Express Distro Power Link 2000

One Platform, Infinite Possibilities

Operation and Maintenance Guide for North America



IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS

This manual contains important instructions for ChargePoint® products that shall be followed during installation, operation and maintenance of each product.

WARNING:

1. **Read and follow all warnings and instructions before servicing, installing, or operating the ChargePoint® product.** 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 product.** A touch current of >3.5 mA AC RMS is possible in case of a fault condition of loss of electrical continuity of the earthing conductor. Failure to ground the product can lead to risk of electric shock. The product must be connected to a grounded, metal, permanent wiring system, or an equipment grounding conductor shall 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 product using a ChargePoint-approved method.** Failure to install on a surface that can support the full weight of the product can result in death, personal injury, or property damage. Inspect the product for proper installation before use.
5. **The product is not suitable for use in Class 1 hazardous locations, such as near flammable, explosive, or combustible vapors or gases.**
6. **Supervise children near this device.**
7. **For charging stations equipped with EV connectors or charging rails, do not put fingers into the electric vehicle connector or connector adapter. Do not touch fingers to charging rails.**
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 is damaged or if any internal parts (including wiring) are accessible. For products equipped with an EV connector, flexible output cable, vehicle inlet, or connector adapter, do not use the product if any of these components are broken, cracked, open, or shows any other signs of damage.**
10. **Wire and wire terminal information are provided in the ChargePoint product Site Design Guide and Installation Guide.**

11. **Torques for installation of wire terminals are provided in the ChargePoint product Installation Guide.**
12. **The ChargePoint product maximum operating temperature is 50 °C (122 °F).**
13. **For products equipped with an EV connector or connector adapter, do not use an adapter with any charger or EV that exceeds the adapter's rated voltage or current capacity. Some EV/EVSE combinations can operate at multiple voltages or allow short-duration current overloads during normal charging. Using an adapter in these situations could result in unsafe conditions such as fire, burns, or exposure of high voltage.**

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
Sep, 2026	Early access draft - initial release.

Introduction 1

This section describes the purpose and scope of this guide and provides an overview of the ChargePoint® Express Distro Power Link 2000.

About This Guide

This guide describes the routine operational tasks and preventive maintenance activities required to keep the Power Link 2000 operating safely and reliably. It is intended for site operators, facility personnel, and qualified maintenance technicians responsible for day-to-day station operation and scheduled maintenance.

Power Link 2000 Overview

Power Link 2000 is a product within the Express DC fast charging platform. Power Link 2000 is a charging dispenser that delivers DC power to EVs through flexible, lightweight charging cables equipped with industry standard connectors such as CCS1, CCS2, CHAdeMO, MCS, and NACS. The Power Link 2000 can accommodate up to two charging cables to charge two electric vehicles simultaneously or sequentially.

Power Link 2000 requires input power from a power cabinet. For information on power cabinets and other modular EVSEs in the Express product family, refer to the Express platform documents at ChargePoint Product Reference Documentation.

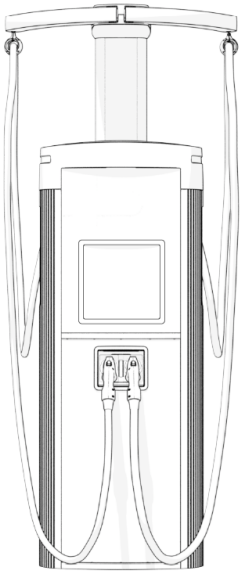
Cabinet Configurations

The Power Link 2000 is a vertical cabinet that is available in the following variants:

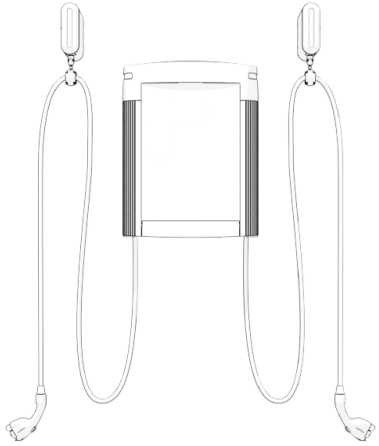
- **Pedestal-Mount Power Link 2000** – Designed for installation on a concrete ground surface. This variant includes charging cable holsters and an interactive display, and is available with either single or dual charging cables.

