Power Link 2000

Express and Express Plus DC Fast Charging Platforms

Service Guide





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
August, 2026	Added the chapter Sinbon (Dry Cable) - Latch Replacement. Updated titles of the chapters: • Charging Connector DC Contact • Charging Cable CAN Adapter
July, 2026	The following changes were made: • Updated guide to support Power Link 2000 in both Express and Express Plus deployments. Revised terminology and platform references throughout guide. • Added note to Control and Communication Module (CCOM)/Display, Power Path Lug, and Charging Cable chapters regarding FRU replacement in Power Link 2000s certified for Eichrecht. • Added the chapter Charging Cable CAN Adapter.
May, 2026	Updated IMPORTANT SAFETY INSTRUCTIONS section to revise the warning regarding installation and servicing by a certified technician and to add warranty implication.
April, 2026	Added the chapter Charging Connector DC Contact.
December, 2025	Caution notes added to CCOM/Display chapter regarding display weight and wiring protection during service.

Introduction 1

This section provides important information to review before servicing the Power Link 2000.

Before You Begin



DANGER: RISK OF SHOCK

- Before any procedure, disconnect the power.
- Follow local code and site lockout/tagout procedure to de-energize the station.
- Wait for energy to dissipate (approximately five minutes).
- Keep power off until all covers and panels are reinstalled and the work is complete.

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



WARNING: Do not install or service the charging station in inclement weather. If you work in snow, rain, or wind, you must use a weather-proof shelter that covers all boxes and components.



WARNING: Follow Service Guide instructions only. Use only ChargePoint-authorized parts.



CAUTION: Keep components in original packaging, free of moisture, and protected from damage until you install or service them at the site. Store all shipments of components in a dry covered location and protect from moisture.



CAUTION: Comply with these guidelines to prevent component damage.

- Use tools suitable to torque metric fasteners. All fasteners used on the Power Link 2000 are in metric sizes.
- Use the given torque values to tighten the fasteners.

- Ensure that the tools such as torque tool, multimeter, and Ethernet tester are calibrated.

CAUTION: Warranty Limitation

- 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 training at https://www.chargepoint.com/partners/training-certification to become ChargePoint certified and to access ChargePoint's web-based installer tools or ChargePoint Installer app.

IMPORTANT: When you service a charging station, ChargePoint recommends taking a photo before removing each part, so you can refer to the photo when reassembling.

Power Link 2000 Variations

The Power Link 2000 is available in two product variations: Variation A and Variation B. While the systems are similar in design and operation, certain service procedures differ between the two variations. Throughout this Service Guide, any procedures that vary will be clearly identified and include instructions specific to the applicable variation.

To identify the Power Link 2000 unit's variation, refer to Appendix: Variation Identification.

Additional Documentation

To ensure safety for you and others, do this before you begin:

- Familiarize yourself with the instructions in the service guide.
- If you have not installed or serviced the Power Link 2000 recently, orient yourself to the Power Link 2000 by reviewing the *Site Design Guide*, *Installation Guide*, and *Datasheet*, as well as any other materials you find helpful.

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	Site construction contractor

Document	Content	Primary Audiences
	Design Guide)	
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

Check and Protect Parts

To ensure your safety, do the following:

- Use only authorized parts and accessories sold and supplied by ChargePoint for the unit and model.
- Keep components in original packaging, free of moisture, and protected from damage until you install or service them at the site.
- Store all shipments of components in a dry covered location and protect from moisture.
- Familiarize yourself with the contents of each shipping box.
- Ensure that you have all the parts for the work you plan to perform.
- Have more than one technician or qualified support person present if components are heavy.
- Keep liquids and objects containing liquid away from the unit, never on or inside.

NOTE: Do not discard the part you are replacing. Reuse the packaging from the new part to return all removed parts to ChargePoint.

If Damaged, Do Not Service

Do not perform work or remove any signs or covers from the unit if you find any of the following:

- The charging station housing shows mechanical damage.
- The charging cables or connectors are visibly damaged.
- The station is unstable or moves.

If you find such damage, turn off the station, advise the site manager to keep the unit(s) off, and contact ChargePoint immediately. Find your region's technical support number at chargepoint.com/support.

Questions

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

Power Off 2

This section provides instructions for powering off the Power Link 2000.

Required Tools and Materials



Multimeter (meter and probes rated for 1000 V)



Lockout/tagout equipment

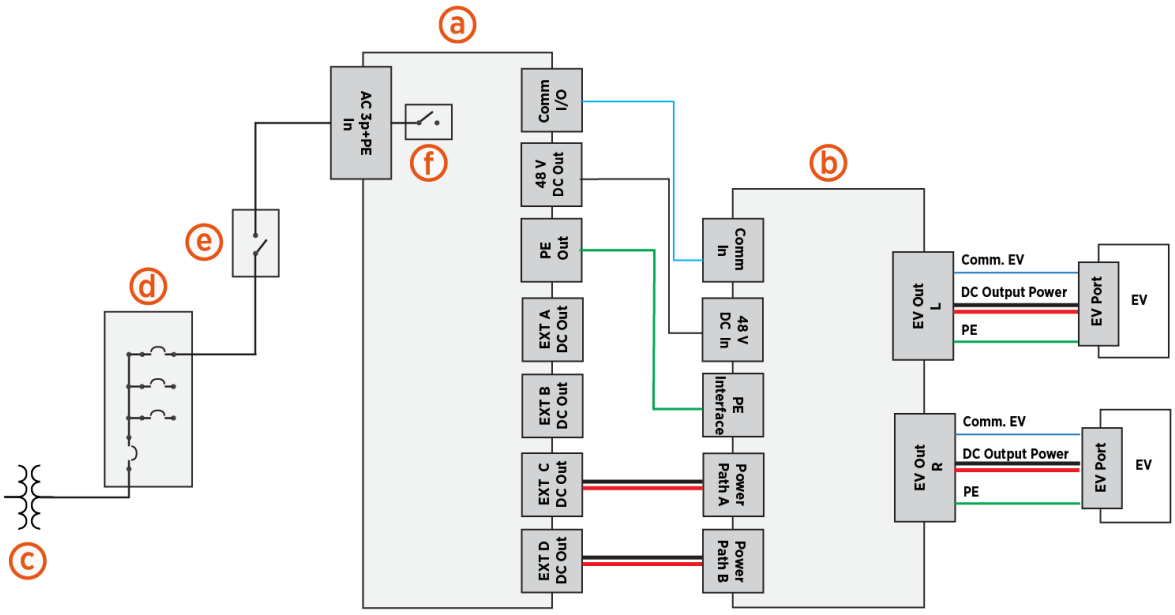
Power Off the Station

IMPORTANT: You must be a ChargePoint Certified Technician to power off the charging station, or warranty limitations apply.

1. An Express or Express Plus configuration can have one or more power cabinets connected to one or more Power Link 2000s in what is called a cluster. Refer to the site's single line diagram (SLD) and identify the following:
    - All power cabinets and/or Power Link 2000s to be serviced.
    - All Power Link 2000s within the same cluster as the products identified above.
2. End all charging sessions on all Power Link 2000s identified in step above.

CAUTION: Failure to end the charging session before beginning service could damage hardware components. Such damaged components may need to be replaced.

3. Determine where to disconnect power to the power cabinet(s). Refer to the site's SLD and identify the location of control elements such as circuit breakers and disconnect switches. The following illustration shows a sample electrical circuit for an Express cluster consisting of one Power Block 2000 feeding one Power Link 2000.



(a) Power Block 2000 (sample power cabinet)

(b) Power Link 2000

(c) Transformer

(d) Electrical panel with circuit breakers

(e) External AC disconnect switch (optional)

(f) Internal AC disconnect switch (included in some models; otherwise a product option)

There are three methods for disconnecting power:

- If the power cabinet is equipped with an internal AC disconnect switch **(f)**, turn the switch to the OFF position to power off power cabinet components and Power Link 2000s downstream of the switch. Refer to the power cabinet *Operations and Maintenance Guide* for instructions on AC disconnect switch usage.
- At the site electrical panel, turn the circuit breaker **(d)** switch to the OFF position to power off all power cabinets and Power Link 2000s downstream of the breaker.
- If an external AC disconnect switch **(e)** has been installed between power cabinet and the site electrical panel, turn the AC disconnect switch to the OFF position to power off all power cabinets and Power Link 2000s downstream of the AC disconnect switch.

DANGER:

- Follow local code and refer to the site lockout/tagout procedure to de-energize the station.

- Powering off the power cabinet will result in 48 V DC-connected Power Link 2000s losing power. Power Link 2000 can receive power from multiple power cabinets and may remain powered until all connected power cabinets are powered off.
- A Power Link 2000 may be configured in a cluster wherein it receives DC power from multiple power cabinets. Be sure to power off all power cabinets in the cluster. Note that electrical hazard may still be present if Power Link 2000 is not powered, as 48 V DC and DC power path input may come from different power cabinets. Consult site drawings.
- Ensure that the status light is off (unlit) for all de-energized power cabinets.

4. Wait for energy to dissipate (approximately five minutes).
5. Verify the Power Link 2000 is de-energized.

Check Power Cabinet Status Light

Confirm the status light of all power cabinets supplying power to the Power Link 2000. Ensure the status light is completely off (not glowing). Refer to the applicable power cabinet *Operations and Maintenance Guide* for the location of the status light.

DANGER: The status light provides an initial visual indication of power cabinet status but is not a confirmation that hazardous voltage is absent. Always perform the a voltage check at the power path input bus bars before servicing the Power Link 2000.

Verify the Power Link 2000 is De-Energized

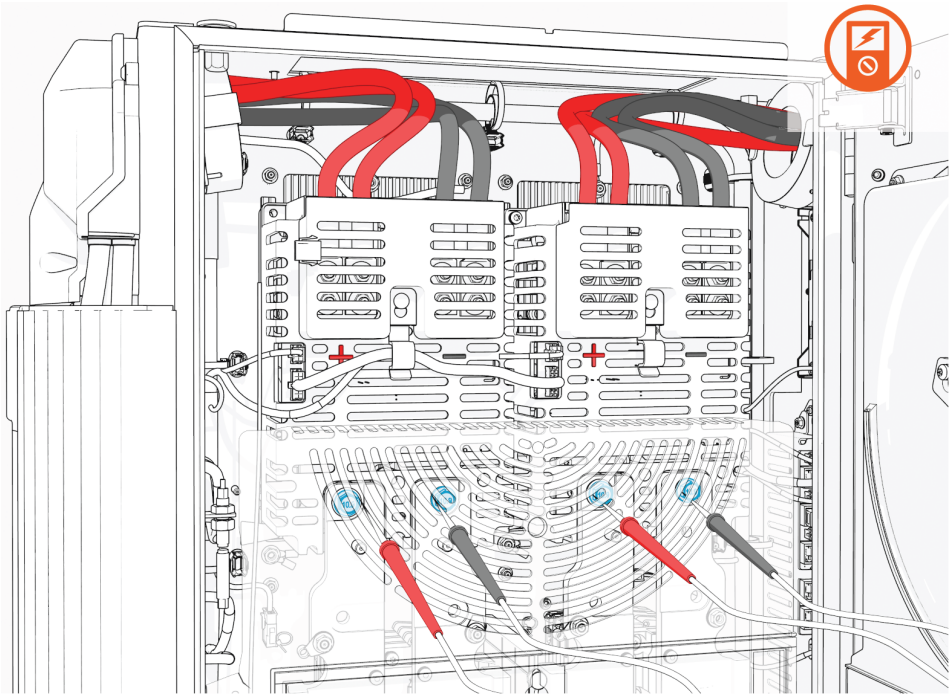
Complete the following steps to verify the Power Link 2000 is de-energized:

1. Remove these:
   a. Top cap
   b. Front lower and upper covers
2. Open the upper door.

DANGER: Do not touch internal components without verifying that the Power Link 2000 is de-energized. Refer to the next step for verification details.

3. Hold the multimeter's probe tips against the DC power path bus bar bolts to verify that voltage is zero.

> **NOTE:** The illustration shows probe placement on the positive and negative bus bar bolts on the left-side and right-side power path assemblies. Power Link 2000 may be equipped with one or two power path assemblies. If two assemblies are present, verify zero voltage at both power path assemblies before servicing.



Covers and Panels 3

This section provides instructions for removing and replacing covers and panels in the Power Link 2000.

Required Tools and Materials



Stepladder



T25 Security screwdriver, for:

- Top cap
- Side panel
- Rear upper and lower cover
- Heat sink cap



10 mm hex wrench (for doors)



Vinyl application tool (for upper and lower cover vinyls); required only if applying new vinyls)



Cut-resistant gloves



T10 Torx screwdriver (for upper and lower cover trims)



Isopropyl pads (for upper and lower cover vinyls; required only if applying new vinyls)

Before You Begin

Before beginning work, complete the following steps:

1. Refer to the site drawings and identify the charging stations to be serviced.
2. End all charging sessions and activity for the stations to be serviced.

3. Use the following sequence to remove a cover:

   (a) Top cap

   (b) Front lower cover

   > **NOTE:** Removing **(b)** lets you open the lower door and it can be removed without removing **(a)**.

   (c) Front upper cover

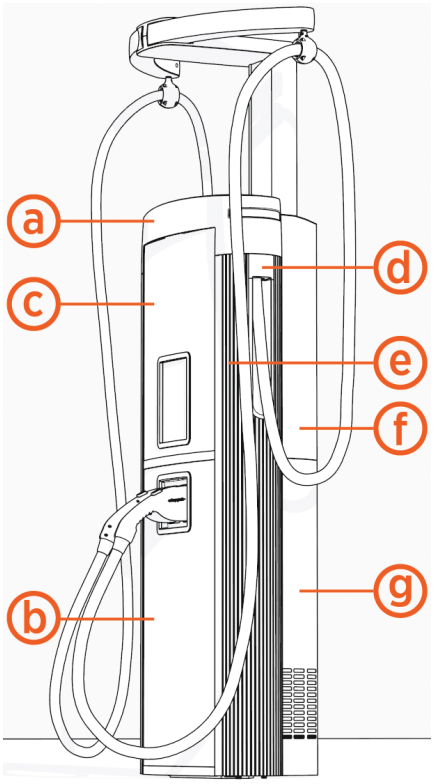
   > **NOTE:** Removing **(a)**, **(b)**, and **(c)** lets you open both lower and upper door.

   (d) Cable cap

   (e) Side panel

   (f) Rear upper cover

   (g) Rear lower cover



4. If you want to replace ChargePoint branded vinyls with custom branded vinyls, refer to these instructions.

After replacing the components, reverse the above steps to complete the service.

IMPORTANT:

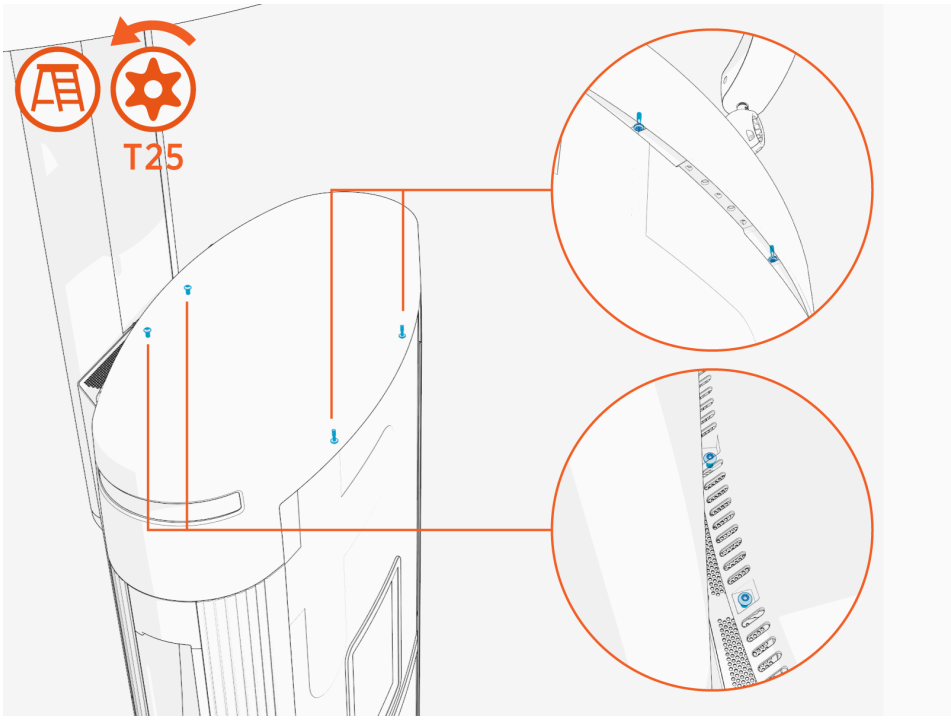
- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Replace the Top Cap

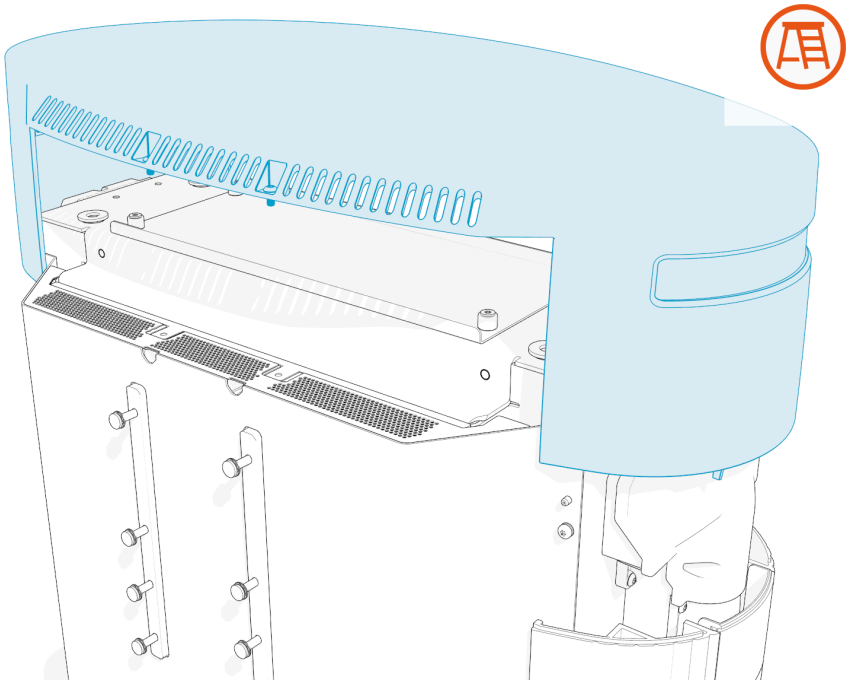
To replace the top cap, complete the steps given below.

Remove the Cap

1. Loosen the screws (x4, two at front and two at rear).

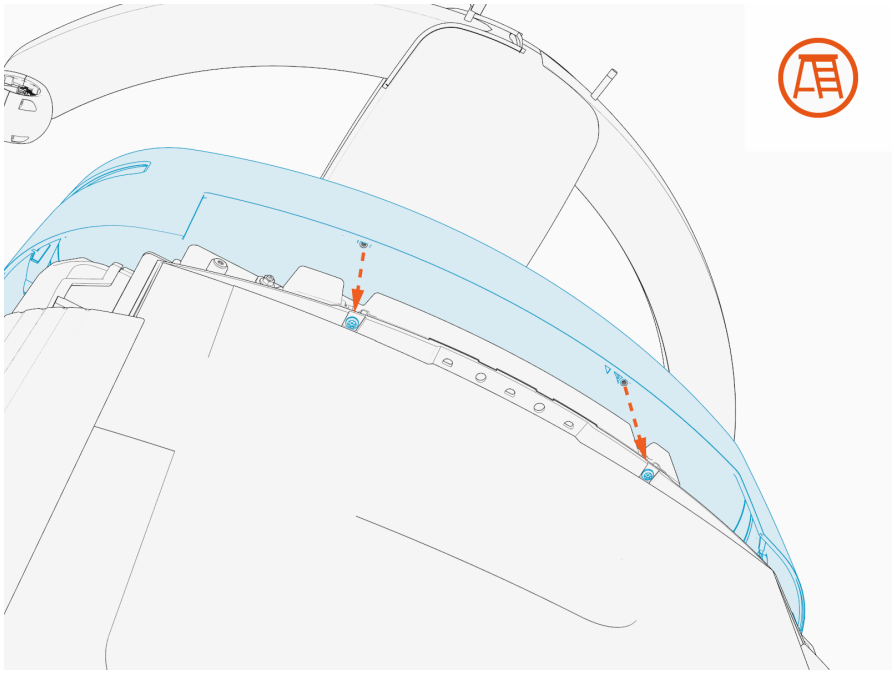


2. Lift the top cap.

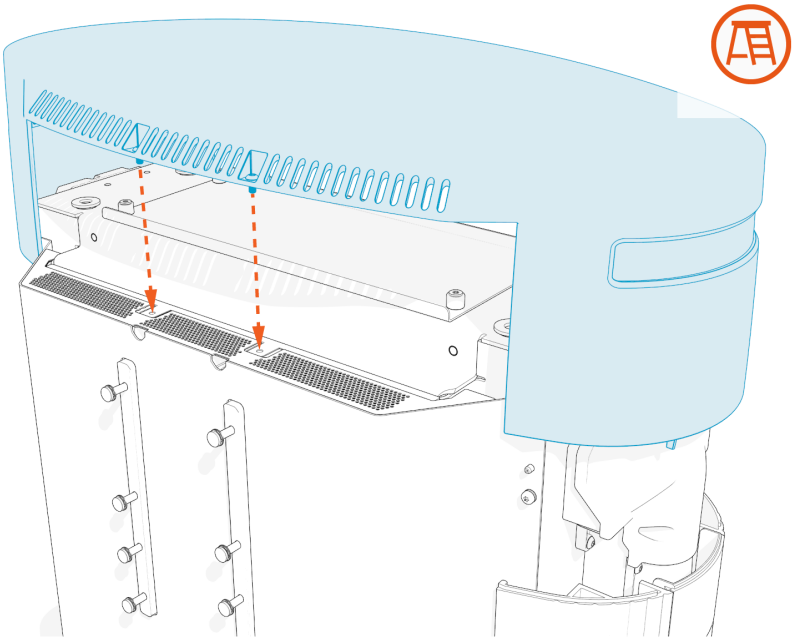


Reinstall the Cap

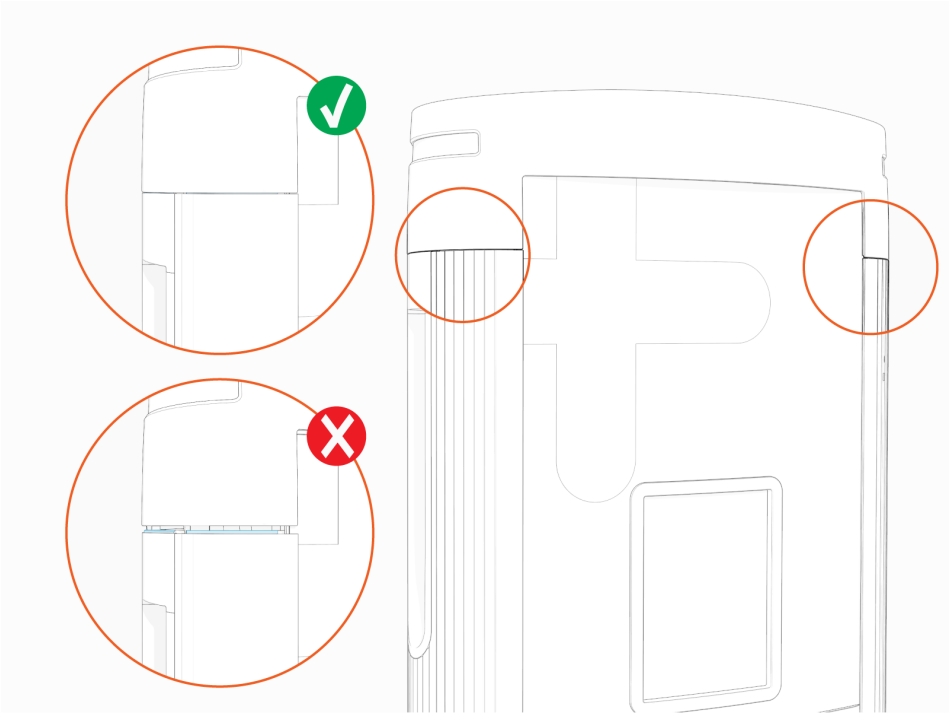
1. Align the screws (x4) and install the top cap.
    - Front screws (x2)



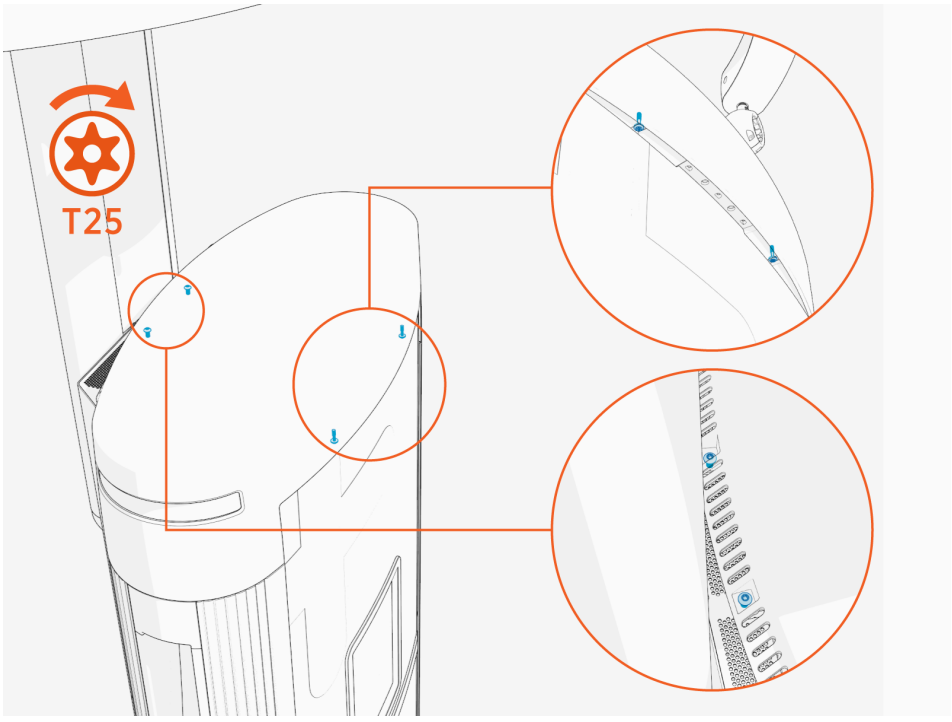
    - Rear screws (x2)



2. Make sure that the top cap sides are seated on edges on top of the side panels (x2).



3. Torque the rear screws (x2) to **2.8 Nm (25 in-lb)** and front screws (x2) to **1.7 Nm (15 in-lb)**.

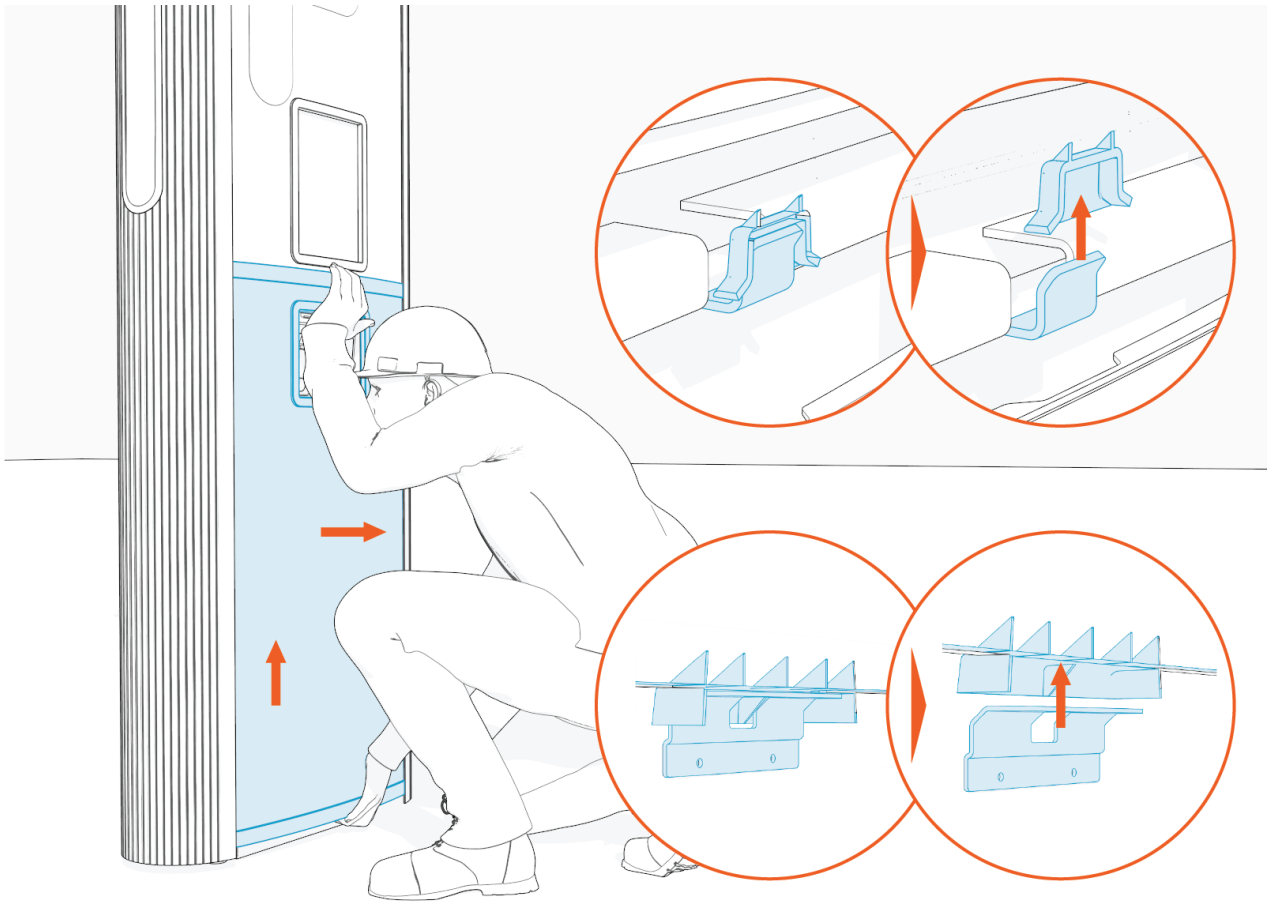


Replace the Front Lower Cover

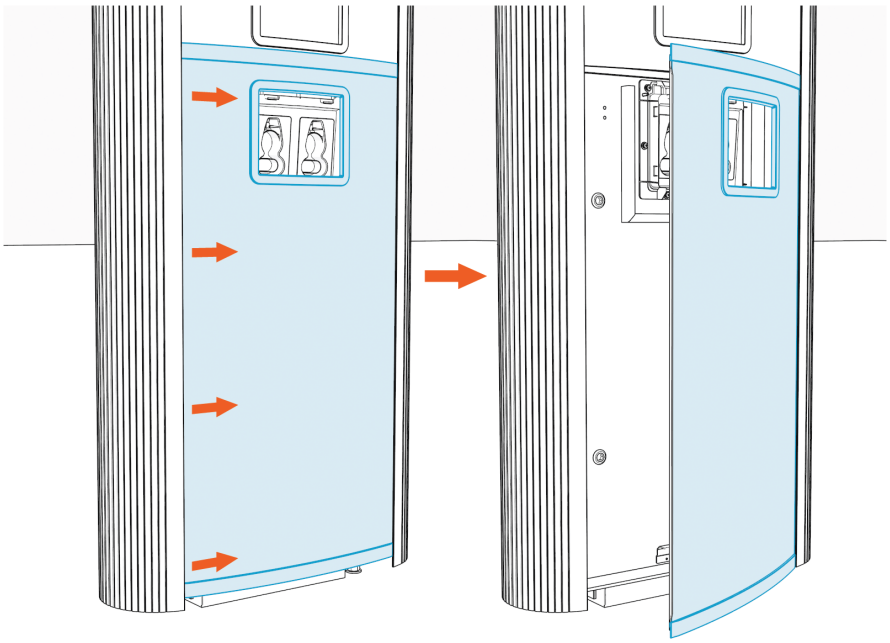
To replace the front lower cover, complete the steps given below.

Remove the Cover

1. Remove charging cable connectors from the holster.
2. Pull the cover up by holding upper side of the holster trim.



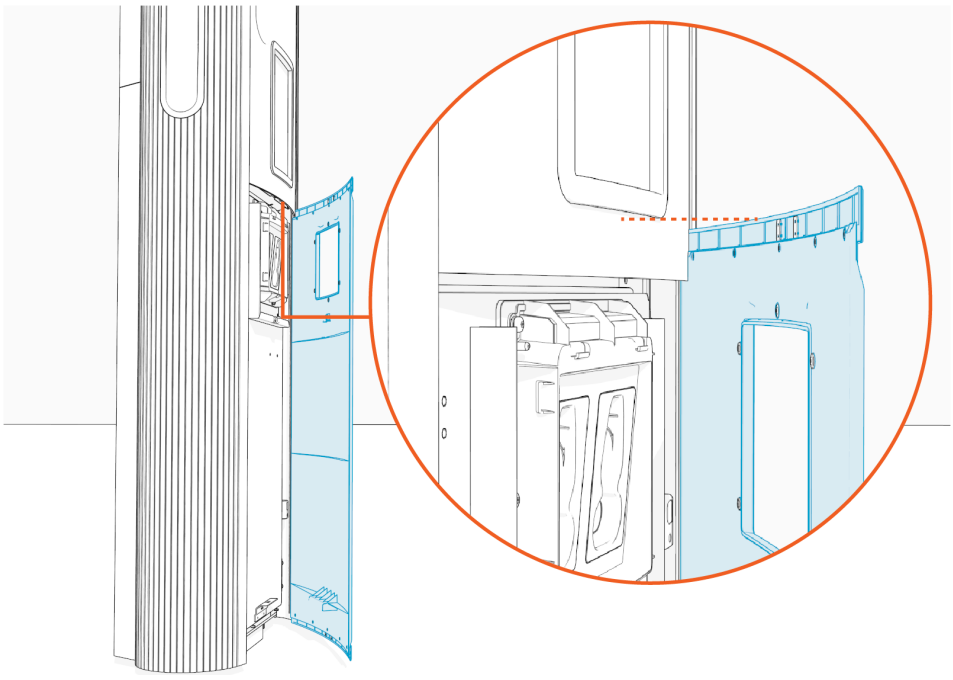
3. Flex any one side of the cover to remove the corresponding edge out of the groove on the side panel.



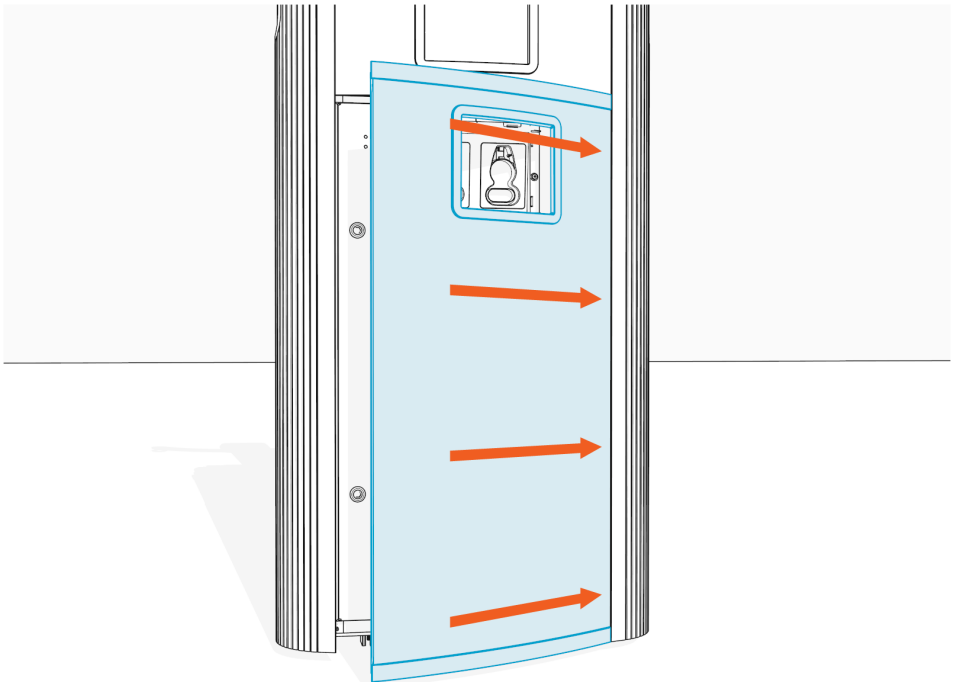
4. Remove the other side edge out of the groove on the other side panel.

Reinstall the Cover

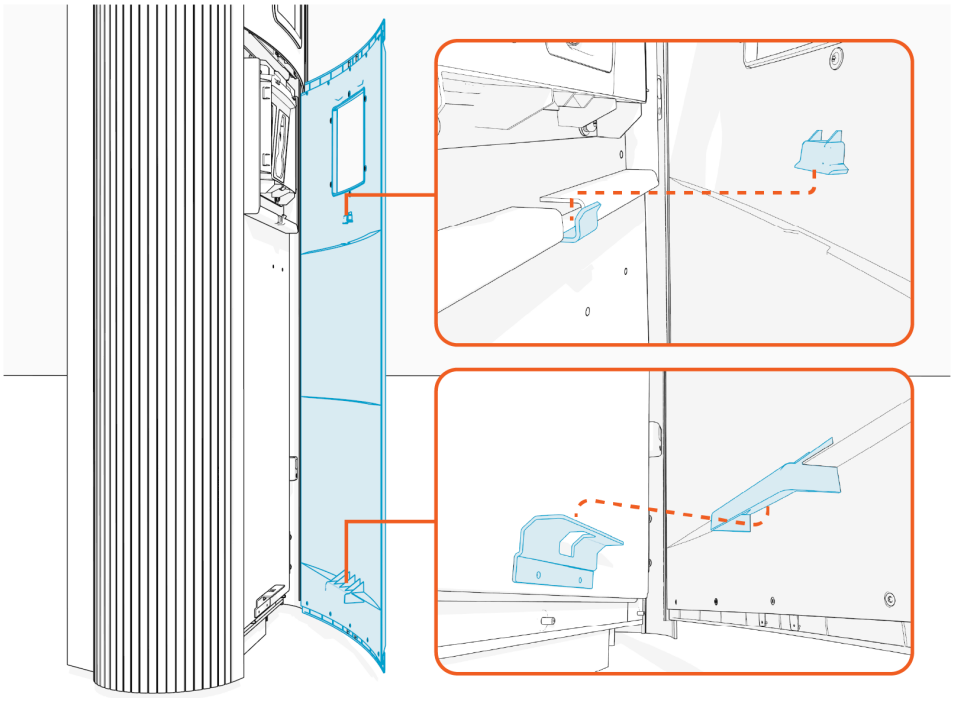
1. Align top edge of the lower cover with the lower edge of the Control and Communication Module (CCOM) trim.



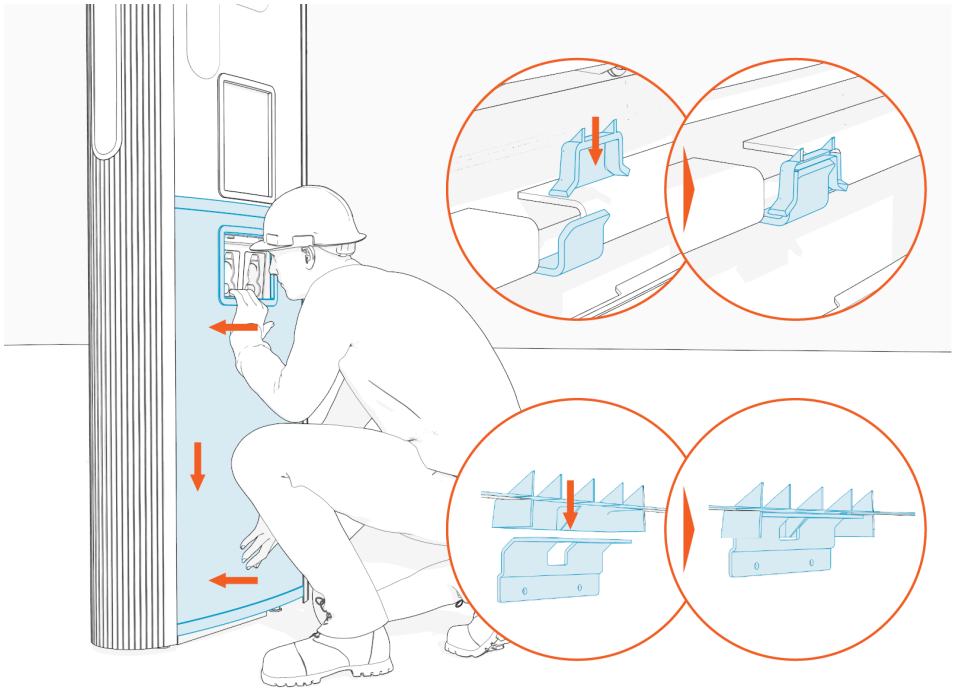
2. While overlapped with the upper cover, insert any one side of the cover into the groove on the side panel.



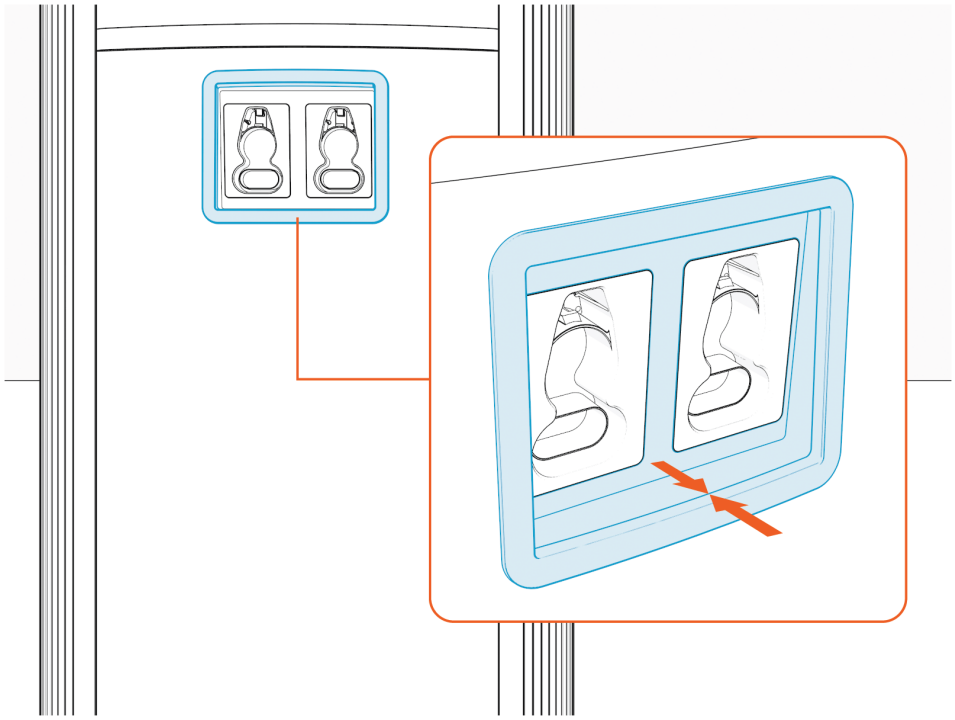
3. Gently flex the cover to insert its other side into the groove on the other side panel. Make sure that the top and bottom corners of the cover are seated in the groove.



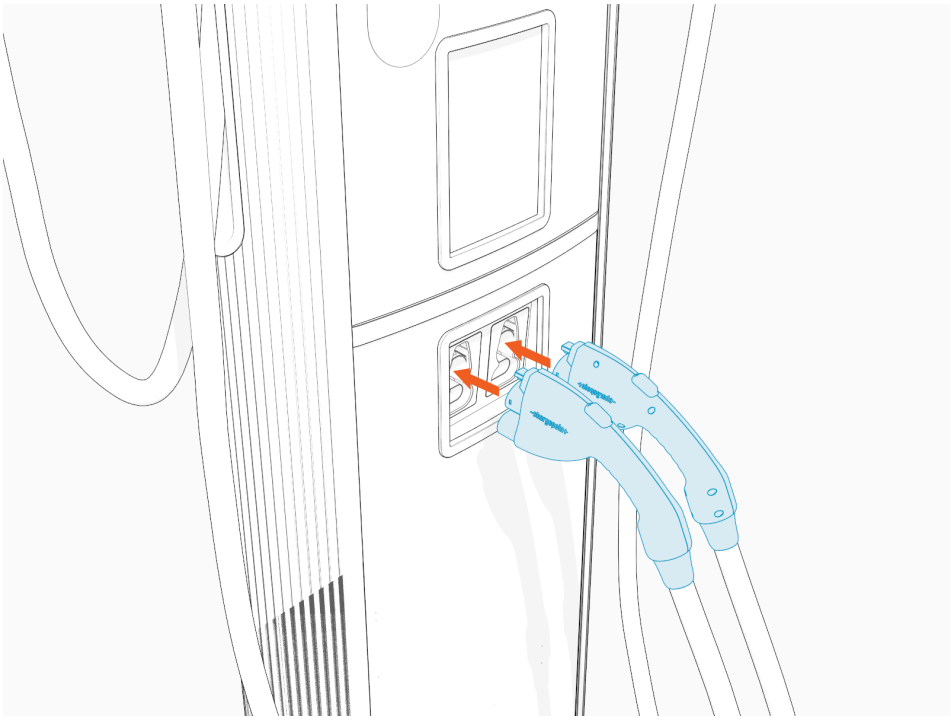
4. Press in below the holster trim and lower side of the cover; while pressed in, slide the cover down to engage the hooks (x2) behind the cover. See the previous step for the exact location of the hooks.



5. Make sure that the lower edge of the holster bracket and holster trim are aligned.



6. Place charging cable connectors into the holsters.



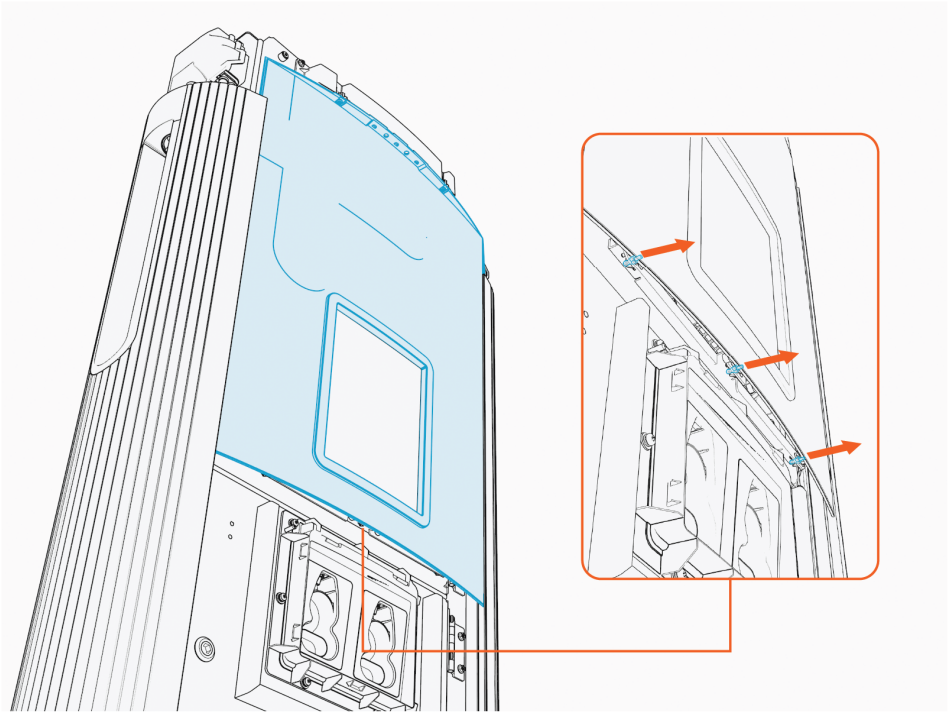
Replace the Front Upper Cover

To replace the front upper cover, complete the steps given below.

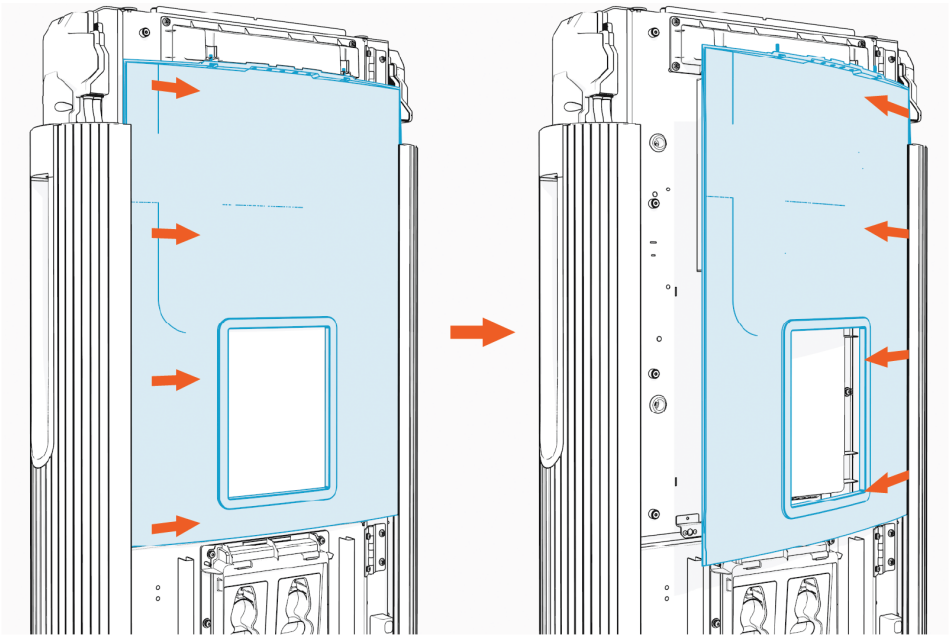
Remove the Cover

1. Remove top cap.
2. Remove front lower cover.

3. Hold and flex lower side of the cover outward to disengage the ball studs (x3) hooked to the bracket on the upper door.



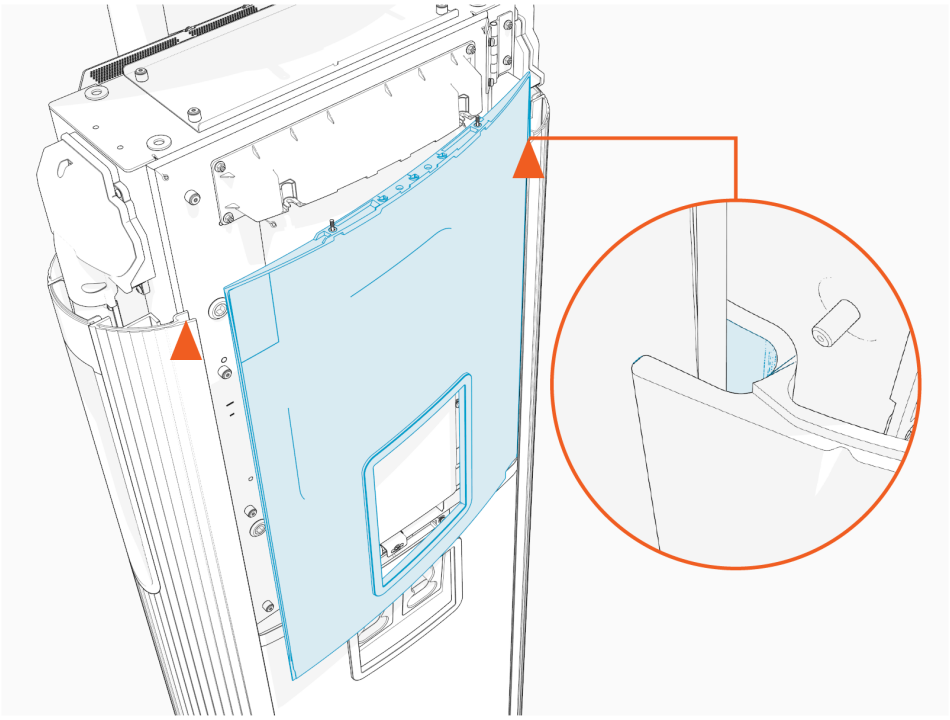
4. Flex any one side of the cover to remove the corresponding edge out of the groove on the side panel.



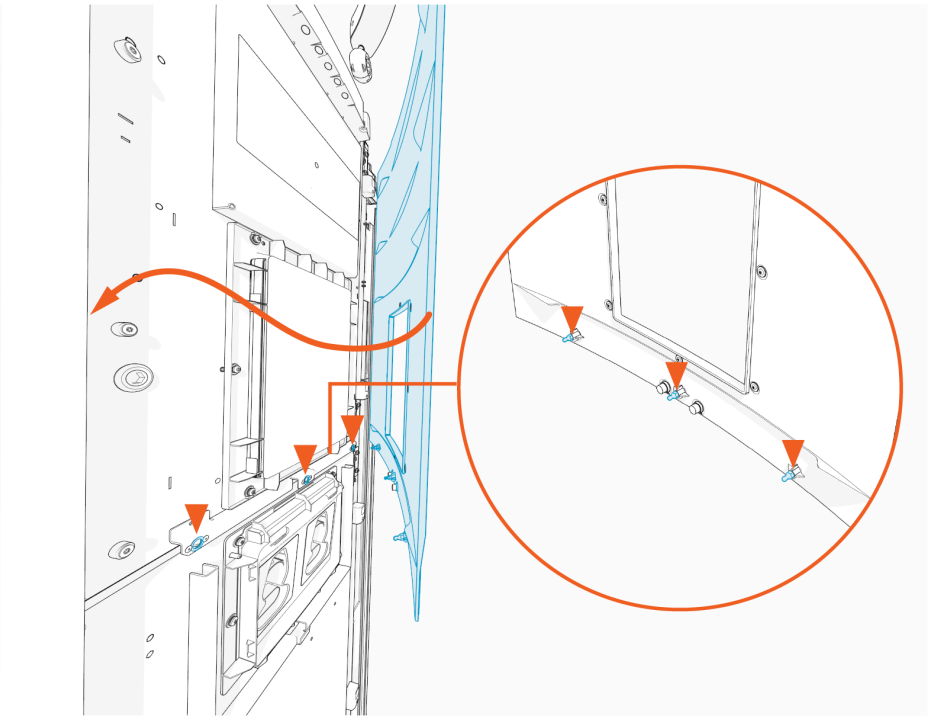
5. Remove the other side edge out of the groove on the other side panel.

Reinstall the Cover

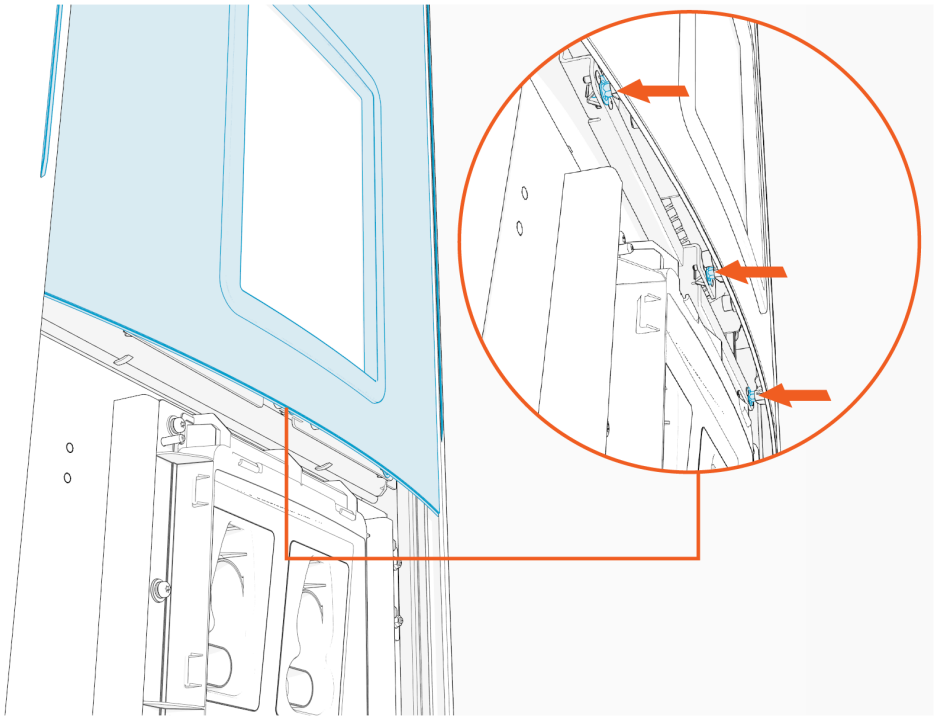
1. Insert any one side of the cover into the groove on the side panel.



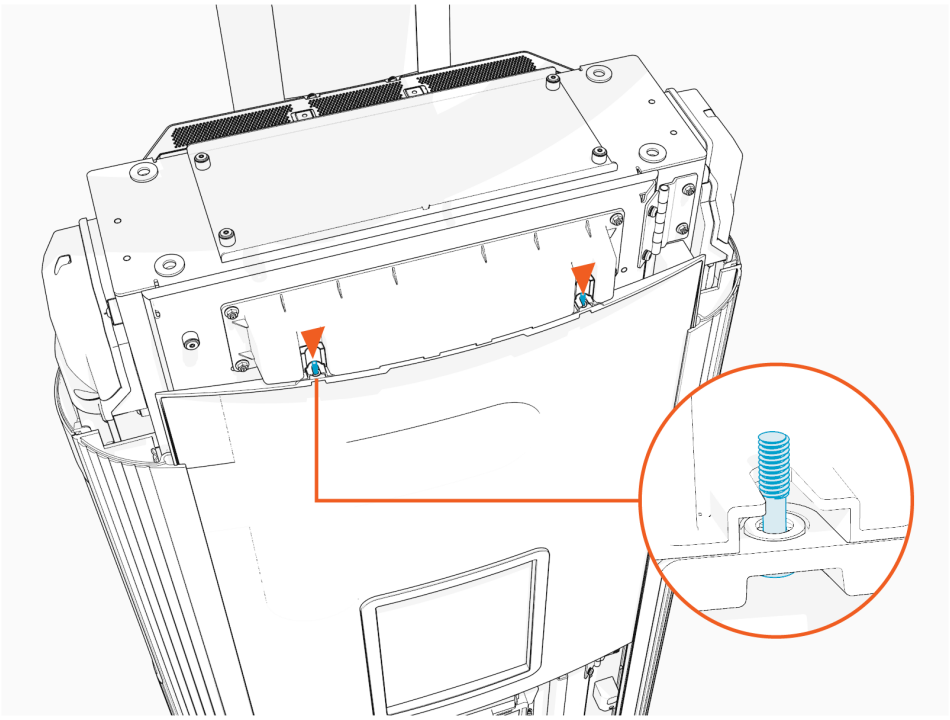
2. Gently flex the cover to insert its other side into the groove on the other side panel. At the same time, align and hook the ball studs (x3) behind the cover into the holes (x3) in a bracket on the upper door.



3. Alternatively, you can hold and flex the lower side of the cover slightly outward. While flexed, align the ball studs (x3) behind the cover with the holes (x3) in the bracket on the upper door and press in.



4. Make sure that the screws (x2) on the front upper cover are seated in their slots in the area light housing.

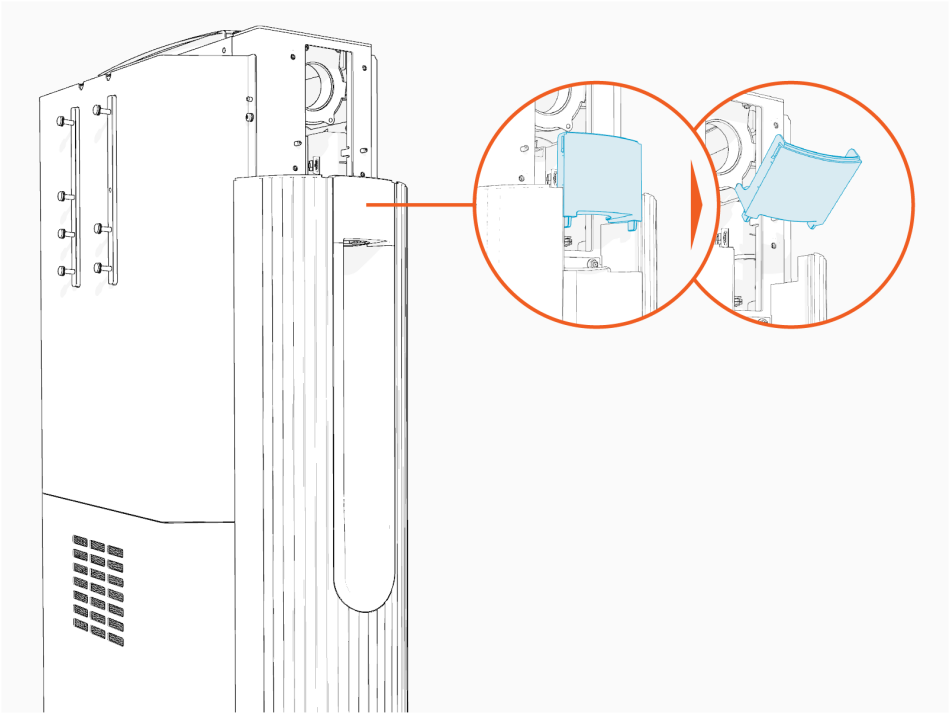


5. Reinstall front lower cover.
6. Reinstall top cap.

Replace the Cable Cap

To replace the cable cap, complete the following steps:

1. Remove top cap.
2. Determine which cable cap you want to remove (the one on the left side lets you remove the left side charging cable and the one on the right side lets you remove the right side charging cable).
3. Pull the cable cap up to remove and keep it aside to reinstall it later.



Reverse the above steps to reinstall the cable cap.

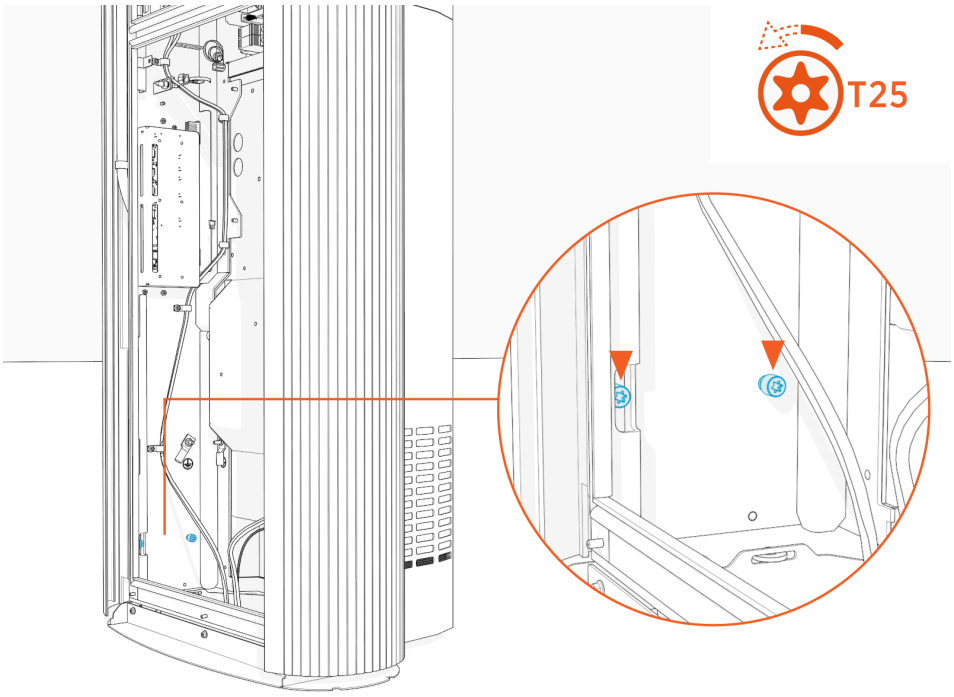
Replace the Side Panel

This section provides instructions for replacing a side panel. Before you start, determine which side panel you want to remove (left side panel or right side panel).

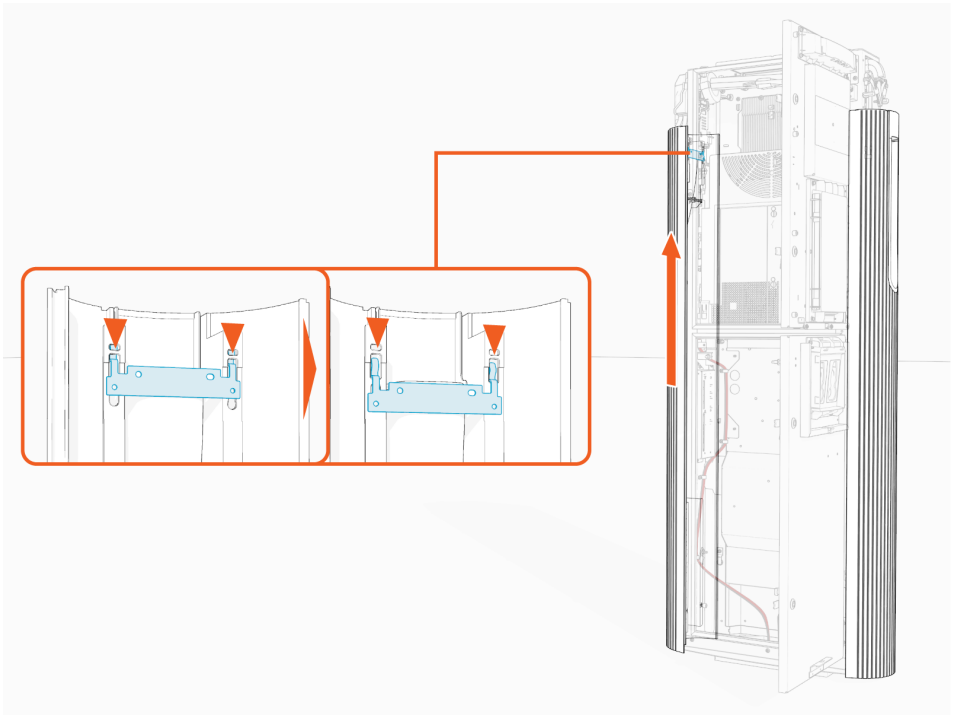
Remove the Panel

1. Remove these:
    a. Top cap
    b. Cable cap
    c. Front lower and upper covers
2. Open lower door.
3. If applicable, remove the lower bus bar safety cover.

4. Loosen the screws (x2).

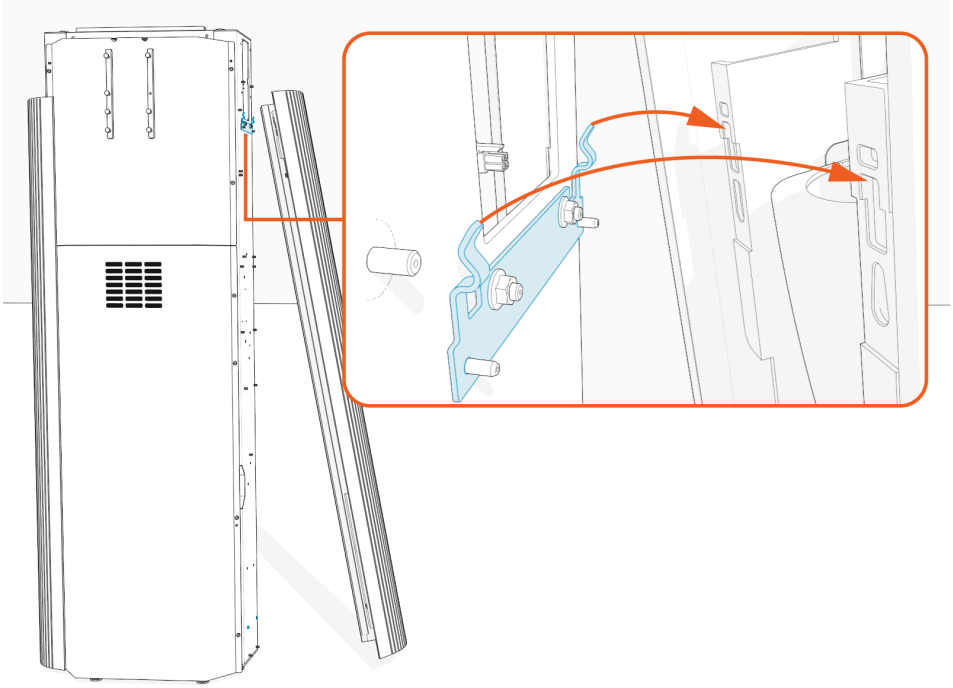


5. Slowly push upper side of the side panel up to disengage it from hooks (x2) on the frame.



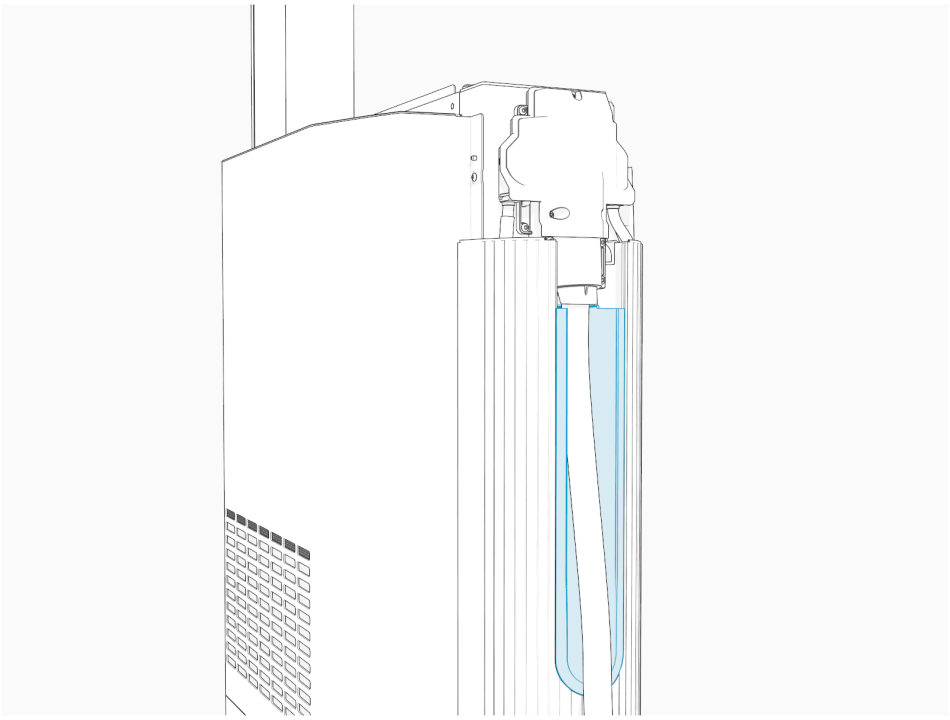
6. Hold the charging cable up and out of the way to slowly lower and remove the side panel.

7. Remove the side panel and keep it aside to reinstall it later.

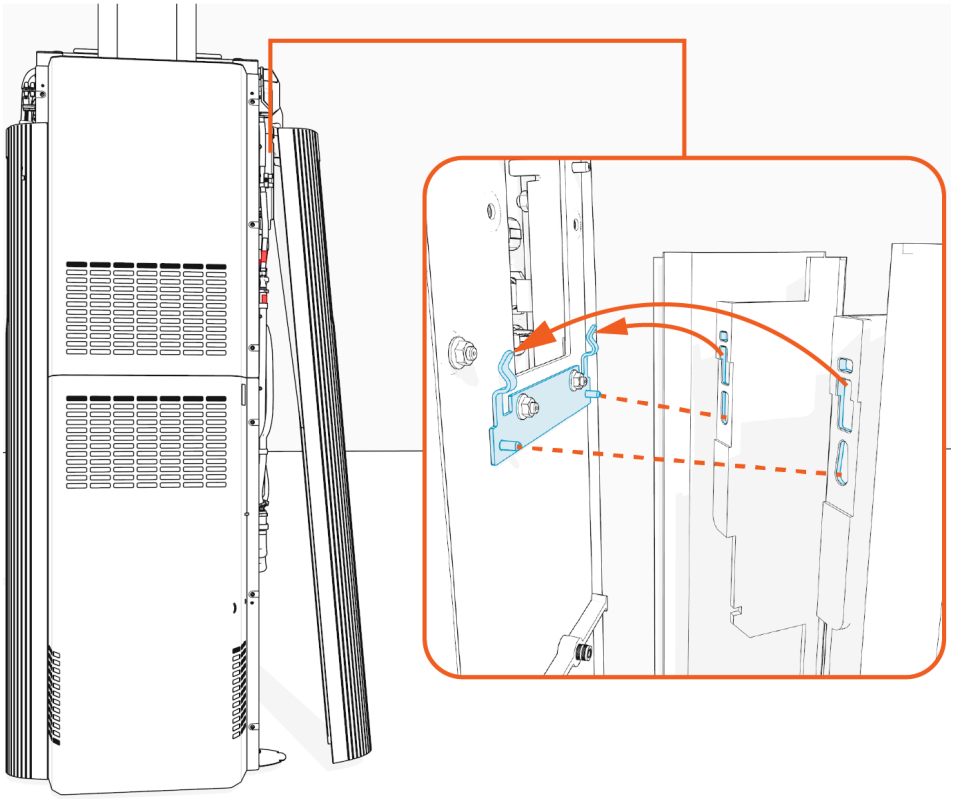


Reinstall the Panel

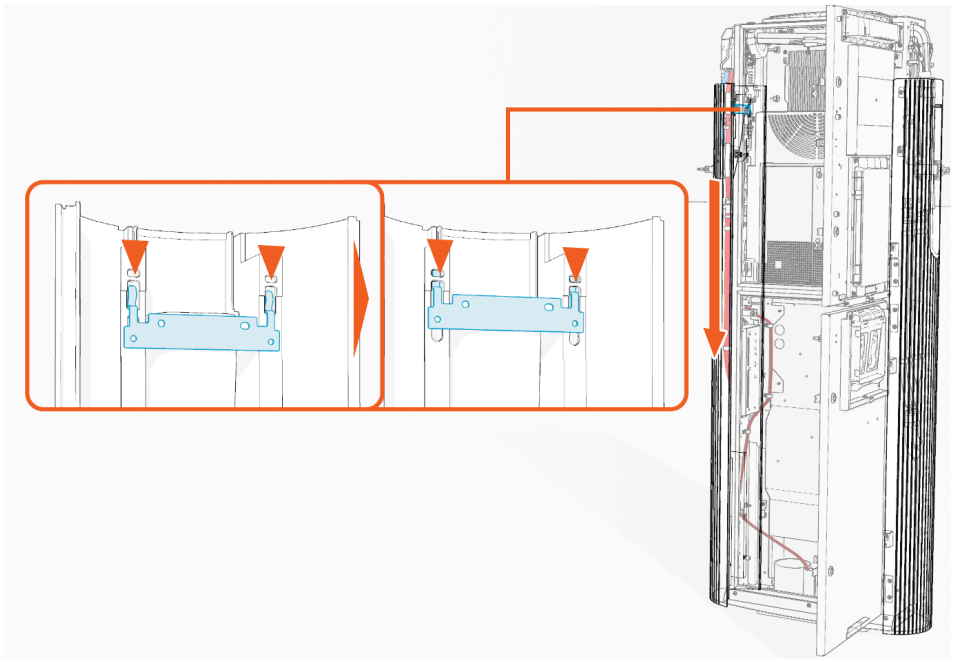
1. Hold the charging cable up and place it into the cable way on the side panel.



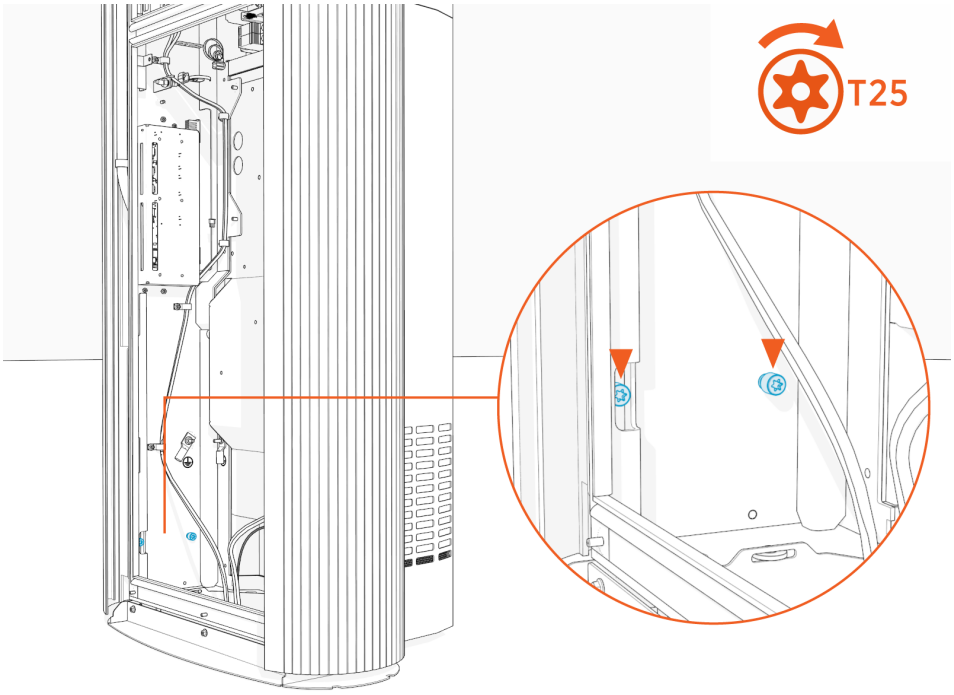
2. Align and install the side panel onto the hooks (x2) and alignment pins (x2) on the frame.



3. Slowly slide the side panel down to engage the hooks (x2) on the frame.



4. Align the screw holes (x2) on the rear side of the side panel with the screws (x2) inside the lower enclosure and torque them to **4.5 Nm (40 in-lb)**.



5. If applicable, reinstall the lower bus bar safety cover.
6. Close lower door.
7. Reinstall front upper and lower covers.
8. Reinstall cable cap.
9. Reinstall top cap.

Replace the Rear Upper Cover (LCC)

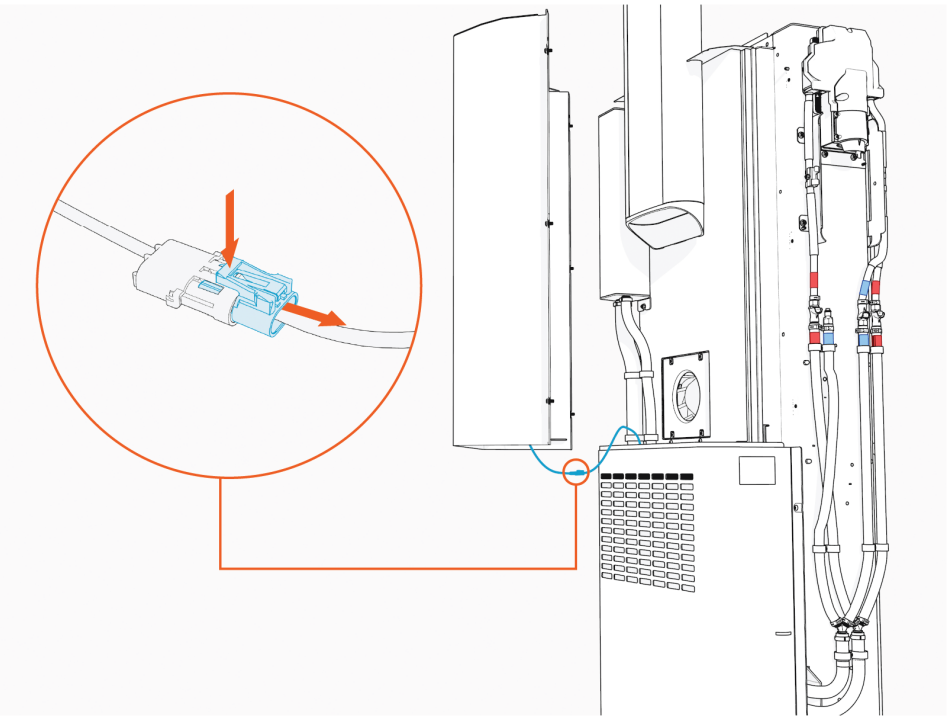
This section provides instructions for replacing the rear upper cover, specifically for Power Link 2000 with liquid cooled cable (LCC). To replace the rear upper cover, complete the following steps:

1. Remove side panel.
2. Loosen the screws (x6) to remove the cover.



REINSTALL NOTE: Torque these screws to **4.5 Nm (40 in-lb)**.

