

Preventive Maintenance Form for CP4000

ChargePoint Preventive Maintenance Service offers physical on-site visits with trained experts to ensure that charging station operations are safe, optimal, and compliant with local regulations and/or practices.

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

Warranty Implication



IMPORTANT: Please be advised that all installation, commissioning, and break-fix services must be performed by a ChargePoint-certified technician. Engaging non-certified personnel for these services will result in warranty implications, as doing so constitutes a breach of policy.

Support Services

<https://www.chargepoint.com/legal/support-services>

For more information about ChargePoint's training and certification program, visit <https://www.chargepoint.com/partners/training-certification>

A ChargePoint certified technician, should perform the following checks:

Service Provider	
Technician Name	
Company Name	
Email Address	
Phone Number	
Are there additional personnel performing the preventive maintenance with you?	Yes No
Enter all the names of additional personnel performing the preventive maintenance.	

Site	
Street Address	
City	
State	
Zip	
Inspection Type	
Number of CP4000s	
Work Order Number	
Preventive Maintenance Start Date	
Preventive Maintenance Start Time	

De-energization

Follow the check-list provided below for de-energization of the charging station.

	Description	Status/Comments
	1. Before beginning Preventive Maintenance, verify that you have the following: • Personal protective equipment • Required tools • Accessible Preventive Maintenance form	
	2. Provide photo(s) for CP4000 breaker.	
	3. Confirm the station has been fully de-energized.	Pass Fail
	4. Confirm breakers show no signs of over heating (visually and/or smell).	Pass Fail
	5. Confirm the electrical disconnecting means is properly locked out / tagged out.	Pass Fail

Questions

For assistance, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

CP4000

	Description	Status/Comments
	1. Station serial number: [UPLOAD PHOTO]	
	2. Station MAC address: [UPLOAD PHOTO]	

General

	Description	Status/Comments
	1. How is the station mounted?	Wall Mounted Pole Mounted
	2. How many AC supply cables are connected to the station?	One Two
	3. Does the station include a tethered cable or sockets?	Cable Cable + Socket Sockets
	4. Are AC disconnect switches installed next to the stations?	Yes No
	5. Ensure AC disconnect switch exteriors are free of damage and show correct labels as applicable. [UPLOAD PHOTO]	Pass Fail
	6. Verify that multimeter test shows 0 volts on the RCD Terminal Block, for each combination of line-to-line and line-to-ground.	Pass Fail
	7. Ensure the pedestal is plumb.	Pass Fail
	8. Ensure the pedestal is tightly fastened with bolts torqued to 160 Nm.	Pass Fail
	9. Ensure the station is leveled.	Pass Fail
	10. Provide photo showing the conductor ratings (Or attach cable rating specification if markings not clear). [UPLOAD PHOTO]	
	11. Ensure AC supply cable cross-section does not exceed 16 mm ² . [UPLOAD PHOTO]	Pass Fail
	12. Confirm all input AC wires are torqued to 3 Nm to the RCD terminals.	Pass Fail
	13. Confirm the ground connection is tight and connected properly. Confirm the grounding cable and insulation show no damage. [UPLOAD PHOTO]	Pass Fail
	14. Confirm earth/ground connection is made to the ground lugs (where applicable).	Pass Fail
	15. Perform a push-pull test for all wires and verify they are properly secured.	Pass Fail