- **Overhead-Mount Power Link 2000** – Designed for installation on a wall or overhead structure (such as a gantry or ceiling-mounted support). This variant is also available with either single or dual charging cables.

Pedestal-Mount



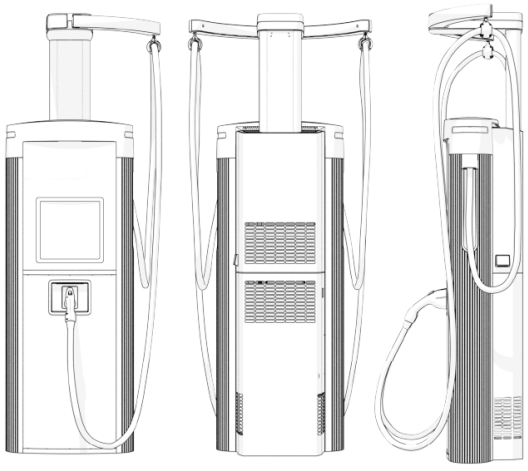
Overhead-Mount



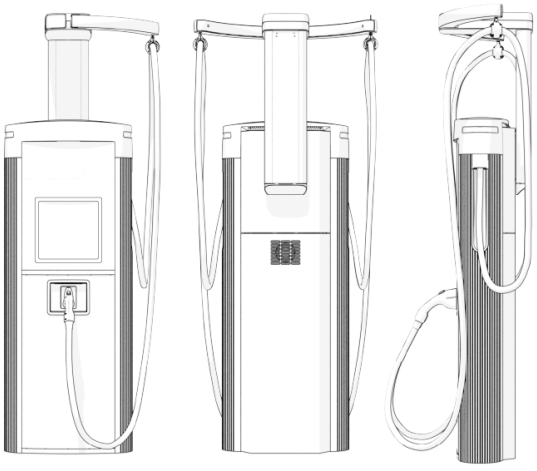
Charging Cable Type and Quantity

Depending on the charging speed and connectors required, pedestal-mount Power Link 2000s can be installed with one or two liquid-cooled cables (LCC) or non-liquid-cooled cables (non-LCC). The pedestal-mount Power Link 2000 with LCC comes with a liquid cooling system attached to the back of the enclosure.

Pedestal-Mount with Single or Dual LCC



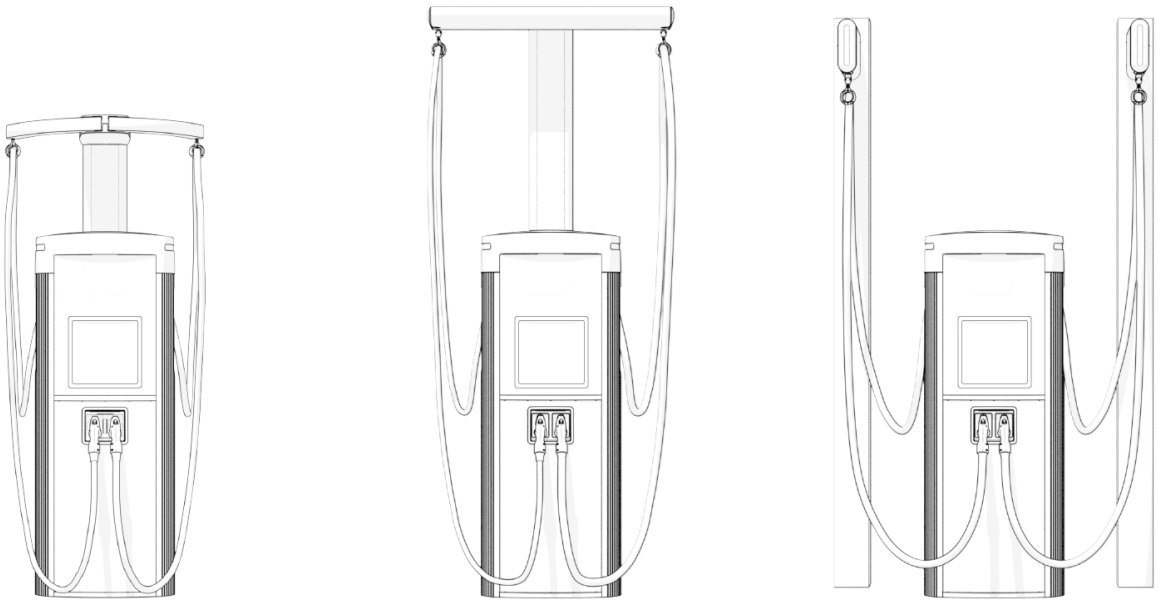
Pedestal-Mount with Single or Dual Non-LCC