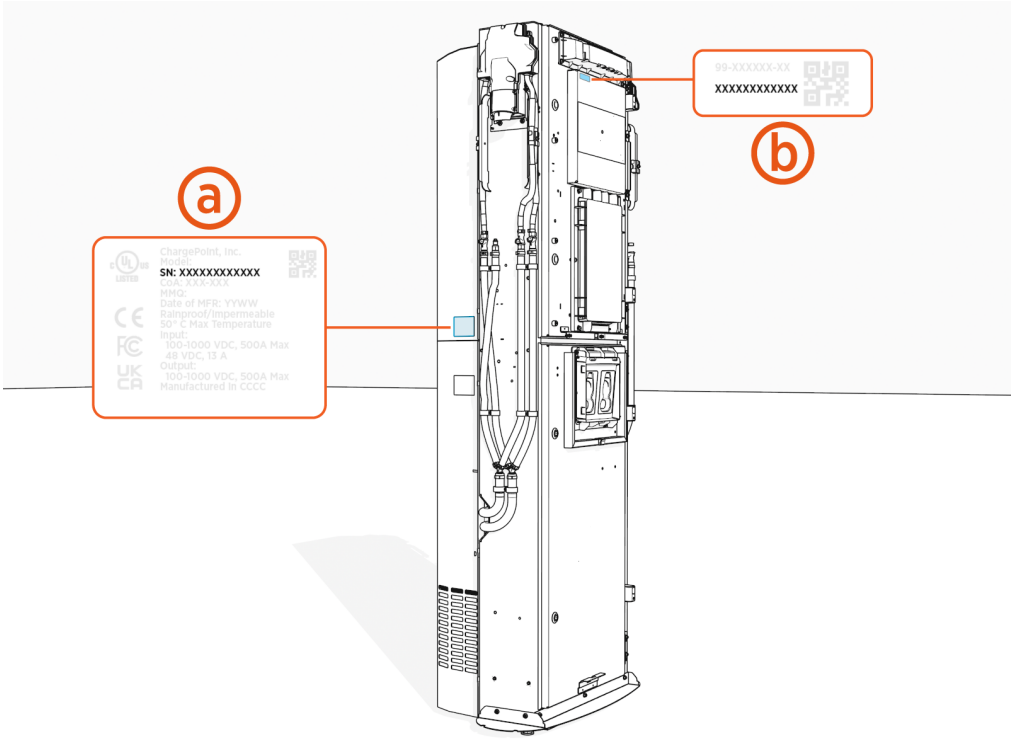
3. If the rear upper cover has a card reader installed on it, disconnect the card reader cable before you remove the cover. Press the latch and pull the connector to disconnect the cable.



REINSTALL NOTE: To reconnect, plug in. The connector latch must snap onto the receptacle with a click sound to ensure that the connection is secure.

Reverse the above steps to reinstall the rear upper cover.

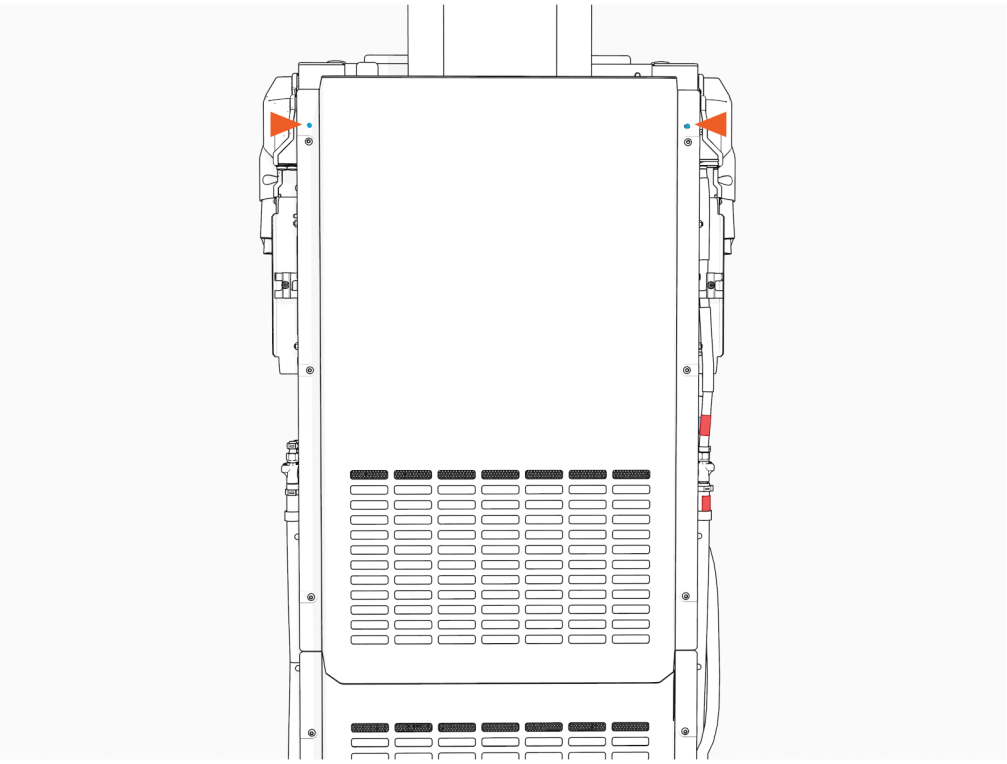
REINSTALL NOTE: Before you reinstall, check if the rear upper cover has a label with serial number (SN). If present, it must match the SN on the station. Refer to the image below. If the SNs do not match, contact ChargePoint at chargepoint.com/support. Reinstalling the cover on another product with different SN will result in incorrect identification of the product.



(a) Label with SN on upper rear cover

(b) Label with SN on station

REINSTALL NOTE: Align and seat cover onto the alignment pins (x2) on the frame. Refer to the image below.



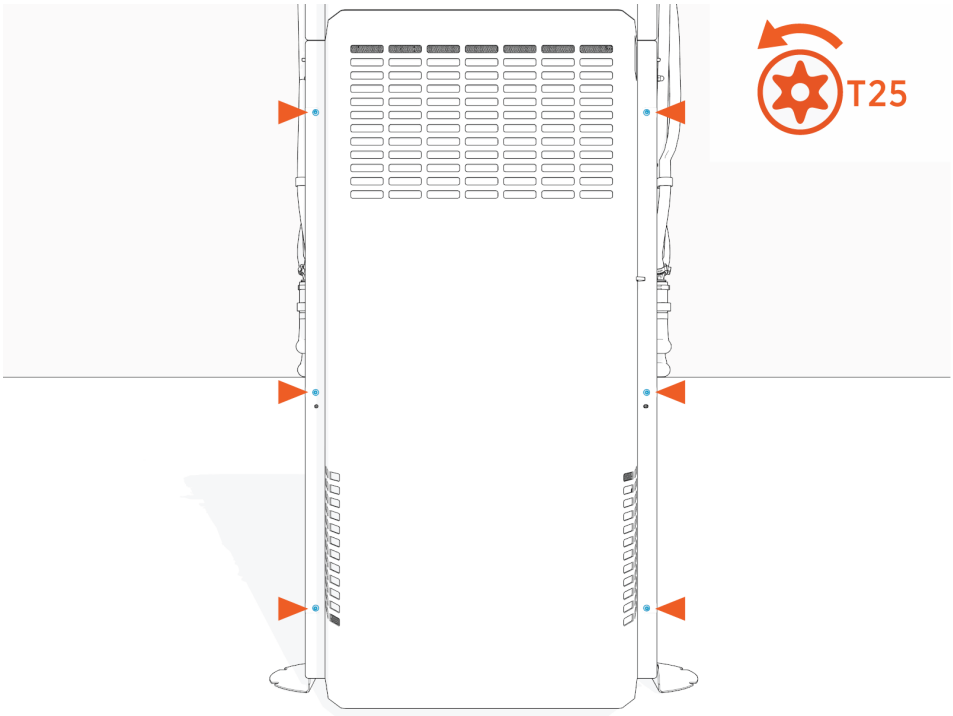
Replace the Rear Lower Cover (LCC)

This section provides instructions for replacing the rear lower cover specifically for Power Link 2000 with liquid cooled cable (LCC). To replace the rear lower cover, complete the following steps:

1. Remove these:
    a. Side panel
    b. Rear upper cover

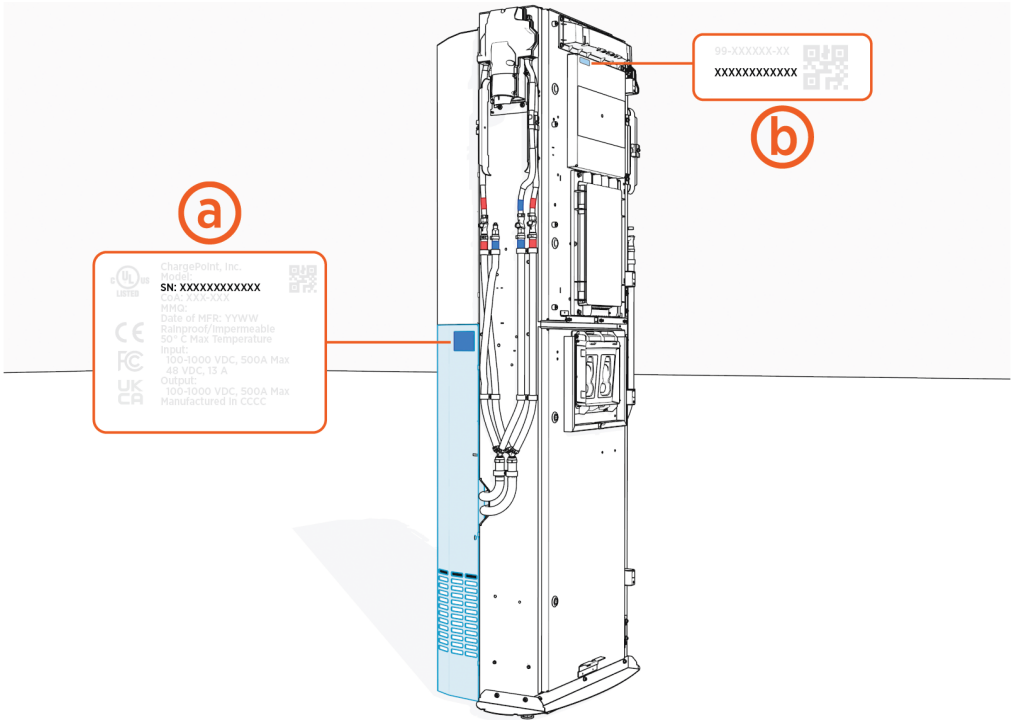
2. Loosen the screws (x6).

REINSTALL NOTE: Torque these screws to **4.5 Nm (40 in-lb)**.



Reverse the above steps to reinstall the rear lower cover.

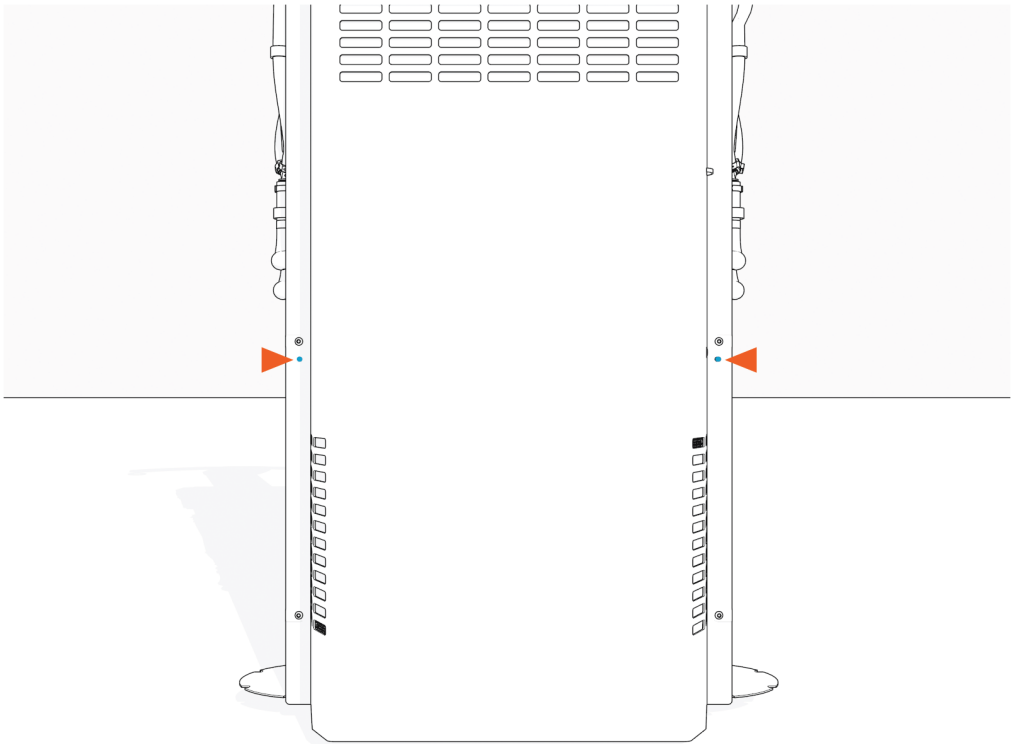
REINSTALL NOTE: Before you reinstall, check if the rear lower cover has a label with serial number (SN). If present, it must match the SN on the station. Refer to the image below. If the SNs do not match, contact ChargePoint at chargepoint.com/support. Reinstalling the cover on another station with different SN will result in incorrect identification of station.



(a) Label with SN on lower rear cover

(b) Label with SN on station

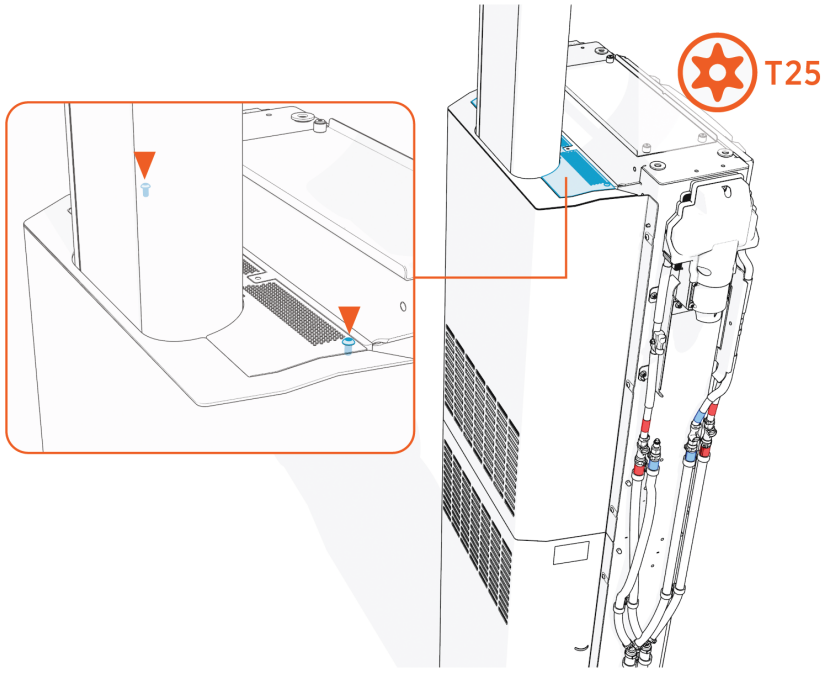
REINSTALL NOTE: Align and seat cover onto the alignment pins (x2) on the frame. Refer to the image below.



Replace the Heat Sink Cap (LCC)

This section provides instructions for replacing the heat sink cap, specifically for Power Link 2000 with a liquid cooled cable (LCC). To replace the heat sink cap, complete the following steps:

1. Remove top cap.
2. Loosen the screws (x2).



REINSTALL NOTE: Torque these screws to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall the heat sink cap.

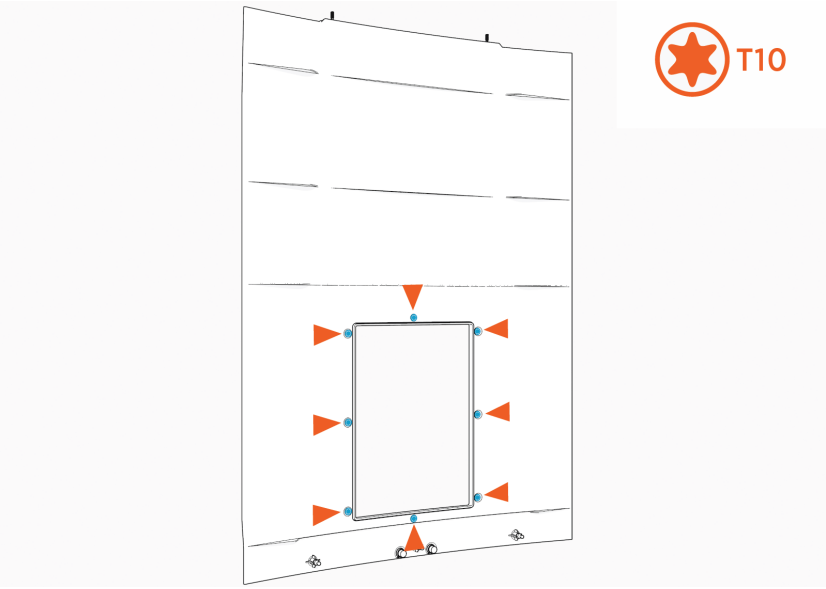
Replace the ChargePoint Vinyls with Custom Branded Vinyls

To replace ChargePoint vinyls with custom branded vinyls, complete the following steps:

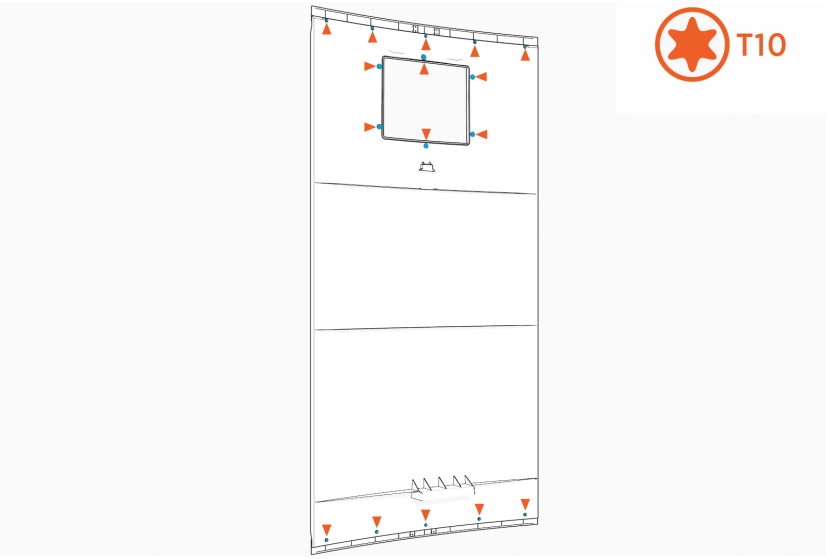
1. Remove front lower and upper covers.
2. Remove the trims (x4) on the upper and lower covers.

a. Remove the screws (x24).

- Upper cover screws (x8)



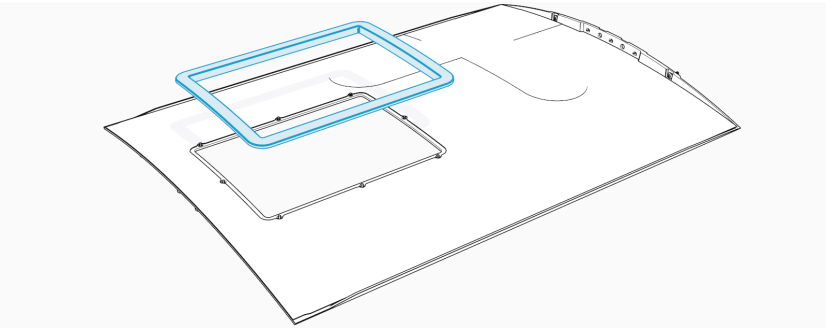
- Lower cover screws (x16)



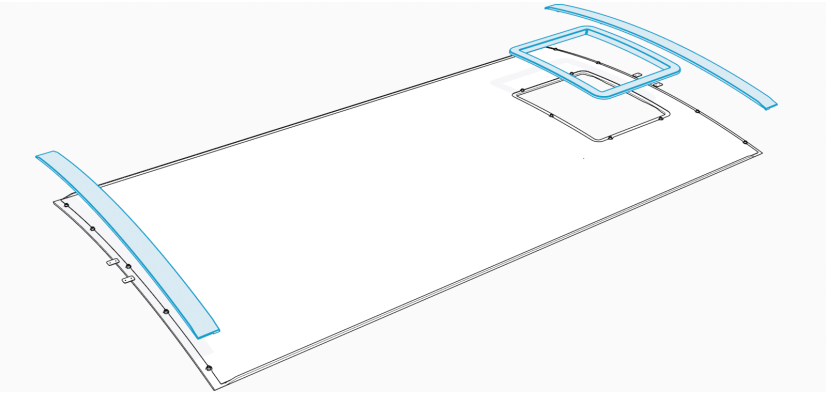
REINSTALL NOTE: Torque these screws to **0.57 Nm (5 in-lb)**.

b. Remove the trims (x4) and keep them aside to reinstall later.

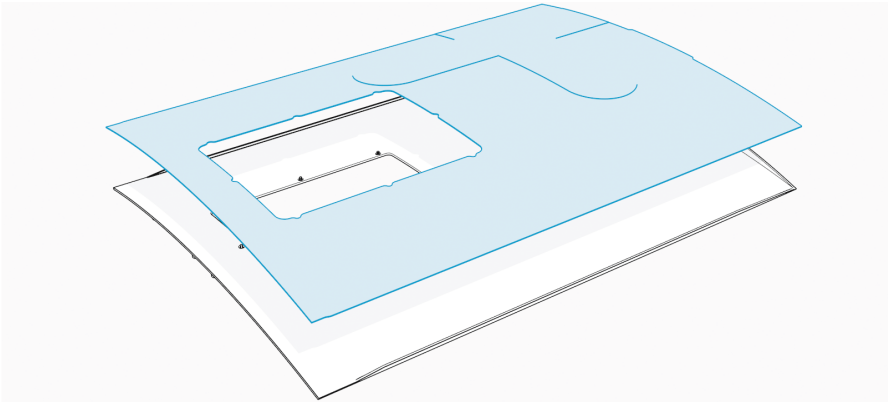
- Upper cover trim



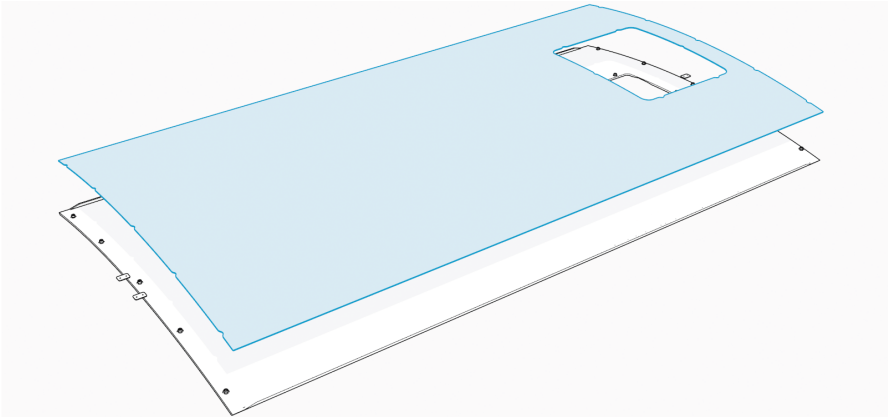
- Lower cover trims (x3)



3. Peel off the ChargePoint branded vinyls.
    - Upper cover vinyl



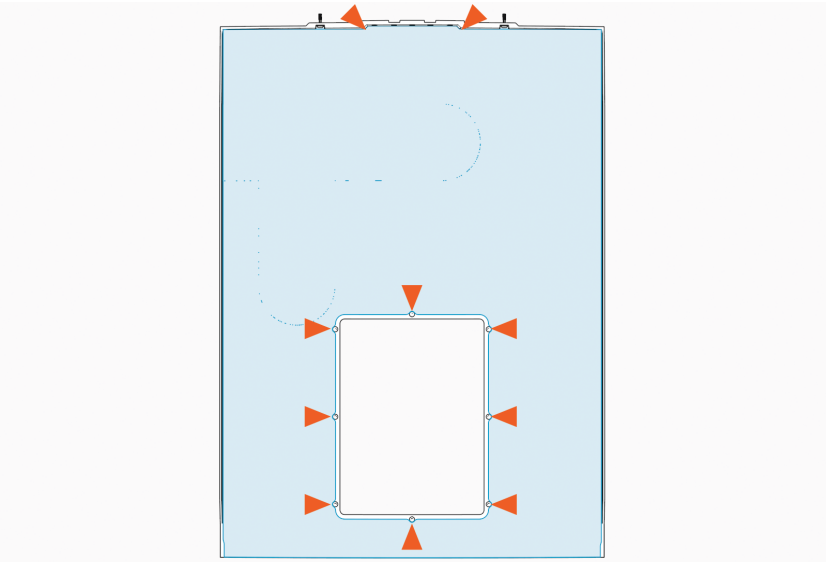
- Lower cover vinyl



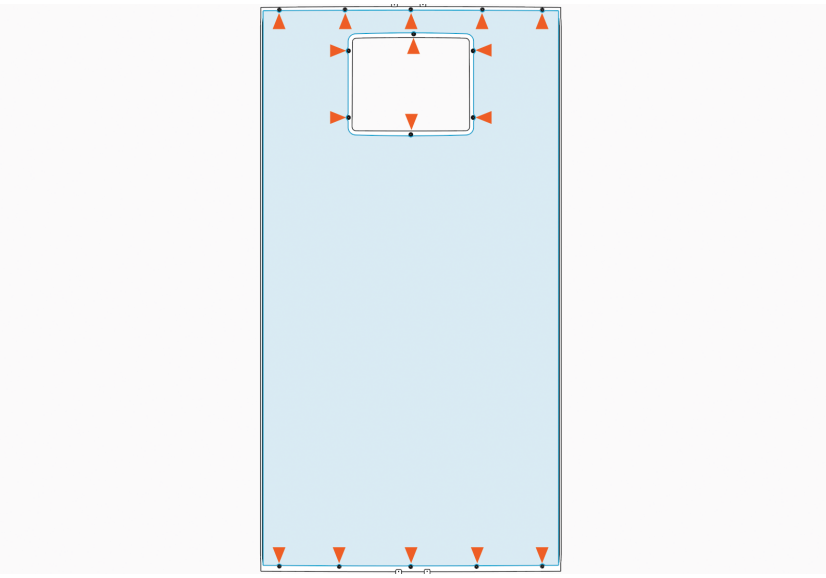
4. Use an isopropyl pad to clean the adhesive residue and dust off the cover surfaces.
5. Affix the new custom branded vinyls.

> **CAUTION:** Avoid scratching and stretching the vinyls while laying them.

a. Remove the adhesive strip from the middle of the vinyl's back.
b. Use the screw and trim cutouts in the middle of the vinyl to align it with the cover.
    - Cutouts on upper cover vinyl (x10)



    - Cutouts on lower cover vinyl (x16)



c. Once aligned, gently press down on the adhesive surface to attach it to the cover.
d. Once the middle of the vinyl is attached, remove the adhesive strip on the left or right side of the vinyl.
e. Align the vinyl's edges with the cover and check for creases before attaching the adhesive surface to the cover. Repeat for the adhesive strip on the other side.

6. Reinstall the trims (x4) onto the upper and lower covers.
7. Reinstall front upper and lower covers.

Open and Close the Doors

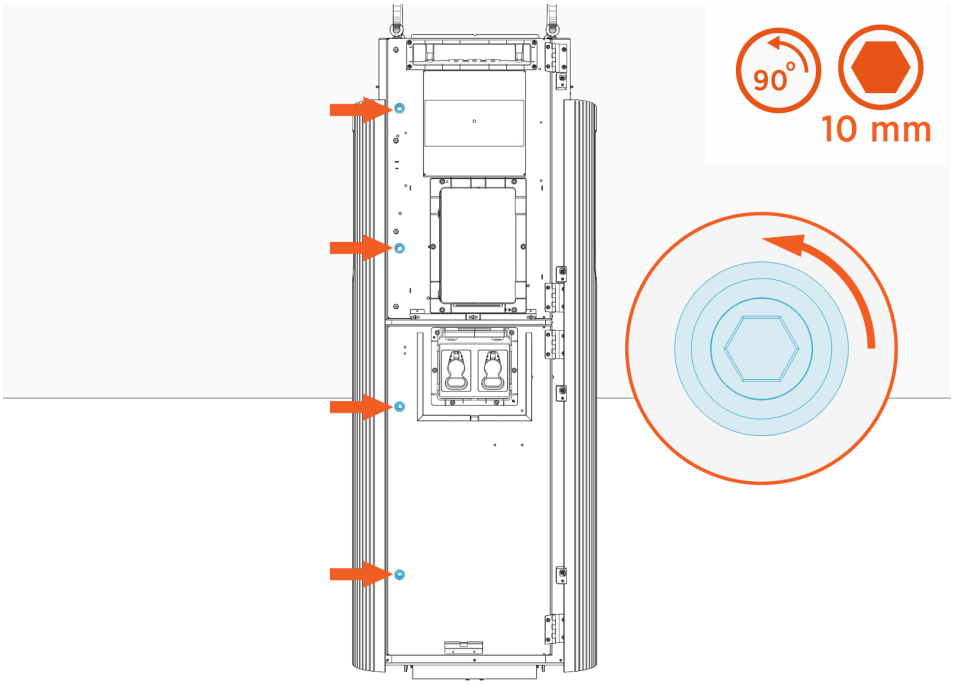
To open and close upper and lower enclosure doors, follow the steps given below.

Open the Doors

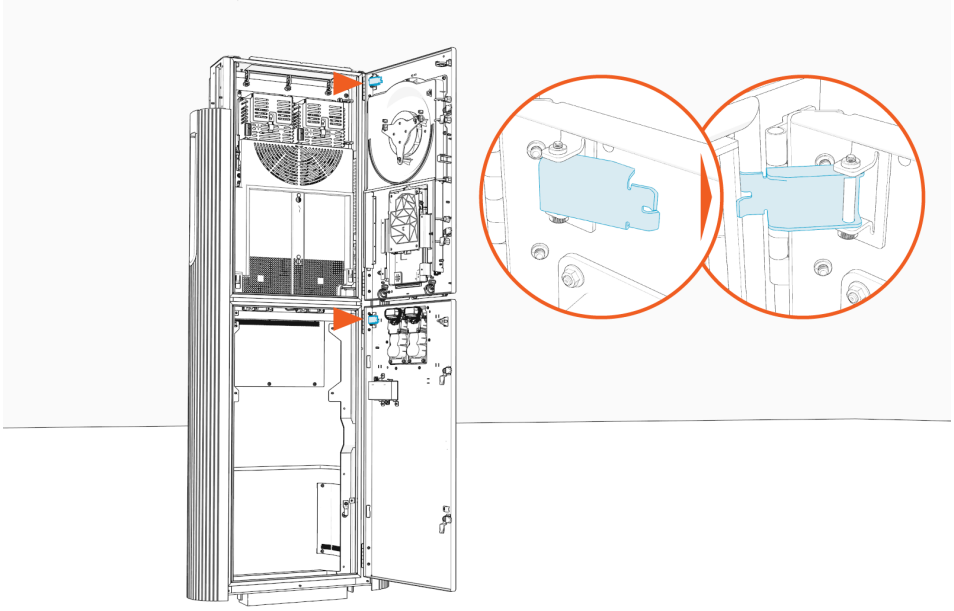
DANGER: If you want to access a component in the upper or lower enclosure, power off before you open the upper and/or lower door.

1. Quarter turn the door latches (x2 per upper and lower enclosure door).

NOTE: The latch rotation direction shown in the illustration applies to Variation B Power Link 2000 units. For Variation A units, rotate each latch 90° clockwise to unlock the door. Refer to Appendix: Variation Identification for further information.



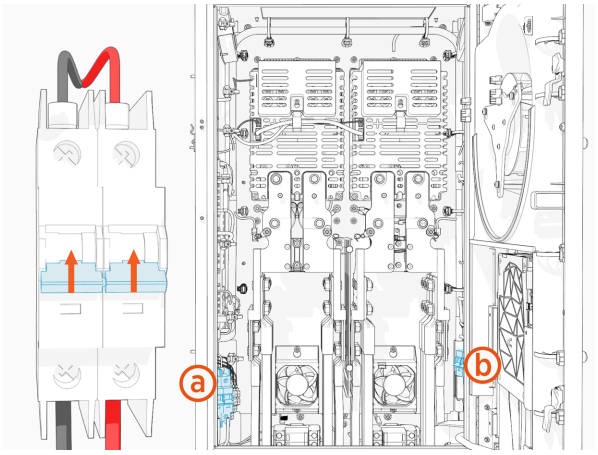
2. Open the door and engage the door stopper (x1 per upper and lower enclosure door).



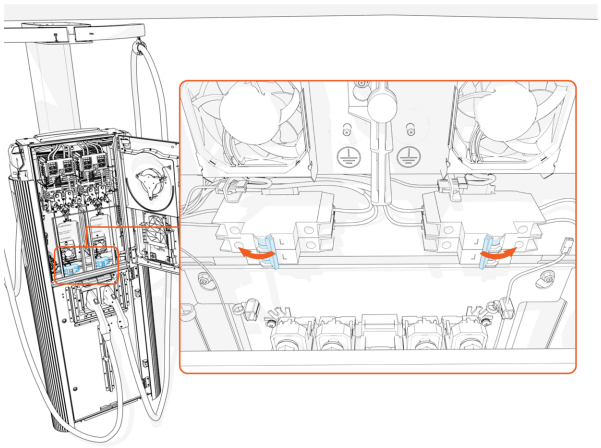
Close the Doors

1. Check the 48 V DC circuit breakers to ensure they are in the ON position before you close the upper door. The location of the breakers depends on the Power Link 2000 variation.

Variation A Power Link 2000



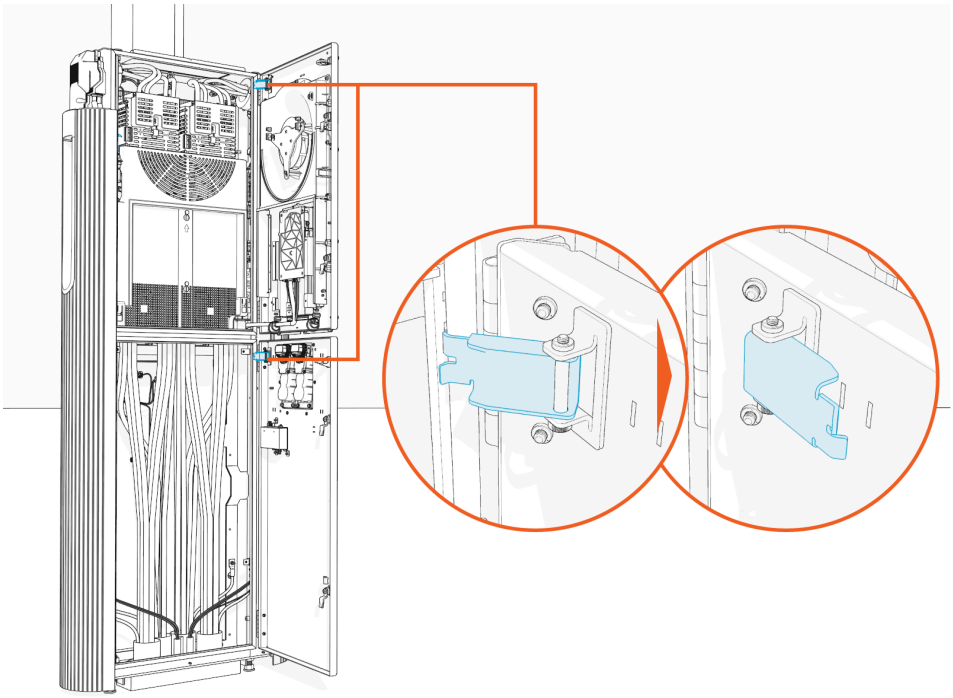
Variation B Power Link 2000



(a) Primary breaker

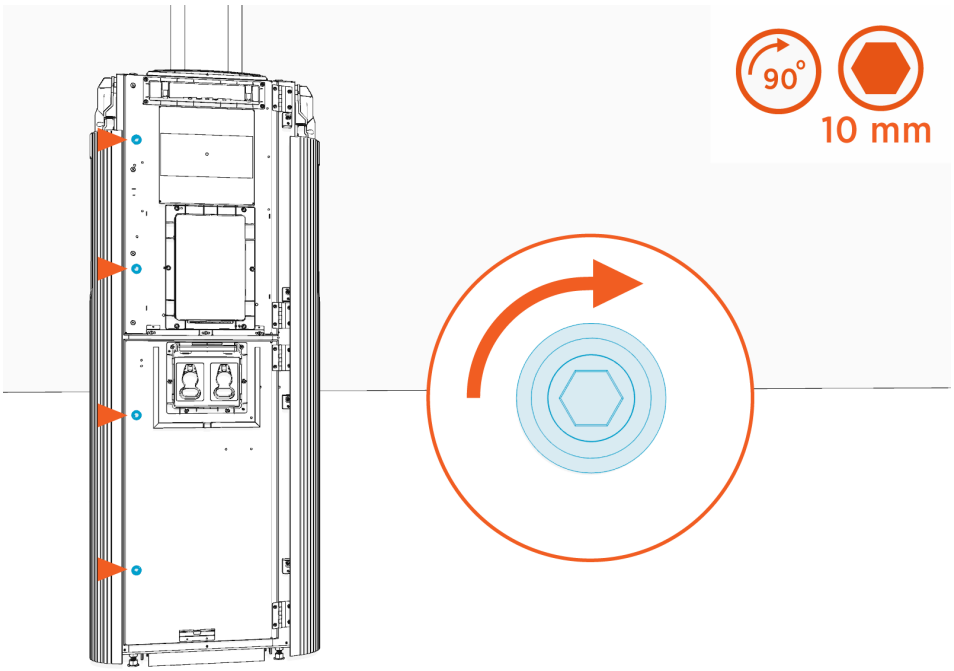
(b) Secondary breaker (if present)

2. Disengage the door stopper (x1 per upper and lower enclosure door).



3. Quarter turn the door latches (x2 per upper and lower enclosure door).

> **NOTE:** The latch rotation direction shown in the illustration applies to Variation B Power Link 2000 units. For Variation A units, rotate each latch 90° counter-clockwise to lock the door. Refer to Appendix: Variation Identification for further information.



Bus Bar Safety Covers 4

This section provides instruction for removing and replacing bus bar safety covers in the Power Block.

Required Tools and Materials



T20 Torx screwdriver (for charging cable bus bar safety cover)

Before You Begin

Before beginning work, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower and upper covers
3. Open the upper door.

After replacing the components, reverse the above steps to complete the service.



IMPORTANT:

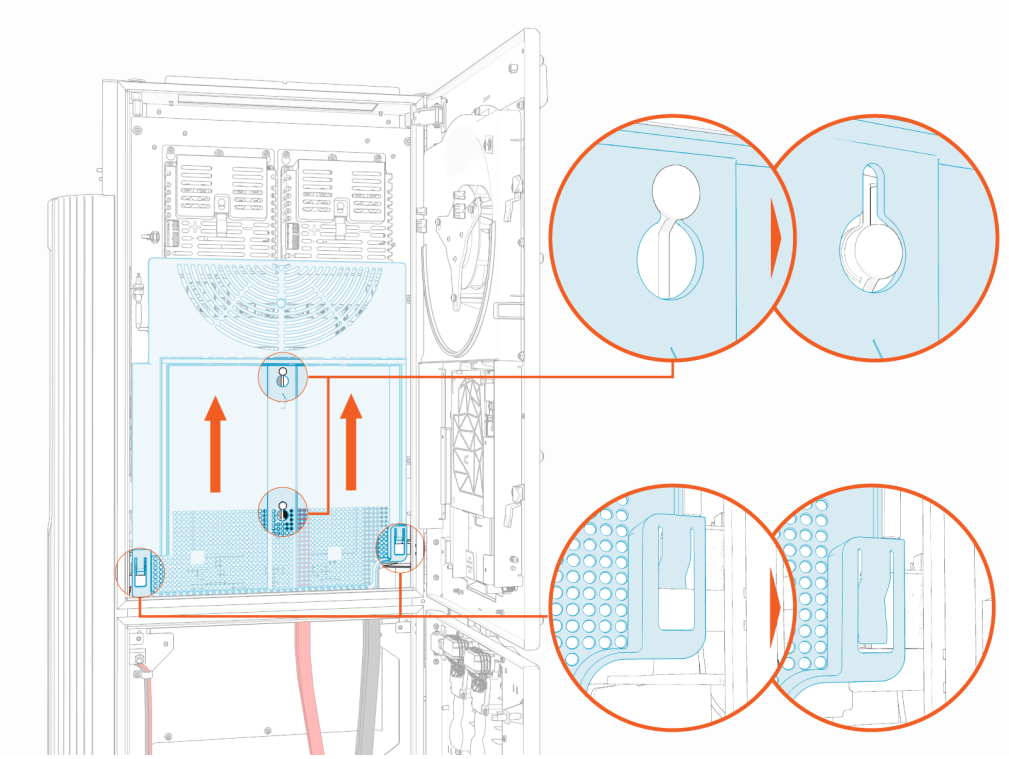
- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Replace the DC Power Path Bus Bar Safety Cover

To replace DC Power Path bus bar safety cover, complete the steps given below.

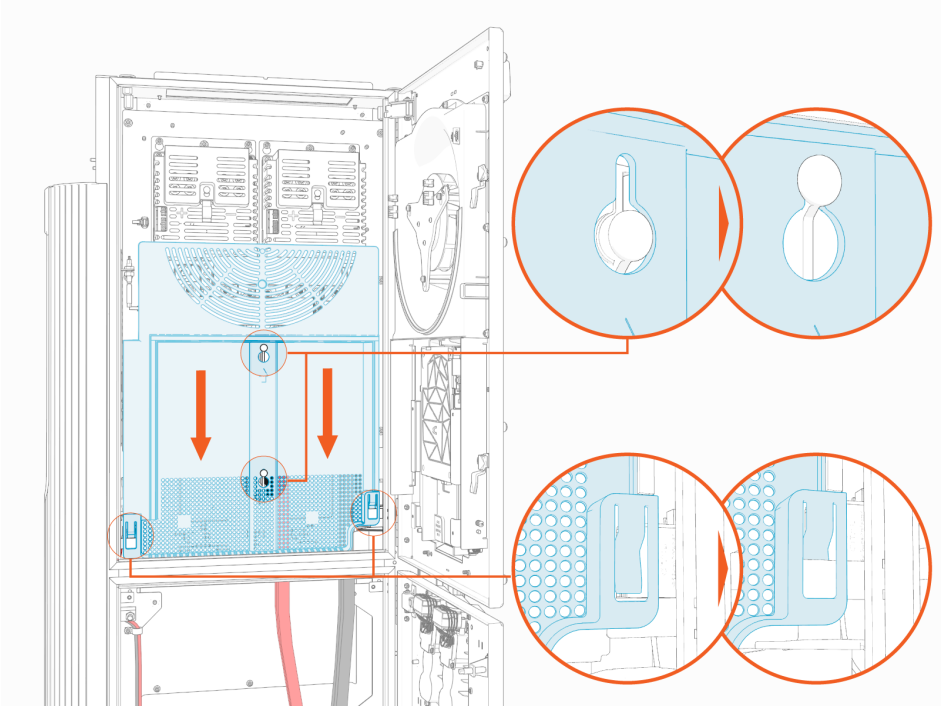
Remove Cover

Slide the bus bar safety cover up to remove from the hooks (x2) and brackets (x2).



Reinstall Cover

Install cover onto the hooks (x2) and brackets (x2) and then slide it down.



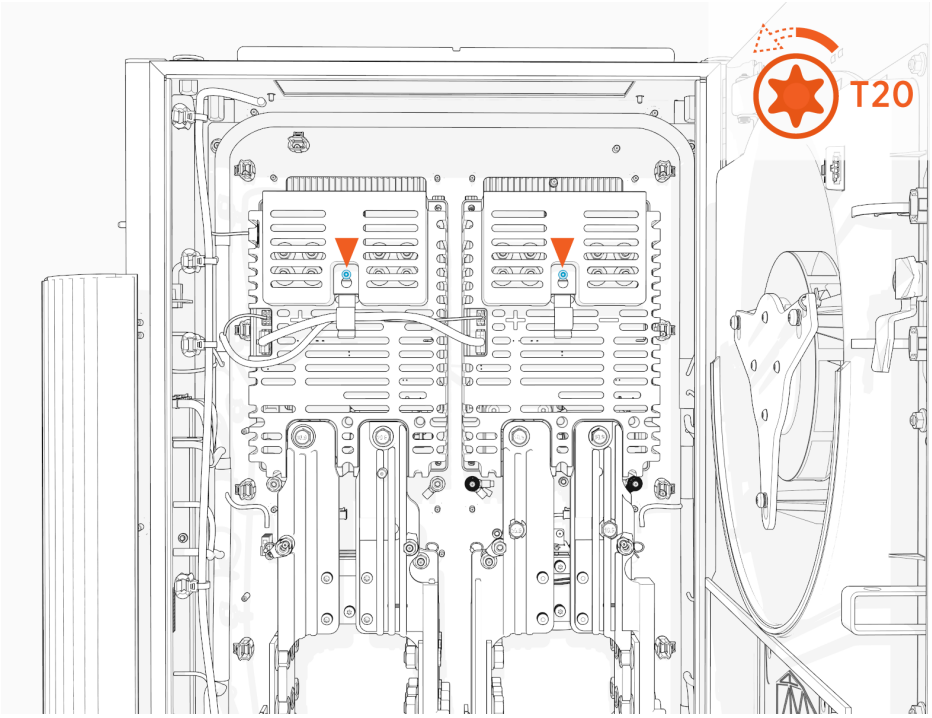
Replace the Charging Cable Bus Bar Safety Cover

To replace charging cable bus bar safety cover, complete the steps given below.

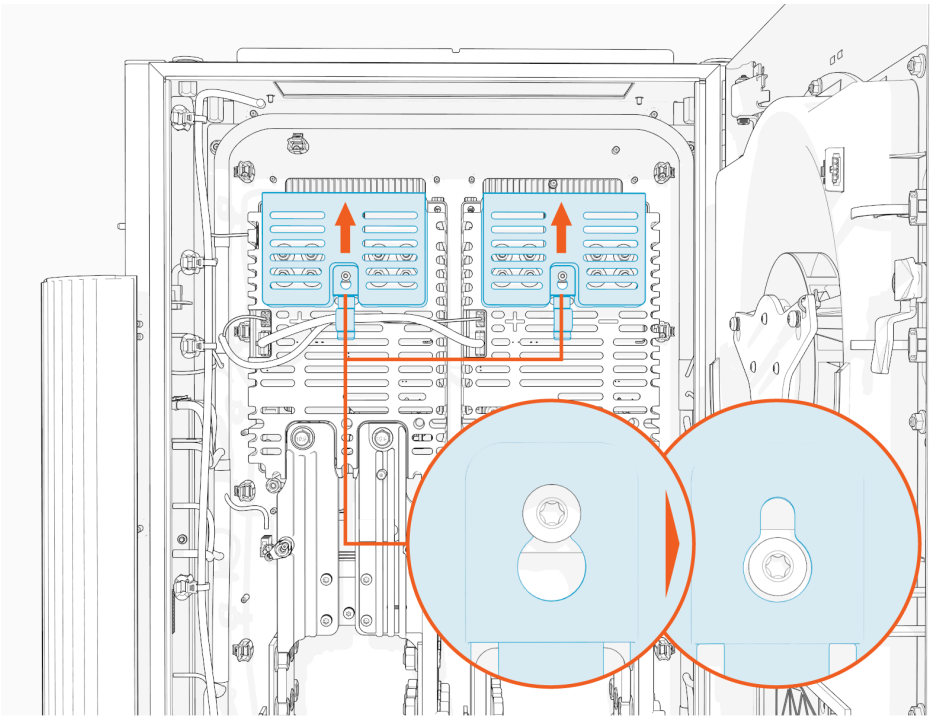
IMPORTANT: Before beginning, determine which cover to remove—the left cover allows removal of the left charging cable, and the right cover allows removal of the right charging cable.

Remove Cover

1. Loosen the screw (x1 per safety cover).

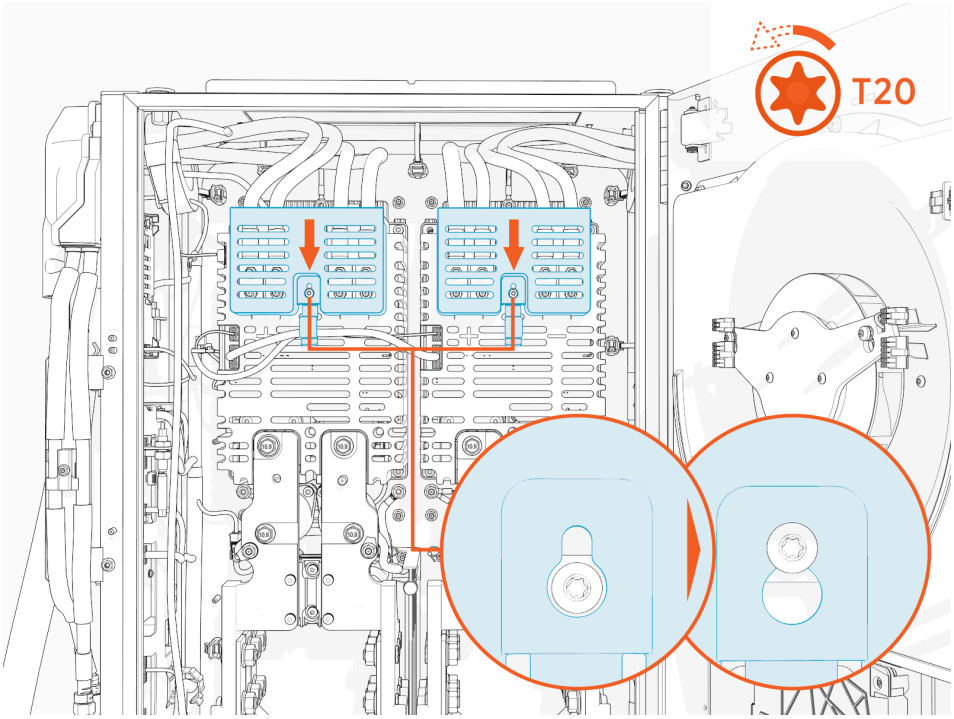


2. Slide the safety cover up to remove it from the screw.

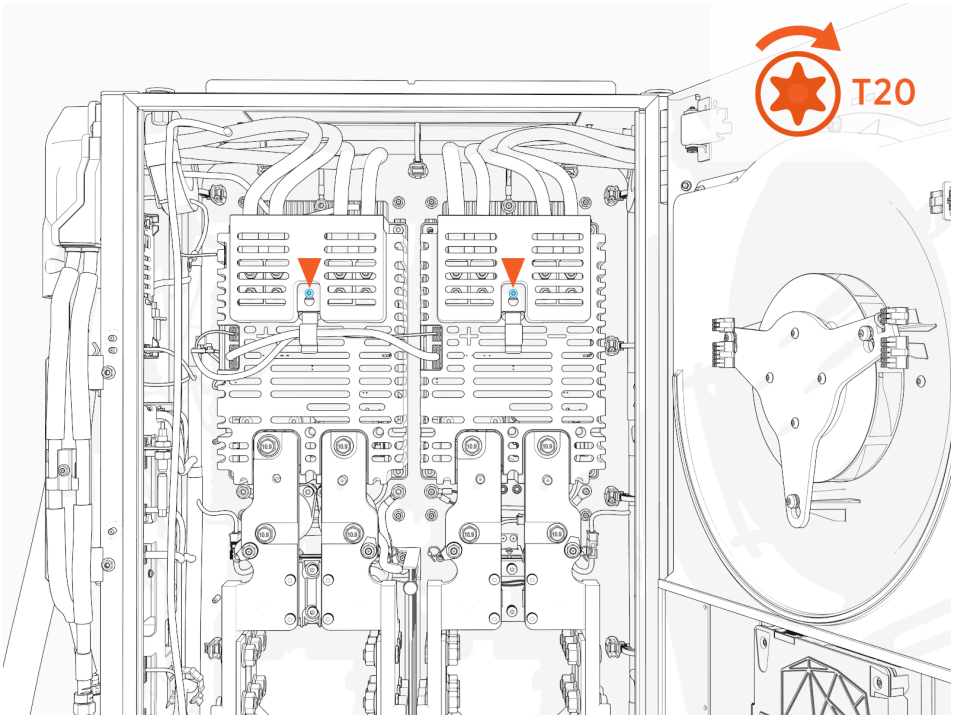


Reinstall Cover

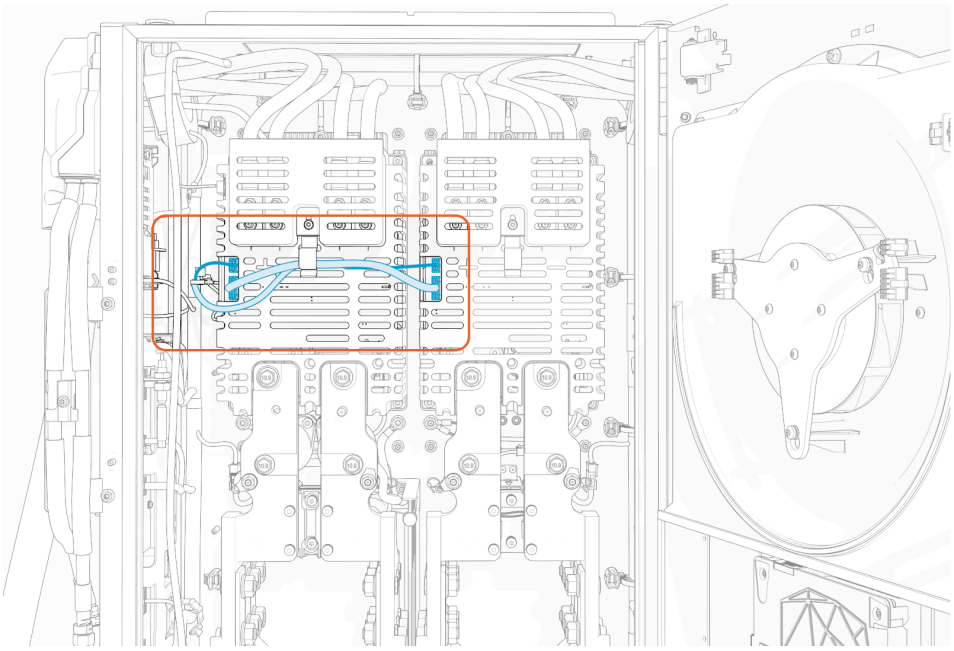
1. Install the safety cover onto the screw (ensure that the screw is loose) and slide it down.



2. Torque the screw to **1.7 Nm (15 in-lb)**.



3. Tuck the internal low voltage supply wires under the wireway tab on the cover.



Coolant 5

This section provides instruction for top up or refill of coolant in the Power Link 2000.

Required Tools and Materials


Stepladder


ChargePoint coolant


Funnel (to pour in coolant)


Clean rags

Before You Begin

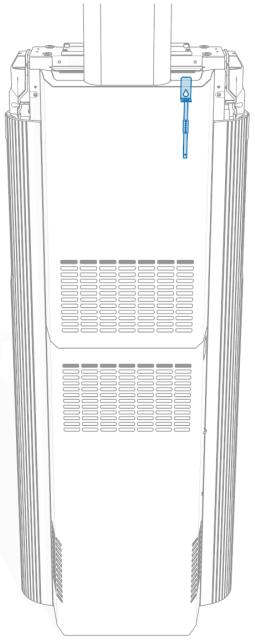
Before beginning service work, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Heat sink cap

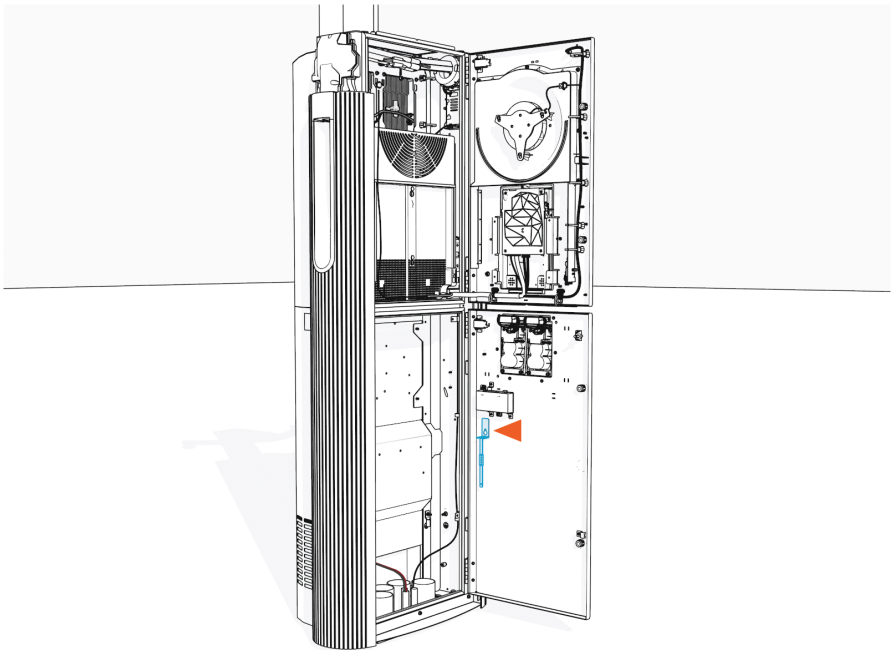
After replacing the components, reverse the above steps to complete the service.

Top Up or Refill Coolant

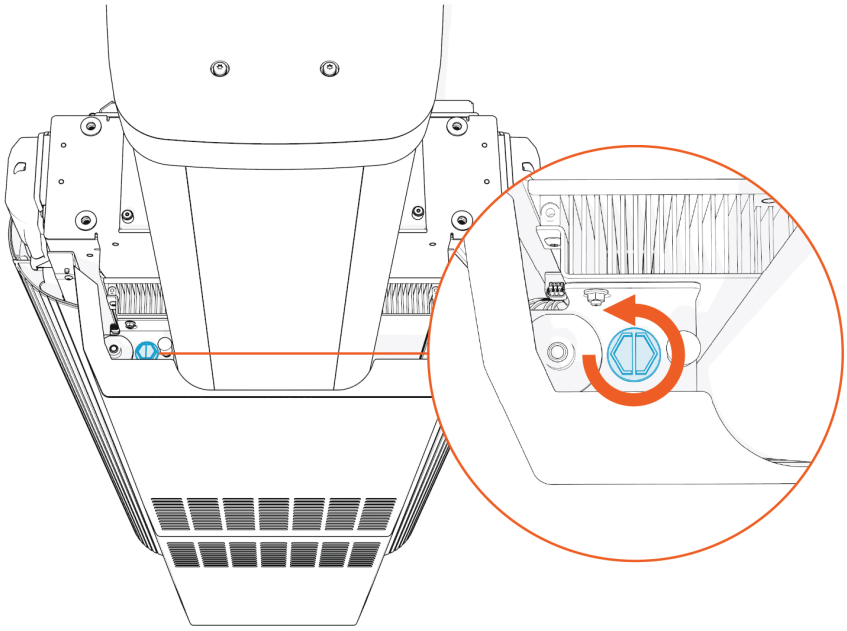
1. Remove the dipstick attached either behind the heat sink or the lower enclosure door.
    - Behind heat sink



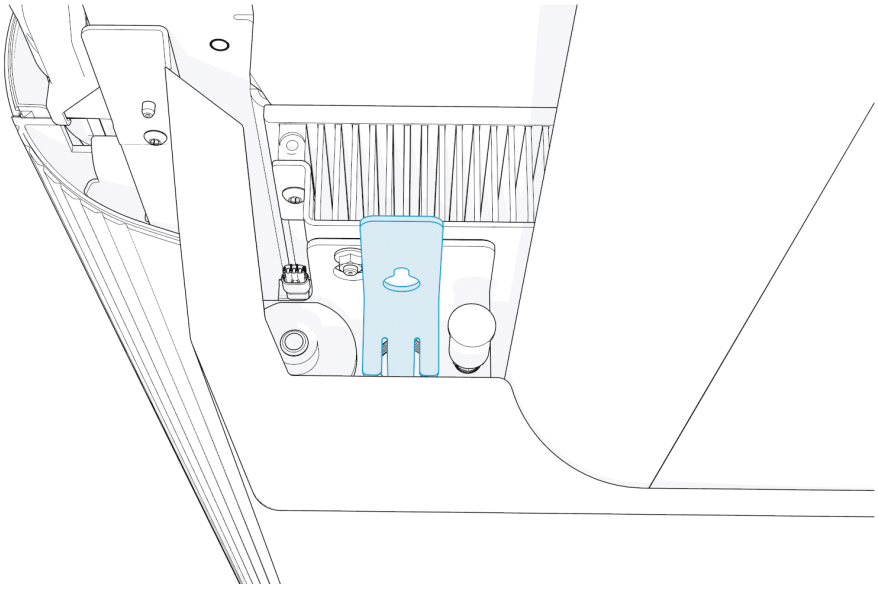
    - Behind lower enclosure door



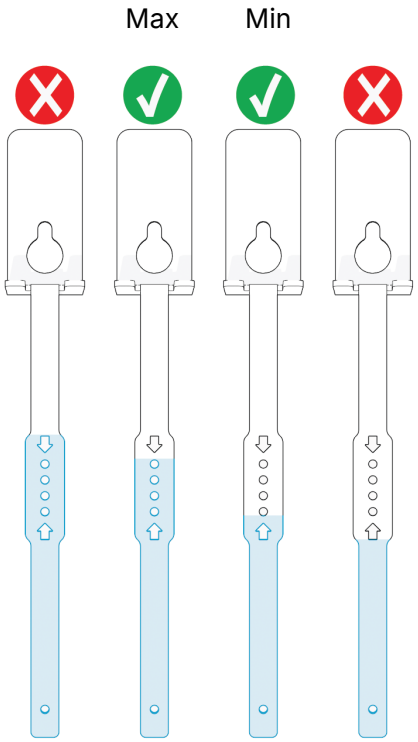
2. Hand remove the reservoir cap. If necessary, use a coin or flat head screwdriver.



3. Insert the dipstick until it sits on the reservoir.



4. Remove dipstick and check the coolant level. If coolant is below the minimum level, top up to the maximum level.



5. Replace and hand tighten the reservoir cap.
6. Use a clean rag to wipe off coolant residue on the dipstick and place it back to its original location.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Door Fan 6

This section provides instruction for replacing the door fan in the Power Link 2000.

Required Tools and Materials



T25 Security screwdriver

Before You Begin

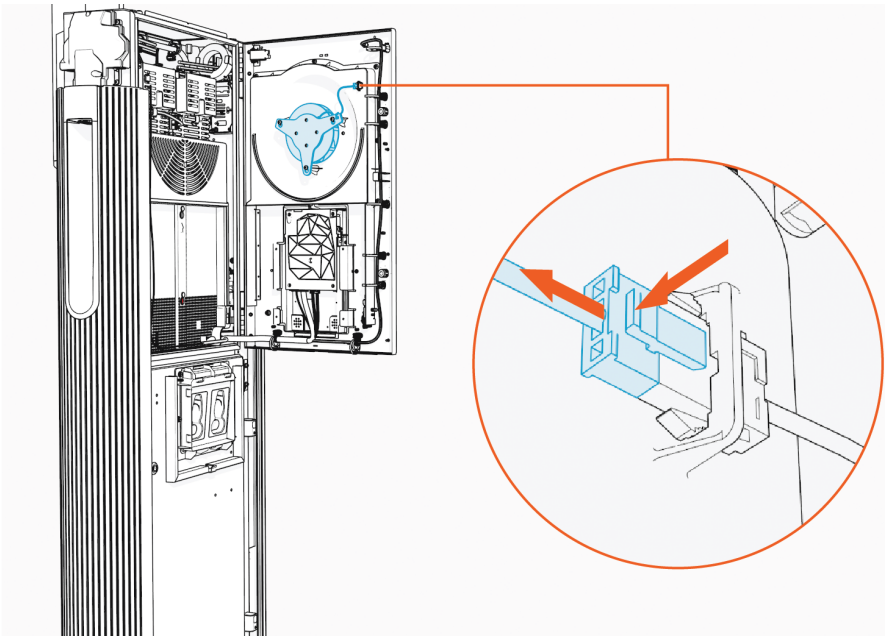
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.

After replacing the components, reverse the above steps to complete the service.

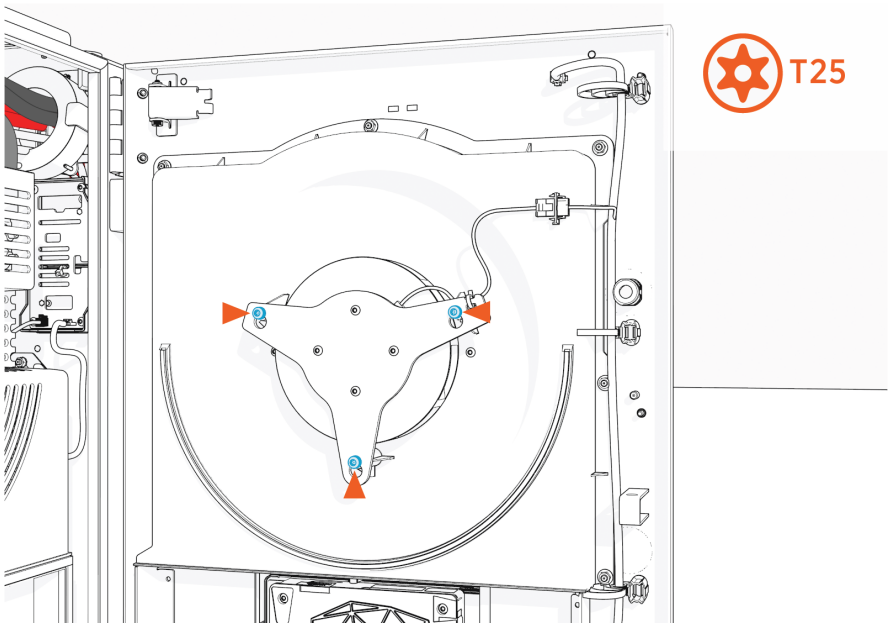
Replace the Door Fan

1. Press the latch and pull the connector to disconnect the cable.



REINSTALL NOTE: To reconnect, plug in. The connector latch must snap onto the receptacle with a click sound to ensure that the connection is secure.

2. Loosen the screws (x3) and slide the fan up to remove.



REINSTALL NOTE: Torque these screws to **2.8 Nm (25 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

7 Internal Fan

This section provides instructions for replacing the internal fan in the Power Link 2000.

Required Tools and Materials



8 mm hex socket

Before You Begin

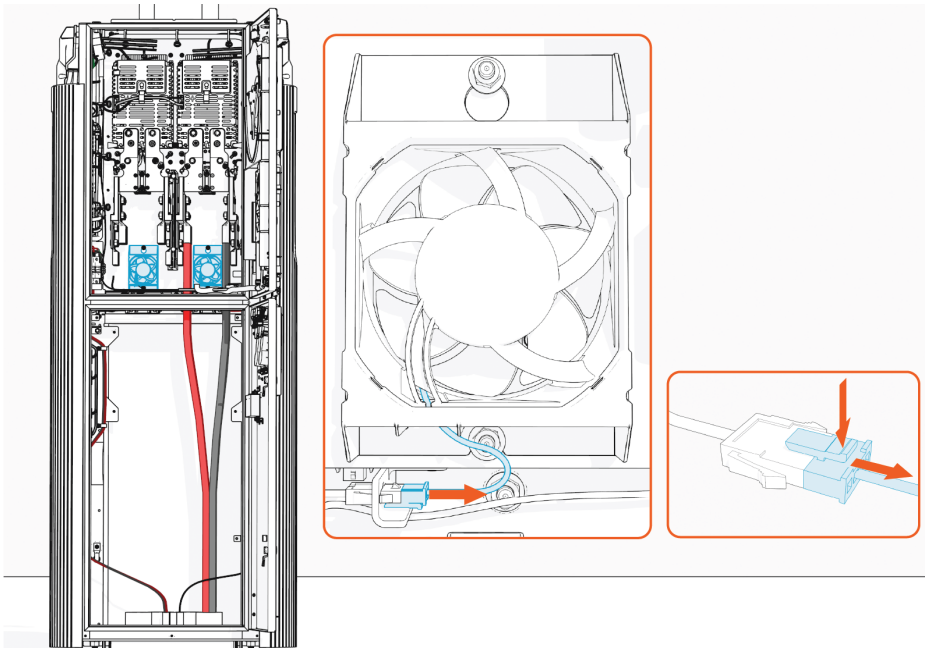
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.
4. Remove the DC power path bus bar safety cover.
5. Determine which internal fan (left or right) you want to replace.

After replacing the components, reverse the above steps to complete the service.

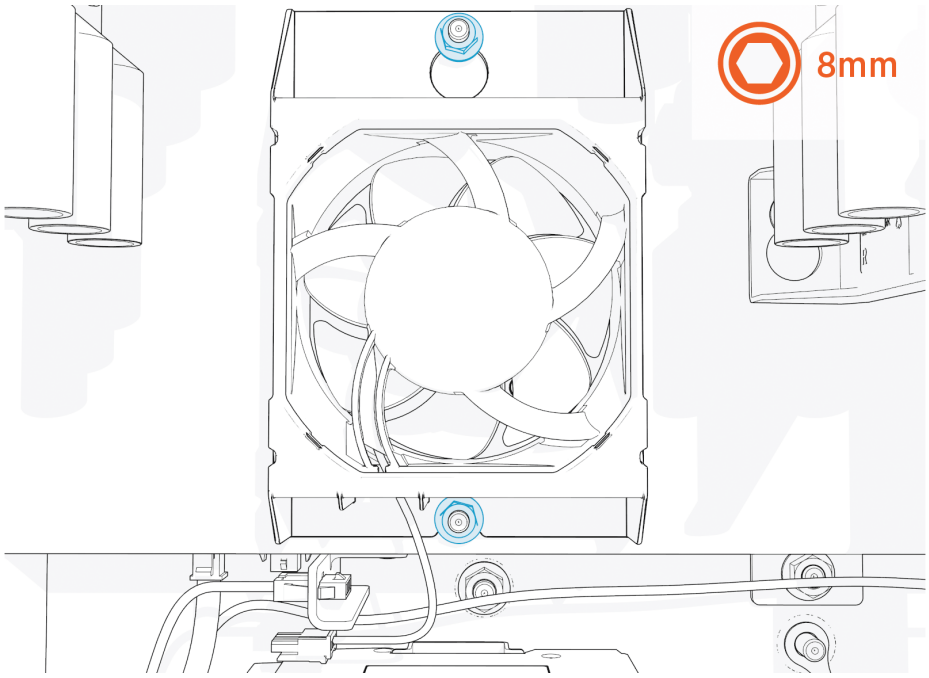
Replace the Internal Fan

1. Press the latch and pull the connector to disconnect the cable.



REINSTALL NOTE: To reconnect, plug in. The connector latch must snap onto the receptacle with a click sound to ensure that the connection is secure.

2. Loosen the hex nuts (x2) and slide the fan up to remove.



REINSTALL NOTE: Torque these nuts to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Power Link 2000 Controller 8

This section provides instructions for replacing the Power Link 2000 controller.

Required Tools and Materials



8 mm hex socket

Before You Begin

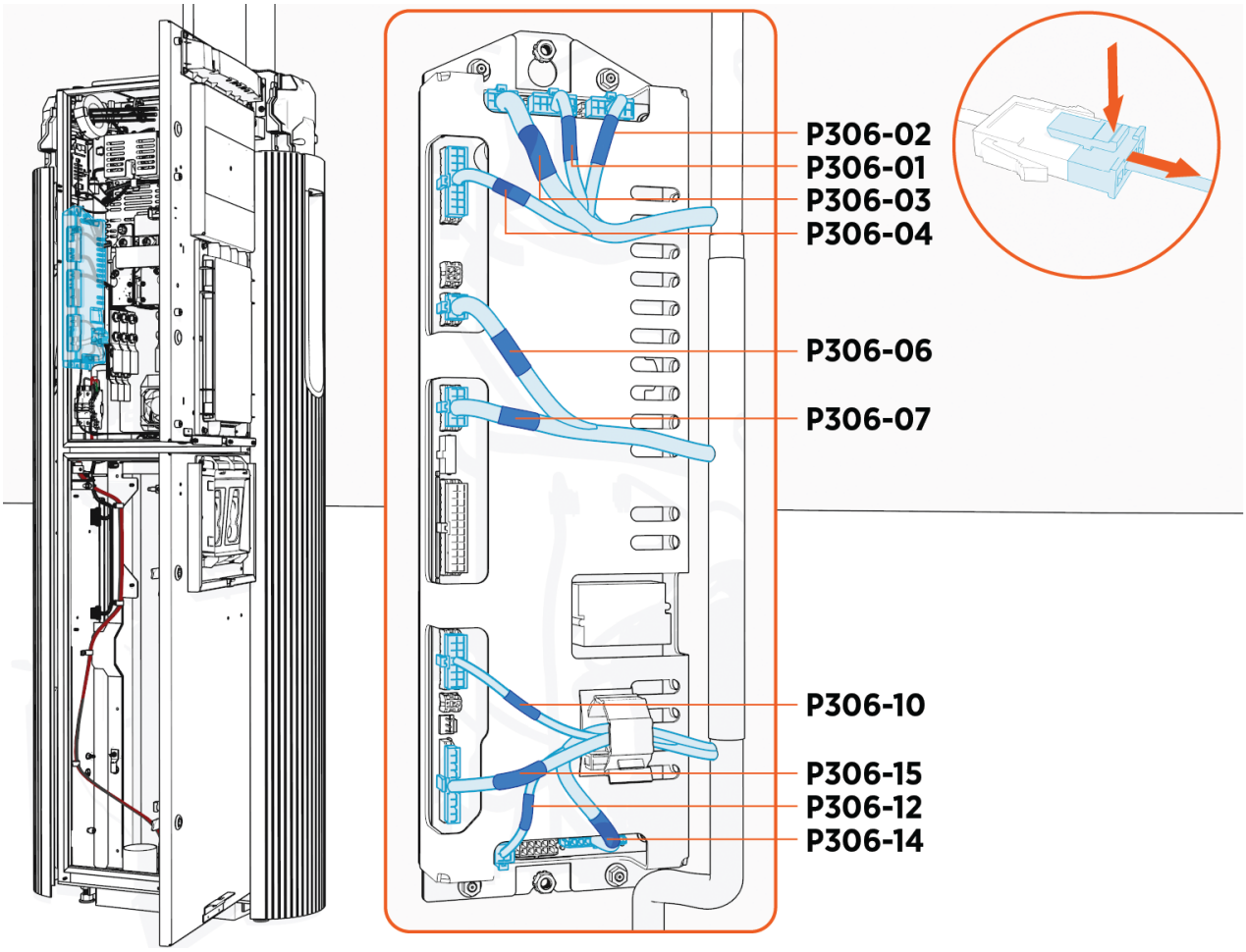
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.
4. Remove the DC power path bus bar safety cover.

After replacing the components, reverse the above steps to complete the service.

Replace the Power Link 2000 Controller

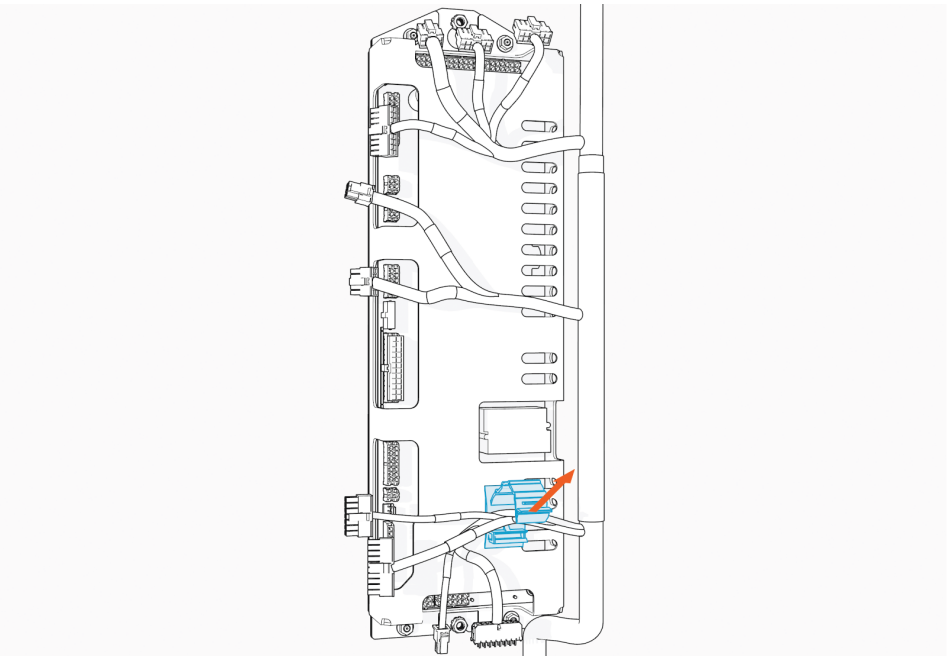
1. Press the latch and pull the connector to disconnect the cables (x10).



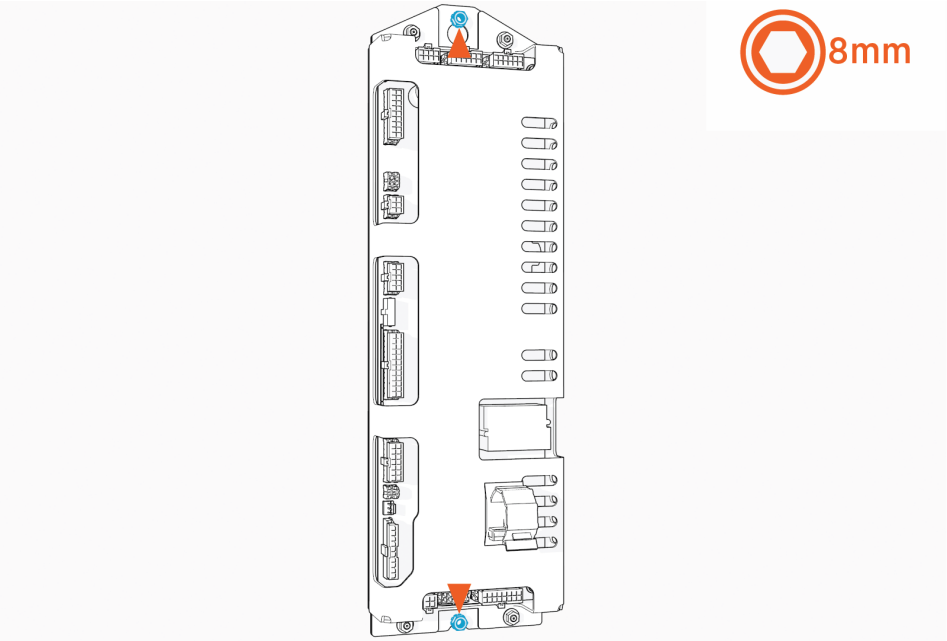
REINSTALL NOTE:

- Find the label on each cable to plug its connector back into its correct receptacle connector.
- To reconnect, plug in. The connector latch must snap onto the receptacle with a click sound to ensure that the connection is secure.

2. Flex the cable tie to untie the cables.



3. Loosen the hex nuts (x2) and slide the controller up to remove.



REINSTALL NOTE: Torque these nuts to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Ethernet Switch (SSLAN) 9

This section provides instructions for replacing the Ethernet switch (SSLAN) in the Power Link 2000.

Required Tools and Materials



8 mm hex socket

Before You Begin

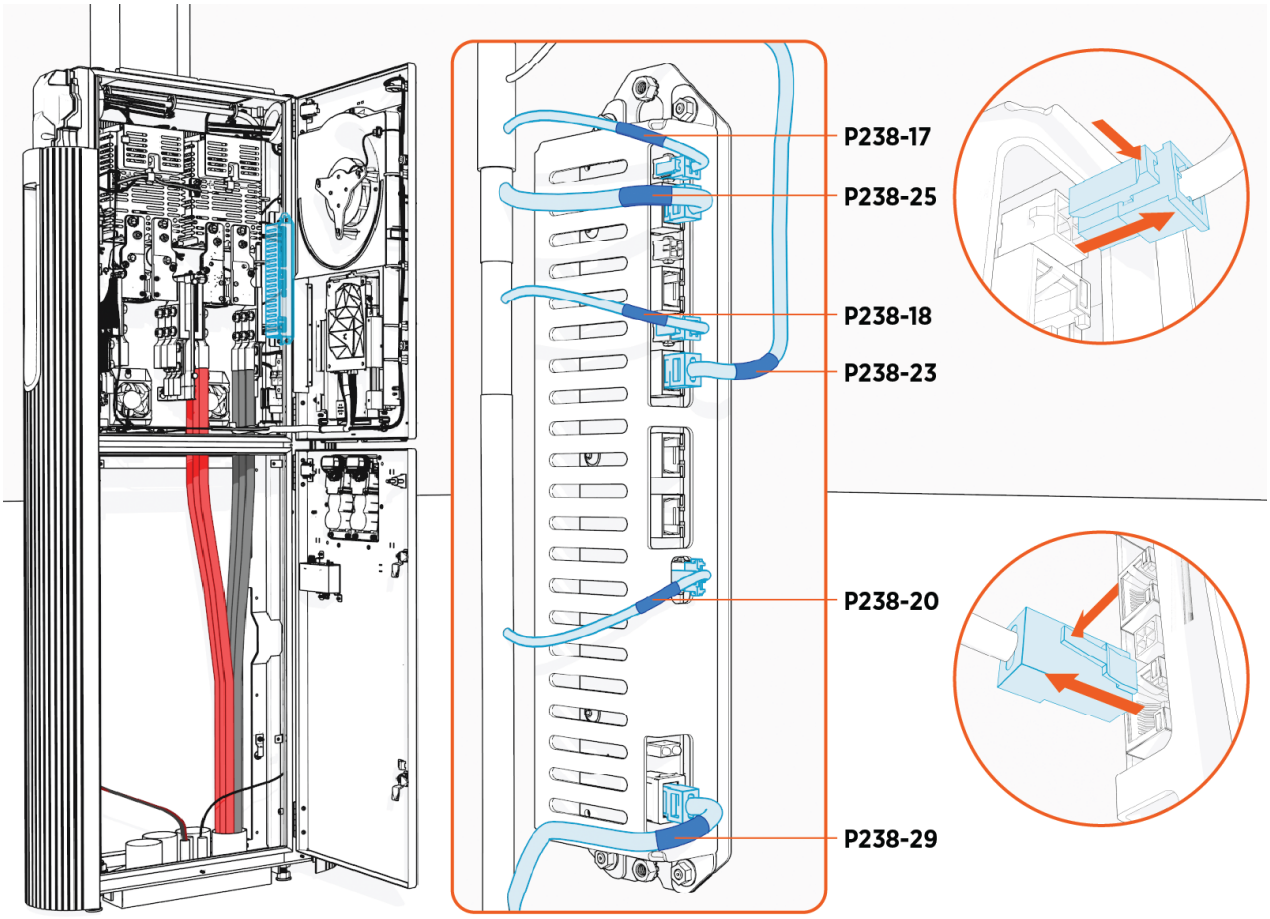
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.
4. Remove the HV DC input bus bar safety cover.

