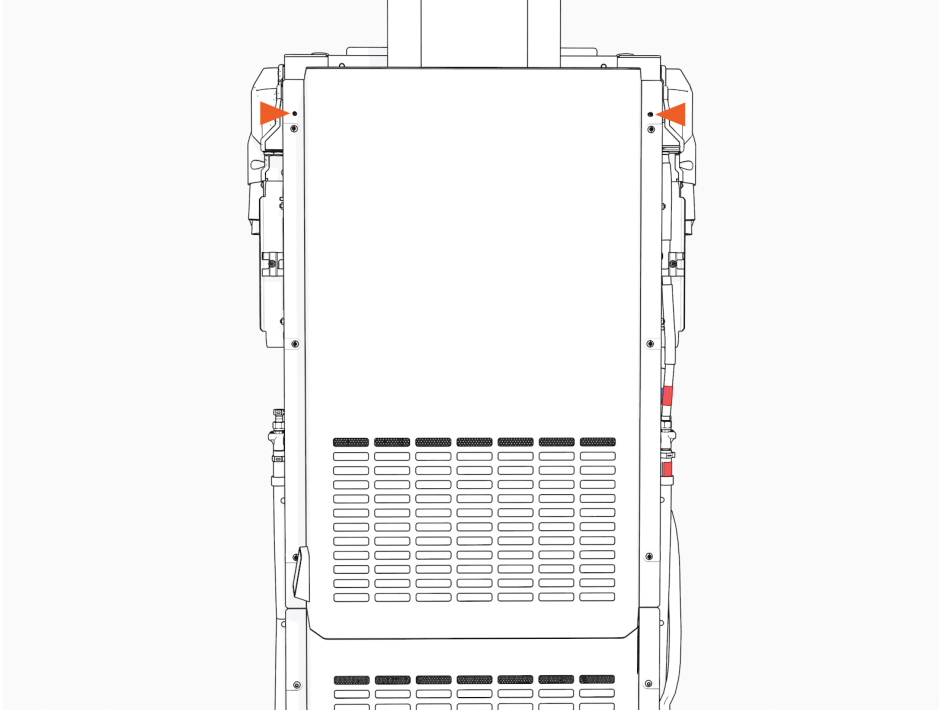
1. Connect the card reader's cable to the long cable before you install the cover.



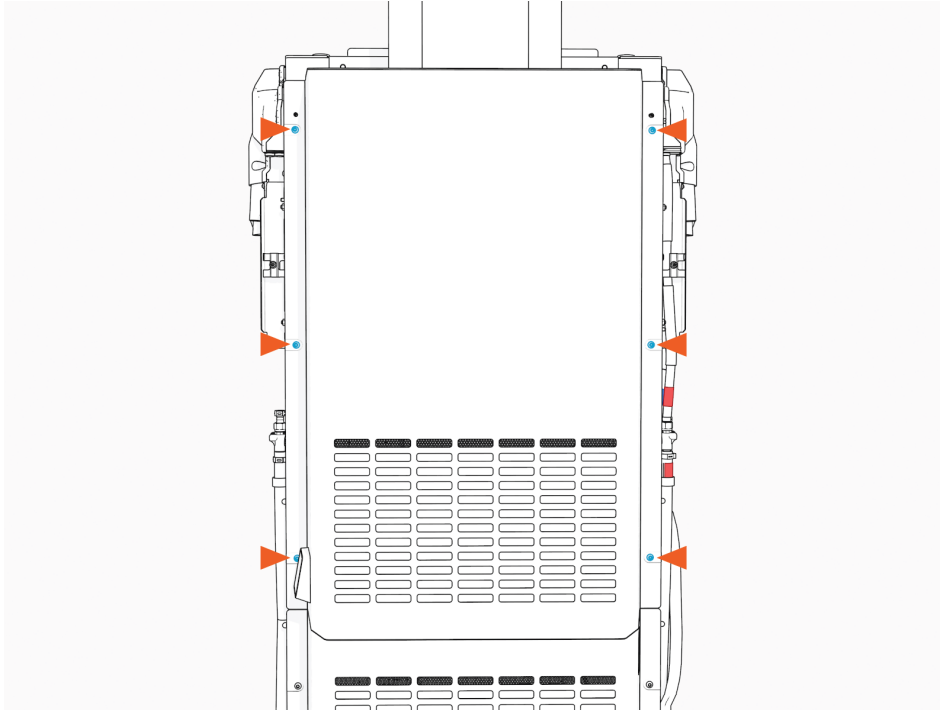
2. Align and seat cover onto the alignment pins (x2) on the frame.



CAUTION: To prevent pinching of the card reader cable, make sure that the cable is not between the rear upper and lower covers.



3. Torque the screws to **4.5 Nm (40 in-lb)**.

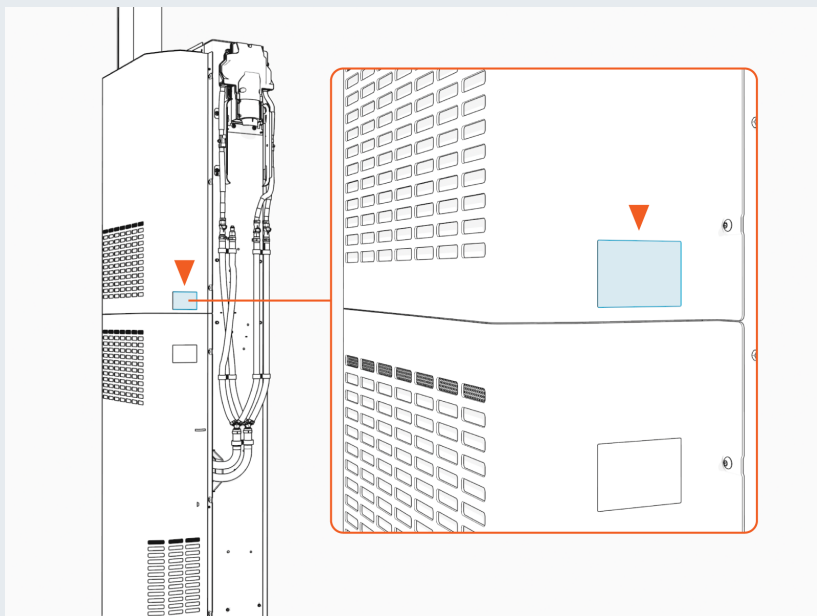


Reverse the above steps to replace the cover.

REINSTALL NOTE: Before you reinstall, check if there is a label with serial number (SN) on the old cover. If so, request a replacement label for the new cover.



IMPORTANT: Power Link 2000s typically have a label with SN on the rear upper cover, although some older units may have the label on the rear lower cover. Ensure the Power Link 2000 has a label with SN applied to one of its rear covers. To request a new one, [contact ChargePoint support](#).

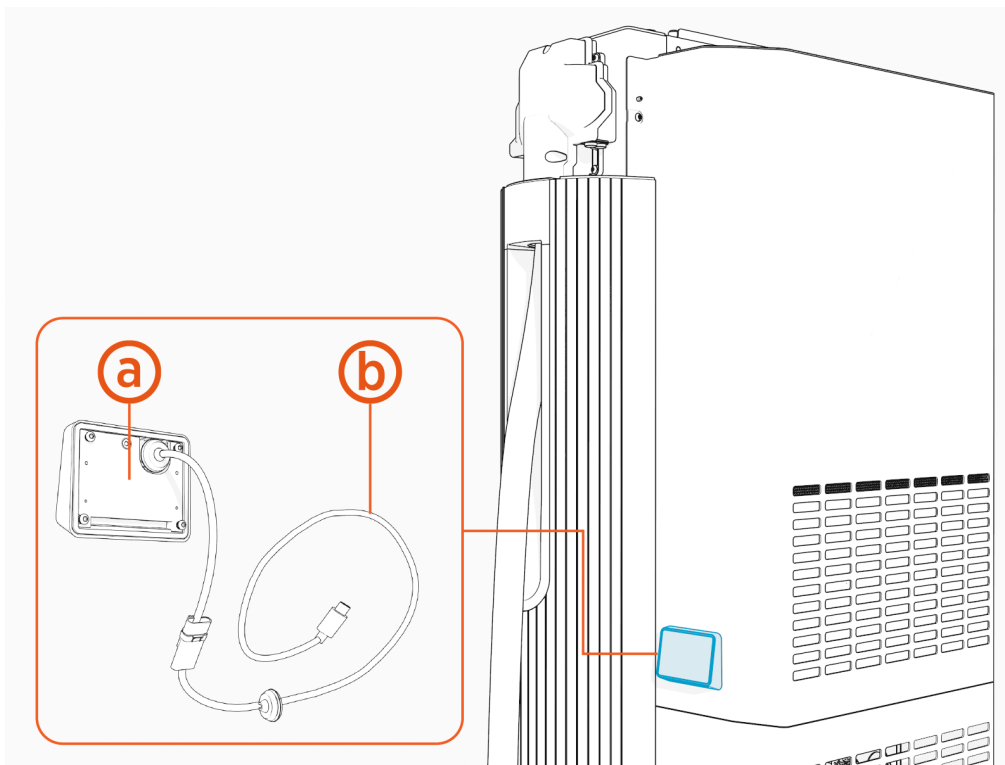


Card Reader Module 22

To service and replace the card reader module, follow all instructions given in this chapter.

FRU Components

This FRU contains the following components:



- (a) Card reader with short cable
- (b) Long cable for connecting the card reader to Power Link 2000



NOTE: This FRU replaces a card reader module alone, and is meant for use on a charging station equipped with an upper rear cover that accepts card reader modules.

Tools

Bring these tools:



T25 Security screwdriver



T10 Torx screwdriver

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
 - d. Cable cap
 - e. Side panels
 - f. Rear upper cover



NOTE: Unclip the card reader cable when removing the rear upper cover.

3. Open the upper and lower door (remove this only if you are replacing the long cable).
4. Remove HV DC input bus bar safety cover (remove this only if you are replacing the long cable).

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

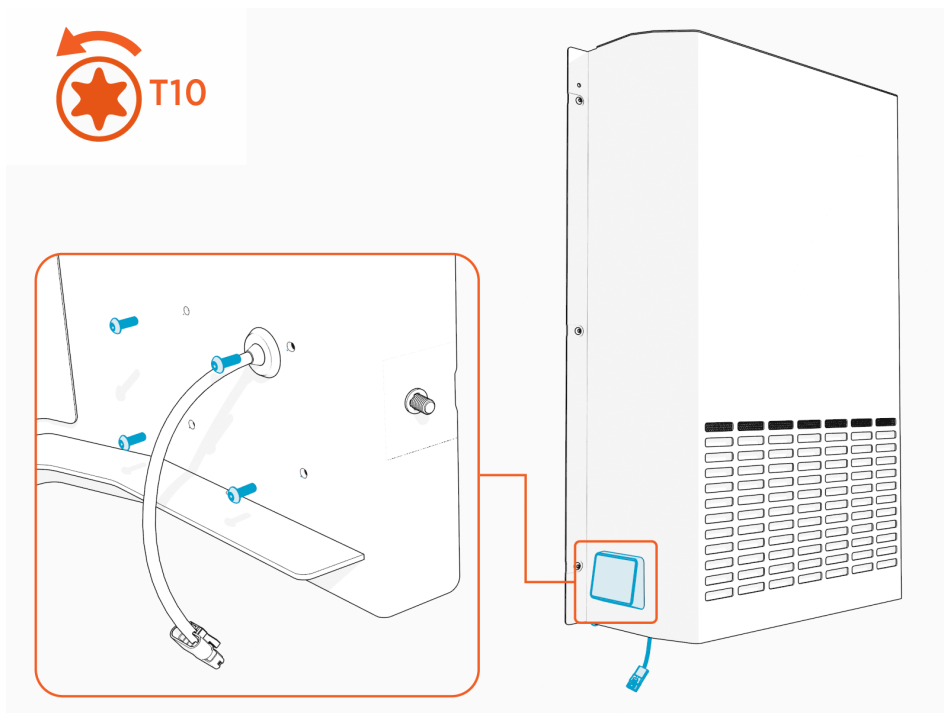


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- Contact ChargePoint regarding faulty part return.

Replace Card Reader

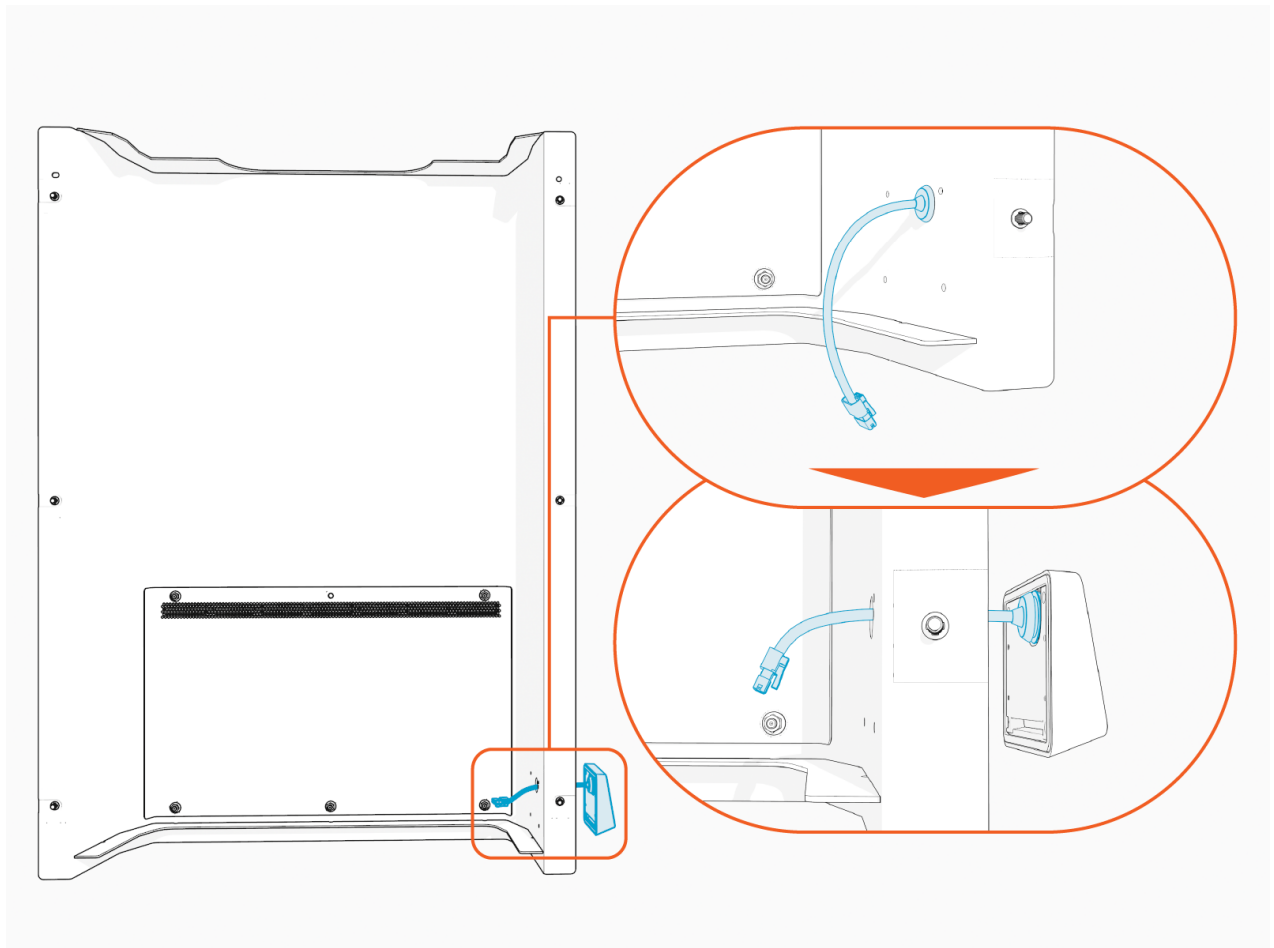
To replace the card reader, complete the following steps:

1. Remove the screws (x4).



REINSTALL NOTE: Torque these screws to **0.56 Nm (5 in-lb)**.

2. Remove the grommet from the hole and then remove the cable through the hole.



Reverse the above steps to reinstall the card reader.

Replace Long Cable



NOTE: In most cases, card reader failures can be resolved by solely replacing the card reader. However, if the new card reader fails to operate correctly, replace the long cable.

See [Install Long Cable](#) and reverse the steps to replace the long cable.

Standard Cable Management Kit 23

(CMK)

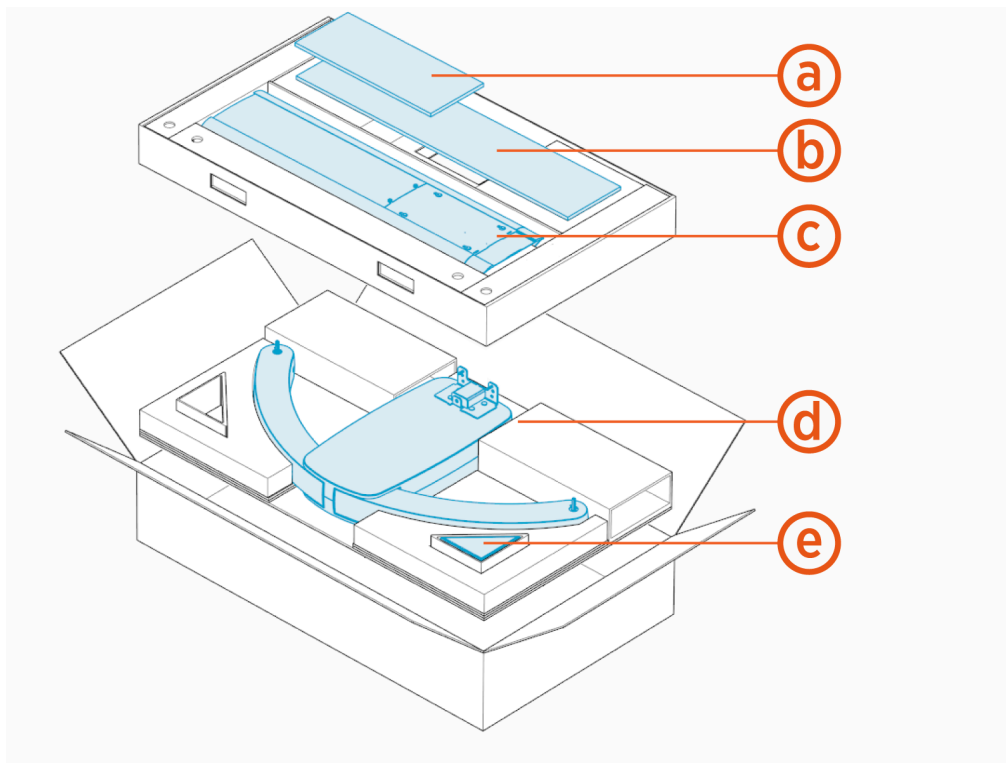
To service and replace a standard CMK, follow all instructions given in this chapter.

Kit Components

Check the package for the following components:



NOTE: For any missing part, contact ChargePoint support.