Charging Cable Length and Cable Management Kits

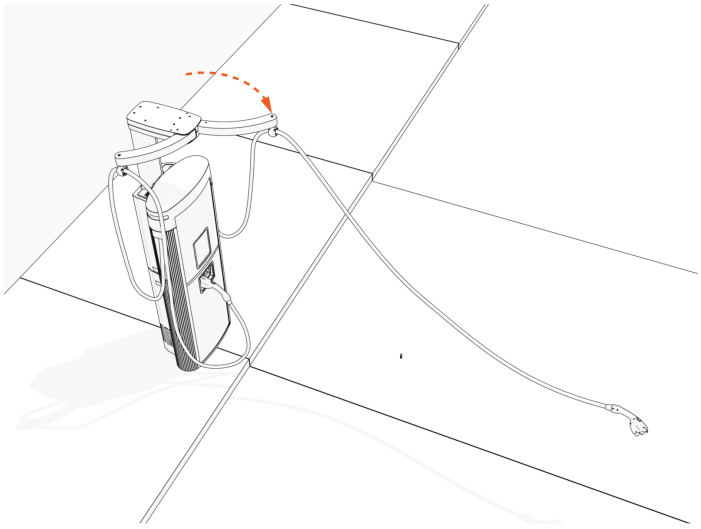
Depending on the required cable reach, the pedestal-mount Power Link 2000 can be installed with a standard cable management kit (CMK) to manage standard length (up to 5.8 m or 19 ft) charging cables, or with a tall CMK or overhead CMK to manage medium length (7.6 m or 25 ft) charging cables. The image below shows the CMK options installed with a pedestal-mount Power Link 2000.

Standard CMK **Tall CMK** **Overhead CMK**

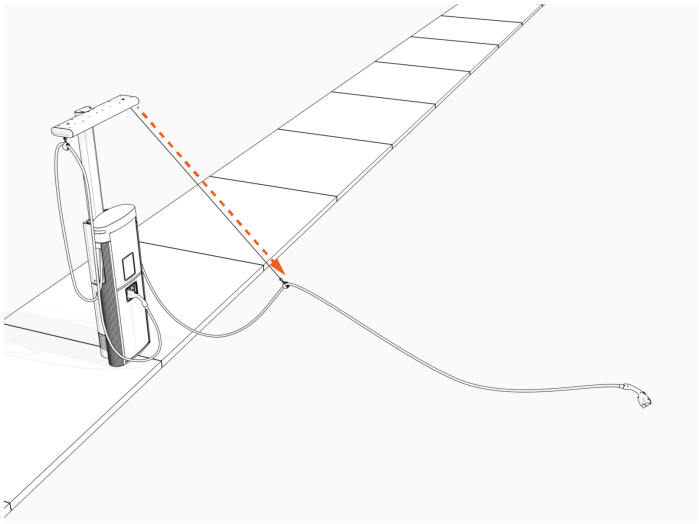


The CMKs function as follows:

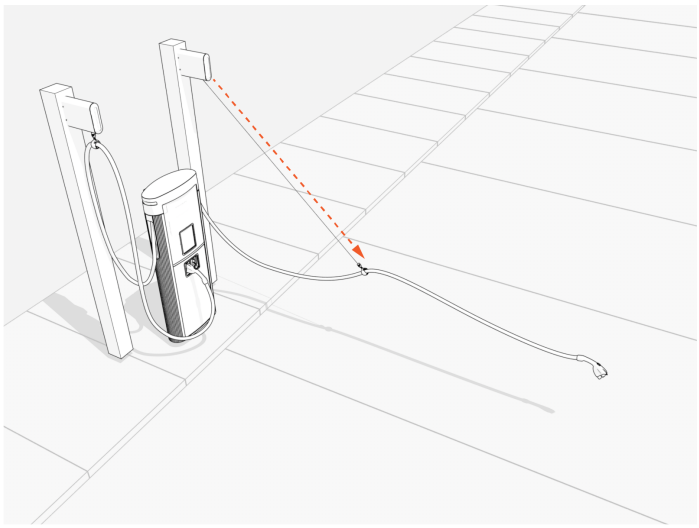
- **Standard CMK** – Moveable arms on the CMK swing suspended charging cables out and forward for charging and retract cables to rest position between charges. The standard CMK is available with single or dual swing arms.



- **Tall CMK** – A tether cord extends out of the CMK as the suspended charging cable is pulled out and forward for charging. The tether cord retracts when the cable is returned, keeping the cable off the ground throughout use.

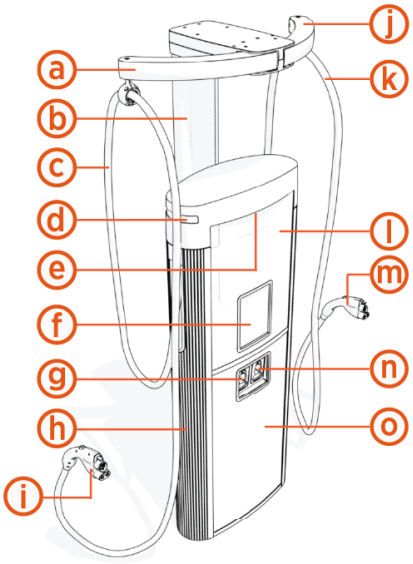


- **Overhead CMK** – The CMK suspends charging cables and uses a retractable tether cord to support the cable as it is pulled toward the vehicle and to lift it back to its rest position when released.

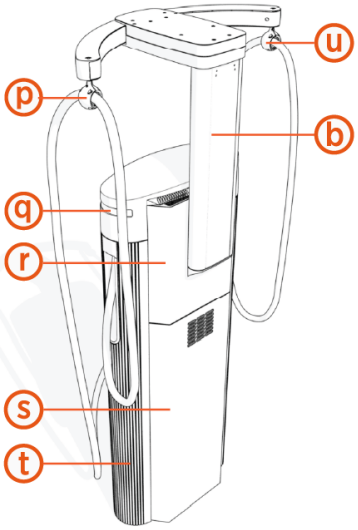


Exterior Parts

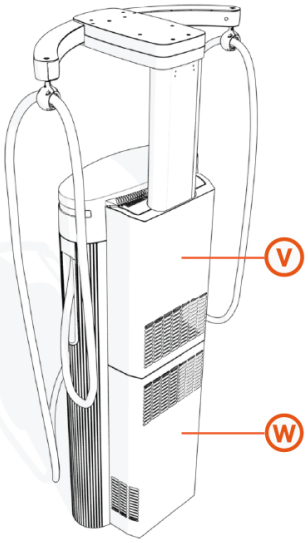
The following shows an exterior view of a Power Link 2000 equipped with a standard CMK.