After replacing the components, reverse the above steps to complete the service.

Replace the Ethernet Switch (SSLAN)

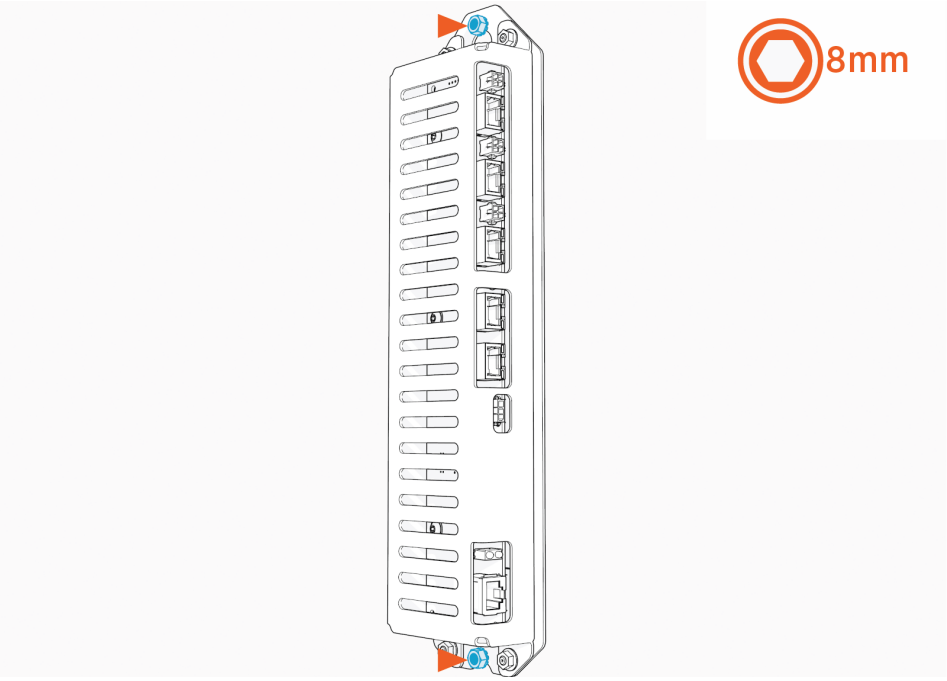
1. Press the latch and pull the connector to disconnect the cables (x6).



REINSTALL NOTE:

- Find the label on each cable to plug its connector back into its correct receptacle connector.
- To reconnect, plug in. The connector latch must snap onto the receptacle with a click sound to ensure that the connection is secure.

2. Loosen the hex nuts (x2) and slide the Ethernet switch up to remove.



REINSTALL NOTE: Torque these nuts to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Cooling Controller 10

This section provides instructions for replacing the cooling controller in the Power Link 2000.

Required Tools and Materials



8 mm hex socket

Before You Begin

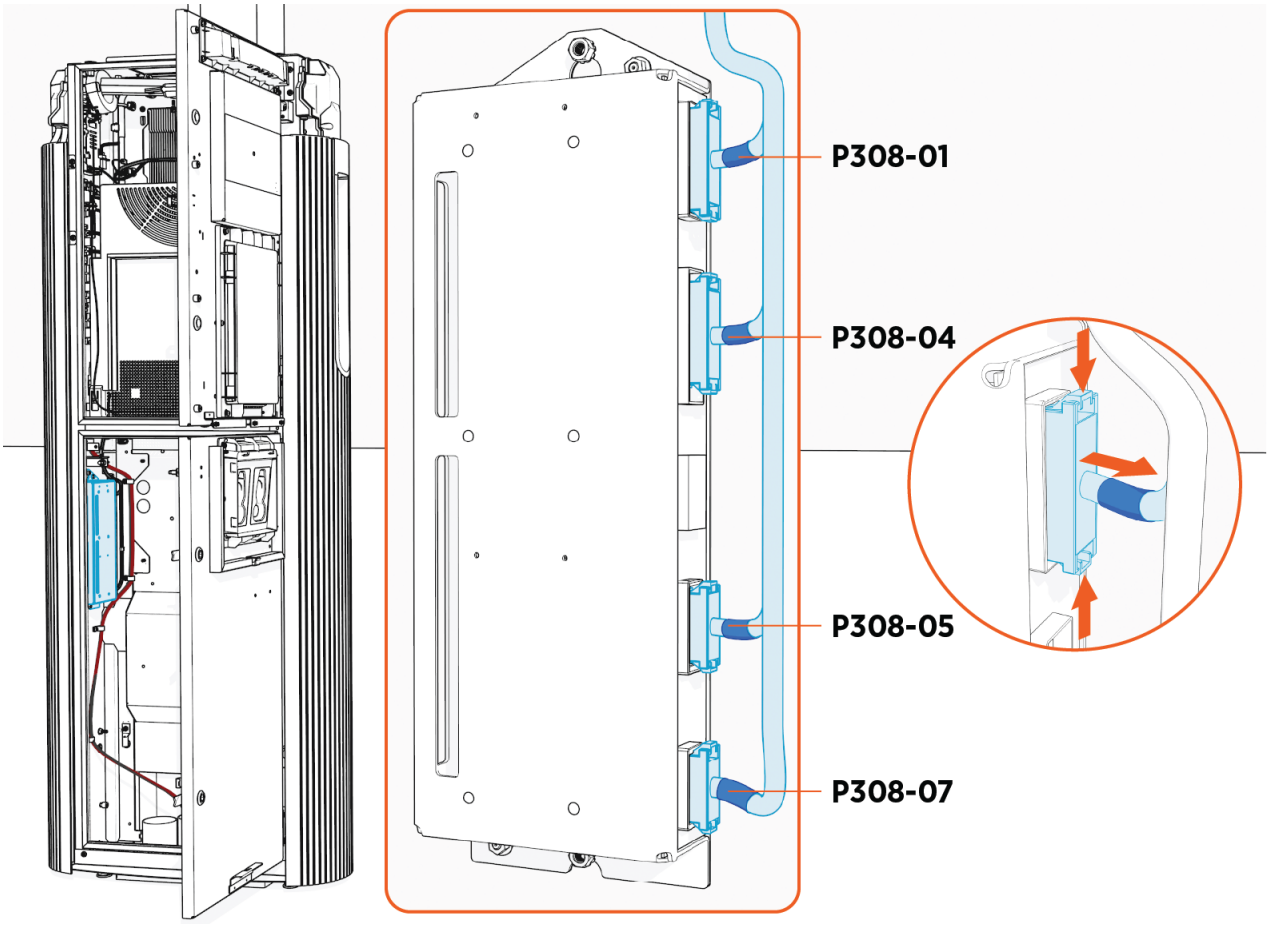
Before servicing the component, complete the following steps:

1. Power off.
2. Remove the front lower cover.
3. Open the lower door.

After replacing the components, reverse the above steps to complete the service.

Replace the Cooling Controller

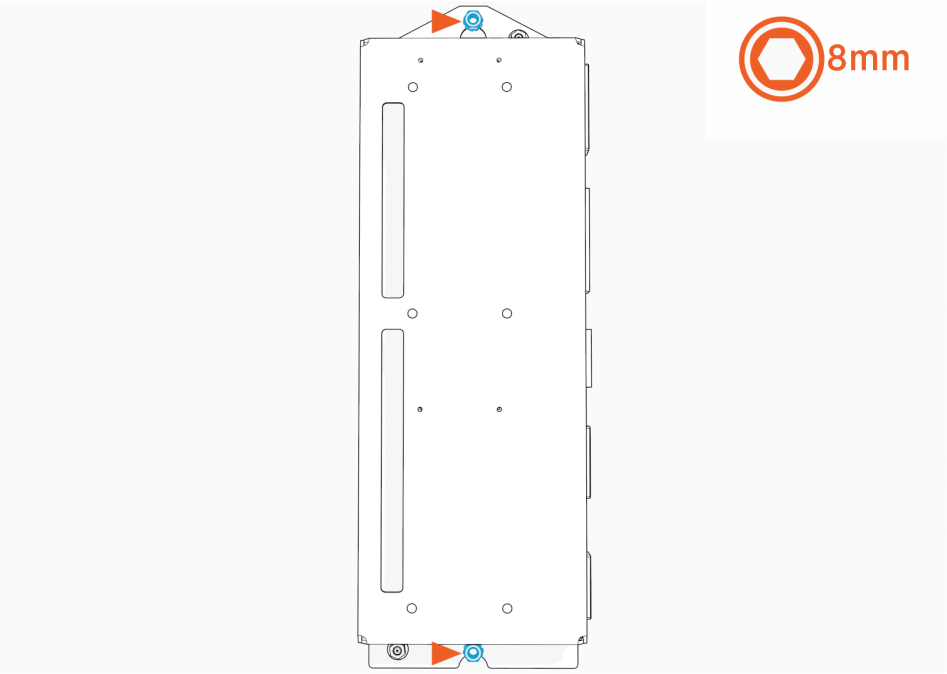
1. Press the latches and pull the connector to disconnect the cables (x4).



REINSTALL NOTE:

- Find the label on each cable to plug its connector back into its correct receptacle connector.
- To reconnect, plug in. The latch must snap into the receptacle connector with a click sound to ensure that the connection is secure.

2. Loosen the hex nuts (x2) and slide the cooling controller up to remove.



REINSTALL NOTE: Torque these nuts to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

11 Control and Communication Module (CCOM)/Display

This section provides instructions for replacing the CCOM and display in the Power Link 2000. Refer to the appropriate subsection below:

- 8-Inch CCOM/Display Replacement
- 15-Inch CCOM/Display Replacement
- 8-Inch to 15-Inch Display Retrofit in Variation A Power Link 2000
- 8-Inch to 15-Inch Display Retrofit in Variation B Power Link 2000

To identify the Power Link 2000 variation, see Appendix: Variation Identification.

WARNING: This warning applies only to Power Link 2000s certified for Eichrecht. On Power Link 2000 units certified for Eichrecht, the CCOM is not easily replaceable. As a standard practice, if replacing the CCOM, the Power Path Lug and charging cables (refer to Charging Cable) must also be replaced. Removing these components breaks both the digital and physical sealing, which invalidates Eichrecht compliance and disables the station for public charging in affected jurisdictions. Only ChargePoint or qualified Instandsetzer (a technician certified for Eichrecht work) can replace these parts while preserving Eichrecht validity. You can identify an Eichrecht-certified Power Link 2000 by the "DE-M" mark on the nameplate.

8-Inch CCOM/Display Replacement

This section provides instructions for replacing the 8-inch CCOM and display in the Power Link 2000.

Required Tools and Materials


8 mm hex socket


T25 Security screwdriver


Marker

Before You Begin

Before servicing the component, complete the following steps:

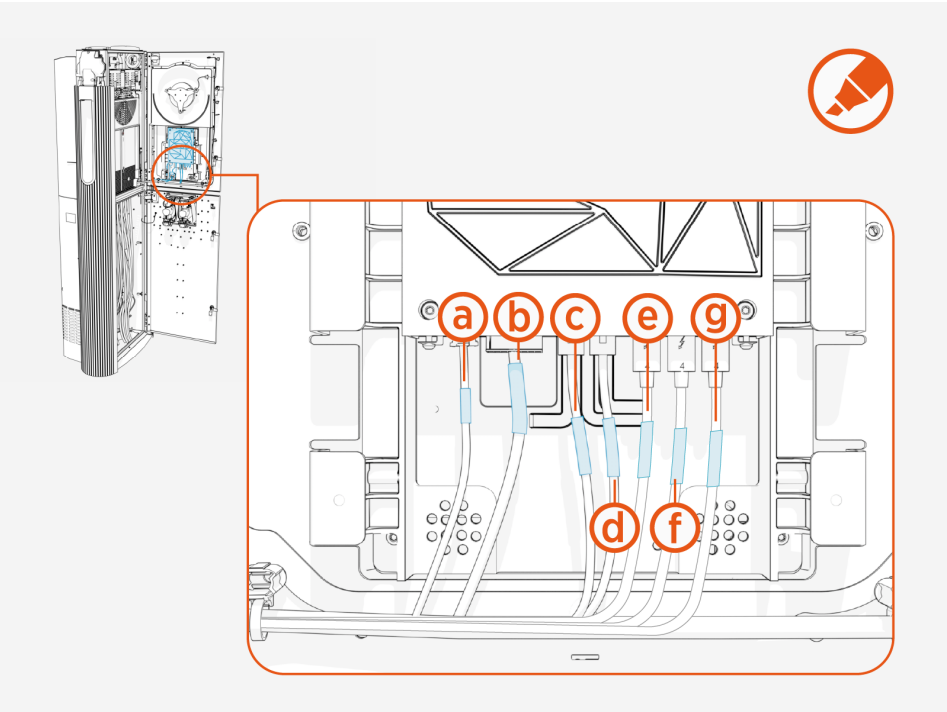
1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.

After replacing the component, reverse the above steps to complete the service.

Replace the 8-Inch CCOM/Display

1. Ensure all cables connected to the CCOM are labeled as shown below.

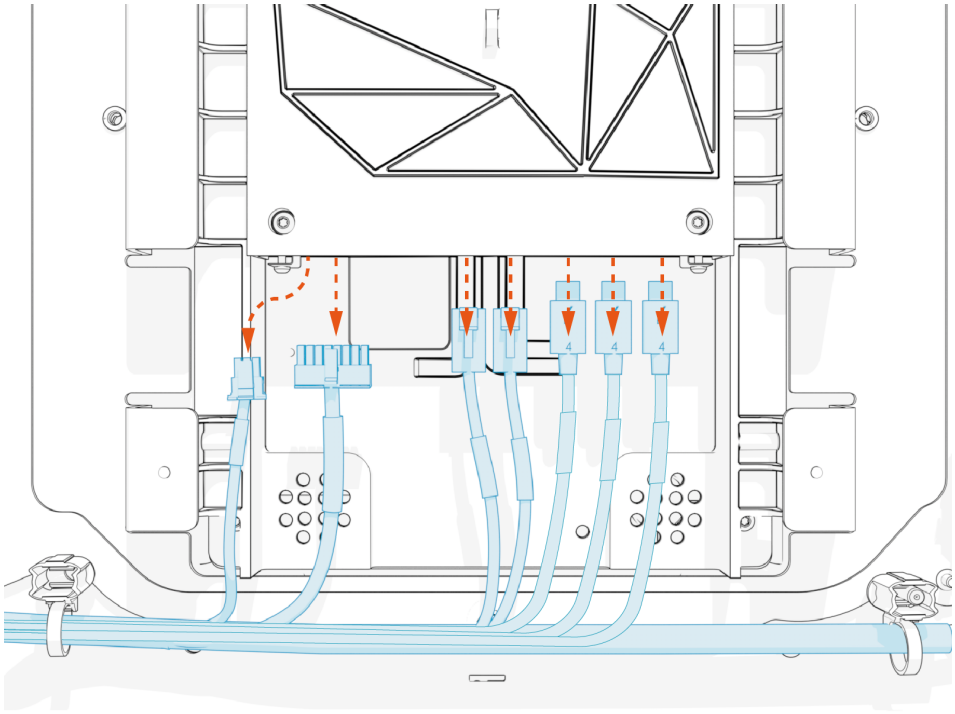
NOTE: Depending on the Power Link 2000 configuration, there may be zero, one, two, or three USB cables connected to the CCOM.



(a) P312-02
(b) P312-08
(c) SSLAN
(d) ETH SURGE
(e) USB 1
(f) USB 2
(g) USB 3

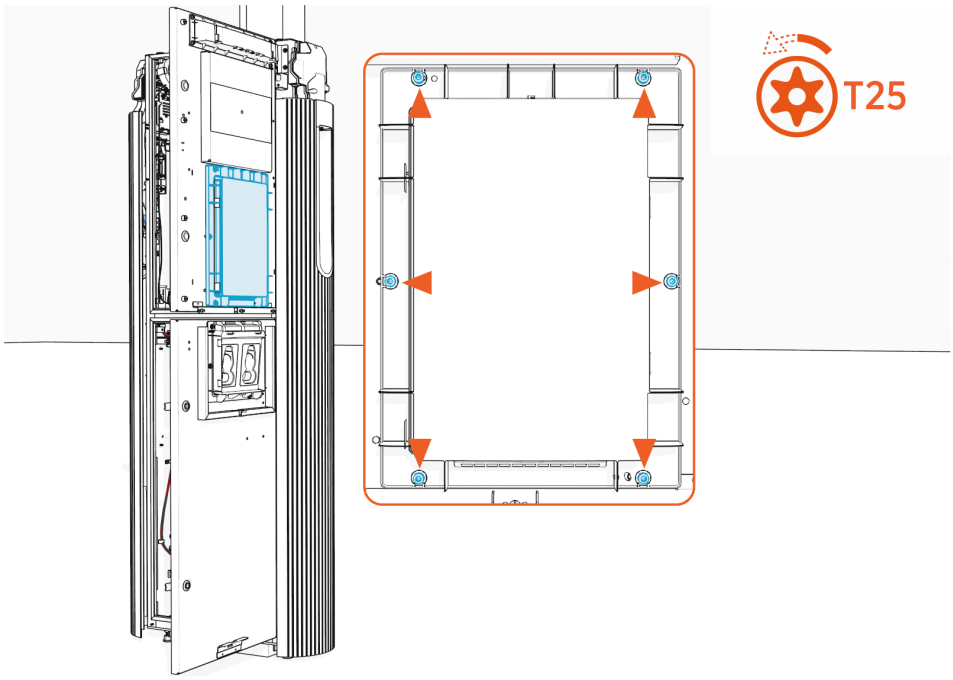
REINSTALL NOTE: Check the label on each cable to ensure cables are plugged into the correct port on the CCOM.

2. Disconnect all cables from the CCOM.



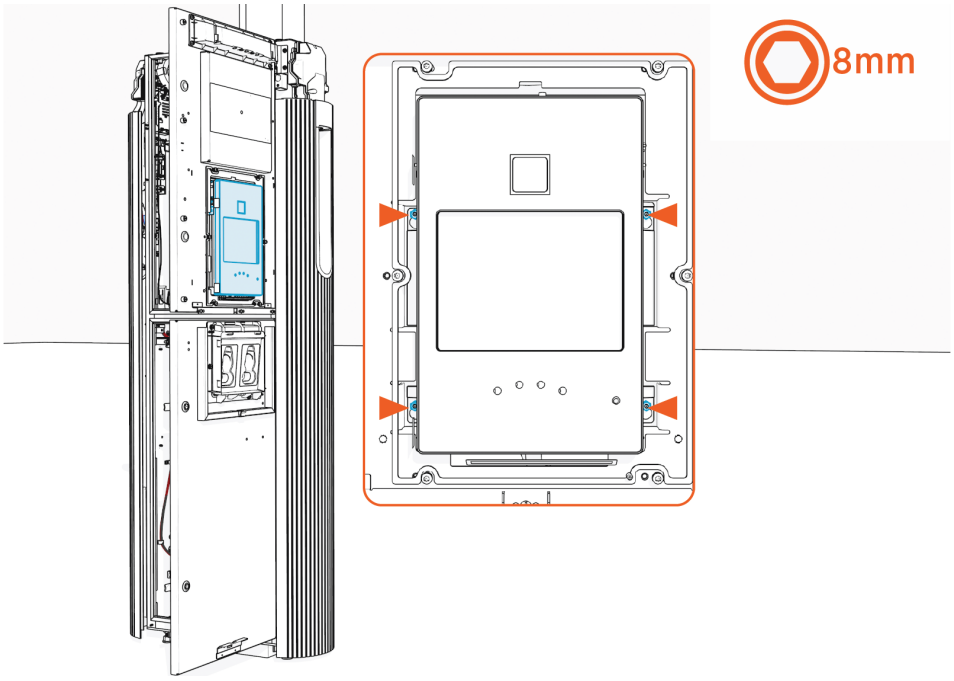
REINSTALL NOTE: Each cable has a latch on its terminating connector, except for the USB cables. Ensure the latch snaps into the CCOM receptacle connector with a click sound for a secure connection.

3. Loosen the screws (x6) to remove the CCOM/display cover.



REINSTALL NOTE: Torque these screws to **2.8 Nm (25 in-lb)**.

4. Loosen the hex nuts (x4) and slide the CCOM/display up to remove it from the door.



REINSTALL NOTE:

- Torque these nuts to **4.5 Nm (40 in-lb)**.
- Peel off the protective plastic film on the new CCOM/display.
- Use care when handling the display.

> **CAUTION:** The display is heavy and should not be dropped.

- Do not power on Power Link 2000 and contact ChargePoint Support to activate the new CCOM. Find your region's technical support number at chargepoint.com/support.

> **CAUTION:** Powering on Power Link 2000 without activating the new CCOM can cause a loss of station data on ChargePoint Platform Dashboard.

Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

15-Inch CCOM/Display Replacement

This section provides instructions for replacing the 15-inch CCOM and display in the Power Link 2000.

Required Tools and Materials



T20 Screwdriver



Marker

Before You Begin

Before servicing the component, complete the following steps:

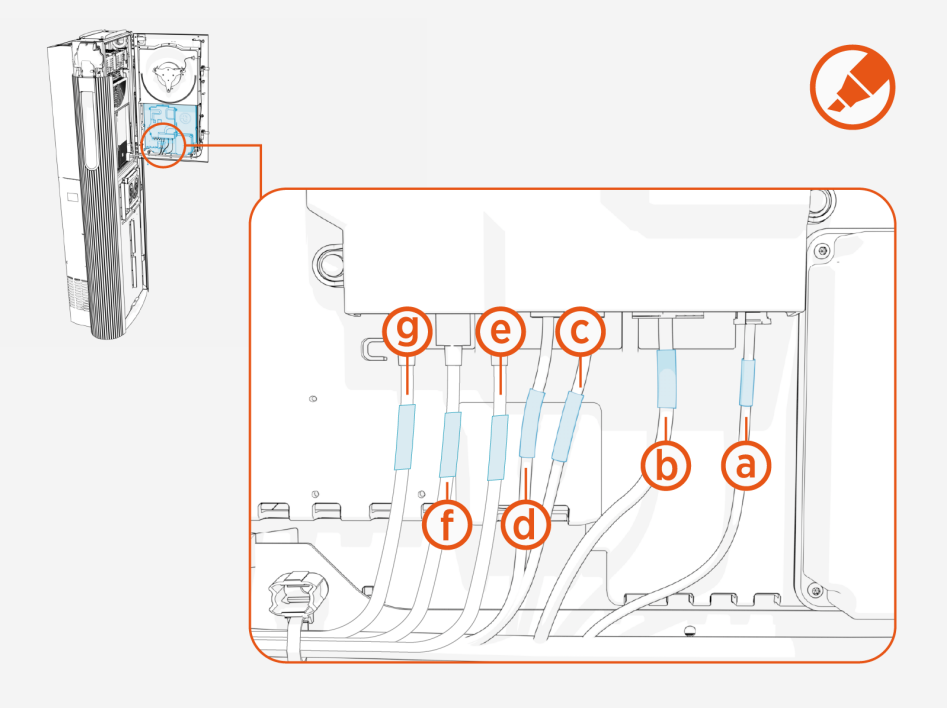
1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.

After replacing the component, reverse the above steps to complete the service.

Replace the 15-Inch CCOM/Display

1. Ensure all cables connected to the CCOM are labeled as shown below.

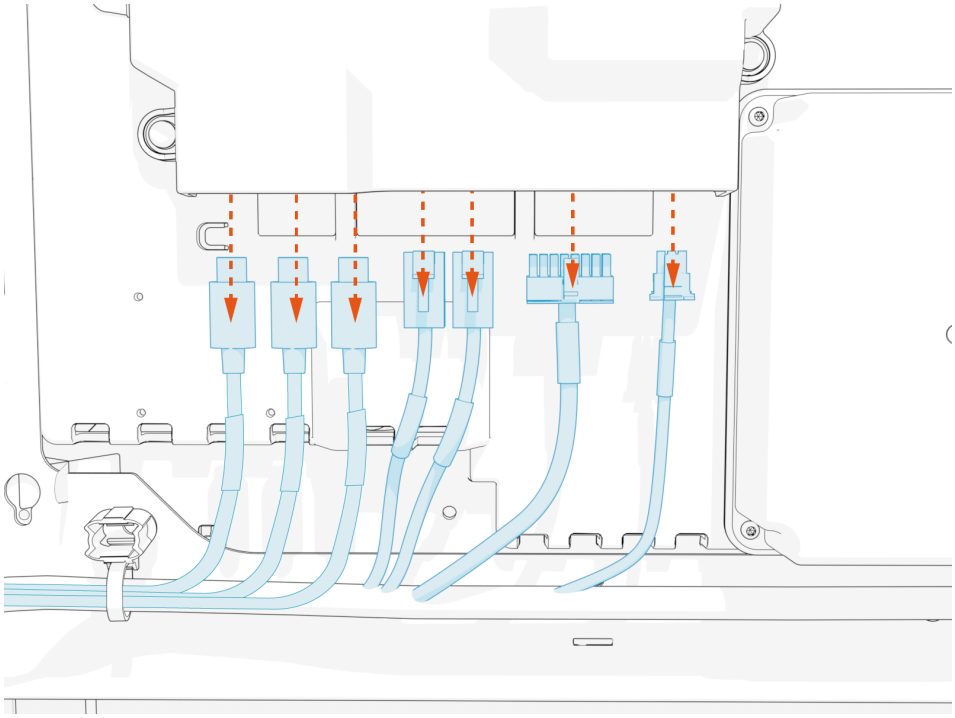
NOTE: Depending on the Power Link 2000 configuration, there may be zero, one, two, or three USB cables connected to the CCOM.



(a) P312-02
(b) P312-08
(c) SSLAN
(d) ETH SURGE
(e) USB 1
(f) USB 2
(g) USB 3

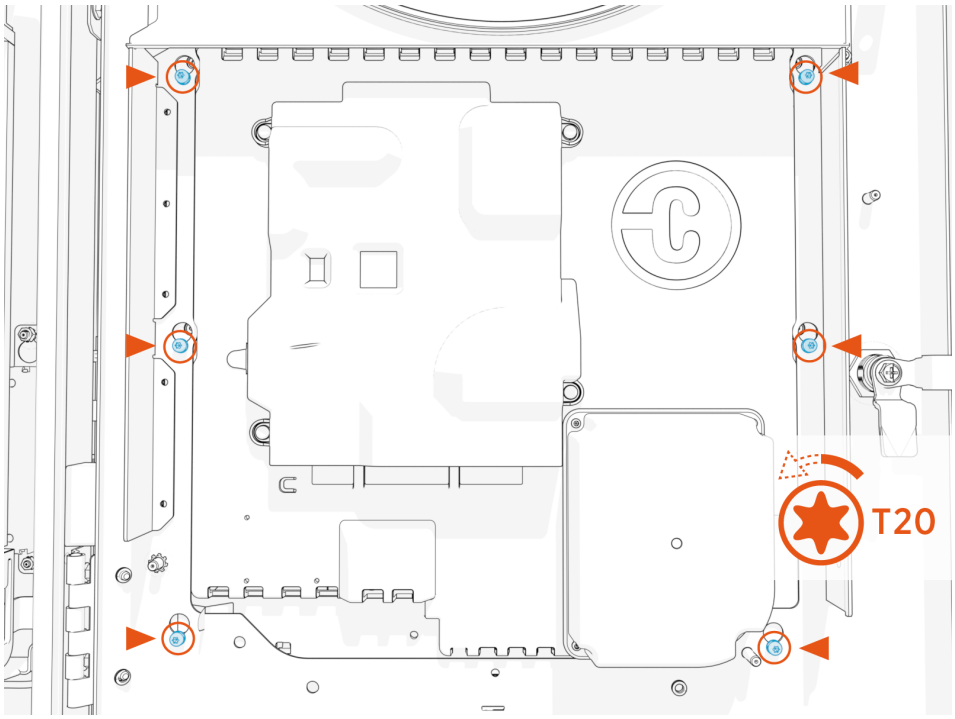
REINSTALL NOTE: Check the label on each cable to ensure cables are plugged into the correct port on the CCOM.

2. Disconnect all cables from the CCOM.



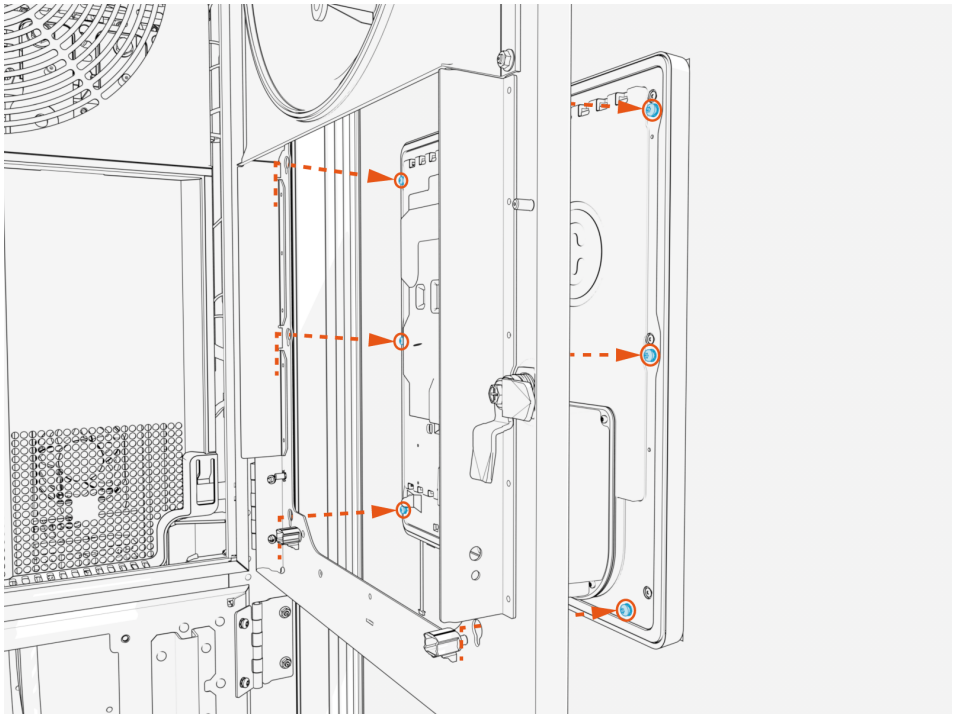
REINSTALL NOTE: Each cable has a latch on its terminating connector, except for the USB cables. Ensure the latch snaps into the CCOM receptacle connector with a click sound for a secure connection.

3. Loosen the screws (x6).



REINSTALL NOTE: Torque these screws to **2.8 Nm (25 in-lb)**.

4. Slide the CCOM/display up to remove it from the door.



REINSTALL NOTE:

- Peel off the protective plastic film on the new CCOM/display.
- Use care when handling the display.

> **CAUTION:** The display is heavy and should not be dropped.

- Do not power on Power Link 2000. Contact ChargePoint Support to activate the new CCOM. Find your region's technical support number at chargepoint.com/support.

> **CAUTION:** Powering on Power Link 2000 without activating the new CCOM can cause a loss of station data on ChargePoint Platform Dashboard.

Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

8-Inch to 15-Inch Display Retrofit in Variation A Power Link 2000

This section provides instructions for retrofitting an 8-inch display with a 15-inch display in a Variation A Power Link 2000. If working with a Variation B Power Link 2000, see 8-Inch to 15-Inch Display Retrofit in Variation B Power Link 2000. To identify the Power Link 2000 variation, see Appendix: Variation Identification.

Required Tools and Materials


T20 Torx screwdriver


T25 Security screwdriver


10 mm hex socket


Marker

Before You Begin

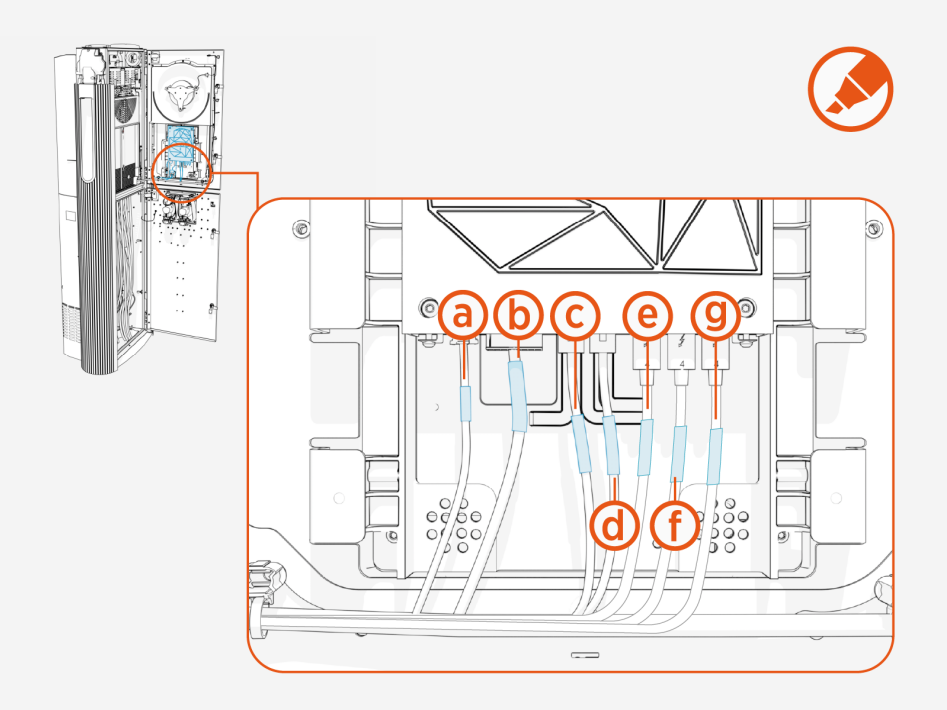
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.

Disconnect the CCOM Cables

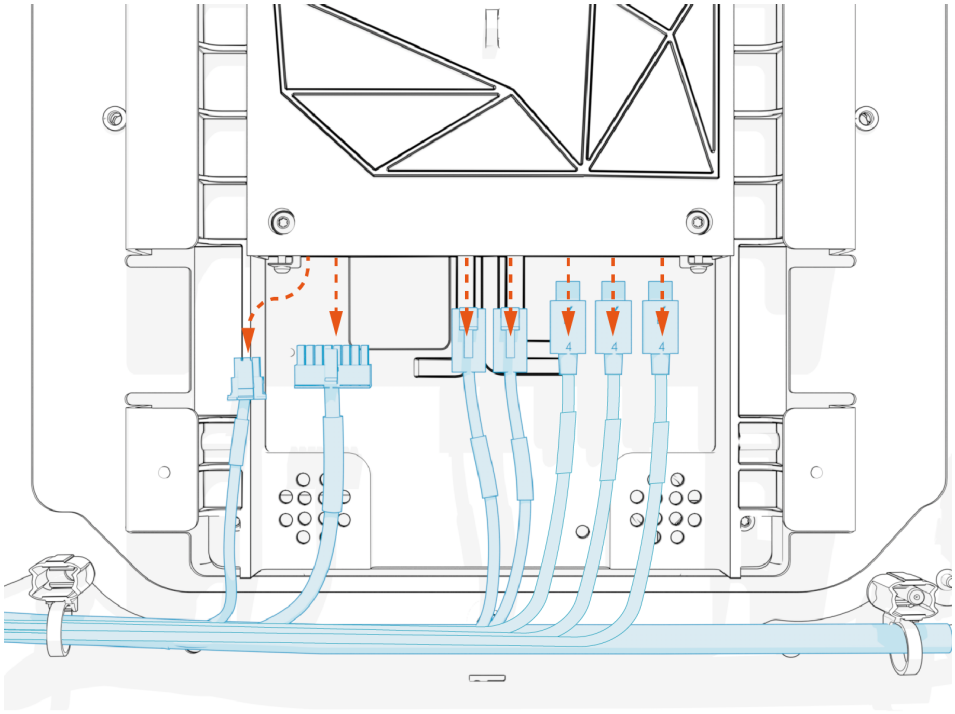
1. Ensure all cables connected to the CCOM are labeled as shown below.

> **NOTE:** Depending on the Power Link 2000 configuration, there may be zero, one, two, or three USB cables connected to the CCOM.



(a) P312-02
(b) P312-08
(c) SSLAN
(d) ETH SURGE
(e) USB 1
(f) USB 2
(g) USB 3

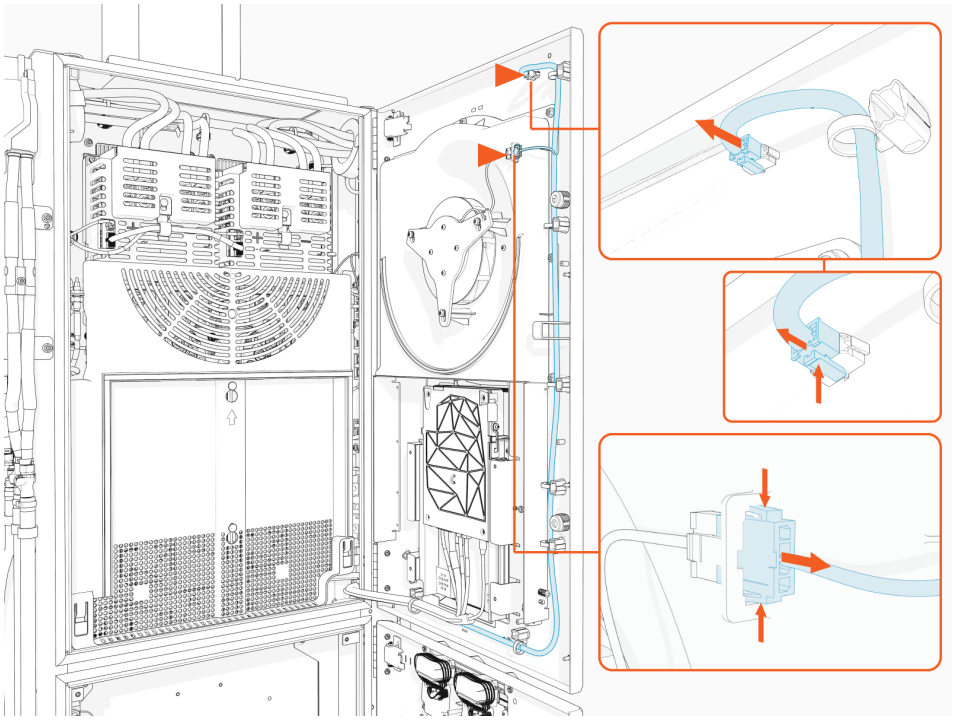
2. Disconnect all cables from the CCOM.



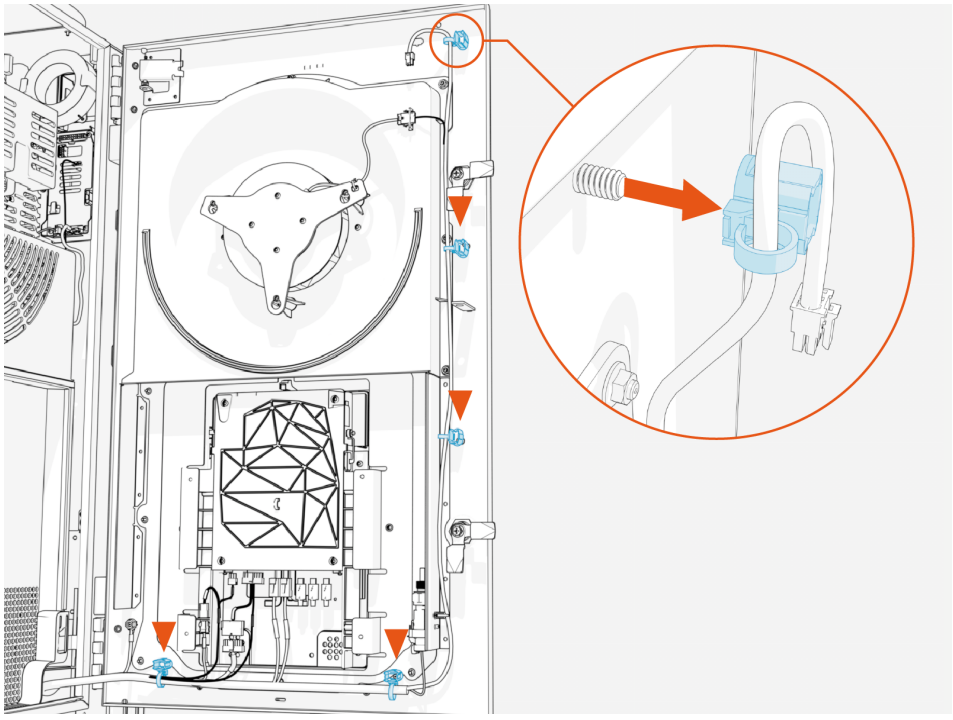
Prepare for Door Replacement

The 15-inch CCOM/display requires a new door to be installed. To prepare for door replacement, complete the following steps:

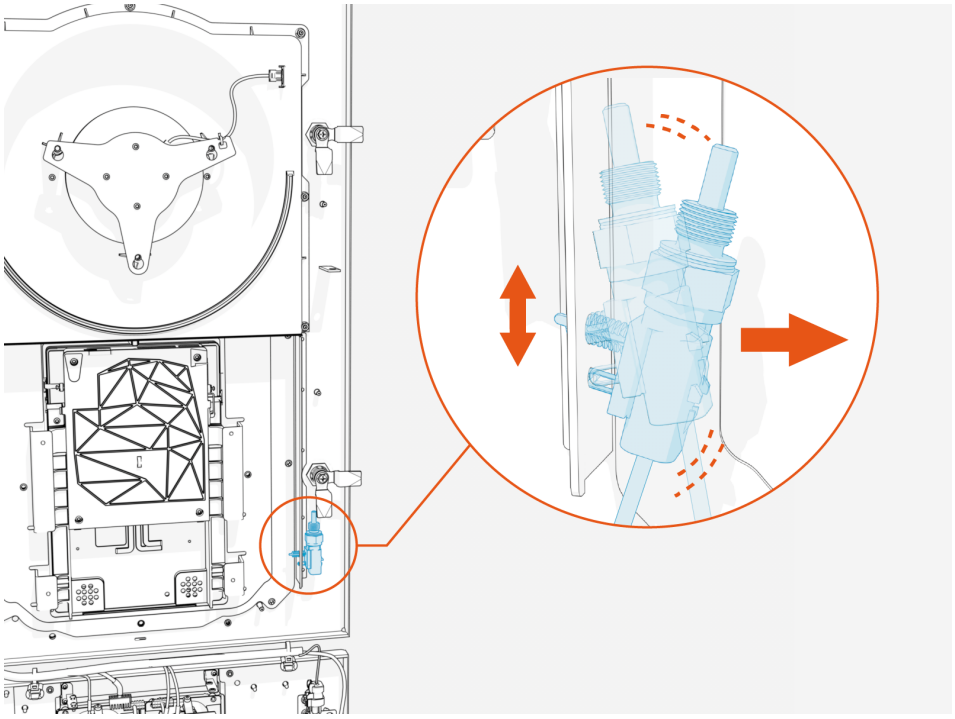
1. Unplug the area downlight cable connectors from the door.



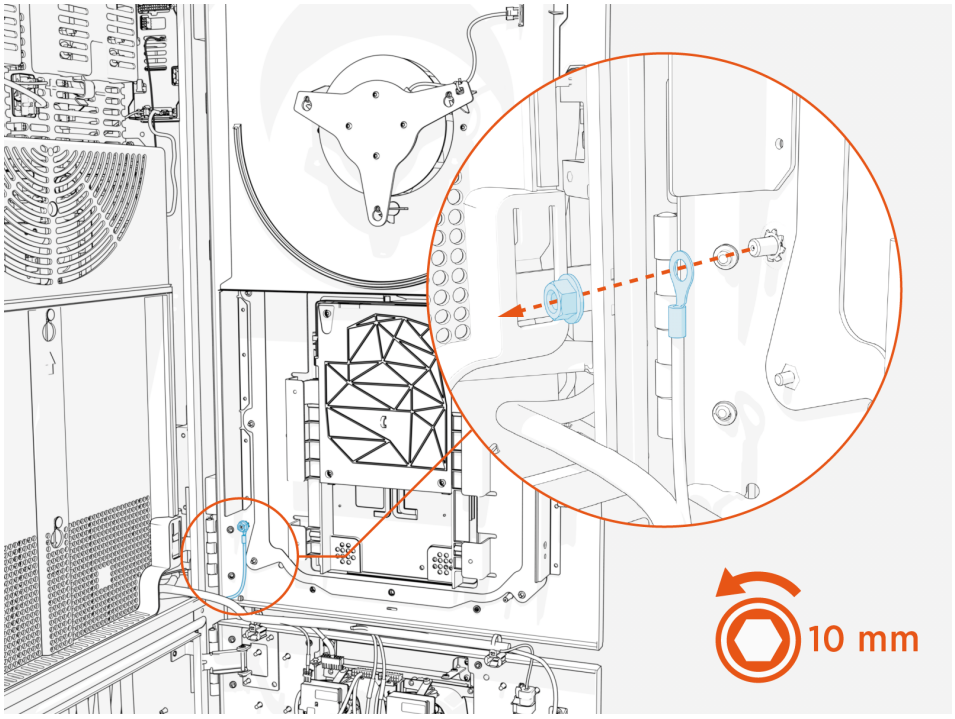
2. Disconnect cable harness clips (x5) from the door.



3. Remove the temperature sensor from the door.



4. Disconnect the ground wire from the door. Save the nut for later use.

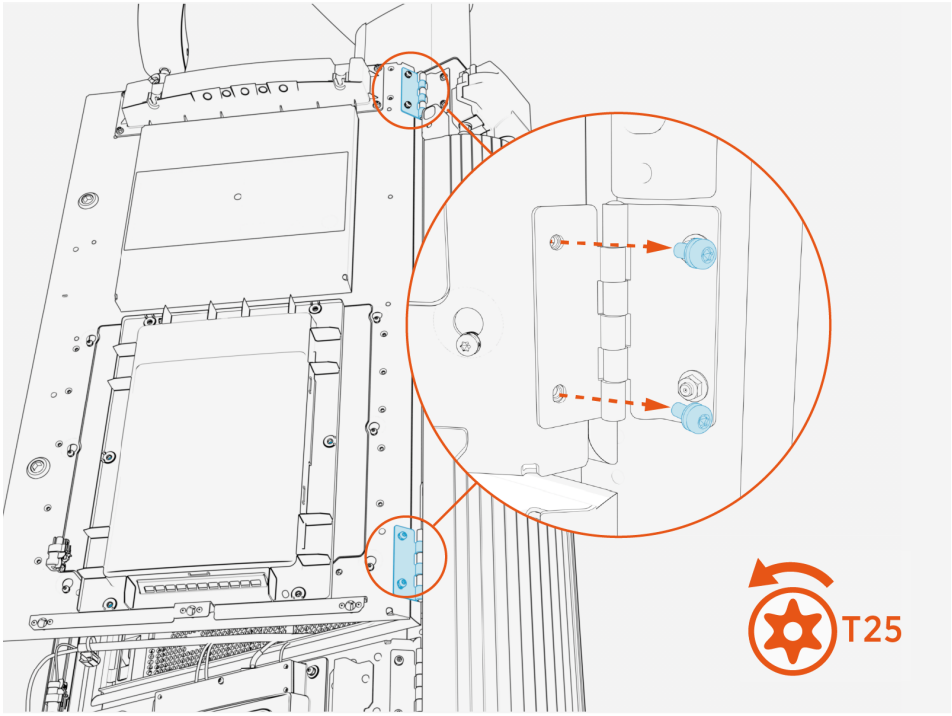


5. Store the cable harnesses within the station body.

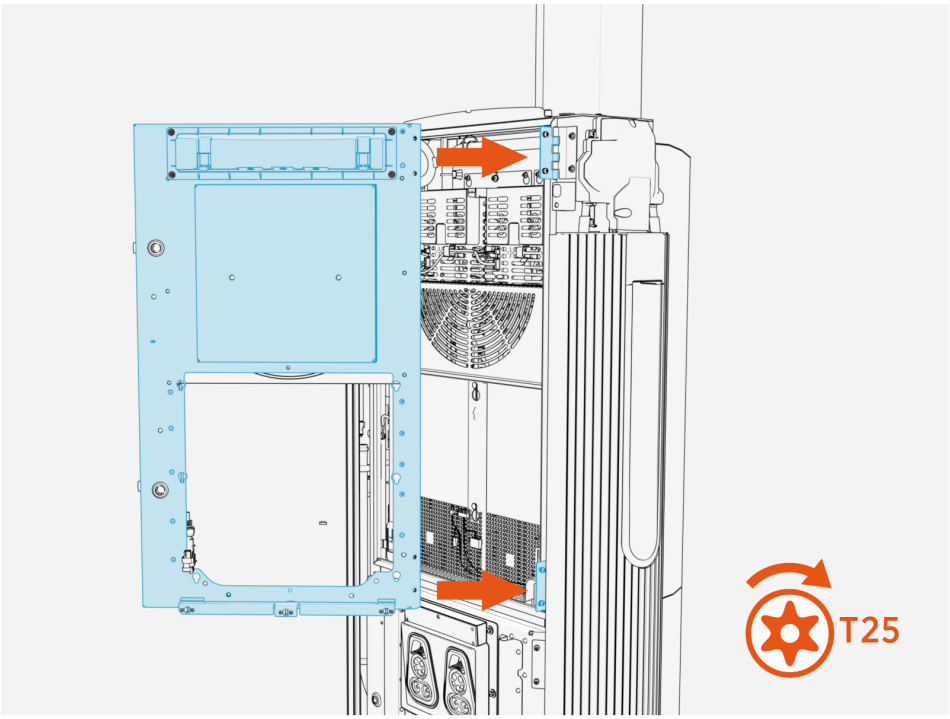
> **CAUTION:** The cables must be stored within the station body to avoid damaging the cables.

Replace the Door

1. Remove M5 screws (x4) at door hinges to remove the existing door.



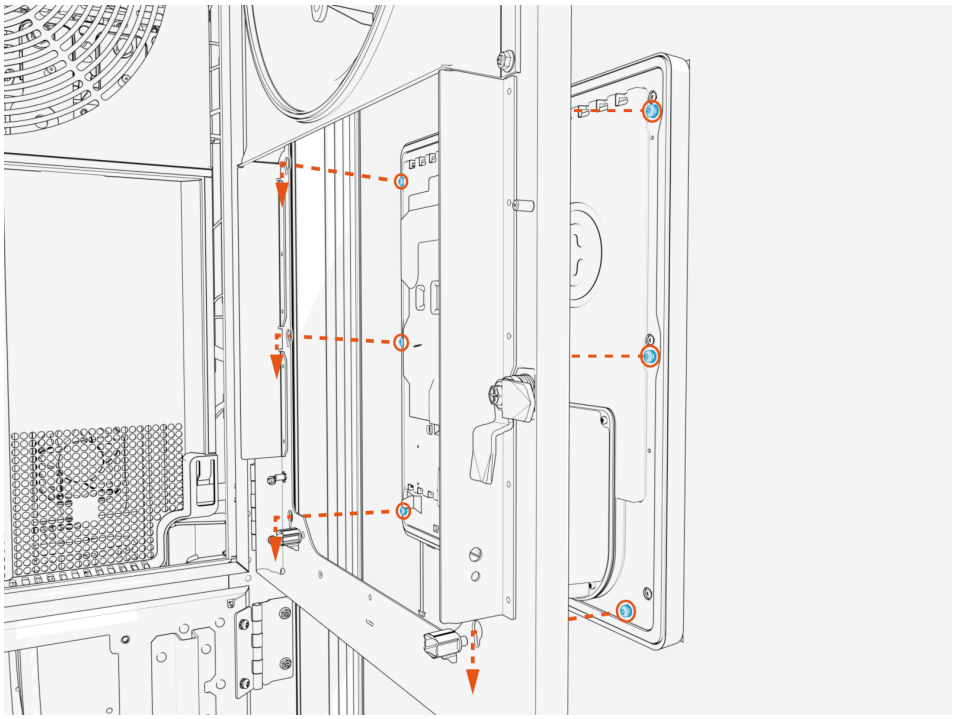
2. Align the replacement door (with larger opening for 15-inch display) to the Power Link 2000 frame and secure it with M5 screws (x4) at the door hinges. Torque to **4.5 Nm (40 in-lb)**.



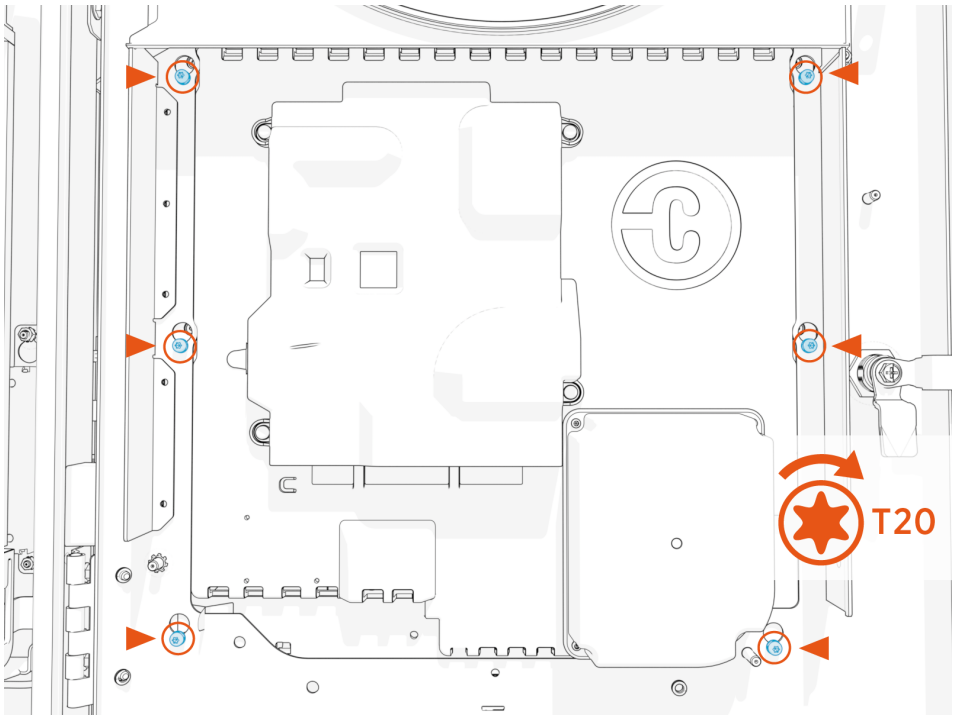
Mount 15-Inch Display

CAUTION: The display is heavy and should not be dropped.

1. Align and seat the 15-inch CCOM/display fasteners into the keyholes on the door.

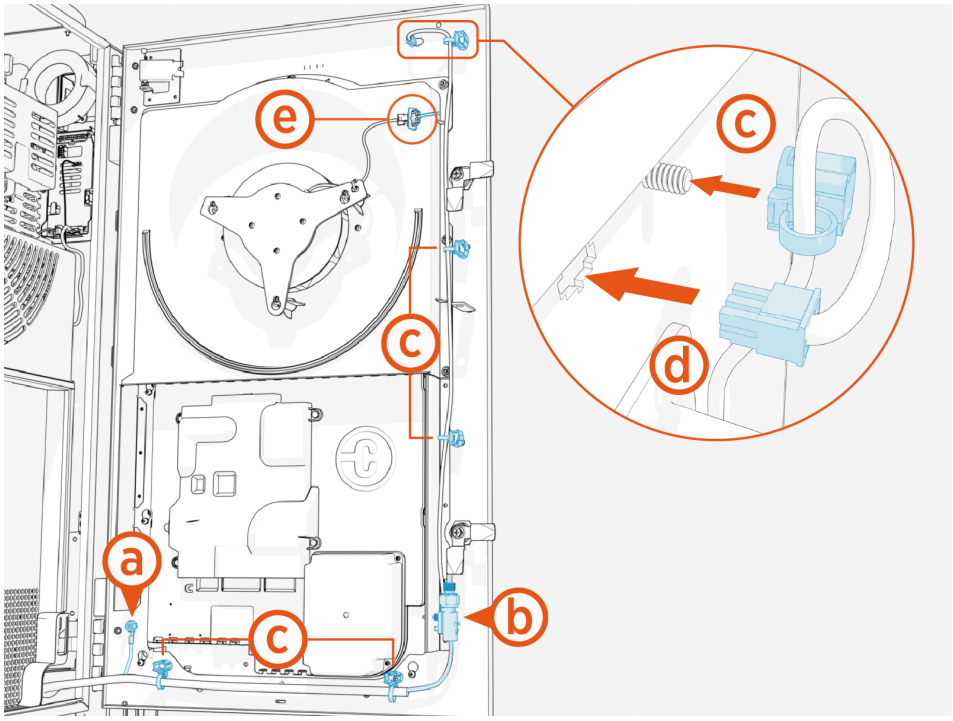


2. Tighten the fasteners (x6). Torque to **2.8 Nm (25 in-lb)**.



Reinstall Connections to the Door

1. Reinstall connections to the door.



(a) Connect the ground wire (with nut saved from prior removal).

(b) Install the temperature sensor.

(c) Connect the cable harness clips (x5).

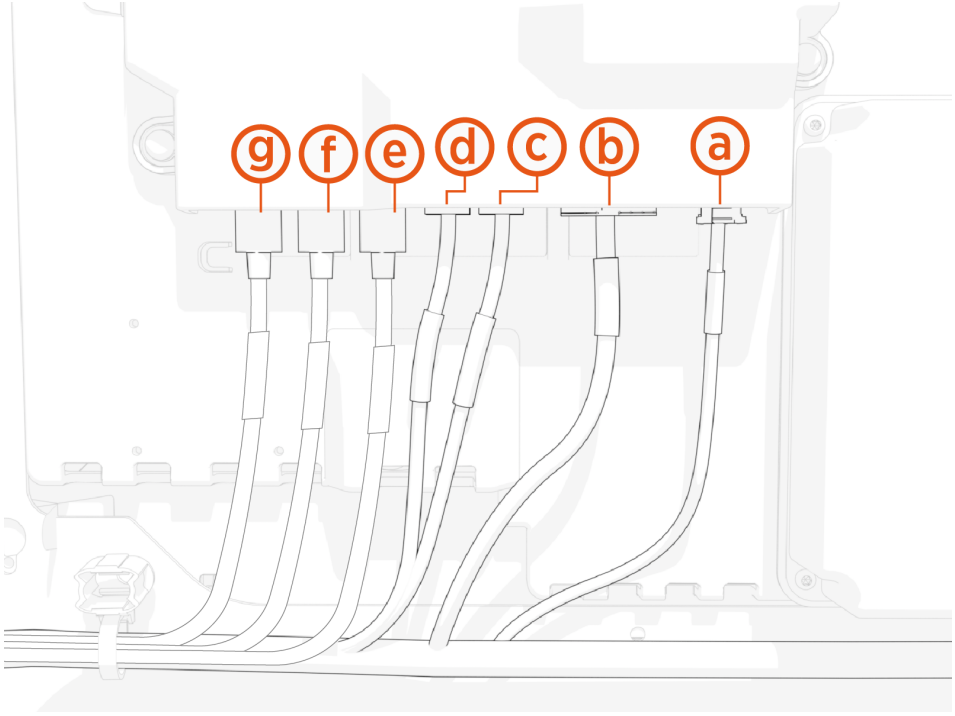
(d) Connect the downlight cable connector.

REINSTALL NOTE: Torque the ground wire nut to **5.6 Nm (50 in-lb)**.

2. Connect cables to the 15-inch CCOM.

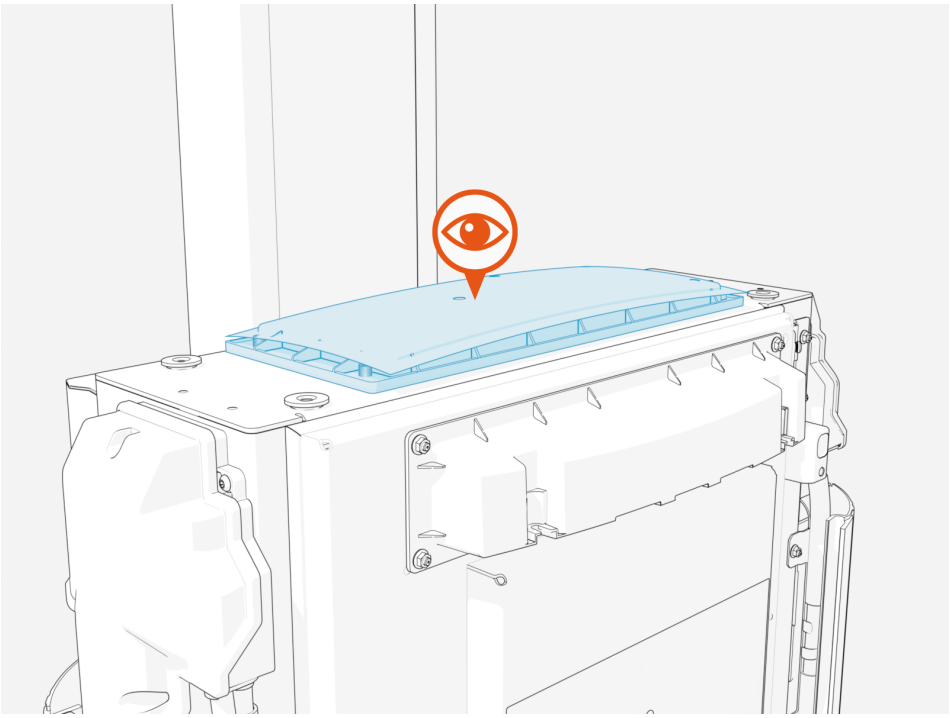
IMPORTANT:

- Check the label on each cable to ensure cables are plugged into the CCOM as shown below. The cable port locations are reversed between the 8-inch CCOM and 15-inch CCOM.
- Each cable has a latch on its terminating connector, except for the USB cables. Ensure the latch snaps into the CCOM receptacle connector with a click sound for a secure connection.

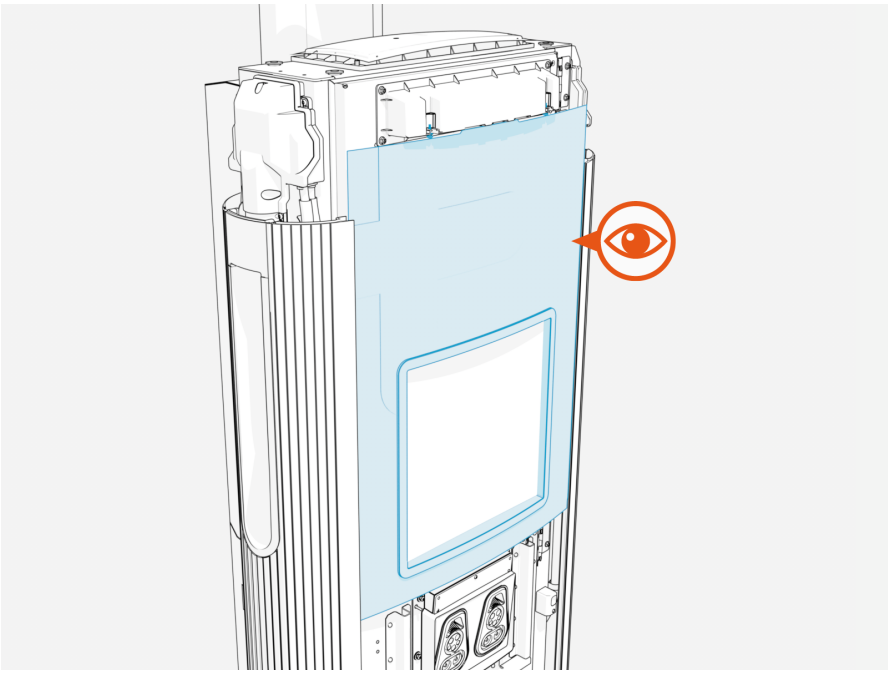


(a) P312-02
(b) P312-08
(c) SSLAN
(d) ETH SURGE
(e) USB 1
(f) USB 2
(g) USB 3

3. The 15-inch CCOM requires a Smart Antenna to function. Check if the Power Link 2000 is equipped with a Smart Antenna (highlighted in the illustration below). If needed, install a Smart Antenna.



4. Reverse the initial steps taken to power off and open the Power Link 2000, with the following modifications:
    - When reinstalling the front cover, install the new front cover with larger opening for the 15-inch display.



    - Do not power on the Power Link 2000 and contact ChargePoint Support to activate the new CCOM.

> **CAUTION:** Powering on without activating the new CCOM can cause a loss of station data on ChargePoint Platform.

    - After successful power on, complete the post-service checklist.

8-Inch to 15-Inch Display Retrofit in Variation B Power Link 2000

This section provides instructions for retrofitting an 8-inch display with a 15-inch display in a Variation B Power Link 2000. If working with a Variation A Power Link 2000, see 8-Inch to 15-Inch Display Retrofit in Variation A Power Link 2000. To identify the Power Link 2000 variation, see Appendix: Variation Identification.

Required Tools and Materials


T20 screwdriver


T25 Security screwdriver


8 mm hex socket


Marker

Before You Begin

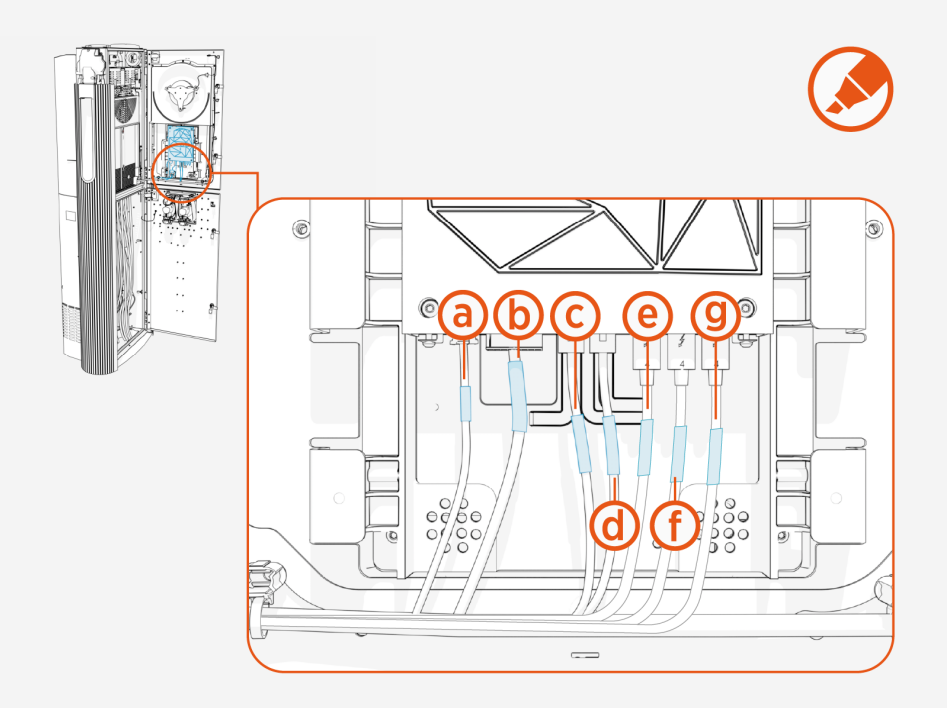
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.

Disconnect the CCOM Cables

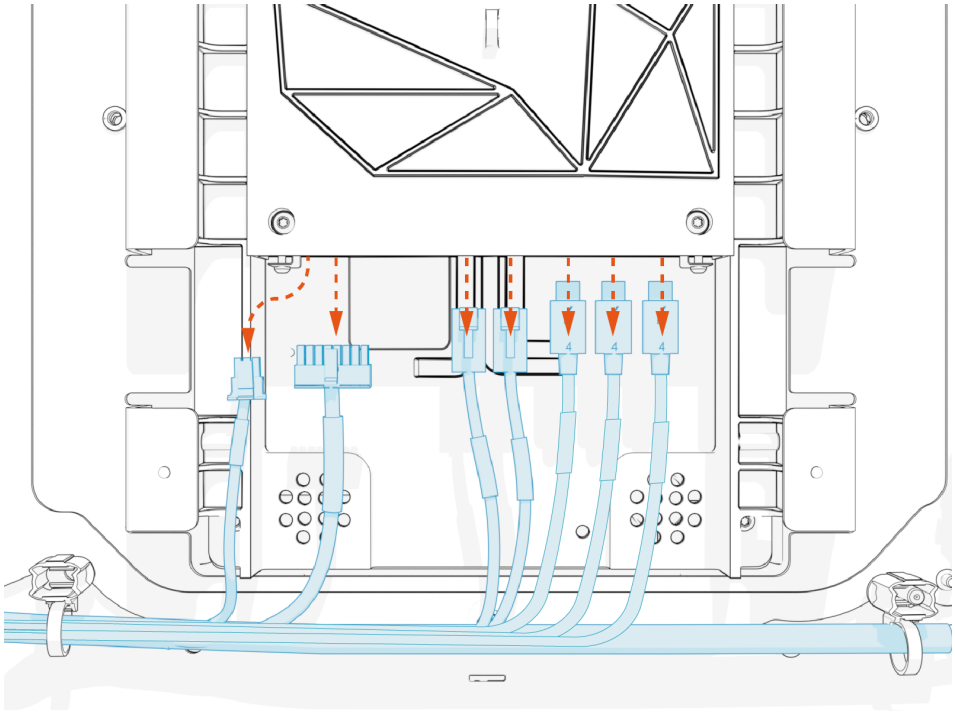
1. Ensure all cables connected to the CCOM are labeled as shown below.

> **NOTE:** Depending on the Power Link 2000 configuration, there may be zero, one, two, or three USB cables connected to the CCOM.



- **(a)** P312-02
- **(b)** P312-08
- **(c)** SSLAN
- **(d)** ETH SURGE
- **(e)** USB 1
- **(f)** USB 2
- **(g)** USB 3

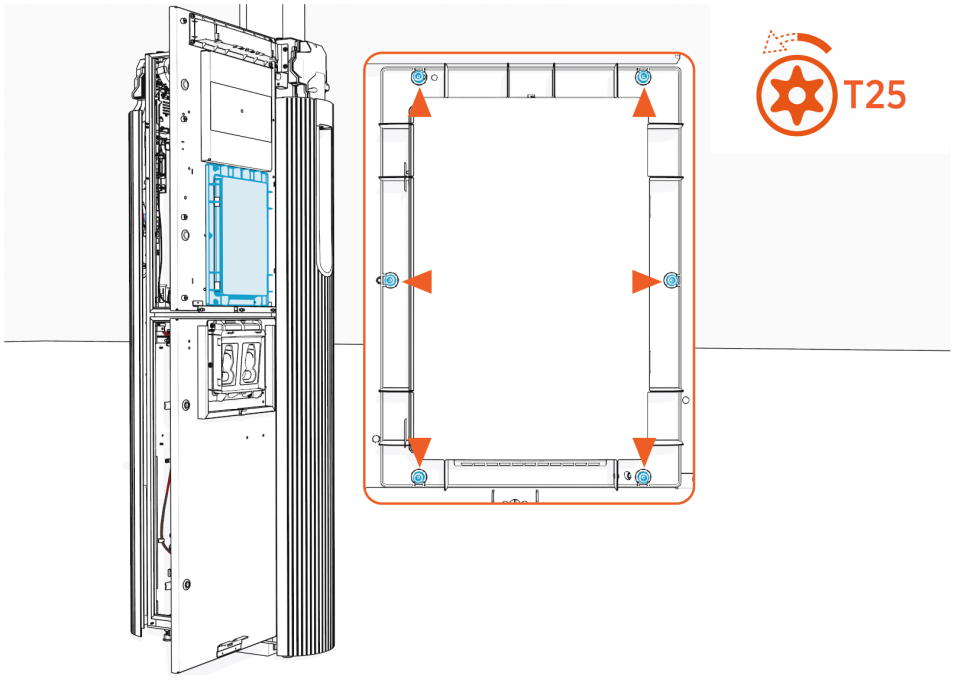
2. Disconnect all cables from the CCOM.



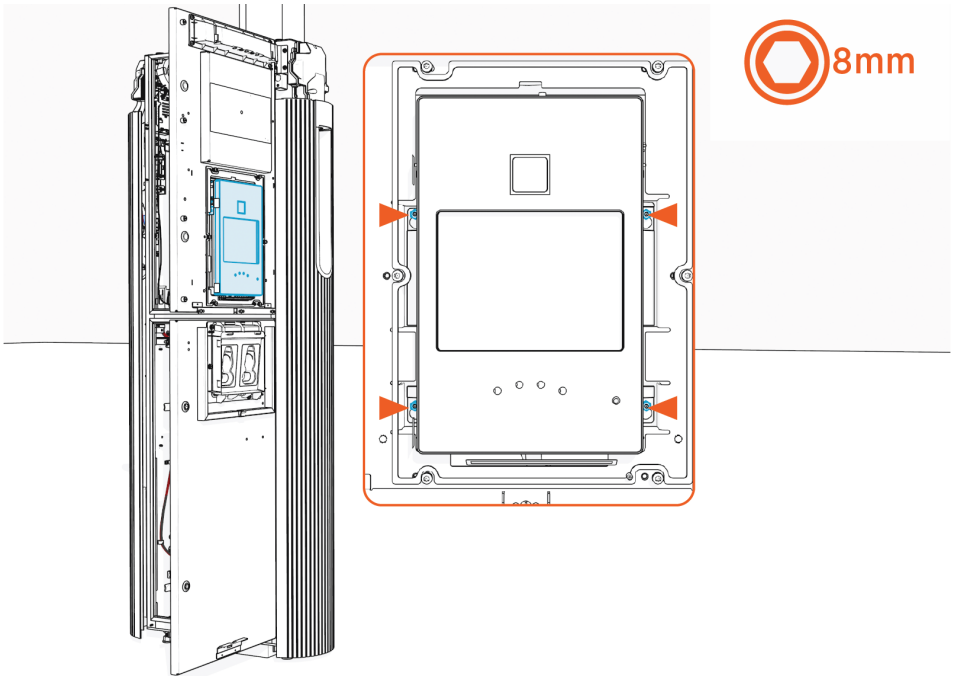
Remove the 8-Inch Display

To remove the 8-inch display, complete the following steps:

1. Loosen the screws (x6) to remove the display cover.



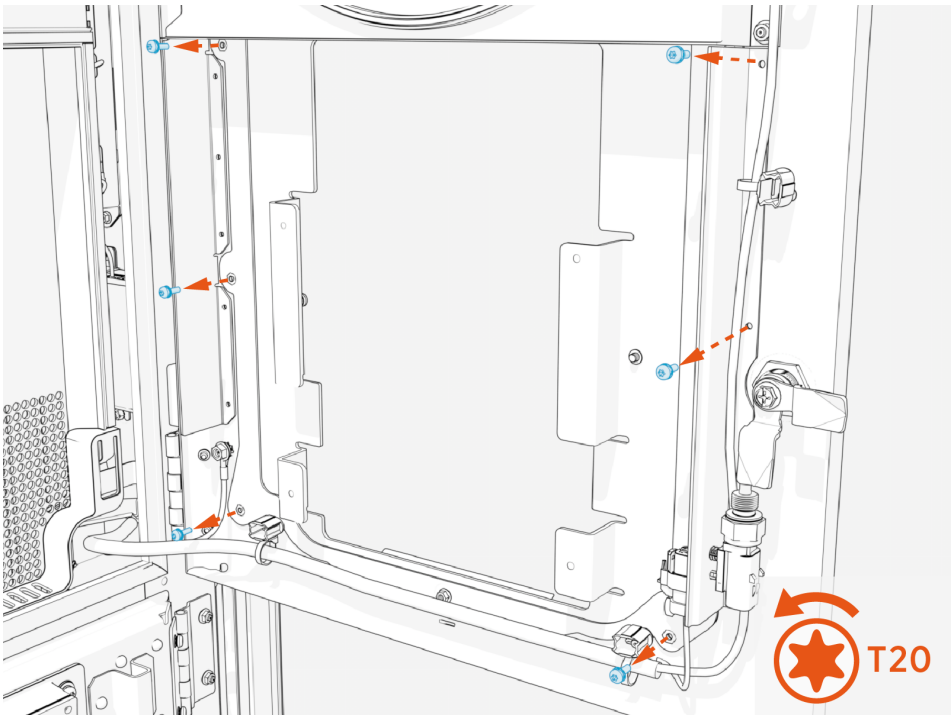
2. Loosen the hex nuts (x4) and slide the display up to remove it from the door.



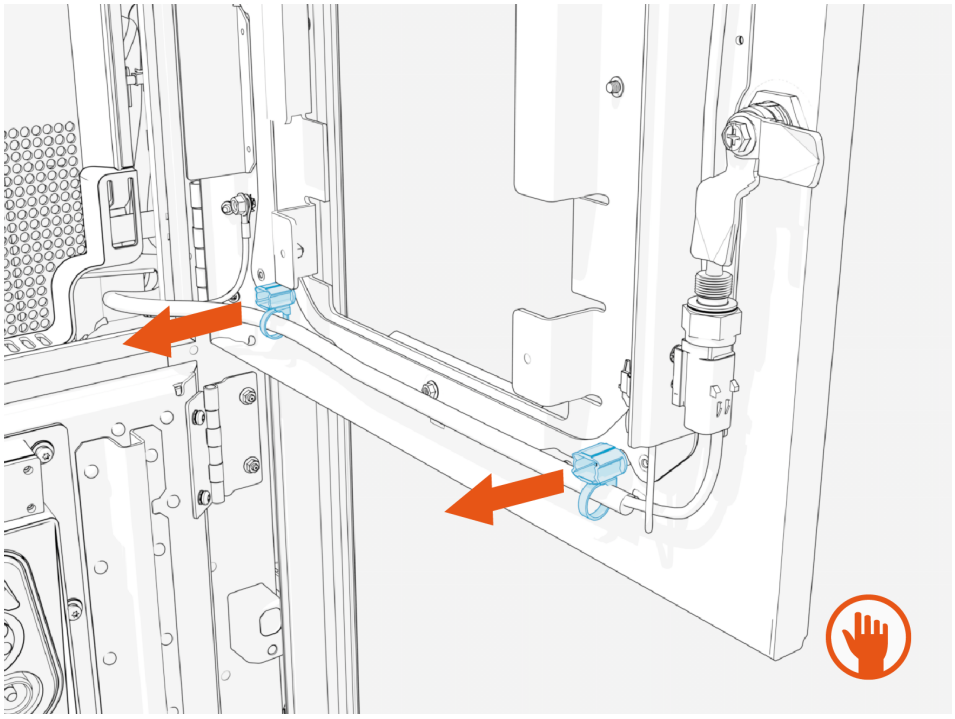
Remove the Adapter Bracket

To remove the adapter bracket, complete the following steps:

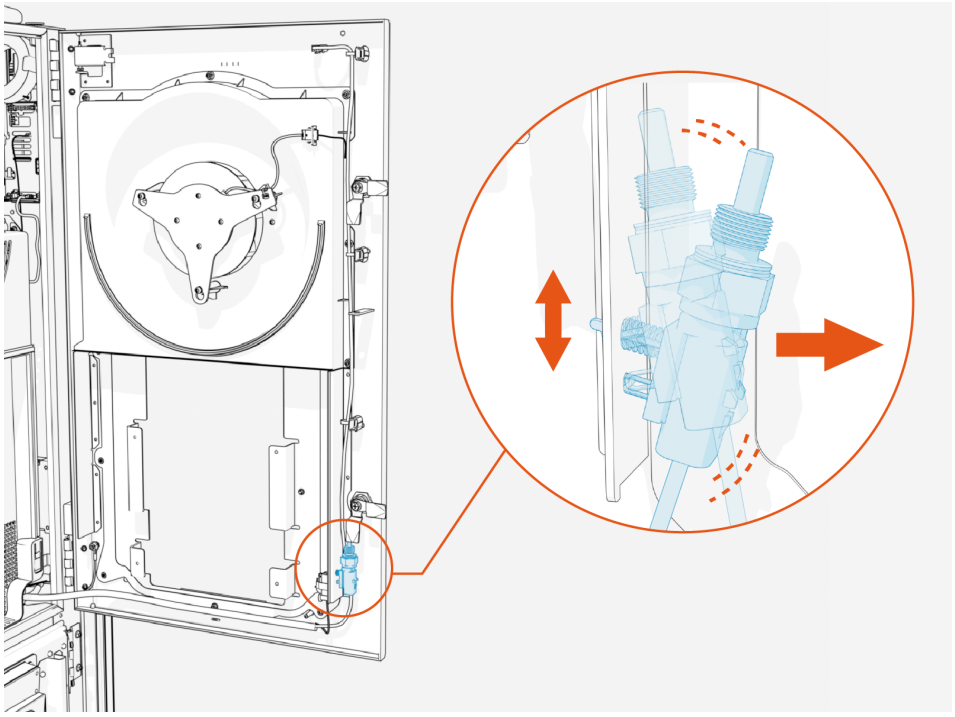
1. Remove adapter bracket fasteners (x6).