- (a) Front cover
- (b) Rear cover
- (c) Mast
- (d) Single or dual swingarm assembly
- (e) M6 Torx screws (x5)

Tools

Installing or replacing the CMK requires at least two people. Bring these tools:



T25 Security screwdriver



Torx screwdrivers (T20, T30)



Stepladder



Box cutter

Before You Begin

Before beginning part replacement, complete the following steps:

1. [Power off.](#)
2. [Release Cable.](#)

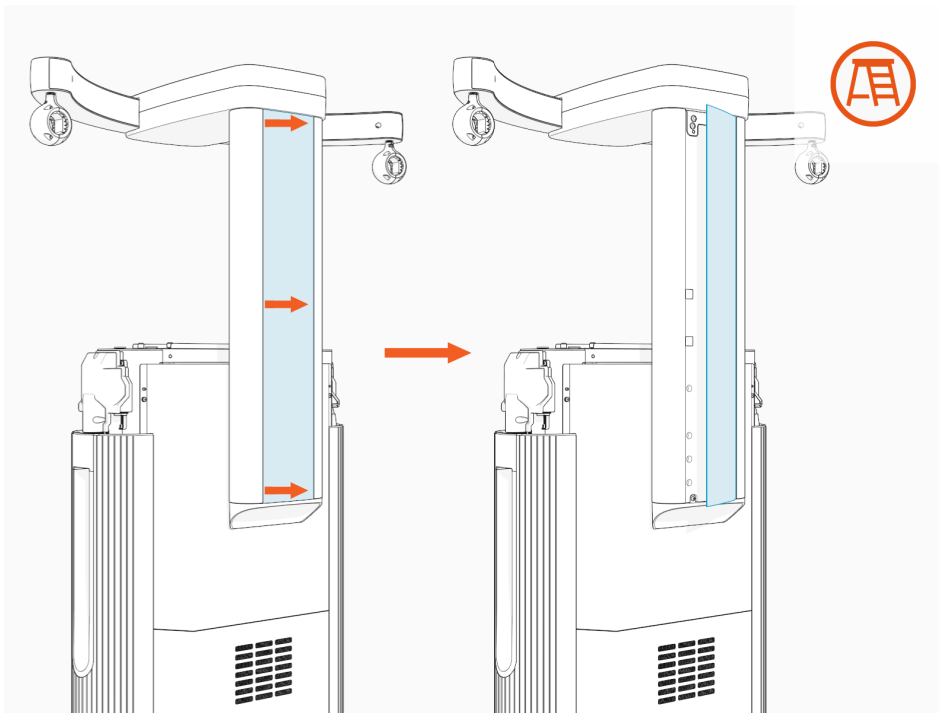
Replace Standard CMK

To replace a standard CMK, complete the following steps:

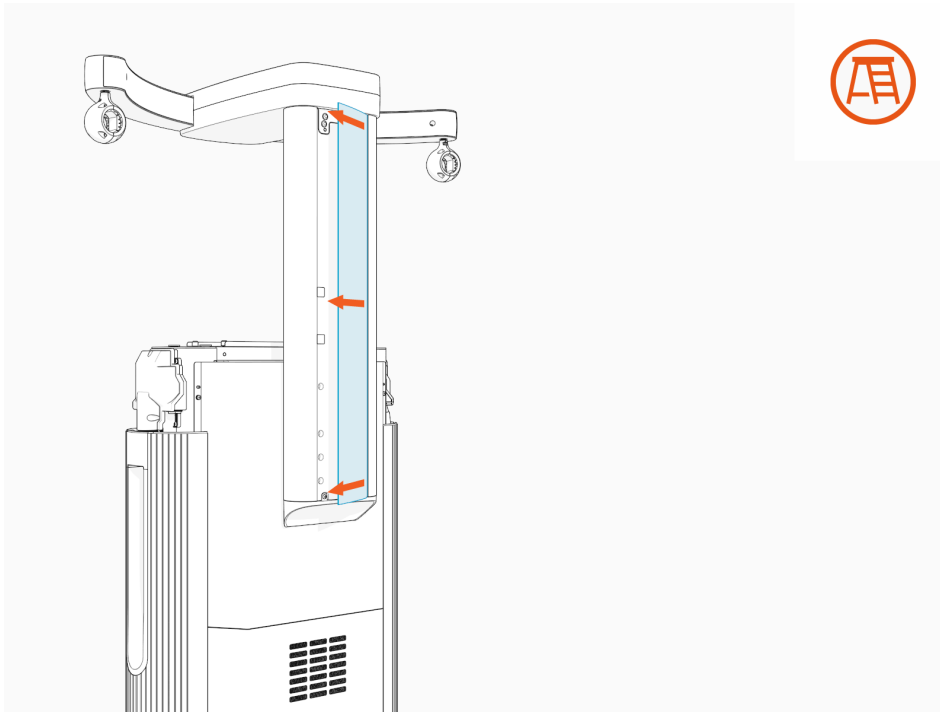
Remove

Remove CMK Covers

1. Flex any one side of the rear cover to remove the corresponding edge out of the groove on the mast.



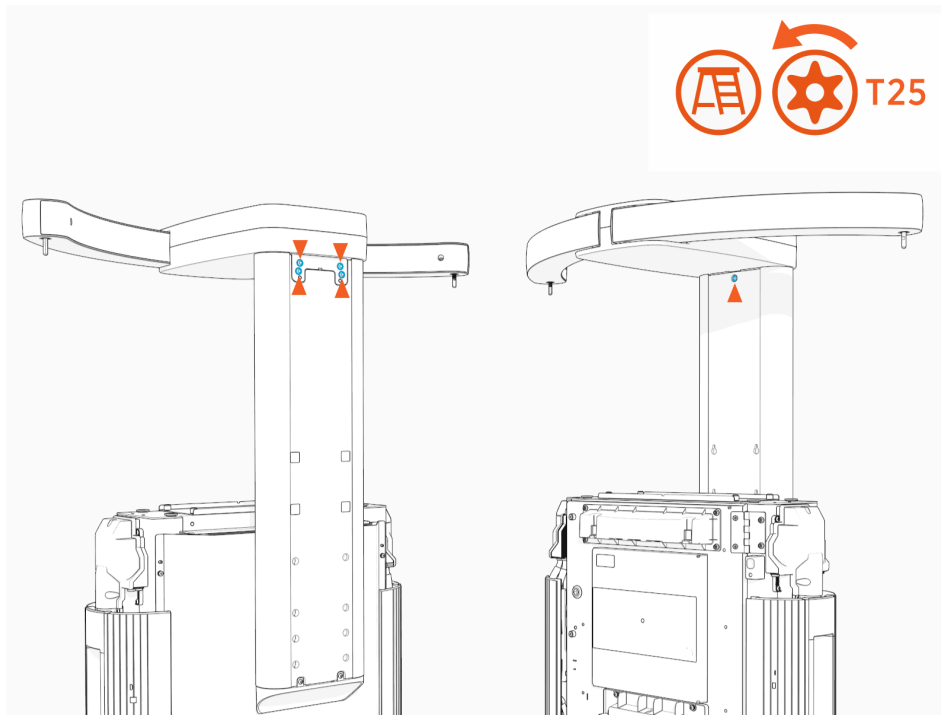
-
2. Remove the other side edge out of the groove on the mast.



3. Repeat the above steps to remove the front cover.

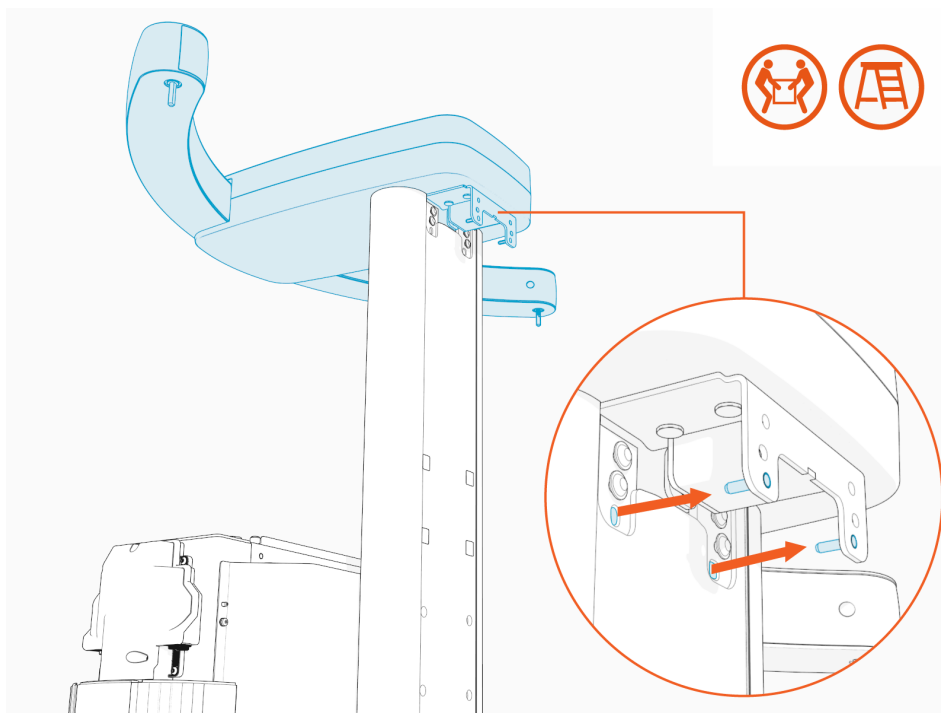
Remove Swingarm Assembly

1. Remove the screws (x5) (x4 at rear and x1 at front).



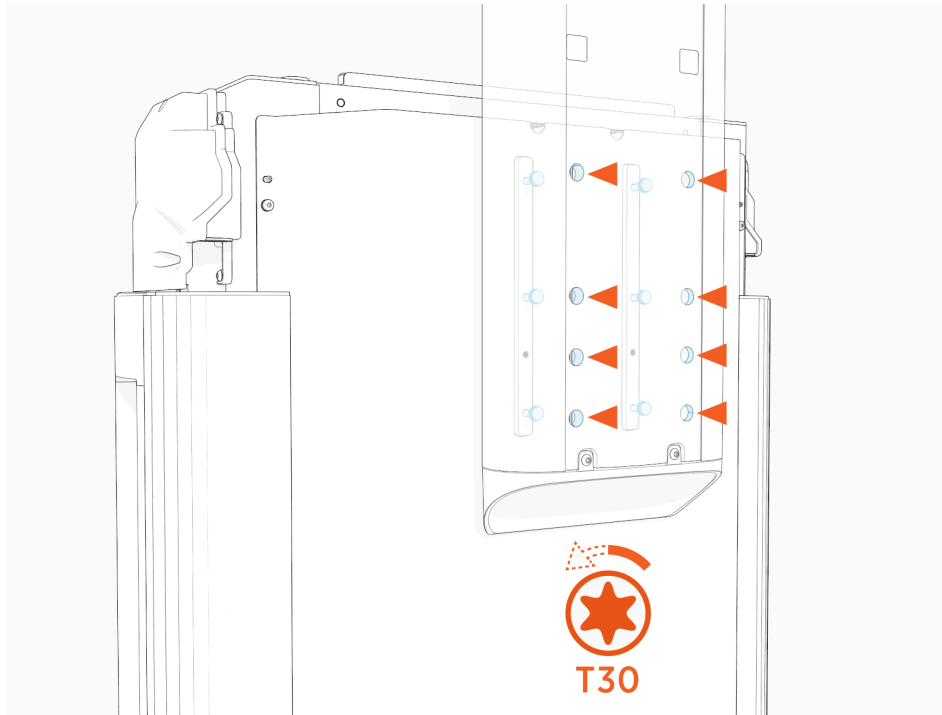
REINSTALL NOTE: Torque these screws to **5.6 Nm (50 in-lb)**.

2. Remove the swingarm assembly from the mast.

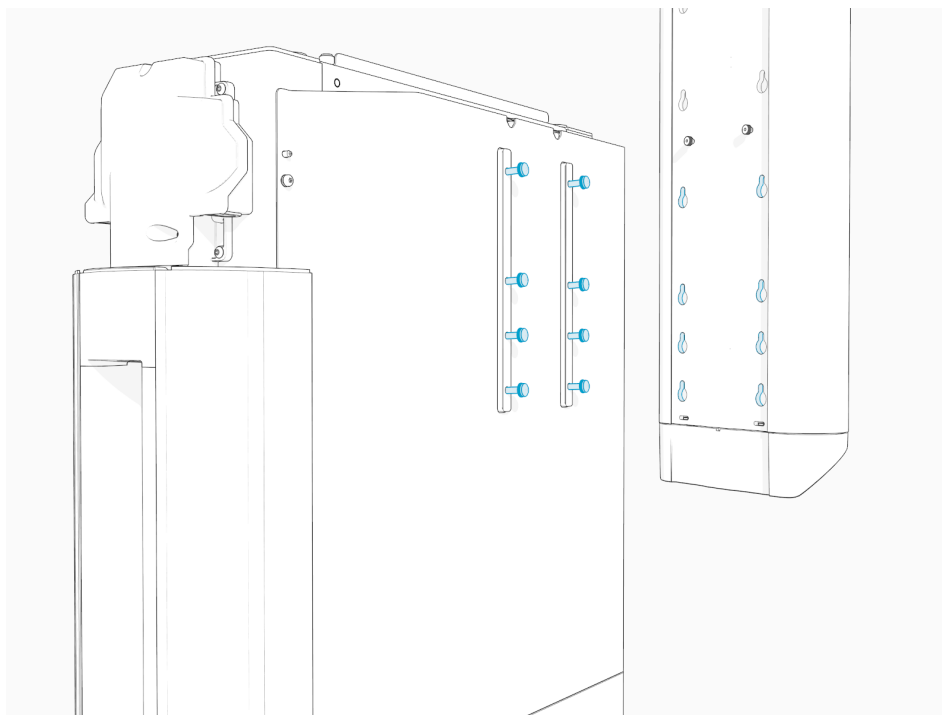


Remove Mast

1. Loosen (do not remove) the screws through the screw holes at the back of the mast.



2. Unhook the mast from the screws.



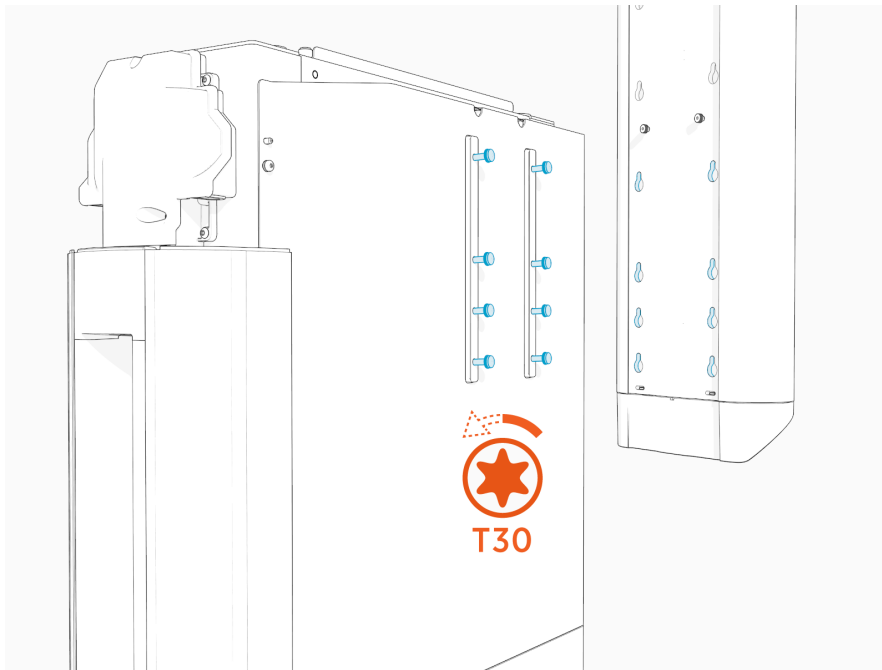
Reinstall

To reinstall the standard CMK, complete the following steps:

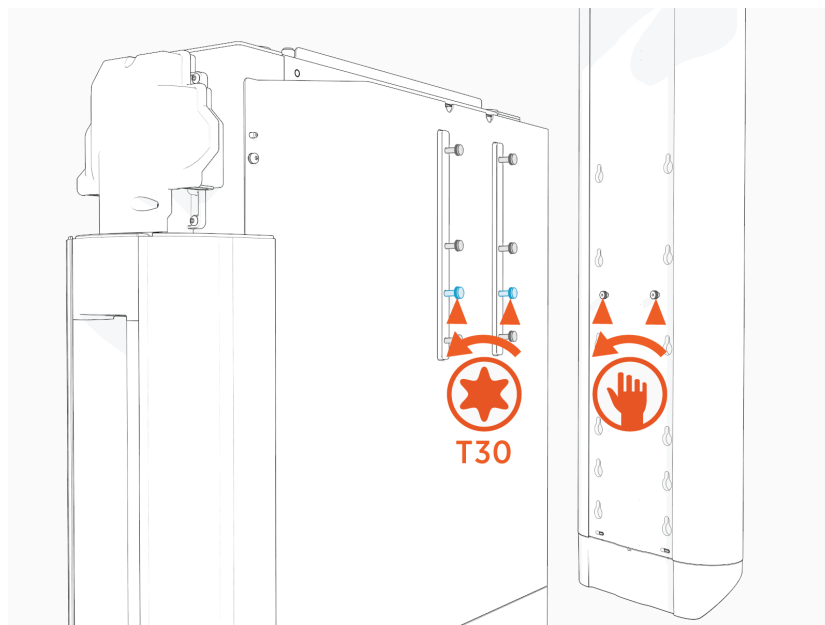
Install Mast

Depending on the space or clearance available above the Power Link 2000, such as in a parking garage, you can install CMK at the following heights:

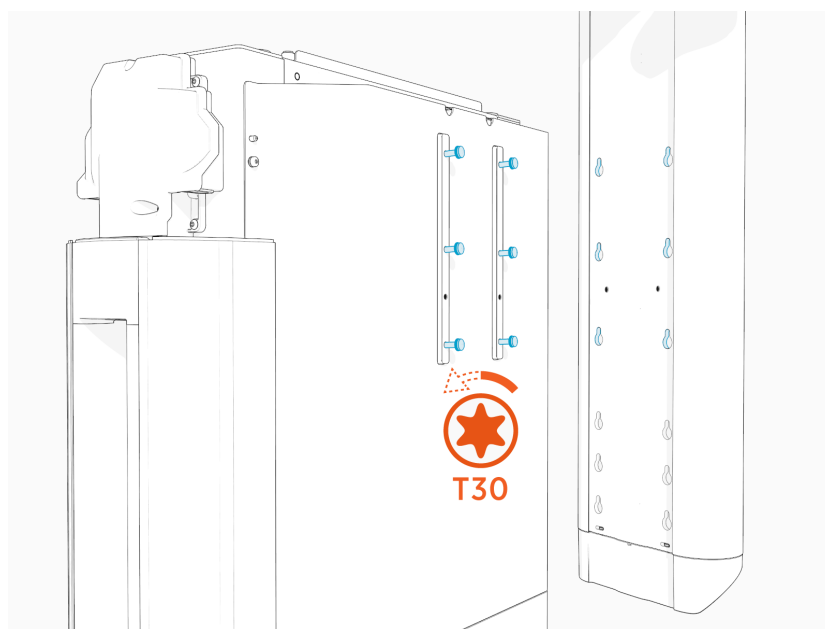
- Maximum: 2.41 m (7 ft 11 in)
 - Minimum: 2.21 m (7 ft 3 in)
1. Loosen the preinstalled screws if they are not loose. Hook the mast to the screws.
 - To install CMK at maximum height, the mast hooks onto eight preinstalled screws.



- To install CMK at minimum height, do the following:
 - a. Remove these preinstalled screws (x2 from the rear of the Power Link 2000 and x2 from the front of the mast).

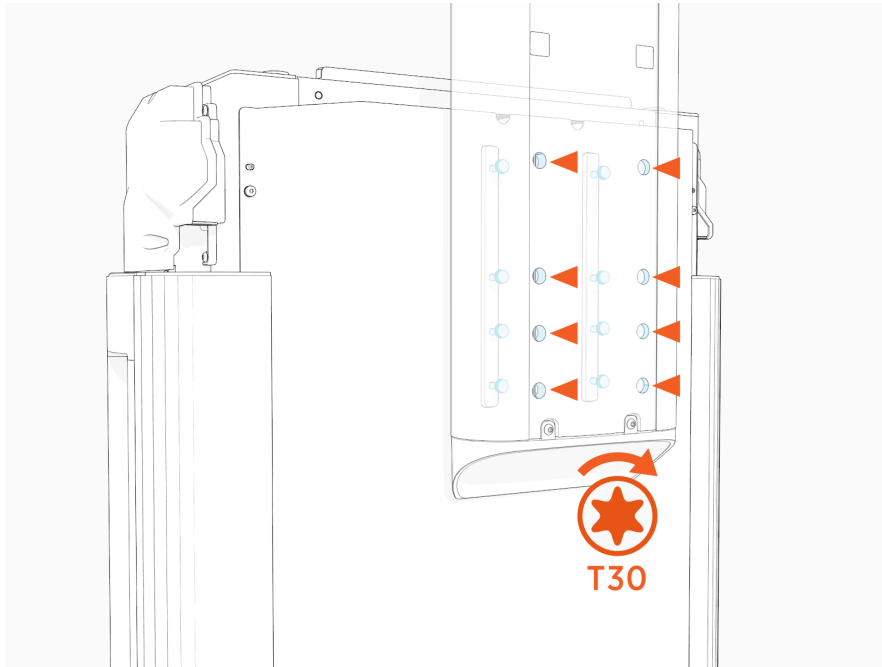


- b. Loosen and hook the mast to the remaining screws (x6).



2. Torque loosened screws to **5.6 Nm (50 in-lb)** through the screw holes at the back of the mast.

- Maximum height:



- Minimum height:

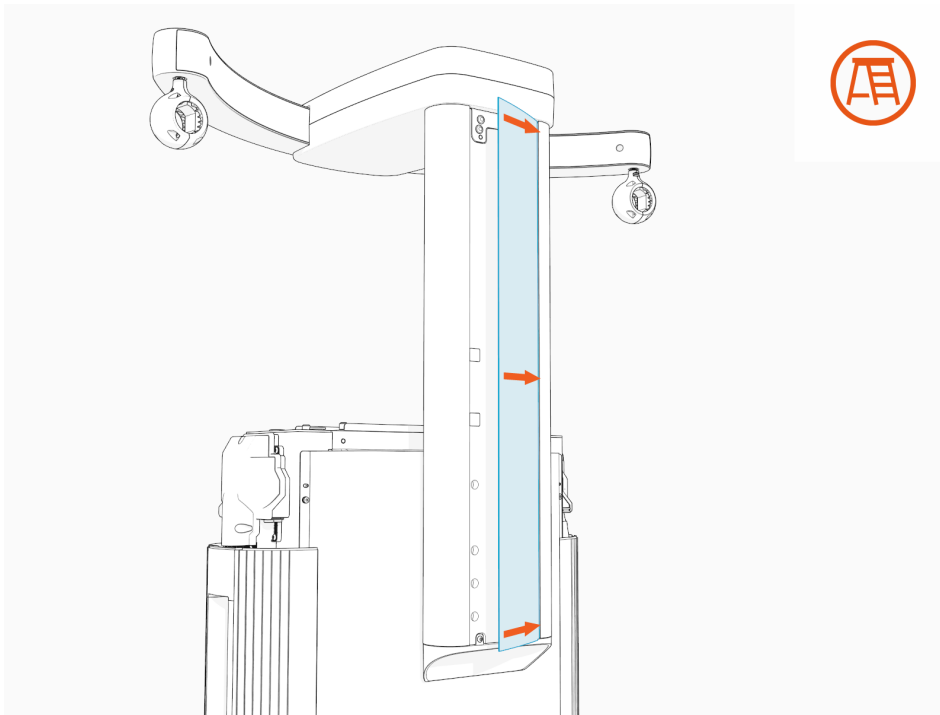


Install Swingarm Assembly

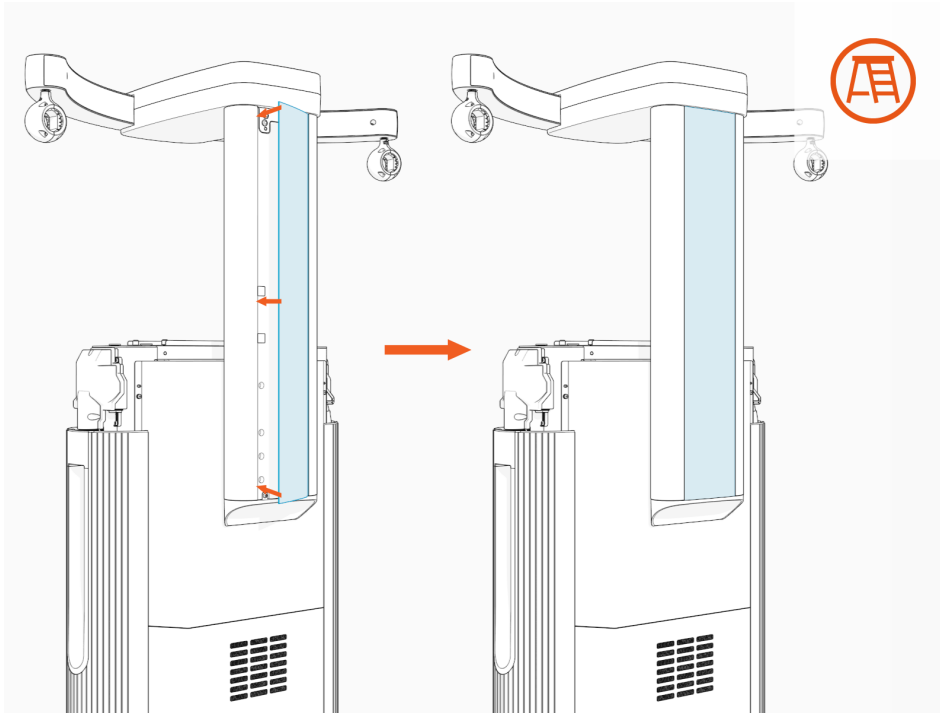
See [Remove Swingarm Assembly](#) and reverse the steps to reinstall.

