

# Express 250

## ChargePoint® Networked Charging Station

### Advanced FRU Guide: Replacing the Touchscreen Lens

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**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.

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**Important:** You must be a licensed electrician and complete online training to become a ChargePoint approved installer, and to get a login for ChargePoint. If you do not complete this training, you will be unable to complete the installation process.  
Go to: [chargepoint.com/installers](https://chargepoint.com/installers) or [chargepoint.com/eu/installers](https://chargepoint.com/eu/installers)

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**CAUTION:** Do not use power tools during installation or servicing. Over-torquing can damage the equipment.

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**CAUTION:** Do not install the charging station in inclement weather. If you must complete the installation in rain or wind, you must use a weather-proof shelter that covers all boxes and components.

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**Note:** When replacing a part, ChargePoint recommends taking a photo before removing each part so you can refer to the photo when reassembling.

Do not discard the part you are replacing. Use the new Field Replaceable Unit (FRU) packaging to return all removed parts to ChargePoint.

For assistance, go to [chargepoint.com/support](https://chargepoint.com/support) and find your region’s technical support number.

## You Will Need:

- FRU kit:
  - Touchscreen lens with preinstalled protective gaskets
  - Isopropyl wipes
- Headlamp
- Step ladder
- T25 Torx driver

This repair takes one technician about 45 minutes to complete.



## About Panels

All Express 250 panels have guide tabs that align with corresponding slots on the Express 250's frame. When removing a panel, lift the panel upward to release these tabs from their slots. When installing a panel, align these tabs above their corresponding slots and press the panel downward.

Panels overlap from the bottom to the top. To remove any panel, first remove all panels above it on that side.



## Remove the Area Light Bar and LED Display

1. Power off any existing station at the breaker panel and lock out/tag out before continuing work.



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2. Using a T25 Torx driver, loosen the two captive screws on the area light bar.



3. Disconnect the power cable that connects the area light bar to the LED display assembly. Remove the area light bar.



4. Push the LED display upward to release its guide tabs from their corresponding slots on the Express 250's frame.



5. When the LED display assembly is released, disconnect the five cables from the back.



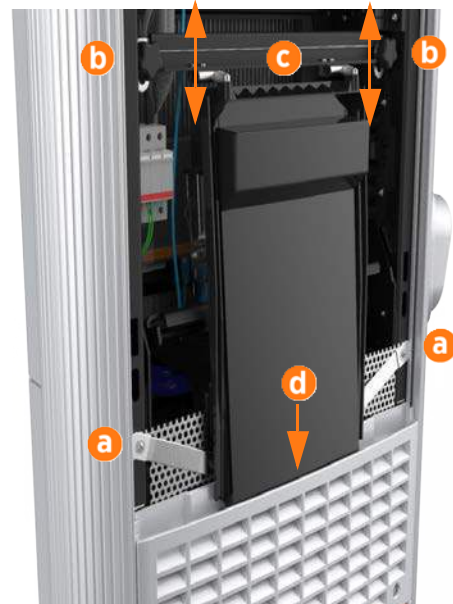
**Important:** Do not allow the LED display to hang from its cables.

## Replace the Touchscreen Lens

1. Using two hands, pull the top panel upward to release its guide tabs from their corresponding slots on the Express 250's frame.