2. Disconnect main cable harness clips (x2) from the door.

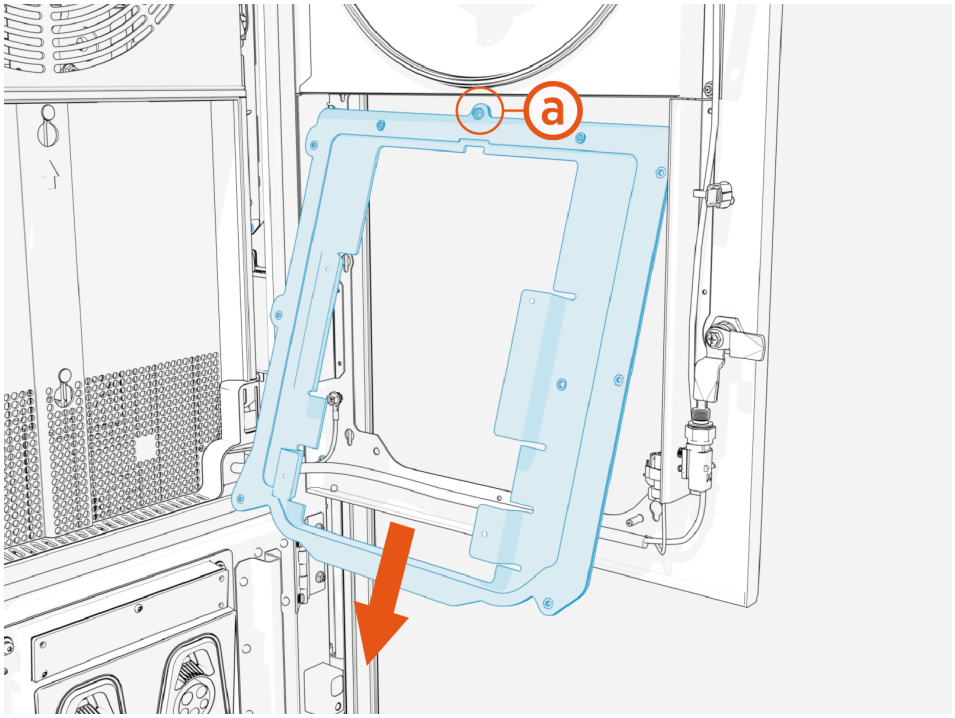


3. Remove the temperature sensor from the door.



4. Pull adapter bracket downward to remove.

> **NOTE:** The top of the bracket has an anchor stud (a) that must pull out of the door frame.

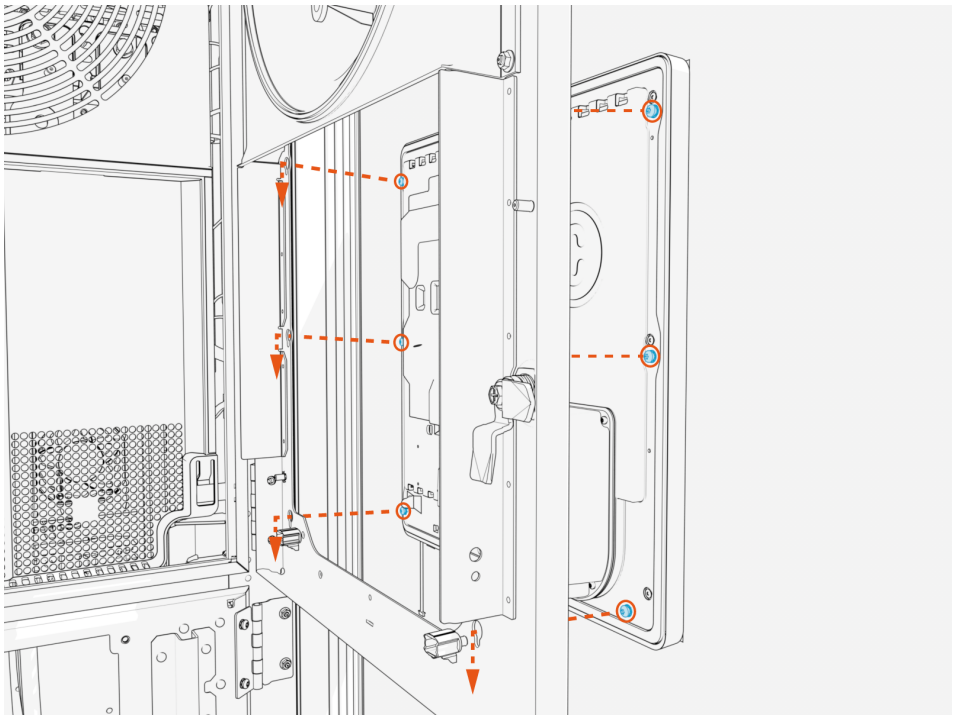


Mount the 15-inch Display

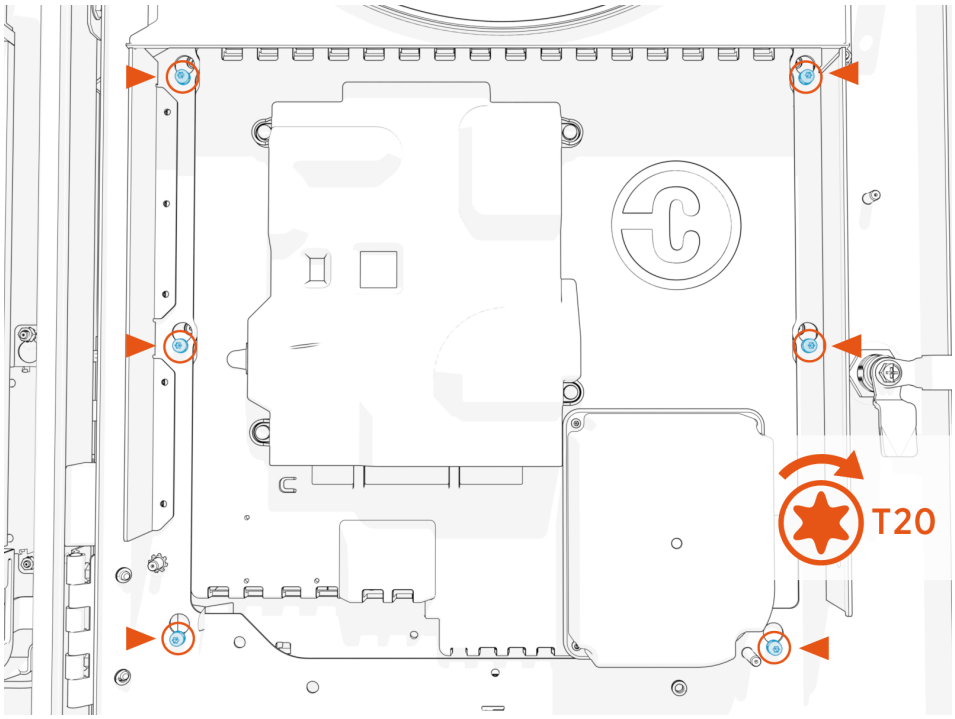
> **CAUTION:** The display is heavy and should not be dropped.

To mount the 15-inch display, complete the following steps:

1. Align and seat the 15-inch CCOM/display fasteners into the keyholes on the door.

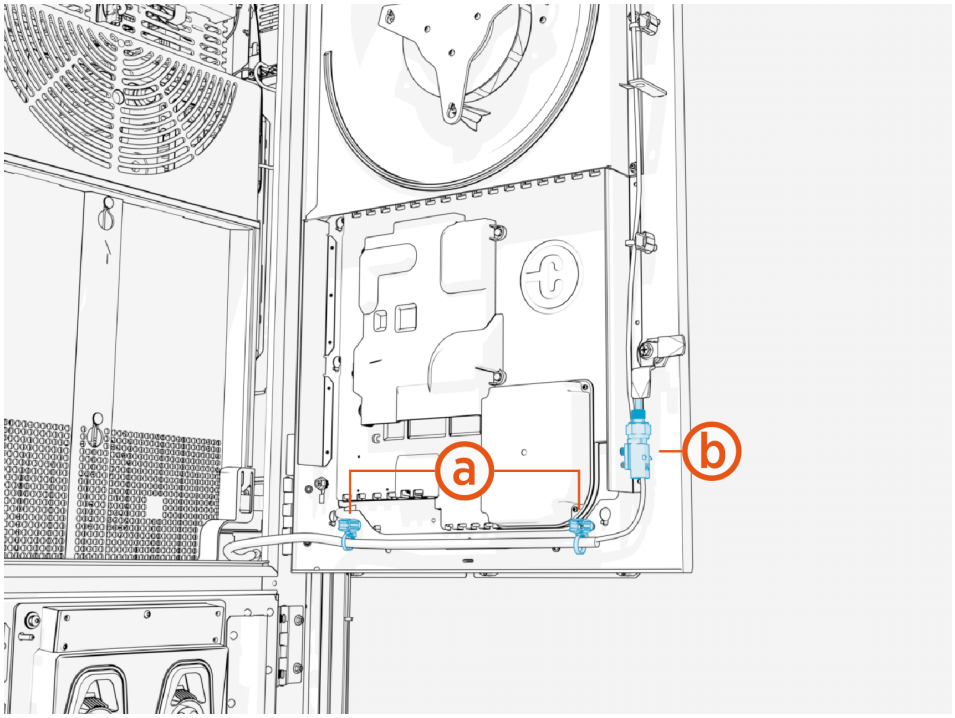


2. Tighten the fasteners (x6). Torque to **2.8 Nm (25 in-lb)**.



Reinstall Connections to the Door

1. Reinstall connections to the door.

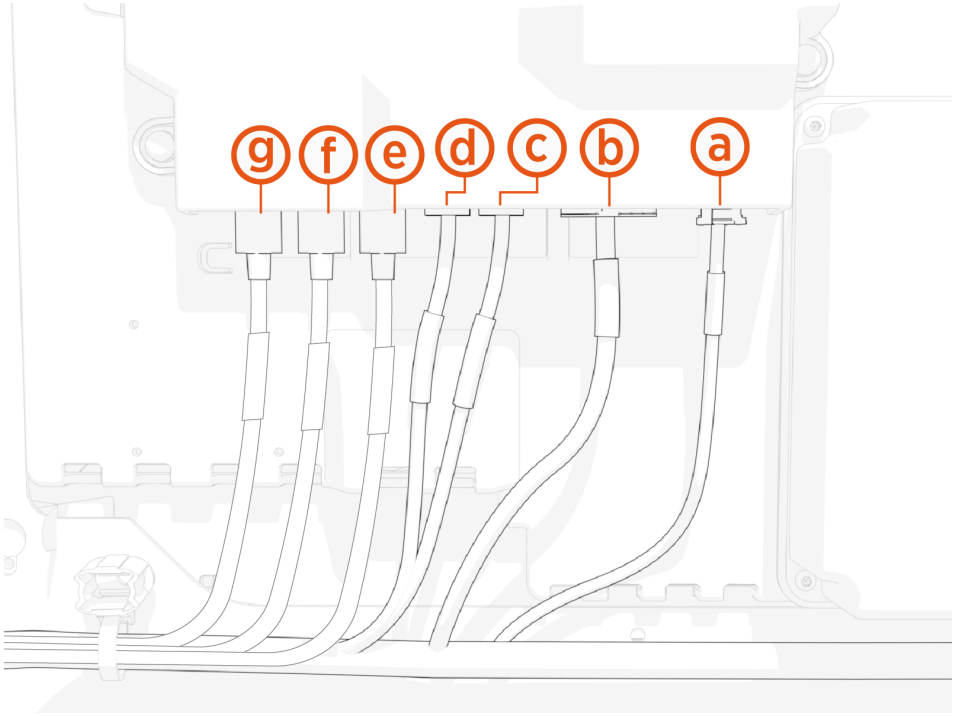


(a) Connect the main cable harness clips (x2).

(b) Install the temperature sensor.

2. Connect cables to the 15-inch CCOM.

> **IMPORTANT:** Check the label on each cable to ensure cables are plugged into the CCOM as shown below. The cable port locations are reversed between the 8-inch CCOM and 15-inch CCOM.



(a) P312-02
(b) P312-08
(c) SSLAN
(d) ETH SURGE
(e) USB 1
(f) USB 2
(g) USB 3

3. Reverse the initial steps taken to power off and open the Power Link 2000, with the following modifications:
   - Do not power on the Power Link 2000 and contact ChargePoint Support to activate the new CCOM.

     > **CAUTION:** Powering on Power Link 2000 without activating the new CCOM can cause a loss of station data on ChargePoint Platform Dashboard.

   - After successful power on, complete the post-service checklist.

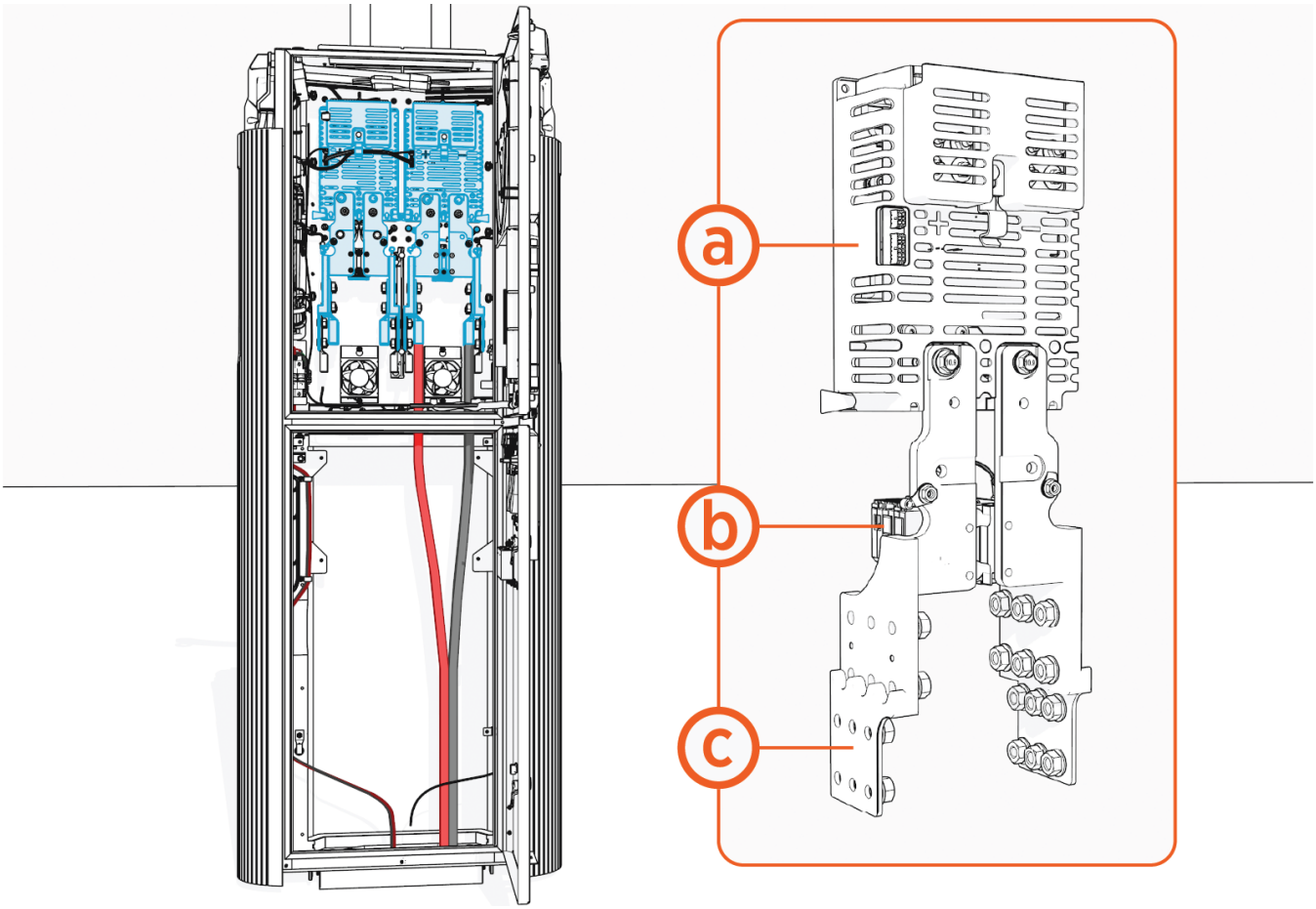
Power Path Lug 12

This section provides instructions for replacing the power path lug in the Power Link 2000.

WARNING: This warning applies only to Power Link 2000s certified for Eichrecht. On Power Link 2000 units certified for Eichrecht, the power path lug is not easily replaceable. As a standard practice, if replacing the power path lug, the Control and Communication Module (CCOM)/Display and charging cables (refer to Charging Cable) must also be replaced. Removing these components breaks both the digital and physical sealing, which invalidates Eichrecht compliance and disables the station for public charging in affected jurisdictions. Only ChargePoint or qualified Instandsetzer (a technician certified for Eichrecht work) can replace these parts while preserving Eichrecht validity. You can identify an Eichrecht-certified Power Link 2000 by the "DE-M" mark on the nameplate.

Assembly Components

The power path lug consists of the following components:



(a) Contactor switch (Proton) module

(b) Surge arrestor

(c) Bus bars (x2)

Required Tools and Materials

Stepladder

Hex socket set

- 8 mm for backplate nuts
- 10 mm for ground wire lug nut
- 17 mm DC power path wire lug nuts

Cut-resistant gloves

Dielectric grease

Before You Begin

Before servicing the component, complete the following steps:

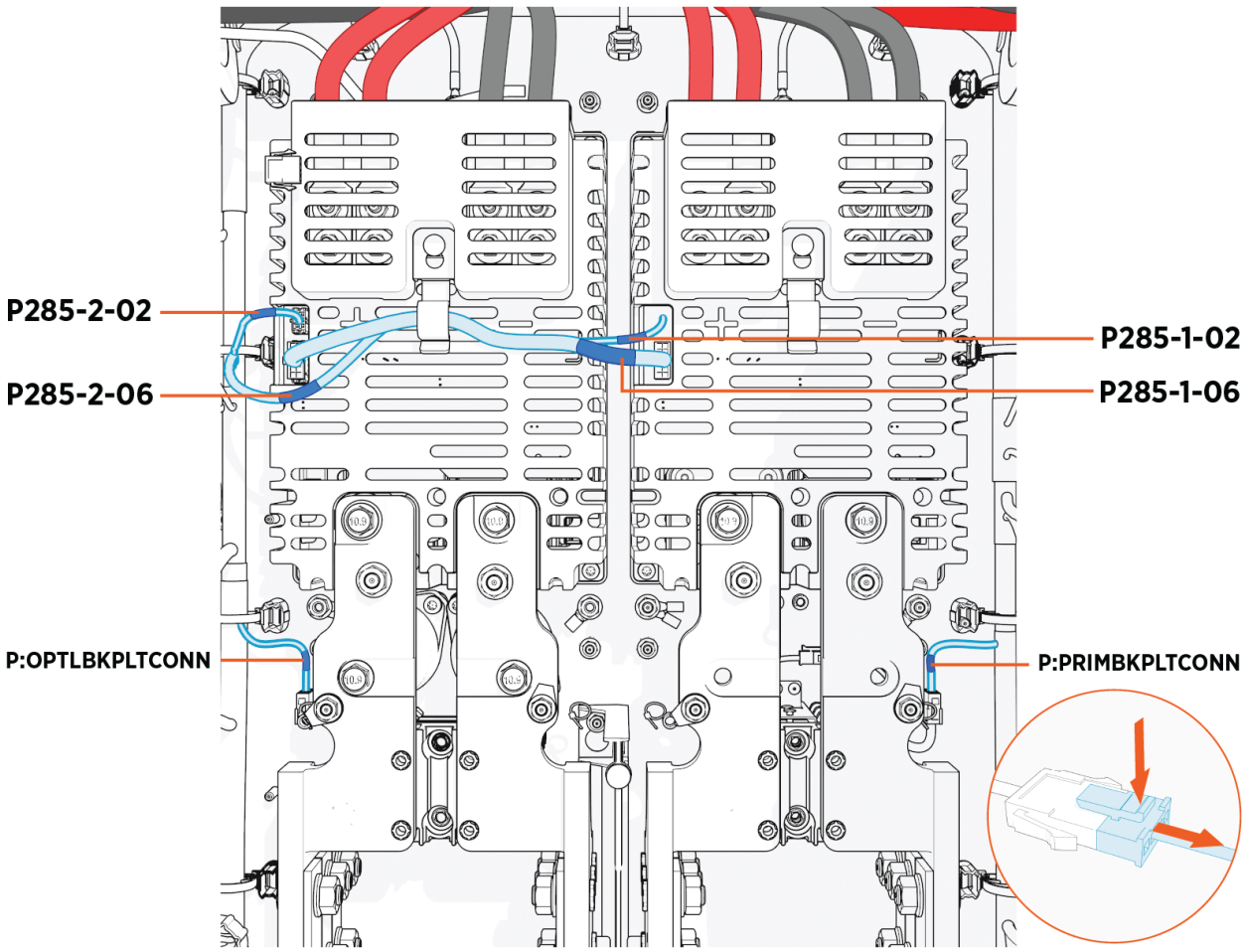
1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.
4. Determine which power path lug (left or right) you want to replace.
5. Remove these:
    a. DC power path bus bar safety cover
    b. Charging cable bus bar safety cover

After replacing the components, reverse the above steps to complete the service.

Replace the Power Path Lug

1. Disconnect the cables (x3 per power path lug).

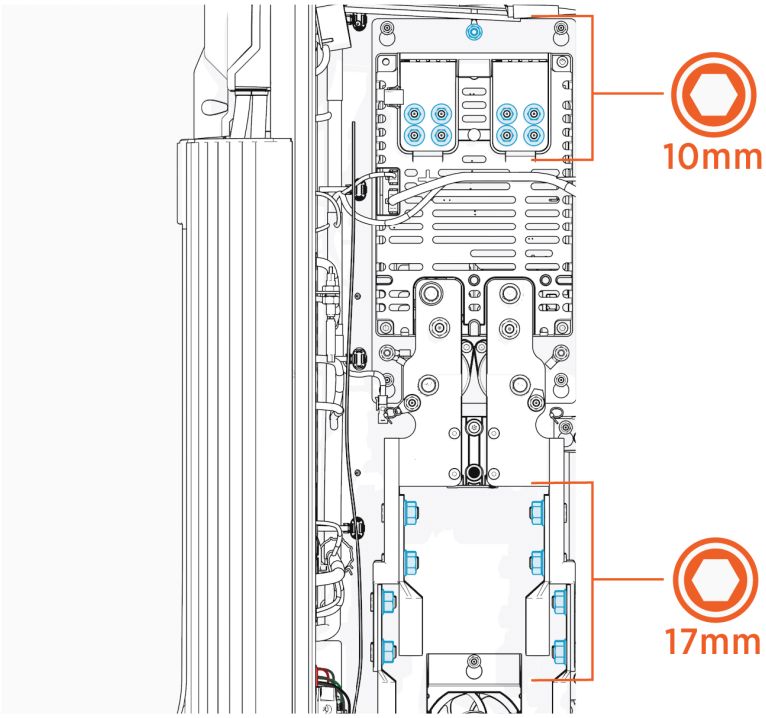
NOTE: The illustration shows the cable connections for both left-side and right-side power path lugs. If servicing only the right-side unit, you may disconnect cables only from the right-side unit. If servicing the left-side unit, you must disconnect not only the cables at the left-side unit, you must also disconnect P285-1-02 and P285-1-06 from the right-side unit.



REINSTALL NOTE:

- Find the label on each cable to plug its connector back into its correct receptacle connector.
- To reconnect, plug in. The connector latch must snap onto the receptacle with a click sound to ensure that the connection is secure.
- Ensure that no cable is coming in contact with the bus bars.

2. Remove the lug nuts to disconnect the DC power path input, charging cable HV DC, and ground wires.

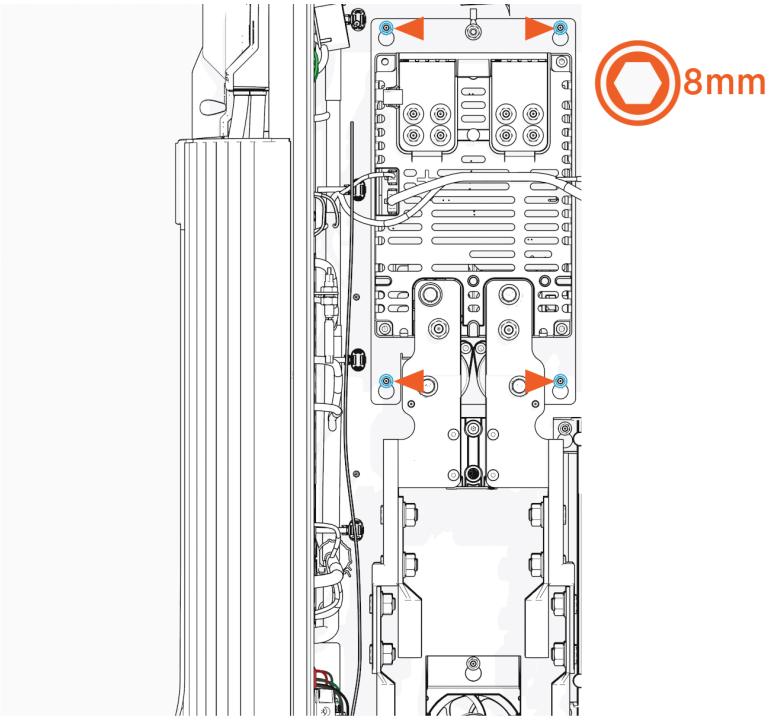


REINSTALL NOTE:

- ChargePoint recommends applying dielectric grease to the contact surface of the DC power path wire lugs.
- Connect the wires back to their original landing location.
- For 6 mm nuts (M6 HV DC charging cable and ground wire lug nuts) torque to **5.6 Nm (50 in-lb)**. For 10 mm nuts (M10 DC power path wire lug nuts) torque to **19 Nm (14 ft-lb)**.

3. Loosen the hex nuts (x4) and lift the assembly to remove.

   Hold the assembly backplate with one hand and place the other hand under the HV surge suppressors (refer to High Voltage (HV) Surge Suppressors) to gently push the assembly up to remove it from the studs.



REINSTALL NOTE:

- To prevent wires from being pinched while installing, make sure no wire is between the backplate and the frame.
- Torque these nuts to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

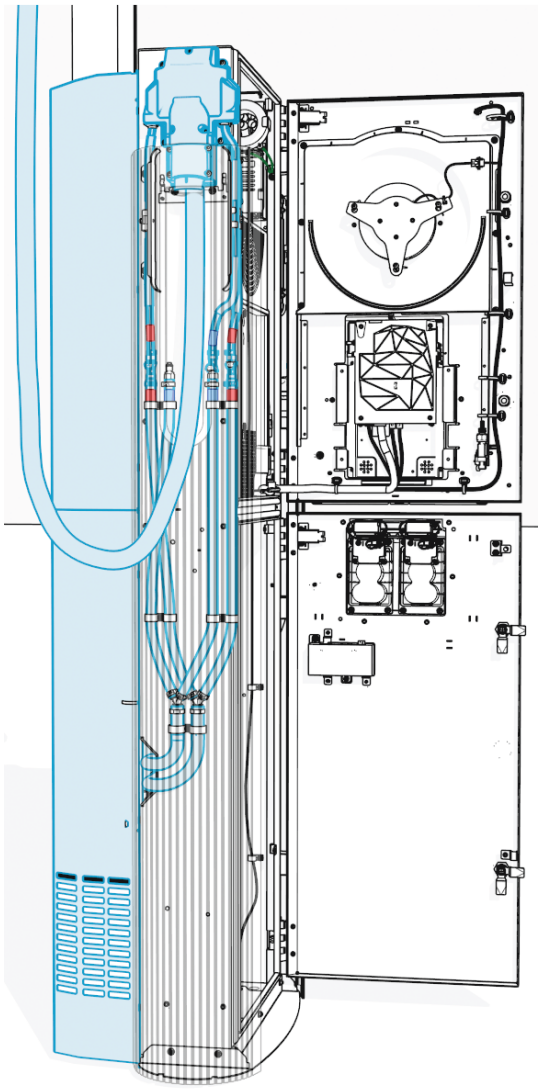
IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

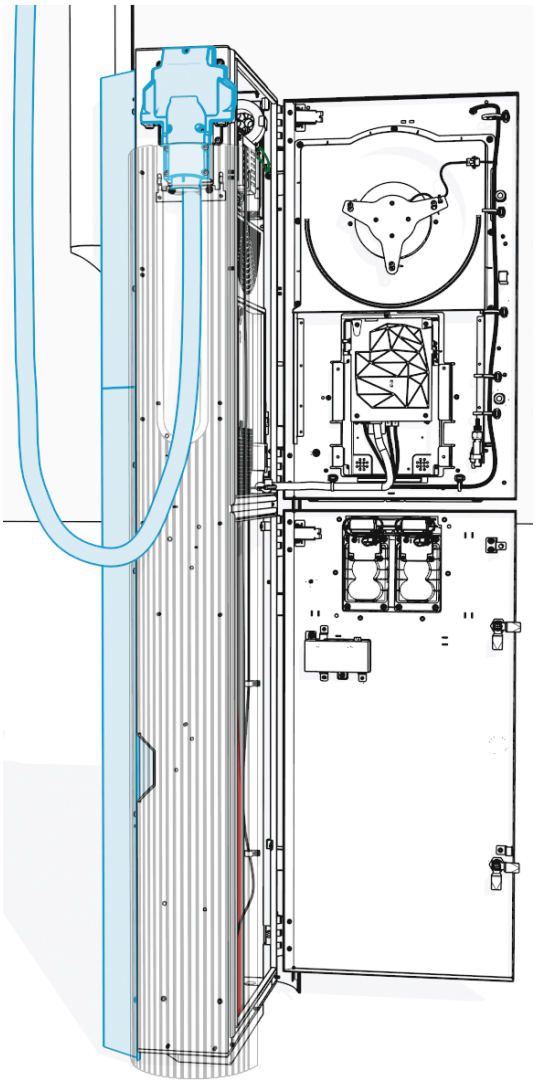
Charging Cable 13

This section provides instructions for replacing the Phoenix charging cable in the Power Link 2000. Service instructions are given for both liquid cooled cables (LCC) and non-LCC.

Liquid cooled cable (LCC)



Non-LCC



WARNING: This warning applies only to Power Link 2000s certified for Eichrecht. On Power Link 2000 units certified for Eichrecht, the charging cable is not easily replaceable. As a standard practice, if replacing the charging cable, the Power Path Lug and the Control and Communication Module (CCOM)/Display must also be replaced. Removing these components breaks both the digital and physical sealing, which invalidates Eichrecht compliance and disables the station for public charging in affected jurisdictions. Only ChargePoint or qualified Instandsetzer (a technician certified for Eichrecht work) can replace these parts while preserving Eichrecht validity. You can identify an Eichrecht-certified Power Link 2000 by the "DE-M" mark on the nameplate.

Required Tools and Materials


Stepladder


T25 Security screwdriver


Clean rags (only for LCC)


Funnel (only for LCC to pour in coolant)


T20 Torx screwdriver


Hex socket set (10 mm for ground and HV DC wire lug nuts, and 7 mm for LCC coolant hose retaining clips)


ChargePoint coolant (only for LCC)

Before You Begin

Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
   a. Top cap
   b. Front lower cover
   c. Front upper cover
3. Open both the upper and lower doors.


NOTE: The lower door only needs to be opened when servicing an LCC cable. It does not need to be opened for servicing a non-LCC cable.

4. Determine which charging cable (left or right) you want to replace.

5. Remove these:
    a. Cable cap
    b. Side panel (do not remove this if replacing a non-LCC cable)
    c. Charging cable bus bar safety cover
    d. DC power path bus bar safety cover

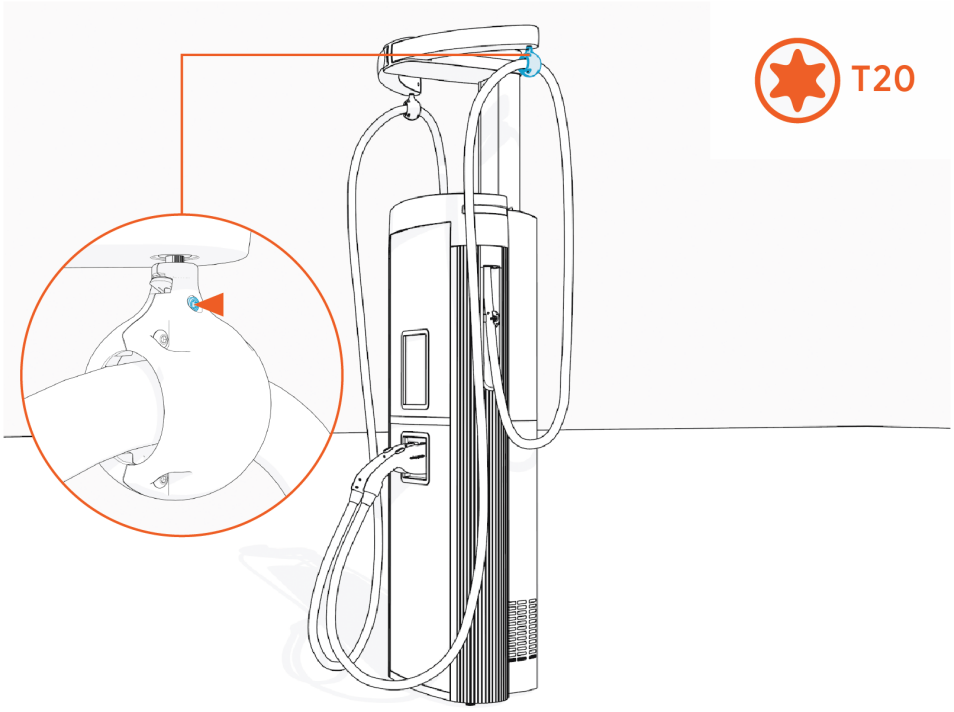
After replacing the components, reverse the above steps to complete the service.

Replace the Charging Cable

To replace the charging cable, complete all steps given below.

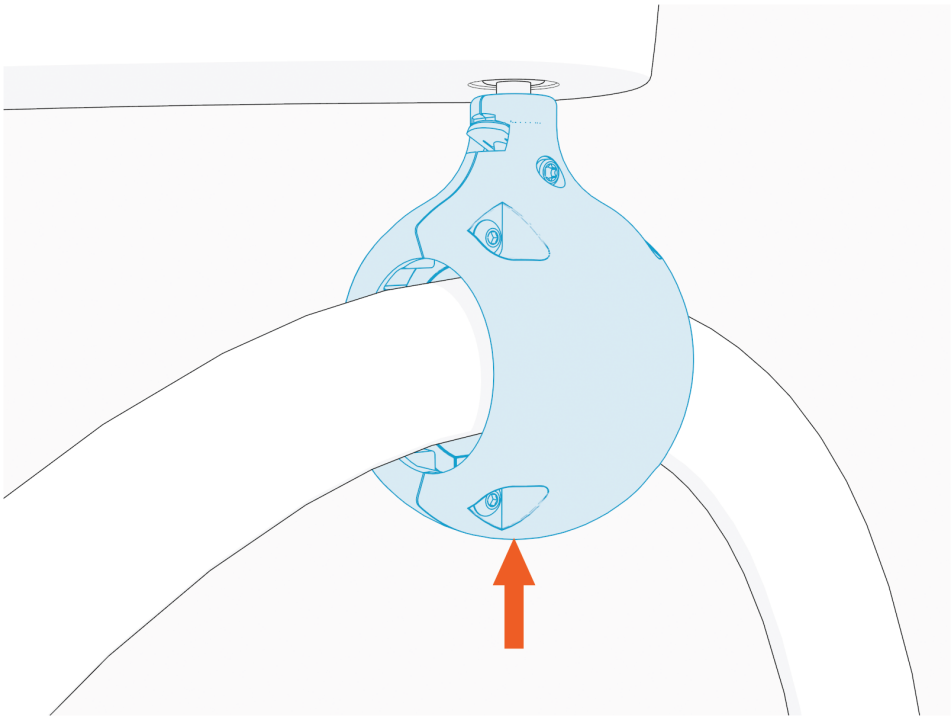
Release the cable

1. Loosen the tetherball screw (if present).

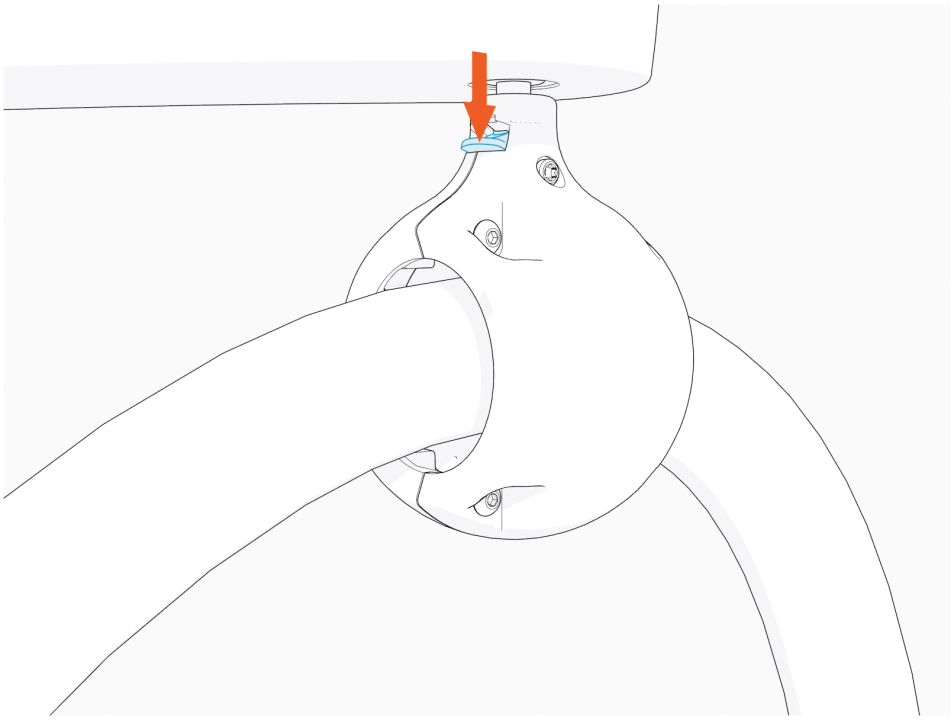


REINSTALL NOTE: Torque to **2.8 Nm (25 in-lb)**.

2. Hold the tetherball and gently push it up to unlatch the spring. The spring tab flips downward.

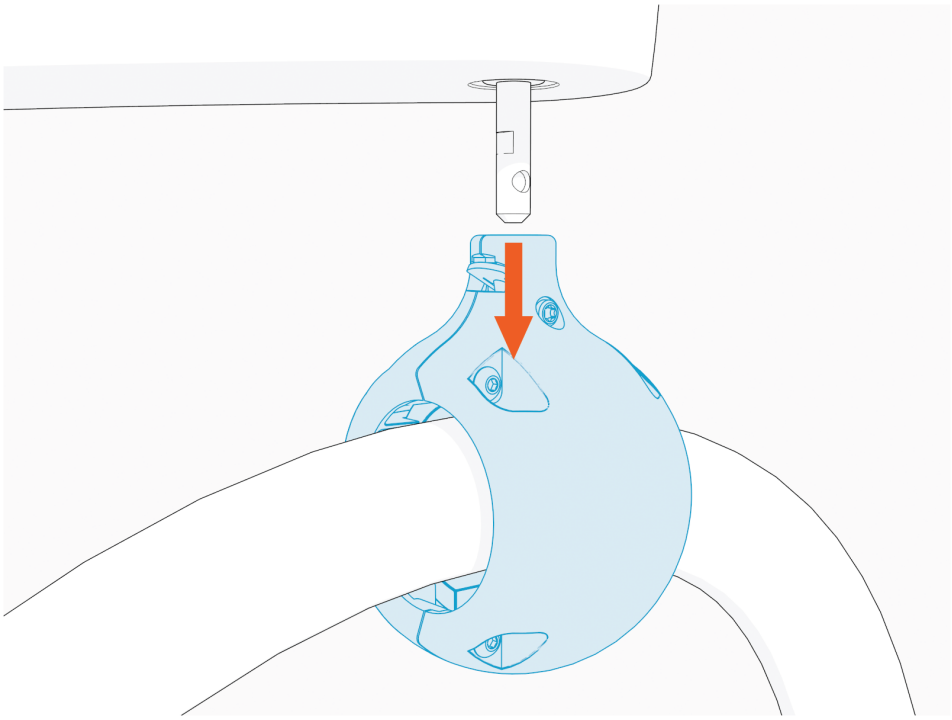


3. Hold down the spring tab.

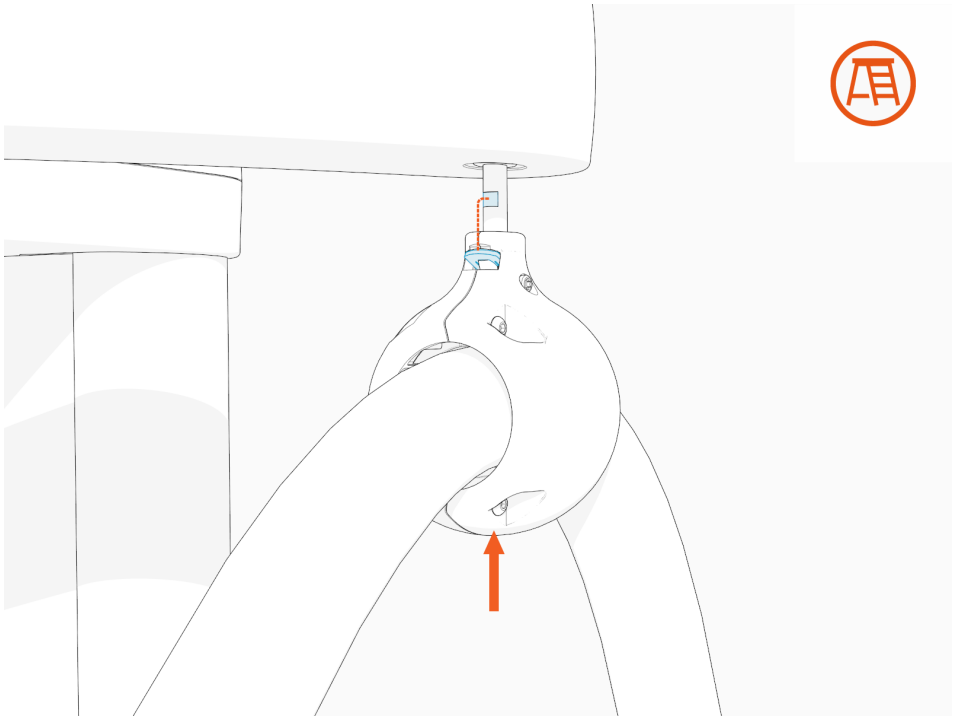


4. Remove tetherball from the tether pin to release the cable.

IMPORTANT: Place the cable on a padded surface to avoid scratches on the cable's surface.



REINSTALL NOTE: Align the spring with flat notch on the tether pin and gently push the tetherball onto the pin to suspend the cable as shown in the image below.



Replace the cable

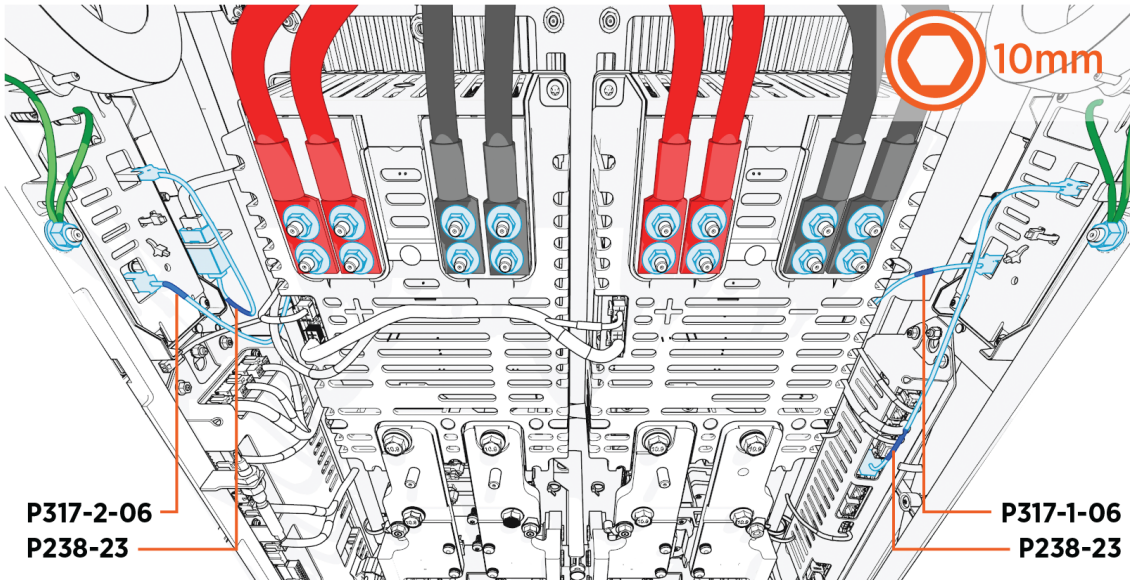
1. Disconnect the wires and cables of a charging cable that you are replacing.

> **NOTE:** The illustrated cable connections on the left side and right side are for the left side and right side charging cables, respectively.

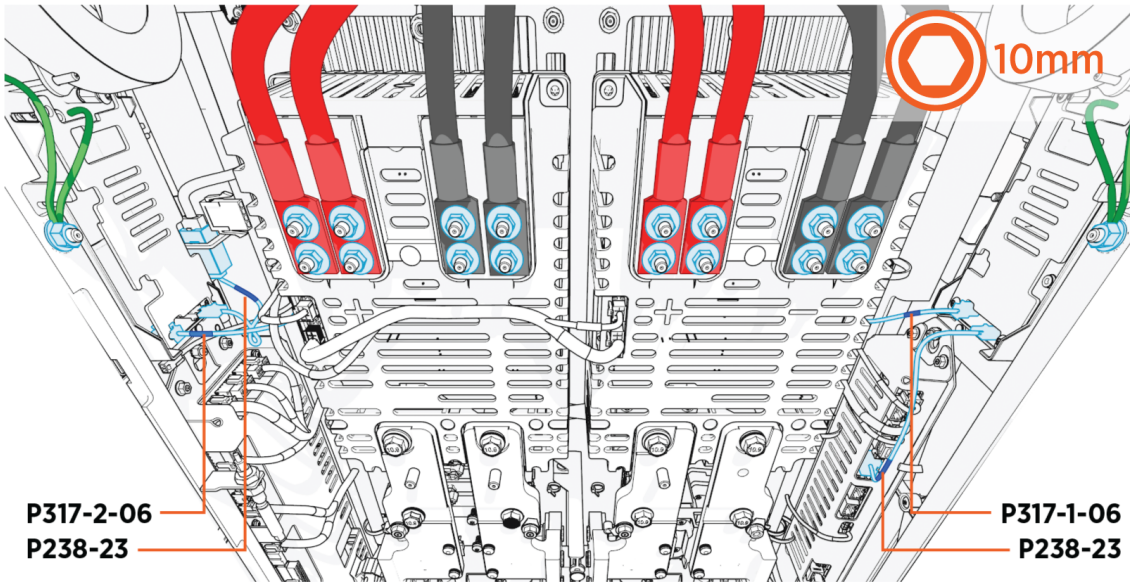
   a. Press the latch and pull the connectors to disconnect the cables (x2; P238-23, and P317-2-06 or P317-1-06).

   b. Remove the lug nuts (x4, per red and black HV DC wires; and x1, per green ground wires).

Non-LCC wire and cable connections



LCC wire and cable connections

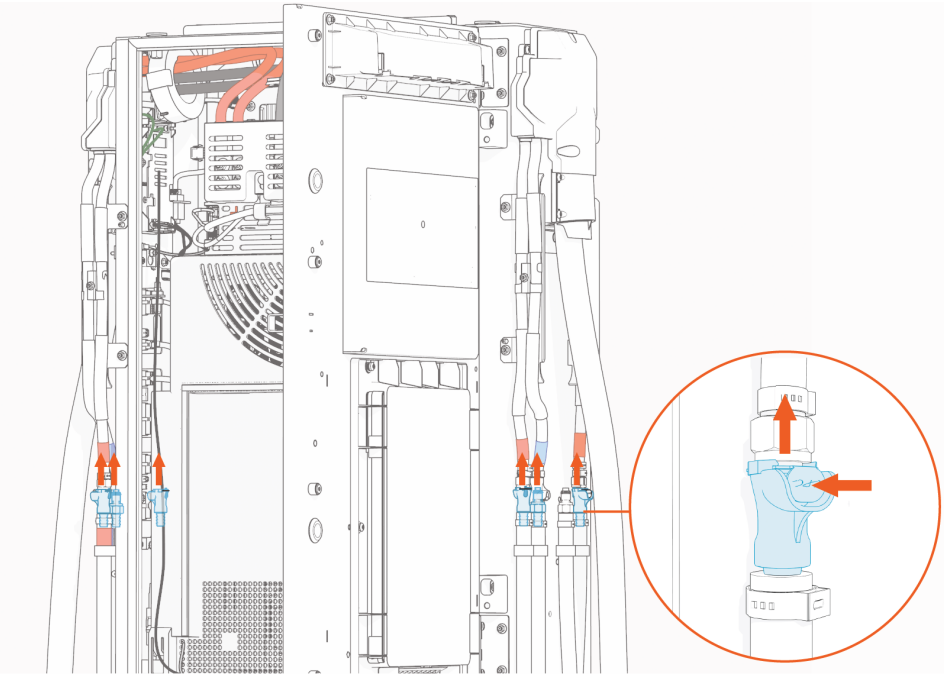


REINSTALL NOTE:

- Connect red HV DC wires to positive (+) and black HV DC wires to negative (-) pole.
- Torque all lug nuts to **5.6 Nm (50 in-lb)**.
- Find the label on each cable to plug its connector back into its correct receptacle connector.
- To reconnect, plug in. The connector latch must snap onto the receptacle with a click sound to ensure that the connection is secure.

2. (Skip this step for non-LCC) Press the latch and pull the connector to disconnect the hoses (x3, per charging cable).

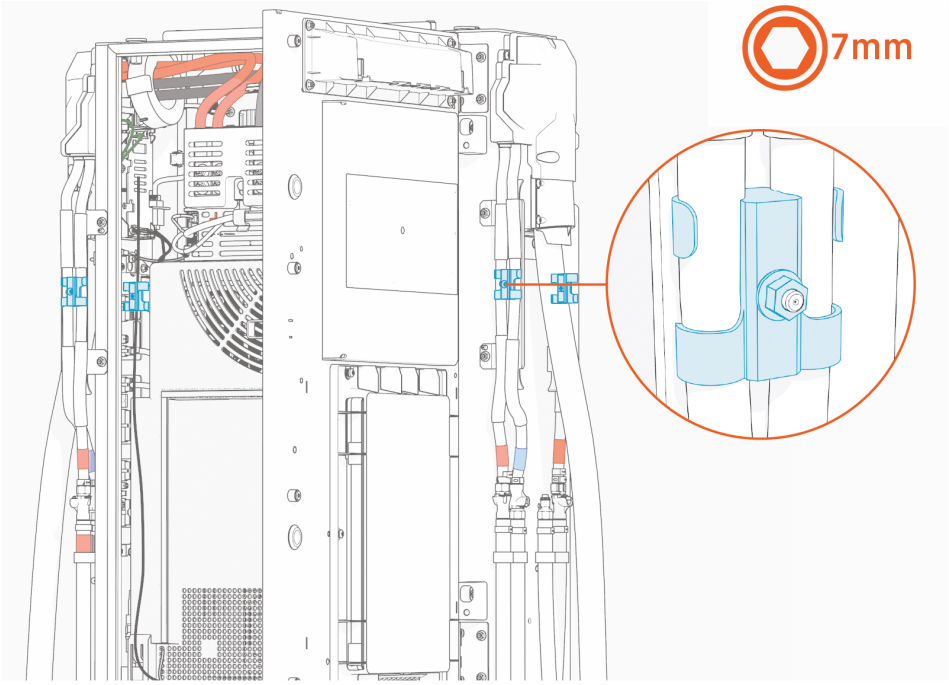
NOTE: While disconnecting, use a clean rag to catch and wipe off any coolant residue on the connectors.



REINSTALL NOTE:

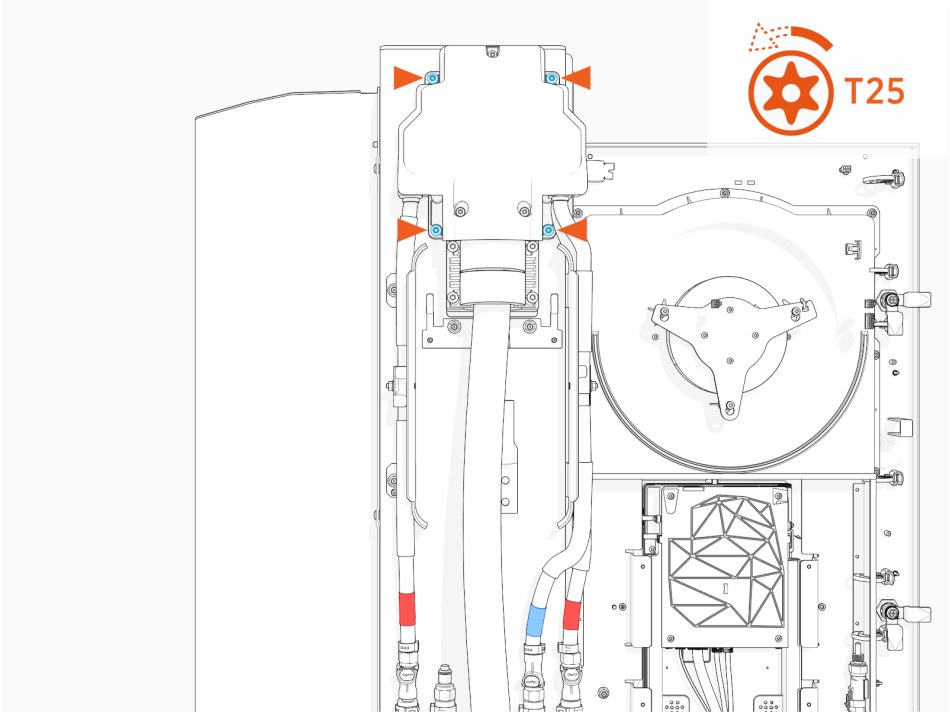
- To reconnect, plug in. The connector latch must snap onto the receptacle with a click sound to ensure that the connection is secure.
- Top up or refill coolant.

3. (Skip this step for non-LCC) Remove the hex nuts (x2, per charging cable) to detach the coolant hose retaining clips.



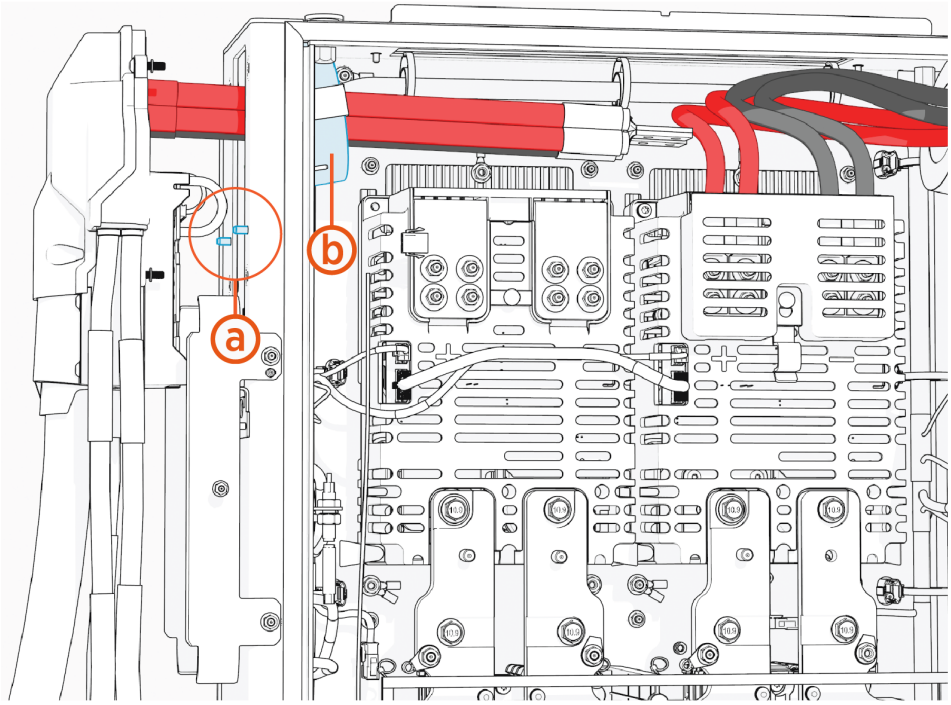
REINSTALL NOTE: Torque these nuts to **1.7 Nm (15 in-lb)**.

4. Loosen the screws (x4, per charging cable).



REINSTALL NOTE: Torque these screws to **4.5 Nm (40 in-lb)**.

5. Remove cable assembly from studs **(a)** (x2) and route all wires out of the Power Link 2000.



REINSTALL NOTE:

- Route only the positive (red) and negative (black) HV DC wires through the Ferrite ring **(b)**. Route the other wires below the Ferrite ring.
- Ensure no small cables get pinched between the charging cable assembly enclosure and the frame when installing.

Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Charging Connector DC Contact 14

To replace the charging connector DC contacts and front cover on a Phoenix Liquid Cooled Cable (LCC) CCS1 assembly, perform the following steps. These instructions apply only to assemblies identified by the approved *Express Plus* SKUs listed below.

Part Number	Description
99-007905-02-FT	EXPP-PL202X1BC-FTA
99-007910-01	EXPP-PL2011BC-6A1S1-MB
99-007910-02	EXPP-PL2011BC-6A1S1
99-007910-02-FH	EXPP-PL2011BC-6A1S1-FHWA-A
99-007910-02-FT	EXPP-PL2011BC-6A1S1-FTA-A
99-007911-01	EXPP-PL202X1BC-6A1S1-6A1S1-MB
99-007911-02	EXPP-PL202X1BC-6A1S1-6A1S1
99-007911-02-FH	EXPP-PL202X1BC-6A1S1-6A1S1-FHWA
99-007911-02-FT	EXPP-PL202X1BC-6A1S1-6A1S1-FTA-A
99-007911-03	EXPP-PL202X1BC-6A1S1-6A1S1-A
99-007916-02	EXPP-PL202X1BC-6A1S1
99-007916-02-FH	EXPP-PL202X1BC-6A1S1-FHWA-A
99-007925-01	EXPP-PL202X1DC-6A6S1-6A6S1-A

Required Tools and Materials

Torque adjustable screwdriver with 1/4-inch hex bit holder (10–19 in-lb range)

T5 Torx bit

Inspect the Box for Contents

The replacement kit for charging connector DC contact includes:

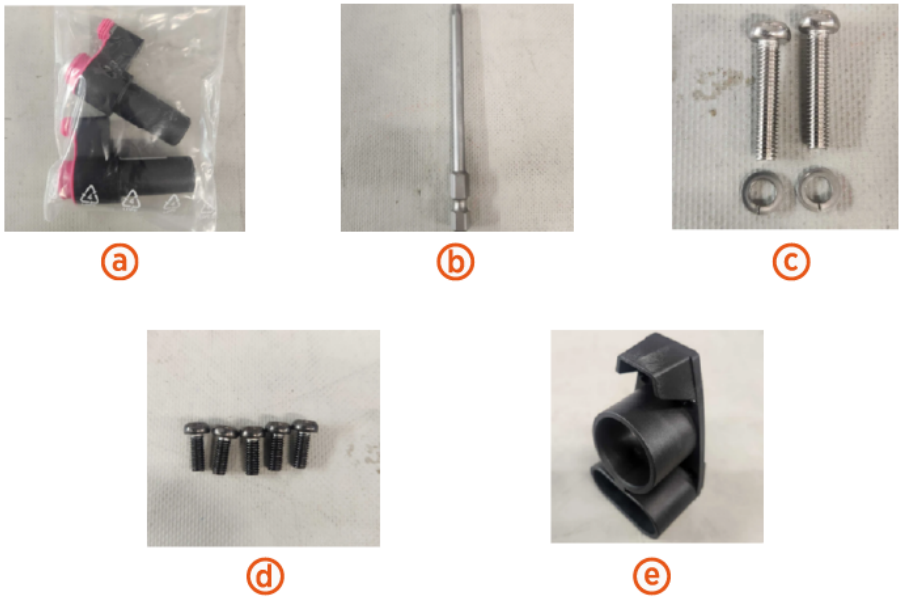
(a) DC contacts (x2)

(b) S2 T20 Screw Bit

(c) DC contact screw washers (x2)

(d) M4X10-5TX short screws (x5) (Included in applicable kits only)

(e) Front cover (Included in applicable kits only)



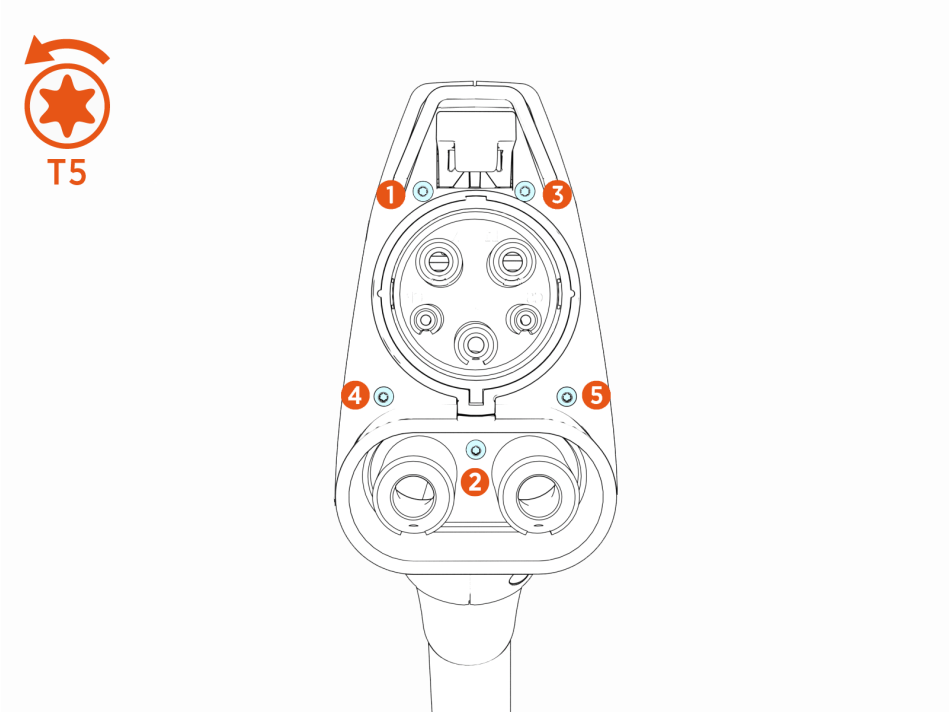
Before you begin

1. Power Off.
2. Remove the charging cable connectors from the holster.

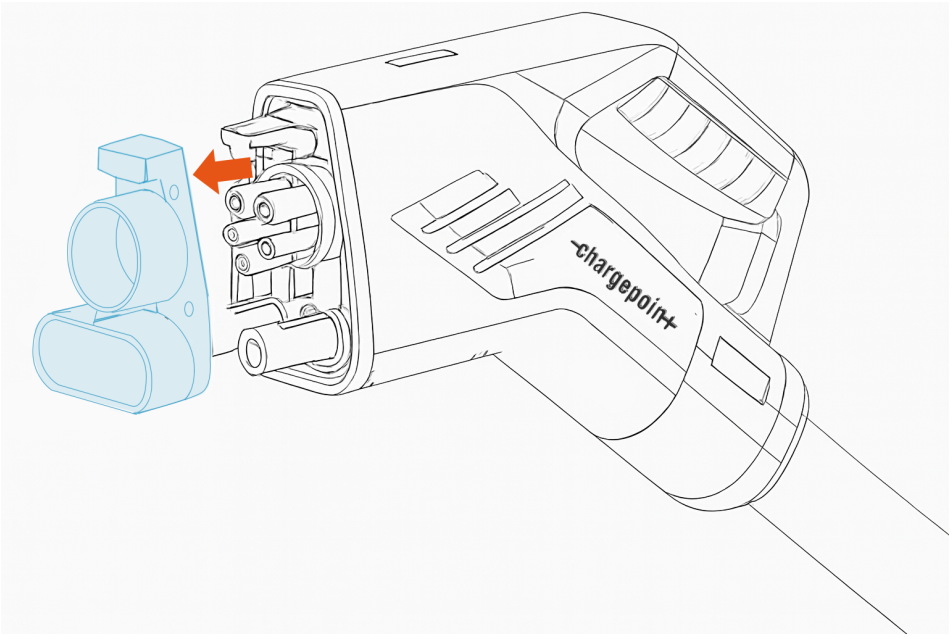
Replace the Charging Connector DC Contact

1. Using the T5 screwdriver, remove the five M4x10-5TX screws securing the front cover.

> **NOTE:** A typical LCC CCS1 DC-connector profile is shown for reference.

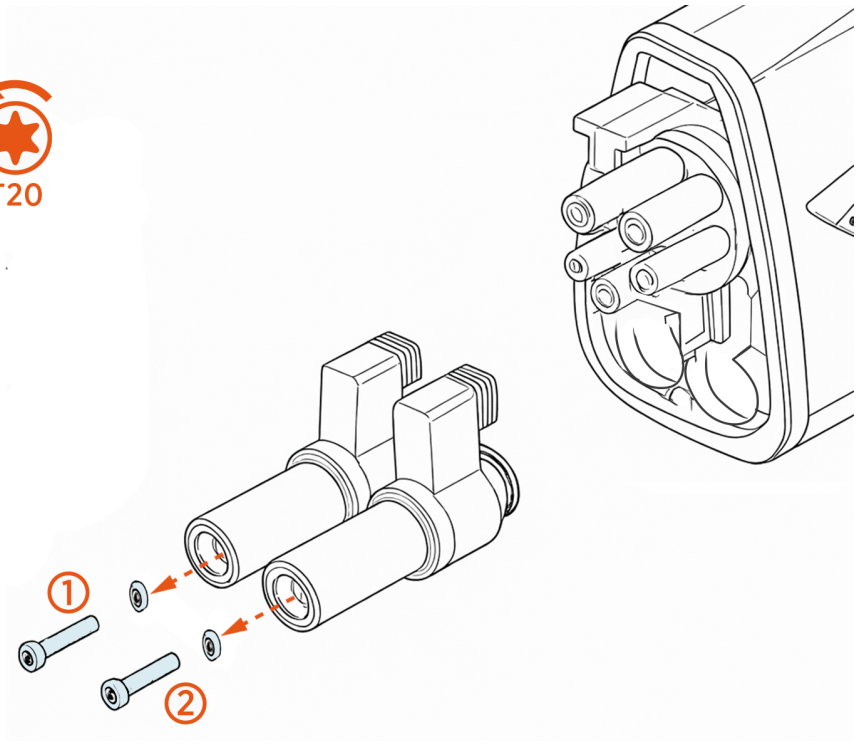


2. Remove the front cover and set it aside.



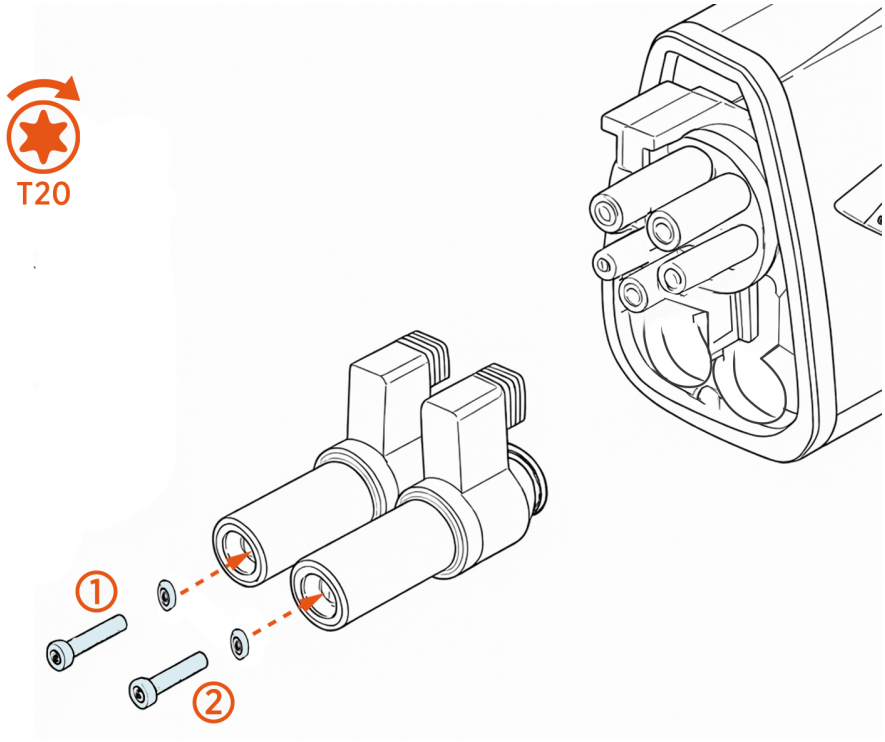
3. Using the S2 T20 screwdriver, remove the two charging connector DC contact screws and their washers.

> **IMPORTANT:** Do not reuse the removed screws or washers.



4. Install the two new charging connector DC contacts with the new screws and washers.

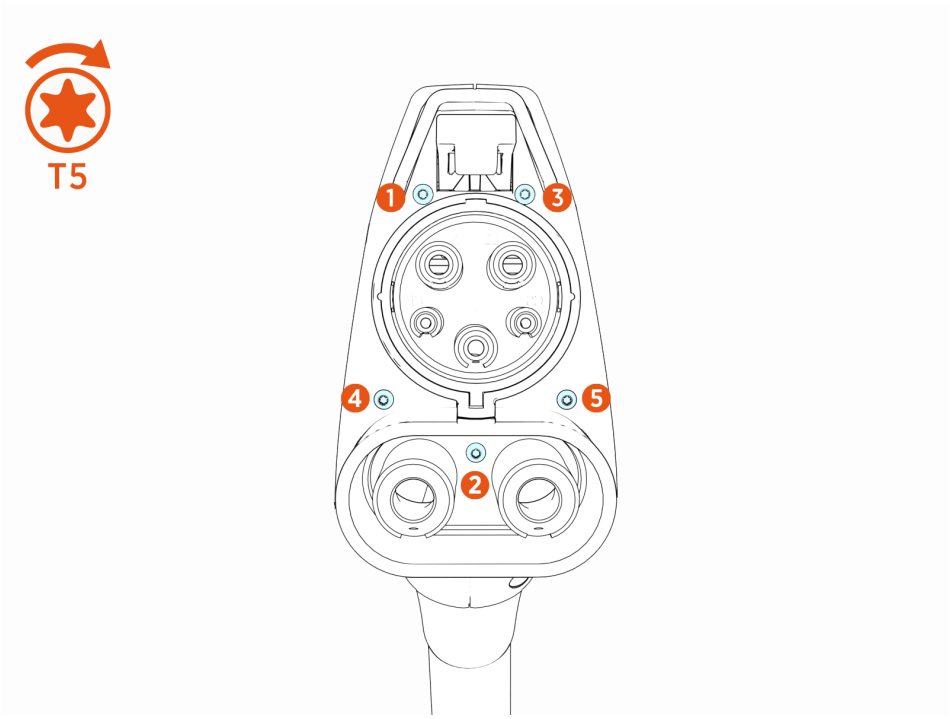
> **IMPORTANT:** Ensure the washer is placed between the screw and the DC contact.



5. Torque the screws (x2) to **2.2 Nm (19 in-lb)**.

6. Using the T5 screwdriver, install the five M4x10-5TX screws to secure the front cover.

> **NOTE:** If available, use the new front cover and new screws.



7. Torque the screws (x5) to **1.2 Nm (10 in-lb)**.
8. Place charging cable connectors into the holsters.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

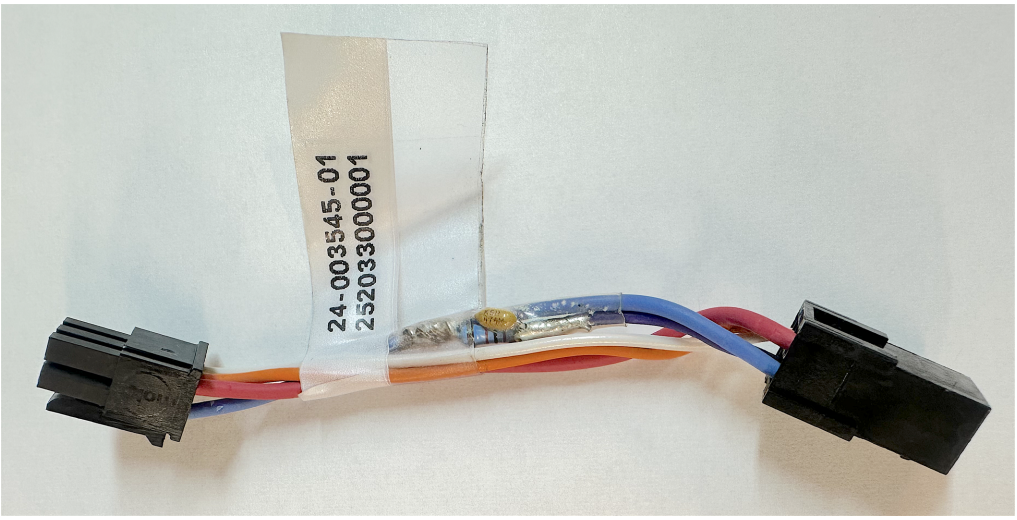
Charging Cable CAN Adapter 15

To replace or install a LCC Charging Cable CAN Adapter, perform the following steps:

Inspect the Box for Contents

The replacement CAN Adapter kit includes:

a. CAN Adapter (PN 24-003545)



Before You Begin

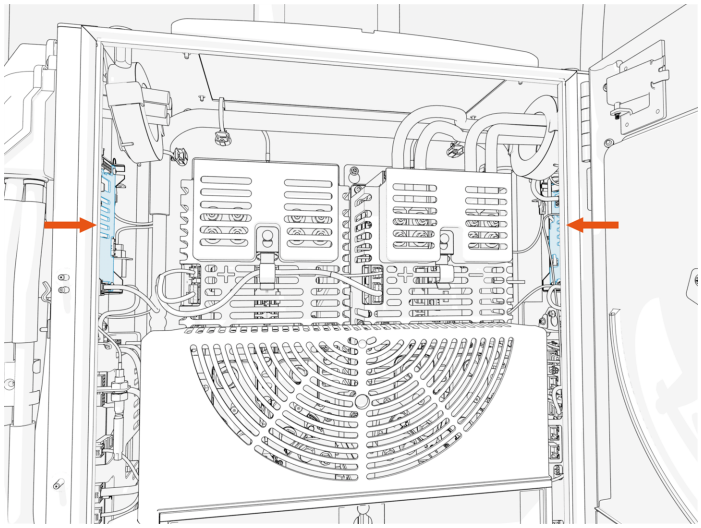
Before beginning work, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower and upper covers
3. Open the upper door.

After replacing the CAN Adapter, reverse the above steps to complete the service.

Replace the CAN Adapter

1. Inspect interior of Power Link 2000 near the charge cable harness.



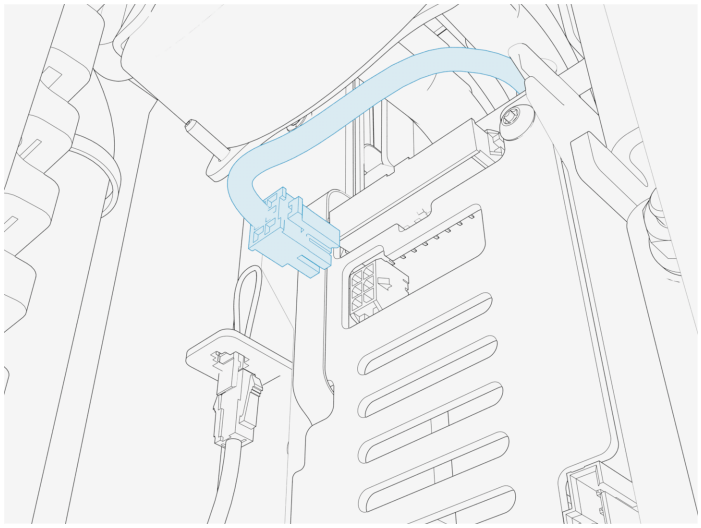
2. Check if a printed label is visible at the end of the charge cable harness having a Part Number starting with 24-003545.

If the Label Is Not Present (No Adapter Installed)

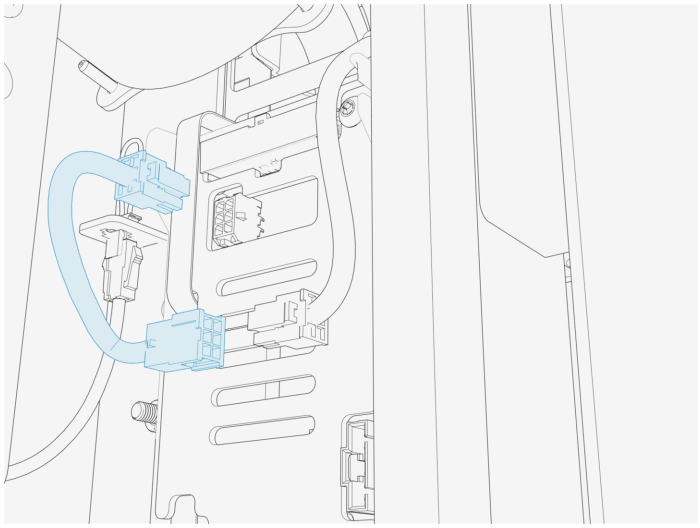
1. No CAN Adapter is installed.



2. Carefully disconnect the charge cable harness from the Printed Circuit Board (PCB).

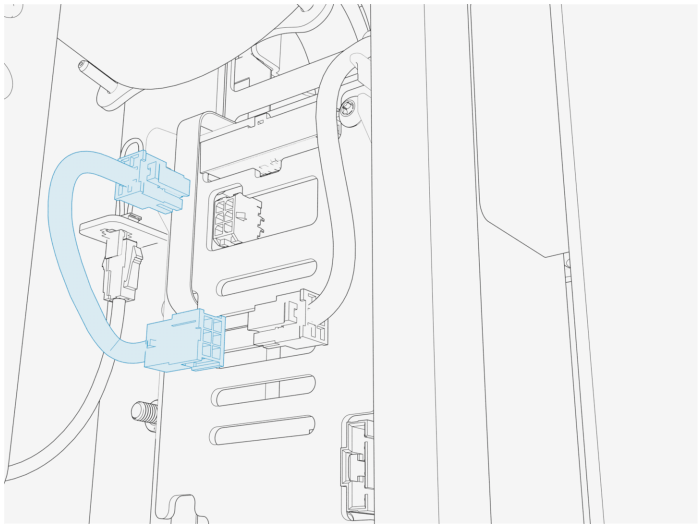


3. Install the CAN Adapter, ensuring the connector latch is oriented correctly before securing the connection.

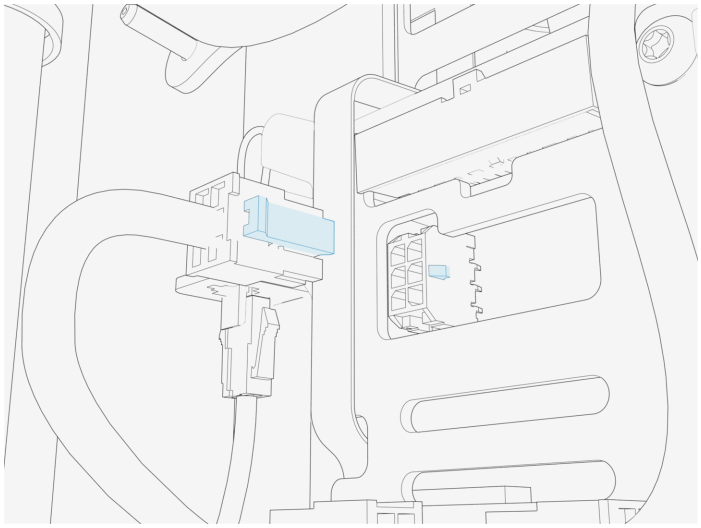


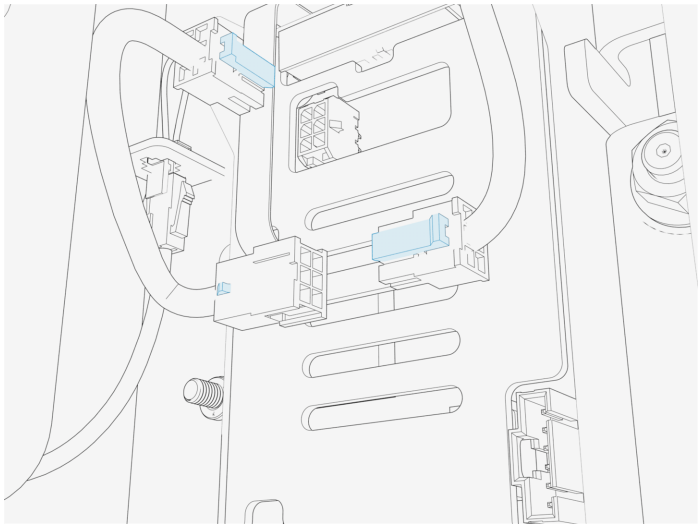
If the Label Is Present (Adapter Installed)

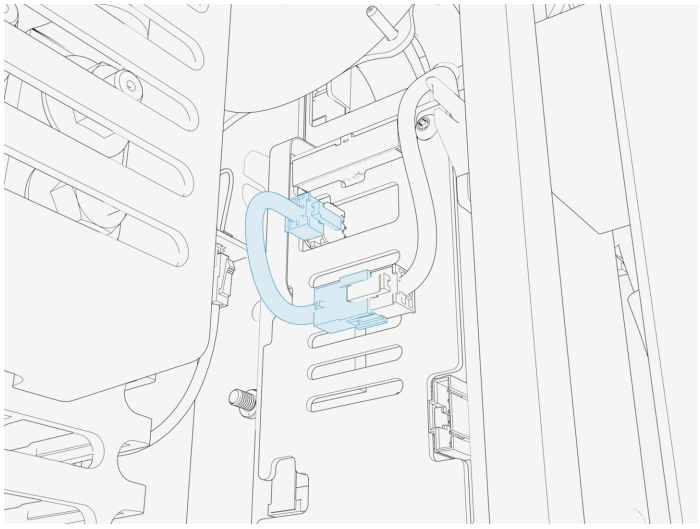
1. The CAN Adapter is already installed.
2. Carefully disconnect the CAN Adapter from the charge cable harness and the Printed Circuit Board (PCB).