Install CMK Covers

1. Find the front and rear covers shipped in the CMK package.
2. Insert one edge of the rear cover into one of the grooves on the rear side of the CMK mast.

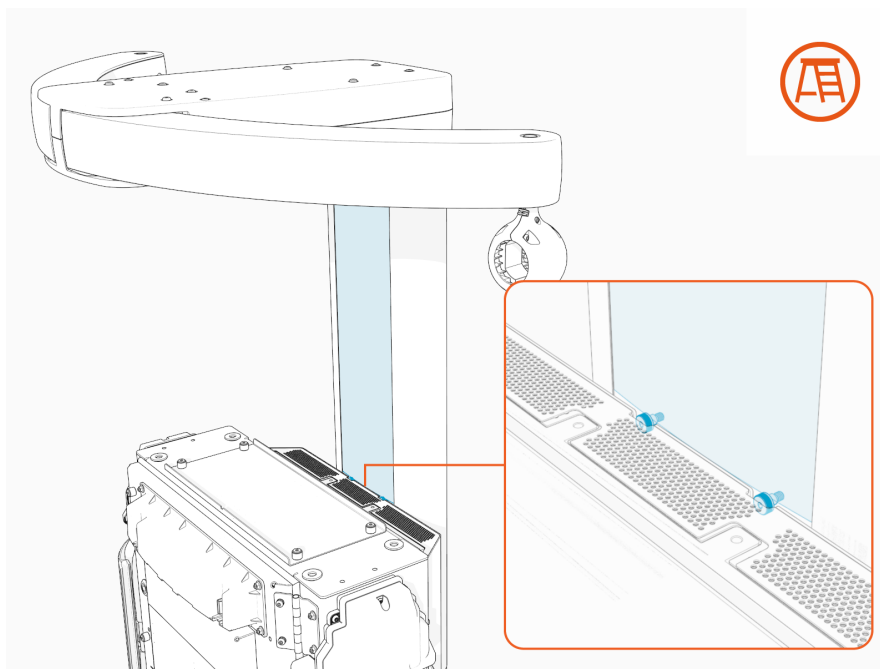


3. Gently flex the rear cover to insert its other edge into the other groove on the rear side of the CMK mast.

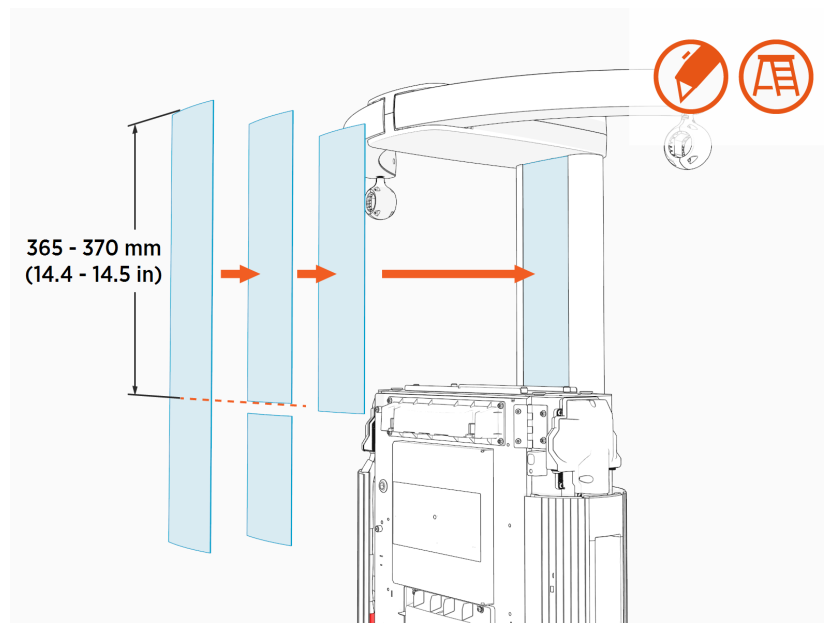


4. Repeat the above steps for the front cover and ensure the following:

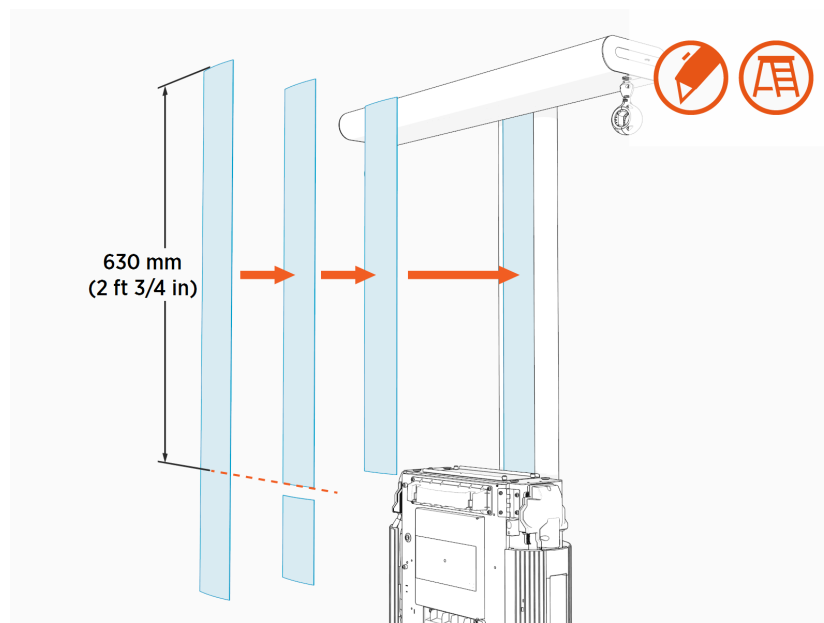
- If installing covers on the standard CMK at maximum height, make sure that the front cover is resting on the two shoulder screws on the front side of the CMK mast.



- If the CMK (either standard or tall) is installed at minimum height, cut its front cover to the following height:
 - Standard CMK's front cover:



- Tall CMK's front cover:

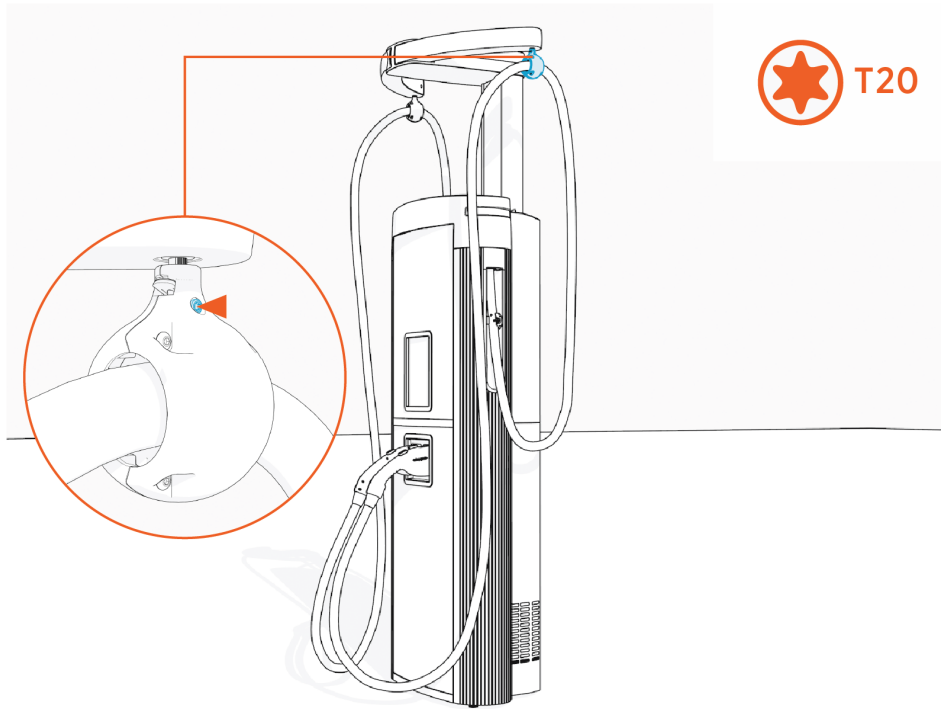


Complete The Service

1. Reinstall the charging cable. See [Release Cable](#) and reverse the steps to reinstall.



IMPORTANT: When reinstalling the cable, be sure to tighten the set screw securing the tetherball to the CMK. Torque to **4.5 Nm (40 in-lb)**.



2. [Power On](#).

IMPORTANT:



- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Tall Cable Management Kit (CMK) 24

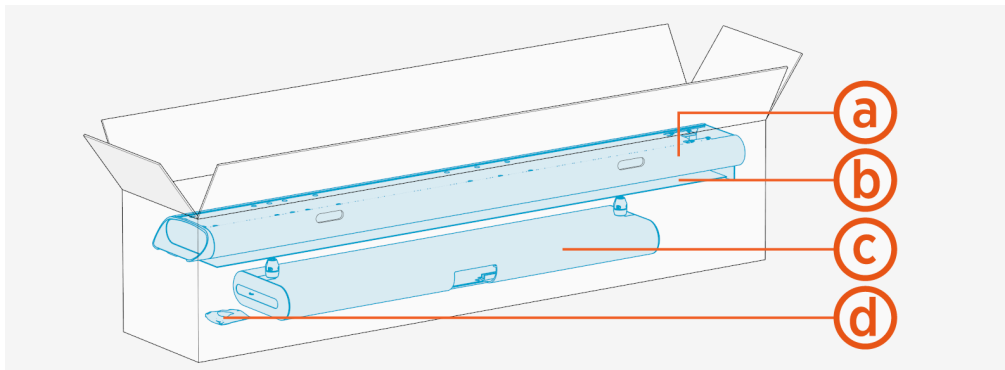
To service and replace a tall CMK, follow all instructions given in this chapter.

Kit Components

Check the package for the following components:



NOTE: For any missing part, contact ChargePoint support.



- (a) M6 Torx screws (x8) and M10 hex screws (x4)
- (b) Single or dual tall CMK assembly
- (c) Front and rear covers
- (d) Mast

Tools and Resources

Installing or replacing the CMK requires at least two people. Bring these tools:



Torx screwdrivers (T20, T30)



6 mm hex wrench



Stepladder (x2)



Box cutter

Before You Begin

Before beginning part replacement, complete the following steps:

1. [Power off.](#)
2. [Release Cable.](#)

Replace Tail CMK

To replace a tail CMK, complete all steps listed below

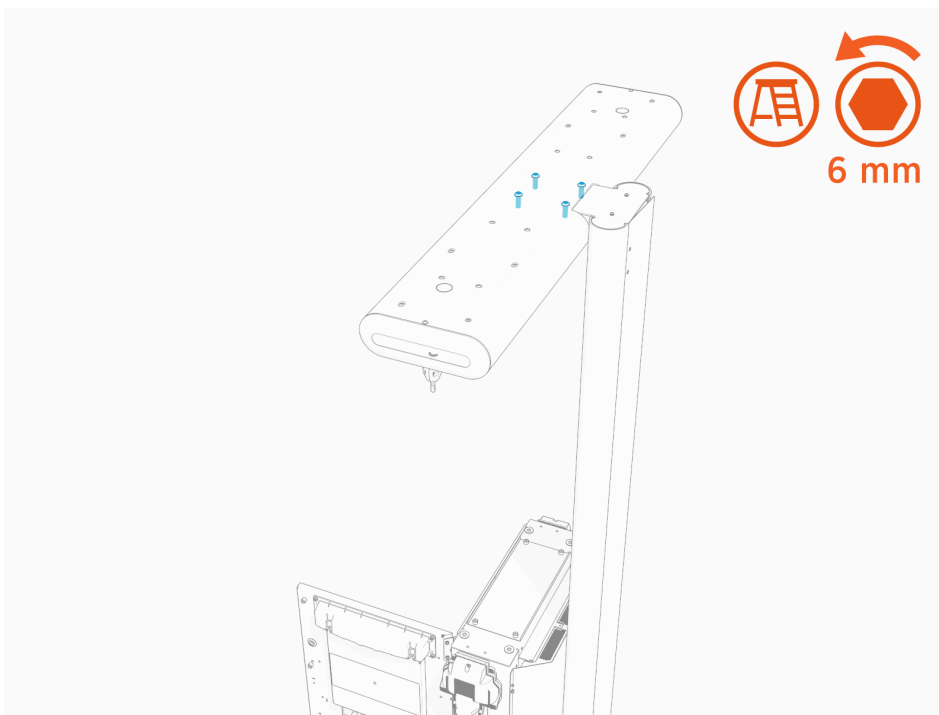
Remove

Remove CMK Covers

See [Remove CMK Covers.](#)

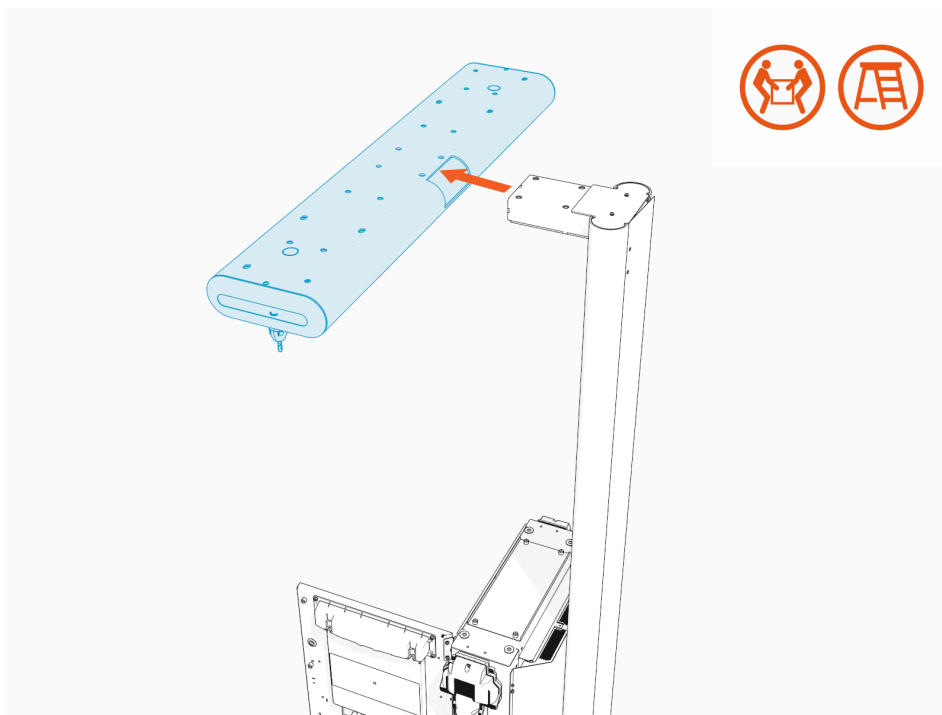
Remove Tail CMK Assembly

1. Remove the screws (x4),



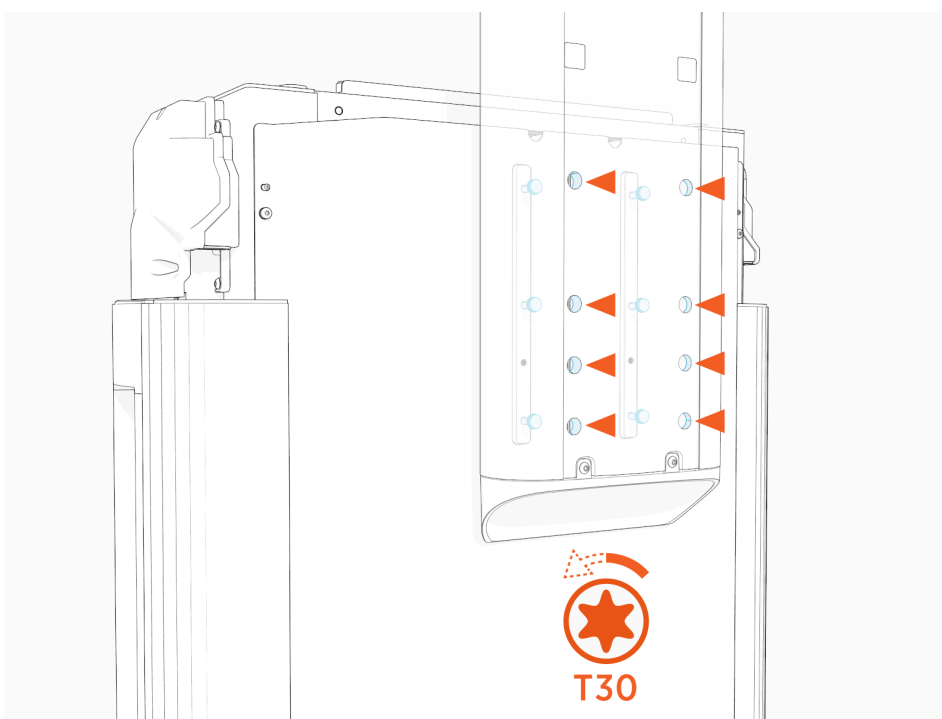
REINSTALL NOTE: (missing or bad snippet) Torque these screws to **13.5 Nm** (120 in-lb).