	Description	Status/Comments
	16. Using a multimeter, ensure that proper bonding is still present with all the metallic parts of the station such as the pedestal. Verify that the value is not higher than 0.1 Ohm (after internal resistance of measurement device deduced).	Pass Fail
	17. Phase Rotation AC Supply #1	L1 L2 L3 (RST) L2 L3 L1 (STR) L3 L1 L2 (TRS)
	18. Phase Rotation AC Supply #2	L1 L2 L3 (RST) L2 L3 L1 (STR) L3 L1 L2 (TRS)
	19. Confirm the AC supply cable is connected to the right-hand side RCD terminals.	Pass Fail
	20. Verify the RCDs are within expected values: (EN 61009-1) • Test 1: $0.5 \times I_{\Delta n}$ 15 mA -> no trip • Test 2: $I_{\Delta n}$ 30 mA 300 ms -> Trip • Test 3: $2 \times I_{\Delta n}$ 60 mA 150 ms. -> Trip • Test 4: $5 \times I_{\Delta n}$ 150 mA 40 ms -> Trip DC Test • 6 mA should trip less than 10s	Pass Fail
	21. Power jumper* installed (for dual port cables supplied with a single AC cable) - For Single Phase installation ONLY L1-L1 PMK can be used. <i>*(excludes France and Italy)</i>	L1-L2 L1-L1
	22. Verify that the SIM card is correctly inserted into the communications module. [UPLOAD PHOTO]	Pass Fail
	23. Confirm left (F1), right (F2), and middle MCB (F5) are switched on. [UPLOAD PHOTO]	Pass Fail
	24. Confirm the service door is closed and the key is returned to station owner. [UPLOAD PHOTO]	Pass Fail
	25. Confirm the cable clamps are assembled and have no gaps.	Pass Fail
	26. Confirm there is no charging cable damage (for models equipped with charging cables).	Pass Fail
	27. Verify that the cable retraction mechanism operates smoothly, fully extends and retracts (for models equipped with charging cables).	Pass Fail
	28. Confirm all covers are installed and all fasteners are tightened. Confirm the station is properly secured to base and does not rock or wiggle.	Pass Fail
	29. Verify the voltage measurement at the AC disconnect (if present) or breaker between L1 - L2 is 400 V AC +/- 10%.	Pass Fail
	30. Verify the voltage measurement at the AC disconnect (if present) or breaker between L2 - L3 is 400 V AC +/- 10%.	Pass Fail

Description		Status/Comments	
31.	Verify the voltage measurement at the AC disconnect (if present) or breaker between L3 - L1 is 400 V AC +/- 10%.	Pass	Fail
32.	Verify N to PE (Ground) voltage measurement shows <5 V.	Pass	Fail
33.	Verify the ground impedance (PE) measured at the AC terminal is less than 100 Ω .	Pass	Fail
34.	Provide photo of ratings labels applied. [UPLOAD PHOTO]		
35.	Germany only: Ensure that the Eichrecht seals are still in place.	Pass	Fail
36.	Germany only: Take photos of the Eichrecht seals on the station. [UPLOAD PHOTO]		
37.	Confirm both charging cables rest properly in their holsters. [UPLOAD PHOTO]	Pass	Fail
38.	Confirm lock out/tag out has been removed from all breakers and panels.	Pass	Fail
39.	Verify the station powers on and no error messages are displayed on the touchscreen.	Pass	Fail
40.	Verify all steps of the Installation Wizard are complete and the station has been pinpointed.	Pass	Fail
41.	For multiple station installations: Verify phase rotation was executed and configured during pinpointing.	Pass	Fail
42.	Verify the RFID reader is functional and responds when tapped with a ChargePoint card or ChargePoint app.	Pass	Fail
43.	Call ChargePoint Support to ensure: - The software revision is up to date. (Note: updates can take up to 30 minutes). - Support has activated the station, or has a ticket open to do so. For assistance, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.		
44.	Confirm the parking area is clean and free of all crate fasteners, packaging, and debris.	Pass	Fail
45.	Station evaluation comments.		

Cellular Coverage Evaluation

Description		Status/Comments	
1.	Using a Snyder cellular signal detector or equivalent, test the location of every station and ensure it meets minimum RSRQ at -12.5 dB or better, for RSRP measured at -90 dBm or better.	Pass	Fail
2.	Record the cellular carrier displayed on the touchscreen.		
3.	Record the dBm value displayed on the touchscreen.		
4.	Cellular evaluation comments.		

Return to Operation

	Description	Status/Comments	
	1. Confirm all CP4000s are reassembled.	Pass	Fail
	2. Confirm all personnel are clear from electrical equipment.	Pass	Fail
	3. Confirm lock out / tag out is removed.	Pass	Fail
	4. Confirm the site is re-energized.	Pass	Fail



chargepoint.com/support