Front View



Rear View (non-LCC)



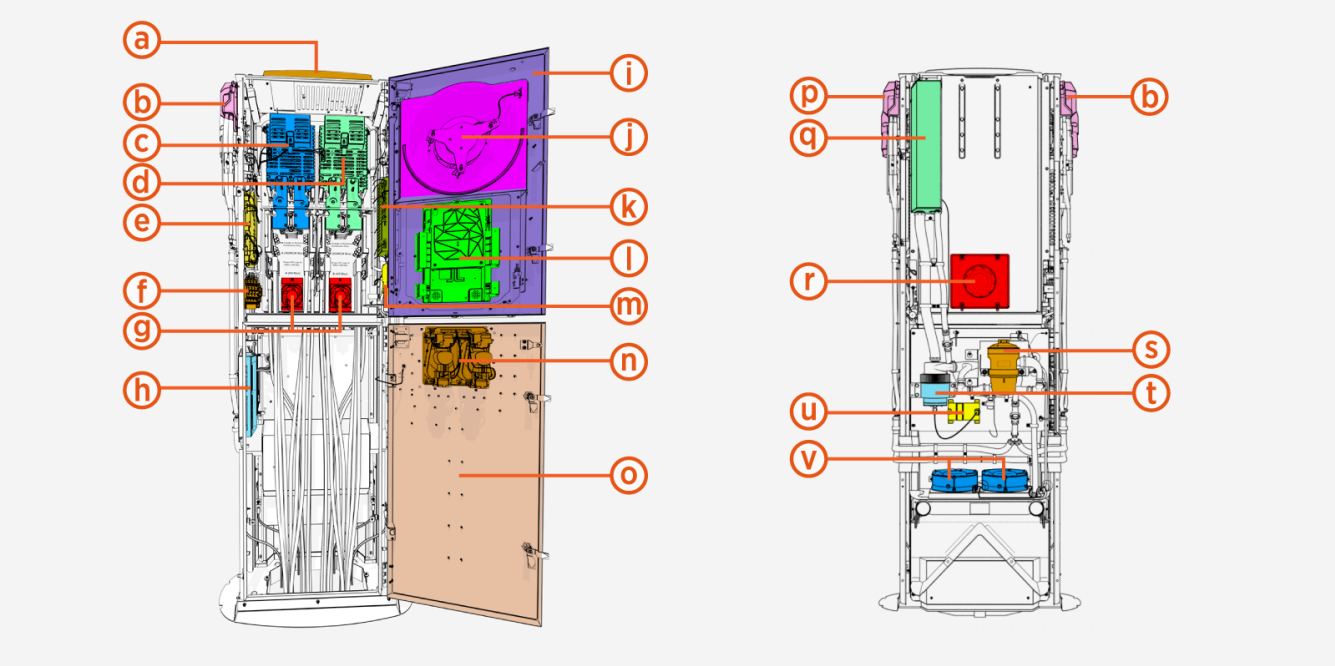
Rear View (LCC)

Ref	Part	Ref	Part
(a)	Standard CMK swingarm, left	(m)	Charging connector, right
(b)	Standard CMK mast	(n)	Holster, right
(c)	Charging cable, left	(o)	Lower cover and door (with customizable vinyl)
(d)	Status LED, left	(p)	Tetherball, right
(e)	Area downlight (front – illumination side)	(q)	Status LED, right
(f)	Display/CCOM assembly (display side)(*)	(r)	Upper rear cover (non-LCC)
(g)	Holster, left	(s)	Lower rear cover (non-LCC)
(h)	Side panel (side extrusion), left	(t)	Side panel (side extrusion), right
(i)	Charging connector, left	(u)	Tetherball, left
(j)	Standard CMK swingarm, right	(v)	Upper rear cover (LCC)
(k)	Charging cable, right	(w)	Lower rear cover (LCC)
(l)	Upper cover and door (with customizable vinyl)		

NOTE: (*) CCOM = Communications and Control Module

Interior Parts

The following shows an interior view of the Power Link 2000, with covers and panels removed.



