

Express 250

DC Fast-Charging Station

Operation and Maintenance Guide



SAVE THESE IMPORTANT SAFETY INSTRUCTIONS

This manual contains important instructions that must be followed during installation of a ChargePoint® Charging Station.

Grounding Instructions

The ChargePoint® Charging Station must be connected to a grounded, metal, permanent wiring system; or an equipment-grounding conductor is to 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.

Safety and Compliance

This document provides instructions to install the ChargePoint® Charging Station and should not be used for any other product. Before installing the ChargePoint® Charging Station, review this manual carefully and consult with a licensed contractor, licensed electrician and trained installation expert to ensure compliance with local building practices, climate conditions, safety standards and all applicable codes and ordinances.

The ChargePoint® Charging Station should be installed only by a licensed contractor and a licensed electrician and in accordance with all local and national codes and standards. The ChargePoint® Charging Station should be inspected by a qualified installer before first use. Under no circumstances will compliance with the information in this manual relieve the user of his/her responsibility to comply with all applicable codes or safety standards. This document describes the most commonly used installation and mounting scenarios. If situations arise in which it is not possible to perform an installation following the procedures provided in this document, contact ChargePoint, Inc. ChargePoint, Inc. is not responsible for any damages that may occur resulting from custom installations that are not described in this document.

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No Accuracy Guarantee

Commercially reasonable efforts were made to ensure that the specifications and other information in this manual are accurate and complete at the time of its publication. However, the specifications and other information in this manual are subject to change at any time without prior notice.

Product Disposal

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.



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Express 250 Basic Operation 1

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 Data Sheet* at:

chargepoint.com/support/guides/

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 and contactors)
- 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. See Section 3 for further information on diagnostics.

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.

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*. For more information on diagnosing circuit trips, see Section 3 of this 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 Express 250 at the service panel. Follow standard practice and local code to de-energise 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 the 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.

Configure System Behaviour

ChargePoint offers its station owners a variety of software features to customise 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/admin/dashboard

or

eu.chargepoint.com/admin/dashboard

Scope of Maintenance 2

Responsibility for Maintenance

The ChargePoint Express 250 charging station needs minimal preventative 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, if the station is covered by an Assure maintenance agreement; otherwise, the customer can send their own technicians for training to become certified by ChargePoint to perform the work. For more information on service certification, see: chargepoint.com/installers

Site Manager's Responsibilities

The site or facility manager where the ChargePoint charging station is installed has a few minimal 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. Pressurised water could damage the system. To clean the charging station, use a damp cloth.

Preventative Maintenance

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



DANGER: RISK OF SHOCK. Any maintenance that requires any removal of panels must be done when the system is de-energised. Turn off the circuit breaker and do not restore power until maintenance is complete and the unit is completely reassembled. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY OR LOSS OF LIFE.

Yearly 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, the outer surfaces of the connector, and the touchscreen.
- Check coolant levels and top up 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.

Five-Year 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.

Ten-Year Maintenance

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

Reporting 3

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

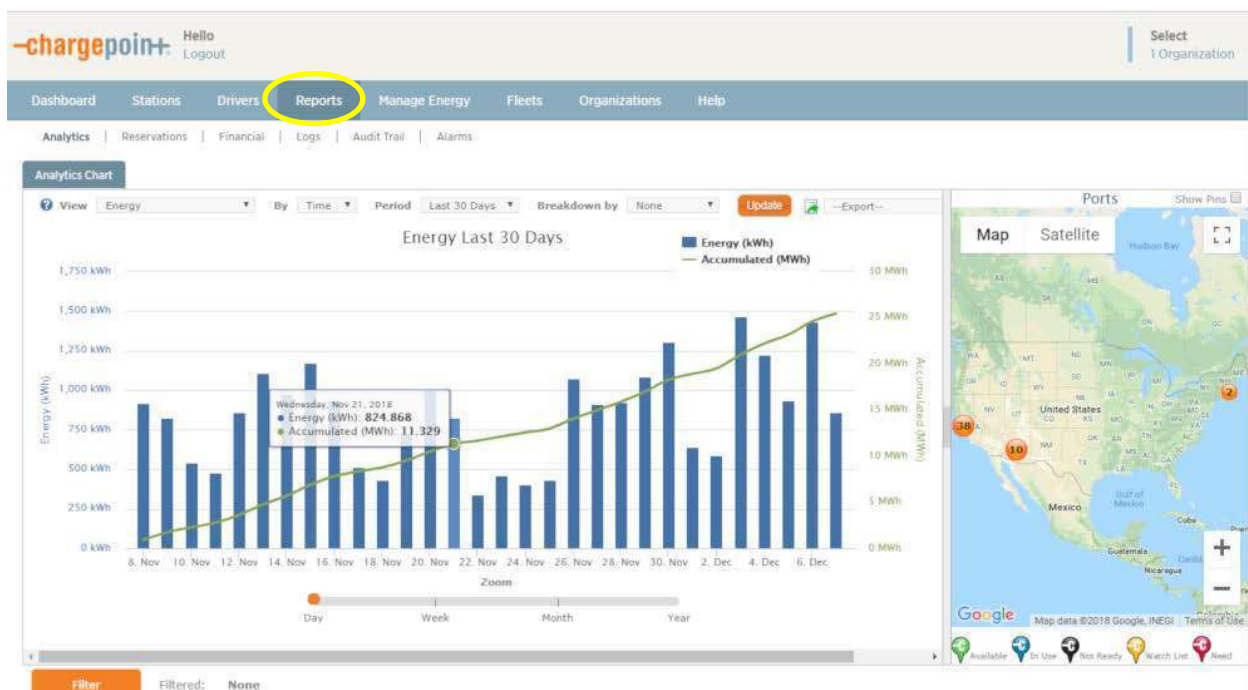
na.chargepoint.com/admin/dashboard

or

eu.chargepoint.com/admin/dashboard

Generate a Report

The ChargePoint dashboard offers a full set of reports for the station owner. Log in to the dashboard 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, organisation 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 dashboard.

To find alerts on the ChargePoint dashboard:

1. Log in to 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 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.

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. Select the **Status/Actions** tab. Station-specific information appears.

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*.

Warranty Information and Disclaimer

The Warranty you received with your Charging Station is subject to certain exceptions and exclusions. For example, your use 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 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 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.

US 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 authorised 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 mobile network 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.

FCC/IC Compliance Labels

Visit chargepoint.com/labels/



chargepoint.com/support

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