3. Install the replacement CAN Adapter, ensuring the connector latch is oriented correctly before securing the connection.







IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

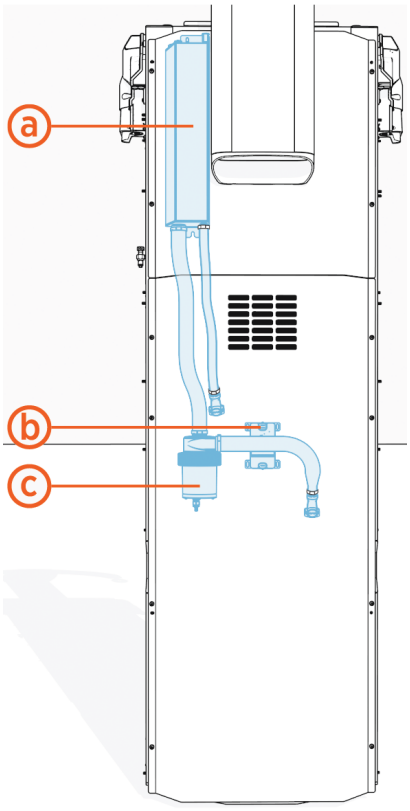
Pump and Reservoir Assembly 16

IMPORTANT: This section applies to Power Link 2000 equipped with a Phoenix charging cable. For Power Link 2000 equipped with an Amphenol charging cable, refer to Pump, Reservoir, and Ion Filter Assembly.

This section provides instructions for replacing the pump and reservoir assembly in the Power Link 2000.

Assembly Components

The assembly consists of the following components:



(a) Coolant reservoir

(b) Pump

(c) Pump controller

Required Tools and Materials



Stepladder



Hex socket set

- 8 mm for coolant reservoir
- 7 mm for pump controller



Clean rags



T30 Torx screwdriver (for pump)



Needle nose pliers

Before You Begin

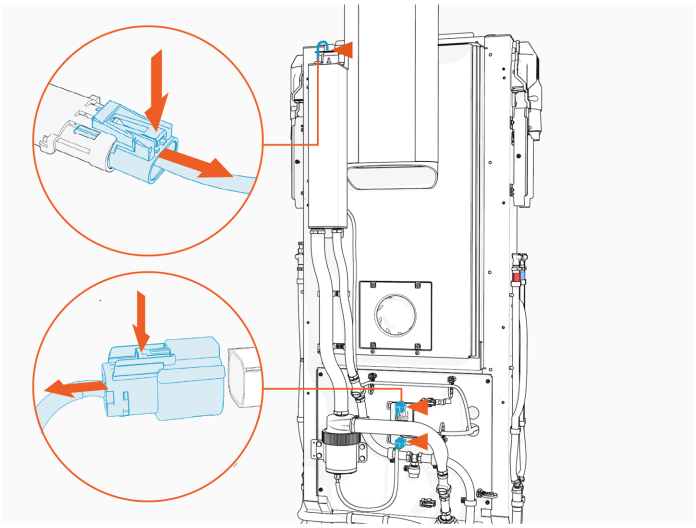
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Heat sink cap
    c. Front lower cover
    d. Front upper cover
    e. Cable cap
    f. Side panel
    g. Rear upper cover
    h. Rear lower cover

After replacing the components, reverse the above steps to complete the service.

Replace the Pump and Reservoir Assembly

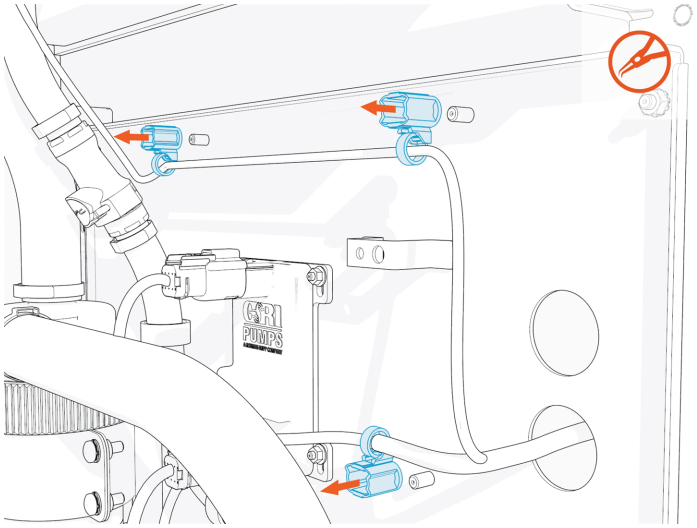
1. Press the latch and pull the connector to disconnect the cables (x3).



REINSTALL NOTE:

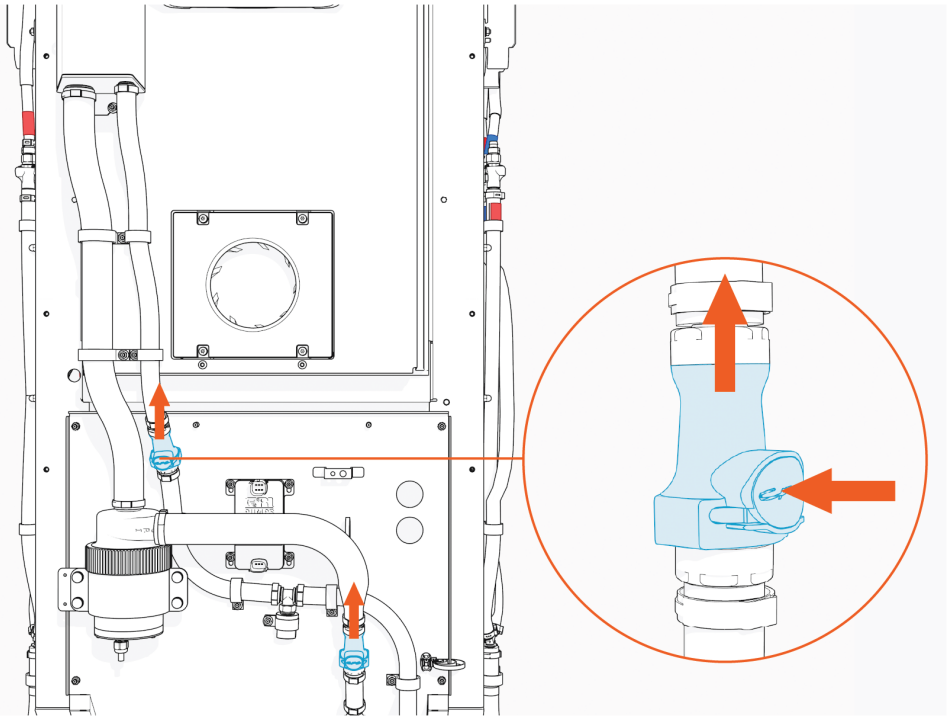
- Find the label on each cable to plug its connector back into its correct receptacle connector.
- To reconnect, plug in. The connector latch must snap onto the receptacle with a click sound to ensure that the connection is secure.

2. Use needle nose pliers to pull out the stud-mounted zip ties.



3. Press the latch and pull the connector to disconnect the hoses (x2).

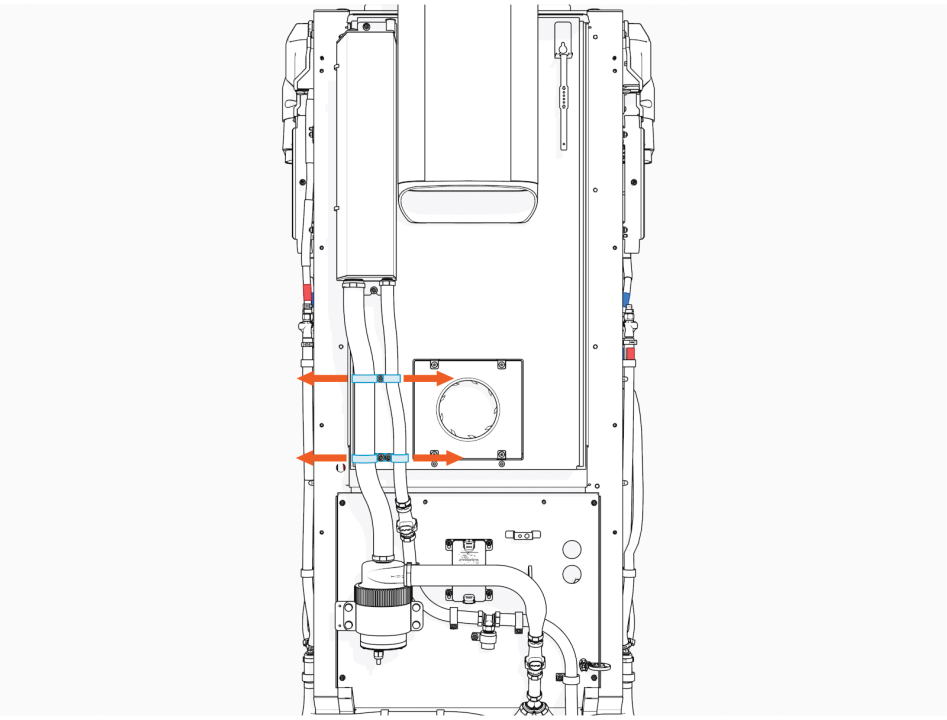
NOTE: While disconnecting, use a clean rag to catch and wipe off any coolant residue on the connectors.



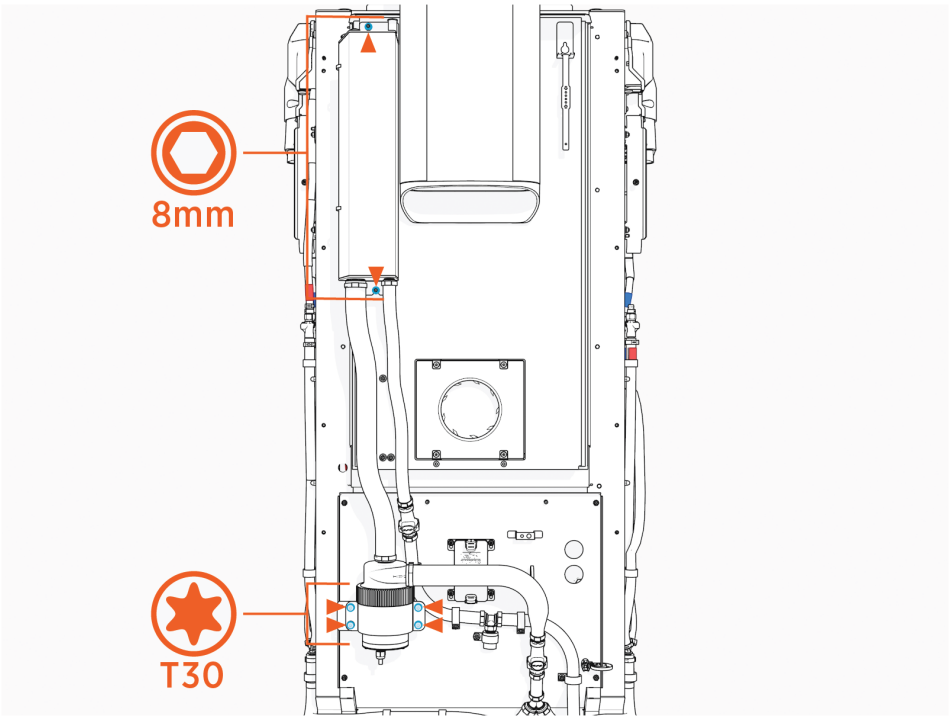
REINSTALL NOTE:

- To reconnect, plug in. The connector latch must snap onto the receptacle with a click sound to ensure that the connection is secure.
- Top up or refill coolant.

4. Flex the hose clamps (x4) to untie the hoses (x2).

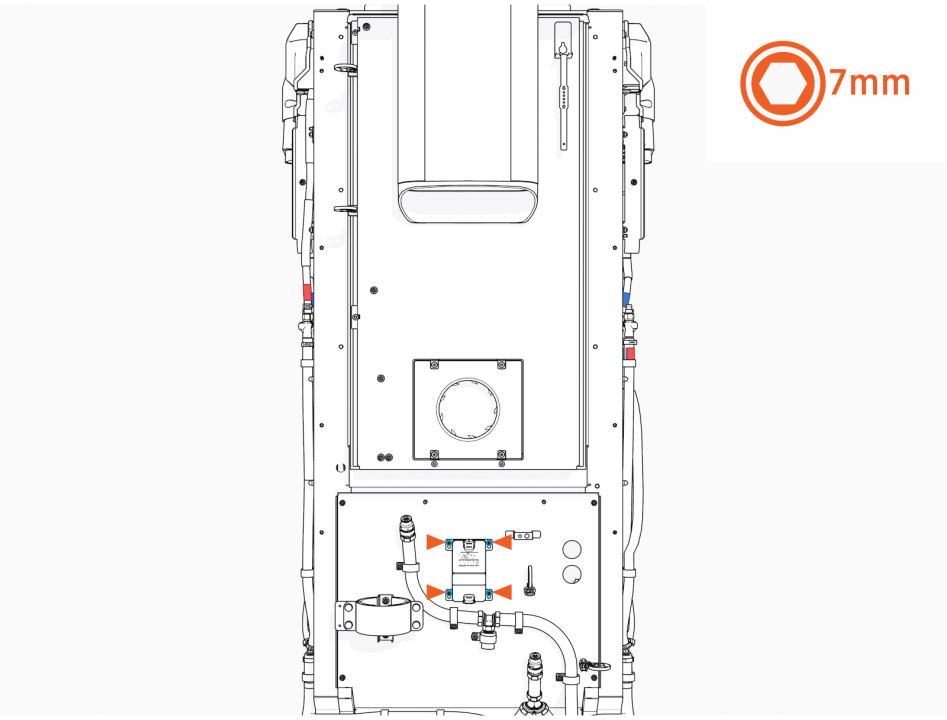


5. Loosen the reservoir bracket nuts (x2) and pump bracket screws (x4), and lift the assembly to remove. Hold the reservoir with one hand and pump with the other hand to gently lift and remove the assembly.



REINSTALL NOTE: Torque the reservoir bracket nuts to **4.5 Nm (40 in-lb)** and pump bracket screws to **5.6 Nm (50 in-lb)**.

6. Loosen the pump controller bracket nuts and slide the controller up to remove.



REINSTALL NOTE: Torque these nuts to **2.8 Nm (25 in-lb)** .

Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

External Fan 17

This section provides instructions for replacing the external fan in the Power Link 2000.

Required Tools and Materials


T25 torx screwdriver


8 mm hex socket

Before You Begin

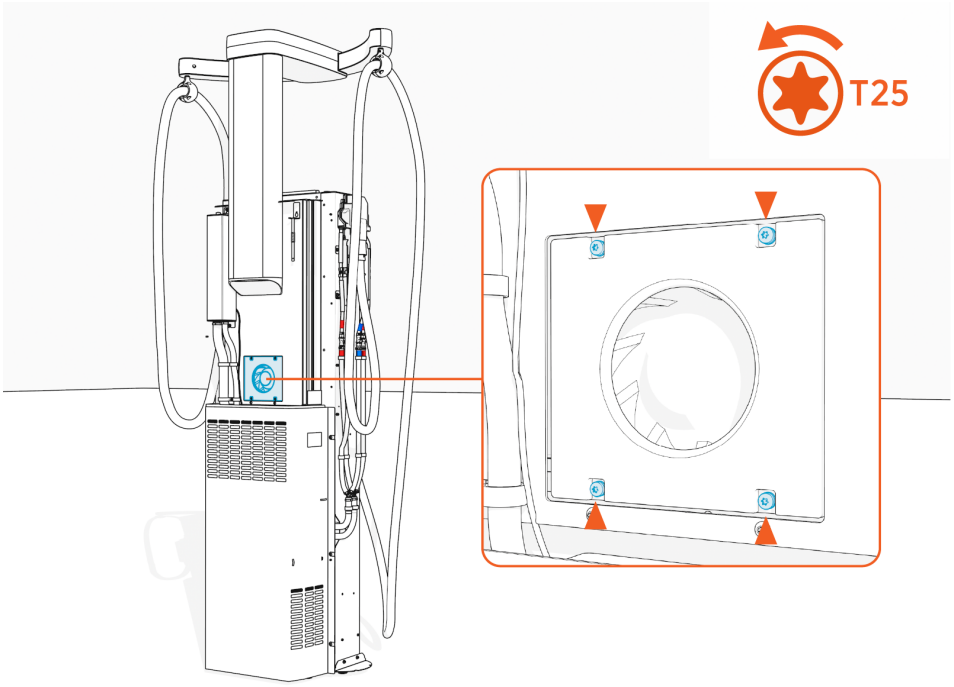
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
    d. Cable cap
    e. Side panel
    f. Rear upper cover

After replacing the components, reverse the above steps to complete the service.

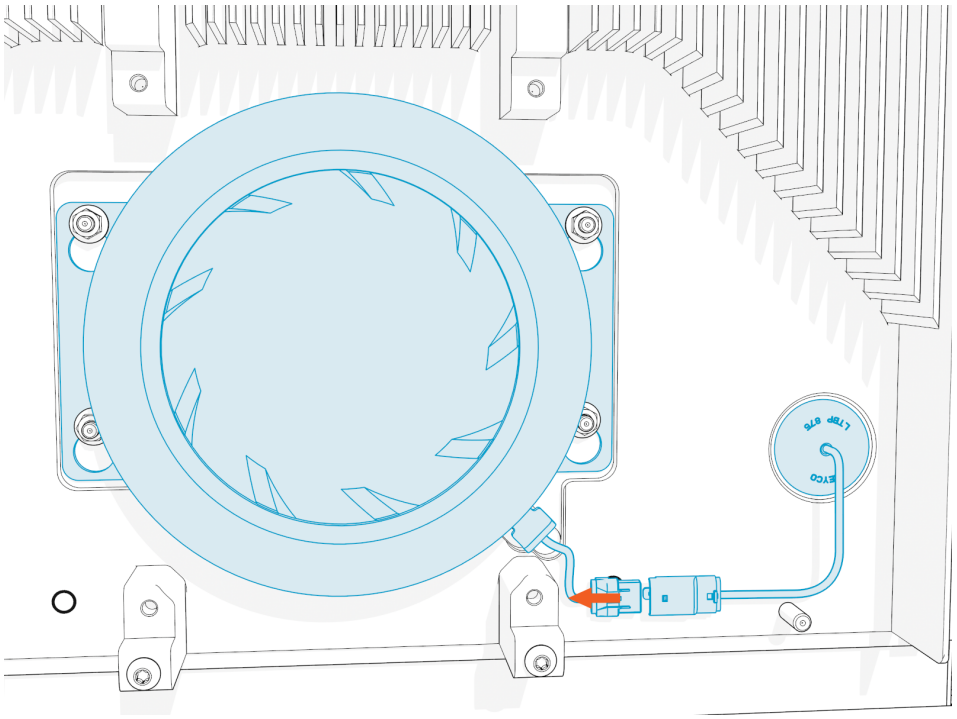
Replace the External Fan

1. Remove the screws (x4) to remove the fan cover.



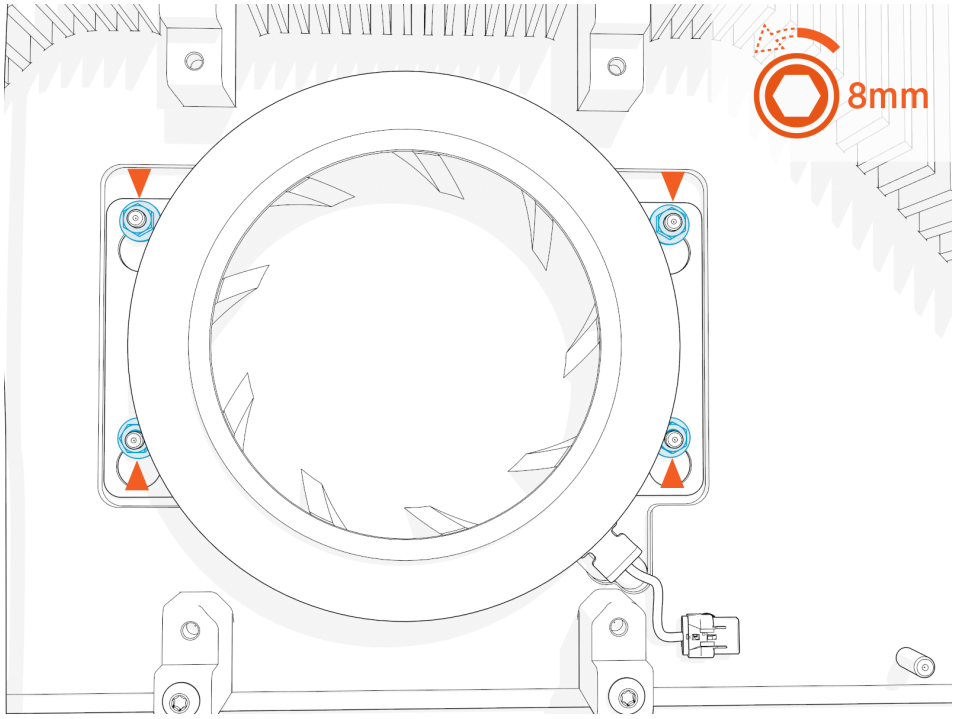
REINSTALL NOTE: Torque these screws to **2.8 Nm (25 in-lb)**.

2. Press the latch and pull the connector to disconnect the cable.



REINSTALL NOTE: To reconnect, plug in. The connector latch must snap onto the receptacle with a click sound to ensure that the connection is secure.

3. Loosen the hex nuts (x4) and slide the fan's backplate up to remove.



REINSTALL NOTE: Torque these nuts to **4.5 Nm (40 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

LCC Fans 18

This section provides instructions for replacing the LCC fans in the Power Link 2000.

Required Tools and Materials


T20 Torx screwdriver


Needle nose plier


Flat head screwdriver

Before You Begin

Before servicing the component, complete the following steps:

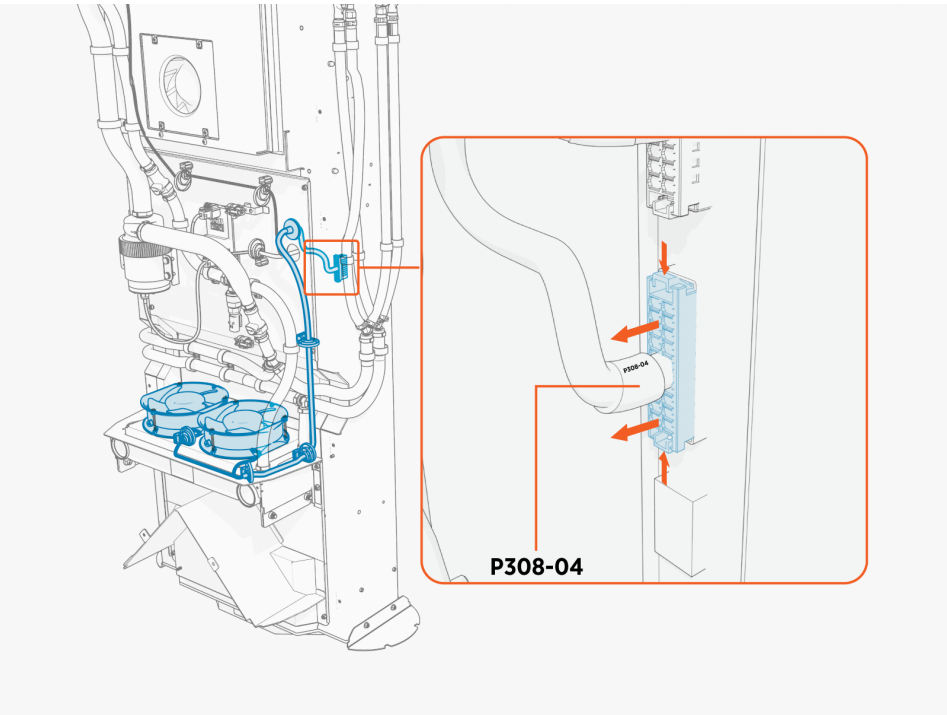
1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
    d. Cable cap
    e. Side panel
    f. Rear upper cover
    g. Rear lower cover
3. Open the lower door.

After replacing the components, reverse the above steps to complete the service.

Replace the LCC Fans

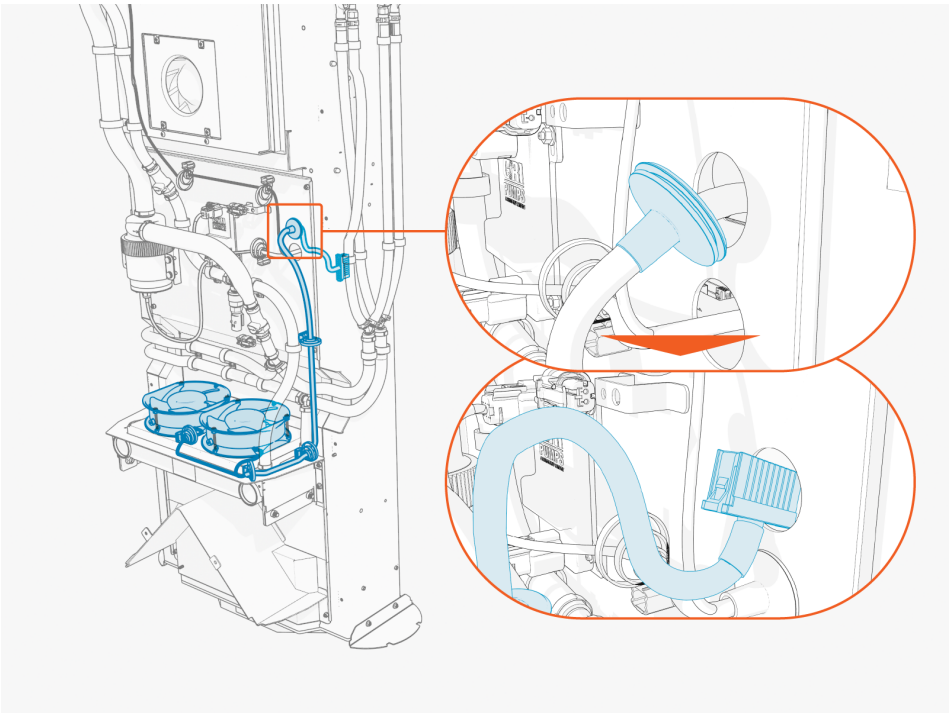
1. Disconnect the cable with label P308-04 from inside the Power Link 2000.

   Press the latch and pull the connector to disconnect the cable.

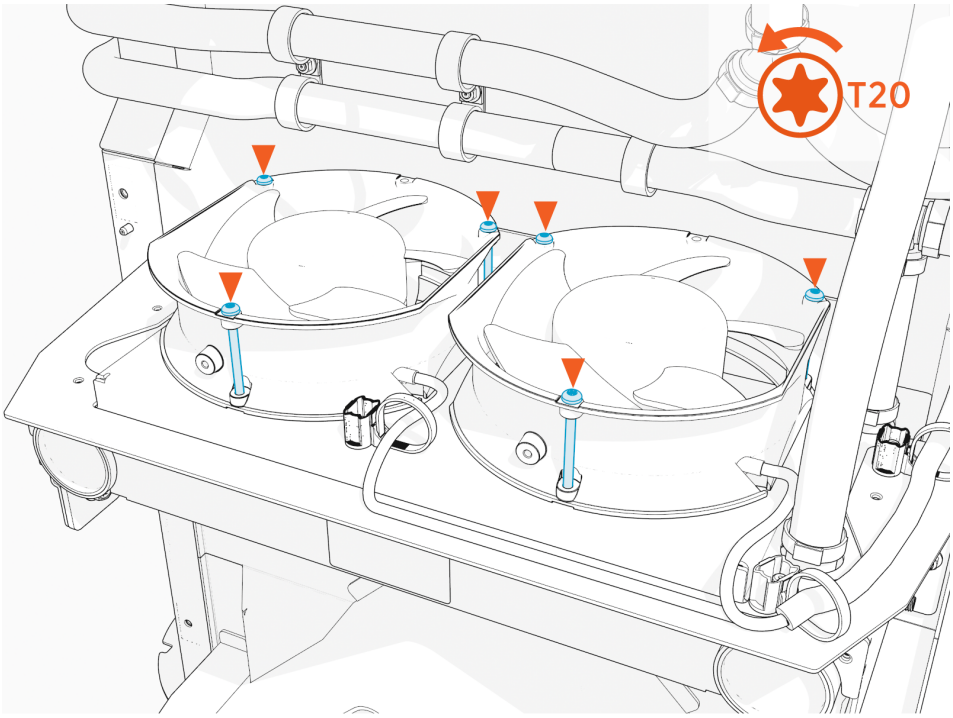


REINSTALL NOTE: To reconnect, plug in. The latch must snap into the receptacle connector with a click sound to ensure that the connection is secure.

2. Remove the grommet from the hole and route the cable out of Power Link 2000.

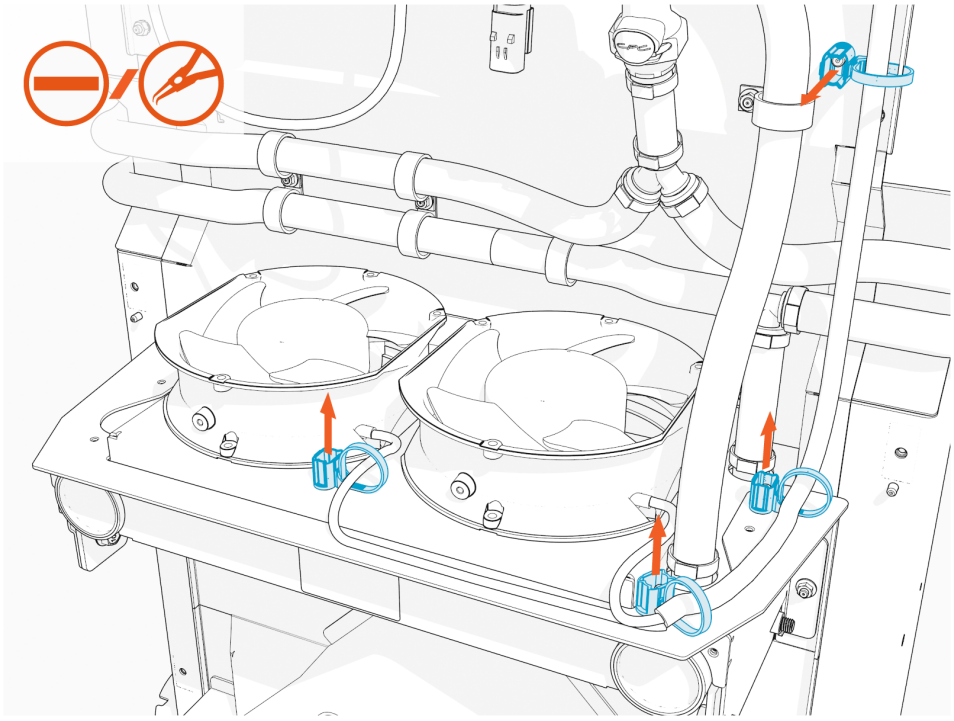


3. Remove the screws (x6) to dismount the fans.

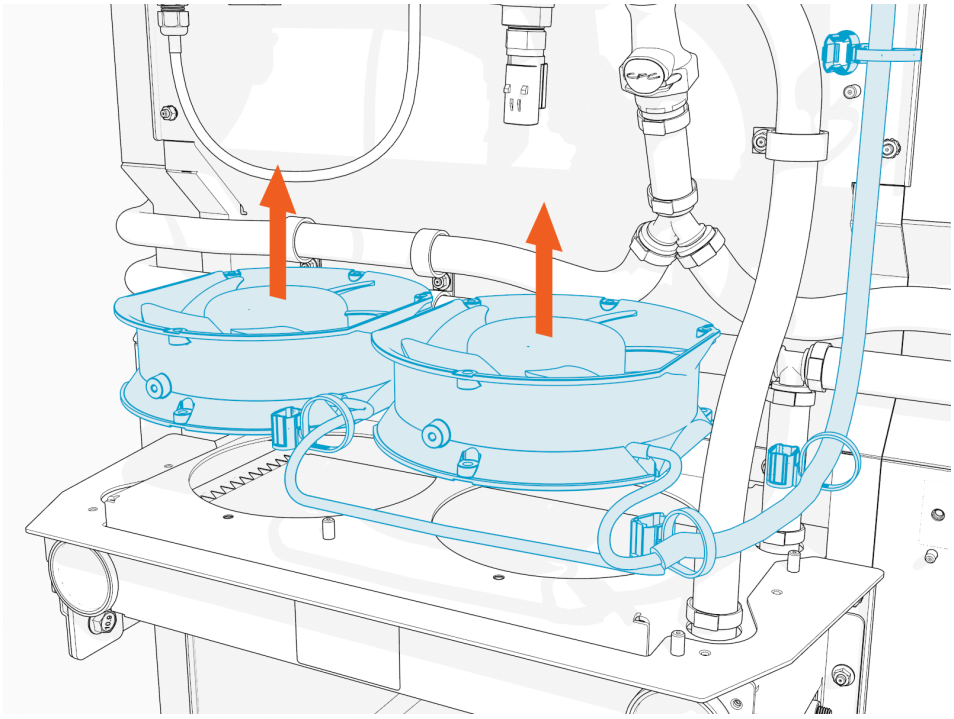


REINSTALL NOTE: Torque these screws to **1.7 Nm (15 in-lb)**.

4. Pull out the stud-mounted zip ties using a flathead screwdriver or needle nose pliers.



5. Remove the fans and cable.



Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Holsters 19

This section provides instructions for replacing holsters in the Power Link 2000. Refer to the appropriate subsection below:

- Standard No-Lock Holster Replacement
- Omni Port Replacement in Variation A Power Link 2000
- Omni Port Replacement in Variation B Power Link 2000
- Standard Holster to Omni Port Retrofit in Variation A Power Link 2000
- Standard Holster to Omni Port Retrofit in Variation A Power Link 2000

To identify the Power Link 2000 variation, see Appendix: Variation Identification.

Standard No-Lock Holster Replacement

This section provides instructions on replacing the standard no-lock holster in the Power Link 2000.

Required Tools and Materials



T25 Security screwdriver

Before You Begin

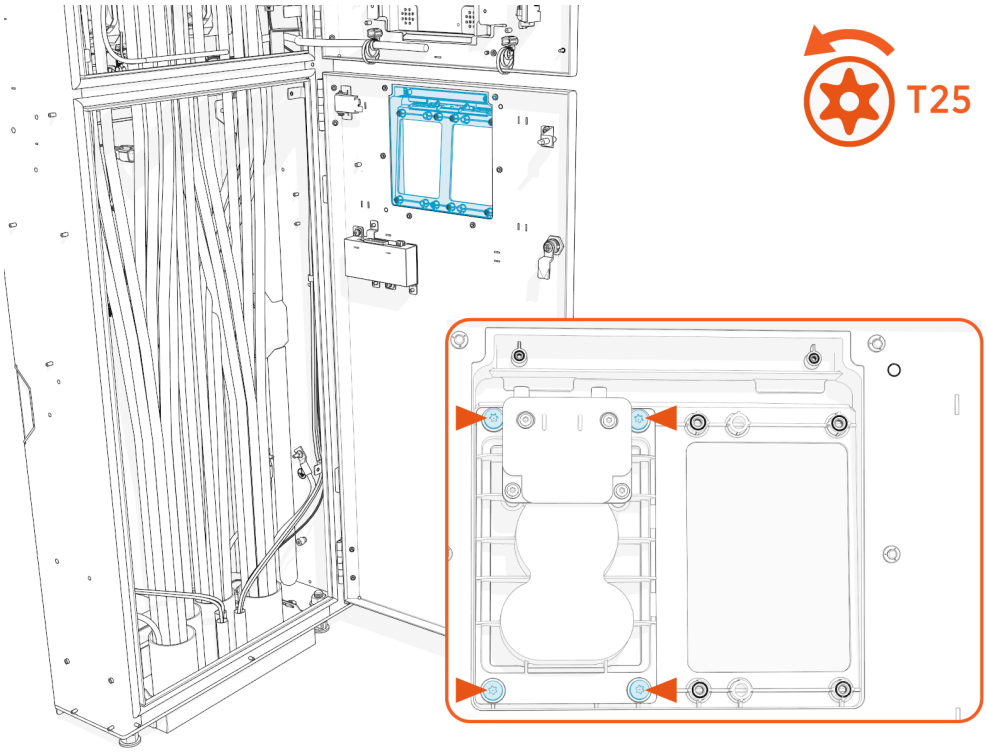
Before servicing the component, complete the following steps:

1. Power off.
2. Remove the lower cover.
3. Open the lower door.

After replacing the components, reverse the above steps to complete the service.

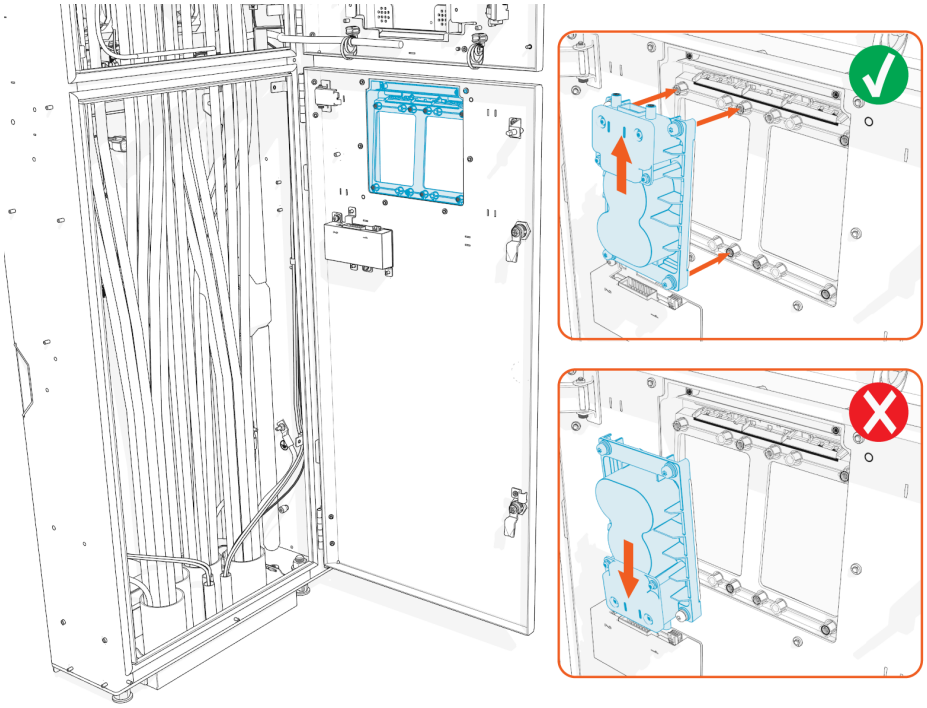
Remove the Existing Holster

To remove an existing holster, unfasten screws (x4) and remove the holster.

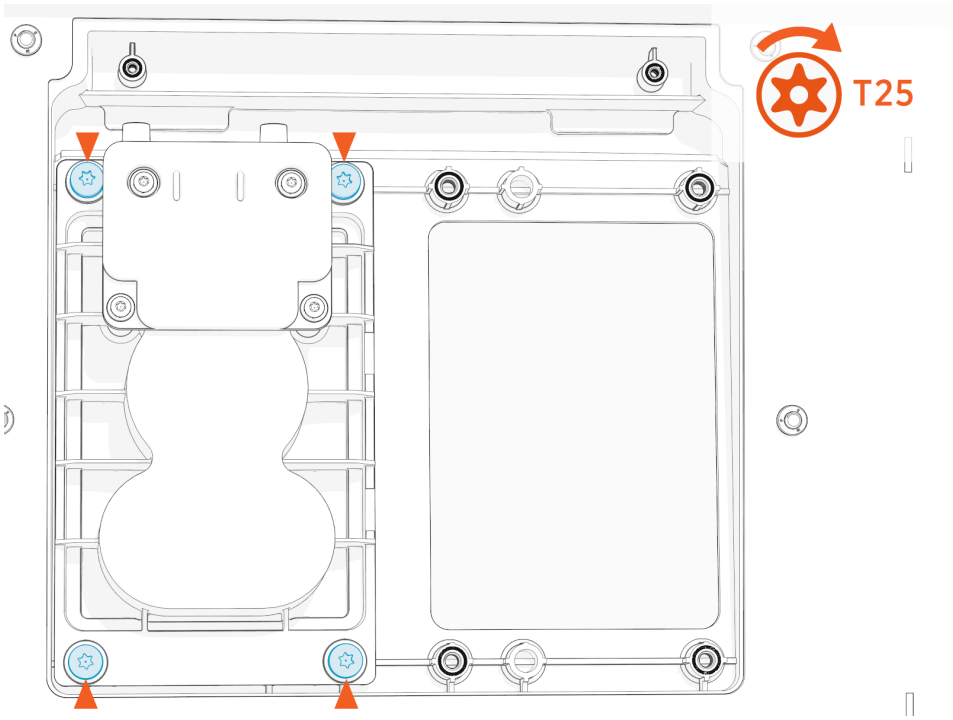


Install the Replacement Holster

1. Align and seat the holster onto the holster bracket.



2. Torque the screws (x4) to **2.8 Nm (25 in-lb)**.



IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Omni Port Replacement in Variation A Power Link 2000

This section provides instructions for replacing the Omni Port in a Variation A Power Link 2000. If working with a Variation B Power Link 2000, see Omni Port Replacement in Variation B Power Link 2000. To identify the Power Link 2000 variation, see Appendix: Variation Identification.

Required Tools and Materials



T25 Security screwdriver

Before You Begin

Before servicing the component, complete the following steps:

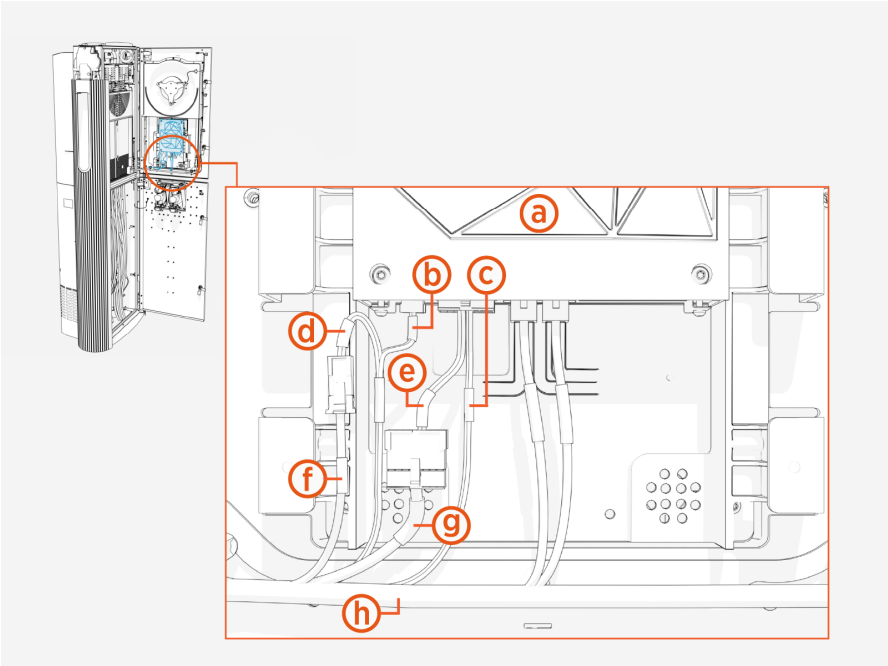
1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper and lower doors.

After replacing the component, reverse the above steps to complete the service.

Remove the Existing Omni Port

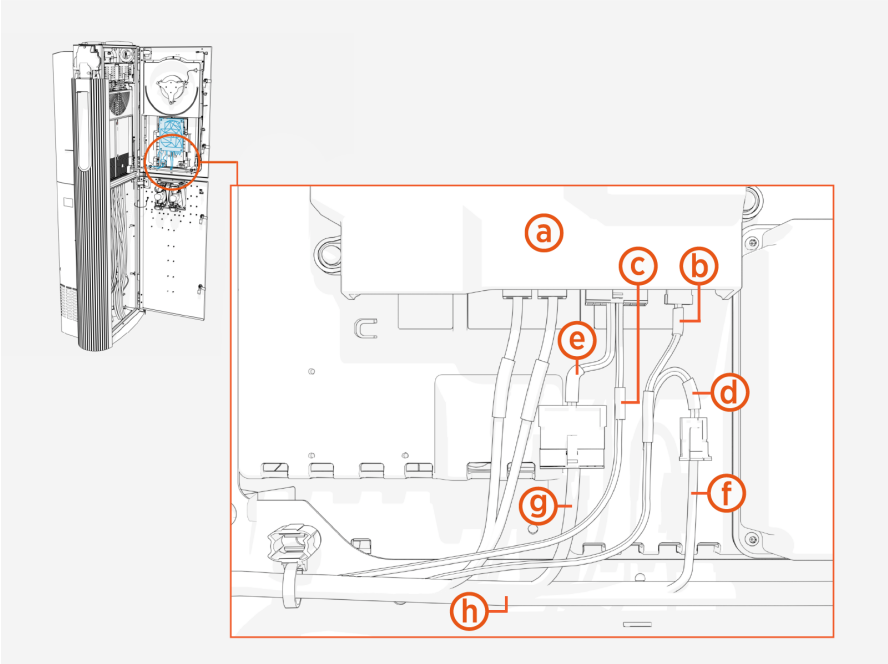
1. Inside the Power Link 2000 upper door, identify the components listed below. Check the cable labels to verify cable identities.

- If 8-inch CCOM is present:



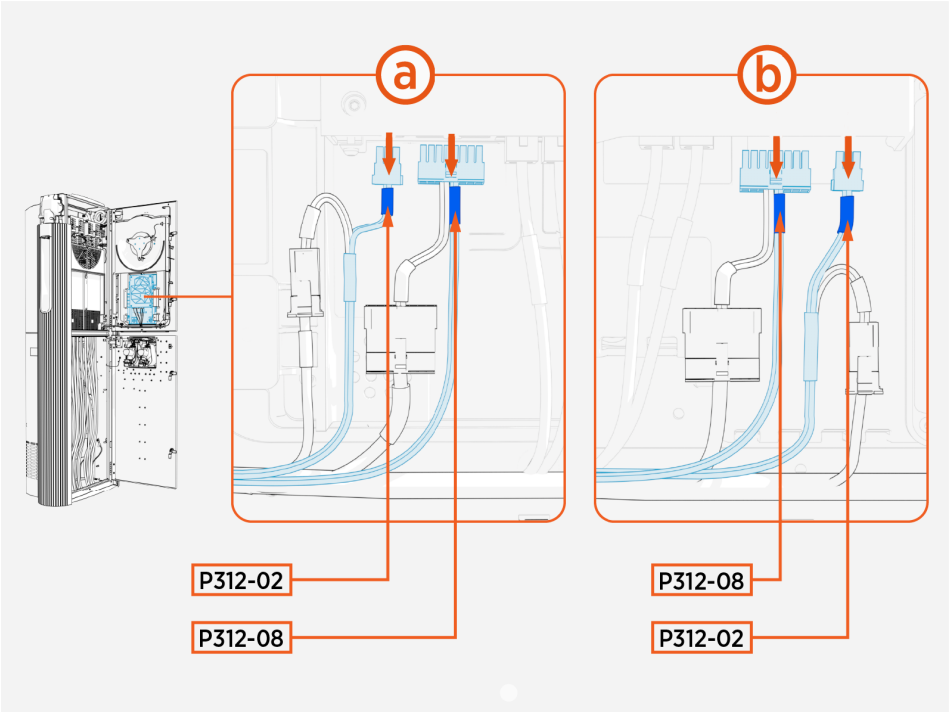
(a) CCOM
(b) Omni Port cable P312-02
(c) Omni Port cable P312-08
(d) Omni Port cable J312-02
(e) Omni Port cable J312-08
(f) Main cable P312-02
(g) Main cable P312-08
(h) Main cable harness

- If 15-inch CCOM is present:



(a) CCOM
(b) Omni Port cable P312-02(connected to CCOM)
(c) Omni Port cable P312-08 (connected to CCOM)
(d) Omni Port cable J312-02
(e) Omni Port cable J312-08
(f) Main cable P312-02
(g) Main cable P312-08
(h) Main cable harness

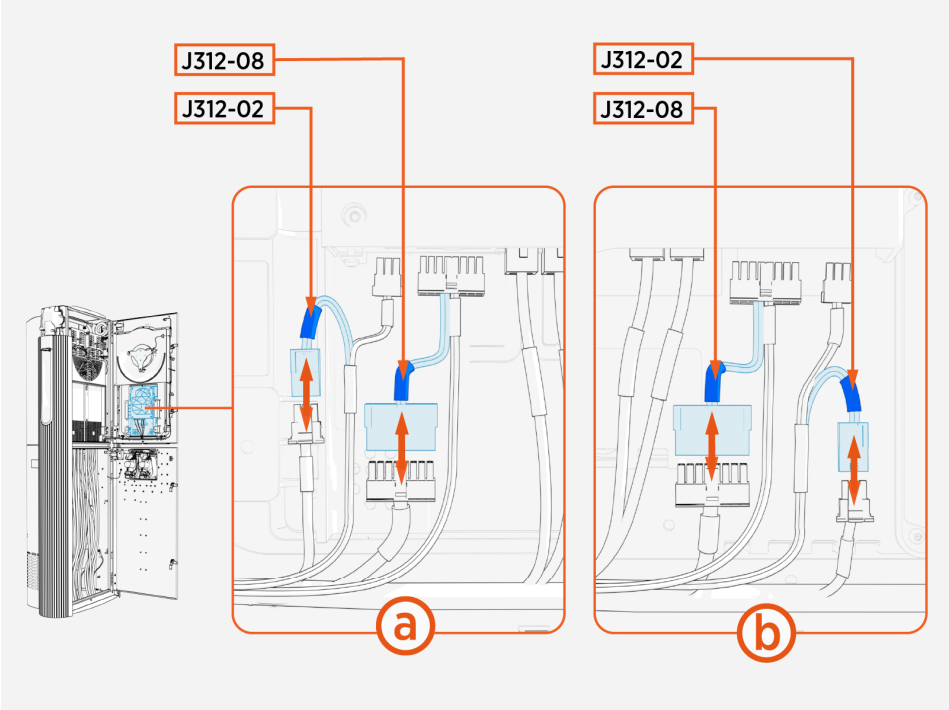
2. Disconnect Omni Port cables P312-02 and P312-08 from the CCOM.



(a) 8-inch CCOM

(b) 15-inch CCOM

3. Disconnect the Omni Port cables J312-02 and J312-08 (highlighted below) from the main cable harness.

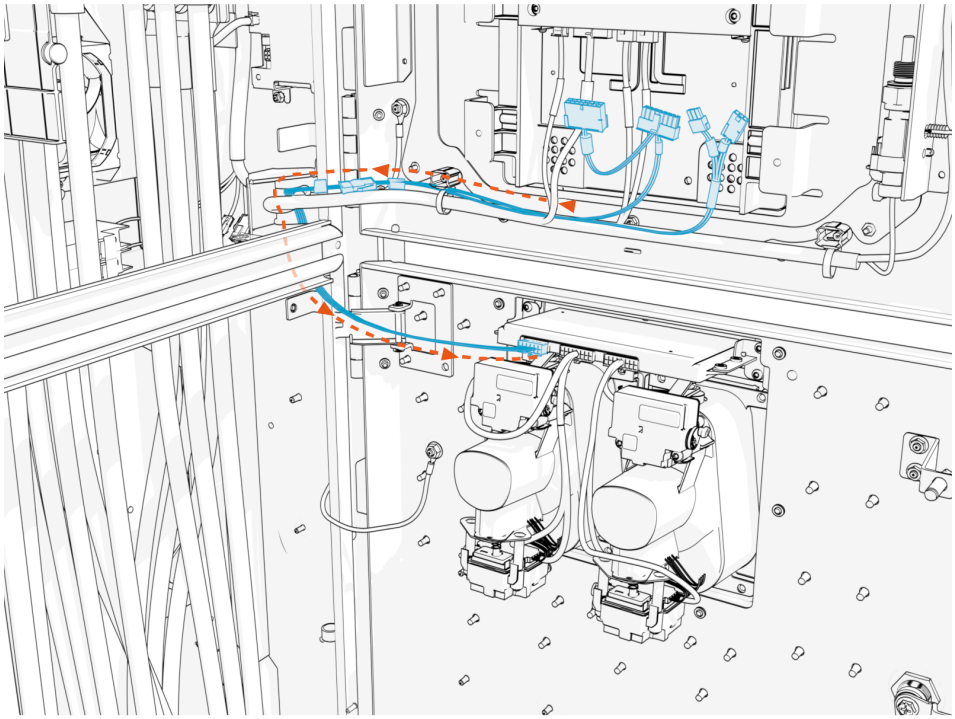


(a) 8-inch CCOM

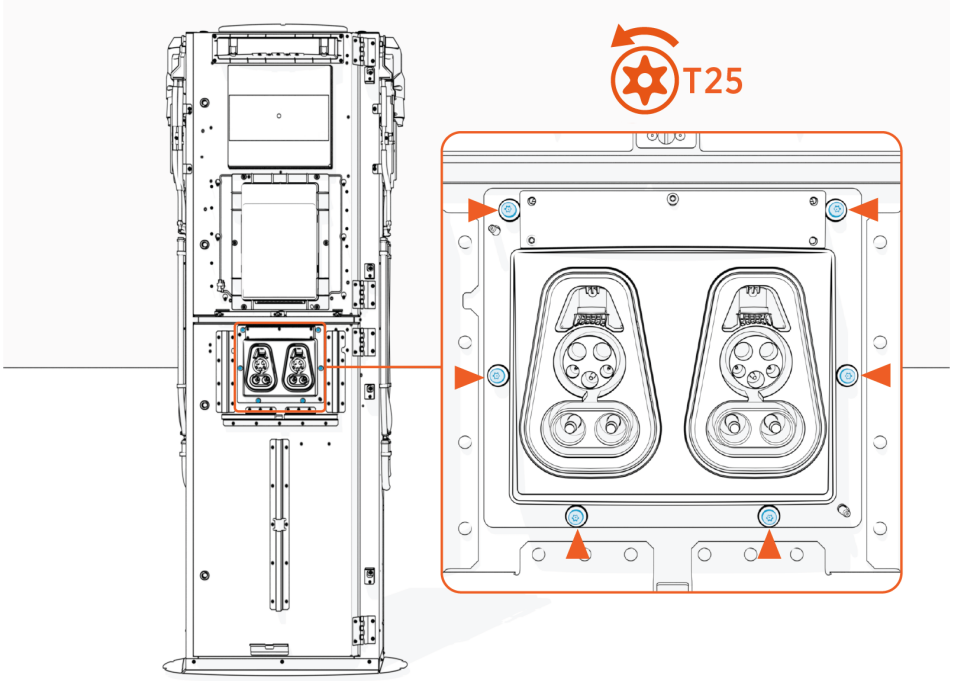
(b) 15-inch CCOM

4. Pull the Omni Port cable through the door cable guide, back towards the Omni Port.

> **NOTE:** If needed, cut any zip ties securing the pigtail cable to the main cable harness.

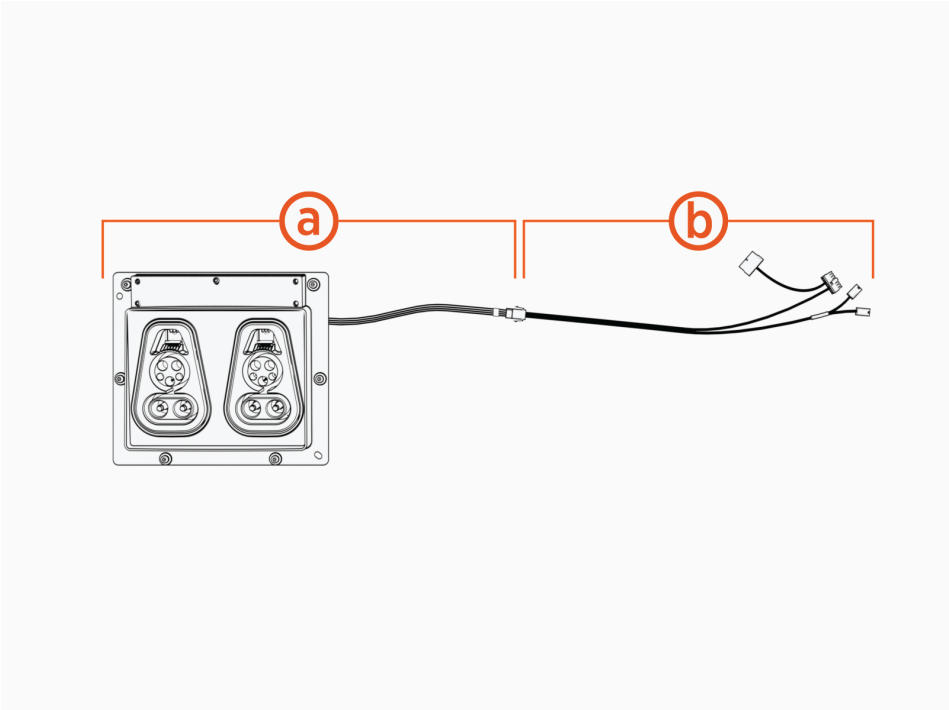


5. Unfasten screws (x6) to remove the Omni Port with attached cable.



Install the Replacement Omni Port

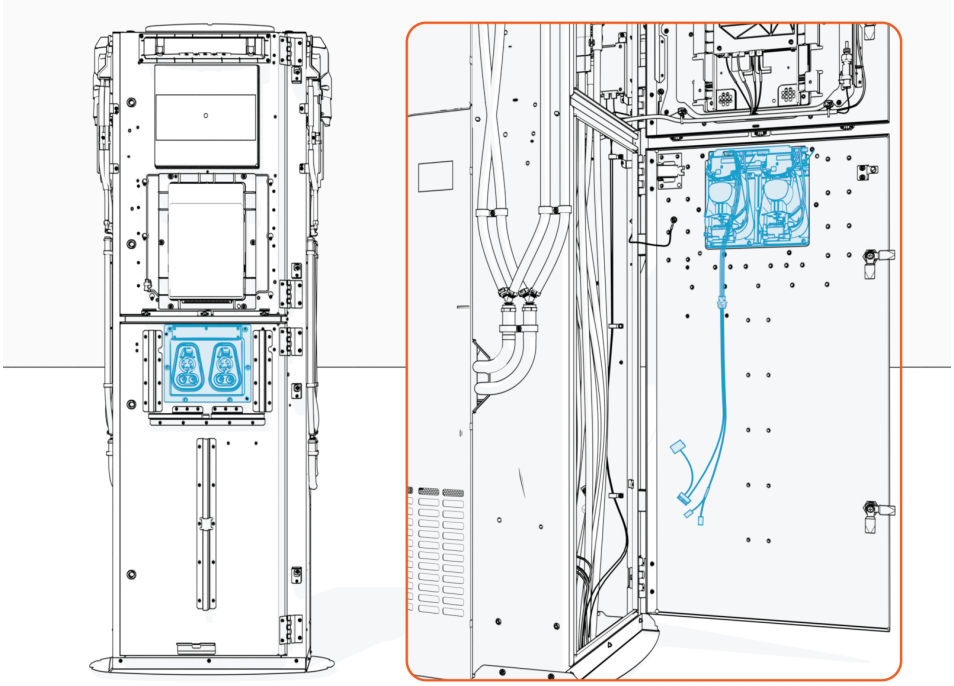
1. Unpack the replacement Omni Port kit and ensure the pigtail cable is attached to the Omni Port cable.



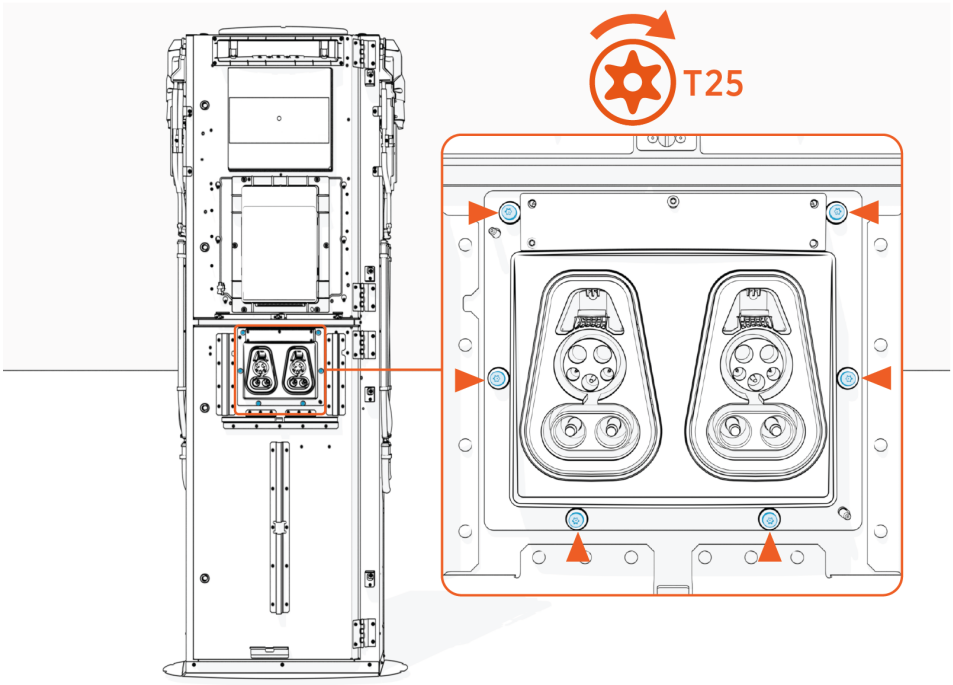
(a) Omni Port assembly with cable

(b) Pigtail cable

2. Align and seat the Omni Port assembly into the holster opening.



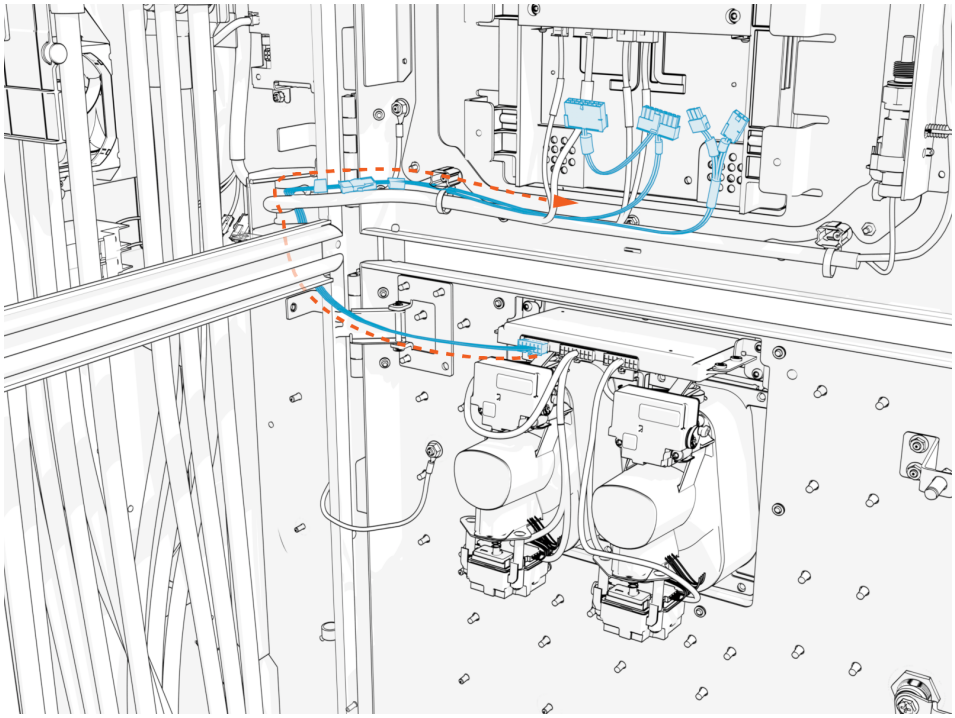
3. Install screws (x6). Torque to **4.5 Nm (40 in-lb)**.



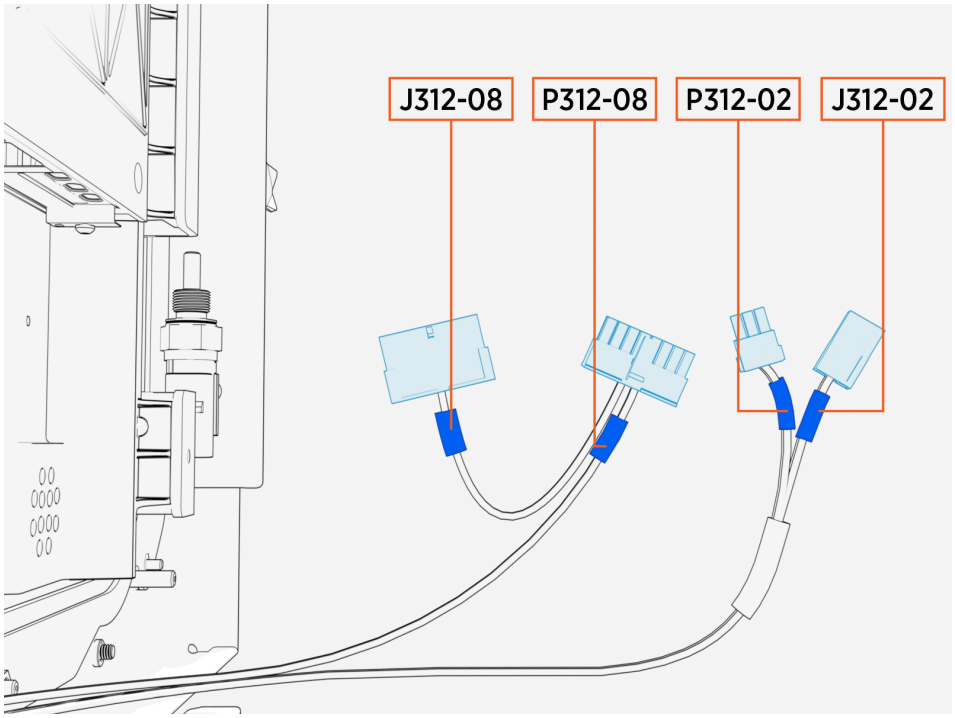
Connect the Omni Port Wires

1. Route the Omni Port cable harness to reach the main cable harness on the upper door.

> **IMPORTANT:** The cable harness must route behind the mid-height brace and through the door cable guide to prevent the cable from being pinched when closing the door.

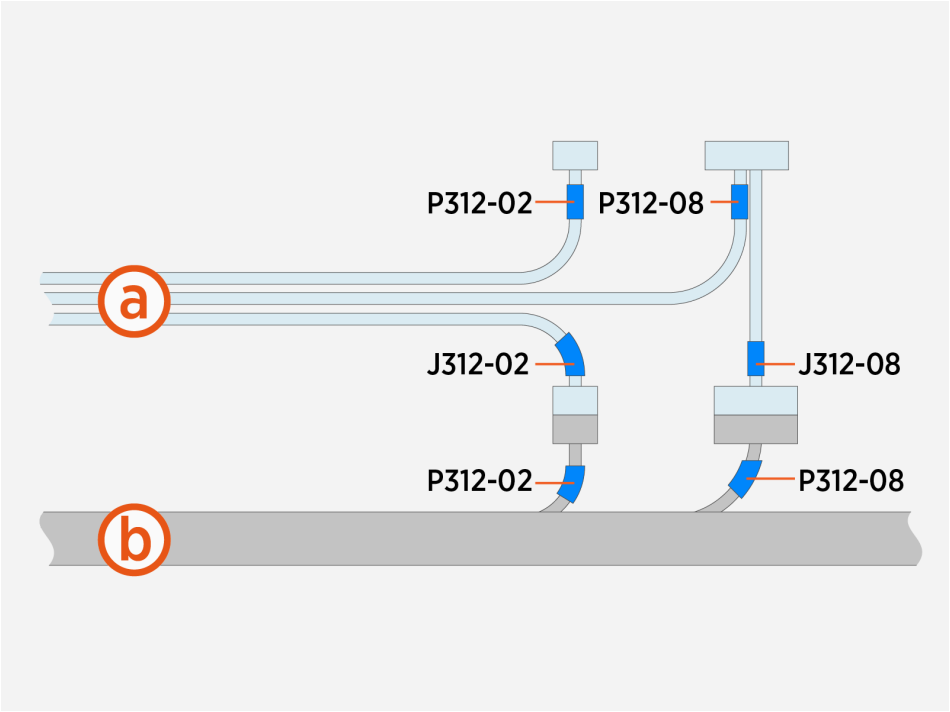


2. Study the cables and connectors at the end of the Omni Port cable harness. Identify the cables by their labels.



Cable Label	Terminating Connector (Pin Count, Gender)
J312-08	16-pin, male
P312-08	16-pin, female
P312-02	3-pin, female
J312-02	3-pin, male

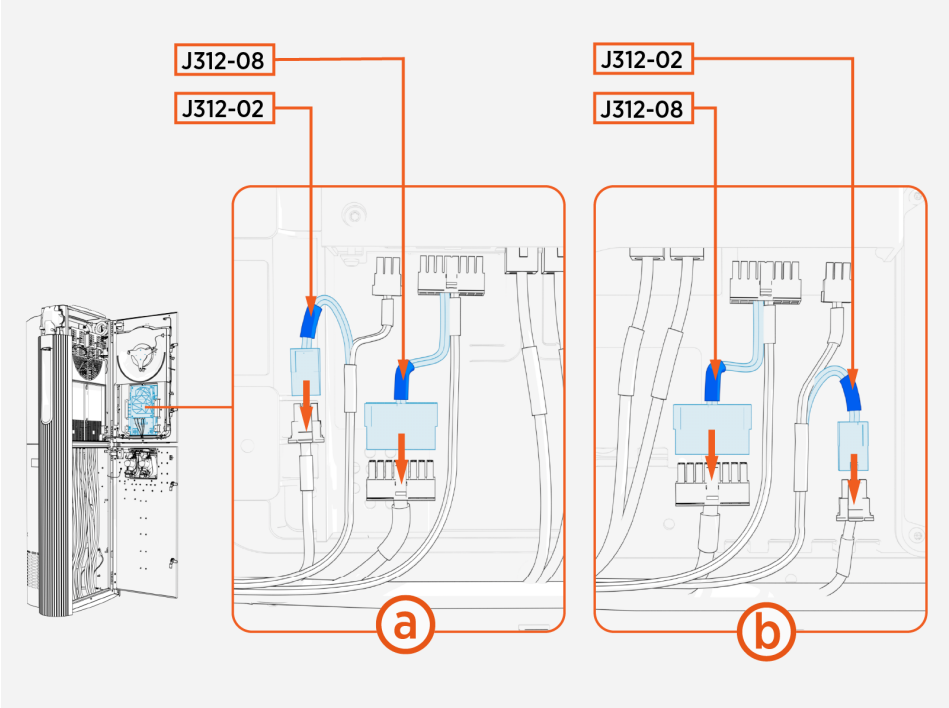
3. Study the diagram below, which illustrates the required connections between the Omni Port cable harness and the door main cable harness.



(a) Omni Port cable harness

(b) Door main cable harness

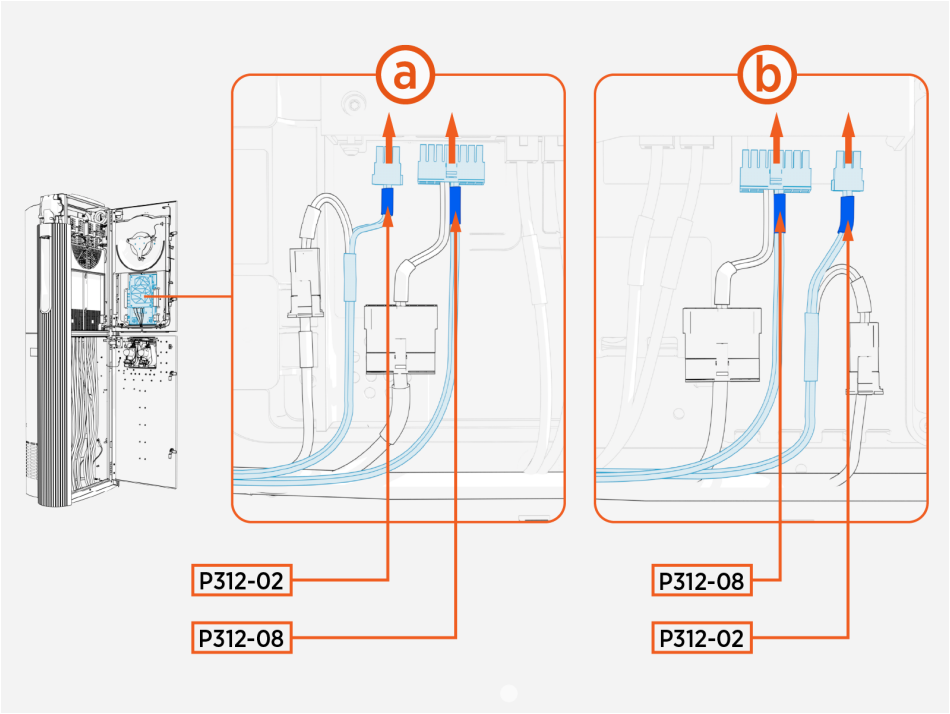
4. Connect Omni Port cables J312-08 and J312-02 (highlighted below) to cables P312-08 and P312-02 of the door main cable harness.



(a) 8-inch CCOM

(b) 15-inch CCOM

5. Connect Omni Port cables P312-02 and P312-08 to the CCOM.

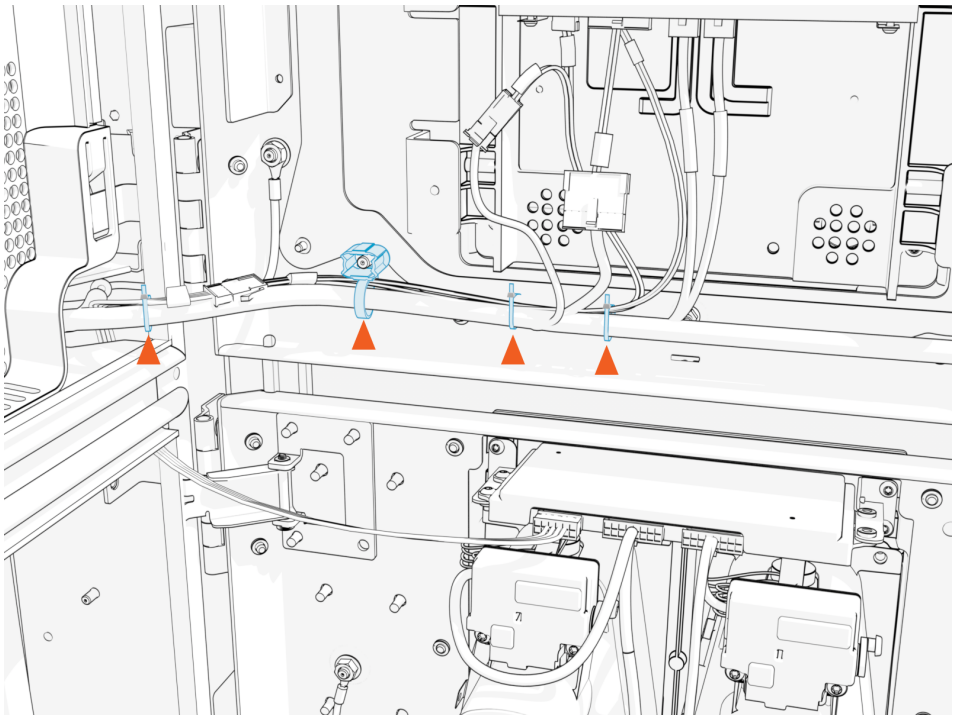


(a) 8-inch CCOM

(b) 15-inch CCOM

6. Use zip ties to secure the Omni Port cables to the main cable harness.

IMPORTANT: Pull excess cable into the Power Link 2000 pedestal to ensure there is no loose wire hanging from the door. Loose wires may get pinched when closing the door.



IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Omni Port Replacement in Variation B Power Link 2000

This section provides instructions for replacing the Omni Port in a Variation B Power Link 2000. If working with a Variation A Power Link 2000, see Omni Port Replacement in Variation A Power Link 2000. To identify the Power Link 2000 variation, see Appendix: Variation Identification.

Required Tools and Materials



T25 Security screwdriver

Before You Begin

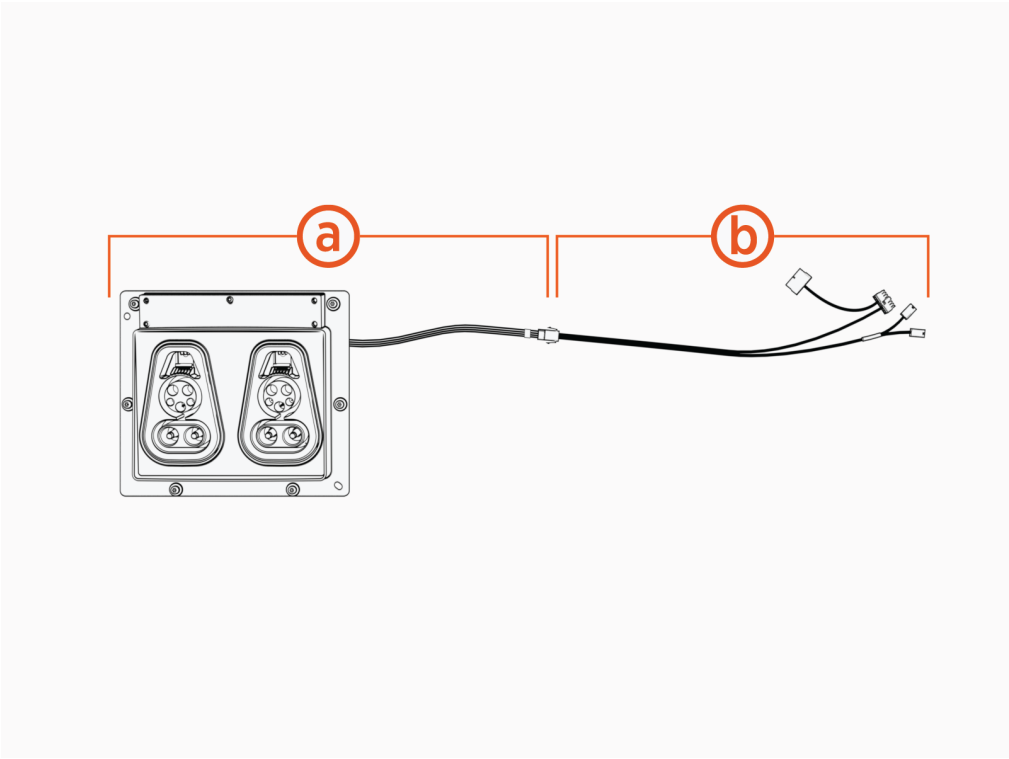
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper and lower doors.

After replacing the component, reverse the above steps to complete the service.

Prepare the Replacement Omni Port

Unpack the replacement Omni Port kit and disconnect the pigtail cable. The pigtail cable is not needed for Power Link 2000 Variation B.