2. Remove the tall CMK assembly from the mast.

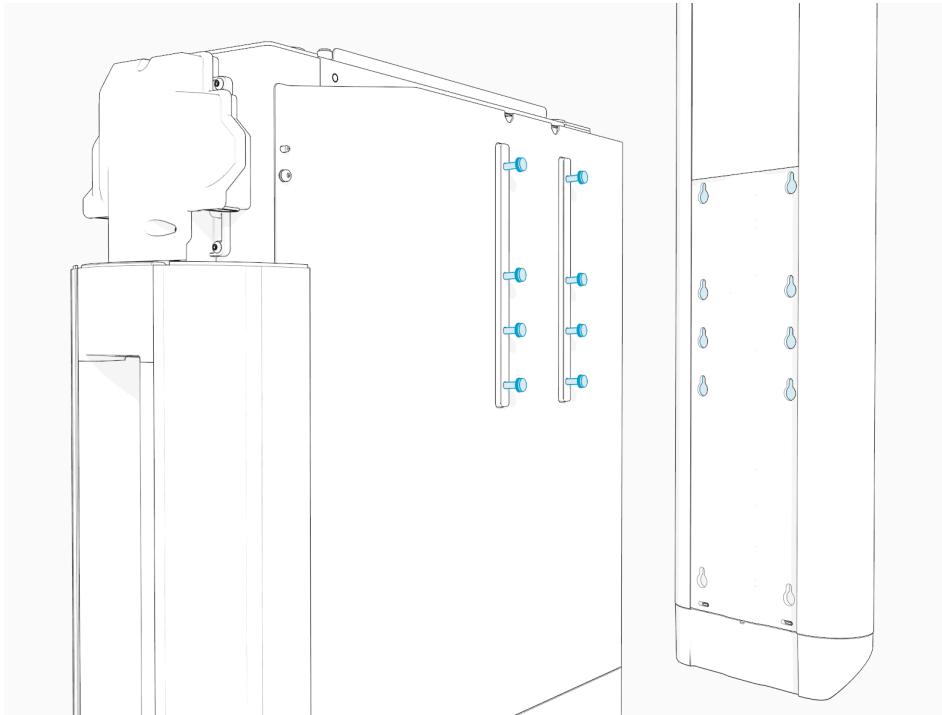


Remove Mast

1. Loosen (do not remove) the screws through the screw holes at the back of the mast.



2. Unhook the mast from the screws.



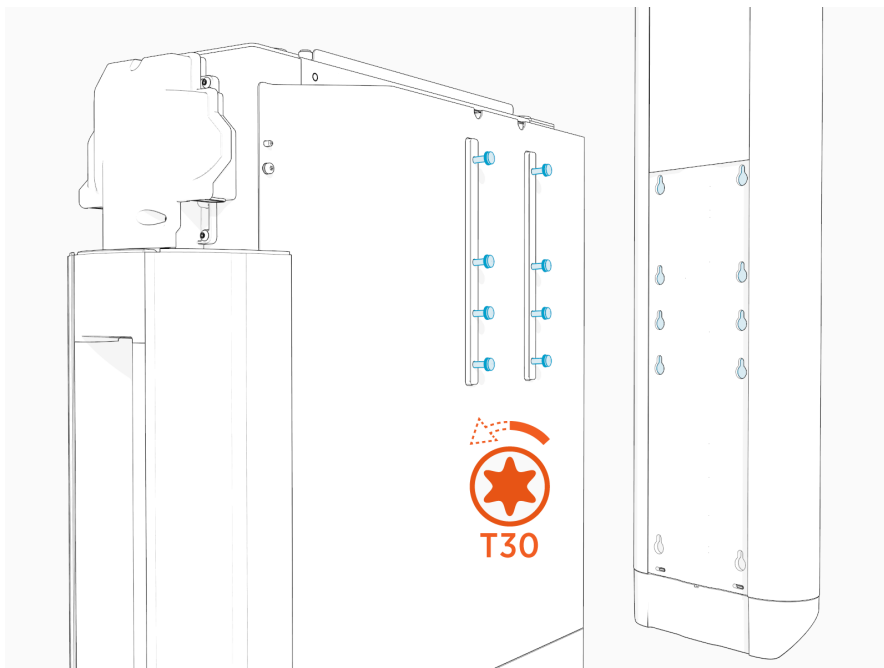
Reinstall

Install Mast

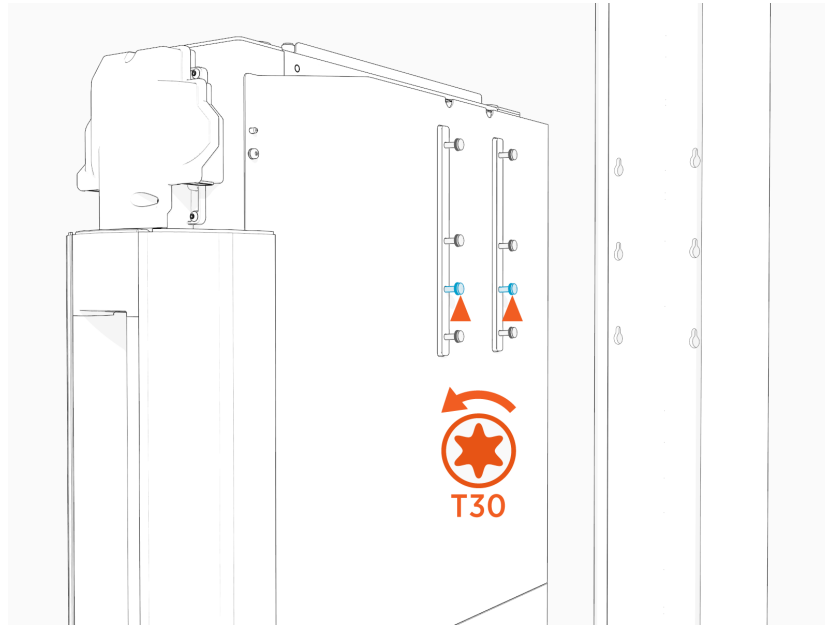
Depending on the space or clearance available above the Power Link 2000, such as in a parking garage, you can install CMK at the following heights:

- Maximum: 3 m (10 ft)
- Minimum: 2.41 m (7 ft 11 in)

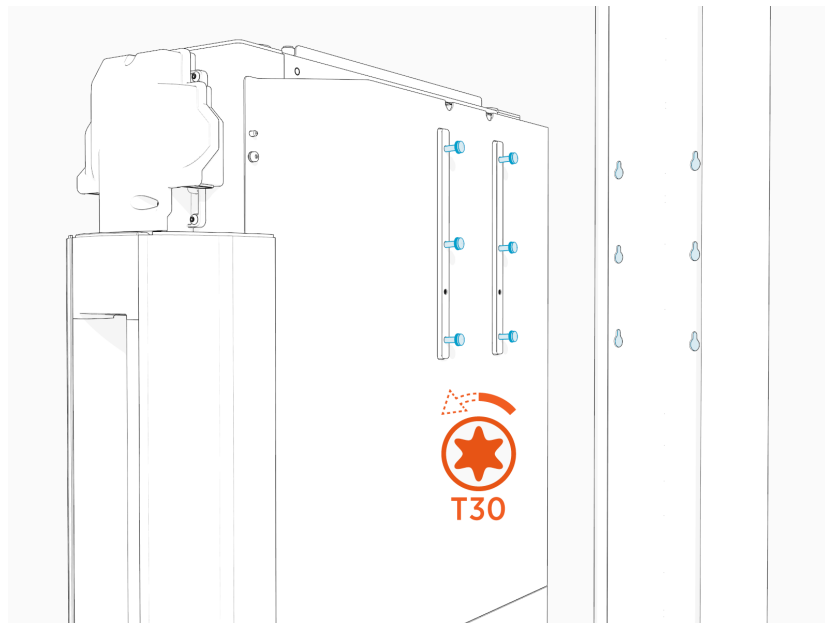
-
1. Loosen the preinstalled screws if they are not loose, and hook the mast to the screws.
 - To install CMK at maximum height, the mast hooks onto eight preinstalled screws.



- To install CMK at minimum height, do the following:
 - a. Remove these preinstalled screws (x2 from the rear of the Power Link 2000).

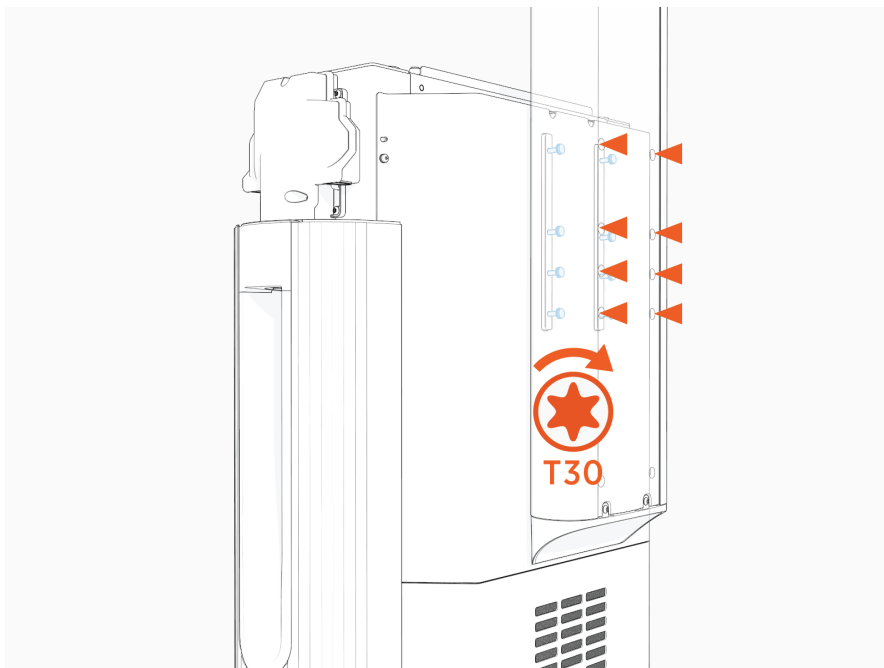


- b. Loosen and hook the mast to these screws (x6).

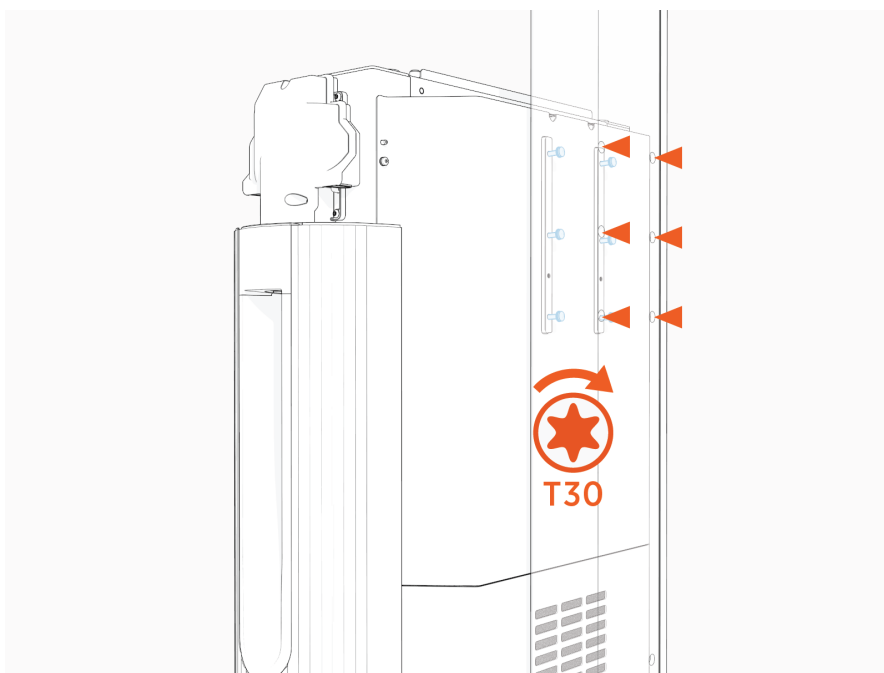


2. Torque loosened screws to **5.6 Nm (50 in-lb)** through the screw holes at the back of the mast.

- Maximum height:



- Minimum height:



Install Tall CMK Assembly

See [Remove Tall CMK Assembly](#) and reverse the steps to reinstall.

Install Sign Covers

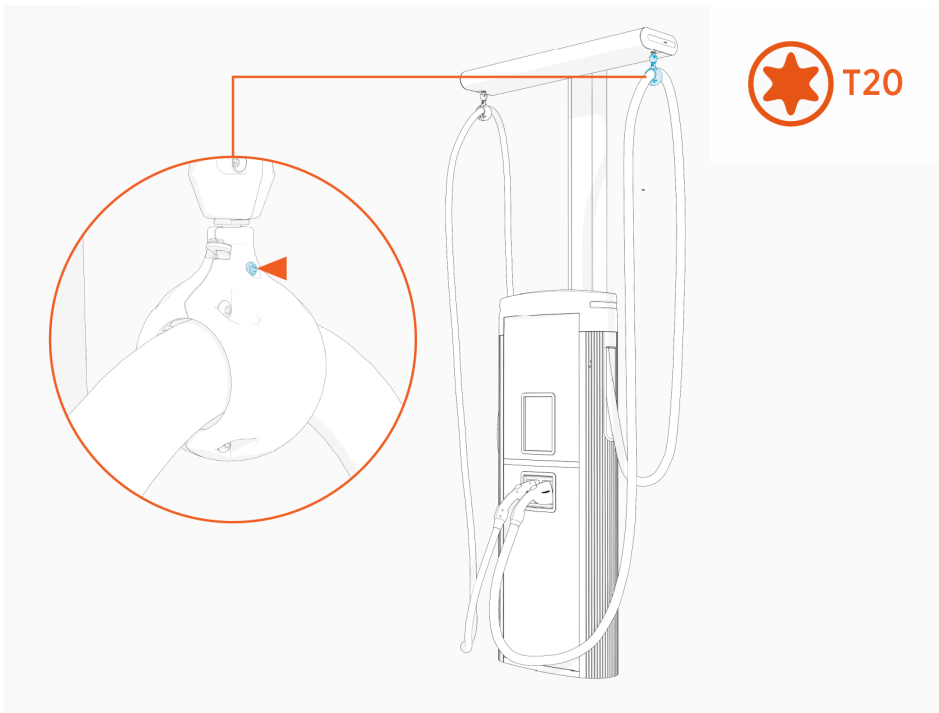
See [Install CMK Covers](#).

Complete The Service

1. Reinstall the charging cable. See [Release Cable](#) and reverse the steps to reinstall.



IMPORTANT: When reinstalling the cable, be sure to tighten the set screw securing the tetherball to the CMK. Torque to **4.5 Nm (40 in-lb)**.



2. [Power On](#).

IMPORTANT:



- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Smart Antenna 25

To service the smart antenna, refer to the appropriate topic:

- [Smart Antenna New Install](#)
- [Smart Antenna Replacement](#)

Smart Antenna New Install

To install a new Smart Antenna, follow all instructions given in this section.

Tools

Bring these tools:



T25 Security screwdriver



Stepladder

Before You Begin

Before beginning installation, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.
4. Remove the HV DC input bus bar safety cover.

After replacing the components, reverse the above steps to complete the service.

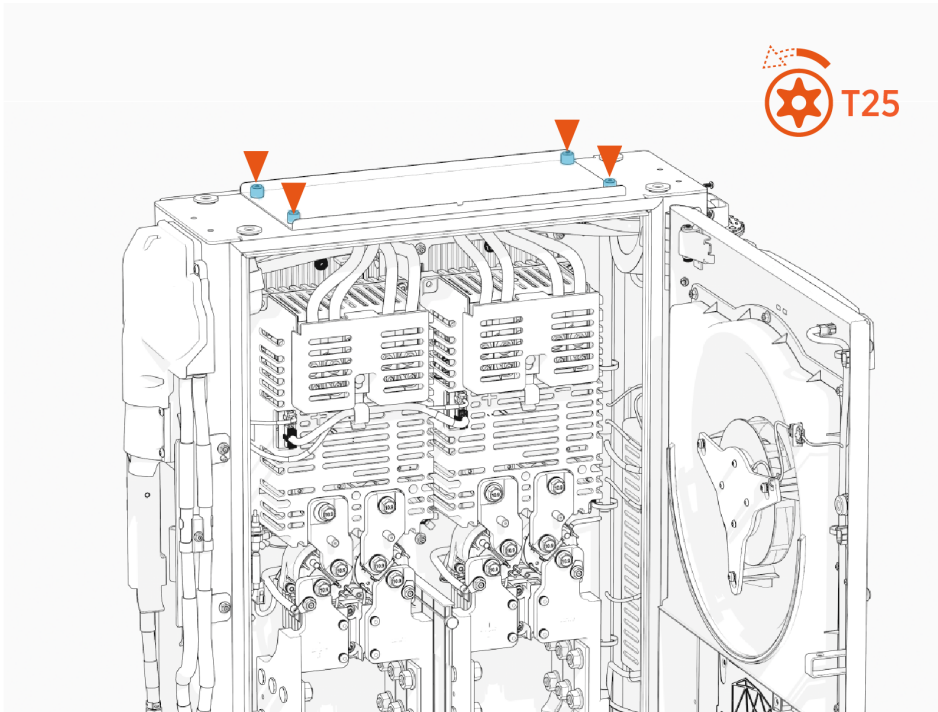


IMPORTANT: Complete the post-service checklist. The checklist is available at ChargePoint Product Reference Documentation.

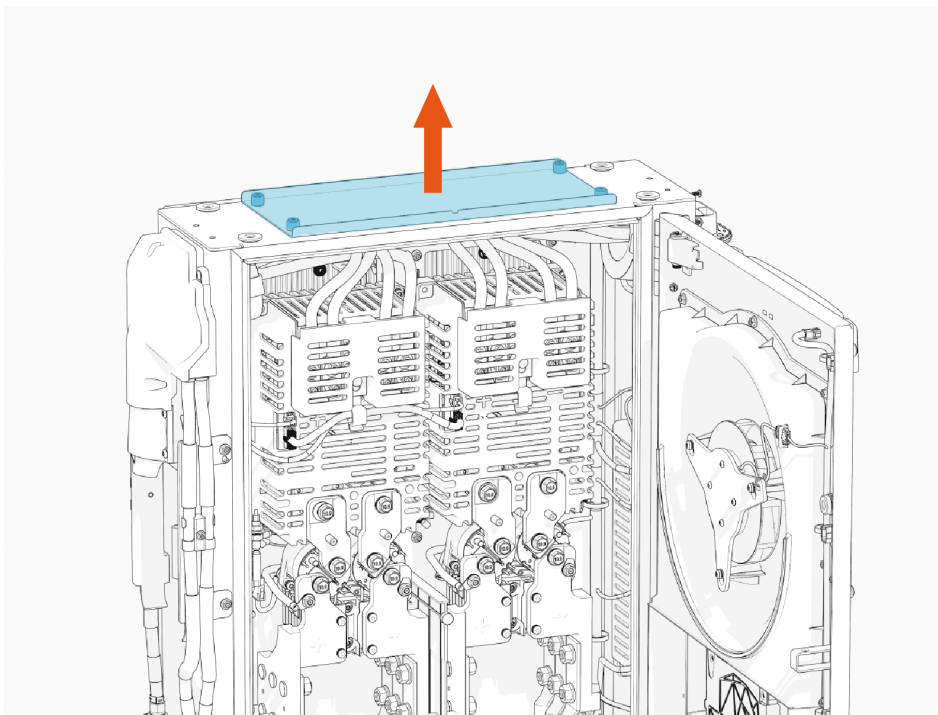
Install Smart Antenna

To install the Smart Antenna, complete the following steps:

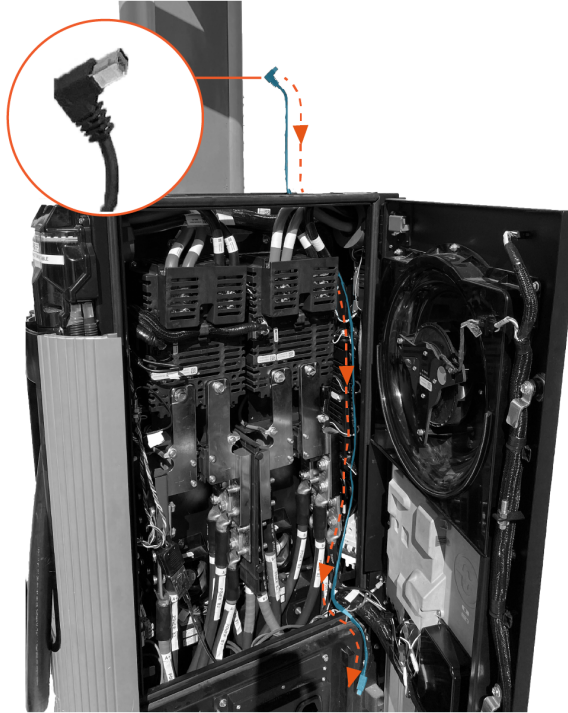
1. Loosen the captive screws (x4) at the top access panel.



2. Remove the panel.



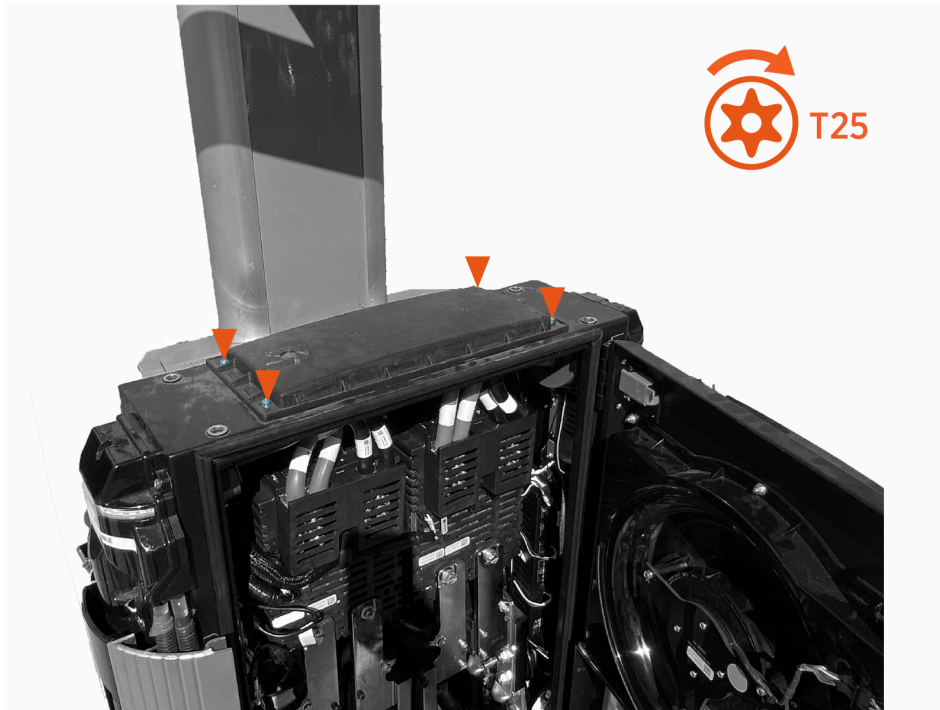
3. Holding the right-angle USB-B connector at the top of the enclosure, route the Smart Antenna cable into the top access opening and down the right side of the Power Link 2000 enclosure.



4. Connect the cable to the Smart Antenna.



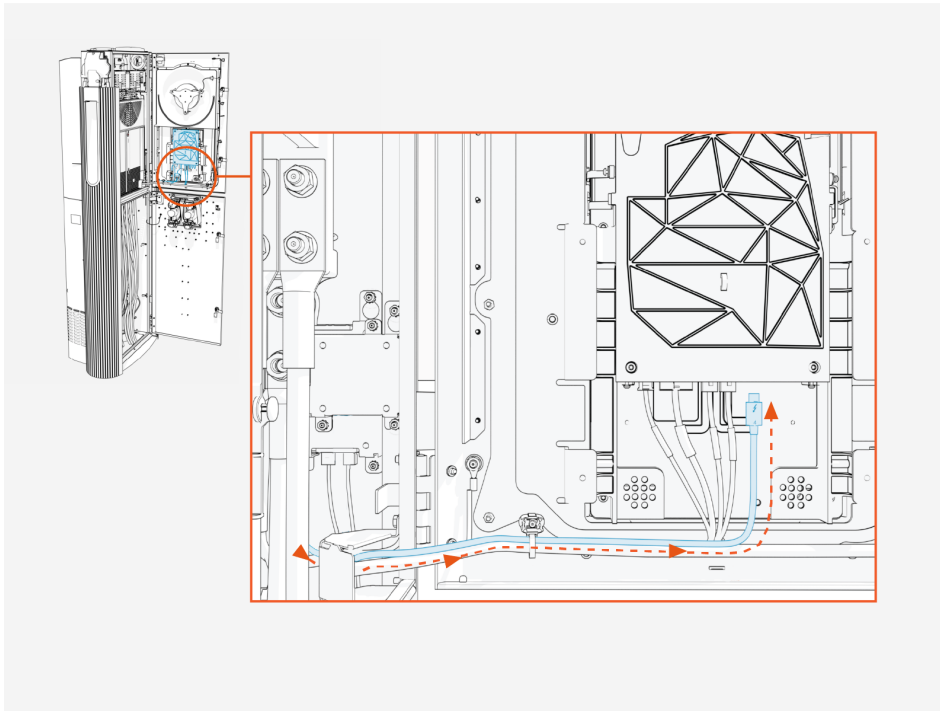
5. Mount the Smart Antenna and tighten screws (x4). Torque to **1.7 Nm (15 in-lb)**.