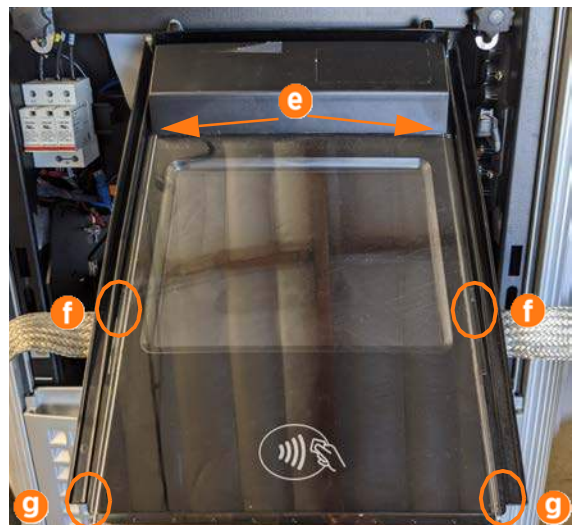


2. Use a T25 Torx driver to remove the M5 screw and washer (a) attaching each touchscreen ground strap to the frame. Keep the screws and washers for reuse.
3. Loosen both retention knobs (b), allowing the touchscreen beam (c) to slide up vertically and the touchscreen's bottom edge to clear the middle vent panel's slot (d).
4. With hand pressure, tilt the touchscreen upward at a 45 degree angle.
5. Allow the touchscreen to return to its lowest position vertically.



**Important:** The bottom edge and corners of the touchscreen are sharp. Take care when moving underneath the raised screen.

6. Identify the areas securing the touchscreen lens: the touchscreen top edge (e), side tabs (f), and bottom corner tabs (g).



7. Unthread all wires from the wire management rings on the underside of the touchscreen. The wires do not have to be removed from their connectors.

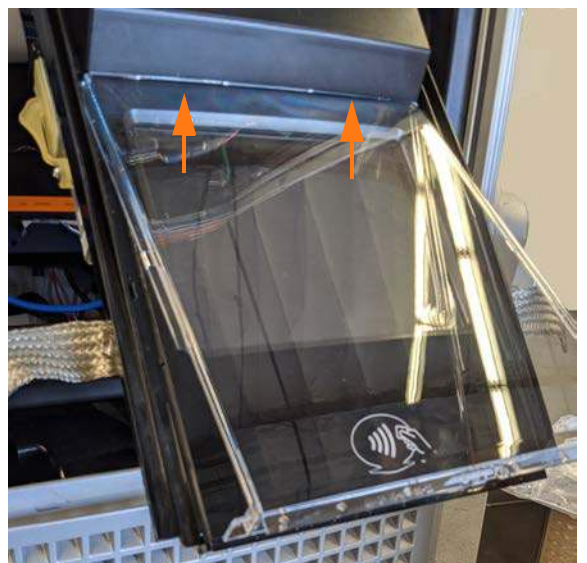
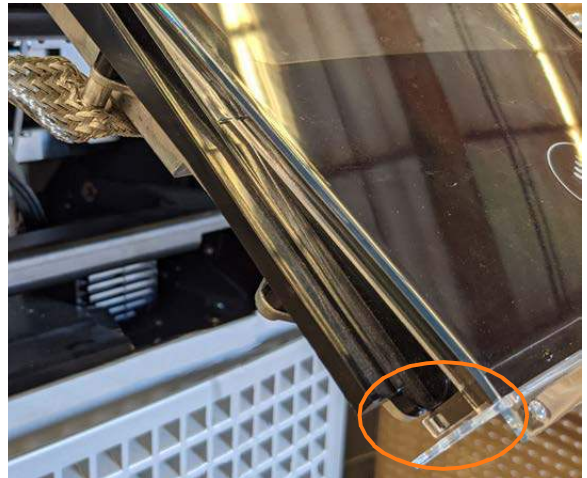


8. Carefully, without excessive force, lift up on the side snap tabs to release the lens' lower corners.



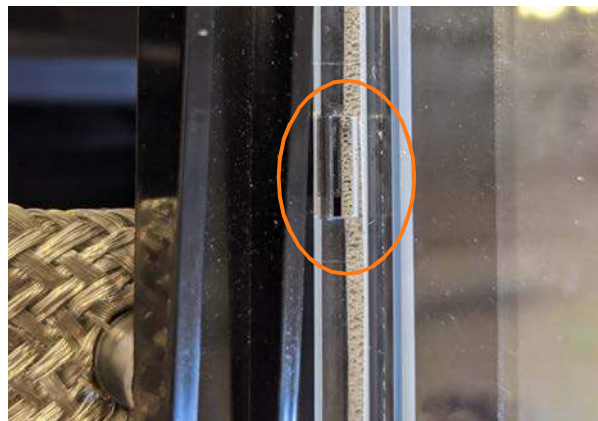
**CAUTION:** Be careful not to break side tabs on either the new or old lens. Without a lens, the touchscreen is more easily damaged.