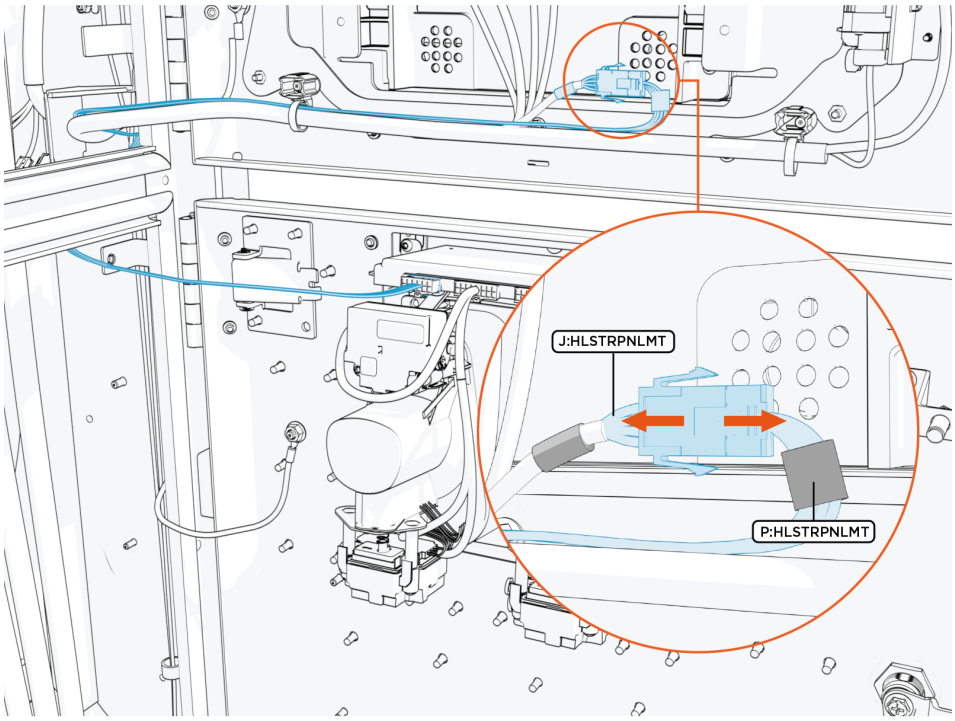


(a) Omni Port assembly with cable

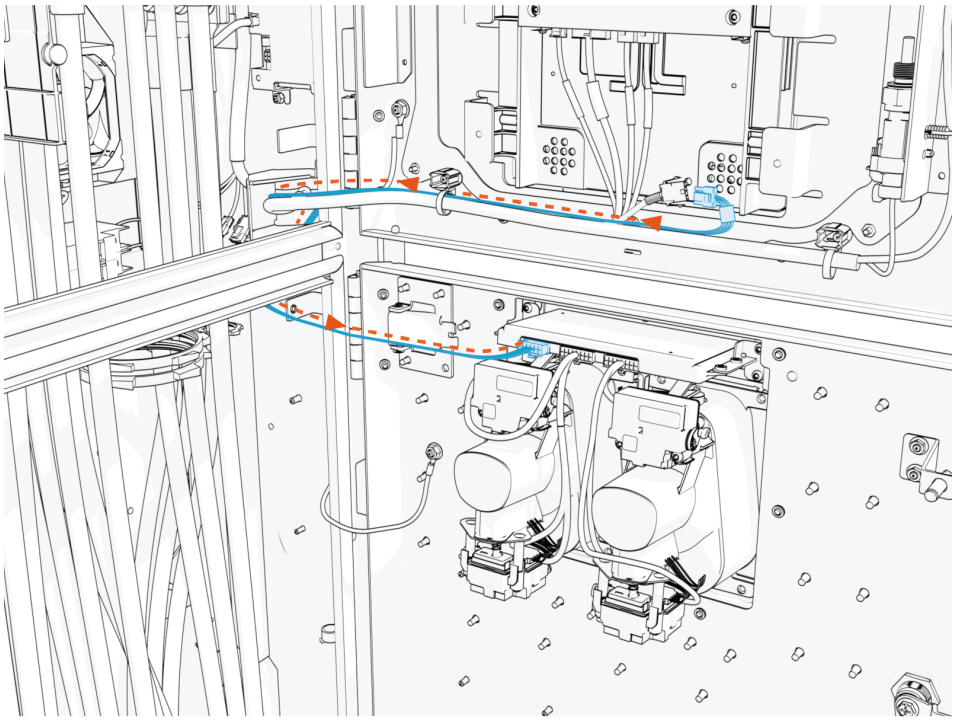
(b) Pigtail cable

Replace the Omni Port

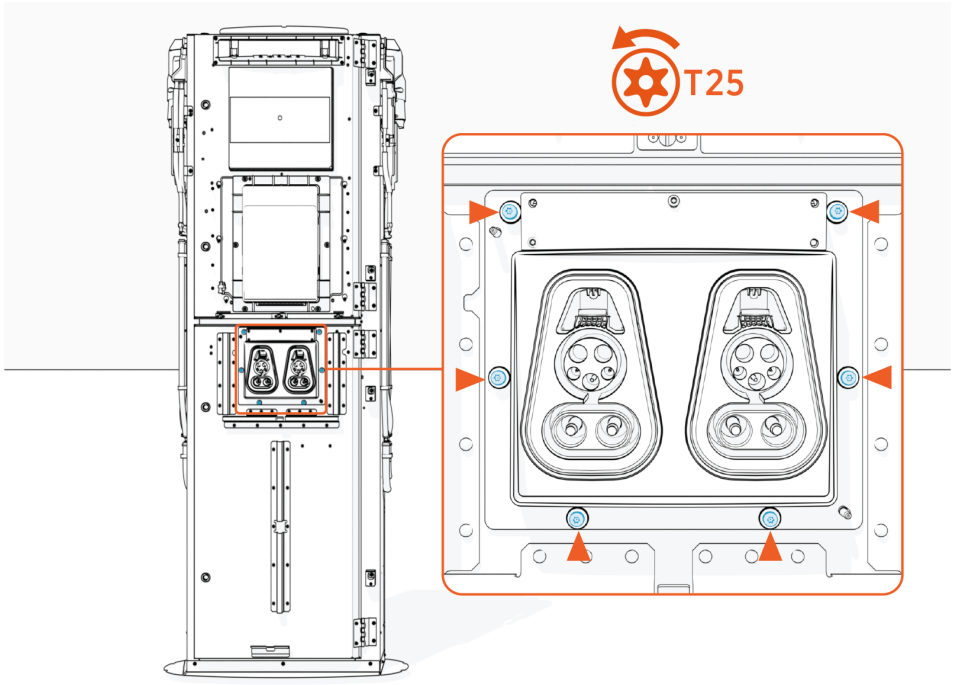
1. At the backside of the upper door, disconnect the Omni Port cable from the main cable harness. Use cable labels (shown below) to verify cable identities.



2. Pull the Omni Port cable through the door cable guide, back towards the Omni Port.



3. Unfasten screws (x6) to remove the Omni Port and attached cable harness.



REINSTALL NOTE: Torque fasteners to **4.5 Nm (40 in-lb)**

Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Standard Holster to Omni Port Retrofit in Variation A Power Link 2000

This section provides instructions for replacing a standard holster with an Omni Port in a Variation A Power Link 2000. If working with a Variation B Power Link 2000, see Standard Holster to Omni Port Retrofit in Variation A Power Link 2000. To identify the Power Link 2000 variation, see Appendix: Variation Identification.

Required Tools and Materials



T25 Security screwdriver

Before You Begin

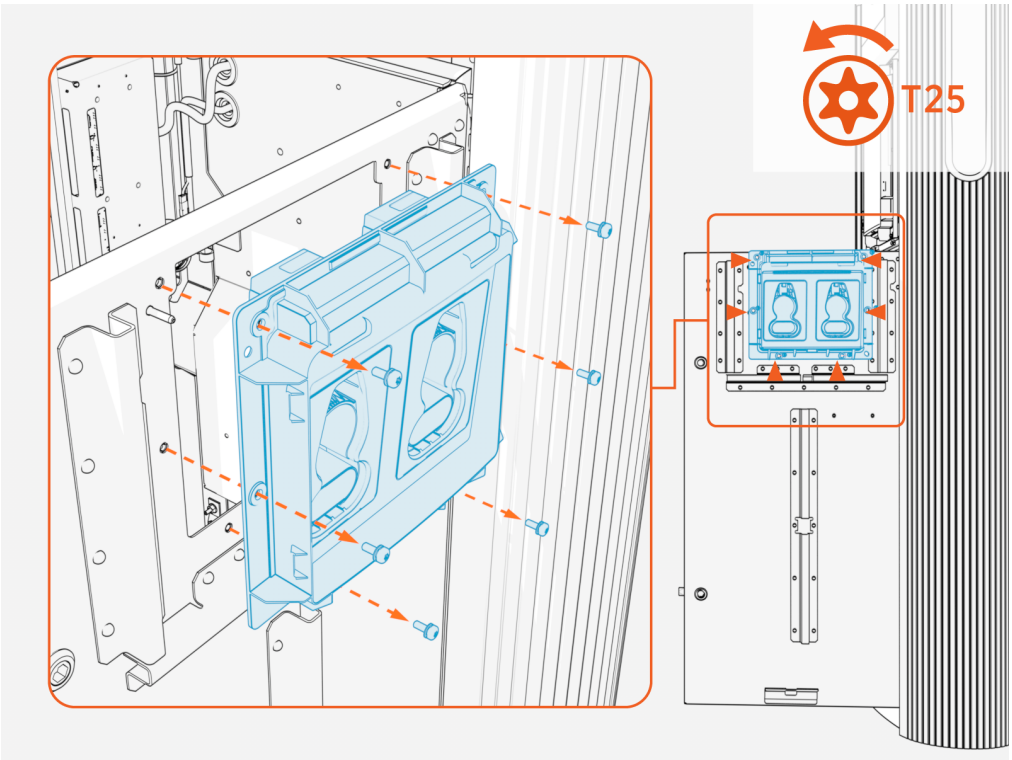
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper and lower doors.

After replacing the components, reverse the above steps to complete the service.

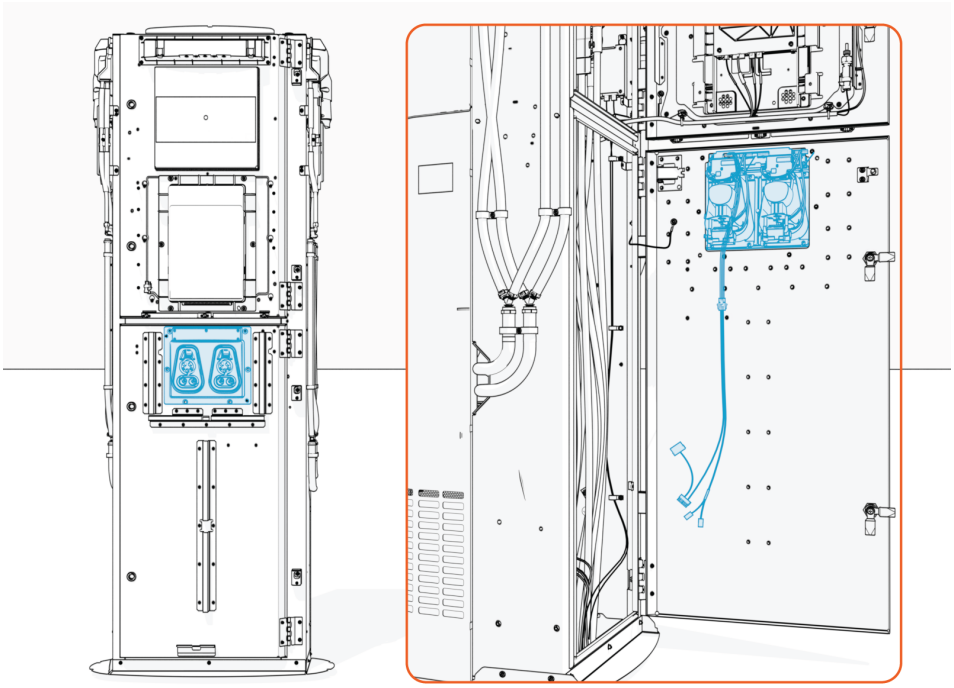
Remove the Existing Holster Frame

Unfasten screws (x6) and remove the standard holster frame.

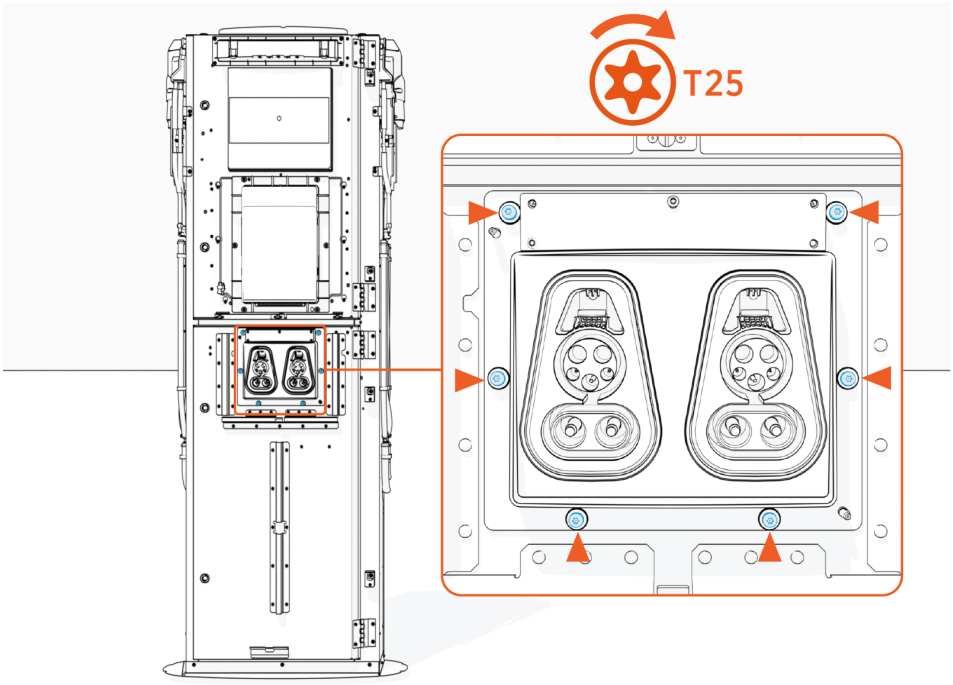


Install the Omni Port

1. Align and seat the Omni Port assembly into the holster opening.



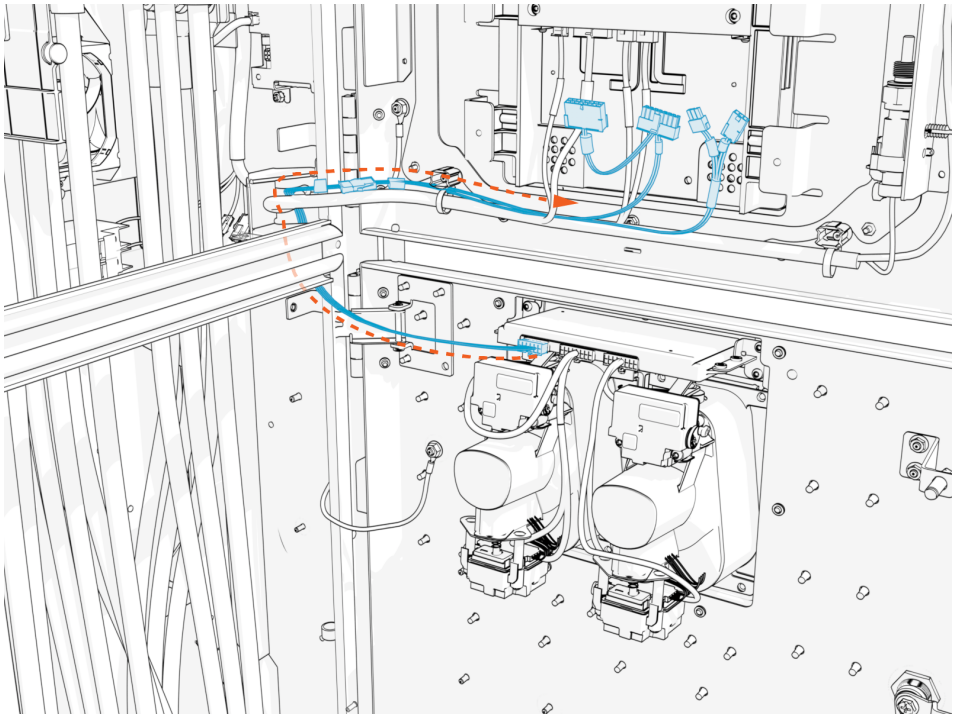
2. Install screws (x6). Torque to **4.5 Nm (40 in-lb)**.



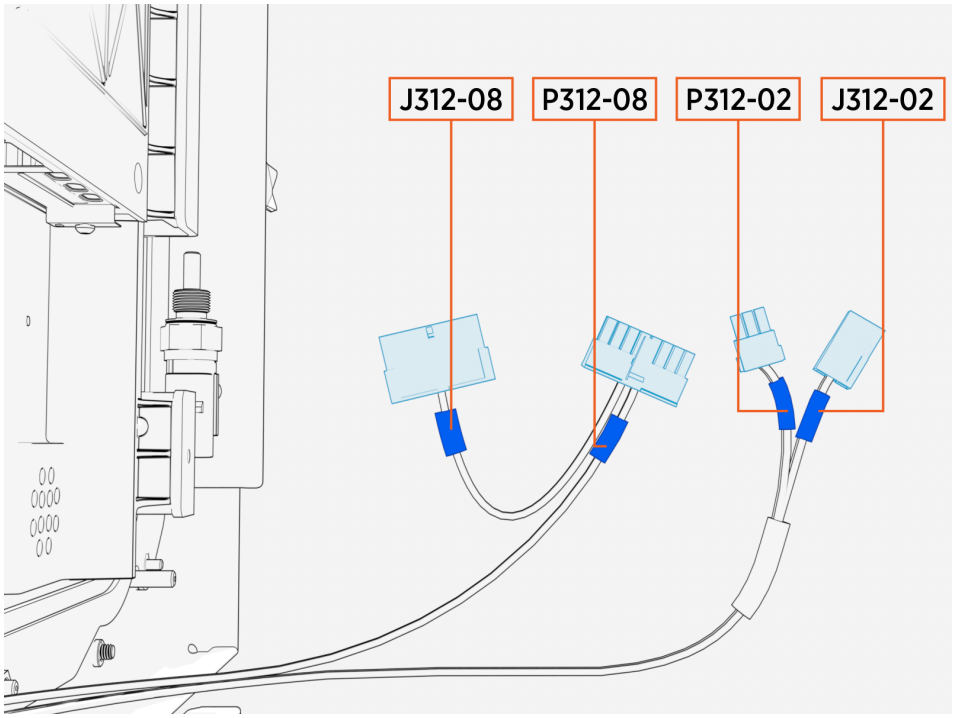
Connect Omni Port Wires

1. Route the Omni Port cable harness to reach the main cable harness on the upper door.

> **IMPORTANT:** The cable harness must route behind the mid-height brace and through the door cable guide to prevent the cable from being pinched when closing the door.



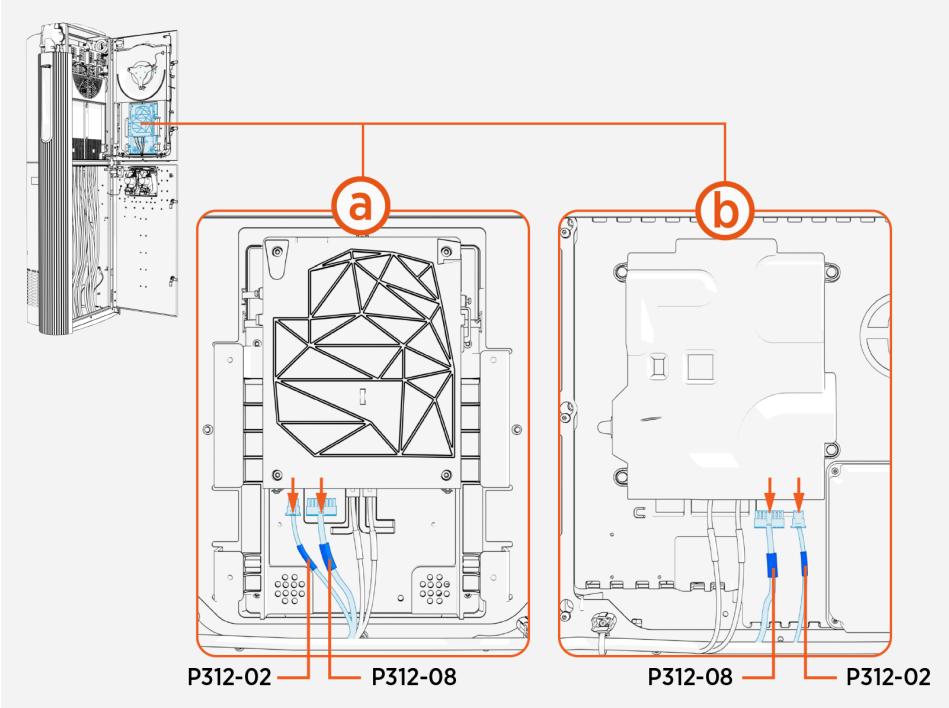
2. Study the cables and connectors at the end of the Omni Port cable harness. Identify the cables by their labels.



Cable Label	Terminating Connector (Pin Count, Gender)
J312-08	16-pin, male
P312-08	16-pin, female
P312-02	3-pin, female
J312-02	3-pin, male

3. On the rear side of the upper door, identify cables P312-02 and P312-08 running from the door main cable harness to the Control and Communications Unit (CCOM). Disconnect the cables from the CCOM.

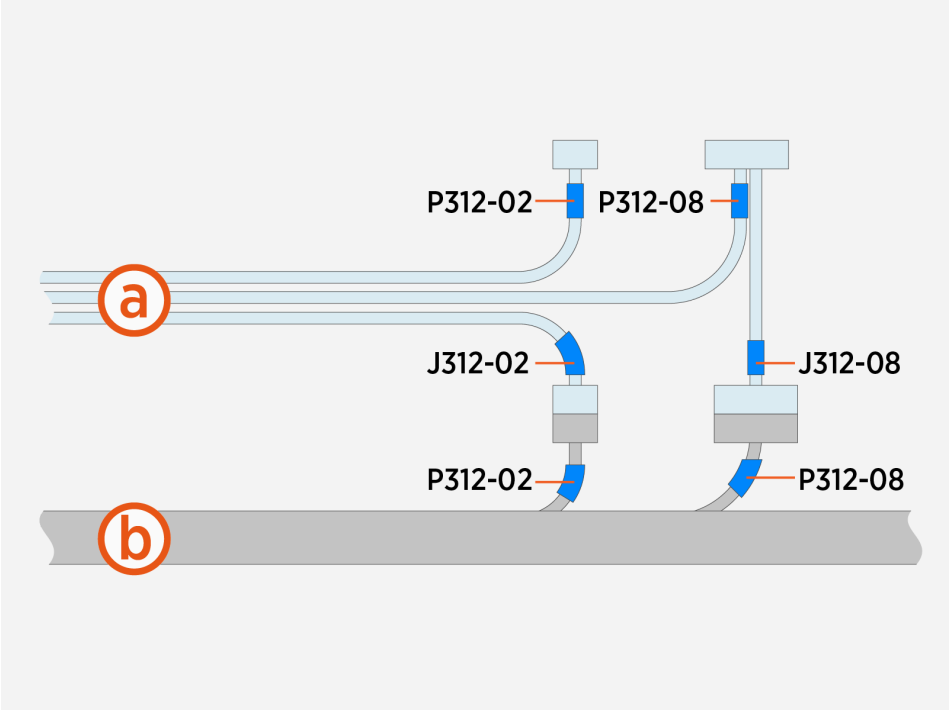
> **IMPORTANT:** The cable port locations vary based on the CCOM model. Verify the cable labels carefully.



(a) 8-inch CCOM

(b) 15-inch CCOM

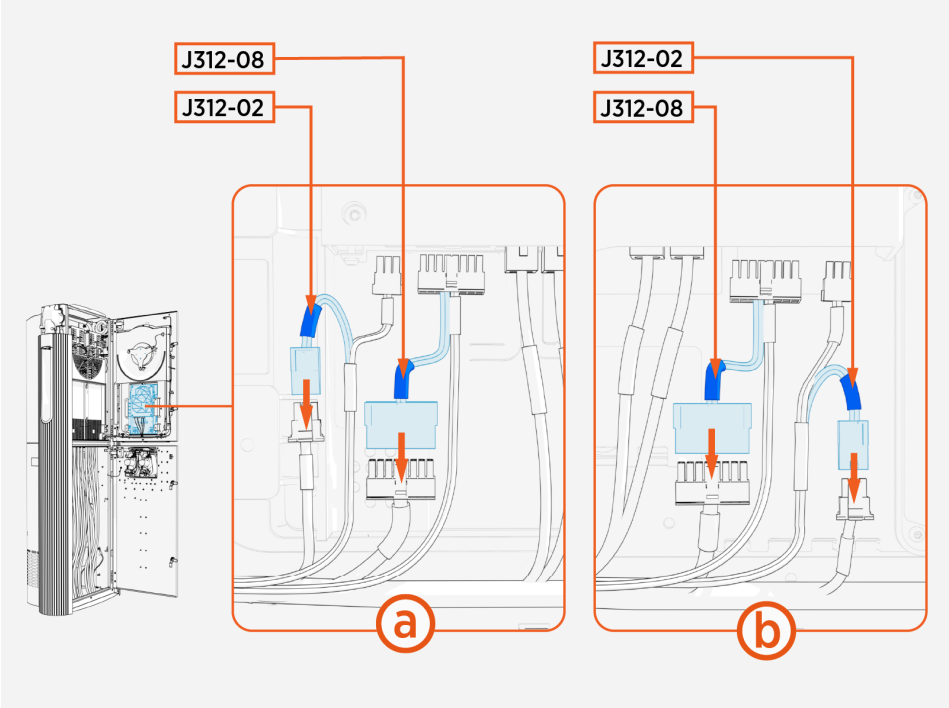
4. Study the diagram below, which illustrates the required connections between the Omni Port cable harness and the door main cable harness.



(a) Omni Port cable harness

(b) Door main cable harness

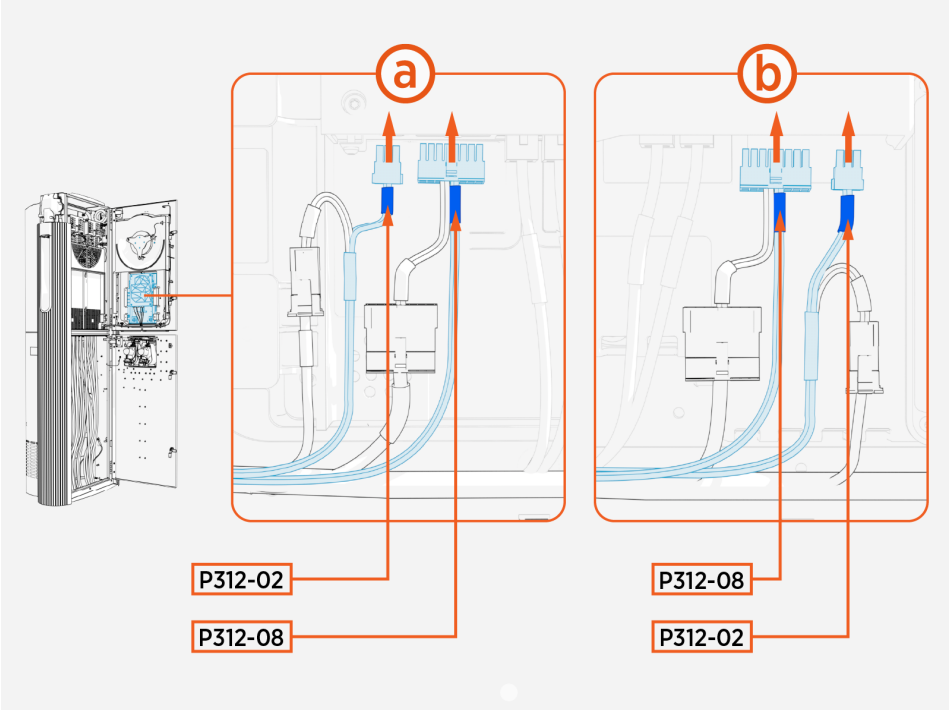
5. Connect Omni Port cables J312-08 and J312-02 (highlighted below) to cables P312-08 and P312-02 of the door main cable harness.



(a) 8-inch CCOM

(b) 15-inch CCOM

6. Connect Omni Port cables P312-02 and P312-08 to the CCOM.

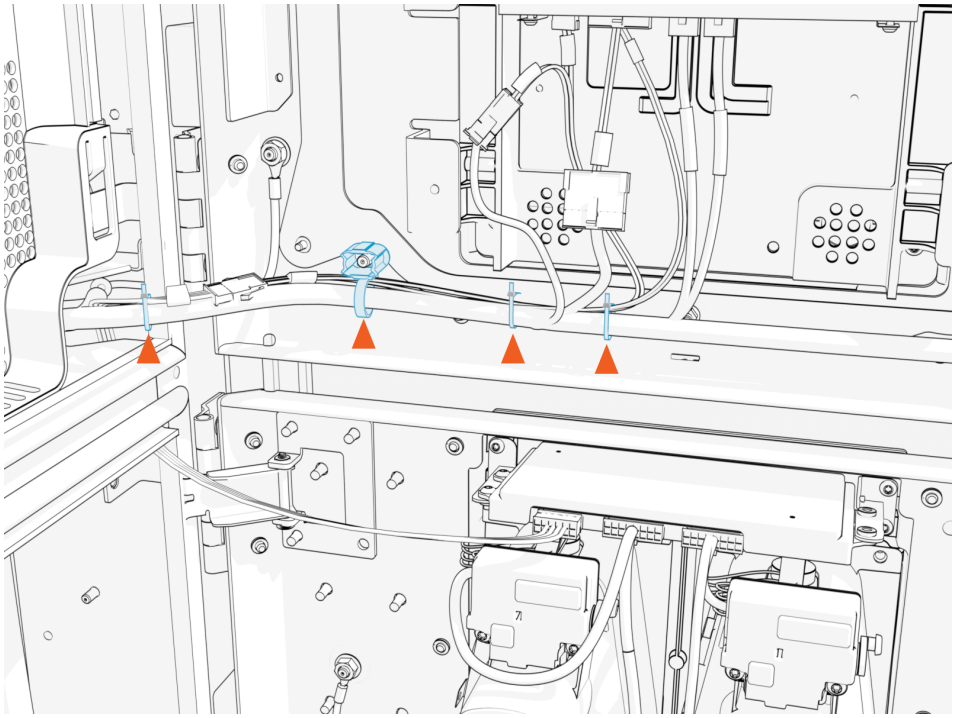


(a) 8-inch CCOM

(b) 15-inch CCOM

7. Use zip ties to secure the Omni Port cables to the main cable harness.

IMPORTANT: Pull excess cable into the Power Link 2000 pedestal to ensure there is no loose wire hanging from the door. Loose wires may get pinched when closing the door.



IMPORTANT: To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.

Standard Holster to Omni Port Retrofit in Variation B Power Link 2000

This section provides instructions for replacing a standard holster with an Omni Port in a Variation B Power Link 2000. If working with a Variation A Power Link 2000, see Standard Holster to Omni Port Retrofit in Variation A Power Link 2000. To identify the Power Link 2000 variation, see Appendix: Variation Identification.

Required Tools and Materials



T25 Security screwdriver

Before You Begin

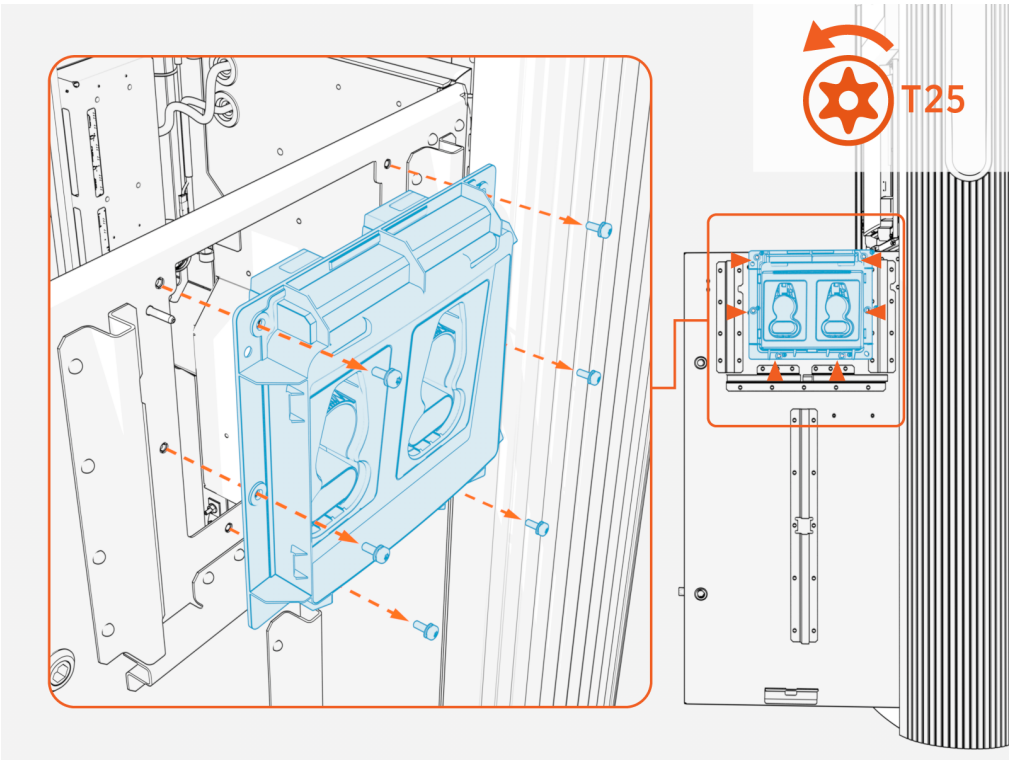
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper and lower doors.

After replacing the components, reverse the above steps to complete the service.

Remove the Existing Holster Frame

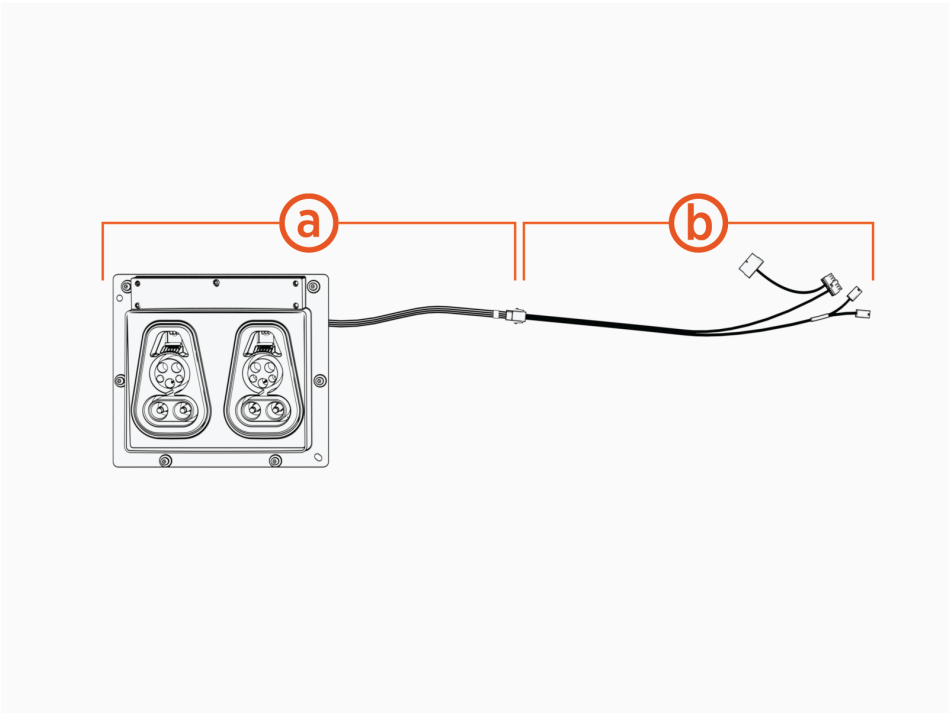
Unfasten screws (x6) and remove the standard holster frame.



Mount the Omni Port

1. Unpack the Omni Port package. Confirm all parts listed below are present.

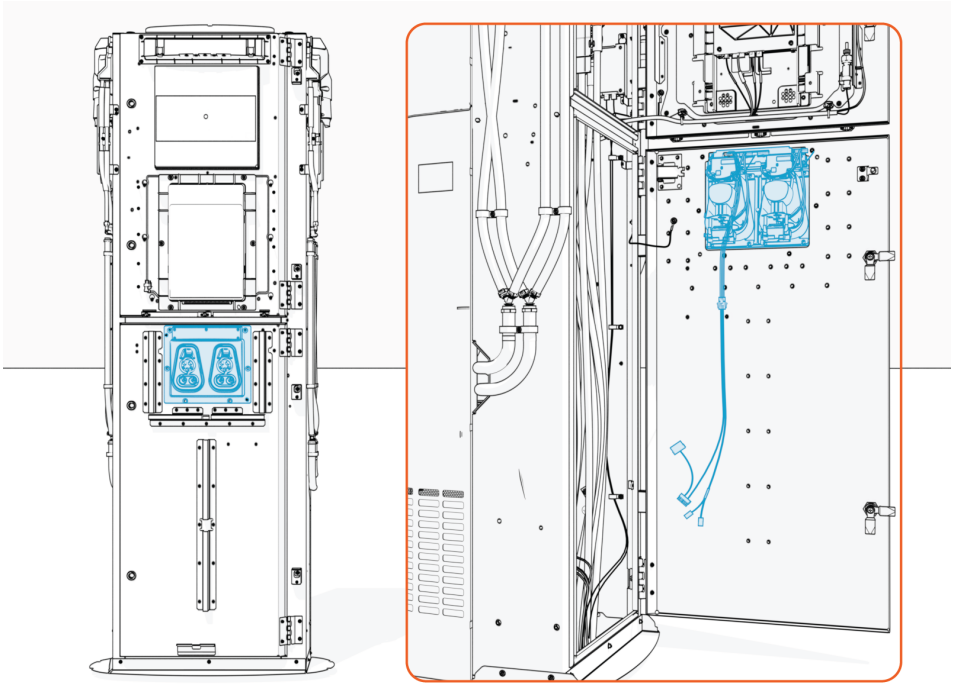
> **NOTE:** For any missing part, contact ChargePoint support.



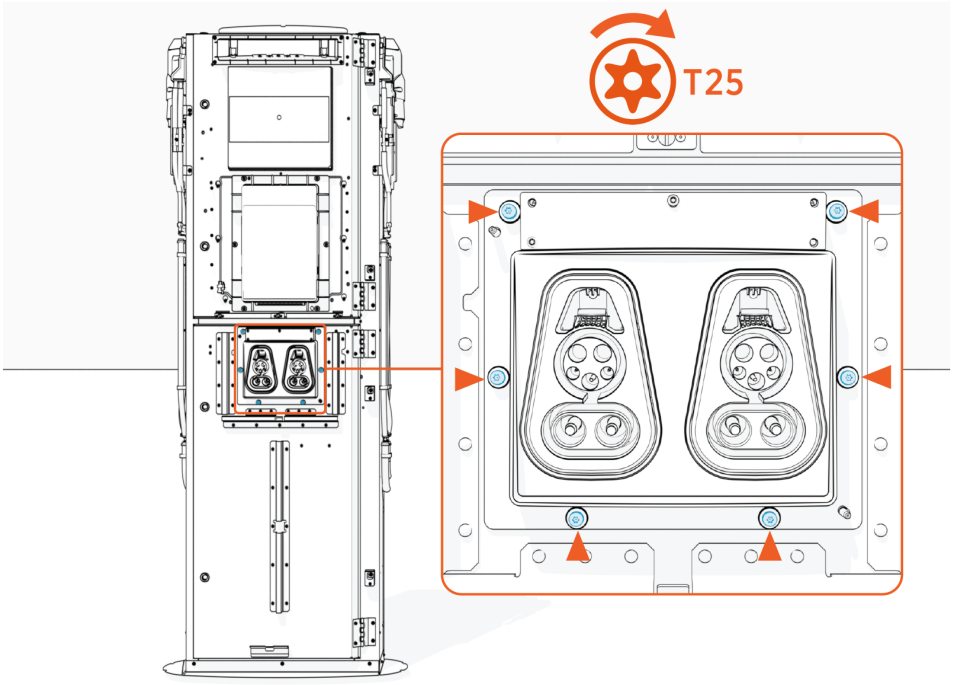
(a) Omni Port assembly with cable

(b) Pigtail cable

2. Align and seat the Omni Port assembly into the holster opening.

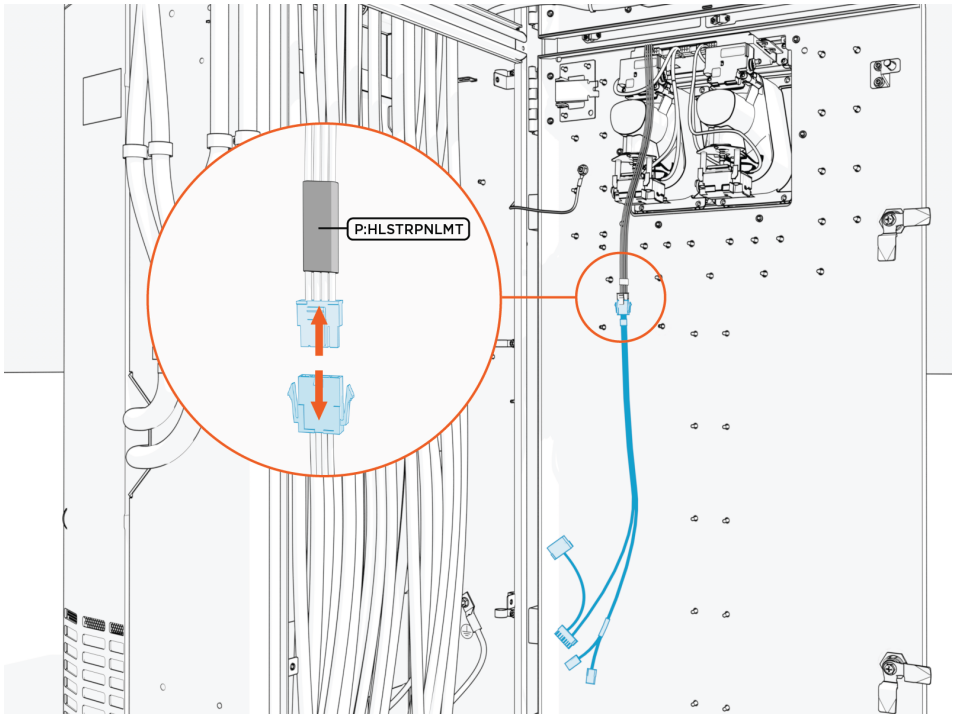


3. Install screws (x6). Torque to **4.5 Nm (40 in-lb)**.



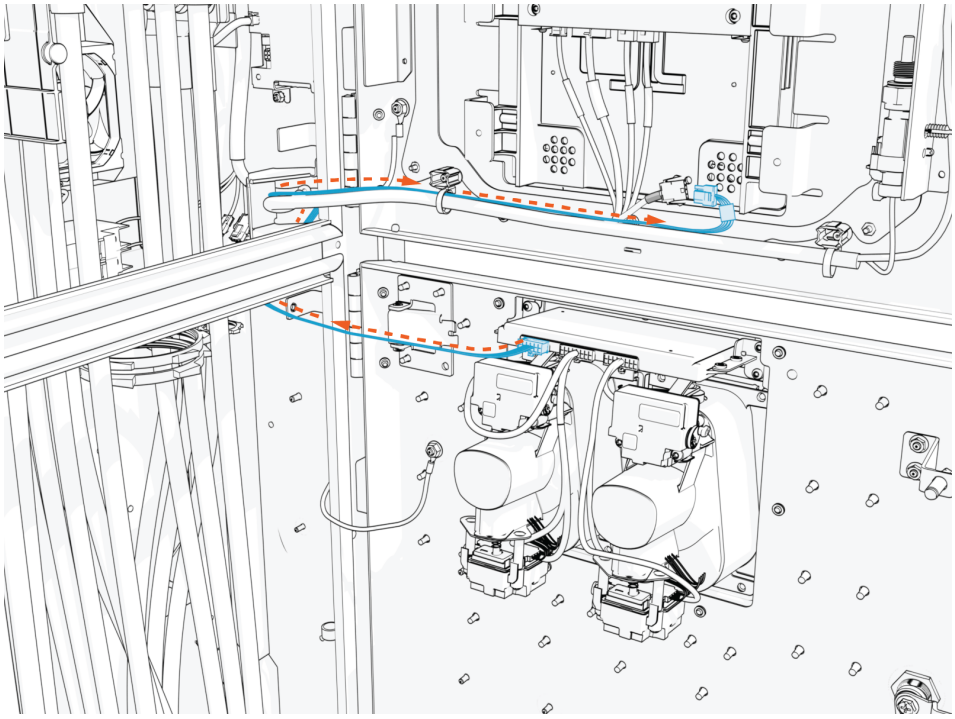
Connect the Omni Port Wires

1. Disconnect and remove the Omni Port pigtail cable. The pigtail cable is not needed for Power Link 2000 Variation B.



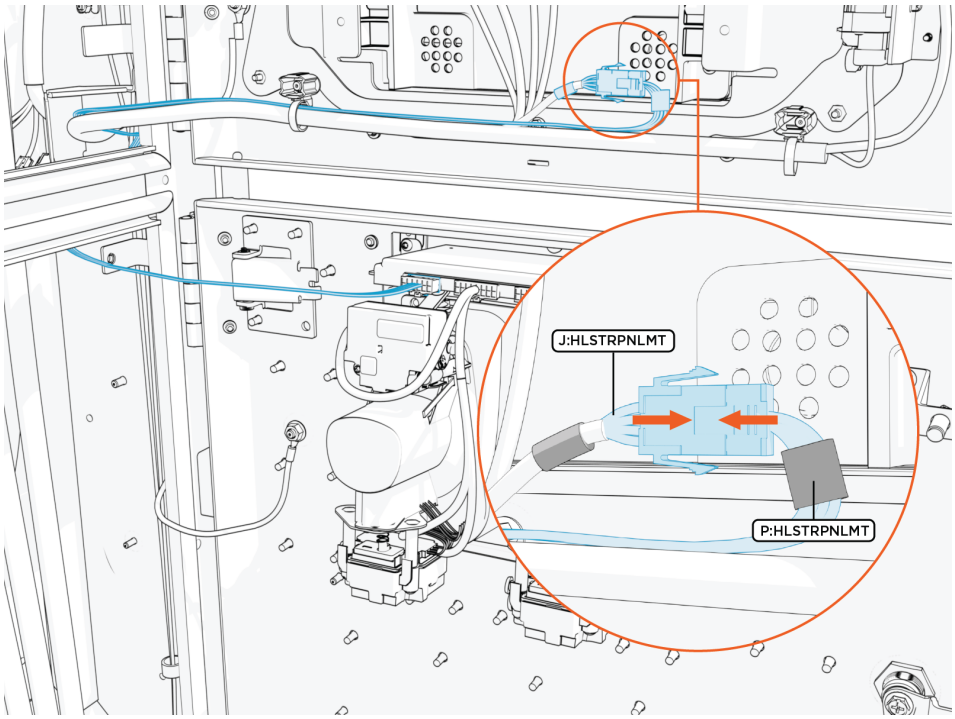
2. Route the Omni Port cable harness to reach the main cable harness on the Power Link 2000 door.

> **IMPORTANT:** The cable harness must route behind the mid-height brace and through the door cable guide to prevent the cable from being pinched when closing the door.



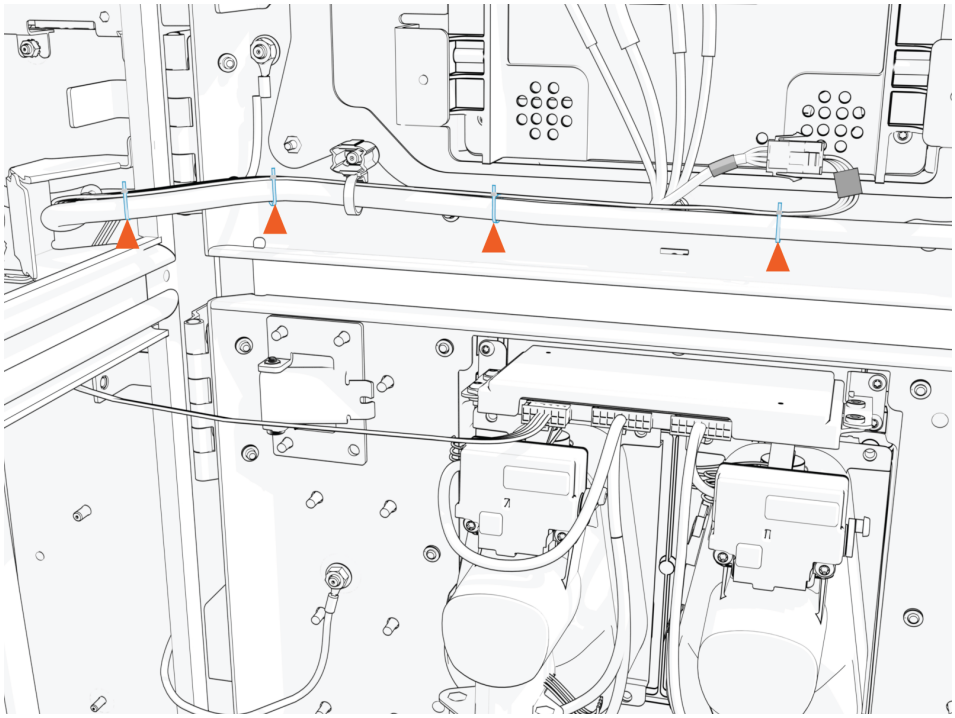
3. Connect the Omni Port cable harness to the main cable harness.

> **NOTE:** The cables are labeled as shown below. The latch must snap onto the receptacle connector with a click to ensure the connection is secure.



4. Use zip ties to secure the Omni Port cables to the main cable harness.

IMPORTANT: Pull excess cable into the Power Link 2000 pedestal to ensure there is no loose wire hanging from the door. Loose wires may get pinched when closing the door.



5. Check that the lower door can close properly.

IMPORTANT: The rear side of the Omni Port should not touch the HV DC wires within the Power Link 2000 pedestal when the door is closed. If needed, adjust the HV DC wires to avoid such contact.

IMPORTANT: To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.

Area Downlight 20

This section provides instructions for replacing the area downlight in the Power Link 2000.

Required Tools and Materials


8 mm hex socket


Needle nose pliers

Before You Begin

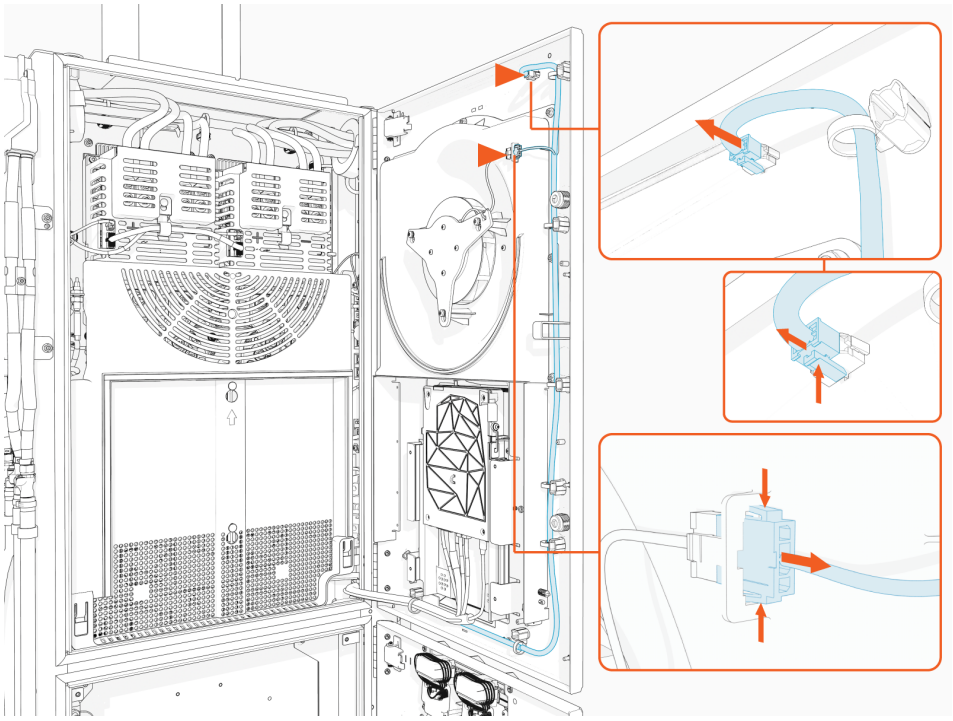
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.

After replacing the components, reverse the above steps to complete the service.

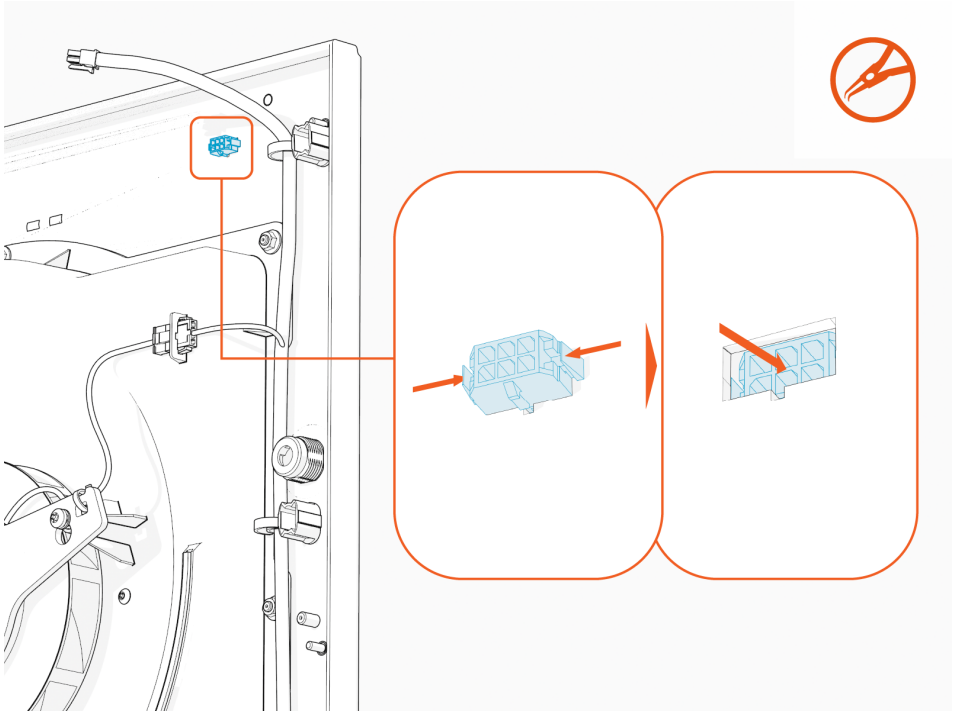
Replace the Area Downlight

1. On the interior surface of the Power Link 2000 door, unplug the wire harness.

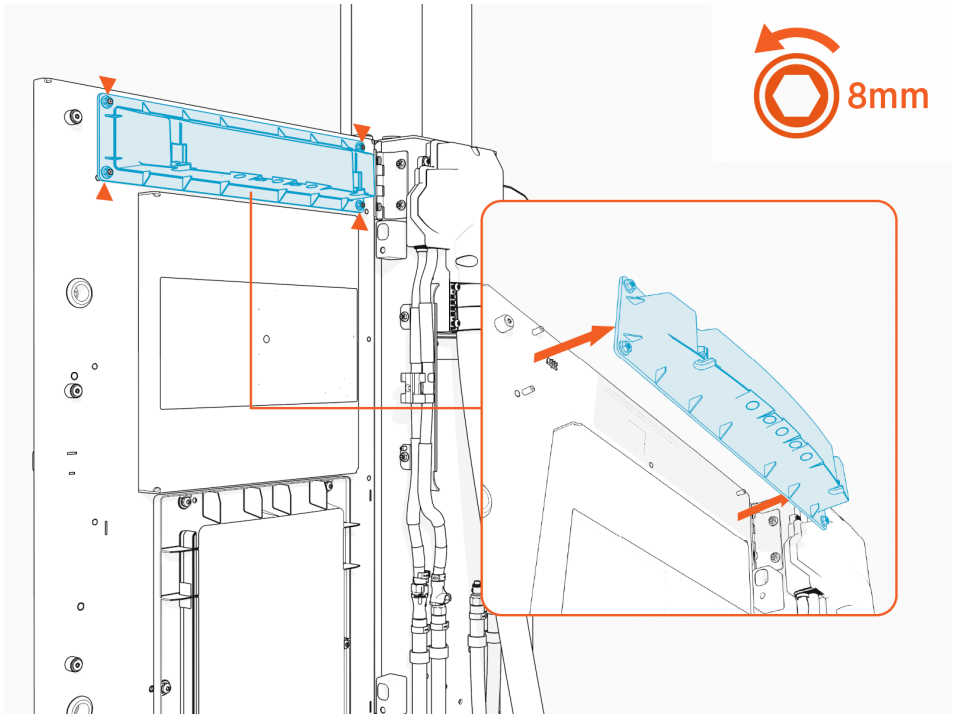


REINSTALL NOTE: To reconnect, plug in. The connector latch must snap onto the receptacle with a click sound to ensure that the connection is secure.

2. Use needle nose pliers to pinch the receptacle connector and push it in through the door.



3. Remove the nuts (x4) and remove the area downlight.



REINSTALL NOTE: Torque these nuts to **2.8 Nm (25 in-lb)**.

Reverse the above steps to reinstall with replacement FRU.

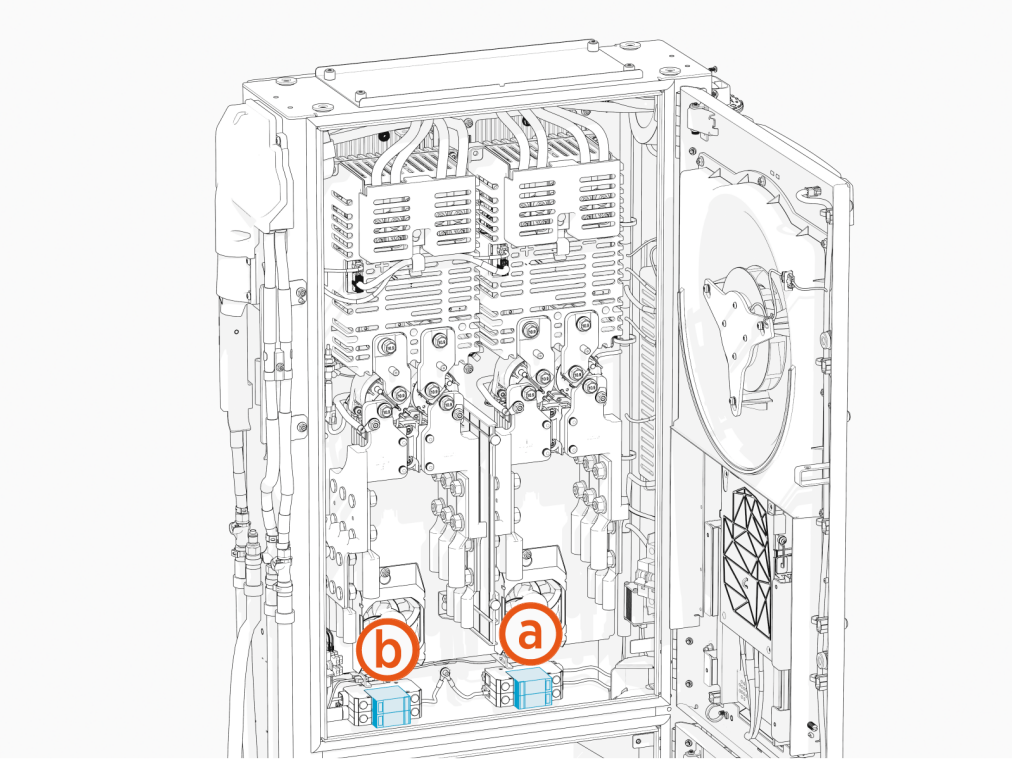
IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

21 Low Voltage (LV) Surge Suppressors

This section provides instructions for replacing the LV surge suppressors in the Power Link 2000.

Component Identification



(a) Primary LV surge suppressors

(b) Secondary or optional LV surge suppressors

Before You Begin

Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.

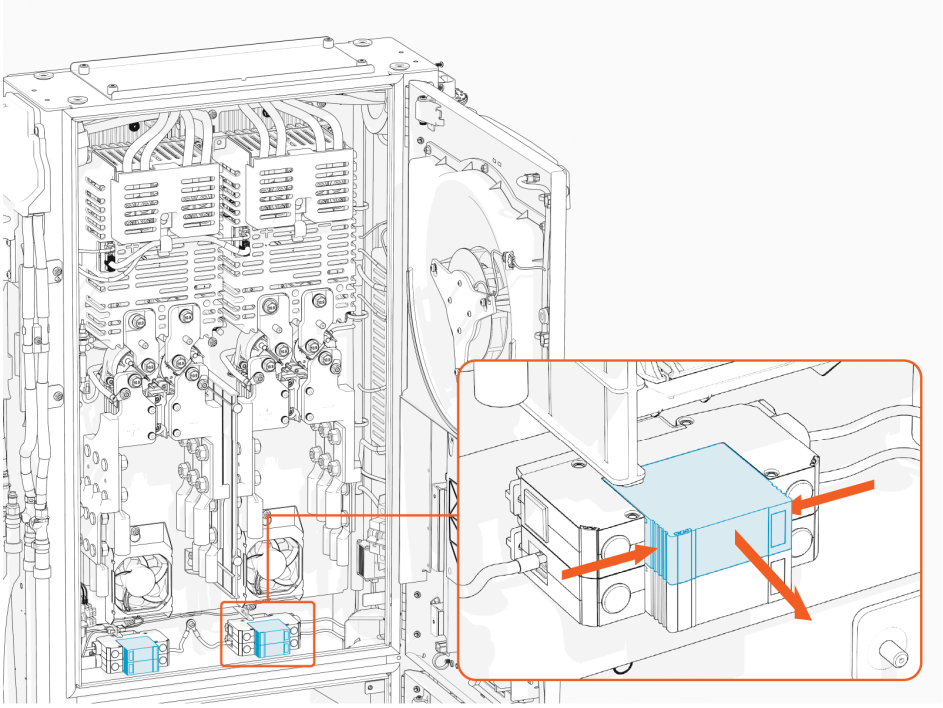
After replacing the components, reverse the above steps to complete the service.

Replace the LV Surge Suppressor

To replace Low Voltage (LV) surge suppressors, complete all steps given below.

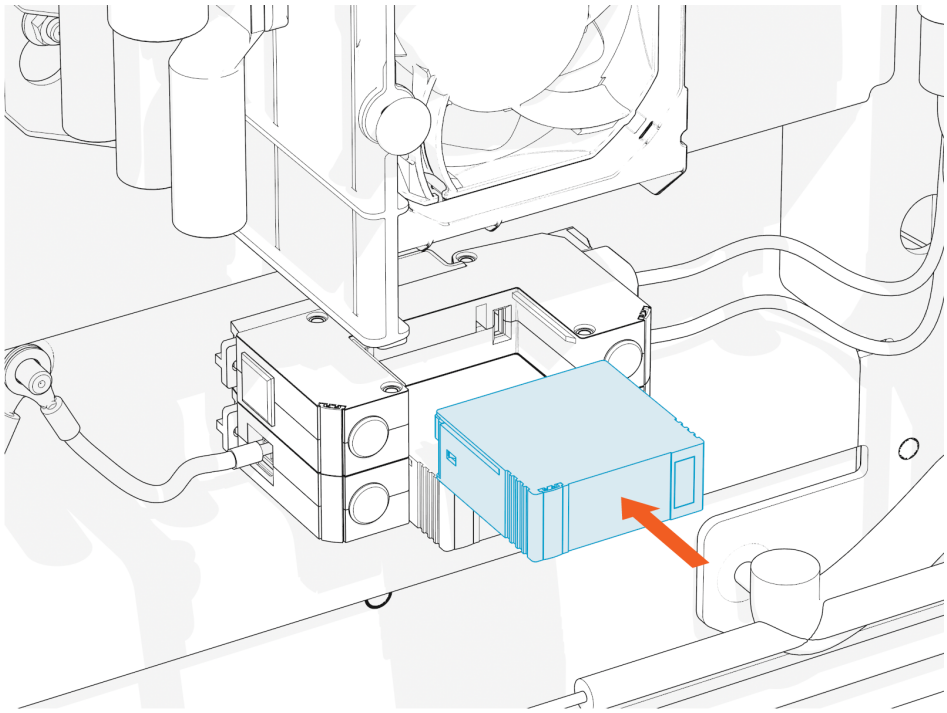
Remove the suppressor

Pinch the sides and pull out the surge suppressor to remove it.



Reinstall the surpressor

Plug in the replacement surge suppressor. Ensure the cartridge is fully seated and flush with the neighboring cartridge.



IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

22 High Voltage (HV) Surge Suppressors

This section provides instructions for replacing the HV surge suppressors in the Power Link 2000.

Before You Begin

Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.

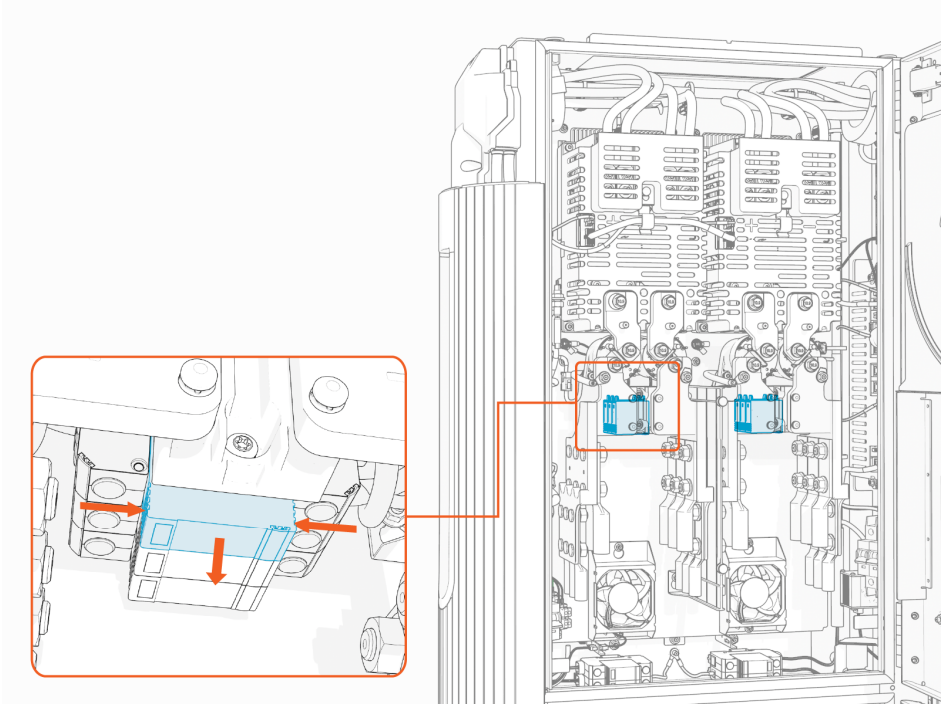
After replacing the components, reverse the above steps to complete the service.

Replace the HV Surge Suppressor

To replace HV surge suppressors, complete all steps given below.

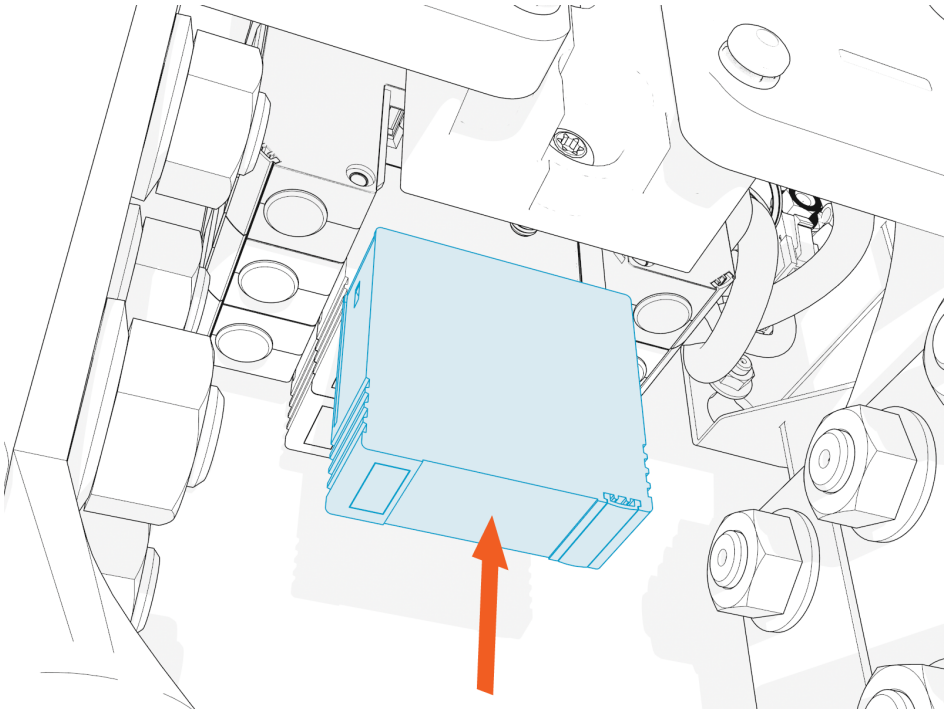
Remove the suppressor

Pinch the sides and pull down the surge suppressor to remove it.



Reinstall the suppressor

Plug in the replacement surge suppressor. Ensure the cartridge is fully seated and flush with the neighboring cartridge.



IMPORTANT:

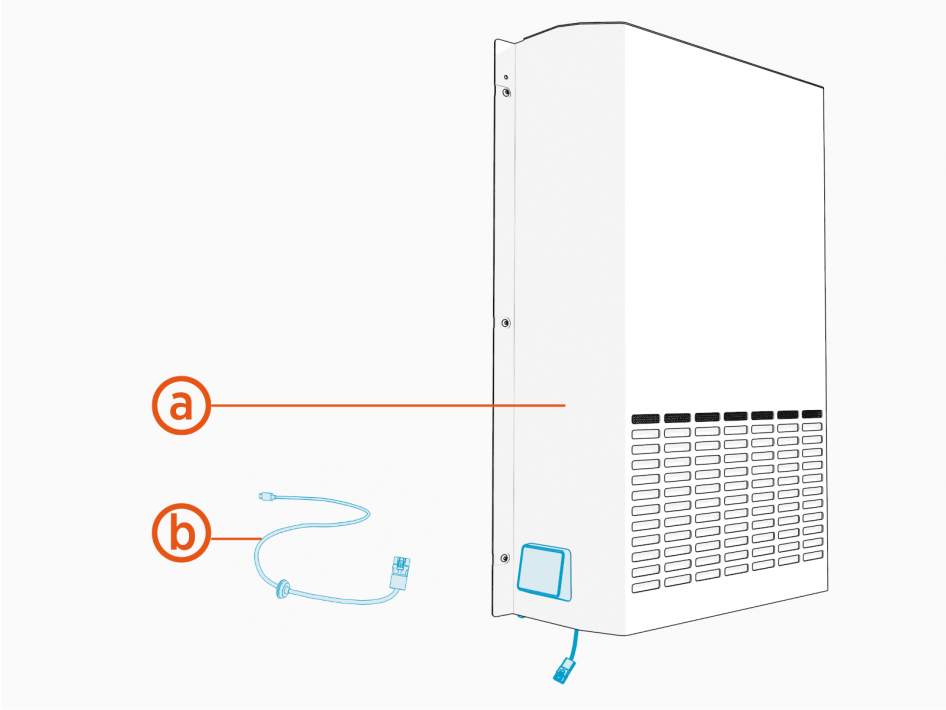
- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Card Reader Kit 23

This section provides instructions for installing the card reader kit in the Power Link 2000.

Inspect the Box for Contents

The card reader kit contains the following components:



(a) Replacement rear upper cover pre-installed with card reader

(b) Long cable for connecting the card reader to Power Link 2000

NOTE: This kit provides a card reader module as well as an upper rear cover that accepts installation of a card reader module.

For installation or replacement of a card reader module alone, see Card Reader Module.

Required Tools and Materials



T25 Security screwdriver

Before You Begin

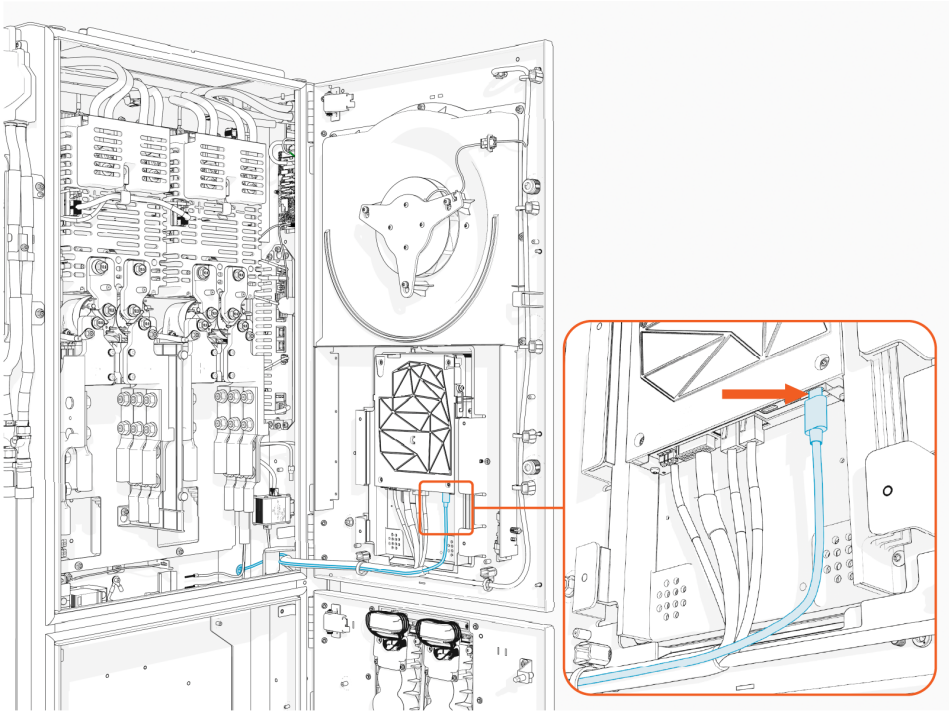
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
    d. Cable cap
    e. Side panels
    f. Rear upper cover
3. Open the upper and lower door.
4. Remove DC power path bus bar safety cover.

After replacing the components, reverse the above steps to complete the service.

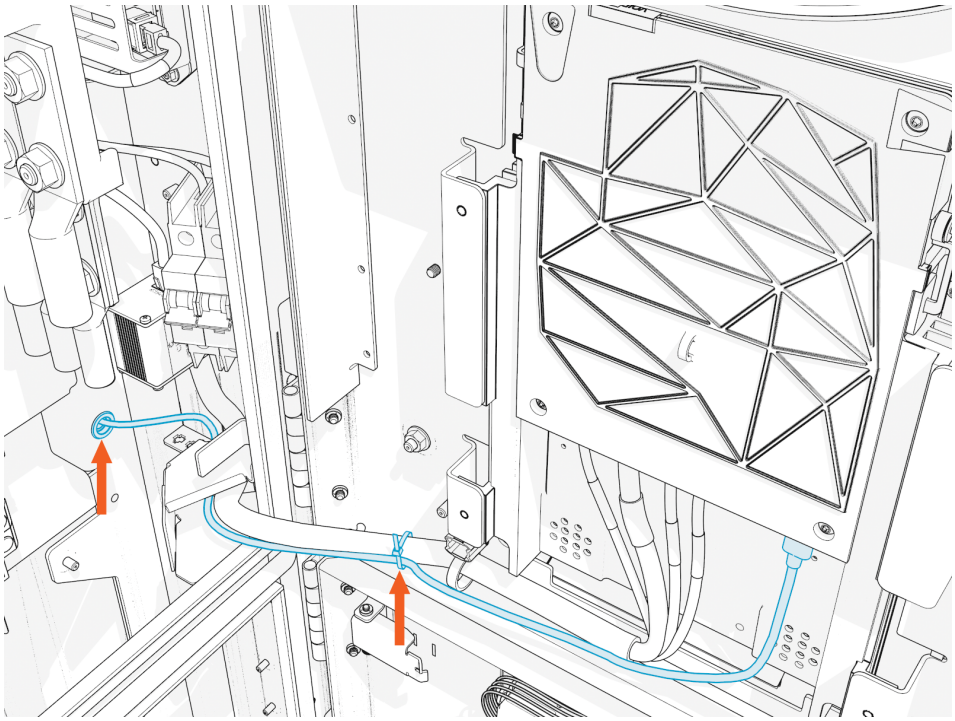
Install the Long Cable

1. Connect the long cable's USB-C plug to any one of the three USB-C ports on the Control and Communication Module (CCOM).



2. Route the long cable's other connector to rear side through a hole at the back of the Power Link 2000 and insert the grommet into the hole.

> **IMPORTANT:** Make sure to route and tie the long cable using cable ties to the main cable harness.

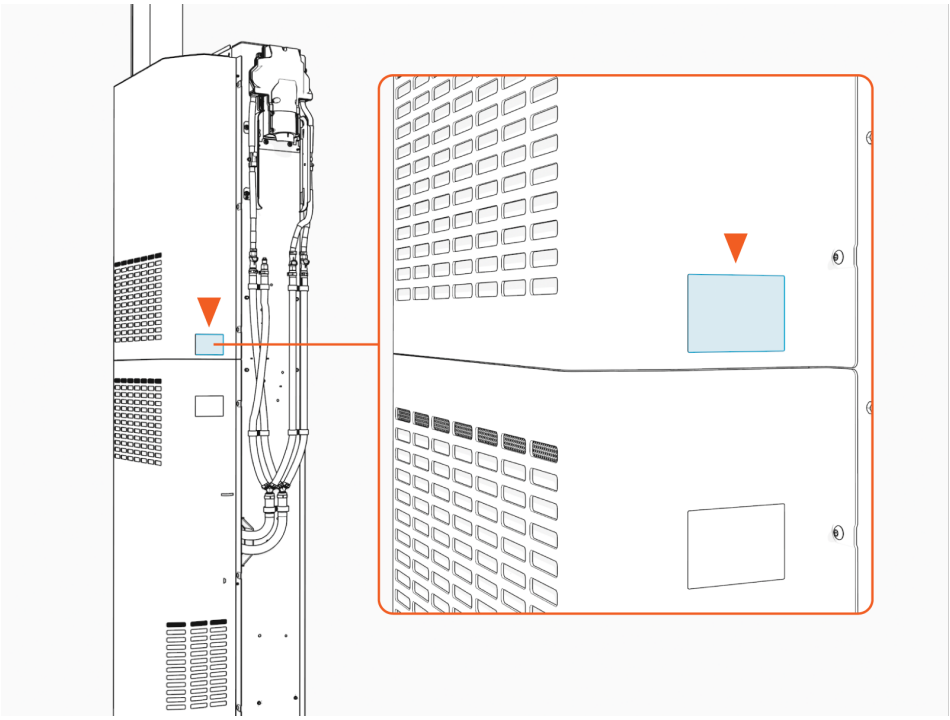


Reverse the above steps to replace the long cable.

> **NOTE:** In most cases, card reader failures can be resolved by replacing the card reader alone. If the issue persists after replacing the card reader alone, try connecting the long cable to a different USB port on the CCOM. If the new card reader still fails to operate correctly, replace the long cable.

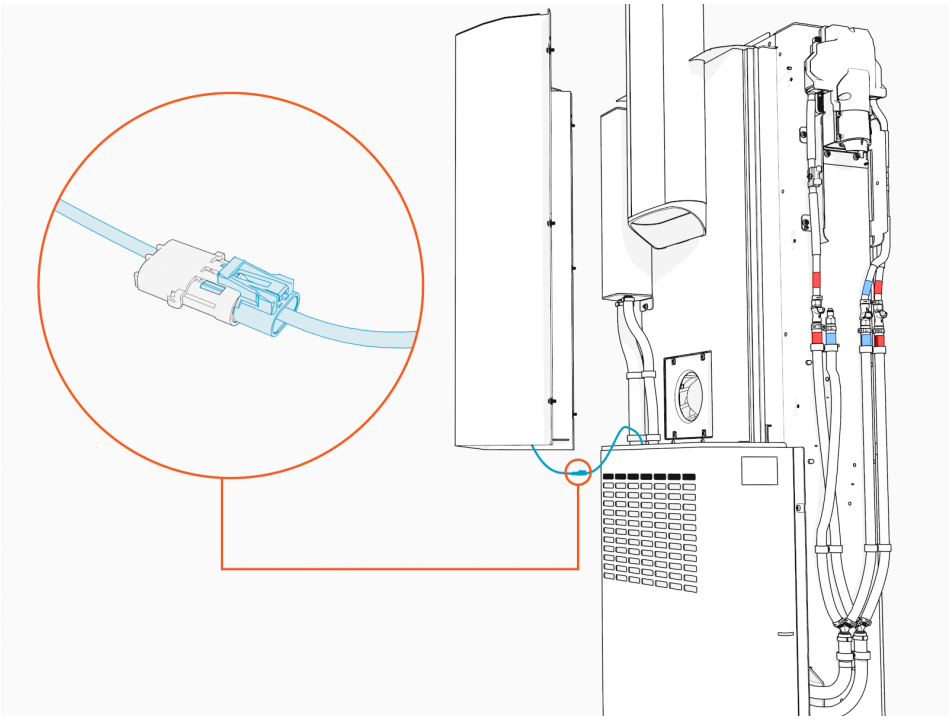
Install the Cover with Card Reader

1. Before you install the cover, check if there is a label with serial number (SN) on the old cover. Refer to the image below. If so, request a replacement label for the new cover.