6. Route the Smart Antenna cable through the door cable guide and along the front door main cable harness to reach the Control and Communication Module (CCOM).

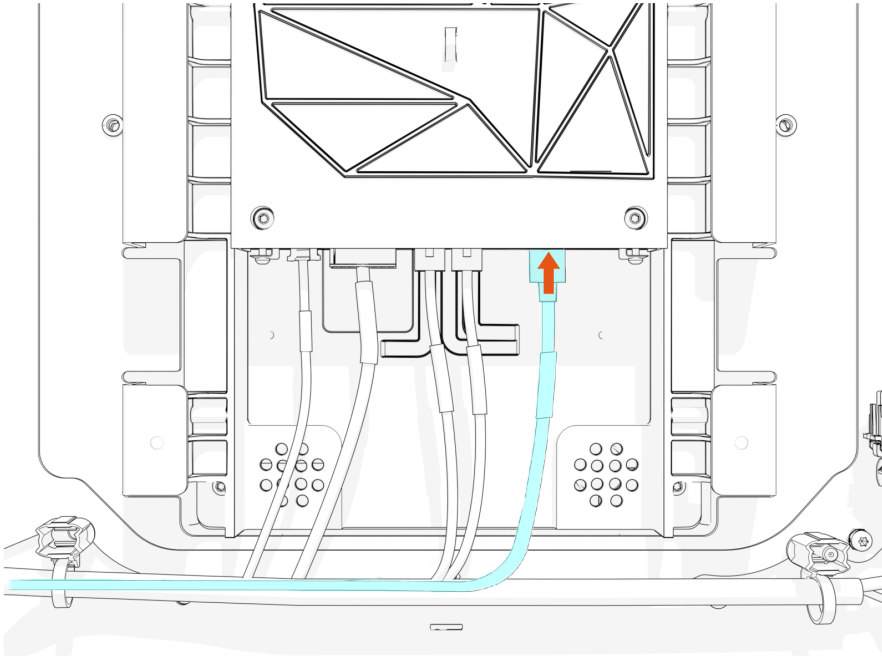


IMPORTANT: The cable must route through the door cable guide to prevent cable pinching when closing the door.

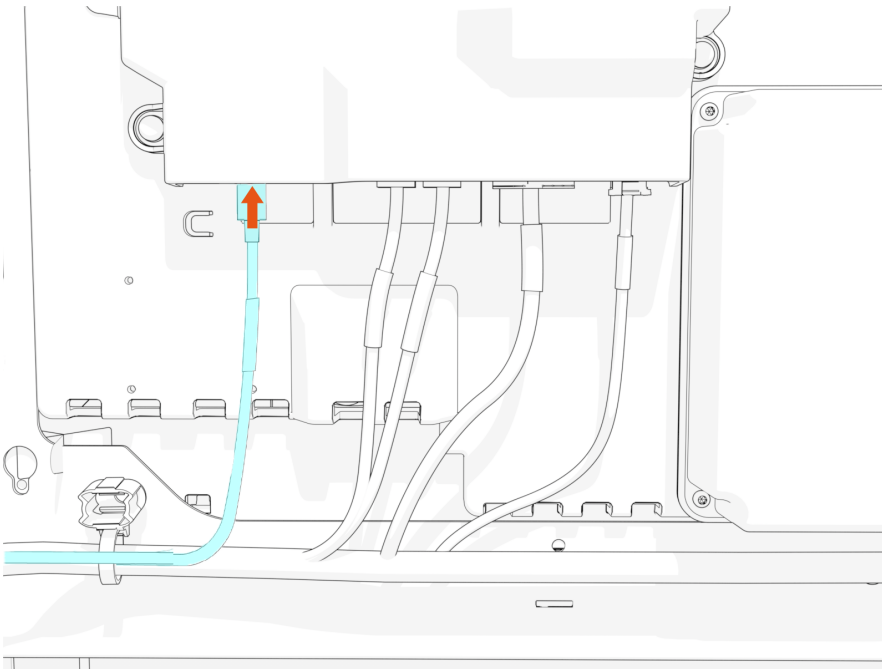


7. Connect the cable to the CCOM.

- Connection to 8-inch CCOM:



- Connection to 15-inch CCOM:



8. Zip tie Smart Antenna cable to the main cable harness on the front door and within the Power Link 2000 enclosure.



IMPORTANT: Ensure the cable makes no contact with high voltage parts.

Smart Antenna Replacement

To replace a Smart Antenna, follow all instructions given in this section.

Tools

Bring these tools:



T25 Security screwdriver



Stepladder

Before You Begin

Before beginning part replacement, complete the following steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover
3. Open the upper door.
4. Remove the HV DC input bus bar safety cover.

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

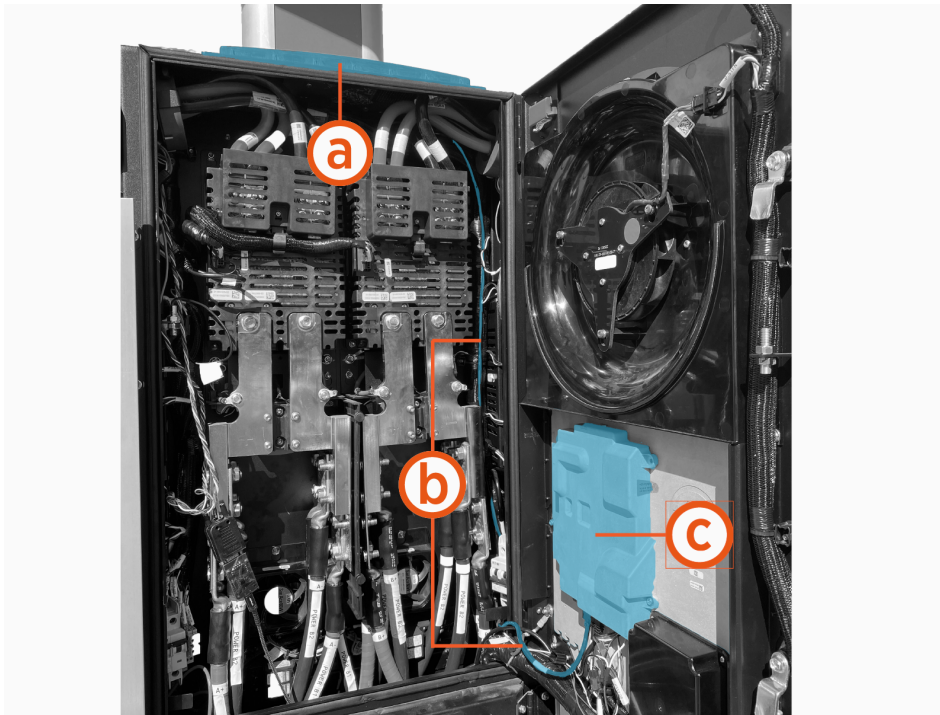


- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace Smart Antenna

To replace the Smart Antenna, complete the following steps:

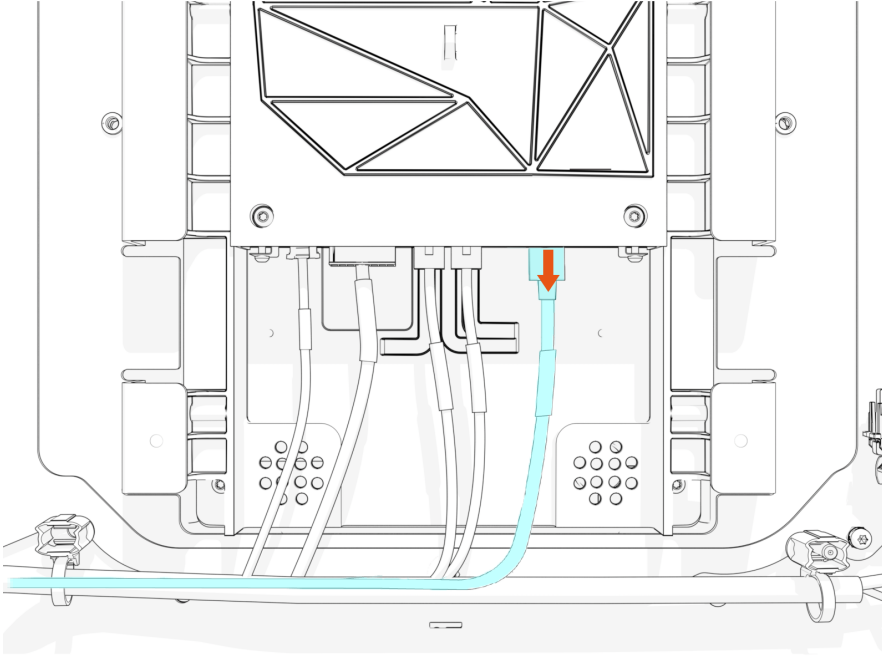
1. Locate the USB cable connecting the Smart Antenna to the Control and Communication Module (CCOM). Remove any zip ties securing the cable.



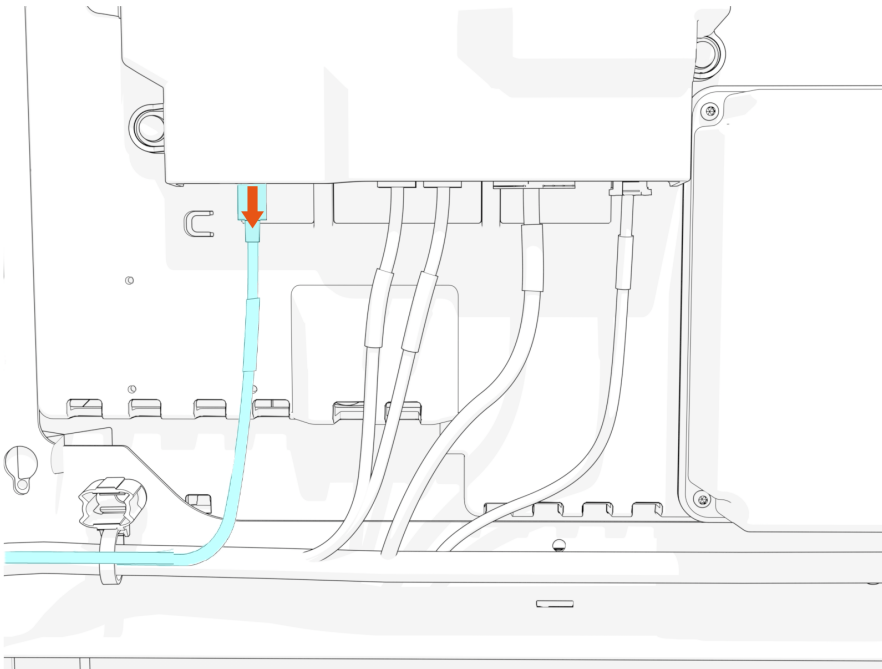
- (a) Smart Antenna
- (b) USB cable
- (c) CCOM

2. Disconnect the Smart Antenna cable from the CCOM.

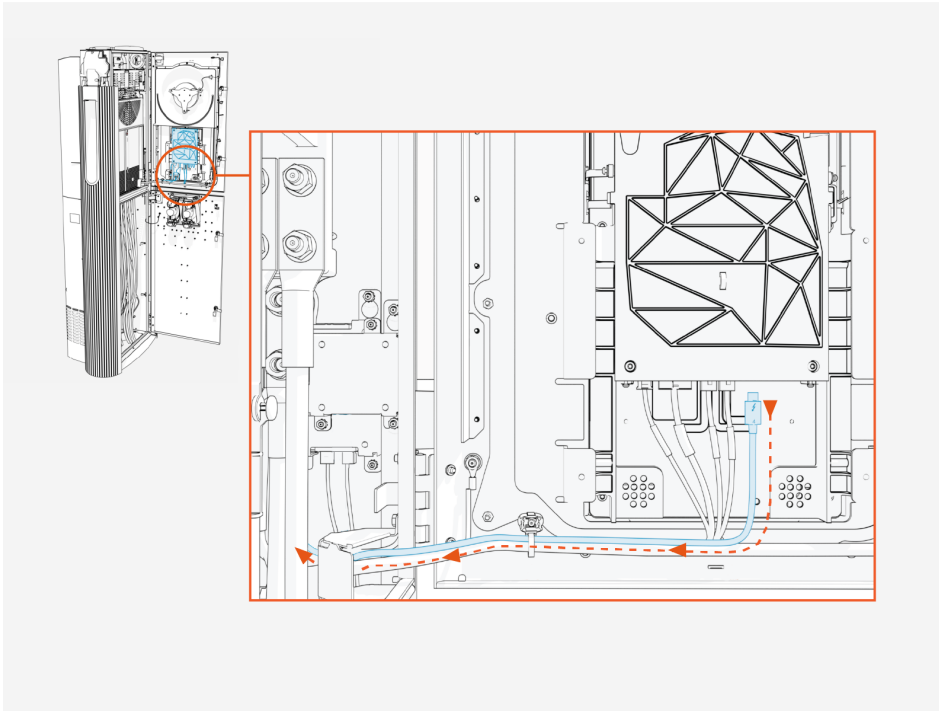
- Disconnect from 8-inch CCOM:



- Disconnect from 15-inch CCOM:

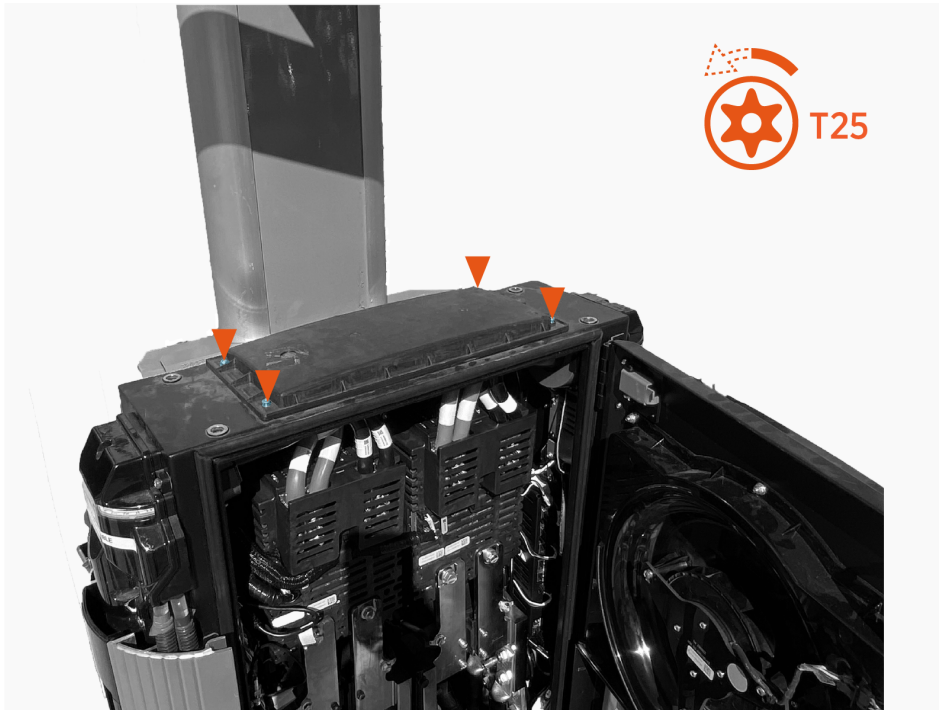


3. Route the cable away from the CCOM, through the door cable guide, and back towards the Smart Antenna.



REINSTALL NOTE: When installing the replacement Smart Antenna cable, the cable must route through the door cable guide to prevent cable pinching when closing the door.

4. Loosen the Smart Antenna screws (x4).



REINSTALL NOTE: Torque these screws to 1.7 Nm (15 in-lb).

5. Lift away the Smart Antenna. Disconnect and remove the Smart Antenna cable.



Reverse the above steps to reinstall with replacement part.

Ethernet to USB Module 26

To service the Ethernet to USB module, refer to the appropriate topic:

- [Ethernet to USB Replacement in Variation A Power Link 2000](#)
- [Ethernet to USB Replacement in Variation B Power Link 2000](#)

To identify the Power Link 2000 variation, see [Appendix: Variation Identification](#).

Ethernet to USB Replacement in Variation A Power Link 2000

This section provides service instructions for a Variation A Power Link 2000. If working with a Variation B Power Link 2000, see [Ethernet to USB Replacement in Variation B Power Link 2000](#). To identify the Power Link 2000 variation, see [Appendix: Variation Identification](#).

Tools

Bring these tools:



8 mm hex socket

Before You Begin

Before beginning part replacement, complete the following steps:

1. [Power off](#).
2. Remove these:
 - a. [Top cap](#)
 - b. [Front lower cover](#)
 - c. [Front upper cover](#)
3. [Open the upper and lower doors](#).
4. [Remove the HV DC input bus bar safety cover](#).

After replacing the components, reverse the above steps to complete the service.

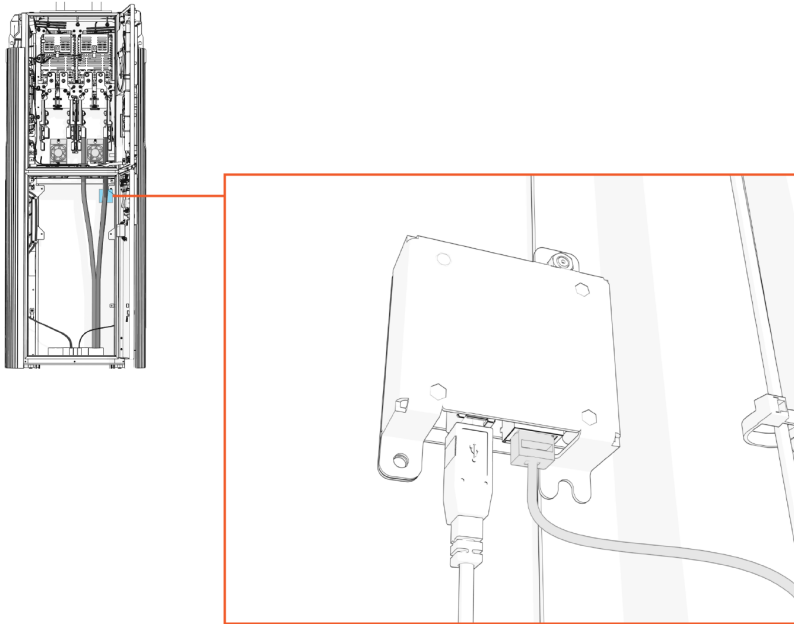
IMPORTANT:



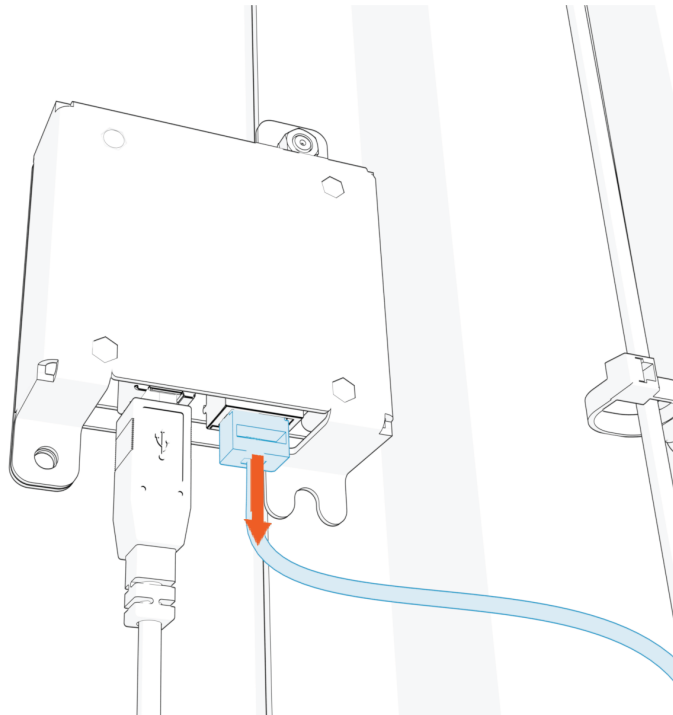
- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace Ethernet to USB in Variation A Power Link 2000

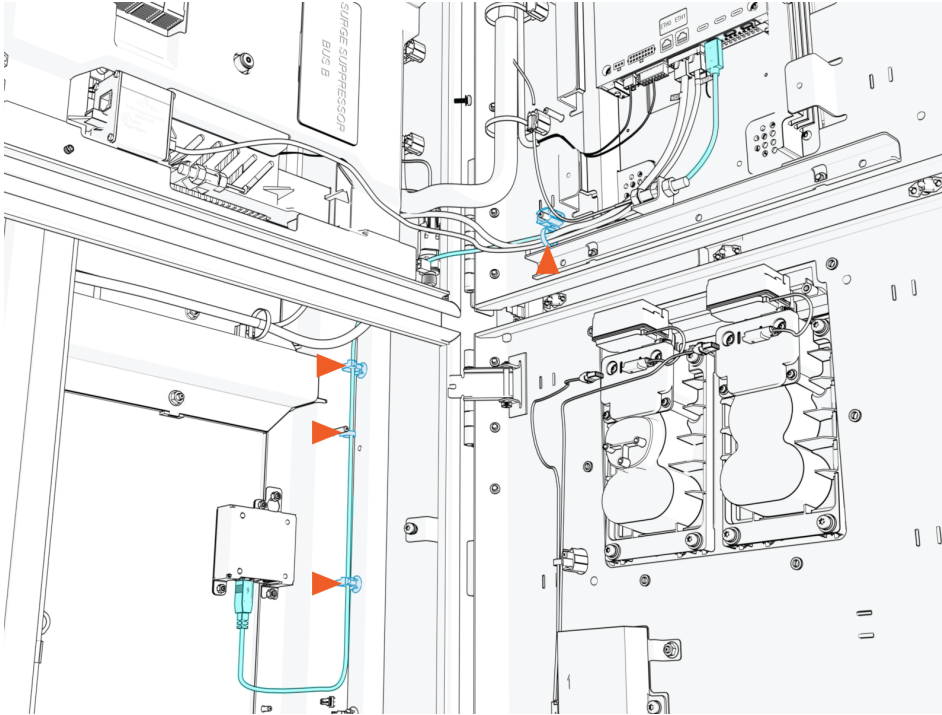
1. Locate the Ethernet to USB module within the Power Link 2000 enclosure.



