ChargePoint AC Station

North America

Remote Site Validation Process

Site validation is a crucial step in ensuring that a charging station has been installed according to specifications outlined in the site installation guide and meets the standards set by ChargePoint. This process is essential for validating that the station is configured correctly and capable of delivering optimal energy based on the available infrastructure at the site, including the panel and breaker.

To streamline and expedite the site validation process, ChargePoint now requests a minimal number of pictures from station owners and installers. These pictures enable ChargePoint to remotely verify and validate the information using telemetry data, eliminating the need for physical dispatches to the site. This approach aims to provide a better experience for both station owners and installers.
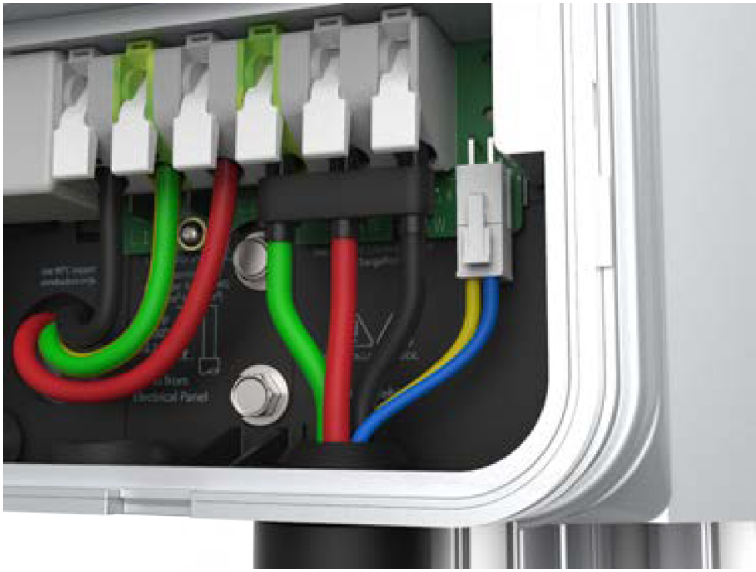
ChargePoint no longer dispatches personnel for site validations. Instead, they rely on the following information and photos to complete the validation process for service entitlement:

1. **Breaker Box:** A photograph of the breaker box that clearly shows the station labels and breaker amperage. This information is essential for ensuring that the station is connected to the appropriate electrical circuit and that it's operating within safe parameters.

2. **360 View of the Station:** A 360-degree view of the station that demonstrates its working screen (if applicable), connectivity status, and secure mounting. This picture helps verify the physical condition and installation integrity of the charging station.

3. **Internal Station Wiring:** A photograph of the internal wiring of the charging station. This is necessary to confirm that the station's internal components are correctly connected and that there are no issues with the internal wiring.

4. **Gateway (if applicable):** If the charging station is equipped with a gateway, a photograph of the gateway showing its connectivity status is required. The gateway is essential for communication and data transmission, so its proper functioning is crucial.

By providing these requested photos and information, station owners and installers can facilitate the site validation process, ensuring that their charging station is eligible for service entitlement. This remote validation approach not only expedites the process but also ensures compliance with ChargePoint standards and specifications.