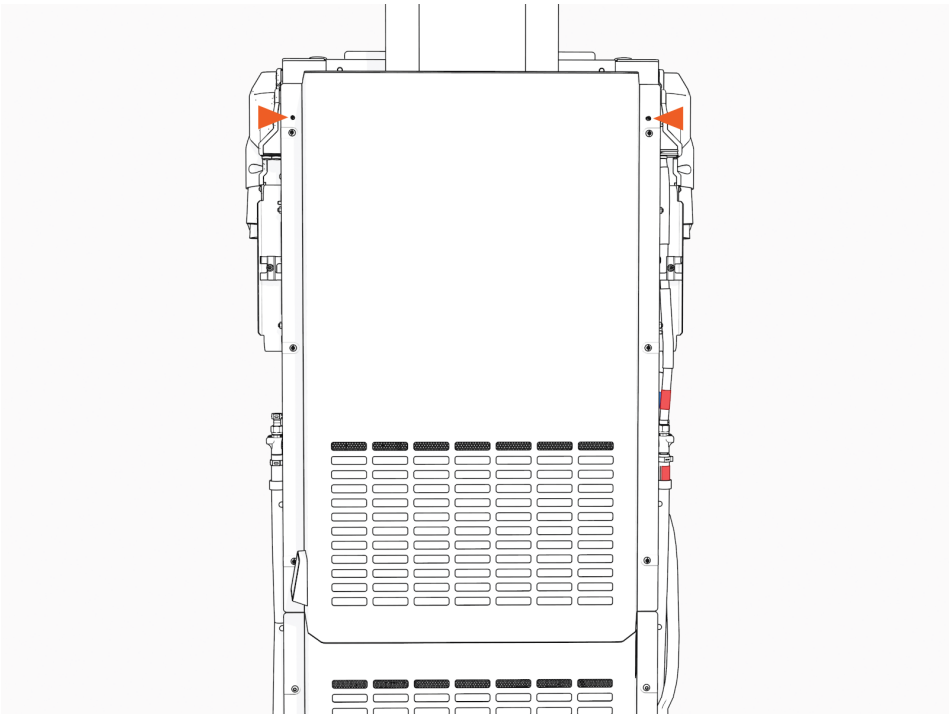
IMPORTANT: Power Link 2000s typically have a label with SN on the rear upper cover, although some older units may have the label on the rear lower cover. Ensure the Power Link 2000 has a label with SN applied to one of its rear covers. To request a new one, contact chargepoint.com/support.

2. Connect the card reader's cable to the long cable before you install the cover.

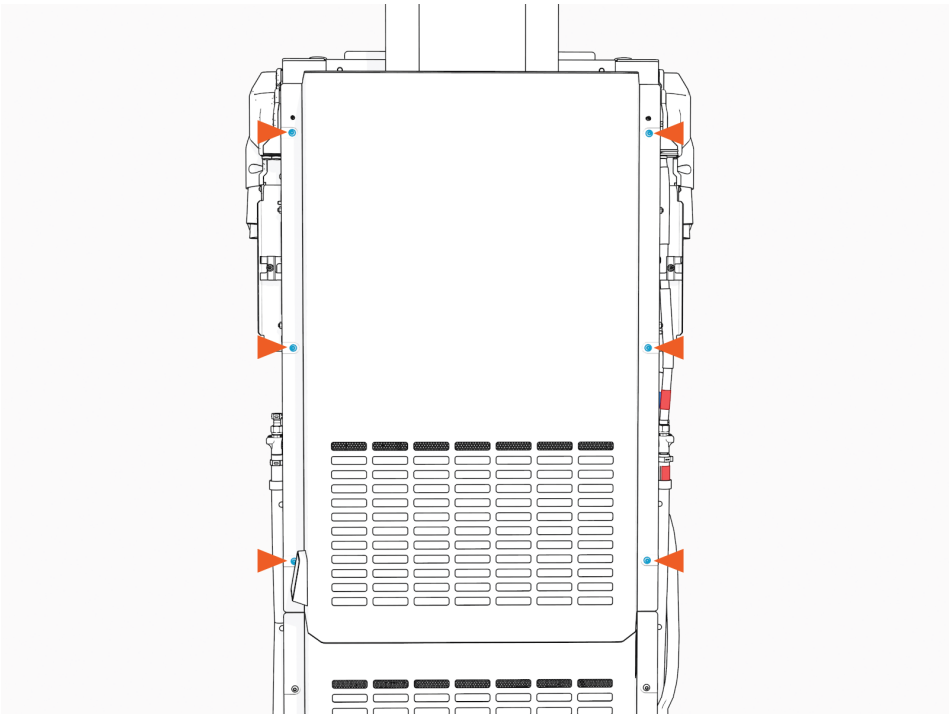


3. Align and seat cover onto the alignment pins (x2) on the frame.

CAUTION: To prevent pinching of the card reader cable, make sure that the cable is not between the rear upper and lower covers.



4. Torque the screws to **4.5 Nm (40 in-lb)**.



IMPORTANT:

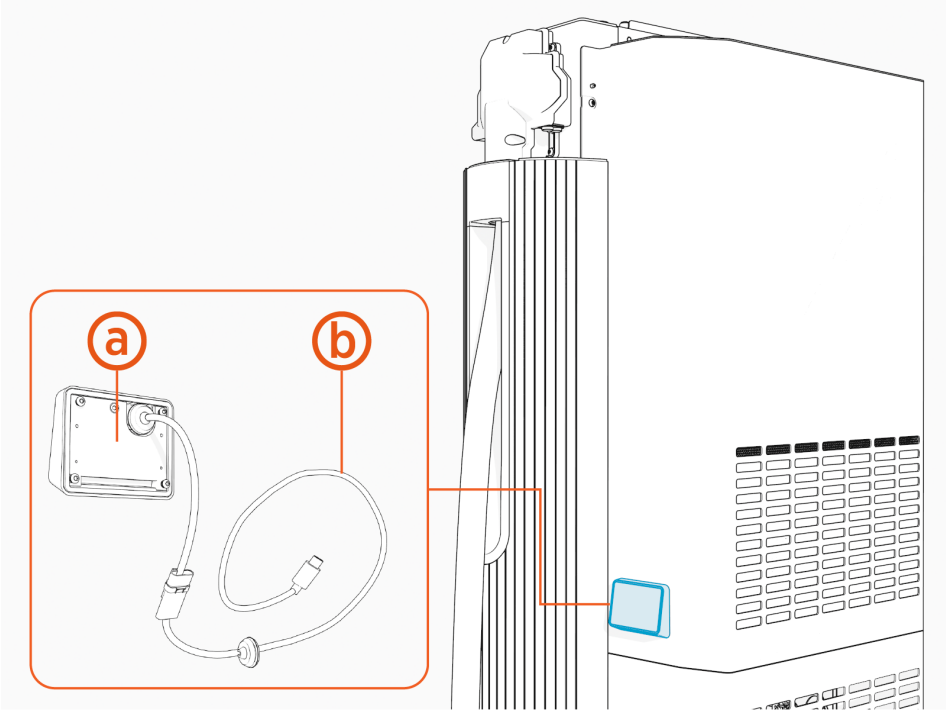
- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Card Reader Module 24

This section provides instructions for replacing the card reader module in the Power Link 2000.

FRU Components

This FRU contains the following components:



(a) Card reader with short cable

(b) Long cable for connecting the card reader to Power Link 2000

NOTE: This FRU replaces a card reader module alone, and is meant for use on a charging station equipped with an upper rear cover that accepts card reader modules.

Required Tools and Materials

 T25 Security screwdriver

 T10 Torx screwdriver

Before You Begin

Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
    d. Cable cap
    e. Side panels
    f. Rear upper cover

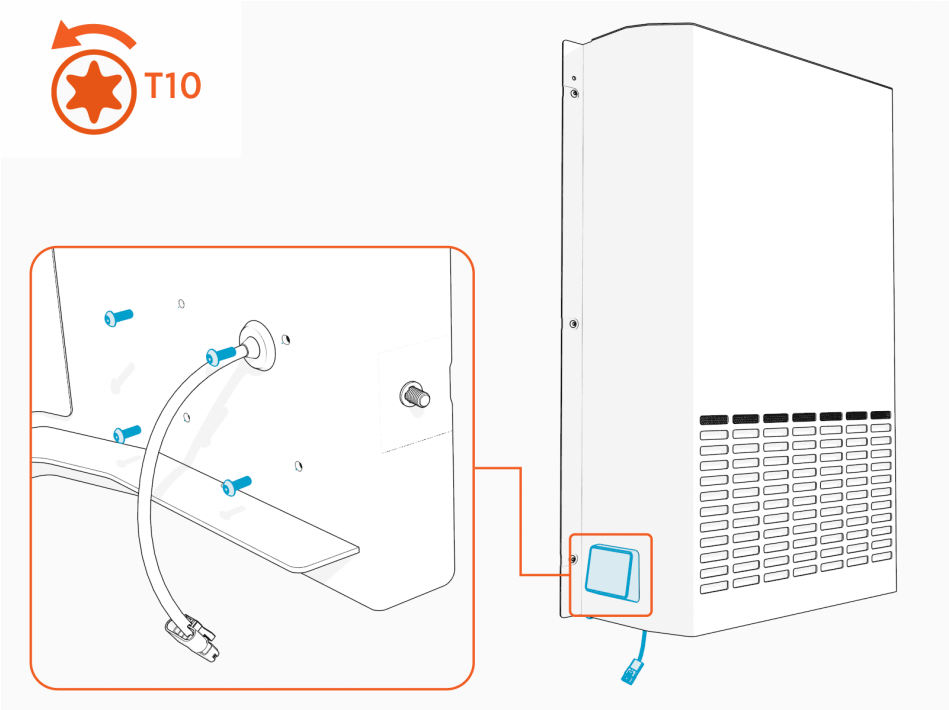
    NOTE: Unclip the card reader cable when removing the rear upper cover.

3. Open the upper and lower door (remove this only if you are replacing the long cable).
4. Remove DC power path bus bar safety cover (remove this only if you are replacing the long cable).

After replacing the components, reverse the above steps to complete the service.

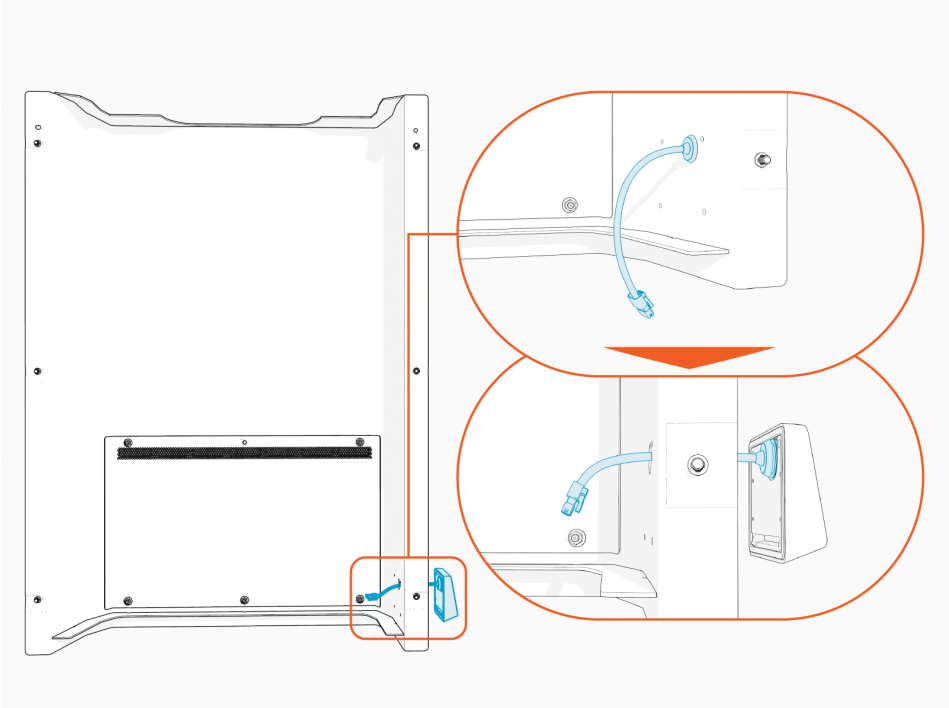
Replace the Card Reader

1. Remove the screws (x4).



REINSTALL NOTE: Torque these screws to **0.56 Nm (5 in-lb)**.

2. Remove the grommet from the hole and then remove the cable through the hole.



Reverse the above steps to reinstall the card reader.

Replace the Long Cable

NOTE: In most cases, card reader failures can be resolved by solely replacing the card reader. However, if the new card reader fails to operate correctly, replace the long cable.

See Install the Long Cable and reverse the steps to remove the long cable.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

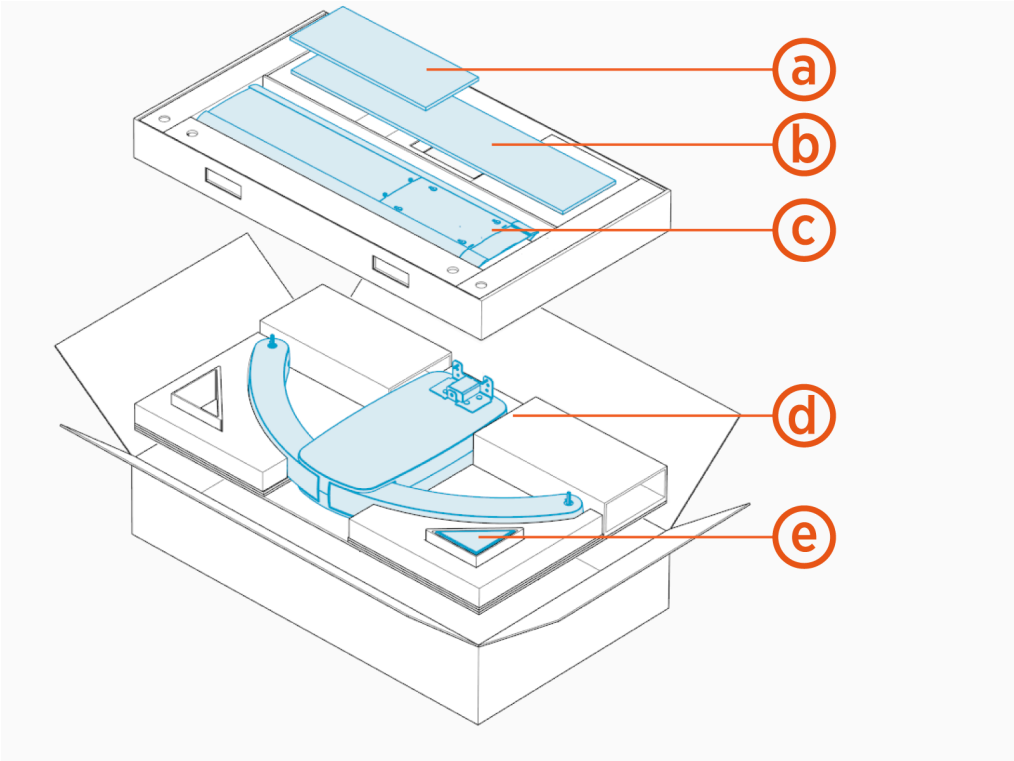
Standard Cable Management Kit (CMK) 25

This section provides instructions for replacing the standard CMK on the Power Link 2000.

Inspect the Box for Contents

Check the package for the following components:

NOTE: For any missing part, contact ChargePoint support.



(a) Front cover
(b) Rear cover
(c) Mast
(d) Single or dual swingarm assembly
(e) M6 Torx screws (x5)

Required Tools and Materials

Installing or replacing the CMK requires at least two people. Bring these tools and materials:

- T25 Security screwdriver
- Torx screwdrivers (T20, T30)
- Stepladder
- Box cutter (required only if CMK is installed at minimum height)

Before You Begin

Before servicing the component, complete the following steps:

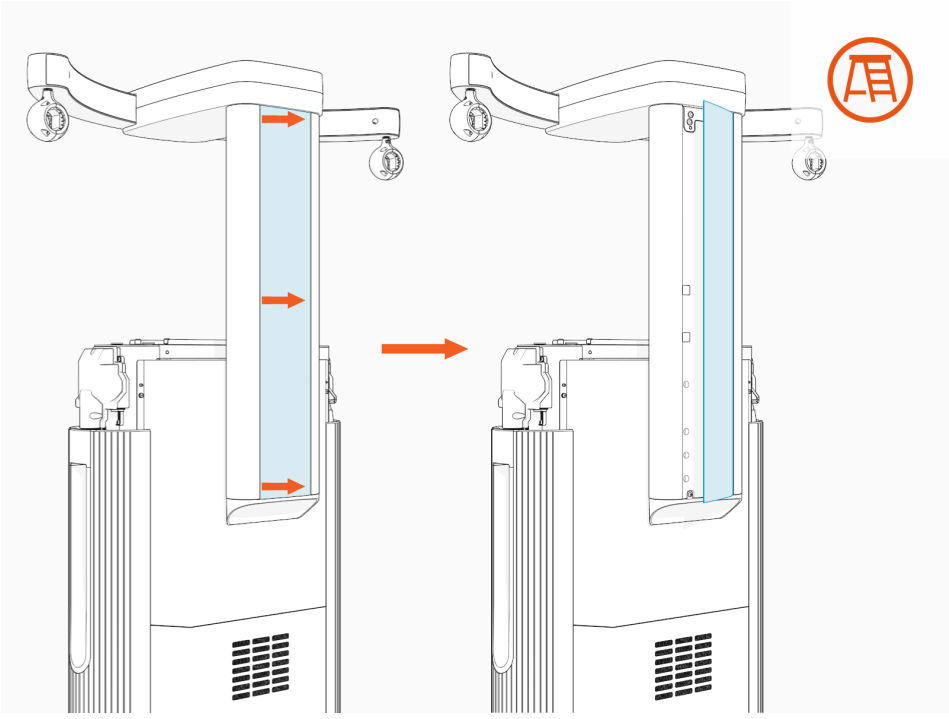
1. Power off.
2. Release the charging cables.

Replace the Standard CMK

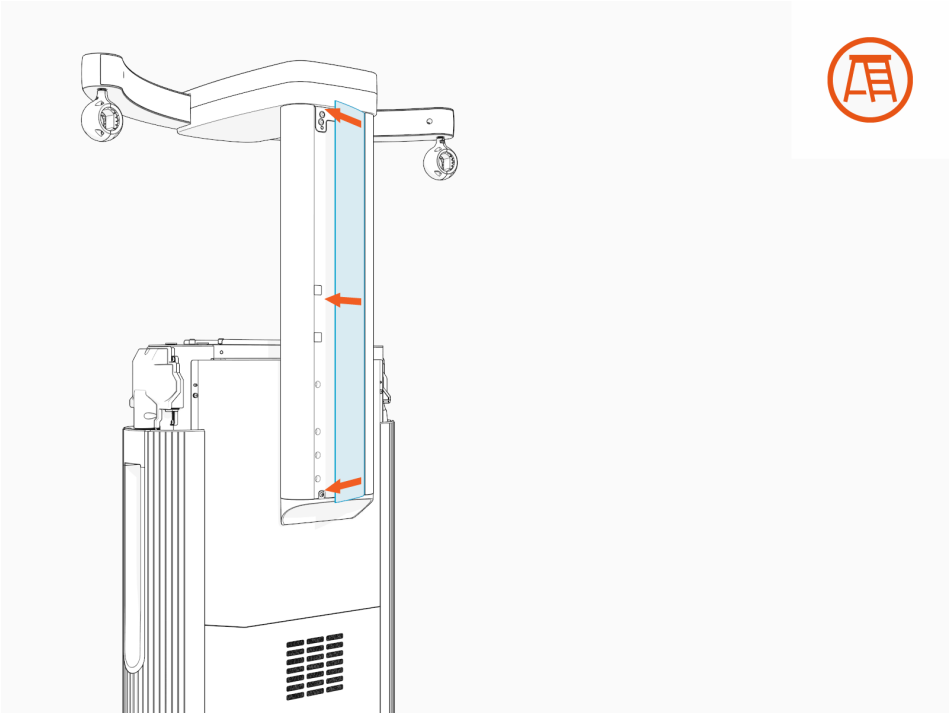
To replace a standard CMK, complete the steps given below.

Remove the CMK covers

1. Flex any one side of the rear cover to remove the corresponding edge out of the groove on the mast.



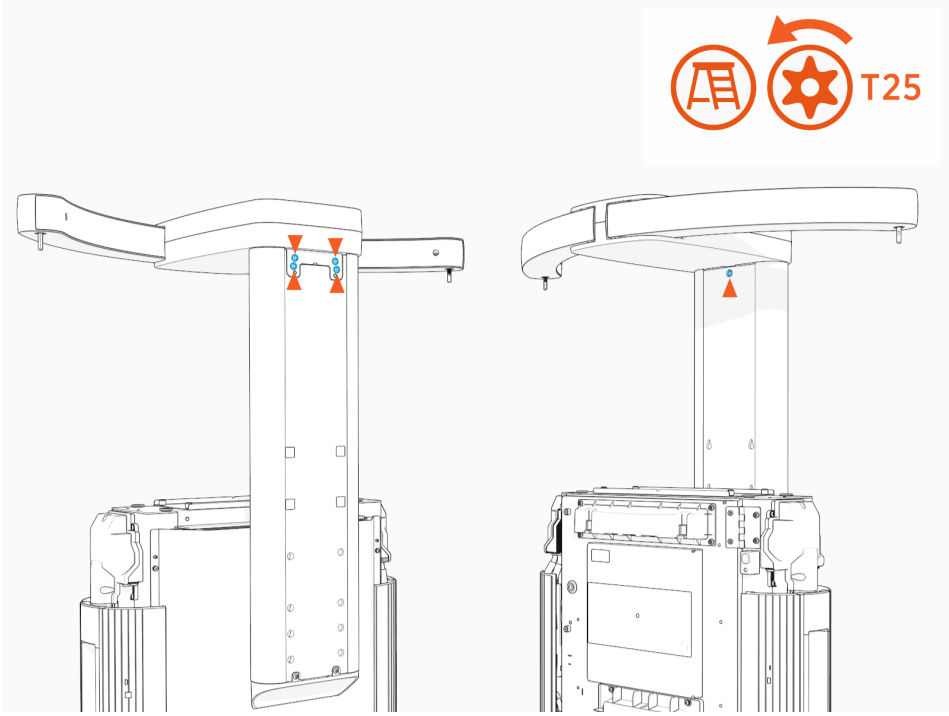
2. Remove the other side edge out of the groove on the mast.



3. Repeat the above steps to remove the front cover.

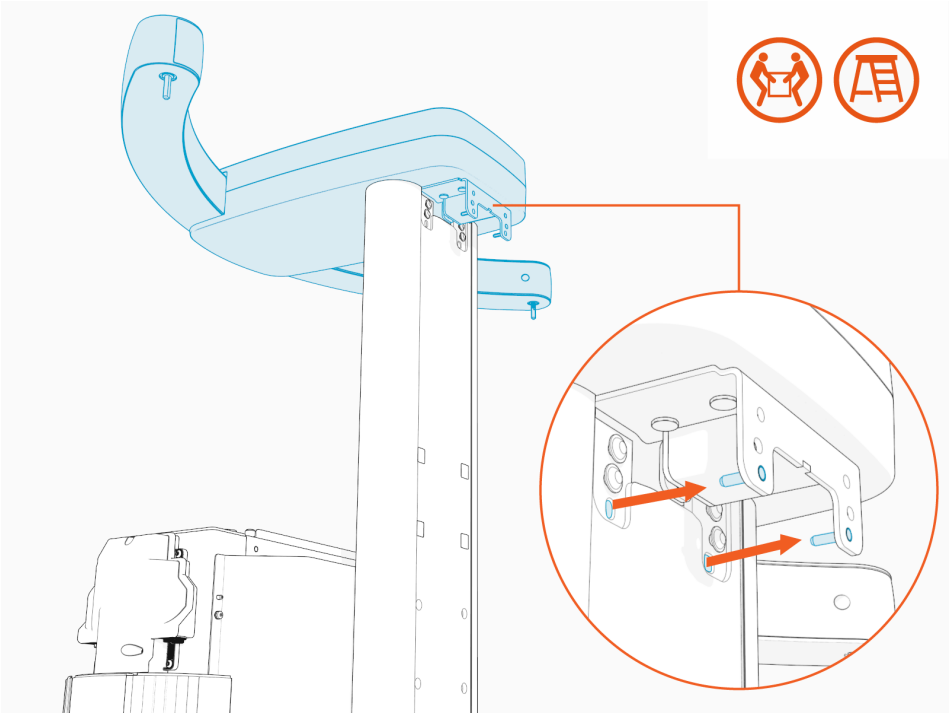
Remove the swingarm assembly

1. Remove the screws (x5) (x4 at rear and x1 at front).



REINSTALL NOTE: Torque these screws to **5.6 Nm (50 in-lb)**.

2. Remove the swingarm assembly from the mast.



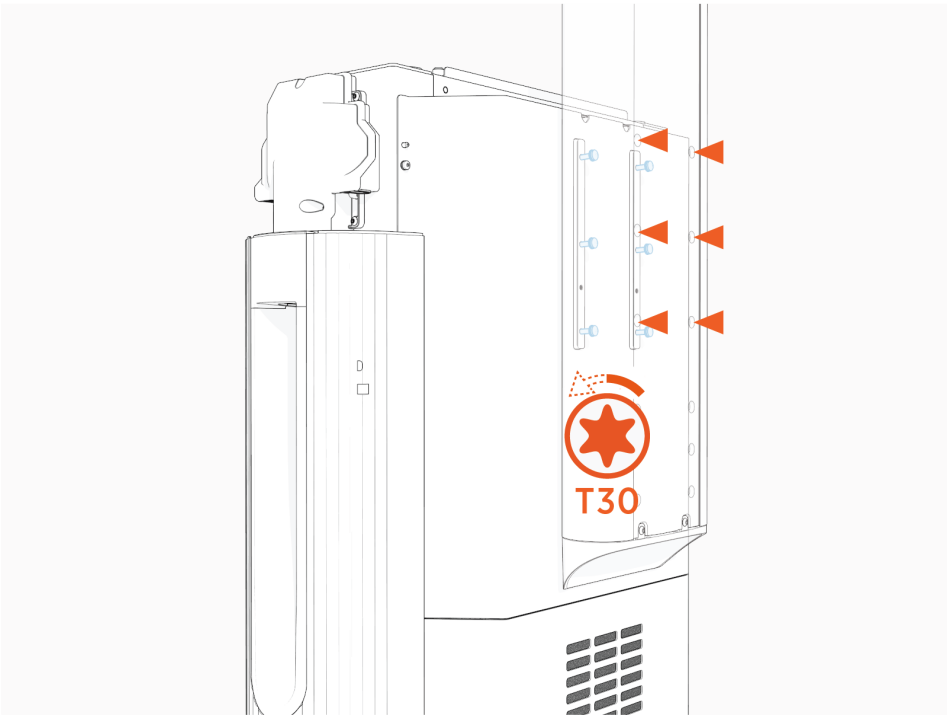
Remove the mast

Depending on the space or clearance available above the Power Link 2000, such as in a parking garage, the CMK may be installed with one of following two height settings:

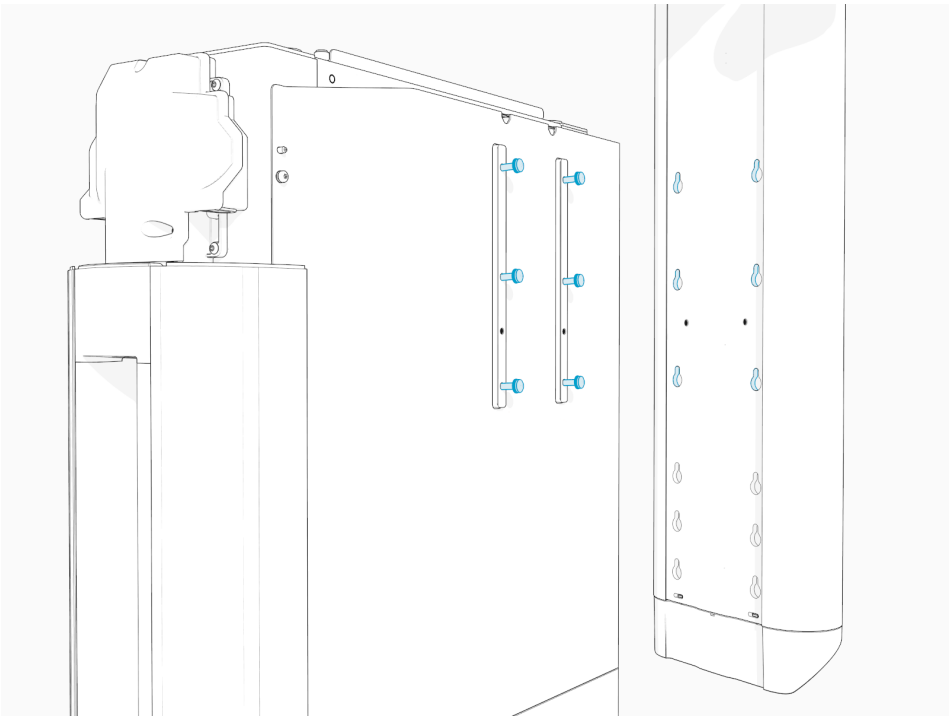
- Maximum height: 2.41 m (7 ft 11 in)
- Minimum height: 2.21 m (7 ft 3 in)

If the mast is installed at minimum height, follow instructions below to remove the mast.

1. Loosen (do not remove) the screws (x6) through the screw holes at the back of the mast.

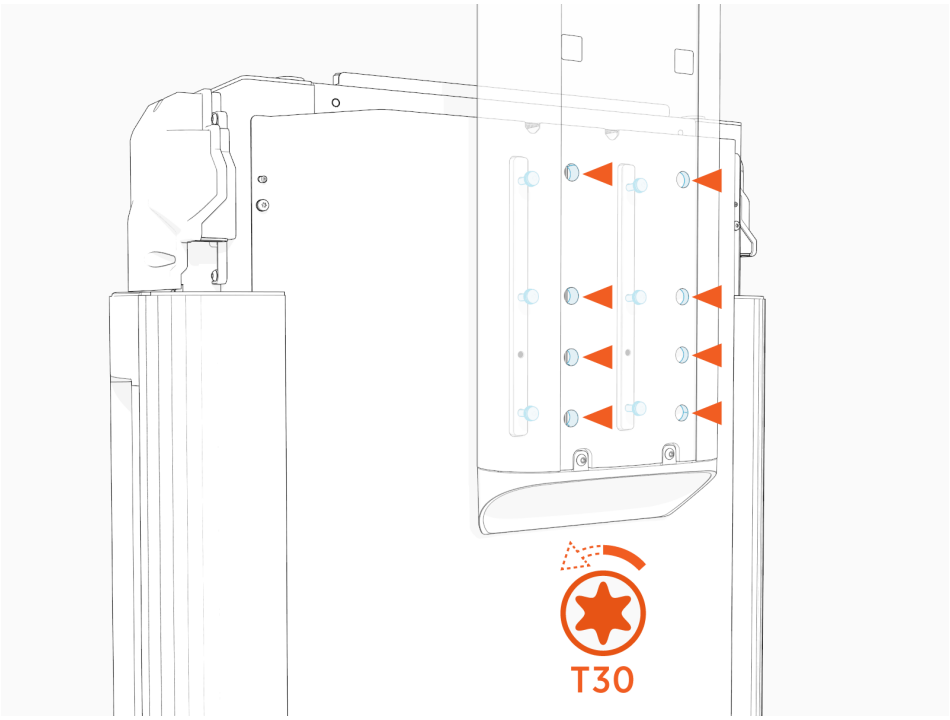


2. Unhook the mast from the screws.

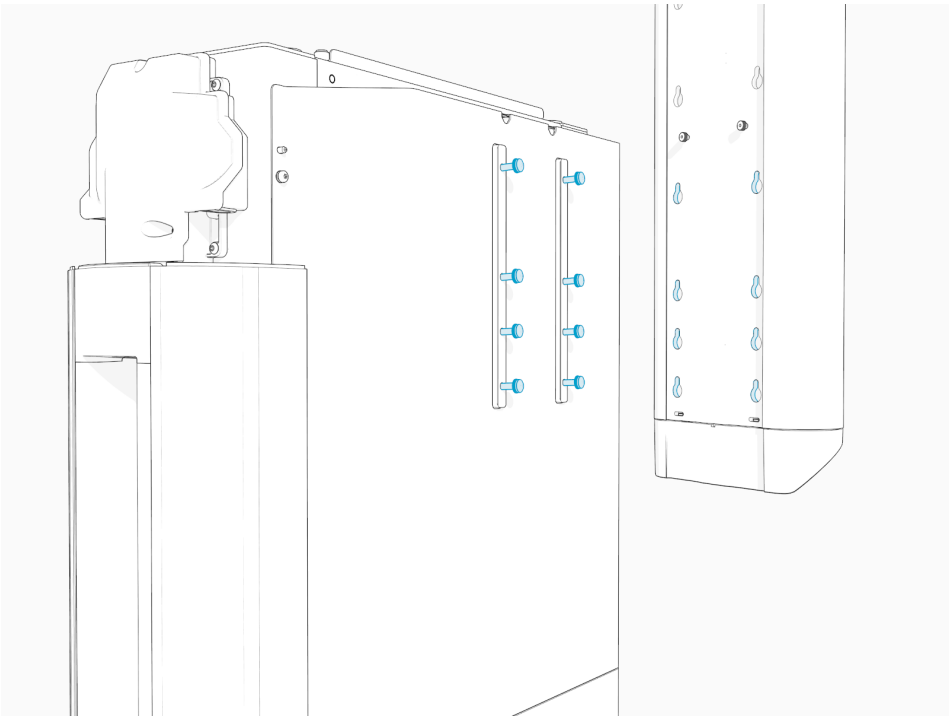


If the mast is installed at maximum height, follow instructions below to remove the mast.

1. Loosen (do not remove) the screws (x8) through the screw holes at the back of the mast.



2. Unhook the mast from the screws.



Reinstall the CMK

To reinstall with a replacement standard CMK, complete the steps given below.

Install the mast

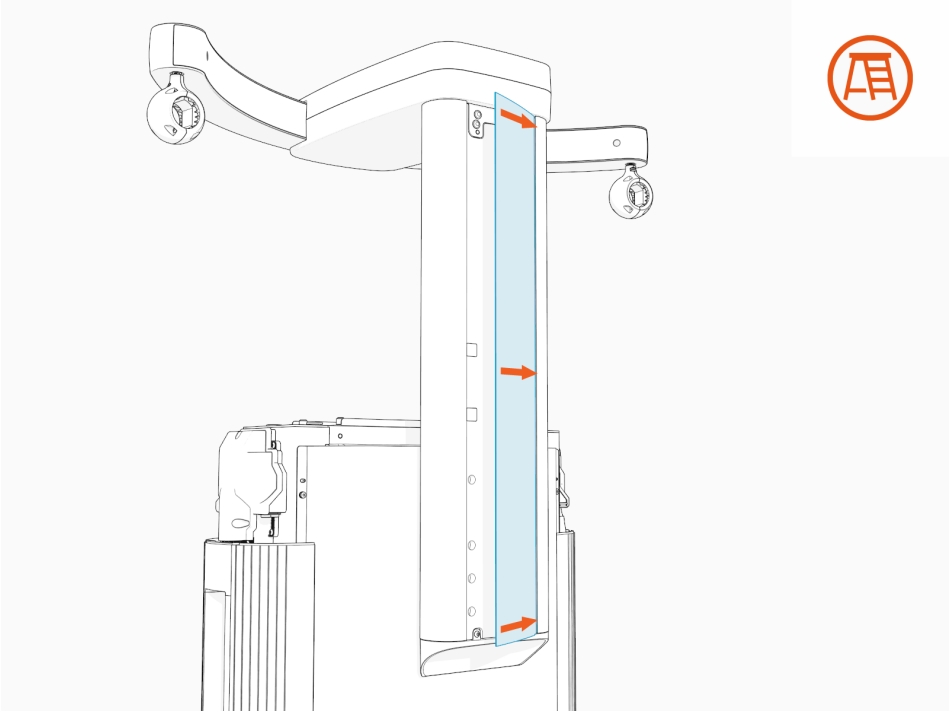
See Remove the mast, and reverse the steps to reinstall.

Install the swingarm assembly

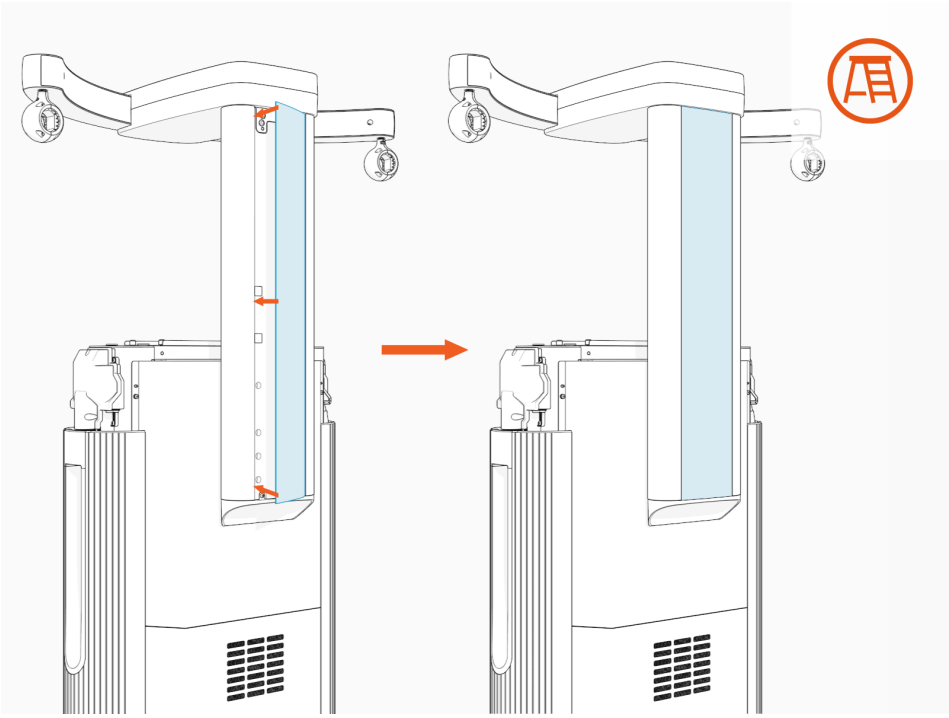
See Remove the swingarm assembly and reverse the steps to reinstall.

Install the CMK covers

1. Find the front and rear covers shipped in the CMK package.
2. Insert one edge of the rear cover into one of the grooves on the rear side of the CMK mast.

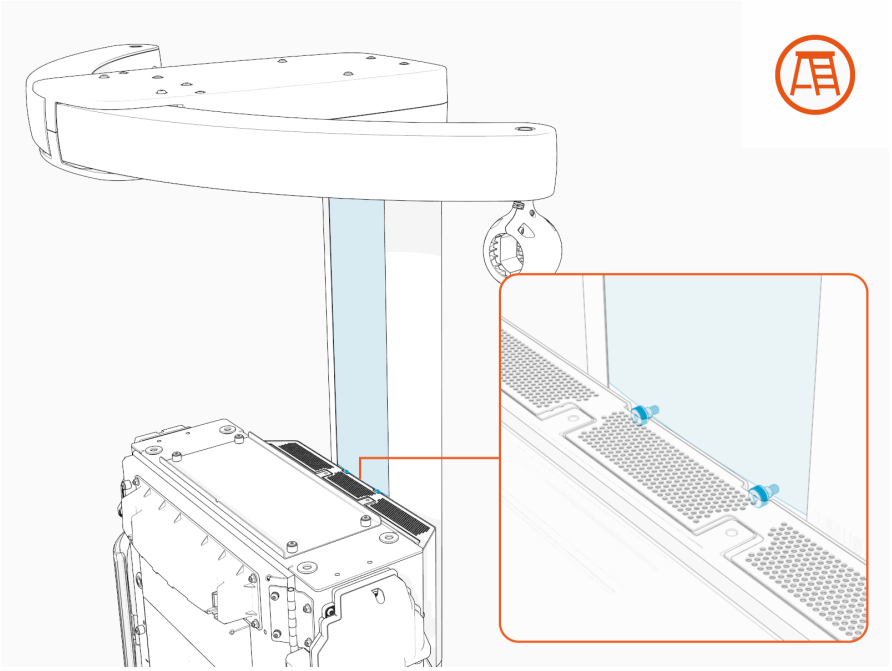


3. Gently flex the rear cover to insert its other edge into the other groove on the rear side of the CMK mast.

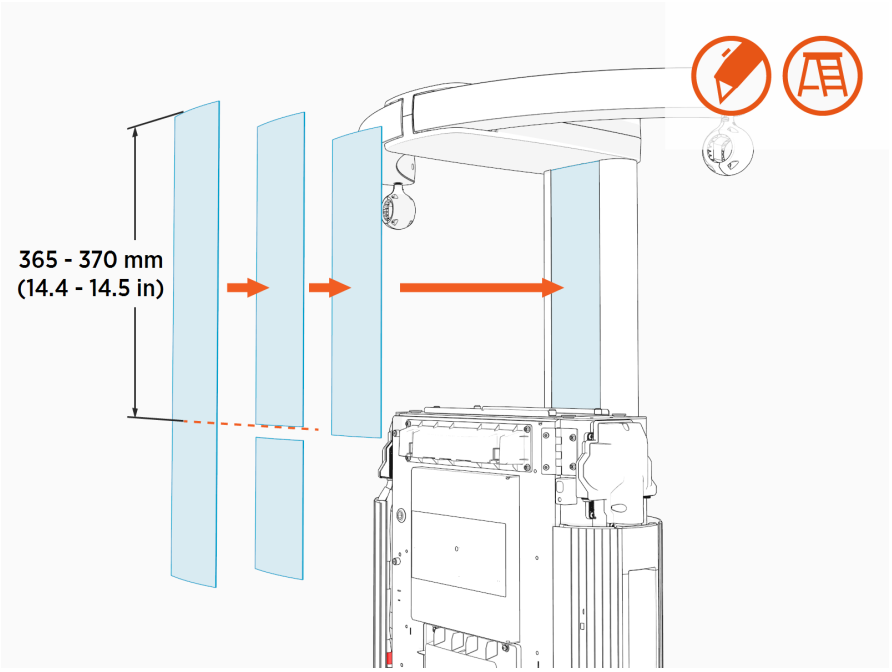


4. Repeat the above steps for the front cover and ensure the following:

- If installing covers on the standard CMK at maximum height, make sure that the front cover is resting on the two shoulder screws on the front side of the CMK mast.



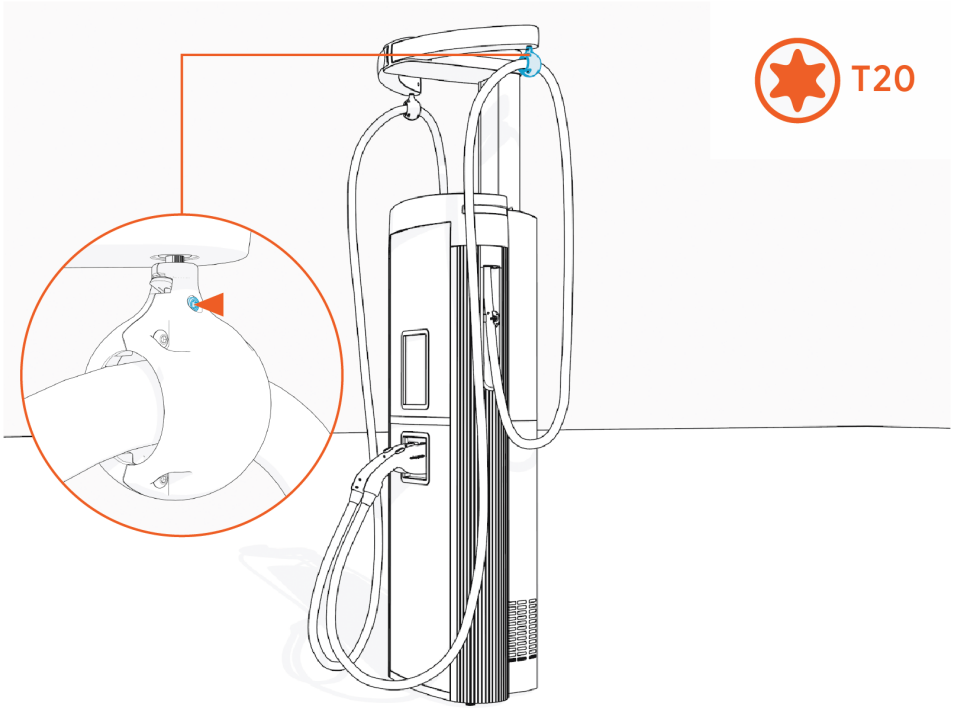
- If the CMK is installed at minimum height, cut its front cover to the following height:



Complete the Service

1. Reinstall the charging cable. See Release the cable and reverse the steps to reinstall.

> **IMPORTANT:** When reinstalling the cable, be sure to tighten the set screw securing the tetherball to the CMK. Torque to **4.5 Nm (40 in-lb)**.



2. Power On.

> **IMPORTANT:**
> - To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
> - For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

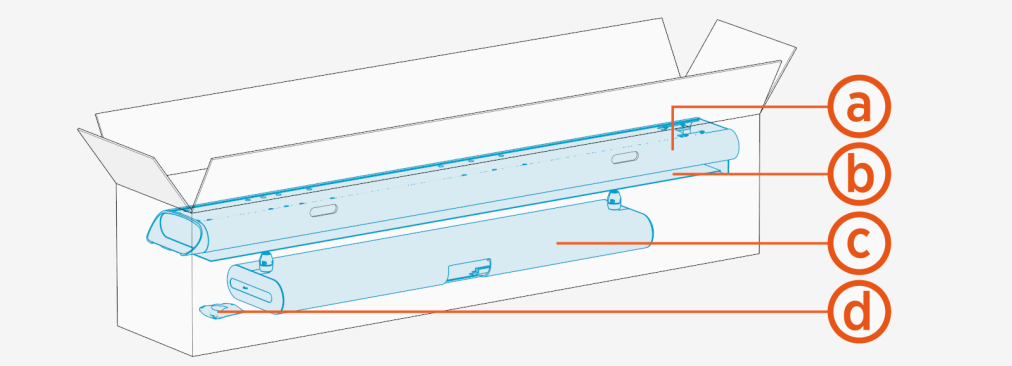
Tall Cable Management Kit (CMK) 26

This section provides instructions for replacing the tall CMK on the Power Link 2000.

Inspect the Box for Contents

Check the package for the following components:

NOTE: For any missing part, contact ChargePoint support.



(a) Mast

(b) Front and rear covers

(c) Single or dual tall CMK assembly

(d) M6 Torx screws (x8) and M10 hex screws (x4)

Required Tools and Materials

Installing or replacing the CMK requires at least two people. Bring these tools and materials:

- Torx screwdrivers (T20, T30)
- 6 mm hex wrench
- Stepladder (x2)
- Box cutter

Before You Begin

Before servicing the component, complete the following steps:

1. Power off.
2. Release the charging cables.

Remove the Tall CMK

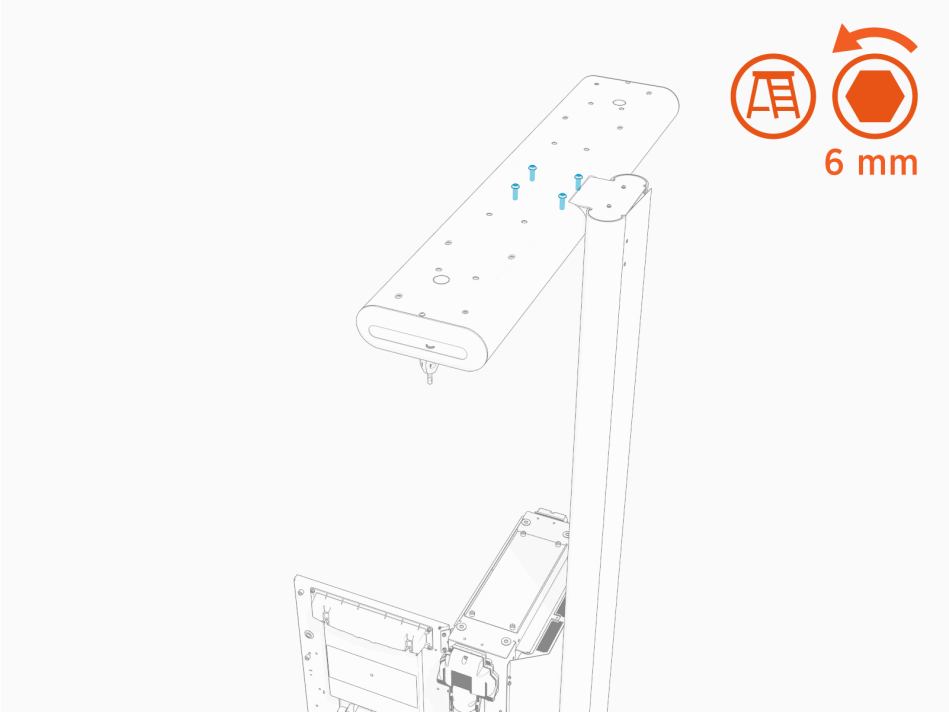
To remove the tall CMK, complete all steps given below.

Remove the CMK covers

See Remove the CMK covers.

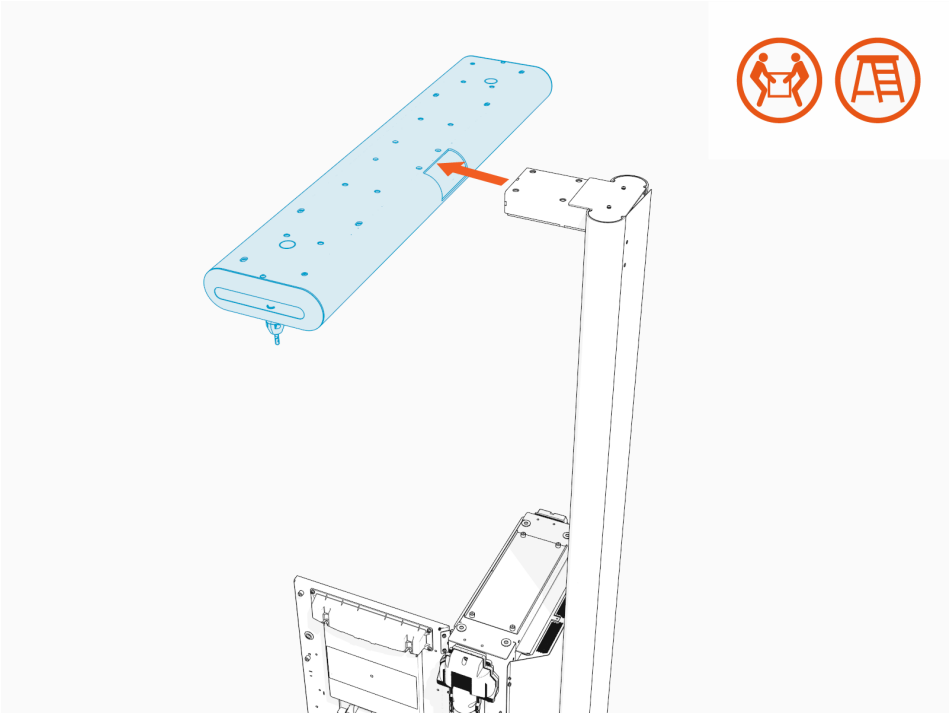
Remove the tall CMK assembly

1. Remove the screws (x4),



REINSTALL NOTE: Torque these screws to **13.5 Nm (120 in-lb)**.

2. Remove the tall CMK assembly from the mast.



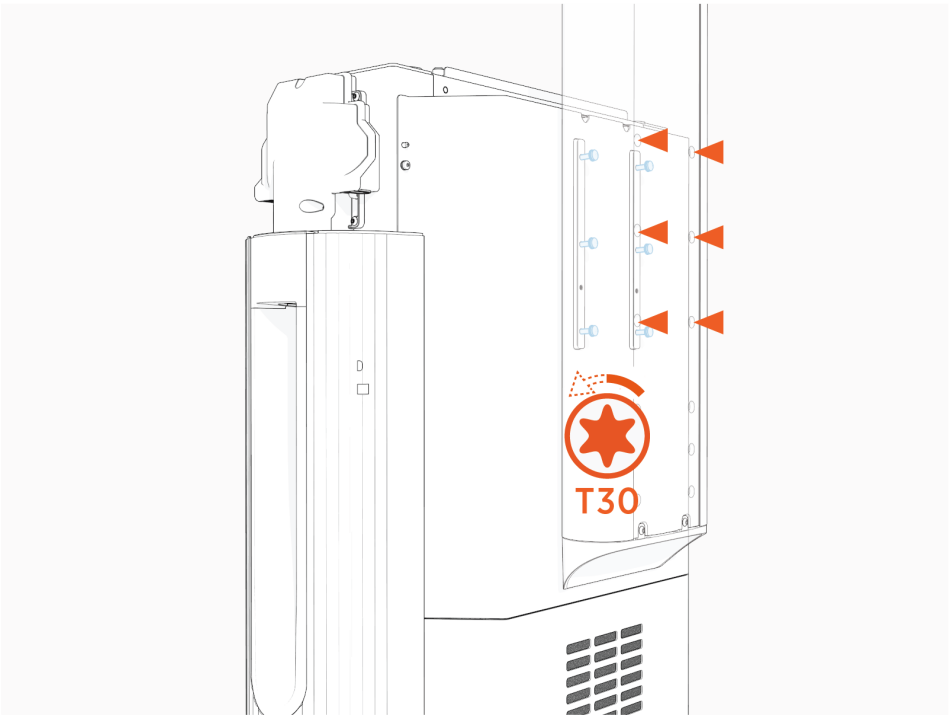
Remove the mast

Depending on the space or clearance available above the Power Link 2000, such as in a parking garage, the tall CMK may be installed with one of following two height settings:

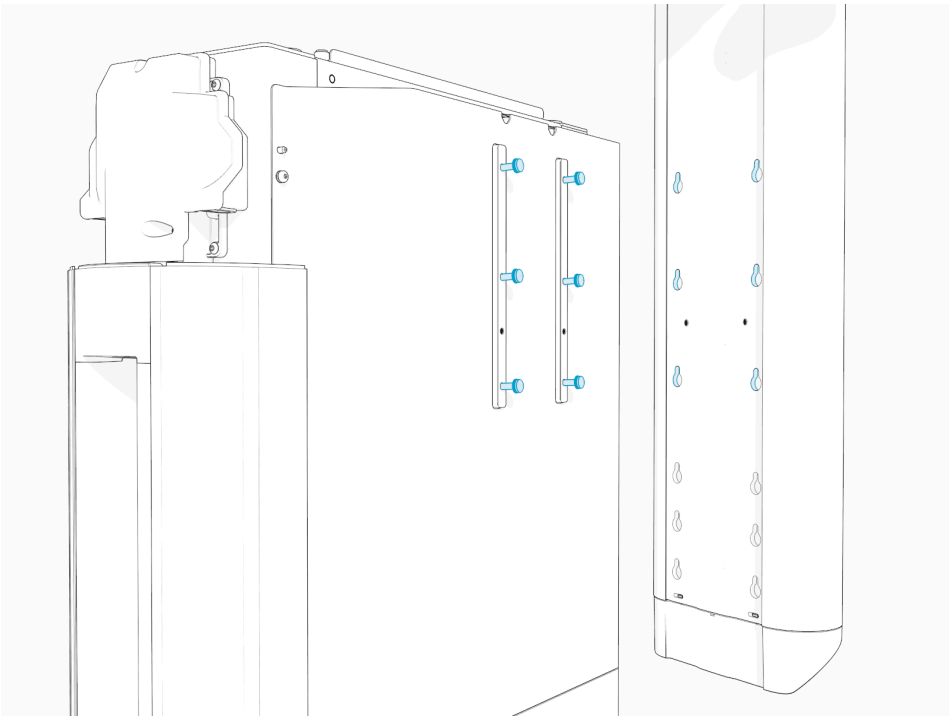
- Maximum height: 3 m (10 ft)
- Minimum height: 2.41 m (7 ft 11 in)

If the mast is installed at minimum height, follow instructions below to remove the mast.

1. Loosen (do not remove) the screws (x6) through the screw holes at the back of the mast.

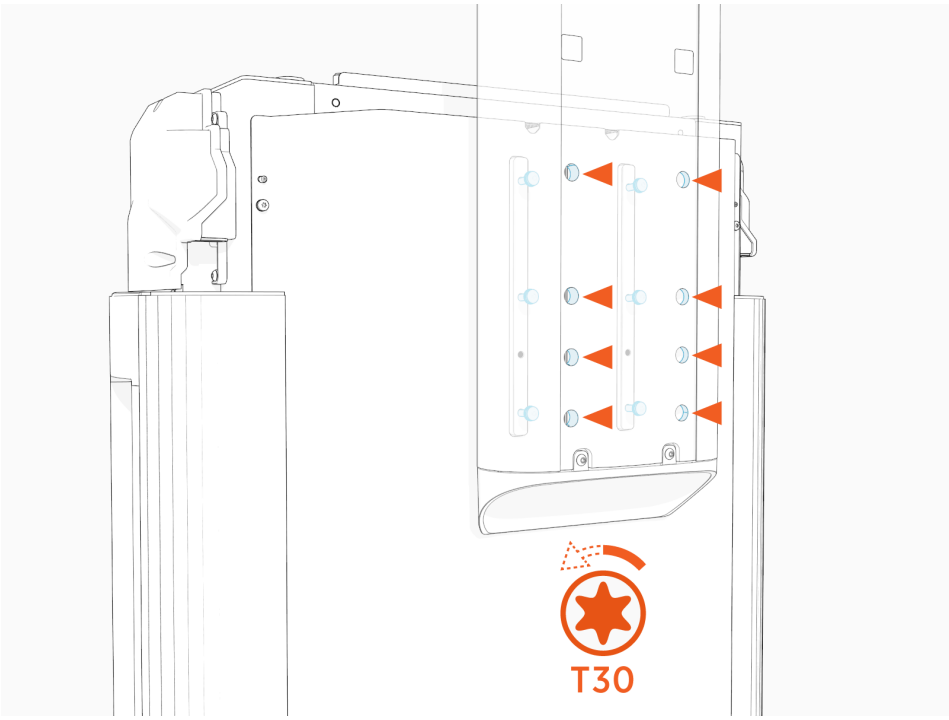


2. Unhook the mast from the screws.

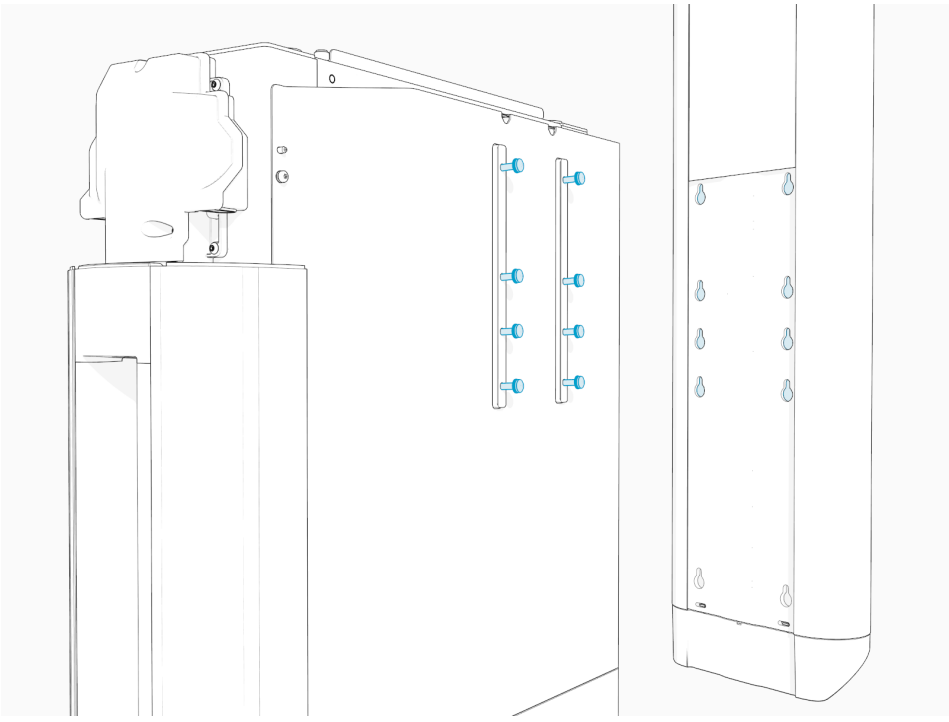


If the mast is installed at maximum height, follow instructions below to remove the mast.

1. Loosen (do not remove) the screws (x8) through the screw holes at the back of the mast.



2. Unhook the mast from the screws.



Reinstall the Tall CMK

To reinstall with the replacement tall CMK, complete the steps given below.

Install the mast

See Remove the mast and reverse the steps to reinstall.

Install the tall CMK assembly

See Remove the tall CMK assembly and reverse the steps to reinstall.

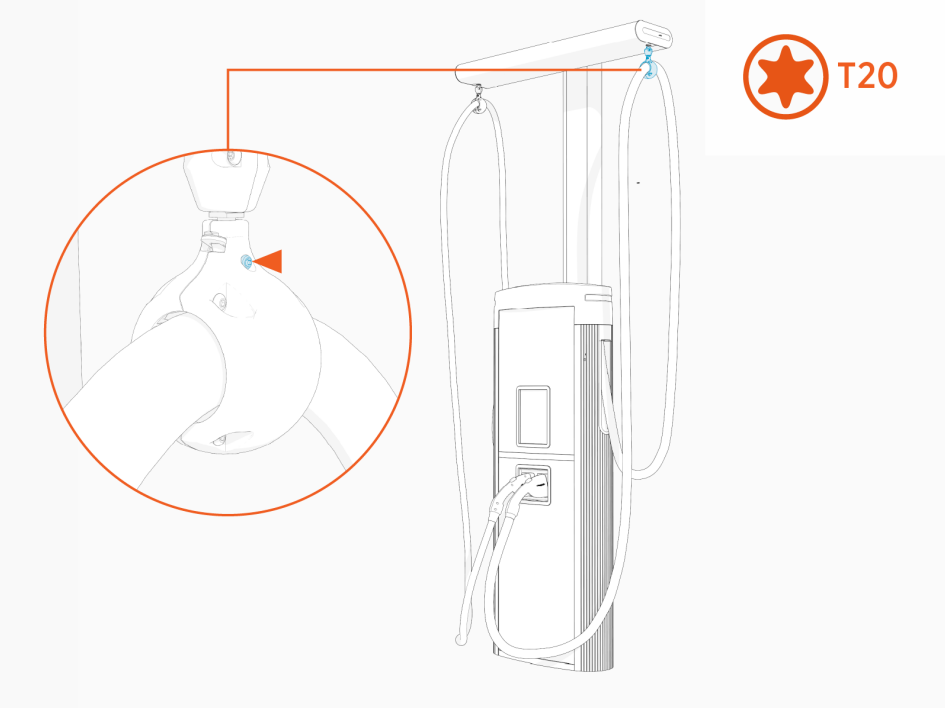
Install the sign covers

See Install the CMK covers.

Complete the Service

1. Reinstall the charging cable. See Release the cable and reverse the steps to reinstall.

   IMPORTANT: When reinstalling the cable, be sure to tighten the set screw securing the tetherball to the CMK. Torque to **4.5 Nm (40 in-lb)**.



2. Power On.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Smart Antenna 27

This section provides instructions for installing or replacing the Smart Antenna in the Power Link 2000. Refer to the appropriate subsection below:

- Smart Antenna New Install
- Smart Antenna Replacement

Smart Antenna New Install

This section provides instructions for installing a Smart Antenna in the Power Link 2000.

Required Tools and Materials


T25 Security screwdriver


Stepladder

Before You Begin

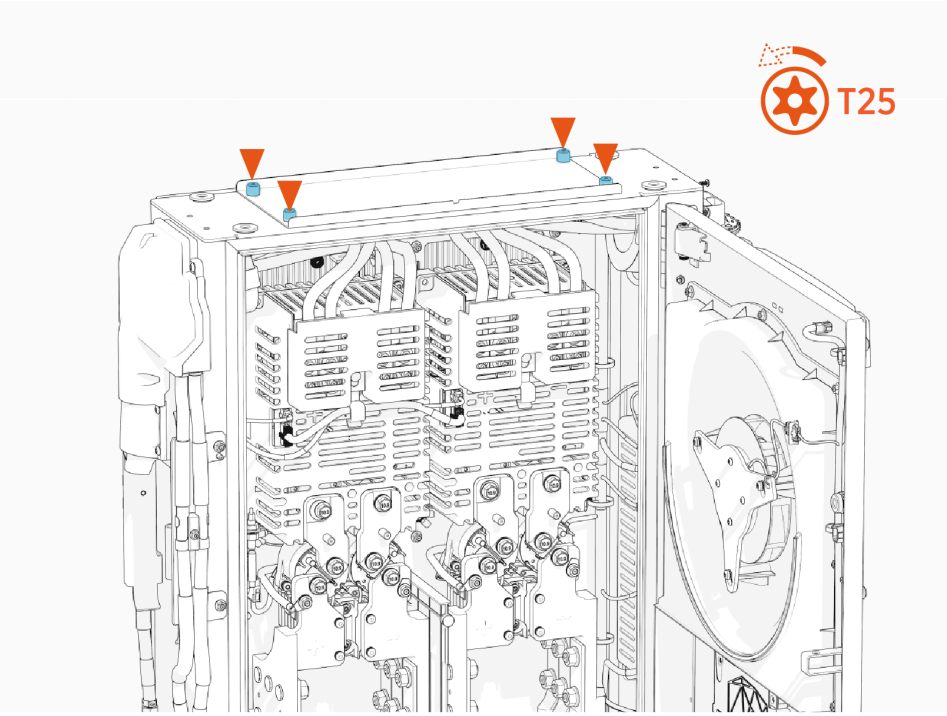
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.
4. Remove the DC power path bus bar safety cover.

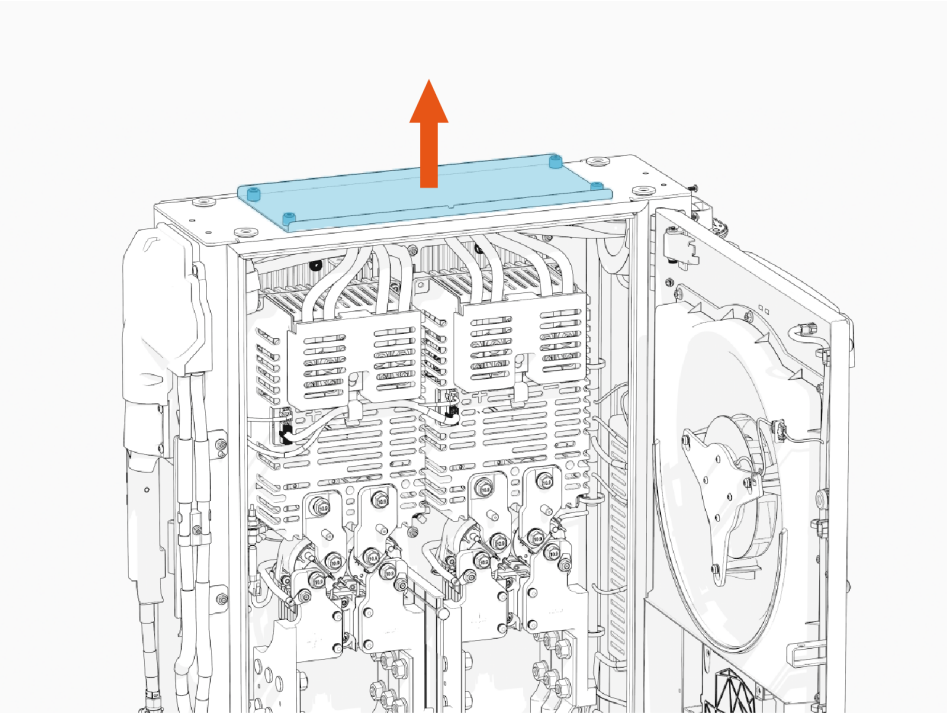
After replacing the components, reverse the above steps to complete the service.

Install the Smart Antenna

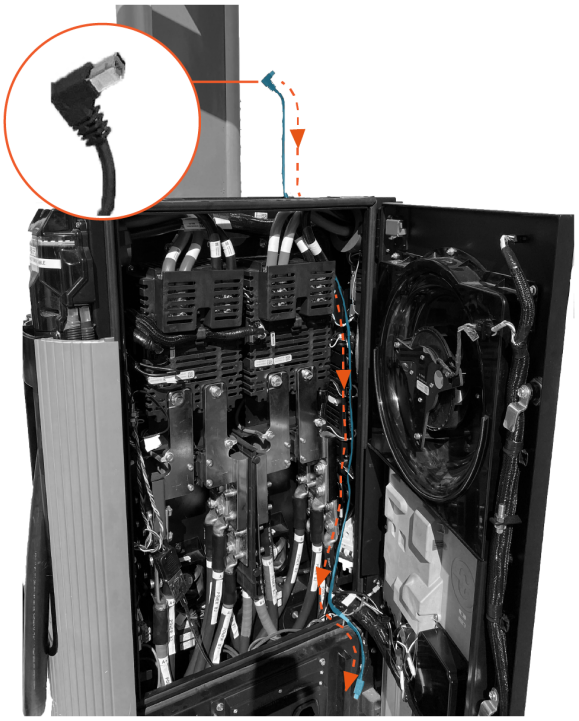
1. Loosen the captive screws (x4) at the top access panel.



2. Remove the panel.



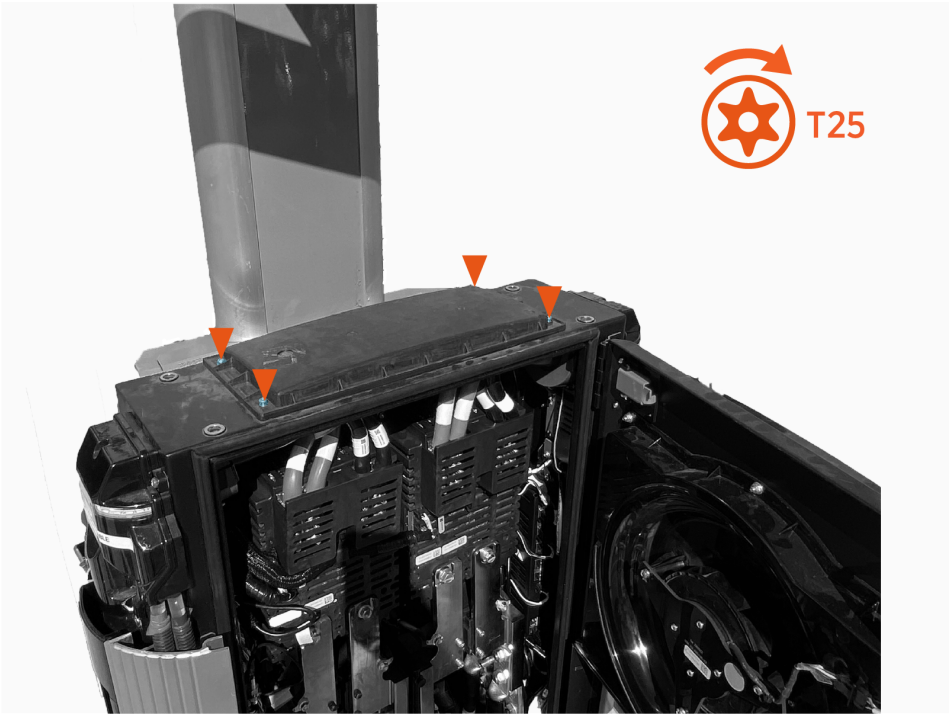
3. Holding the right-angle USB-B connector at the top of the enclosure, route the Smart Antenna cable into the top access opening and down the right side of the Power Link 2000 enclosure.



4. Connect the cable to the Smart Antenna.

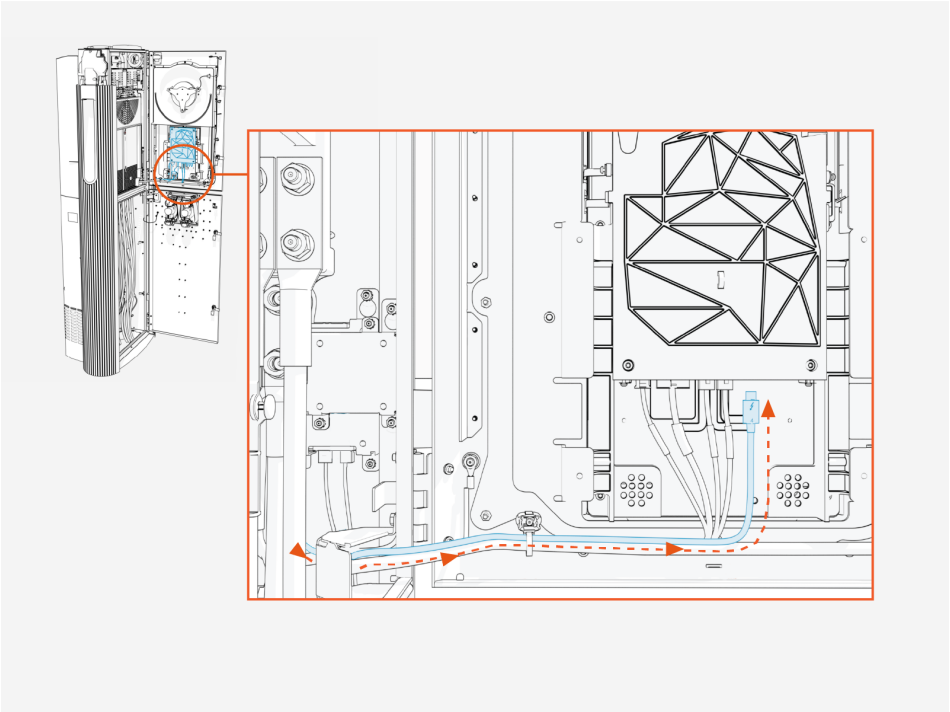


5. Mount the Smart Antenna and tighten screws (x4). Torque to **1.7 Nm (15 in-lb)**.

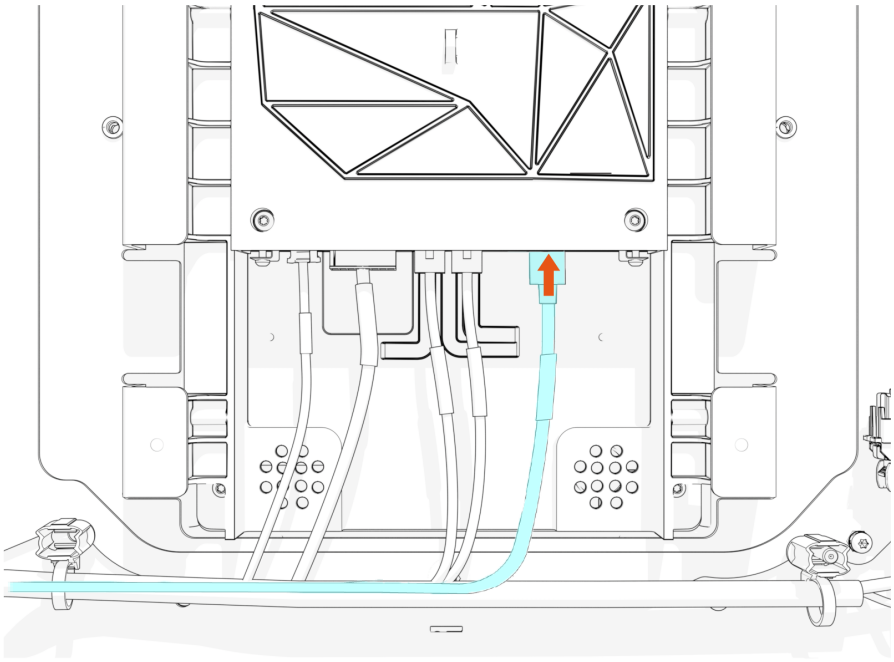


6. Route the Smart Antenna cable through the door cable guide and along the front door main cable harness to reach the Control and Communication Module (CCOM).

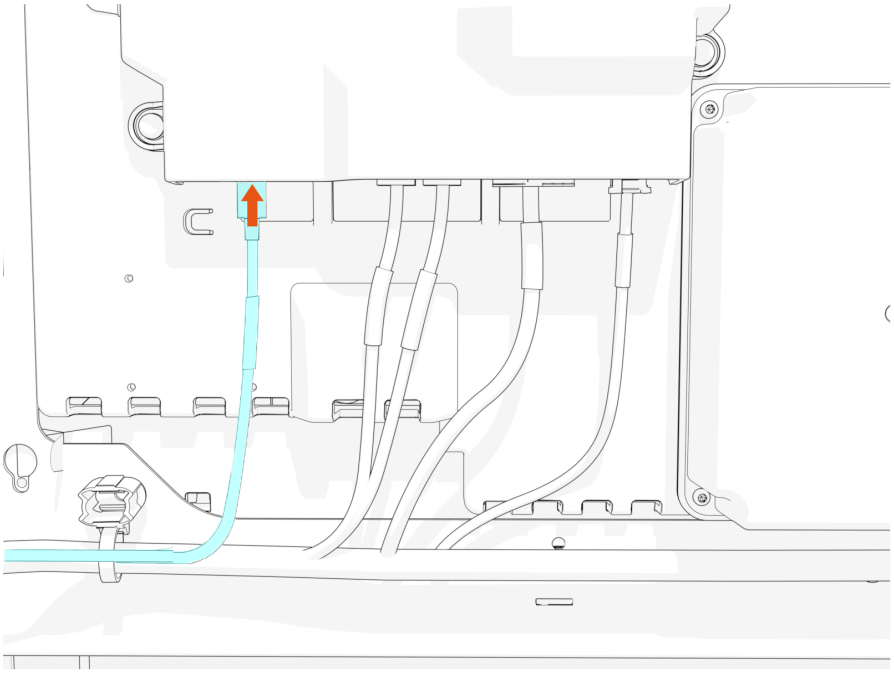
IMPORTANT: The cable must route through the door cable guide to prevent cable pinching when closing the door.



7. Connect the cable to the CCOM in any open USB-C port.
    - Connection to 8-inch CCOM:



    - Connection to 15-inch CCOM:



8. Zip tie Smart Antenna cable to the main cable harness on the front door and within the Power Link 2000 enclosure.

   IMPORTANT: Ensure the cable makes no contact with high voltage parts.

IMPORTANT: To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.

Smart Antenna Replacement

This section provides instructions for replacing a Smart Antenna in the Power Link 2000.

Required Tools and Materials



T25 Security screwdriver



Stepladder

Before You Begin

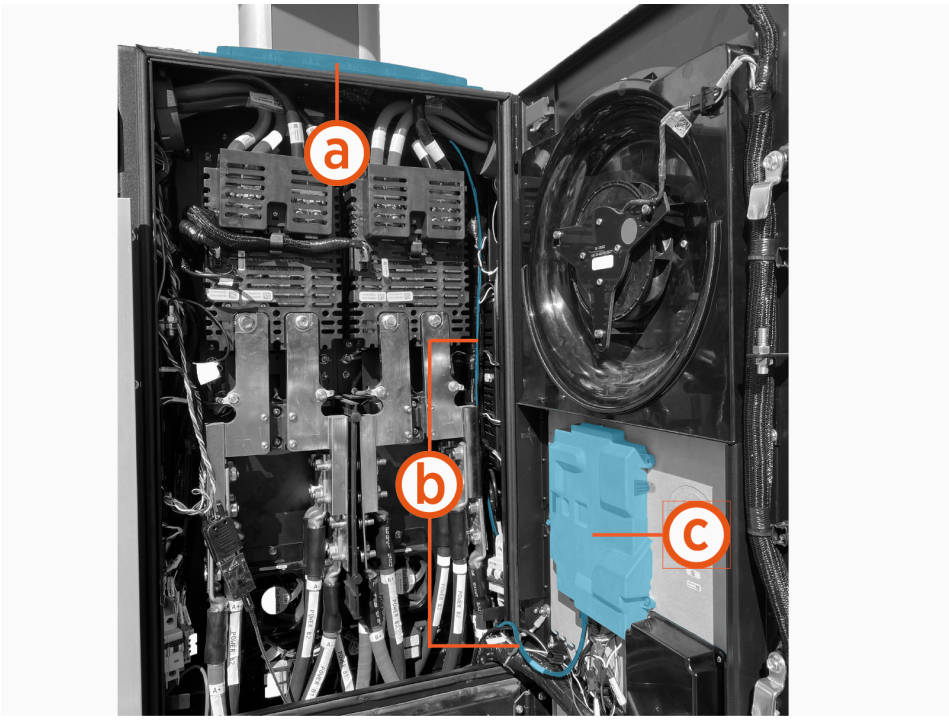
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.
4. Remove the DC power path bus bar safety cover.

After replacing the components, reverse the above steps to complete the service.

Replace the Smart Antenna

1. Locate the USB cable connecting the Smart Antenna to the Control and Communication Module (CCOM). Remove any zip ties securing the cable.



