

Express 250

DC Fast Charging Station

Operation and Maintenance 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: Crucial step for installation success



NOTE: Helpful information to facilitate installation success



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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Express 250 Basic Operation

This topic provides information for station owners and facility managers to perform the following basic operations on the charging station.

This guide describes how to operate and maintain the ChargePoint® Express 250 DC fast charging station as a station owner or facility manager.

For full charging station specifications and ratings, refer to the Express 250 Datasheet at: [ChargePoint Product Reference Documentation](#) or [ChargePoint Product Reference Documentation](#).

**IMPORTANT:**

If Express 250 charging station is being paired, then see the information given under "Pair the Charging Station" chapter of the *Express 250 Installation Guide*

Power On the System

The Express 250 charging station is powered on by the installation team at the site's electrical panel, immediately after completing installation. The charging station does not have a separate power switch.

When power is turned on at the panel after it is first installed, the station runs a self-diagnostic that includes:

- Electrical safety checks
- Lighting checks
- Display panel visual checks
- Component operation checks (such as fans)
- Installation Wizard process (allows installer to complete configuration and pinpointing of the station on user maps)
- Network connectivity checks

When power is turned on at the panel after servicing or a power outage, the station runs a self-diagnostic to ensure safe and correct operation:

- Electrical safety checks
- Lighting checks
- Display panel visual checks
- Component operation checks (such as fans and contactors)
- Network connectivity checks

If any errors are found, the station displays error codes on the website dashboard.

Power Off the System

The Express 250 does not need to be powered off except during service. The charging station does not have a separate power switch. The service technician turns off power at the electrical panel before

beginning work. There is no need for a software command to power off the station; hardware is not harmed by disconnecting the circuit's breaker.



IMPORTANT:

Do not shutdown the power when a vehicle is charging.

Shunt trip wiring (wires that can be run to a separate disconnect switch) is available as a standard feature on the Express 250. Whether this feature is used, and where the switch is located, varies by site. For more information on how shunt trip wiring is designed and implemented, refer to the *Express 250 Site Prep Guide* and the *Express 250 Installation Guide*.



IMPORTANT:

You must be a licensed electrician and complete an online training class to become a ChargePoint Certified Installer or Service Technician, and to get a login for ChargePoint. If you do not complete this training, you are unable to complete installation or service procedures.

Go to chargepoint.com/installers.



DANGER: RISK OF SHOCK. Before performing any procedure, the technician must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter and check that the power is off. Keep power off for the circuit until all cover panels are correctly reinstalled and the work is complete. **FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE, OR PROPERTY DAMAGE.**

Configure System Behavior

ChargePoint offers its station owners a variety of software features to customize operation, such as:

- How to set pricing and billing methods for station use
- Who is allowed to use the station
- Waiting lists if the station(s) are already full
- How to display simple messages on the station

All configuration is done on the ChargePoint website for station owners. You are issued a username and password during the station purchase process. Log in at:

na.chargepoint.com or eu.chargepoint.com.

Materials and Parts Required

With regard to what materials to bring for doing repair and maintenance whether it is a standalone or a paired Express 250 charging station, see the materials mentioned under **Bring These Tools and Materials** section of the relevant Express 250's service guide.

Personal Protection Equipment (PPE)

Follow national, local or site specific PPE requirements. In the event of a conflict of PPE protocol, follow the strictest guidelines.

- Working gloves (inserts not necessary)
- Safety glasses
- Safety shoes
- Safety vest (if required)
- Hard hat

In addition, ensure you have the following tools and materials:

- Calibrated Digital Torque Wrench
- All tools listed in the *Express 250 Installation Guide*
- Inspection mirror
- Lock out/tag out equipment
- Permanent marker
- ChargePoint approved service tent
- Coolant
- All tools listed in any Express 250 service guides for replacement parts or the tools listed under **Bring These Tools and Materials** section of the *Express 250 Preventive Maintenance Guide* as necessary.