If we are unable to receive photos of the internal station wiring, the external station photos will suffice if we can also confirm historical sessions on the stations with no issues/alarms
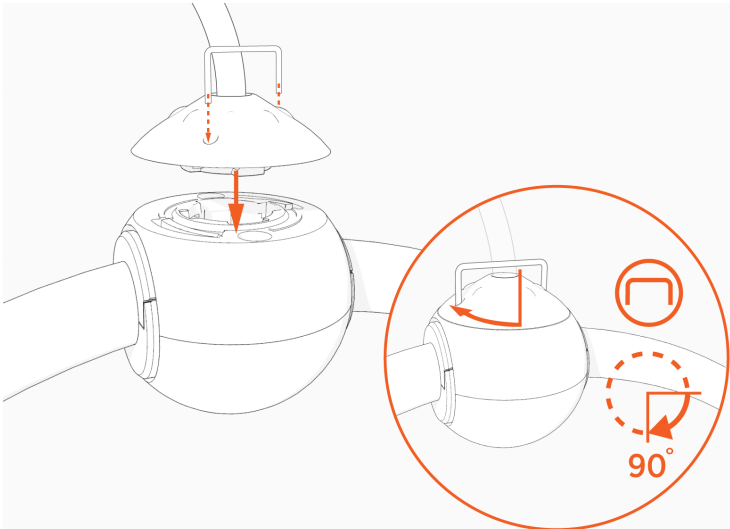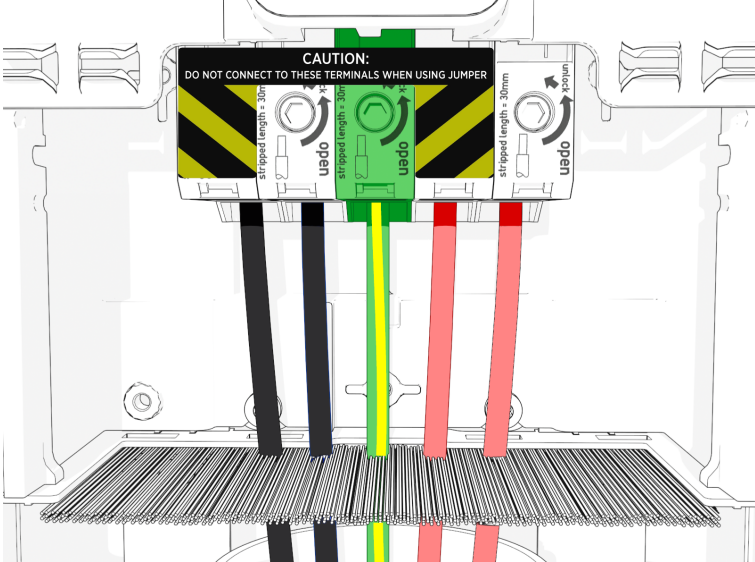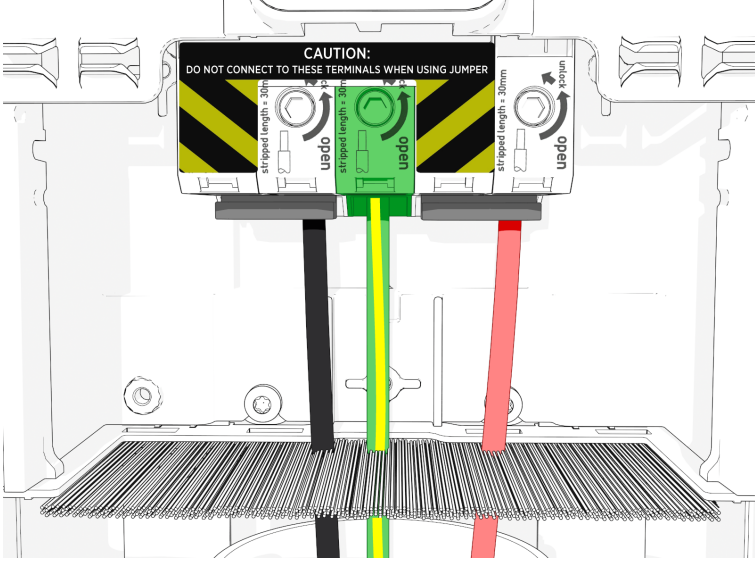
Station Photo Examples:

Station	Document the following:	Photo Sample
CPF50	• Earth/ground connection is made to the ground lugs. • Wiring fully inserted into the terminal blocks and connections are clean and snug. • All covers installed and all fasteners are tightened. • A full picture of the station that ensures: ○ The station is mounted tight/snug and level. ○ A white light is displaying around the CPF50connector dock. ○ The Wi-Fi LED located on the left side of the main unit's cover is solid green. This can take up to 10 minutes to display.	
Gateway	The LED located at the bottom of the gateway is solid green. This can take up to 20 minutes to display.	
CT4000	• Earth/ground connection is made to the ground lugs. • A full picture of the station that ensures the station is mounted tight/snug and level. • Wiring fully inserted into the terminal blocks and connections are clean and snug.	

Station Photo Examples

	Check that the blue connector is attached as well.	
	- All covers installed and all fasteners are tightened. - The two security screws inside the holster plugs on all head assemblies are tightened and the rubber plugs are in place.	

Station Photo Examples (continued)

	The cable clamps are assembled and have no gaps.	
CP6000	• Earth/ground connection made to the ground lugs. • A full picture of the station that ensures the station is mounted tight/snug and level. • Wiring has been fully inserted into the terminal blocks and connections are clean and snug.	

Station Photo Examples (continued)

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