Front View **Rear View**

Ref	Part	Ref	Part
(a)	Smart antenna (option)	(l)	Display/CCOM Assembly (CCOM side)
(b)	Charging cable assembly, left	(m)	Smart Ethernet Switch
(c)	DC Input Power Path Assembly A(*)	(n)	Holsters, interior view
(d)	DC Input Power Path Assembly B(*)	(o)	Lower enclosure door
(e)	Power Link 2000 controller	(p)	Charging cable assembly, right
(f)	Terminal block (48 V DC and soft shutdown switch)	(q)	Coolant reservoir (LCC units only)
(g)	Internal fans	(r)	External fan
(h)	Cooling controller (LCC units only)	(s)	Ion filter (LCC units only)
(i)	Upper enclosure door	(t)	Pump (LCC units only)
(j)	Door fan	(u)	Pump controller (LCC units only)
(k)	Ethernet switch (SSLAN)	(v)	LCC fans (LCC units only)

NOTE: (*) Each power path assembly consists of a Proton module coupled with input/output bus bars.

Product Guides

A full suite of guides is available for Power Link 2000, as summarized below.

Access ChargePoint documents at ChargePoint Product Reference Documentation.

Document	Content	Primary Audiences
Datasheet	Full station specifications	Site designer, installer, and station owner
Site Design Guide	Civil, mechanical, and electrical guidelines to scope and construct the site	Site designer or engineer of record
Concrete Mounting Template Guide	Instructions to embed the charging station template in a concrete pad with anchor bolts and conduit placement (these may also be included in the Site Design Guide)	Site construction contractor
Surface Conduit Entry Kit Guide	Instructions for sites where conduit cannot be run underground	Installer
Construction Signoff Form	Checklists used by contractors to ensure the site is correctly completed and ready for product installation	Site construction contractor
Installation Guide	Anchoring, wiring, and powering on	Installer
Operation and Maintenance Guide	Operation and preventive maintenance information	Station owner, facility manager, and technician
Service Guide	Component replacement procedures, including optional components	Service technician
Declaration of Conformity	Statement of conformity with directives	Purchasers and public

Questions

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

Operation 2

This section provides operation instructions for Power Link 2000.

Power Operation

- Power on: Power Link 2000 is powered on by the installation team at the site's electrical panel, immediately after completing installation.
- Power off: Power Link 2000 does not need to be powered off except during maintenance or service. Refer to the *Express and Express Plus Power Link 2000 Service Guide* to power off and de-energize the Power Link 2000

Status Lights

See Exterior Parts for light locations.

Color	Power Link
Green	Unplugged, available and ready to charge
Blue, pulsing	Plugged in, charging
Blue	Plugged in, not charging, and charging complete
Orange	Port is reserved via Waitlist feature
Yellow, blinking	Port reserved via Waitlist feature is blocked
Yellow	Reduced charging rate
White	Offline
Red	Fault (see View Station and Diagnostics Information)

ChargePoint Platform Dashboard

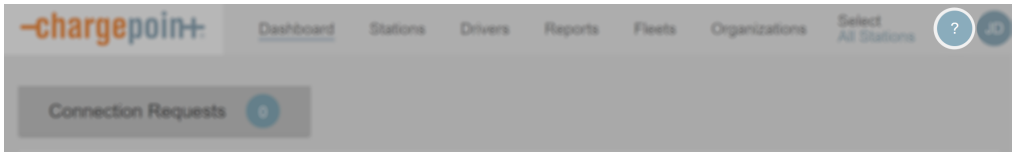
ChargePoint Platform Dashboard lets you set up, configure, view station and diagnostics information, generate reports, and manage many features of Express charging stations.

You can log in to ChargePoint Platform Dashboard at na.chargepoint.com or eu.chargepoint.com using the login credentials created when setting up the station network manager account.

After logging in, go to

?

(Help) > **Videos and Manuals** to see the video tutorials and user guides.