Labels Located

As for the labels' location:

- The CE label is located on the left side below the swing arm and above the light ring when facing the station.
- The ratings label is located on the rear and that label is also located below the swing arm.

Stopping an Active Charging Session

When you need to stop charging your vehicle, follow the **Correct Method** (and not the **Wrong Method**) given below.

WARNING:

Wrong Method:



For all DC charging, when you need to stop charging your vehicle:

- **Do not use** the CCS handle button as a "stop" button during active charging.
- The adapter locks the CCS latch.

- So, **never press** this CCS handle latch button (that is shown highlighted within the yellow circle in the illustration below), **unless** the charging has stopped and the vehicle has unlocked the latch:



Reason:

- Because doing so will lead to deformed and broken latches, which will in turn, lead to expensive handle and cable replacements.
- Instead, follow the instructions given below under **Correct Method.**

IMPORTANT:
Correct Method:



Follow *either* of these two instructions:

- *Stop* the charging session from the vehicle.
- Use the *Stop* button on the Charging Station's Display.



- For all **DC** charging: Only *press the latch* button after charging has been stopped by the vehicle or the station (screen, app).
- For all **AC** charging: In most cases, most vehicles don't lock the port. So, using the latch to stop charging is normal, most of the time.

WARNING:
For All Tesla Vehicle Drivers:



- In Tesla vehicles the adapter always remains locked to the CCS handle while inserted in the vehicle, even after charging has stopped. The charge port must be unlocked from the vehicle to remove the handle and adapter together.



- The handle button should never be used **except to** remove the adapter from the plug **after** removing the adapter and handle from the port.

Scope of Maintenance

Responsibility for Maintenance

The ChargePoint charging station needs preventive maintenance over its lifetime. ChargePoint's network connection monitors for system health and sends an alert when corrective maintenance might be required.

Maintenance can be performed by ChargePoint technicians for an additional fee; otherwise, the customer can send their own technicians for training to become approved by ChargePoint to perform the work. For more information on becoming a ChargePoint approved installer or service technician, see [ChargePoint Training and Certification for technicians and installers](#).

Site Manager's Responsibilities

The site or facility manager where the ChargePoint charging station is installed has a few duties for general site maintenance:

- Ensure the station is free of debris or any substance blocking the front and rear vents.
- Keep snow below 0.25 m (10 in) to ensure proper ventilation.
- Check each station monthly for vandalism or damage. If the station is marked, contact ChargePoint for replacement signs. If the station appears damaged, contact ChargePoint for a service visit.
- Check each charging cable monthly for any signs of wear or damage. If a cable appears damaged, contact ChargePoint for a service visit.



CAUTION: Do not pressure wash the charging station. Pressurized water can damage the system. Use a damp cloth to clean the charging station.

Preventive Maintenance

ChargePoint, or a ChargePoint certified technician, should perform service checks at the intervals listed below.



DANGER: RISK OF SHOCK. Before performing any procedure, the technician must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter and check that the power is off. Keep power off for the circuit until all cover panels are correctly reinstalled and the work is complete. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE, OR PROPERTY DAMAGE.

1-Year Maintenance

Perform the following checks for 1-year maintenance:

- Check signs for marks or fading, and replace if needed.
- Use a damp, lint-free cloth to wipe down the outside surfaces of the station, including the cables, outer surfaces of the connector, and touchscreen.
- Check coolant levels and top off if needed.
- Check the body of the charging station for any signs of rust or damage, and contact ChargePoint if found.
- Check the cables and connectors of the charging station for any signs of damage. If damage is found, do not use the station and contact ChargePoint.
- Check the area light bar and LED display for burned-out lights. Replace if needed using the appropriate FRU guides.
- Check the touchscreen visually every year.

5-Year Maintenance

Perform the following checks for 5-years maintenance:

- Perform all yearly maintenance listed above.
- Replace coolant.
- Check correct torque on mounting anchors and cable tabs in the contactor assembly, using the appropriate Installation and FRU guides.

