



ChargePoint® Networking

Network Integration Guide

IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS



WARNING: This manual contains important instructions for Home Flex. When using electric products, always follow basic precautions, including the following:

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. **ChargePoint recommends that installation, commissioning, and break-fix services be performed by a licensed electrician who is also a ChargePoint-certified technician.** These systems operate at high voltage, and without strict adherence to safety protocols, proper protective equipment, and ChargePoint technical guides, there is significant risk to people, equipment, and the environment. Please ensure full compliance with all applicable local and national buildings, electrical, and safety codes.
3. **Always ground the ChargePoint charging station.** Failure to ground the charging station can lead to risk of electric shock. The charging station must be connected to a grounded, metal, permanent wiring system, or an equipment grounding conductor should 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 (This charging station is not suitable for use in any ATEX classified area, 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).**





11. Do not operate the charging station in temperatures outside its operating range of -40 °F to 122 °F (-40 °C to +50 °C).
12. Ensure the charging cable is positioned so it is not stepped on, tripped over, or subjected to damage or stress. Do not close a garage door on the charging cable.



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.

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>

Product Disposal

Applicable to NA - Do not dispose of as part of unsorted domestic waste. Inquire with local authorities regarding proper disposal. Product materials are recyclable as marked.



Applicable to EU - 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.



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 Product Reference Documentation](#).

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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: Critical detail that must be followed to achieve intended results



NOTE: Important contextual details or procedural clarifications



REINSTALL NOTE: Essential instructions to follow when reinstalling a part or component



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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Revision History

This page provides a summary of revisions made, listing the month and year of each update along with a brief description of the changes made.

Month & Year	Description
April, 2026	Updated the Pinpoint the Station section.

Network Integration

This document outlines the steps for configuring a charging station to the ChargePoint network. The process involves updating the SIM card and completing the pinpointing procedure. Networking typically takes 30-60 minutes and requires one person to complete.

Required Tools and Materials



Smartphone with Internet connectivity



ChargePoint Installer app



Exact location of stations or units, including parking space



ChargePoint installer login credentials

To complete the setup, you must have completed the ChargePoint Installer training and received your ChargePoint Installer login.



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

To complete online training and become a certified installer, refer to ChargePoint University at: <https://www.chargepoint.com/partners/training-certification> or chargepoint.com/eu/installers

If you have any questions or difficulties during networking, support phone numbers are available at chargepoint.com/support.

Before You Begin

1. Before visiting the station site, ensure that you have the latest documentation. Navigate to [ChargePoint Product Reference Documentation](#) and bookmark or download the following:
 - Manufacturer's instructions for each supported station.
 - Document outlining the minimum software or firmware version required for networking.
 - Checklist of station verification steps.
2. Ensure that you understand the following from the station manufacturer's documentation:
 - Requirements for hardware (for example, laptop) needed to communicate with the station.
 - Physical access to the station SIM card.
 - Procedure for commissioning the station.
3. Before proceeding, check with the station owner or facility manager for site access and any station credentials or settings to be configured after networking (for example, username and password, and so on).

Update the SIM Card

**DANGER: RISK OF SHOCK**

Before performing any procedure, the technician must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lockout/tagout the upstream breaker before proceeding. Use a multimeter and check that the power is off. Keep power off for the circuit until all cover panels are correctly reinstalled and the work is complete.

FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE, OR PROPERTY DAMAGE.

1. Before making any changes, take a photo of the station to document its condition.
2. Ensure that the station model, condition, and software version align with ChargePoint requirements. Refer to the manufacturer's instructions for these details.
3. Follow the checklist to confirm all required verification steps are completed for each station being networked.
4. Using the manufacturer's instructions, open the station's cabinet and replace the existing SIM card with the ChargePoint compatible SIM card.

Apply ChargePoint Labels

1. Identify the manufacturer's type plate on the station. It is typically located on a cover panel or inside the cabinet door.
2. Use a damp cloth to clean the surface next to the plate and allow it to dry. Apply the **CP-ACTIVATION-STICKER**.

CP-ACTIVATION-STICKER



MAC:

Activation Password:

3. Select a location on the front or side of the station that is visible to drivers. Ensure that the area is large enough for the ChargePoint branding label to lie flat without covering any existing branding or instructions.
4. Use a vertical or horizontal edge on the station as a reference to align the label.
5. Use a damp cloth to clean the surface next to the plate and allow it to dry.
6. Apply the ChargePoint branding label.

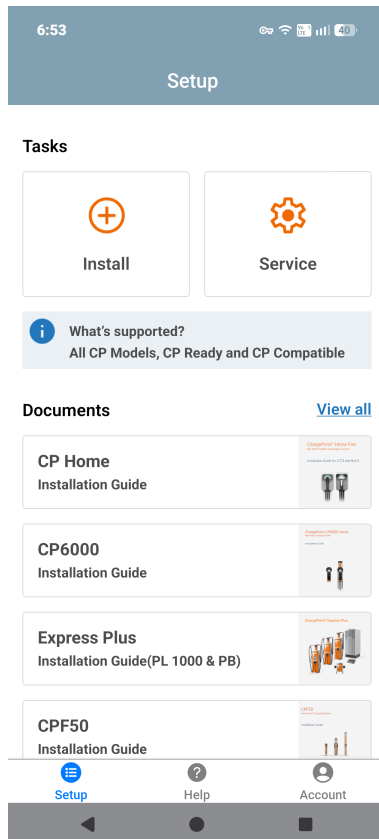
Pinpoint the Station

Open the ChargePoint Installer app on your smartphone and follow the instructions below:

1. If you do not already have the Installer app, scan the QR code to download the app.



2. Log in or register using the ChargePoint Installer app on your smartphone.



3. Tap on **Install**.

4. Use the app to scan the QR code on the charging station label.



CP-ACTIVATION-STICKER



MAC:
Activation Password:

5. The app automatically identifies the charging station and begins the pinpointing and configuration process.
6. Follow the in-app instructions to complete pinpointing and configuration process.

Verify the Station Configuration

1. Secure the cabinet and re-energize the station according to the manufacturer's instructions.
2. Check the station display for any error messages. If errors are present, follow the manufacturer's instructions to resolve them.
3. For stations with a screen, verify that the ChargePoint logo is visible.
4. For stations with a screen, navigate through the user interface to ensure that the MAC address is displayed correctly and matches the one on the ChargePoint Activation Sticker.
5. Call ChargePoint Support to confirm that the station is properly networked and that the configuration is complete. Support phone numbers are available at chargepoint.com/support.