Set Up and Configure Station Features

You can do one or more of the following:

- Set up pricing and billing for charging
- Control who can access the stations
- Display a message on station
- Create waitlist policy for charging when stations are full
- Set up valet
- Set up station groups
- Grant station rights to another organization
- Set up web services APIs
- Set up and manage your fleet

View Station and Diagnostics Information

1. Log in to the ChargePoint Platform at na.chargepoint.com or ca.chargepoint.com or eu.chargepoint.com.
2. Select **Stations**.
3. Apply filters to locate the desired station.
4. Select the station name to view the station-specific information.

IMPORTANT: If a red status alert appears, contact ChargePoint immediately at chargepoint.com/support. A yellow status alert provides you with information that may require action (such as maintenance action) or no action.

Generate Reports

The **Reports** tab lets you access a variety of reporting features:

- Reports by data type (such as Analytics, Financial, Logs).
- Duration slider (by day, week, month, year) below the chart.
- Advanced filters (such as station name, organization) at the bottom tab.
- Detailed data view when you hover over a report graph.

Reports on alerts

You can view the station error codes and alerts from the ChargePoint Platform Dashboard and export that information to a report.

1. Log in to the ChargePoint Platform Dashboard.
2. Go to **Reports** > **Alarms**.
3. Choose **Most Recent Only**, **Current Alarms**, **Historical Alarms**, or **All Alarms** from the dropdown menu.
4. Apply filters from the bottom tab.
5. Use the checkboxes on the left to choose specific data.
6. Export as a CSV file by choosing either **Visible Columns** or **All Columns** from the dropdown menu.

Maintenance 3

ChargePoint Express Distro Power Link 2000 needs minimal preventive maintenance over its lifetime. ChargePoint's network connection monitors for system health and sends an alert when corrective maintenance might be required (see View Station and Diagnostics Information).

IMPORTANT:

- Follow local code and refer to the site lockout/tagout procedure and *Express and Express Plus Power Link 2000 Service Guide* to power off and de-energize stations.
- If you find any damage, excessive wear, part impairment, or improper functioning, contact ChargePoint for assistance and replacement parts.
- Use only ChargePoint authorized parts and refer to the *Express and Express Plus Power Link 2000 Service Guide* for part replacement instructions.

CAUTION:

- If the charging station is not installed, commissioned, or serviced by a ChargePoint Certified Technician using a ChargePoint-approved method, it is excluded from all ChargePoint and other warranties and ChargePoint is not responsible.
- You must be a licensed electrician and complete the training at https://www.chargepoint.com/partners/training-certification to become ChargePoint certified and to access the ChargePoint web or app-based installer tools.

Site Manager's Responsibilities

The site or facility manager has a few duties for general site maintenance:

- Establish site lockout/tagout procedure per local code and in compliance with the Service Guide.
- Maintain an up-to-date copy of the site's as-built and single line diagram (SLD) that includes the naming of all control elements (circuit breakers, fuses, overcurrent devices, and disconnect switches). Documentation to include but not be limited to the localizations, permanent panel schedules, and means or methods required to de-energize the charging station.
- To ensure proper ventilation, make sure nothing is blocking each station's exterior vents, including any snow buildup (remove if present).