2. Unplug the Ethernet cable from the module.

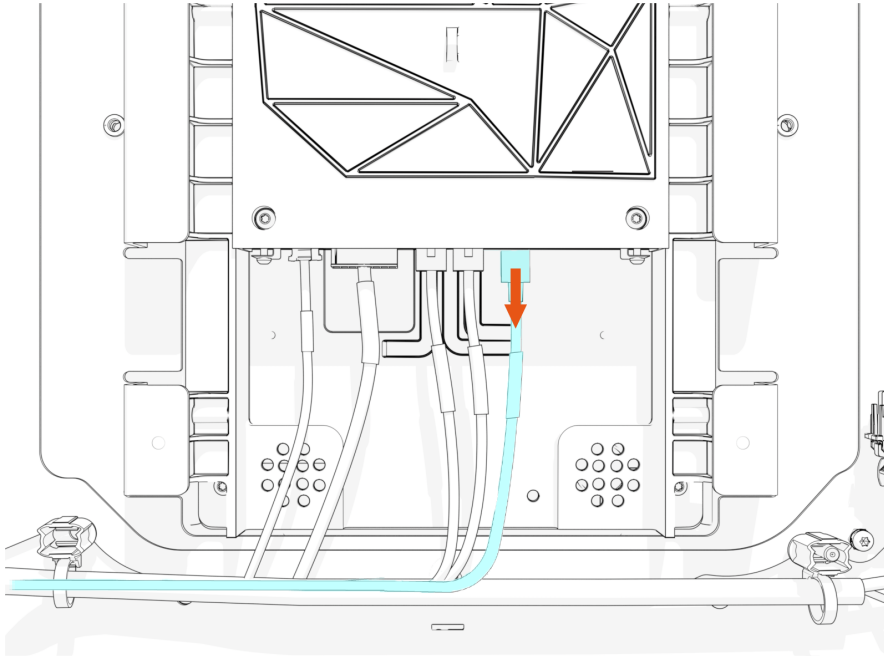


3. Trace the USB cable from the Ethernet to USB module to the Control and Communications Unit (CCOM). Free the cable from any cable guides and zip ties securing the cable.

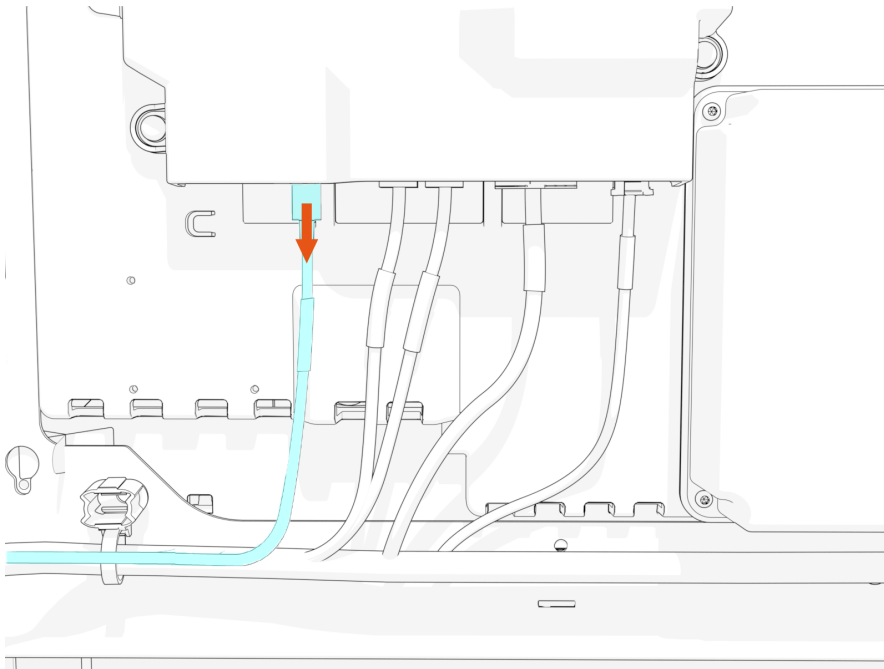


4. Disconnect the USB cable from the CCOM.

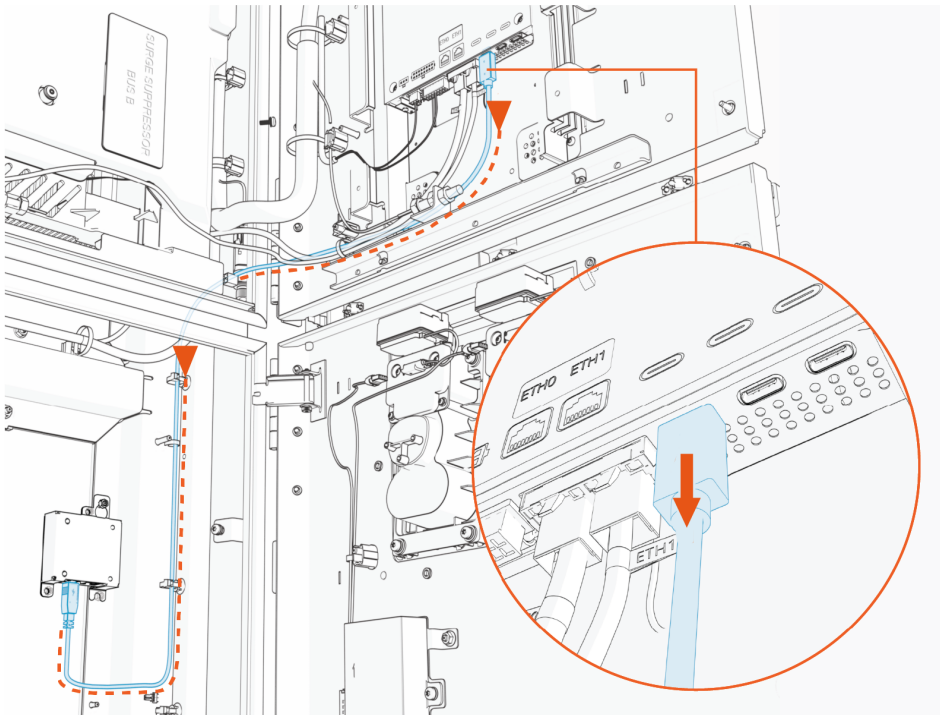
- Disconnect from 8-inch CCOM:



- Disconnect from 15-inch CCOM:

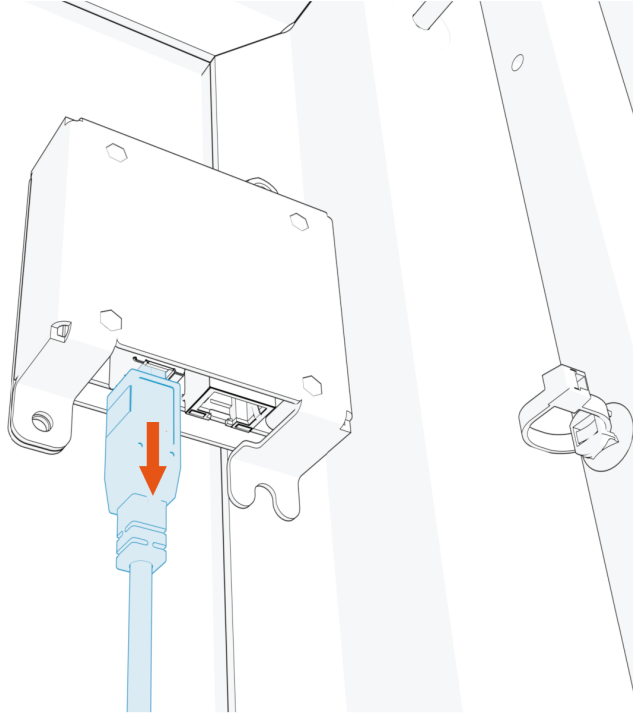


5. Route the USB cable away from the CCOM and back towards the Ethernet to USB module.

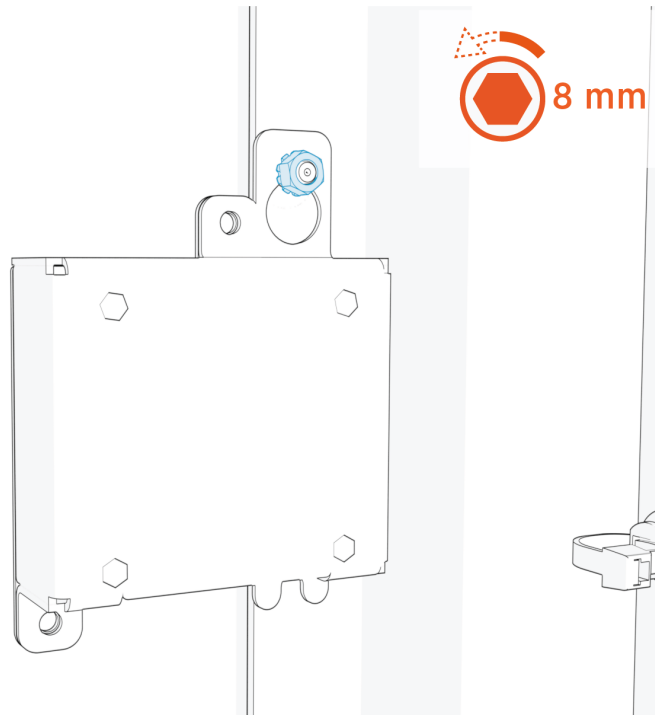


REINSTALL NOTE: When installing the replacement cable, ensure the cable routes through the door cable guide. This prevents pinching of the cable when the door is closed.

6. Disconnect the USB cable from the Ethernet to USB module. Remove the USB cable.

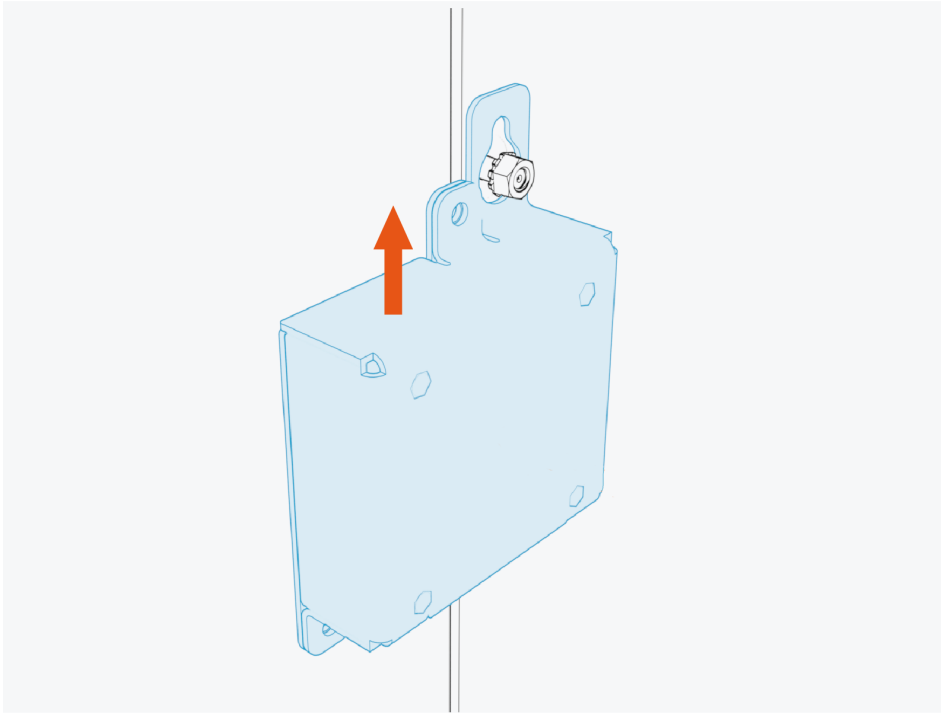


7. Loosen the mounting nut.



REINSTALL NOTE: Torque the nut to **4.5 Nm (40 in-lb)**.

8. Slide the Ethernet to USB module upwards and remove the module.



Reverse the above steps to reinstall with replacement part.

Ethernet to USB Replacement in Variation B Power Link 2000

This section provides service instructions for a Variation B Power Link 2000. If working with a Variation A Power Link 2000, see [Ethernet to USB Replacement in Variation A Power Link 2000](#). To identify the Power Link 2000 variation, see [Appendix: Variation Identification](#).

Tools

Bring these tools:



8 mm hex socket

Before You Begin

Before beginning part replacement, complete the following steps:

1. [Power off](#).
2. Remove these:
 - a. [Top cap](#)
 - b. [Front lower cover](#)
 - c. [Front upper cover](#)
3. [Open the upper door](#).
4. [Remove the HV DC input bus bar safety cover](#).

After replacing the components, reverse the above steps to complete the service.

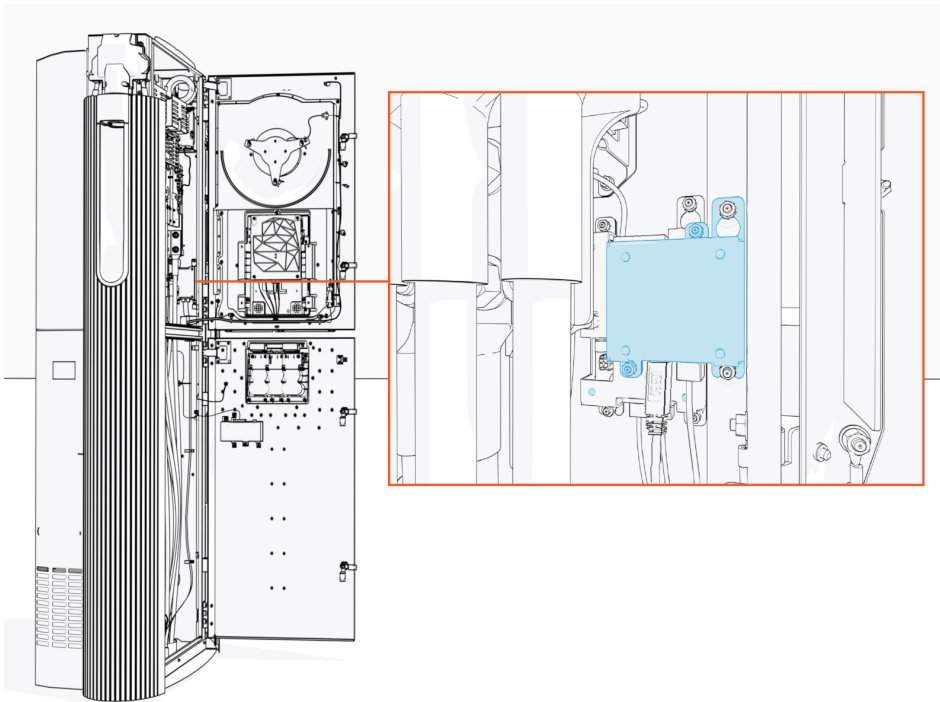
IMPORTANT:



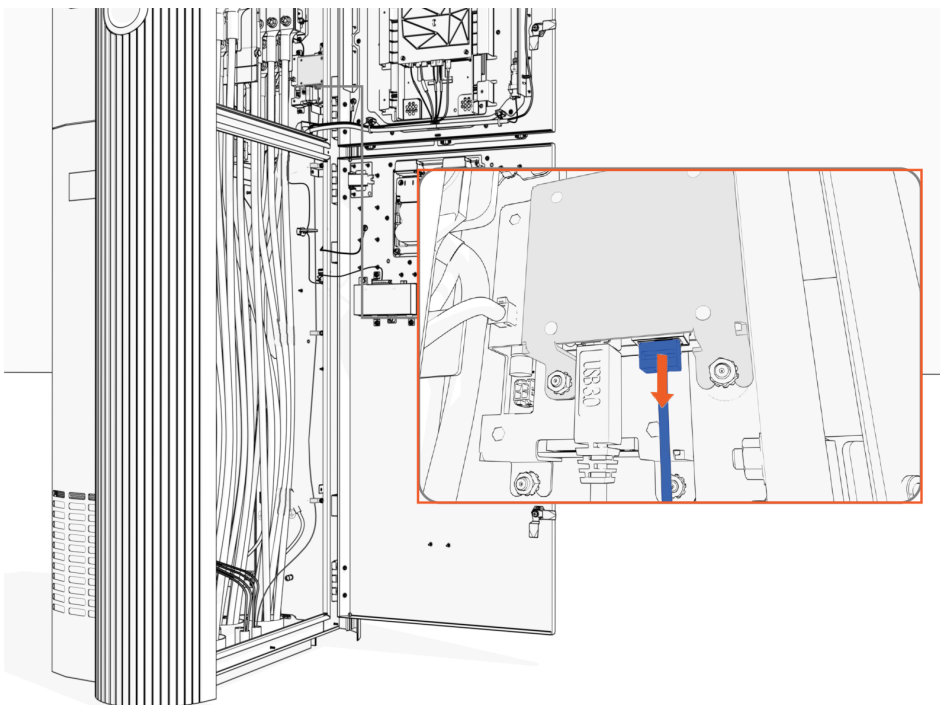
- Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
- [Contact ChargePoint](#) regarding faulty part return.

Replace Ethernet to USB in Variation B Power Link 2000

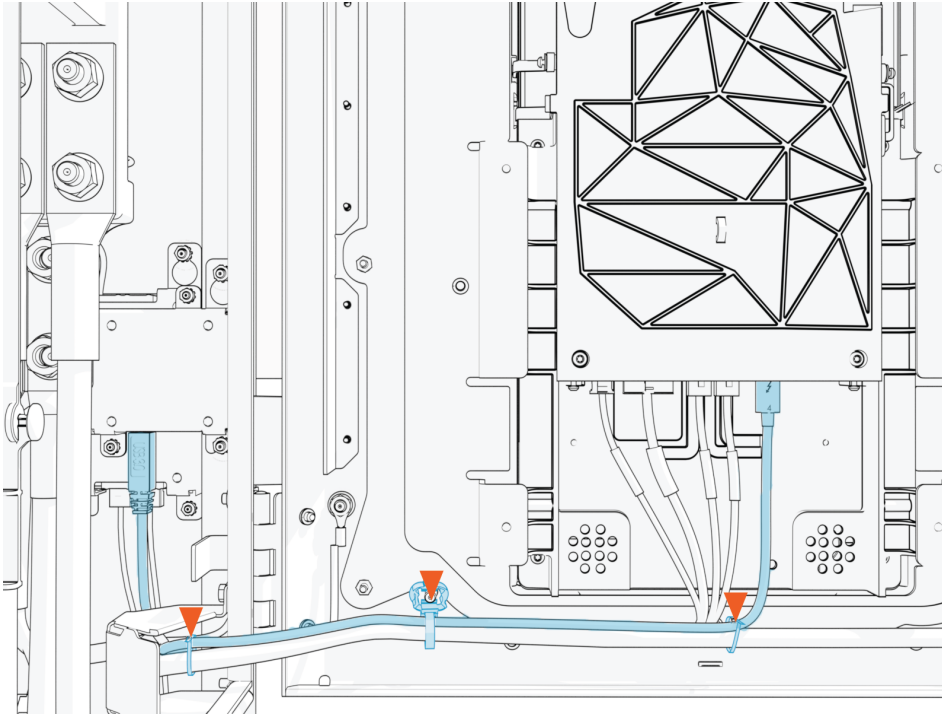
1. Locate the Ethernet to USB module within the Power Link 2000 enclosure.



2. Unplug the Ethernet cable from the module.

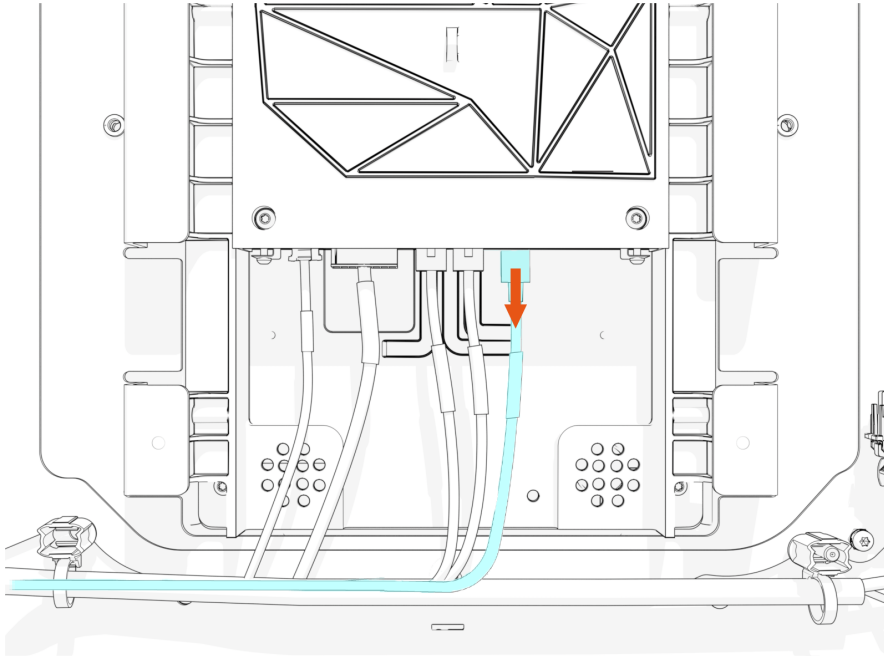


3. Trace the USB cable from the Ethernet to USB module to the Control and Communications Unit (CCOM). Free the cable from any cable guides and zip ties securing the cable.