9. Use isopropyl wipes to clean both the top of the touchscreen surface and the inside and outside faces of the lens. Handle the lens by its edges to avoid leaving fingerprints.
10. Allow both the touchscreen surface and the lens to air dry completely.
11. Insert the top edge of the new lens into the touchscreen housing. Ensure the entire top edge is captured.

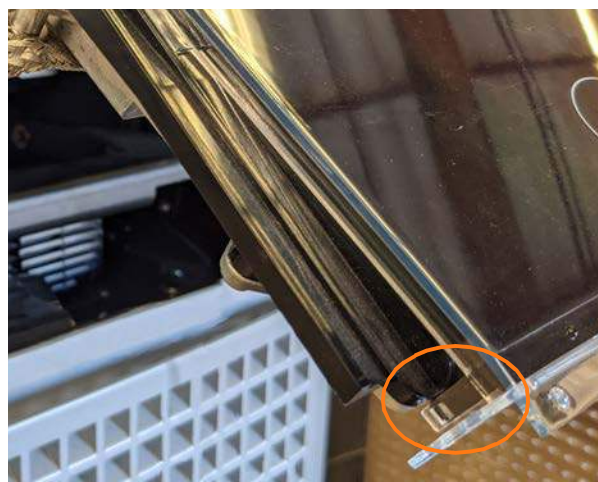




- 12.** Align the left and right tab and slot features halfway down each long side of the lens. Ensure the tabs and slots click together.



- 13.** Gently snap the bottom tabs of the new lens into place. Ensure the tabs and slots click together. Gently test secure placement.



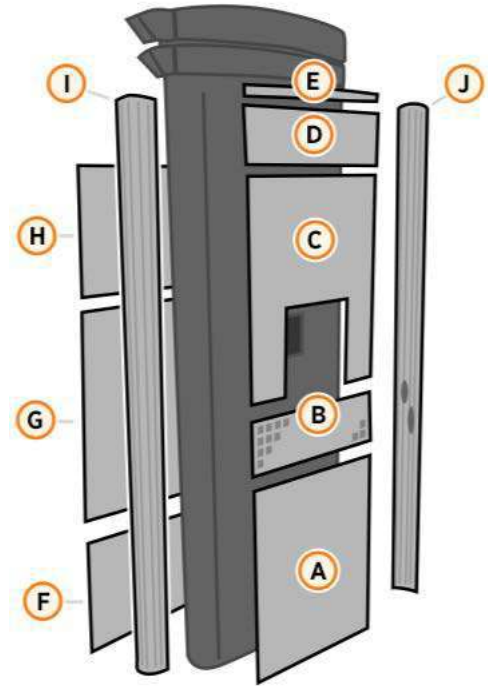
**REVERSE THE ABOVE STEPS TO REPLACE THE TOUCHSCREEN, FRONT PANELS, LED DISPLAY, AND AREA LIGHT BAR.**

## Power the System

Once all cover panels are installed, power on the Express 250. The on-screen Installation Wizard steps you through any required tasks to set up the Express 250 and verify that it can operate properly.

An Installation Wizard test checks that all cover panels are correctly installed and fully seated. Check the lower right corner of the screen for any error messages. If panel errors appear, match the panel letters to this illustration:

A	Front bottom panel
B	Middle vent panel
C	Front top panel
D	Secondary display
E	Area light bar
F	Rear bottom panel
G	Rear middle panel
H	Rear top panel
I	Left extrusion
J	Right extrusion



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

If any panel needs re-installation, review the procedures above to double-check that all panels are fully seated and that the edges of all signs are captured fully by the panels around them. For further details, refer to the *Express 250 Installation Guide*.



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

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