

# Express 250

DC Fast Charging Station

## Preventive Maintenance Guide





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# IMPORTANT SAFETY INSTRUCTIONS

## SAVE THESE INSTRUCTIONS

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### WARNING:



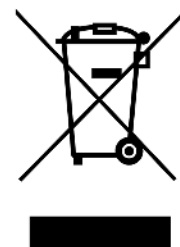
1. **Read and follow all warnings and instructions before servicing, installing, or operating the ChargePoint® charging station.** Install and operate only as instructed. Failure to do so may lead to death, injury, or property damage, and will void the Limited Warranty.
  2. **Only use licensed professionals to install your ChargePoint charging station and adhere to all national and local building codes and standards.** Before installing the ChargePoint charging station, 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. **Only use licensed professionals certified by ChargePoint for installation and service, adhere to all national and local building codes and standards, and ensure compliance** with local building and electrical codes and standards, climate conditions, safety standards, and all applicable codes and ordinances. Inspect the charging station for proper installation before use.
  3. **Always ground the ChargePoint charging station.** Failure to ground the charging station can lead to risk of electrocution or fire. The charging station 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 charging station on a concrete pad using a ChargePoint-approved method.** Failure to install on a surface that can support the full weight of the charging station can result in death, personal injury, or property damage. Inspect the charging station for proper installation before use.
  5. **This charging station 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.**
  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 or the electric vehicle connector is broken, cracked, open, or shows any other signs of damage.**
  10. **Use only copper conductor wire rated for 90 °C (194 °F).**
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**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

Do not dispose of as part of unsorted domestic waste. Inquire 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.com/guides](https://chargepoint.com/guides).

## Copyright and Trademarks

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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



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

## ChargePoint Networked Charging Station

### Preventive Maintenance Guide

**IMPORTANT:** You must be a licensed electrician and complete online training to become a ChargePoint certified installer. If you do not complete training, you cannot access the ChargePoint network to complete installation.



Find online training at: [chargepoint.com/installers](https://chargepoint.com/installers)

If the charging station is not installed by a ChargePoint certified installer, using a ChargePoint approved method, it is not covered under warranty and ChargePoint is not responsible for any malfunctions.



**DANGER: RISK OF SHOCK.** Some Express 250 stations share DC power (“paired” configuration). Pairing should be marked on the AC disconnect or breaker panel. Before performing this procedure, check for pairing and, if present, disconnect the power to BOTH Express 250 stations at the service panel. Whether Standalone or Paired, follow standard practice and local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off. Keep power off for this circuit until all cover panels are correctly reinstalled and the work scope is completed. **FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY OR LOSS OF LIFE.**



**DANGER: RISK OF SHOCK.** If a fault exists, turn the power off during work and keep it off until all cover panels are reinstalled. **FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY OR LOSS OF LIFE.**

This document outlines the preventive maintenance scope of work for ChargePoint Express 250 charging stations.

Before removing any cover panels:

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- Consult with site personnel for access to site and equipment.
  - Verify de-energization and lock out/tag out (LOTO) of all power sources to the station as stated in the shock danger warning above.
  - Wearing appropriate PPE, verify the station is de-energized.
  - If any panel needs re-installation, review the procedures in the Installation Guide to double-check that all panels are fully seated and that the edges of all signs are captured fully by the panels around them.



# Bring These Tools and Materials

## 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 as necessary

## Action Key

**I:** Visual inspection may require removal of cover panels using ChargePoint specified tool

**R:** Replace failed components with ChargePoint approved process and equipment

**C:** Contact ChargePoint for recommended course of action

**D:** Document with a before and after photo

**X:** If you have paired stations, you *must* de-energize both stations before beginning any work

## One-Year Maintenance

Task	Description	Action
System check and data retrieval	Verify serial number and site designation.	D
	Document the status of the Express 250 charging station.	D
Lock out / tag out (LOTO)	Verify that the system is properly locked out and tagged out. Lock out/tag out (LOTO) must be performed only by a qualified worker. Follow ChargePoint LOTO policy and site LOTO policy. If there's a conflict, follow the stricter policy or escalate to management for mutually agreed to decision.	I, D
Inspection of exterior	Visually inspect the exterior (panels, vinyl material coverings, LED display, touchscreen) of the unit for damage. Document failed light bar LED bulbs for replacement later in the inspection.	I, D
	Verify nameplates and labels are readable and in proper condition.	I, D, R
	Inspect the weather gaskets on panels for damage or degradation that would result in water ingress. <b>VERIFY NO GAPS BETWEEN PANELS WHEN REASSEMBLED.</b>	I, D, C
	Verify charging cables, latching points, switches and buttons are free of damage. Verify that the swing arm rotates freely without obstructions. <b>DO LIFT CABLES UP TO UNLATCH THEM AS IT WILL BREAK THE BUTTON.</b>	I, D, C
	Verify charging cable connectors are free of damage and that cables latch without issues.	I, D, C
	Inspect stations and interconnection points between paired stations for rust or damage.	I, D, X
Cleaning (exterior)	Clean all seven skins/panels (three on rear, four on front), touchscreen, cables and cable connectors, utilizing a damp, lint-free cloth or other ChargePoint approved methodology and cleaning material.	I, C

Task	Description	Action
Interior	Remove the skins and:	
	Verify front and rear EMI shields are intact and securely connected (including grounding straps on front EMI shield). Verify AC and DC cable covers are intact and free of damage.	I, D, C
	Visually inspect coolant line (connection points) and reservoir for any damage.	I, D, X
	Verify there is no evidence of a coolant leak.	I, D, X
	Verify coolant reservoir is full.	I, D, R
	Inspect the interior for dust and debris and remove using ChargePoint approved equipment and methodology.	I, D, R
	Inspect power connection points on face of the contactor box to ensure torque marks are properly aligned.	I, D, C
	Inspect AC power supply, surge protector block, and AC contactor box for heat damage.	I, D, X
	Check integrity of rodent guard duct seal on AC and DC sides of the station.	I, D, R
	Inspect DC power cable terminations to ensure torque marks are present and aligned properly.	I, D, R
	Inspect the fans and fan assembly for missing hardware and damage to the blades. Ensure the fan assemblies are properly seated.	
	Inspect that all hall effect sensors are intact and properly secured to the frame, with no damage to the wiring.	
	Replaced failed light bar LED lights (documented during the inspection of exterior).	
Return to operation	Follow the service guide to reinstall the panels/skins.	R
	Document the conditions of the skins once the panels are reinstalled.	
	Verify that LOTO removed.	I
	Verify station is re-energized.	I
	Restart the station.	R, D
	Record the station status and screen content.	R, D

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## Five-Year Maintenance

- Perform all yearly maintenance listed above.
- Replace coolant.
- Correct torque on mounting anchors and cable tabs in contactor assembly, using FRU service guide.

## Ten-Year Maintenance

- Perform one-year and five-year maintenance
- Check charging cables for any degradation, and replace if needed using appropriate service guide.
- **Note:** Measure Line-Line and Line-Ground voltages at the surge protector and at the AC service disconnect if the station has one.

## Service Log

It is critical to show that maintenance has been occurring on schedule and Assure programs remain intact.

Name	Date Performed	Completed (Y/N)	Issues Found (Y/N)	Issues Resolved
				N – Support Ticket #

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## 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](https://chargepoint.com/labels)



[chargepoint.com/support](https://chargepoint.com/support)

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