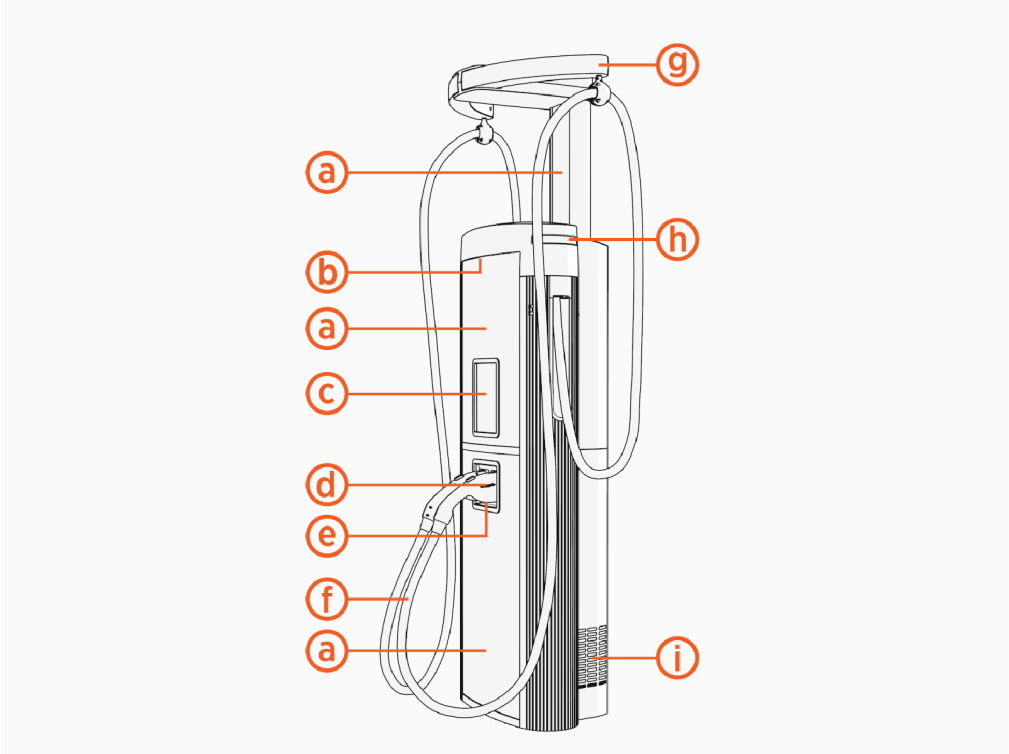
- Regularly clean each station's exterior with a damp and lint-free cloth to prevent the accumulation of debris, dust, or dirt. Perform this maintenance more frequently in high pollution environments.

> **CAUTION:** Do not pressure wash the station. Water pressure can damage the station.

- Check each station (including the charging cable and connector, as applicable) monthly for vandalism and any signs of wear or damage.

Preventive Maintenance

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



Part	Every		Action C = Check, R = Replace
	1 year	5 year	
(a) Vinyls	C		Check if these are vandalized, faded, or peeling off.
(b) Area light	C		Check if it is functioning.
(c) Display cover	C		Check for the accumulation of dust, scratches, or cracks
(d) Connector	C		Check for the accumulation of debris, dust, or dirt; for excessive wear or signs of damage; and if the connector contact pins and latch are intact.
(e) Holster	C		
(f) Charging cable	C		Check for cracks or signs of damage.
(g) Cable management kit (CMK)	C		Check if the charging cable fully extends and retracts.
(h) Status lights	C		Check for proper functioning (see Status Lights)
(i) Airflow vents	C		Check for the accumulation of debris, dust, or dirt.

Refer to the *Service Guide* to locate the following parts and their service instructions.			
Fans	C		Check for the accumulation of dust.
Coolant (if present)	C	R	Check the level and top up if it is below the minimum level.
Mounting anchors		C	Check for the correct torque.
Bus bar lug nuts		C	

FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B 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 residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Important: Changes or modifications to this product not authorized 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 cellular 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.

ISED (formerly Industry Canada)

This device complies with the licence-exempt RSS standard(s) of Innovation, Science and Economic Development Canada (ISED). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux flux RSS exemptés de licence d'Innovation, Sciences et Développement économique Canada (ISDE). L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter.

Radiation Exposure Statement: This equipment complies with the IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

Énoncé d'exposition aux rayonnements: Cet équipement est conforme aux limites d'exposition aux rayonnements ioniques RSS-102 Pour un environnement incontrôlé. Cet équipement doit être installé et utilisé avec un Distance minimale de 20 cm entre le radiateur et votre corps.

FCC/IC Compliance Labels

Visit chargepoint.com/labels.