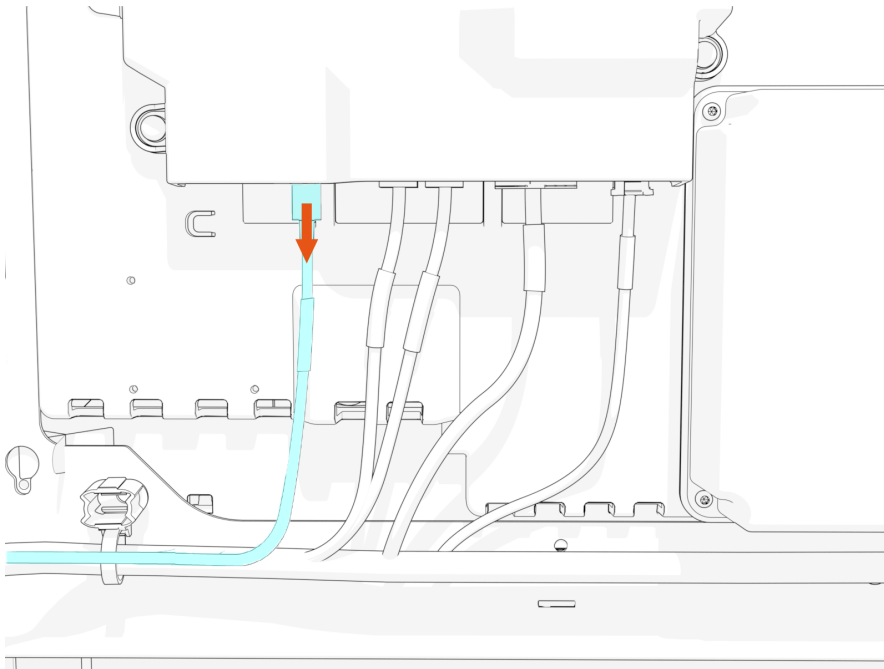


4. Disconnect the USB cable from the CCOM.

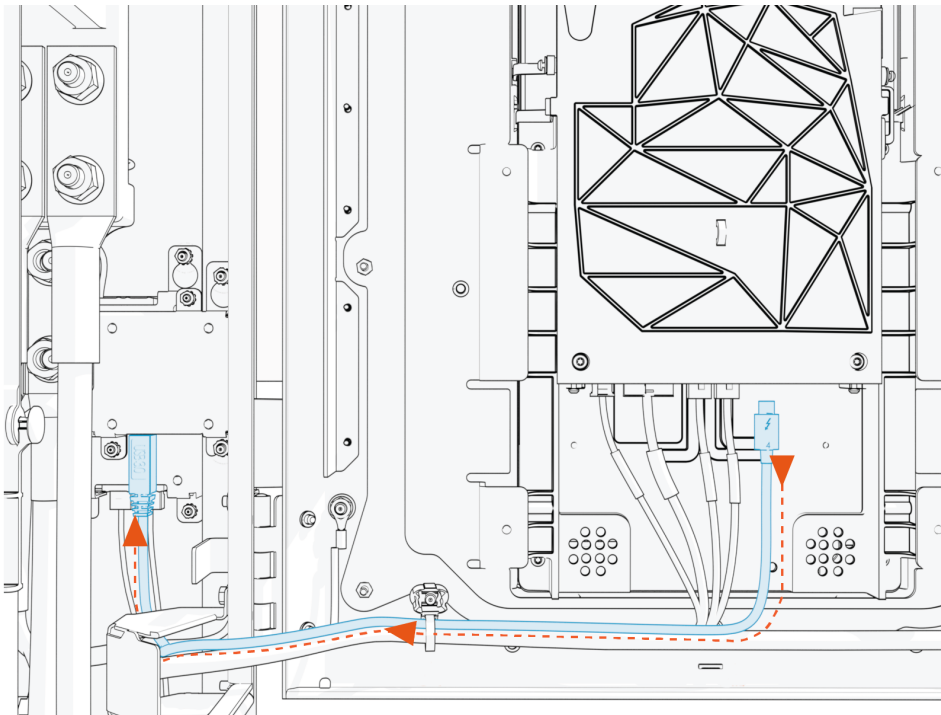
- Disconnect from 8-inch CCOM:



- Disconnect from 15-inch CCOM:

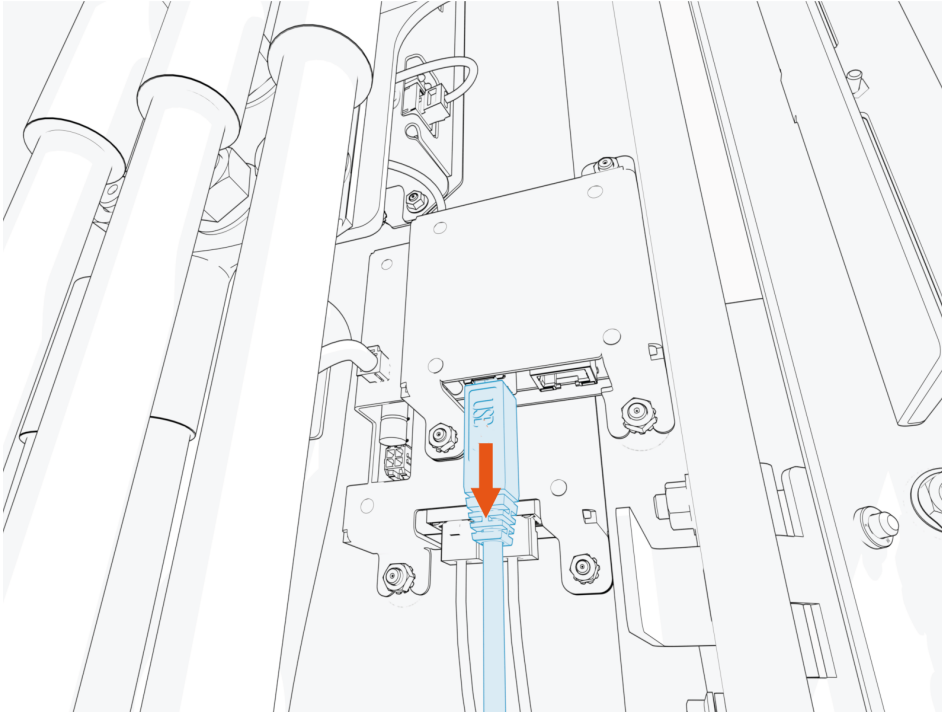


5. Route the USB cable away from the CCOM and back towards the Ethernet to USB module.

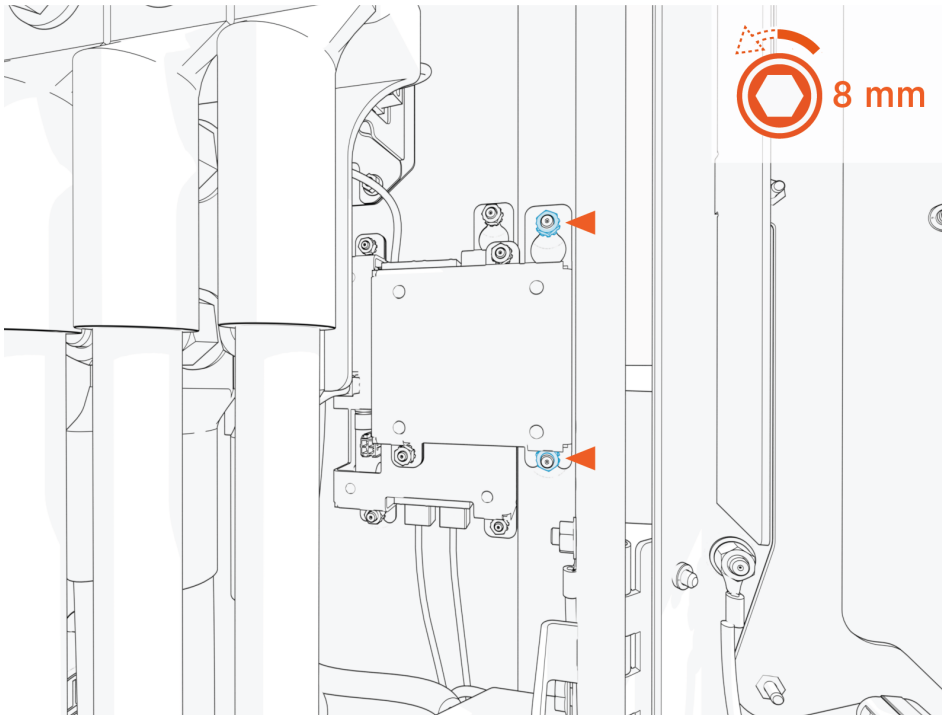


REINSTALL NOTE: When installing the replacement cable, ensure the cable routes through the door cable guide. This prevents pinching of the cable when the door is closed.

6. Disconnect the USB cable from the Ethernet to USB module. Remove the USB cable.

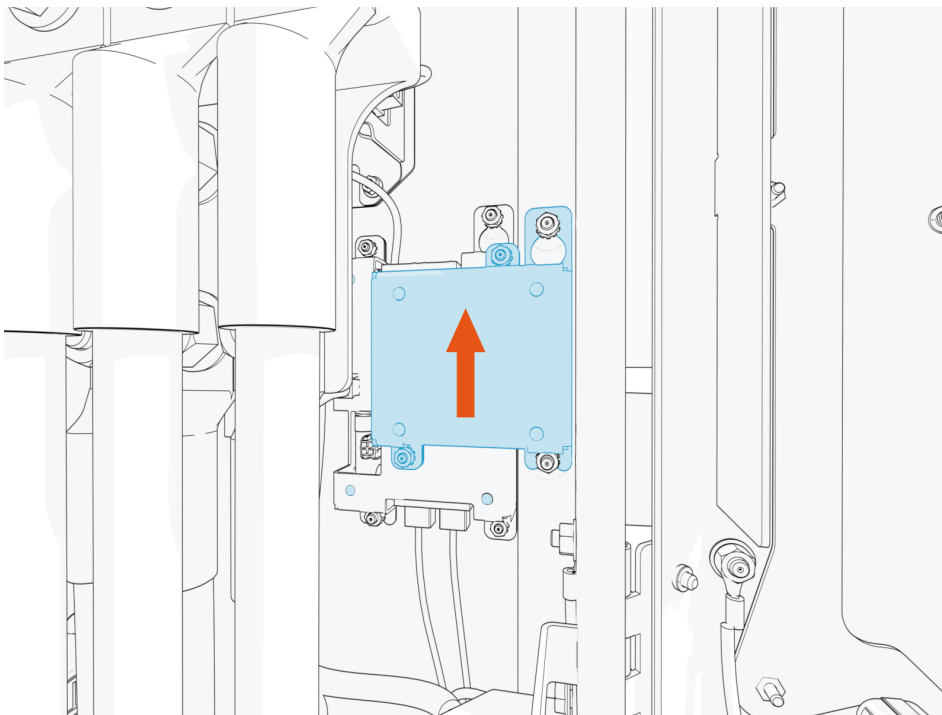


7. Loosen the mounting nuts (x2).



REINSTALL NOTE: Torque the nut to **4.5 Nm (40 in-lb)**.

8. Slide the Ethernet to USB module upwards and remove the module.



Reverse the above steps to reinstall with replacement part.

Tool Balancer Cassette 27

To service and replace the tool balancer cassette, follow all instructions given in this chapter.

Tools

Bring these tools:



T25 Security screwdriver



Torx screwdrivers (T20, T30)



5 mm hex wrench



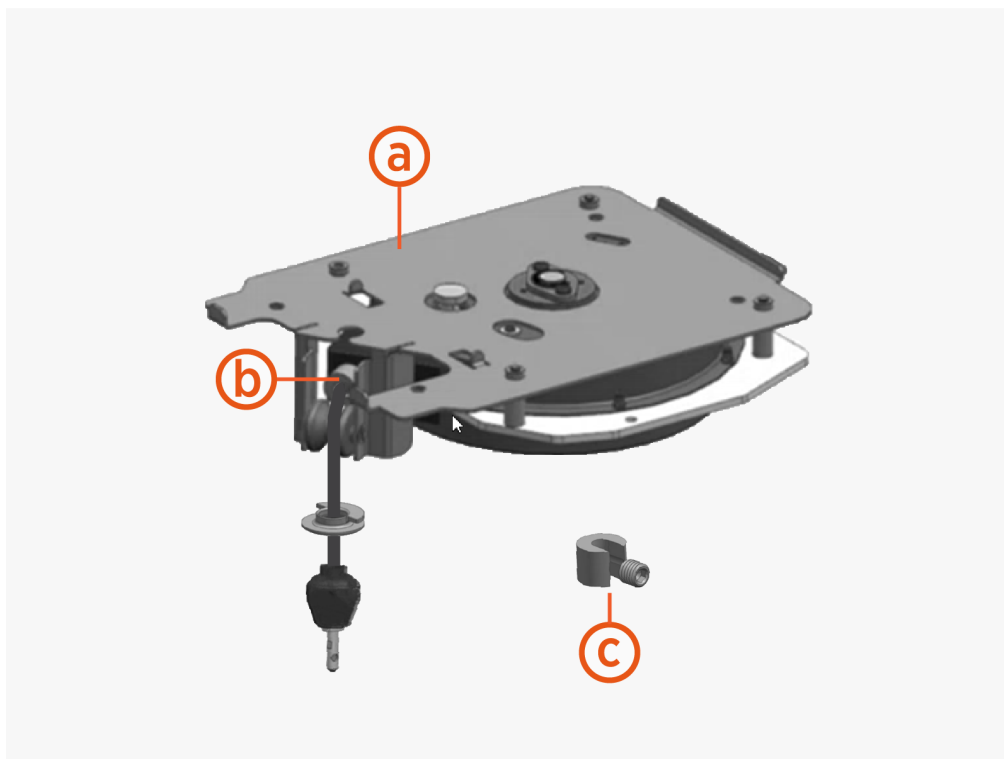
Stepladder



Marker

Kit Components

The tool balancer cassette kit contains the following components:



- (a) Tool balancer cassette assembly
- (b) Cable stop (preinstalled on tool balancer cassette tether cord)
- (c) Cable stop (loose)

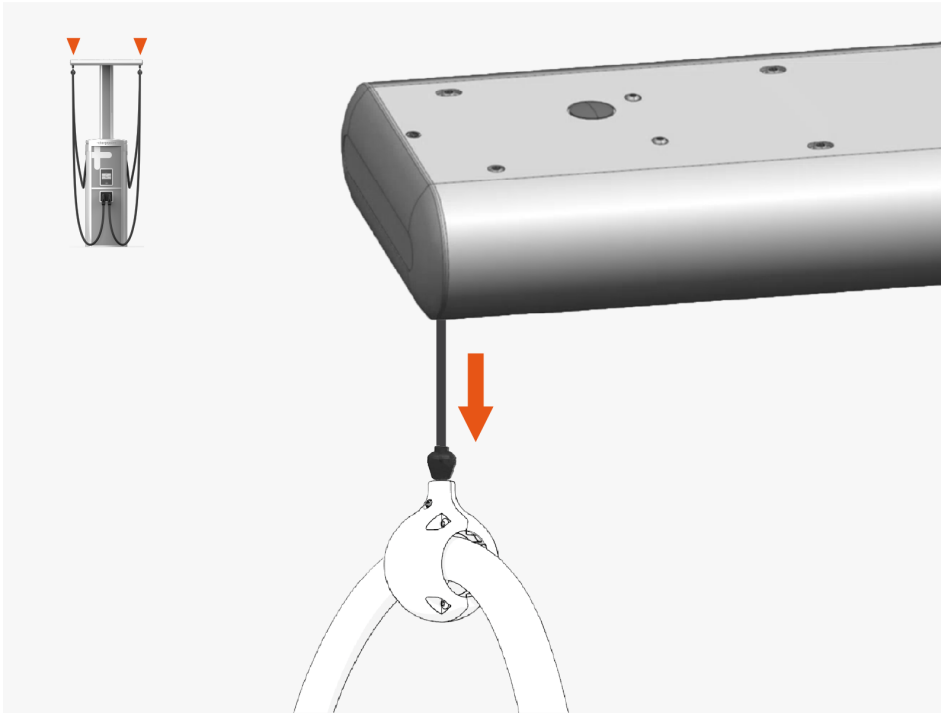
Before You Begin

Before beginning part replacement, end all charging sessions and activity for the stations to be serviced.

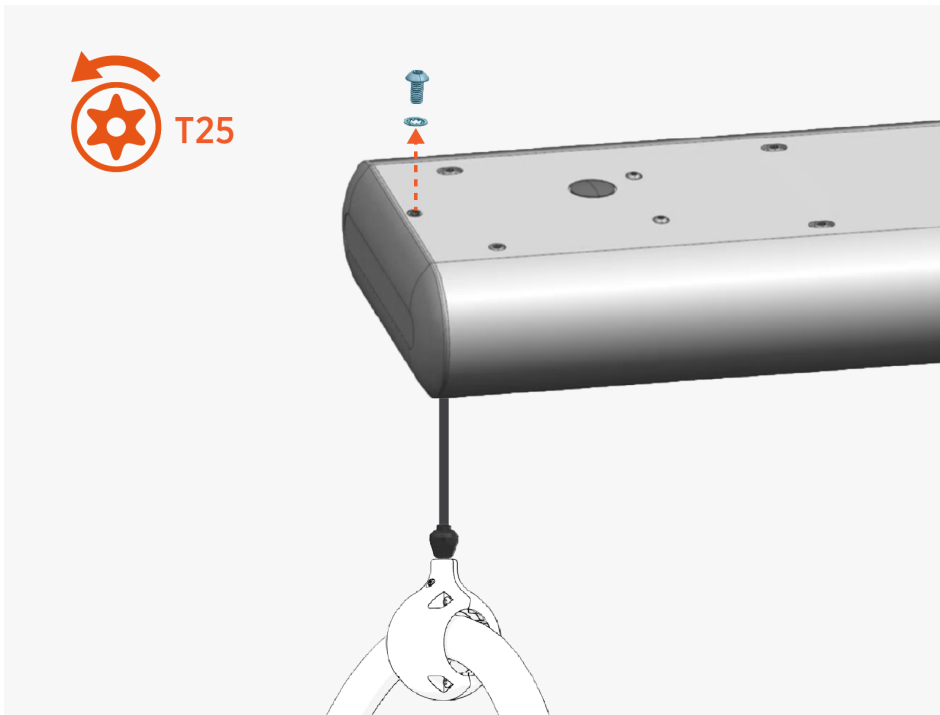
Replace Tool Balancer Cassette

To replace a tool balancer cassette, complete the following steps:

-
1. Holding onto the charging cable, use a smooth and steady pull to ratchet out the tether cord. Ratchet out by one click.

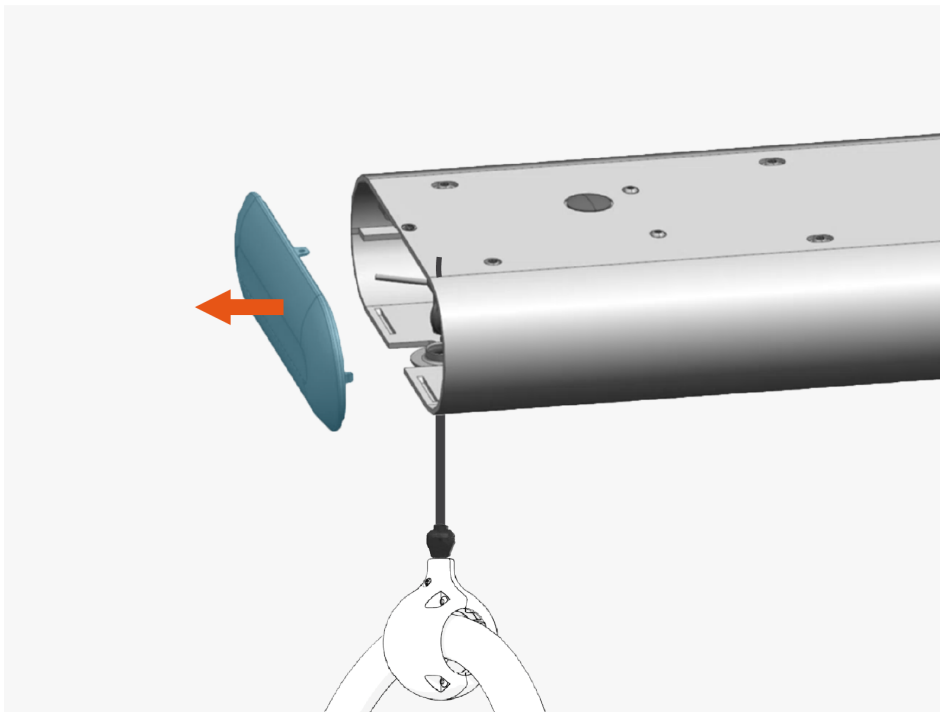


2. Remove M5 screw and washer. Set aside for later reuse.



REINSTALL NOTE: (missing or bad snippet) Torque the screw to 4.5 Nm (40 in-lb).