10-Year Maintenance

Perform the following checks for 10-years maintenance:

- Perform all yearly and 5-year maintenance listed above.
- Check charging cables for any degradation and replace if needed using the appropriate FRU guides.

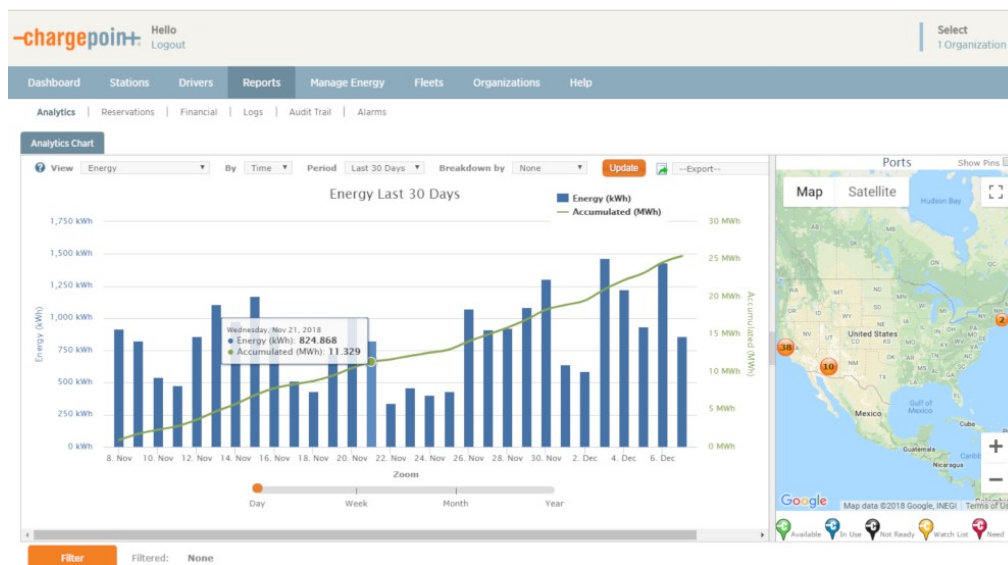
Reporting

This topic describes how to find reporting and diagnostic information about your charging stations. All information is located in the ChargePoint Platform:

na.chargepoint.com or eu.chargepoint.com.

Generate a Report

The ChargePoint Platform offers a full set of reports for the station owner. Log into the ChargePoint Platform and select **Reports** from the top menu bar:



Major features of the reporting view include:

- Report selection by data type in the secondary top menu (Analytics, Financial, Logs, etc.)
- Time scope slider below the chart (day, week, etc.)
- More advanced filters to apply from the bottom tab (by station name, organization, etc.)
- Detailed data view when mousing over a report graph

For a tutorial on using the reporting features, select **Help > Videos and Manuals > Advanced Topics > Reporting Features**.

Find Diagnostic Information

Express 250 error codes and alerts can be found on the ChargePoint Platform.

To find alerts on the ChargePoint Platform:

1. Log into the dashboard and select **Reports > Alarms** from the top menu bar.
2. Set the drop-down menu to display **Most Recent Only, Current Alarms, Historical Alarms**, or **All Alarms**.
3. Apply filters from the lower tab if desired.
4. Use the check-boxes on the left to further select specific data if desired.
5. Export to a .csv format spreadsheet by choosing either **Visible Columns** or **All Columns** from the drop-down menu.

For more information, see [Reports](#).

To find diagnostic information on a particular station:

1. On the top menu of the dashboard, select **Stations**.
2. Select the **Station Name** in the **Table View**.
3. Click **View/Edit Property** to view station specific information.

To view stations and access diagnostic information, see [Stations Overview](#).



NOTE: If you are managing a station through a third-party company, and do not have direct access to the ChargePoint dashboard, refer to the Express 250 OCPP Diagnostic Guide.

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 A 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 commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the manufacturer's instruction manual, may cause harmful interference with radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case, you will be required to correct the interference at your own expense.

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.

See [FCC/ISED](#).

FCC/IC Compliance Labels

Visit chargepoint.com/labels