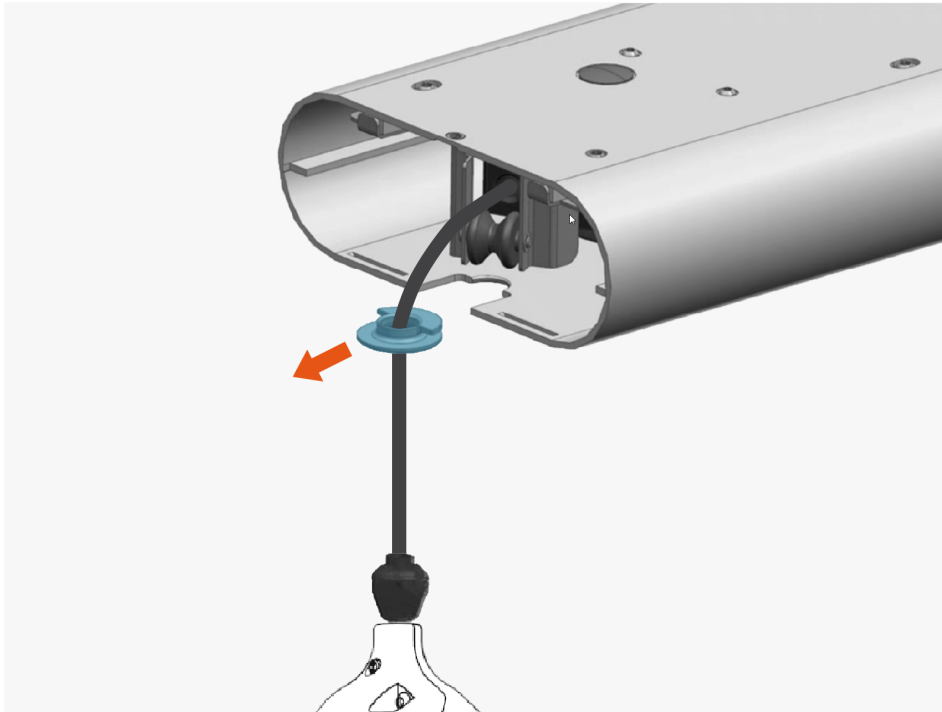
3. Remove the end cap.



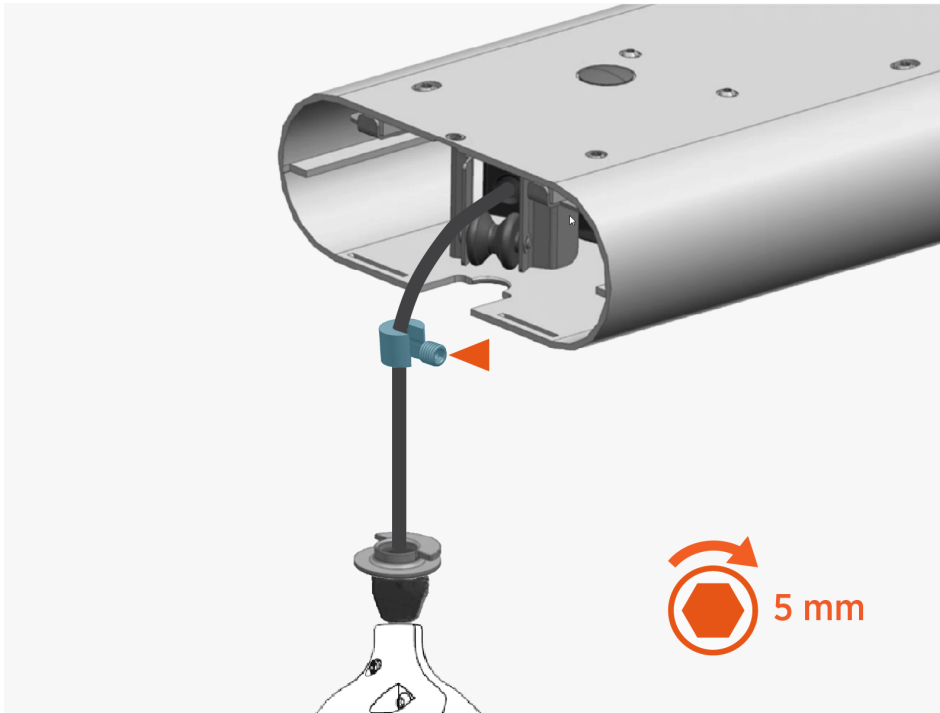
-
4. If it is present, slide out the grommet.



WARNING: Lift and support the charging cable as needed for this step. Be careful not to cause the tether cord to retract during this step. The retraction force is high.



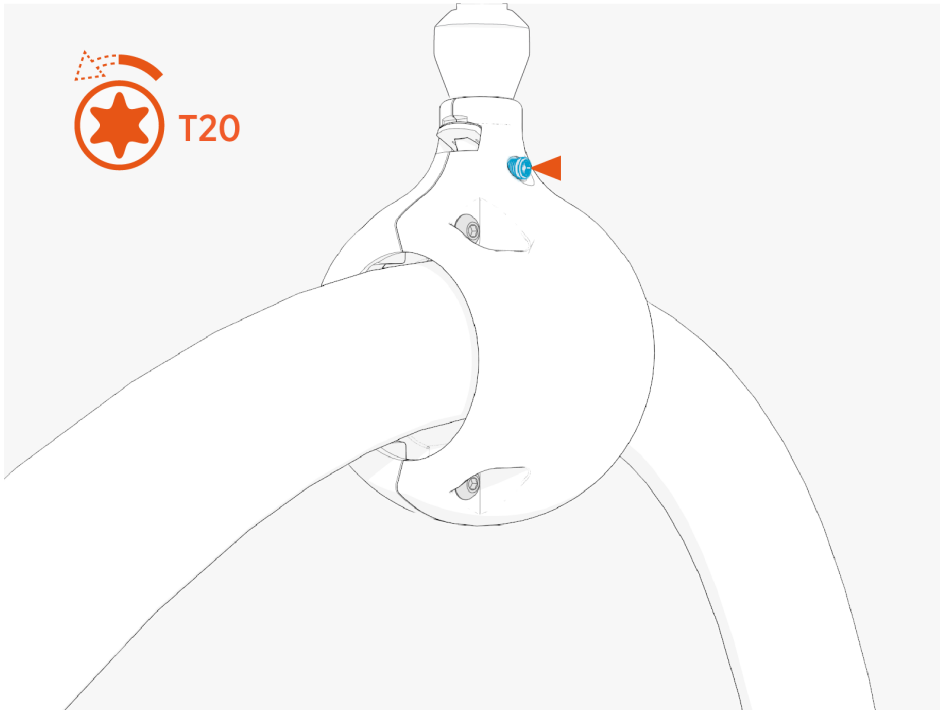
5. Fit the cable stop onto the tether cord, positioned above the grommet.



6. Give a short pull to retract the tether cord. Ensure the cord retracts fully so the cord stop rests against the tool balancer cassette.

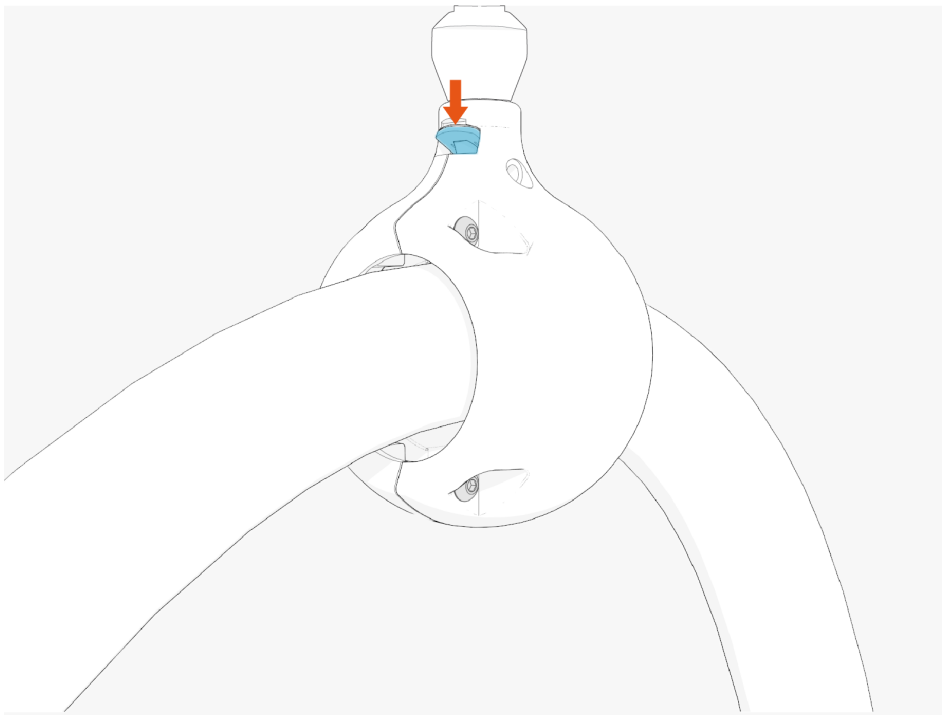


7. If present on the tetherball, loosen the set screw.



REINSTALL NOTE: (missing or bad snippet) Torque the screw to **2.8 Nm (25 in-lb)**.

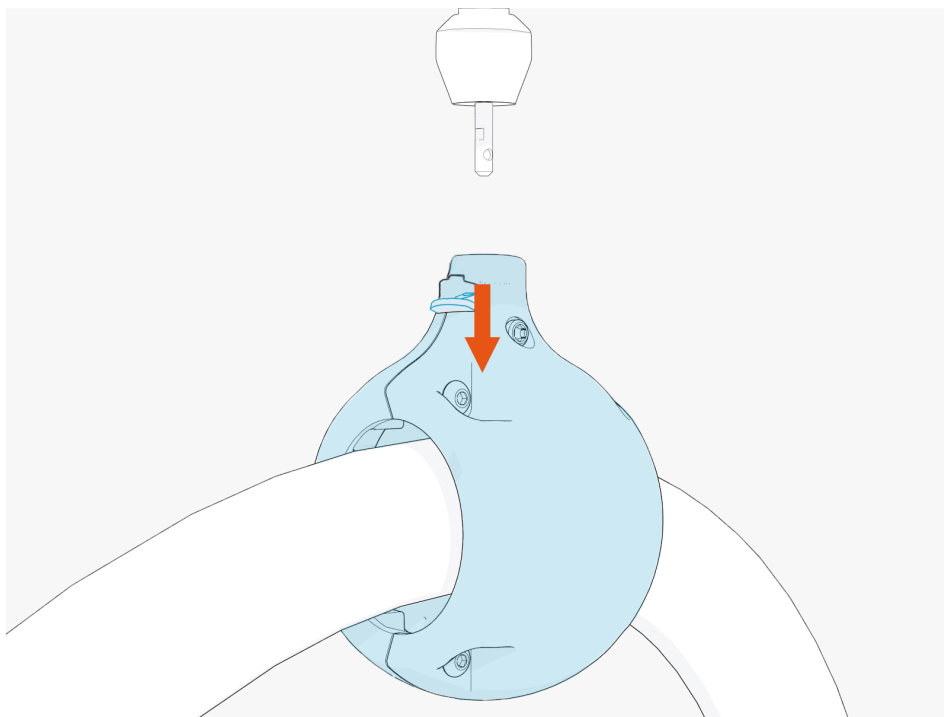
8. While holding the tetherball, push down on the spring tab.



-
9. Keeping the spring tab depressed, remove the tetherball from the tether pin.



IMPORTANT: Set the cable safely out of the way and on a padded surface to prevent scuffing of the cable.

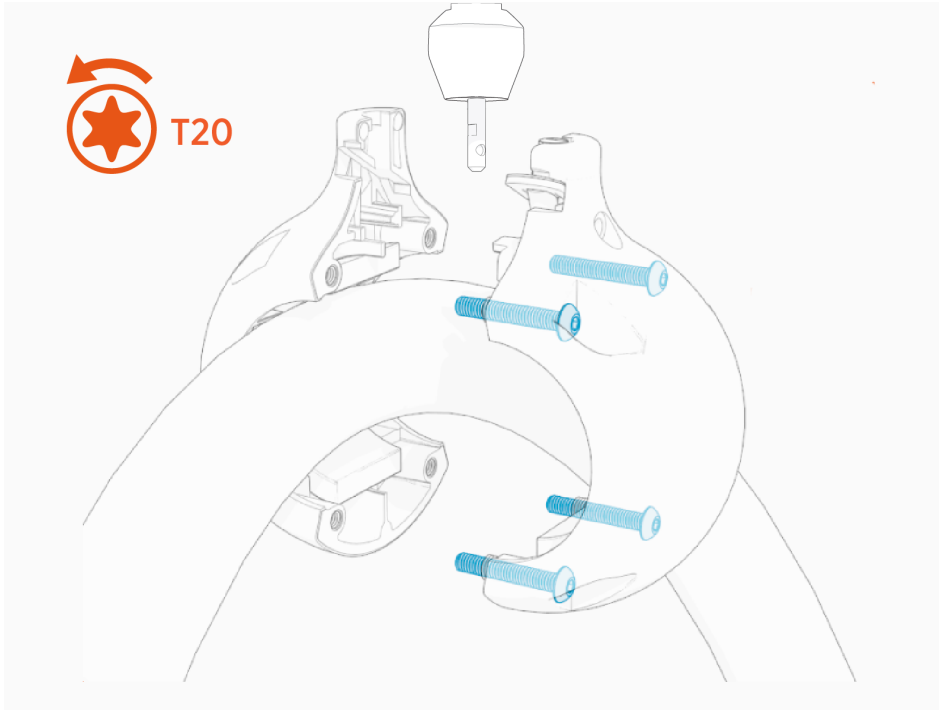


REINSTALL NOTE: (missing or bad snippet) Align the spring tab with flat notch on the tether pin and gently push the tetherball onto the tether pin.

10. If the tetherball remains stuck on the tether pin, remove screws (x4) to disassemble.

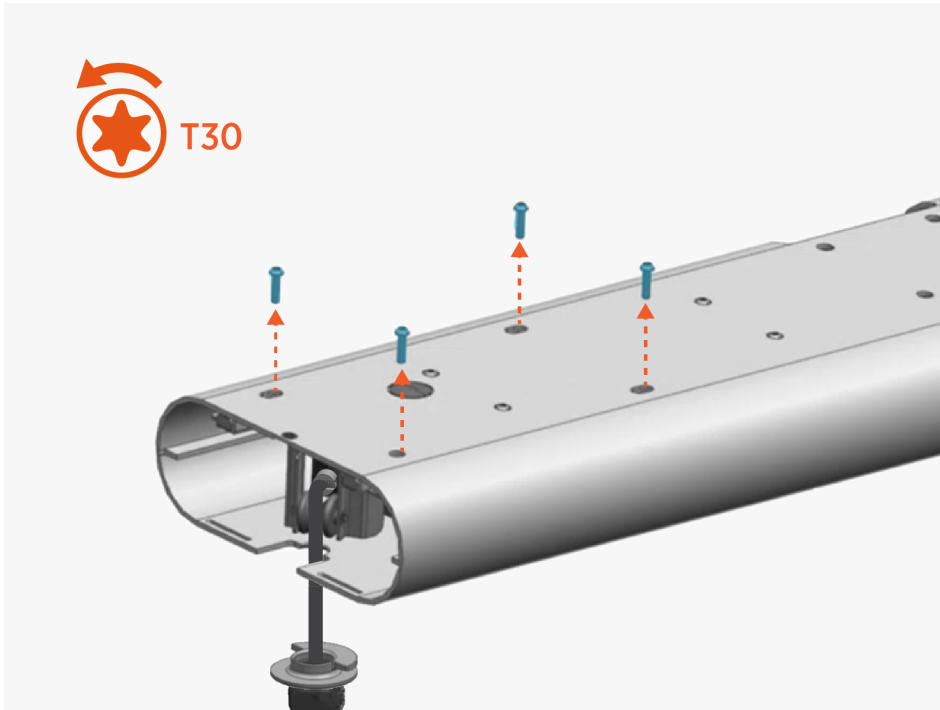


IMPORTANT: Mark the position where the tetherball was installed on the charging cable.



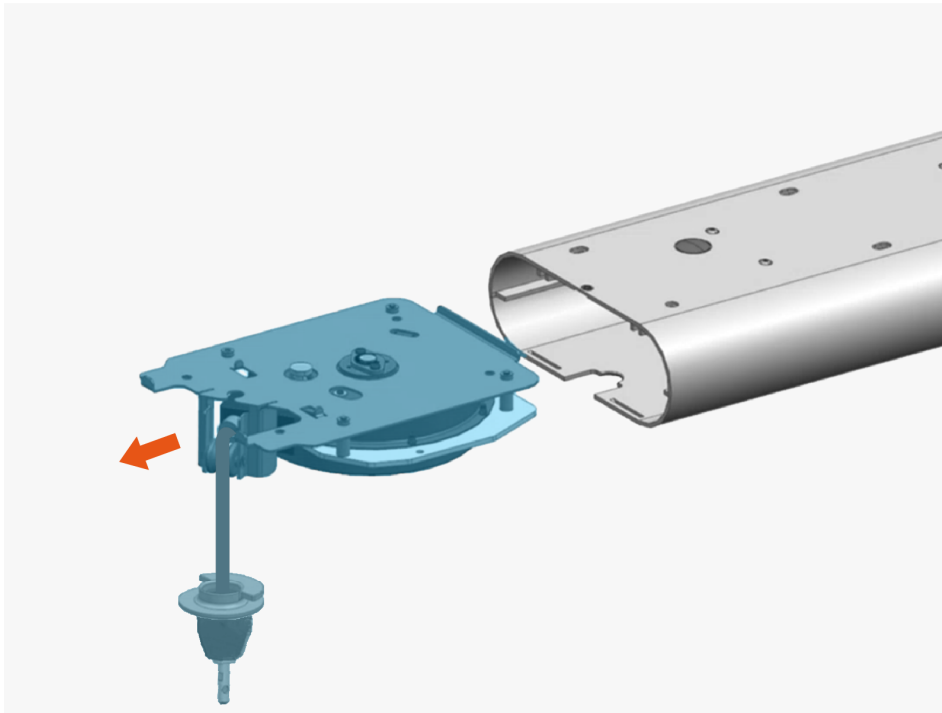
REINSTALL NOTE: (missing or bad snippet) First, assemble the tetherball at its original location on the charging cable. Torque screws (x4) to **2.8 Nm (25 in-lb)**. Then align the spring tab with flat notch on the tether pin and gently push the tetherball onto the pin.

-
11. Remove M6 screws (x4). Set aside for later reuse.



REINSTALL NOTE: (missing or bad snippet) Torque the screws to **5.6 Nm** (50 in-lb).

12. Slide the tool balancer cassette out.



13. Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:



- The replacement cassette ships with a cable stop preinstalled on the tether cord. Be sure to remove the cable stop before completing the service.
- When the reinstall is complete:
 - Complete the post-service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).
 - [Contact ChargePoint](#) regarding faulty part return.

Power On 28



NOTE: The station 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	✓	✓
Installation Wizard (for the installer to complete configuration and pinpoint the station on maps)	✓	—

4. View diagnostics information.

- a. Log in to the ChargePoint Platform at na.chargepoint.com or ca.chargepoint.com or eu.chargepoint.com.
- b. Select **Stations**.
- c. Apply filters to locate the desired station.
- d. Select the station name to view the station-specific information.



IMPORTANT: If a red status alert appears, contact ChargePoint immediately at 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 Guide* at [ChargePoint Product Reference Documentation](#).

Recommended Checklist 29

To adhere to ChargePoint best practices, complete the service checklist. The checklist is available at [ChargePoint Product Reference Documentation](#).

Appendix: Variation Identification **A**

There are two variations of the pedestal-mount Power Link 2000: Variation A and Variation B.

Variation B Power Link 2000 supports the following enhancements:

- Allows high voltage DC output, Ethernet, and 48 V DC power output from Power Blocks to be connected from Power Link 2000 to Power Link 2000, enabling higher port counts in specific sequential charging configurations.
- 48 VDC redundancy - Allows up to two 48 V inputs per Power Link 2000.

The variation of a Power Link 2000 can be identified by its part number, as described by this appendix.

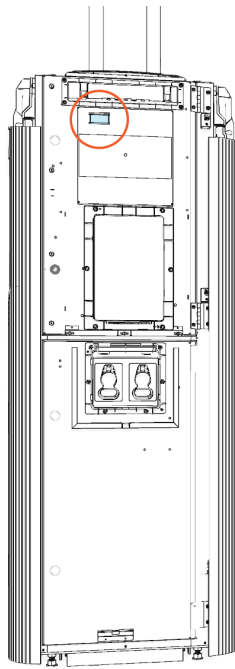
Power Link 2000 Part Number

Power Link 2000s are manufactured and ordered by part number. Part numbers are listed on the Power Link 2000 sales order, on the Power Link 2000 package shipping label, and on the Power Link 2000 upper front door.

To find the part number on the Power Link 2000 upper front door, take these steps:

1. Power off.
2. Remove these:
 - a. Top cap
 - b. Front lower cover
 - c. Front upper cover

3. Find the part number label on the upper door.



NOTE: If service work does not proceed immediately after finding the part number on the front door, reverse the above steps to restore the Power Link 2000 to operating state.

The part number is formatted as 99-XXXXXX-YY-ZZ, where:

- 99-XXXXXX is the base part number
- YY is a version enumerator
- ZZ is a variant indicator

Power Link 2000 Variation Identification

The Power Link 2000 variation is identified by its base part number and version enumerator, as follows:

Power Link 2000 Part Number	Variation
<ul style="list-style-type: none">• 99-007902-03• 99-007904-03• 99-007910-02• 99-007911-02• 99-007916-02	A
Any part number other than listed above.	B

For further assistance in Power Link 2000 variation identification, [contact ChargePoint.](#)

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.

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.