(a) Smart Antenna

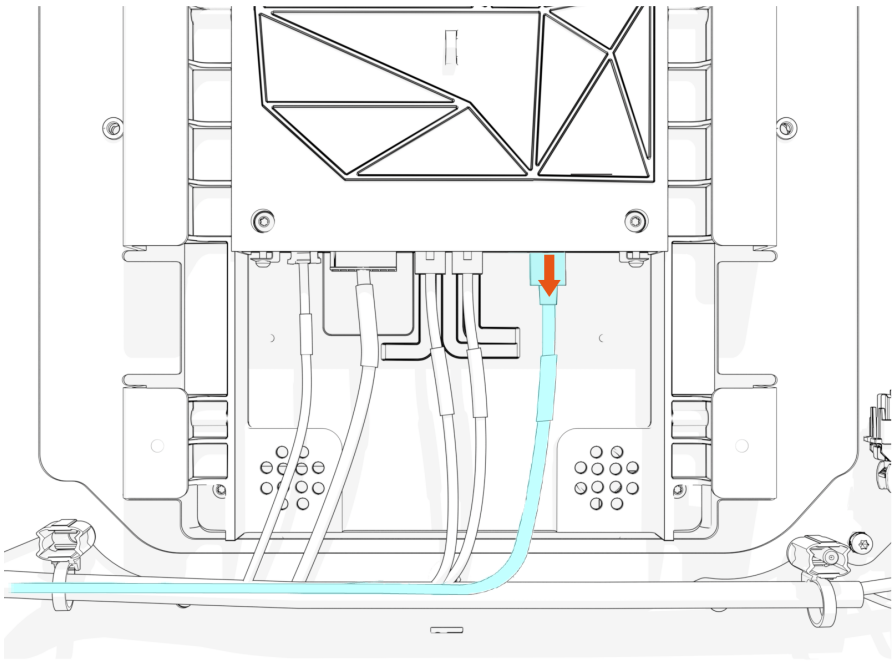
(b) USB cable

(c) CCOM

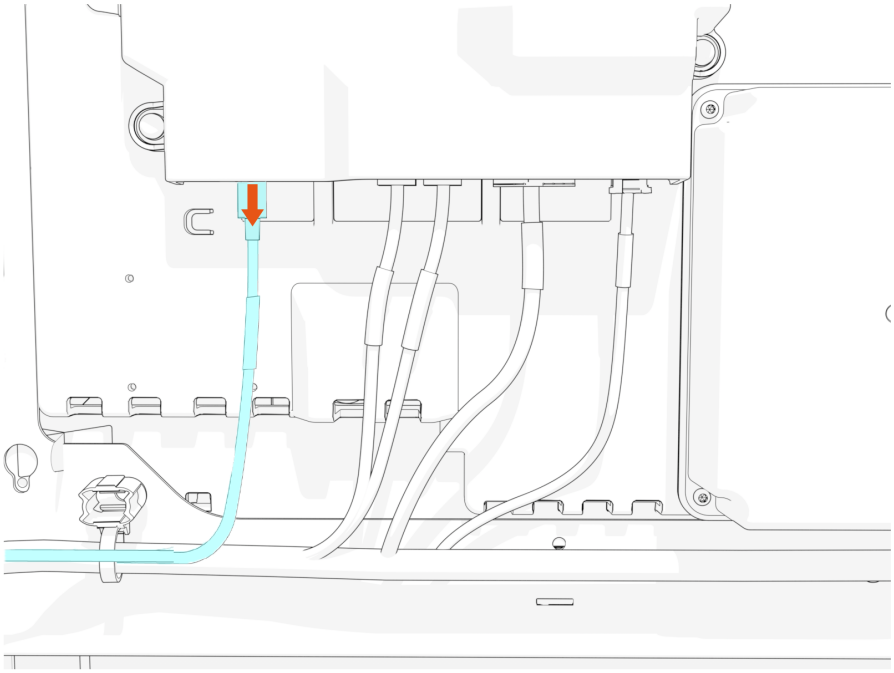
2. Disconnect the Smart Antenna cable from the CCOM.

> **NOTE:** The Smart Antenna cable may be installed in any of the CCOM USB-C ports. Be sure to identify the correct cable that leads to the Smart Antenna.

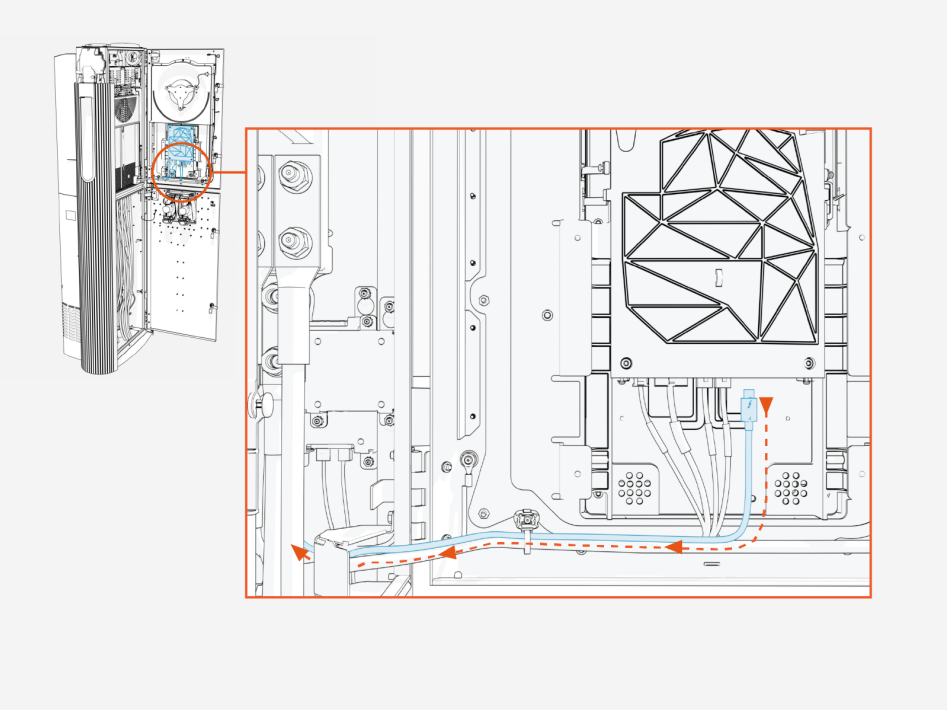
- Disconnect from 8-inch CCOM:



- Disconnect from 15-inch CCOM:

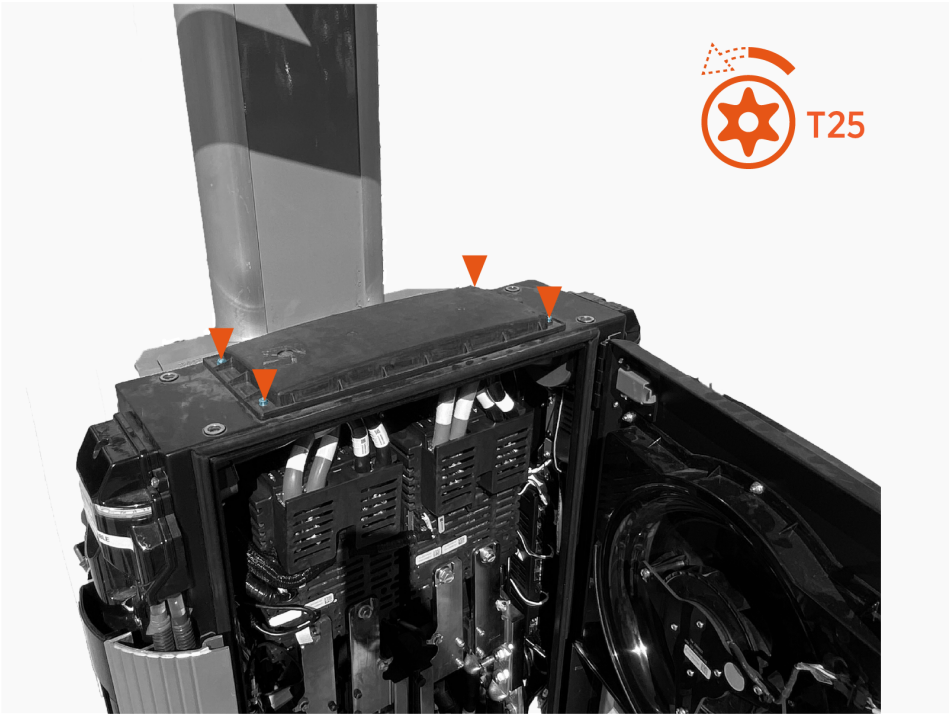


3. Route the cable away from the CCOM, through the door cable guide, and back towards the Smart Antenna.



REINSTALL NOTE: When installing the replacement Smart Antenna cable, the cable must route through the door cable guide to prevent cable pinching when closing the door.

4. Loosen the Smart Antenna screws (x4).



REINSTALL NOTE: Torque these screws to **1.7 Nm (15 in-lb)**.

5. Lift away the Smart Antenna. Disconnect and remove the Smart Antenna cable.



Reverse the above steps to reinstall with replacement part.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Ethernet to USB Module 28

This section provides instructions for installing or replacing an Ethernet to USB module in the Power Link 2000. Refer to the appropriate subsection below:

- Ethernet to USB Replacement in Variation A Power Link 2000
- Ethernet to USB Replacement in Variation B Power Link 2000

To identify the Power Link 2000 variation, see Appendix: Variation Identification.

Ethernet to USB Replacement in Variation A Power Link 2000

This section provides instructions for replacing the Ethernet to USB module in a Variation A Power Link 2000. If working with a Variation B Power Link 2000, see Ethernet to USB Replacement in Variation B Power Link 2000. To identify the Power Link 2000 variation, see Appendix: Variation Identification.

Required Tools and Materials



8 mm hex socket

Before You Begin

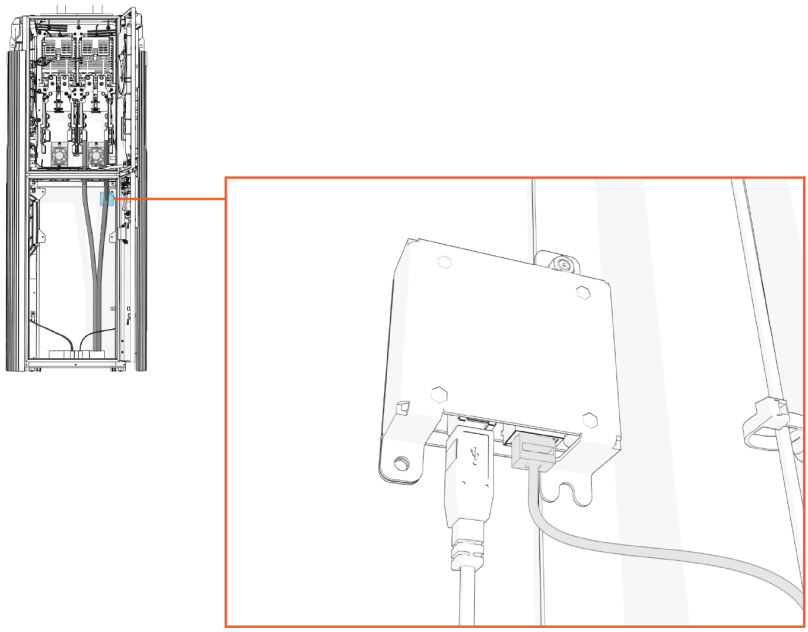
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper and lower doors.
4. Remove the DC power path bus bar safety cover.

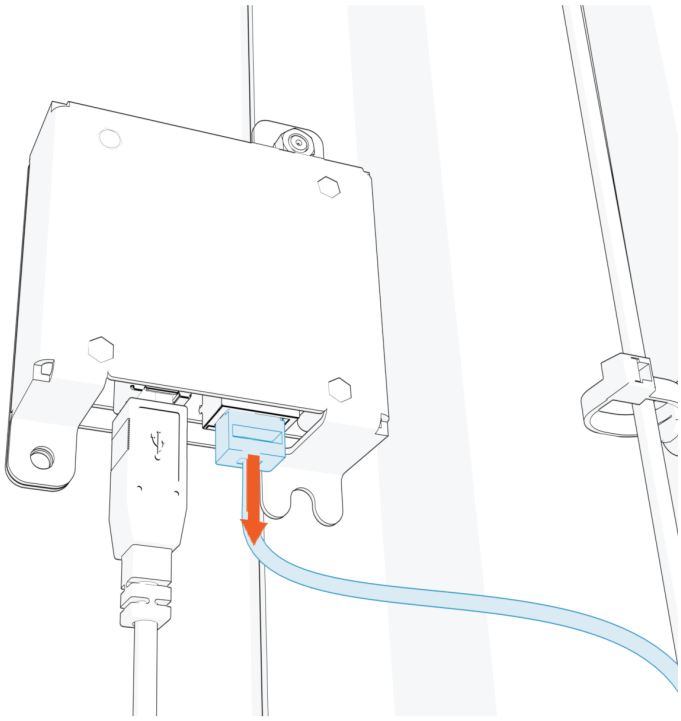
After replacing the components, reverse the above steps to complete the service.

Replace Ethernet to USB in Variation A Power Link 2000

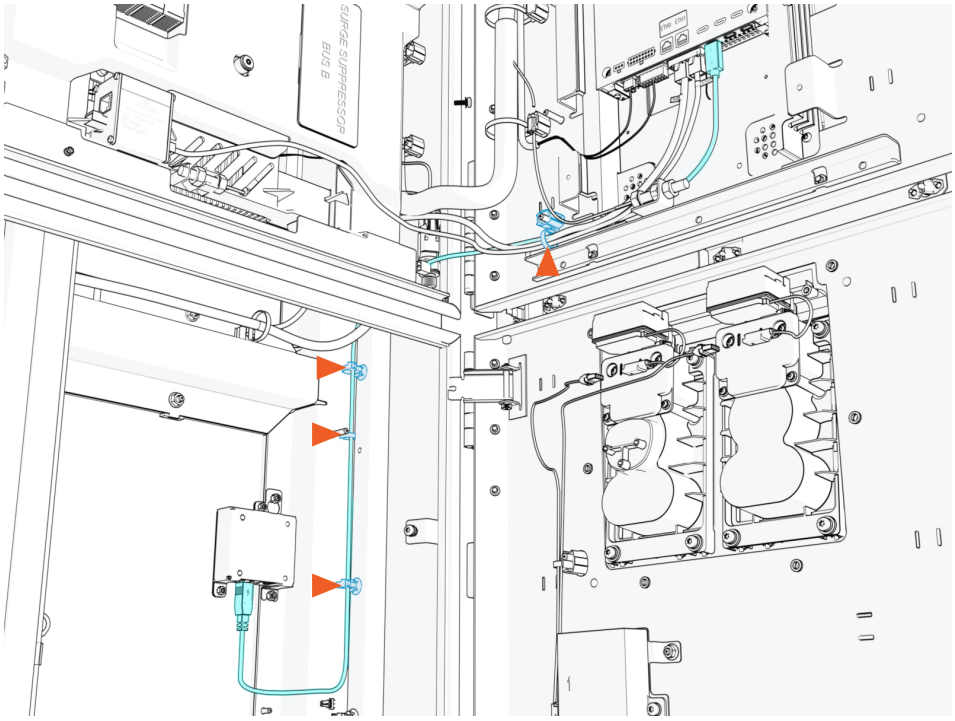
1. Locate the Ethernet to USB module within the Power Link 2000 enclosure.



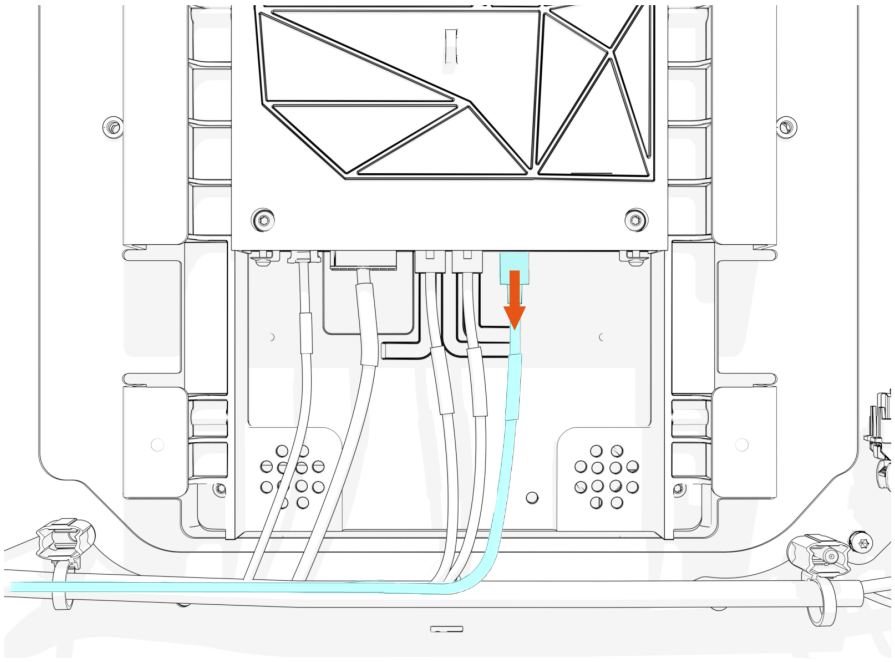
2. Unplug the Ethernet cable from the module.



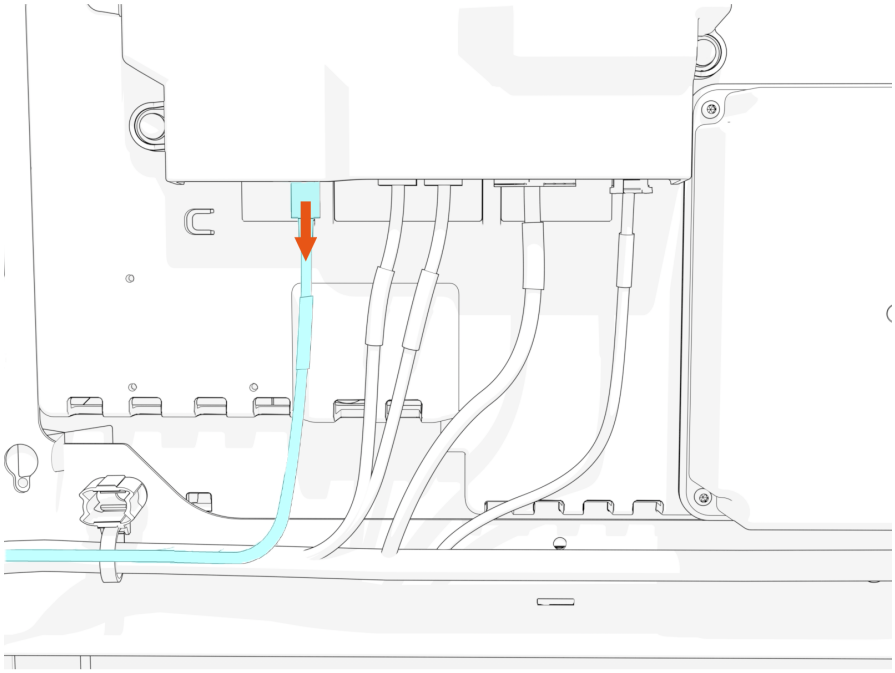
3. Trace the USB cable from the Ethernet to USB module to the Control and Communications Unit (CCOM). Free the cable from any cable guides and zip ties securing the cable.



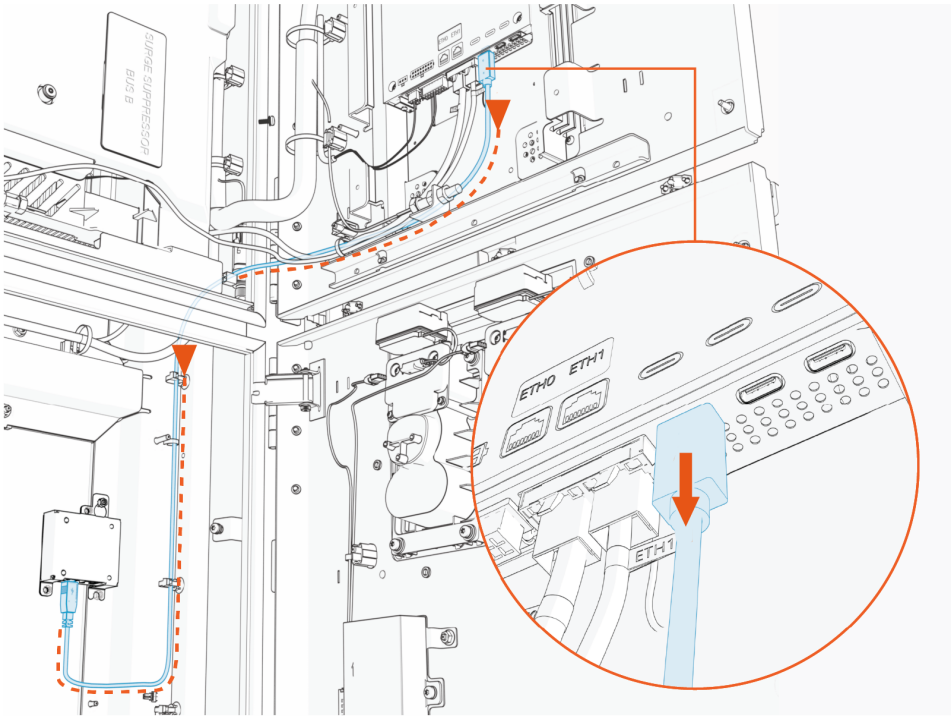
4. Disconnect the USB cable from the CCOM.
    - Disconnect from 8-inch CCOM:



    - Disconnect from 15-inch CCOM:

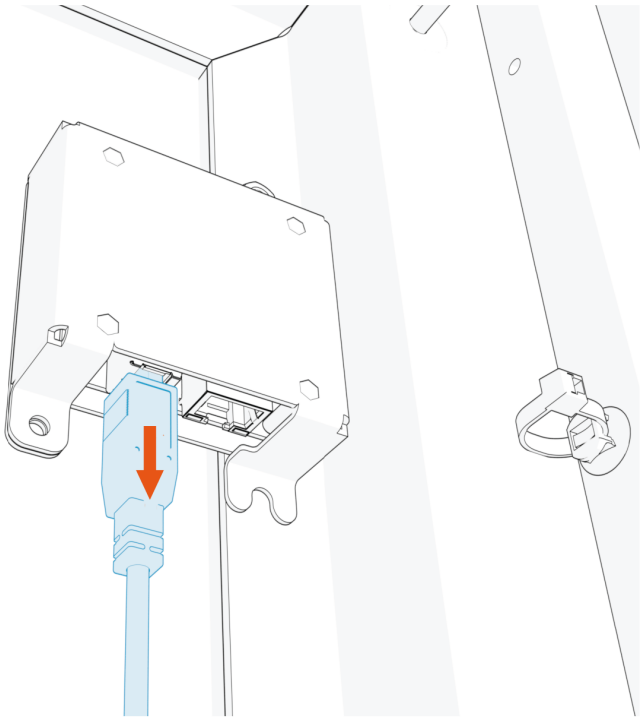


5. Route the USB cable away from the CCOM and back towards the Ethernet to USB module.

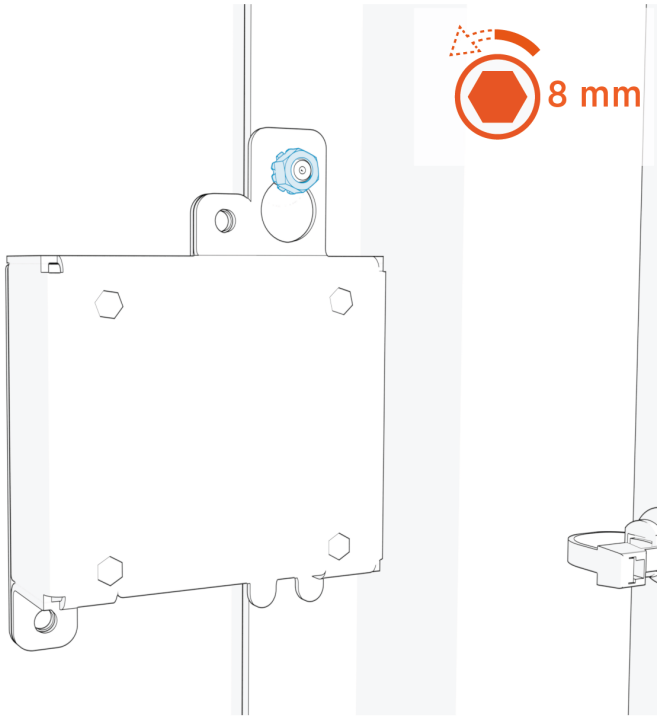


REINSTALL NOTE: When installing the replacement cable, ensure the cable routes through the door cable guide. This prevents pinching of the cable when the door is closed.

6. Disconnect the USB cable from the Ethernet to USB module. Remove the USB cable.

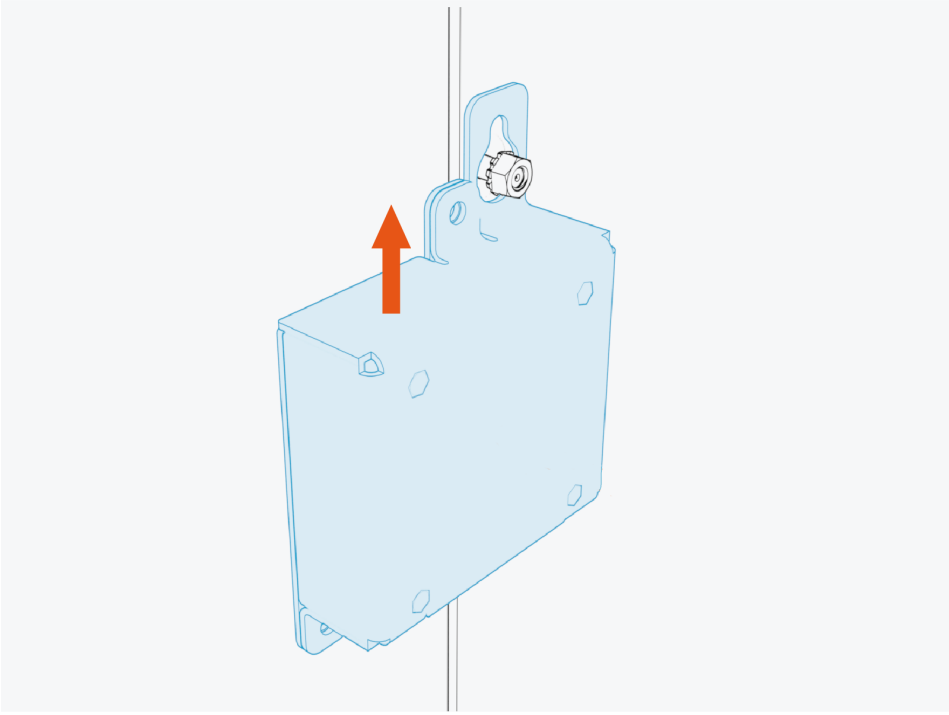


7. Loosen the mounting nut.



REINSTALL NOTE: Torque the nut to **4.5 Nm (40 in-lb)**.

8. Slide the Ethernet to USB module upwards and remove the module.



Reverse the above steps to reinstall with replacement part.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Ethernet to USB Replacement in Variation B Power Link 2000

This section provides instructions for replacing the Ethernet to USB module in a Variation B Power Link 2000. If working with a Variation A Power Link 2000, see Ethernet to USB Replacement in Variation A Power Link 2000. To identify the Power Link 2000 variation, see Appendix: Variation Identification.

Required Tools and Materials



8 mm hex socket

Before You Begin

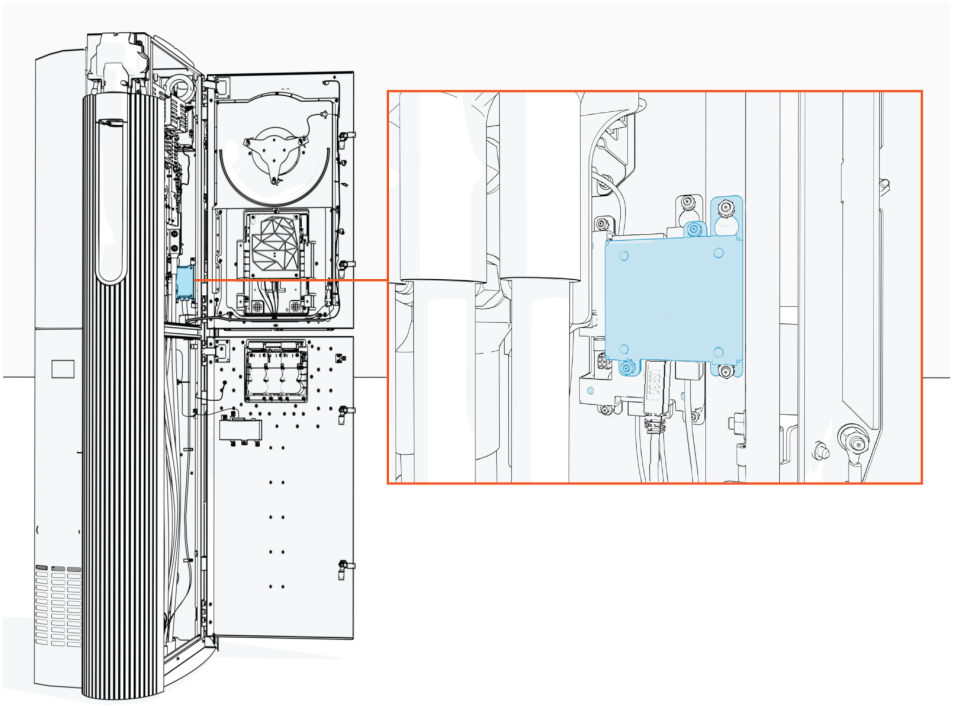
Before servicing the component, complete the following steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover
3. Open the upper door.
4. Remove the DC power path bus bar safety cover.

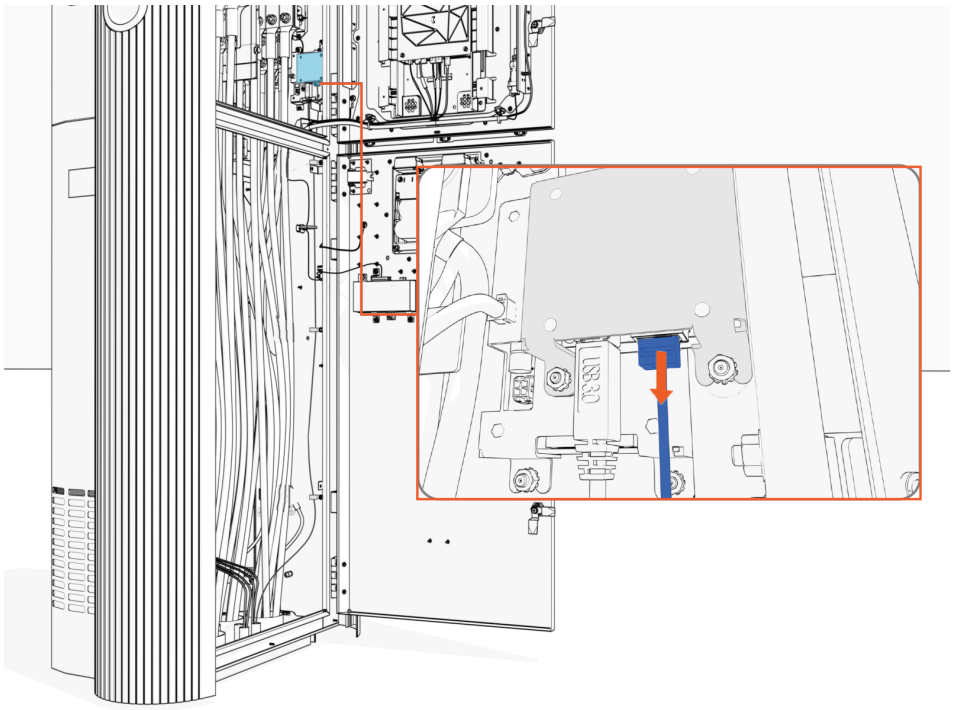
After replacing the components, reverse the above steps to complete the service.

Replace Ethernet to USB in Variation B Power Link 2000

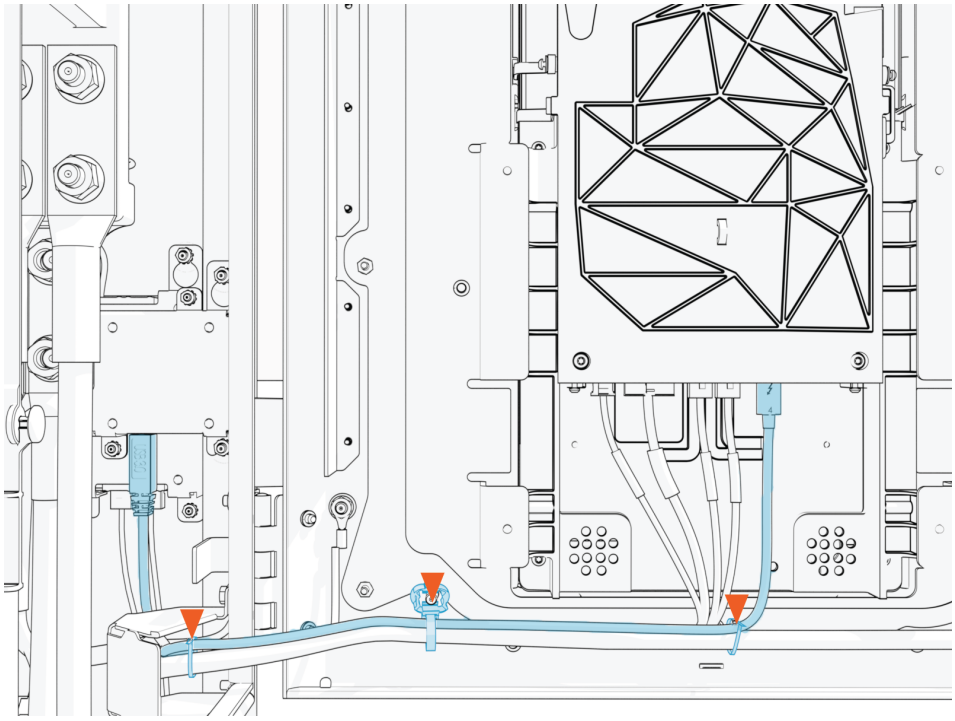
1. Locate the Ethernet to USB module within the Power Link 2000 enclosure.



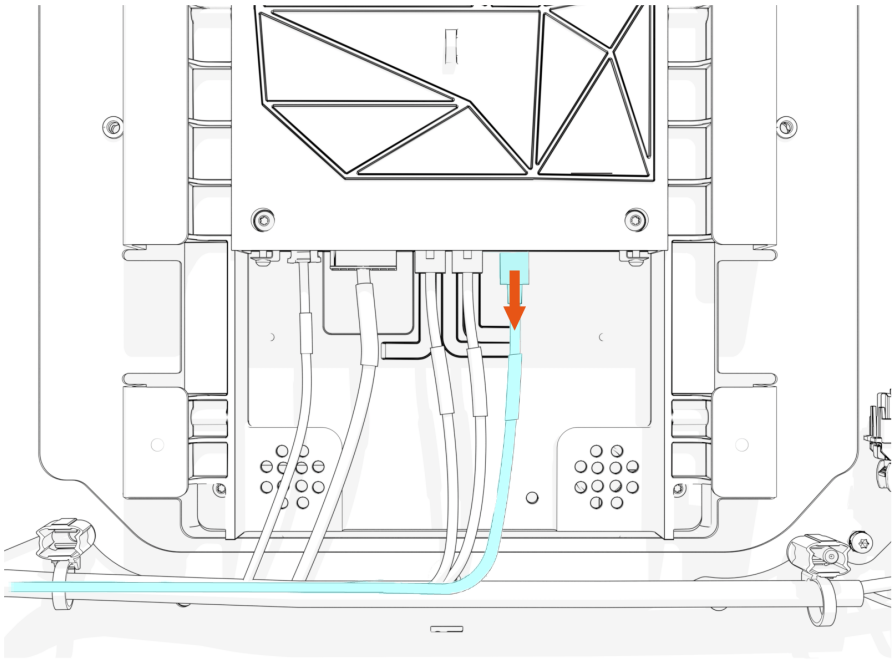
2. Unplug the Ethernet cable from the module.



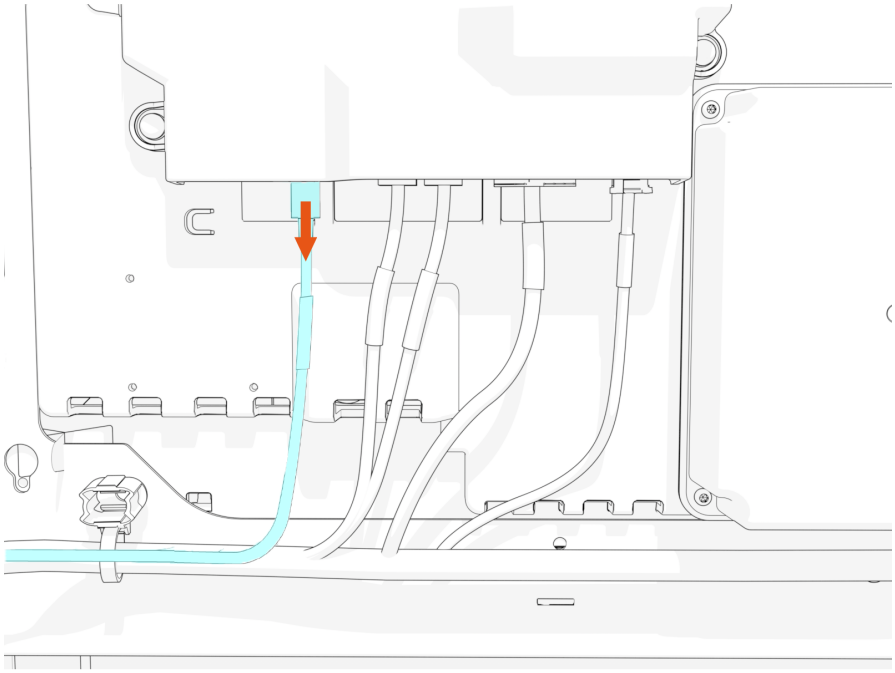
3. Trace the USB cable from the Ethernet to USB module to the Control and Communications Unit (CCOM). Free the cable from any cable guides and zip ties securing the cable.



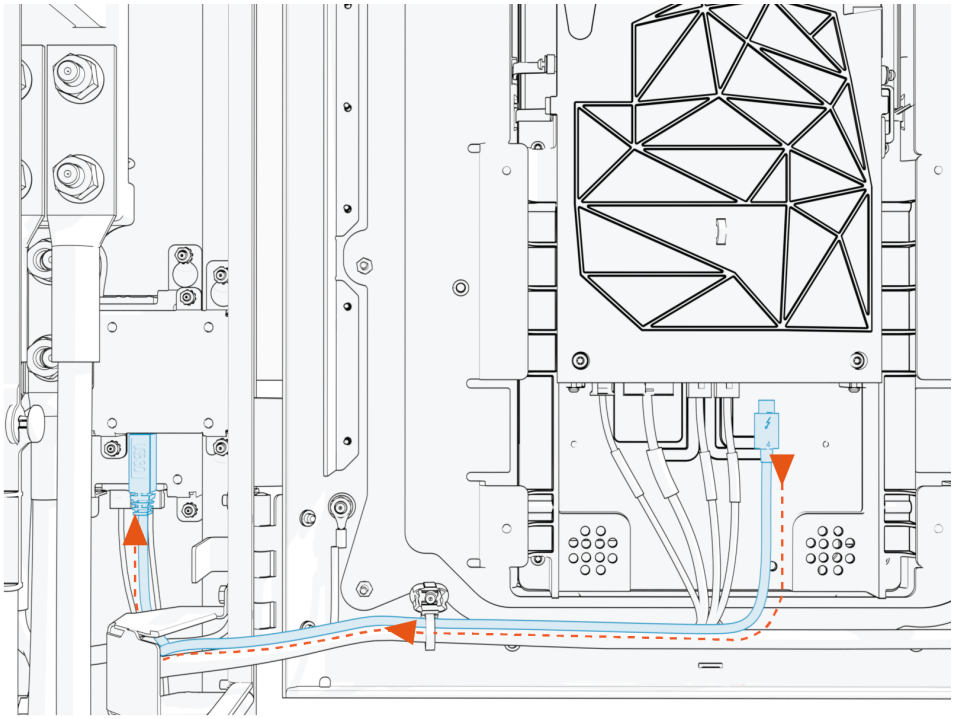
4. Disconnect the USB cable from the CCOM.
    - Disconnect from 8-inch CCOM:



    - Disconnect from 15-inch CCOM:

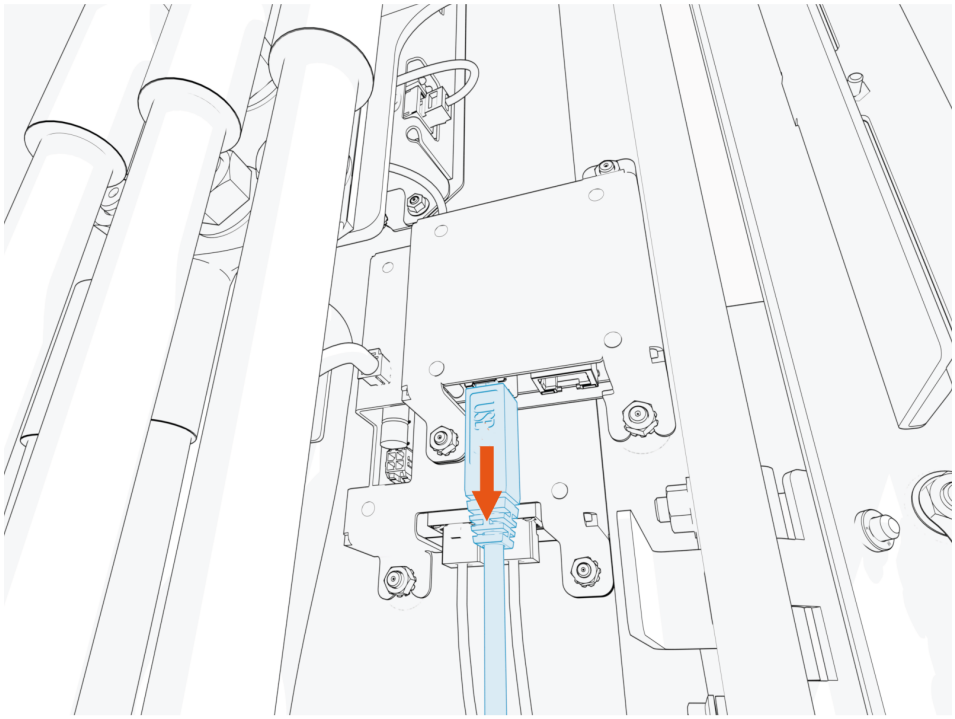


5. Route the USB cable away from the CCOM and back towards the Ethernet to USB module.

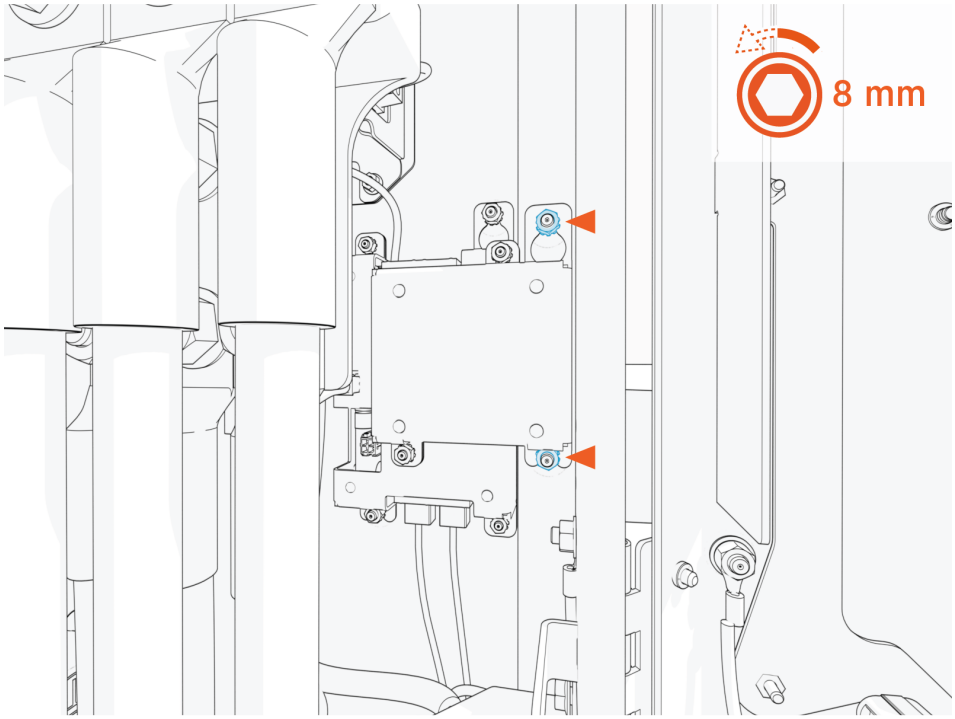


REINSTALL NOTE: When installing the replacement cable, ensure the cable routes through the door cable guide. This prevents pinching of the cable when the door is closed.

6. Disconnect the USB cable from the Ethernet to USB module. Remove the USB cable.

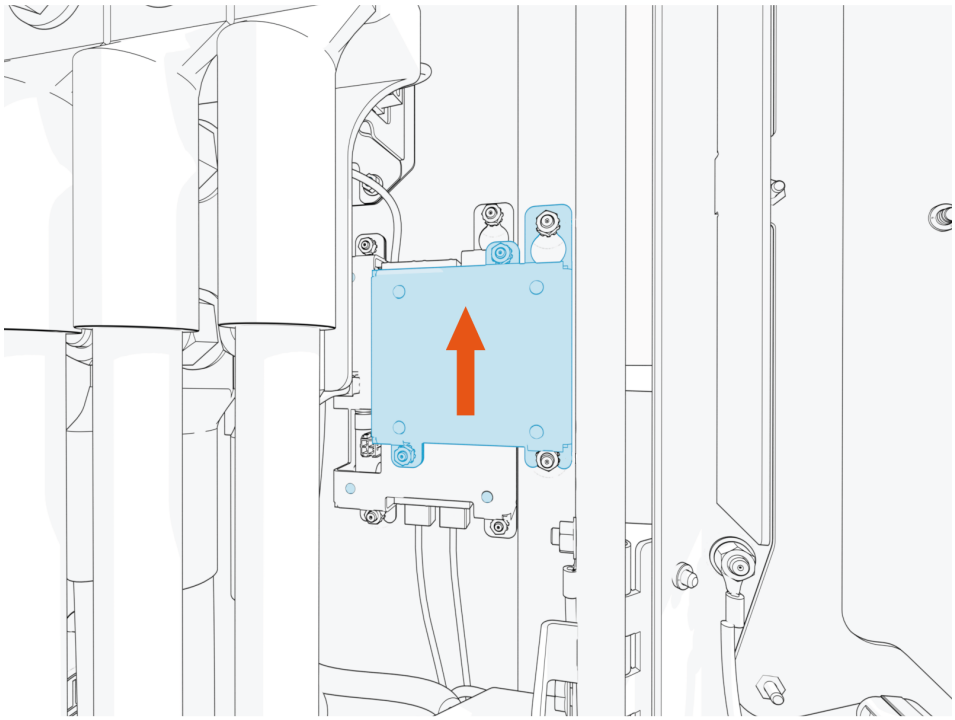


7. Loosen the mounting nuts (x2).



REINSTALL NOTE: Torque the nut to **4.5 Nm (40 in-lb)**.

8. Slide the Ethernet to USB module upwards and remove the module.



Reverse the above steps to reinstall with replacement part.

IMPORTANT:

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Sinbon (Dry Cable) - Latch Replacement 29

To replace a Sinbon connector latch, perform the following steps:

NOTE: This procedure is applicable when a Sinbon charging connector is stuck in an EV charging inlet. The corrective action involves replacing the connector latch.

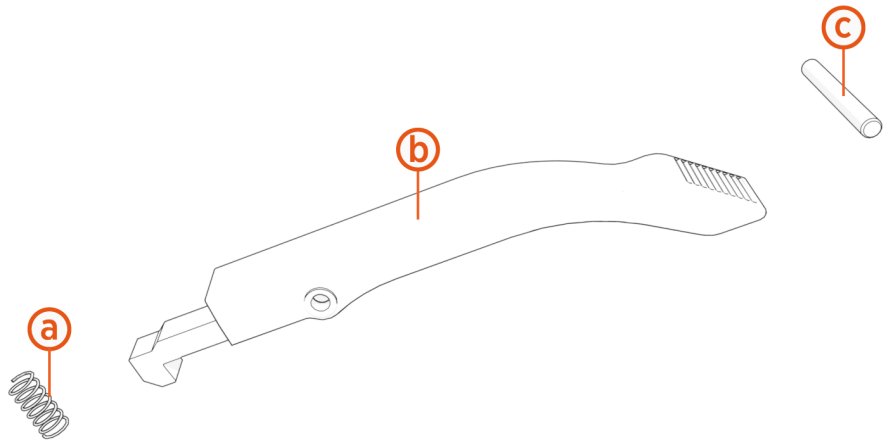
Required Tools and Materials

- Hex wrench (1.5 to 2 mm)
- Mallet
- Pliers

Inspect the Box for Contents

The replacement kit for Sinbon connector latches includes:

(a) Spring
(b) Latch
(c) Metal pin



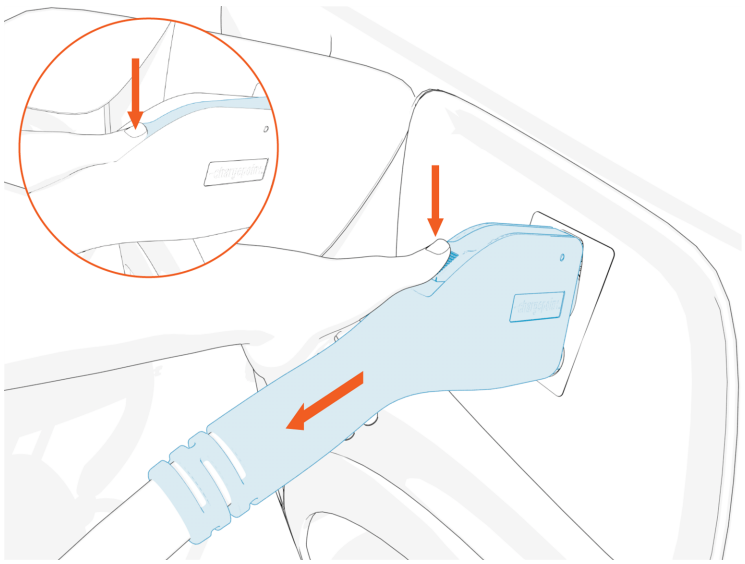
Before you begin

Make sure that you are working on the Sinbon Connector, ensure the connector looks as shown below.

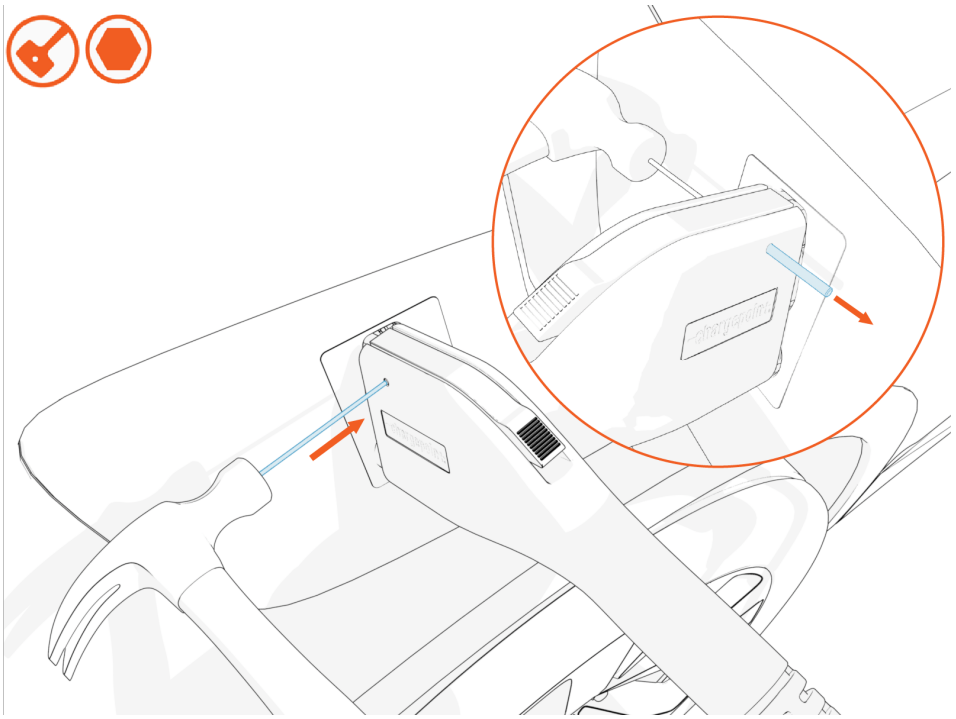


Replace the Sinbon Connector Latch

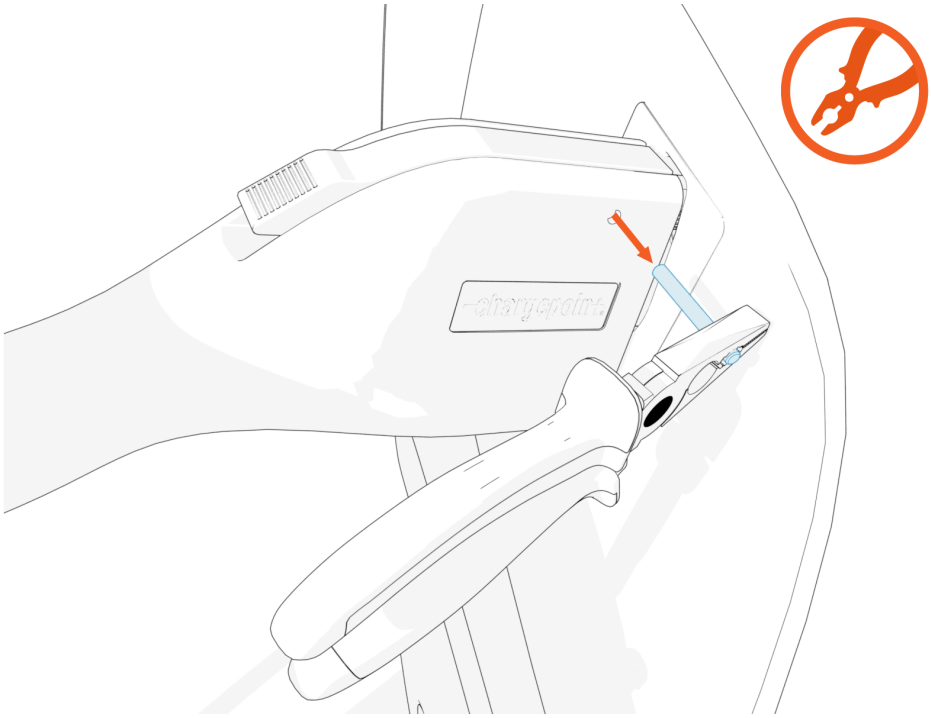
IMPORTANT: Attempt to release the cable by pressing the latch lever on the handle and pulling it away from the vehicle inlet. If the charge cable handle does not release, perform the following procedure.



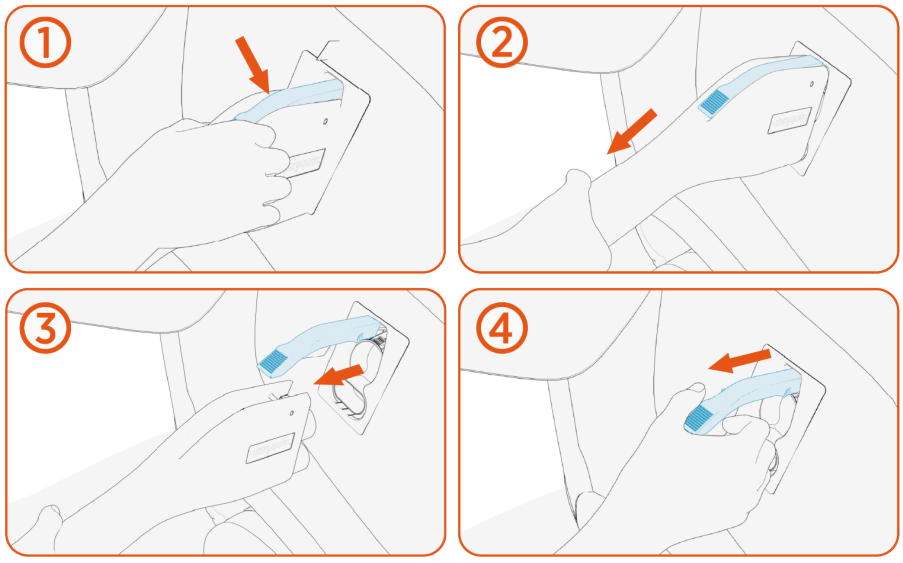
1. Push the hex wrench from one end to push metal pin on the handle to release the latch.



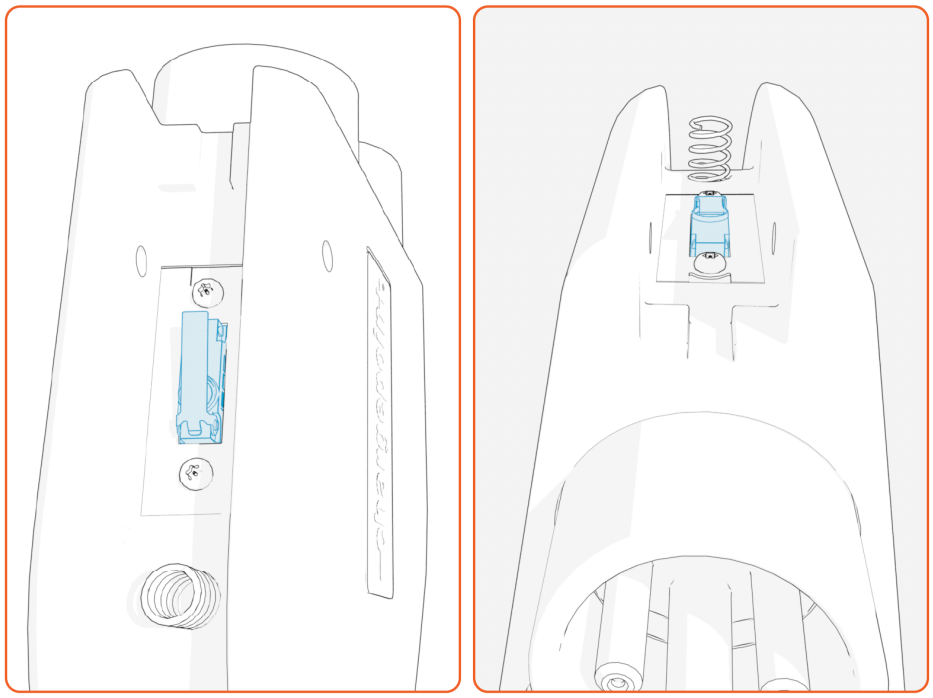
2. Use pliers to pull the pin completely through.



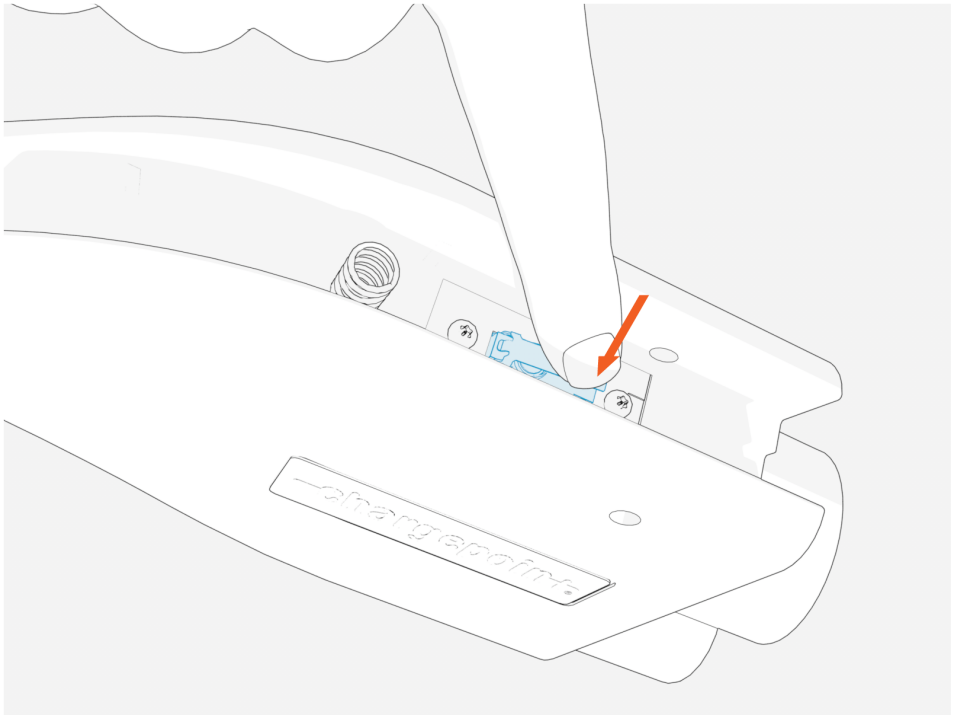
3. Once metal pin is removed, the latch should become loose and allow the connector to be removed from the vehicle inlet.



4. Remove the latch and spring. Inspect the microswitch for damage or bent parts.

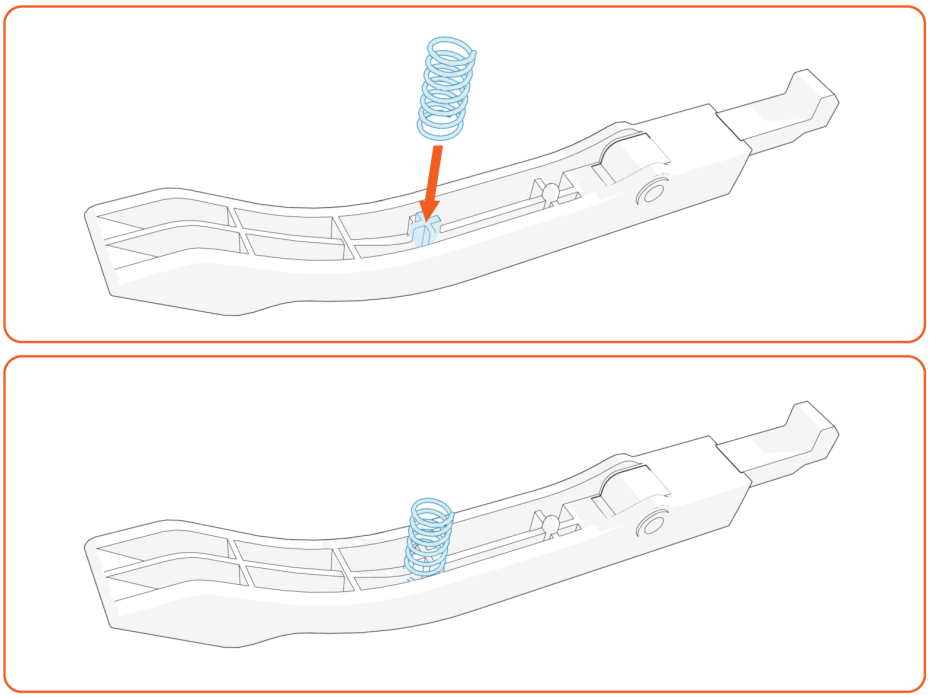


5. Press and release the microswitch. A clear, audible click must be heard each time.

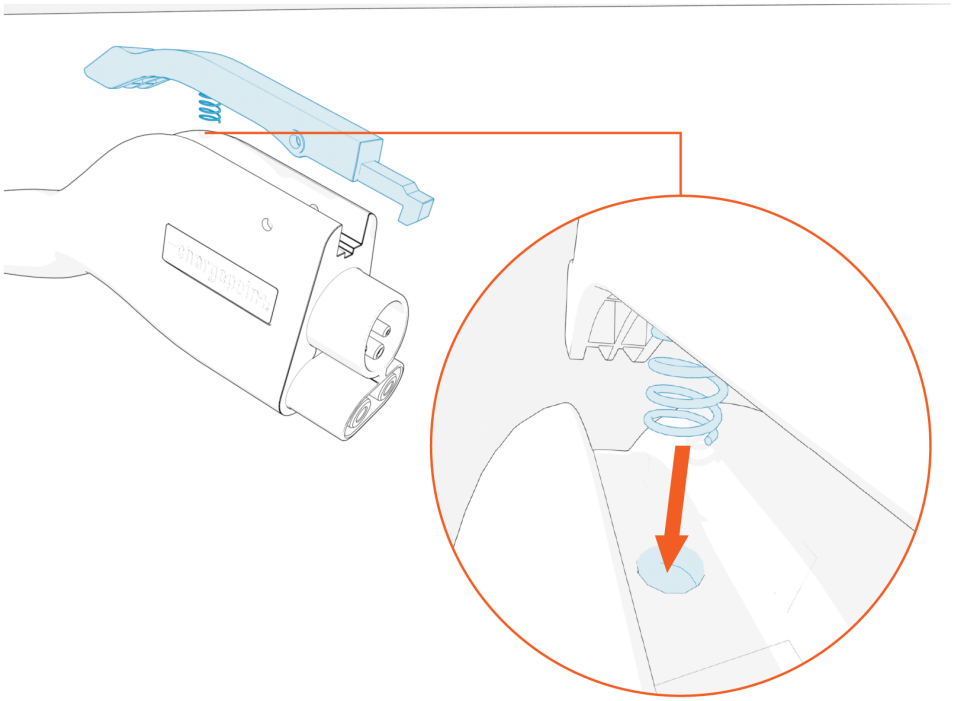


IMPORTANT: If there is visible damage or no clear click, replace the entire cable instead of repairing.

6. Insert a new spring into the cross feature on the underside of a new latch.



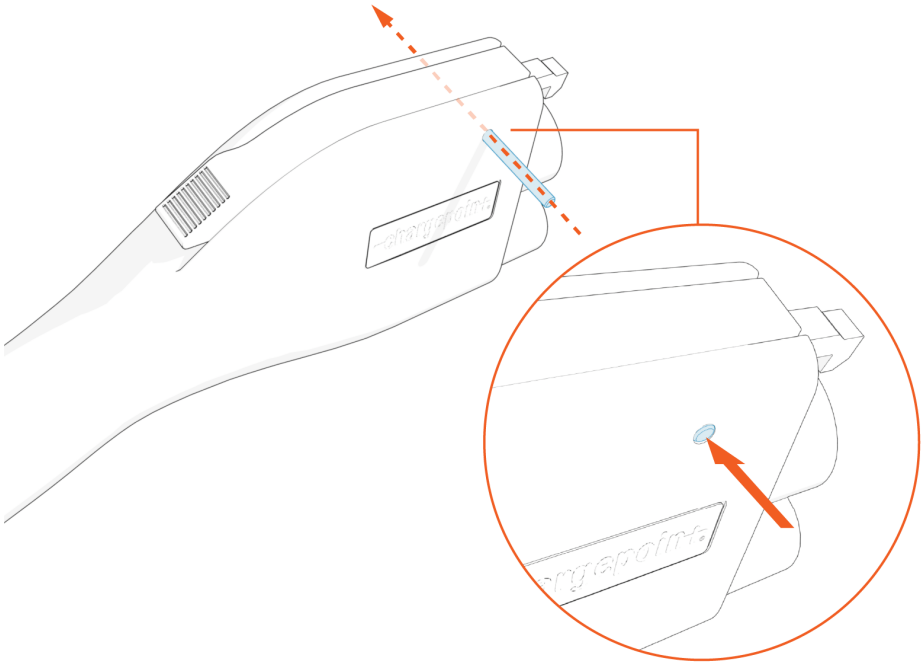
7. Place the latch on the cable handle, ensuring the spring sits vertically on the rounded seat.



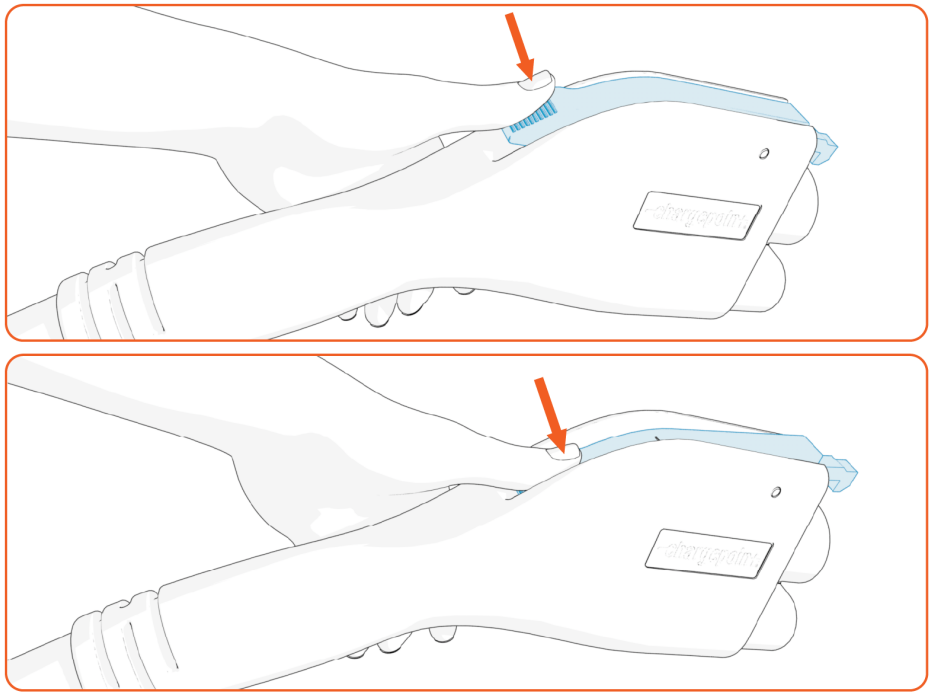
IMPORTANT: If the spring is not set properly, it may have the potential to pop out and possibly get damaged when the latch is depressed.

8. Push the metal pin through the cable handle to secure the latch and spring.

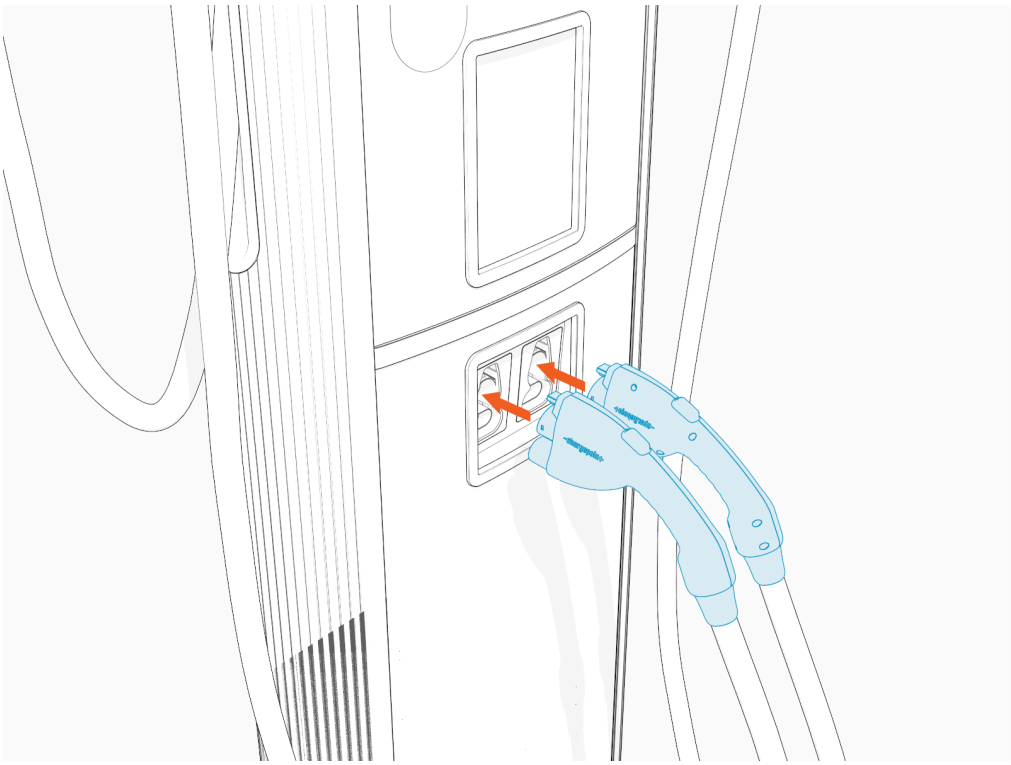
> **NOTE:** Make sure pin must be pushed through until it sits flush with the connector body.



9. Press and release the latch handle to confirm smooth up-and-down actuation.



10. Check for correction functioning of the cable by running a charging session with an electric vehicle. Make sure that the charging connector can be correctly plugged in and removed from the vehicle charging inlet.



Tool Balancer Cassette 30

This section provides instructions for replacing the tool balancer cassette in the Power Link 2000 tall CMK.

Required Tools and Materials


T25 Security screwdriver


Torx screwdrivers (T20, T30)

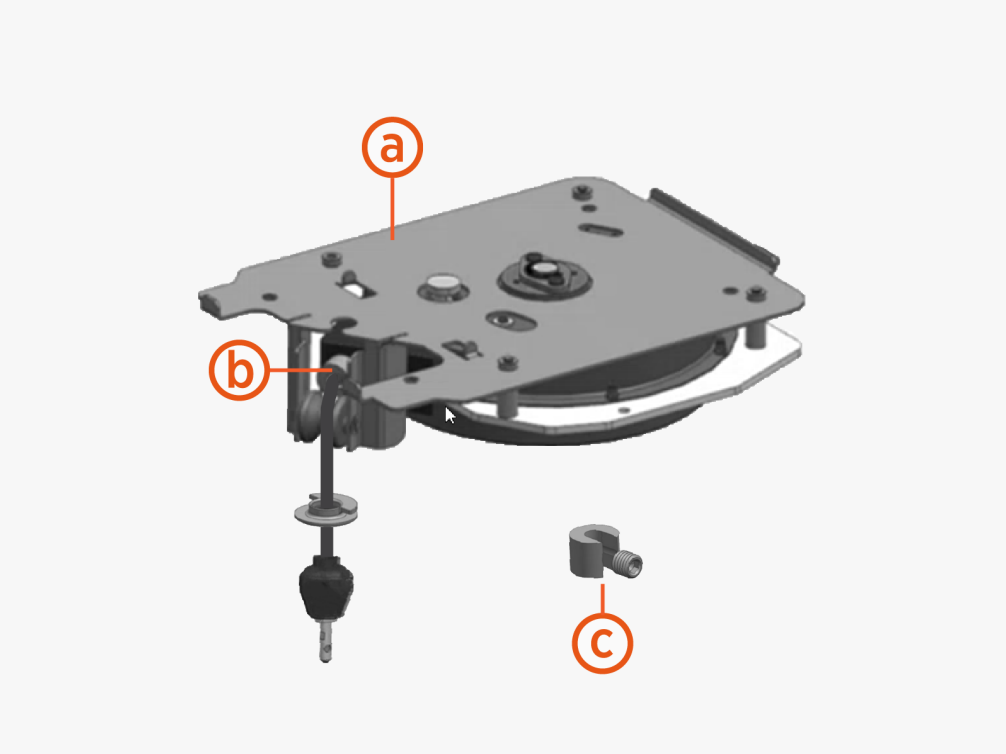

5 mm hex wrench


Stepladder


Marker

Inspect the Box for Contents

The tool balancer cassette kit contains the following components:



(a) Tool balancer cassette assembly

(b) Cable stop (preinstalled on tool balancer cassette tether cord)

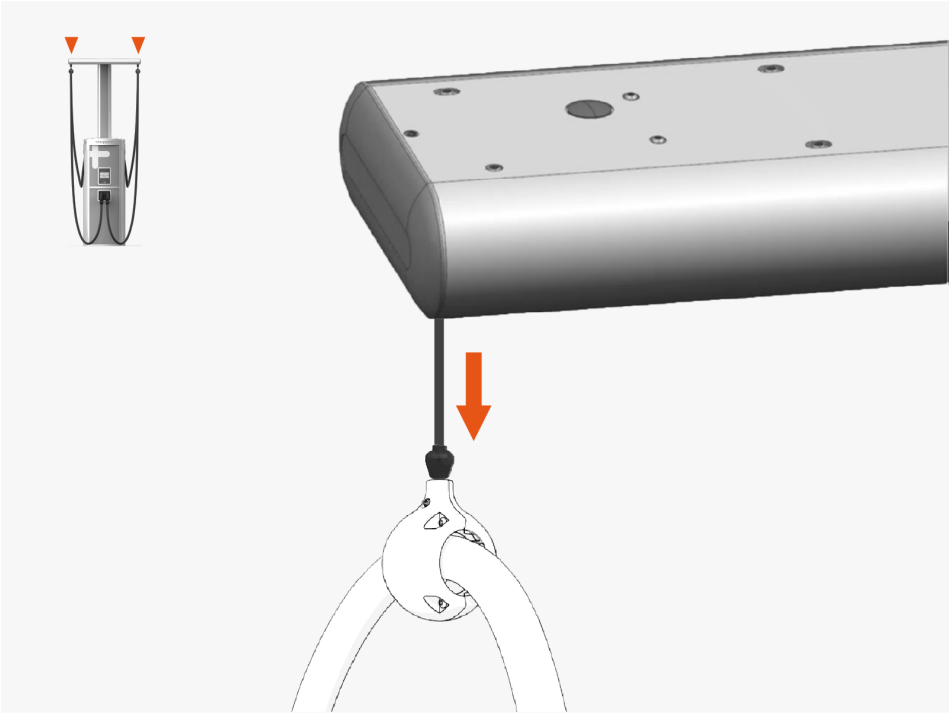
(c) Cable stop (loose)

Before You Begin

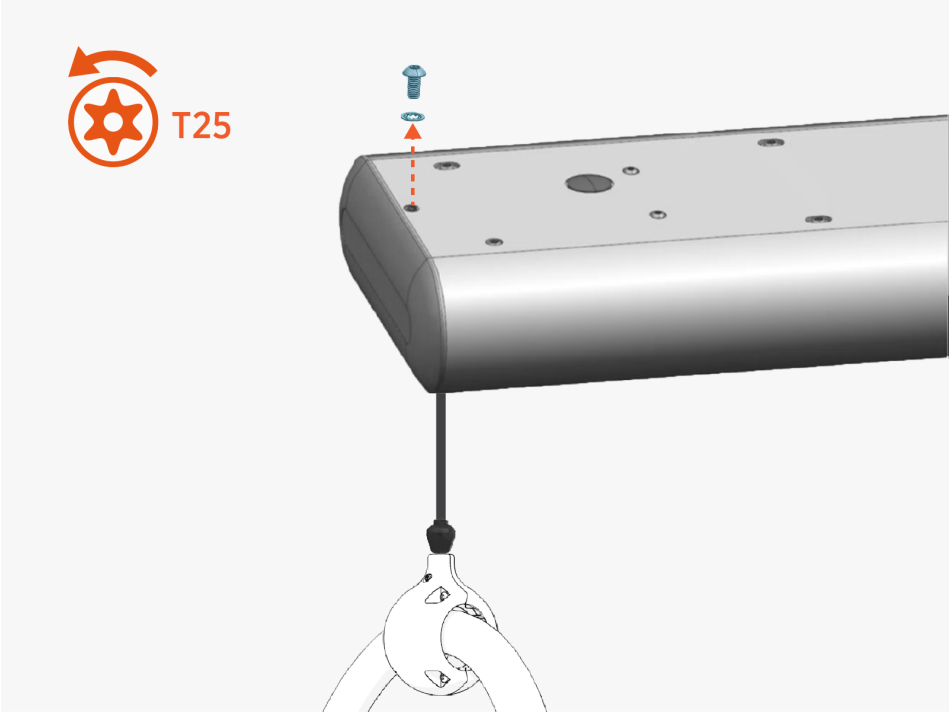
Before beginning service on the component, end all charging sessions and activity for the stations to be serviced.

Replace the Tool Balancer Cassette

1. Holding onto the charging cable, use a smooth and steady pull to ratchet out the tether cord. Ratchet out by one click.

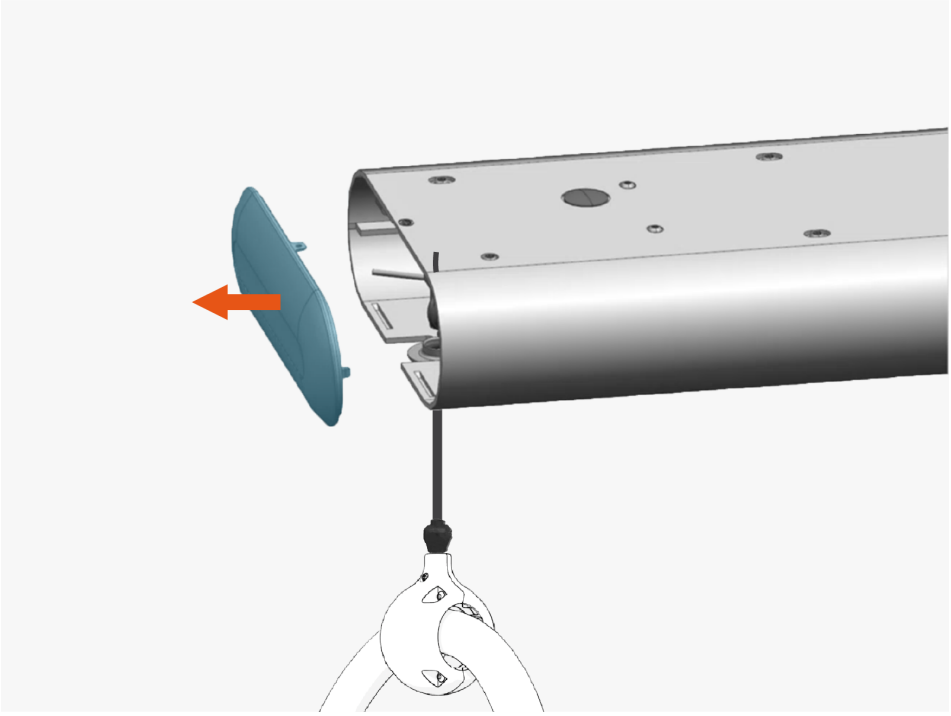


2. Remove M5 screw and washer. Set aside for later reuse.



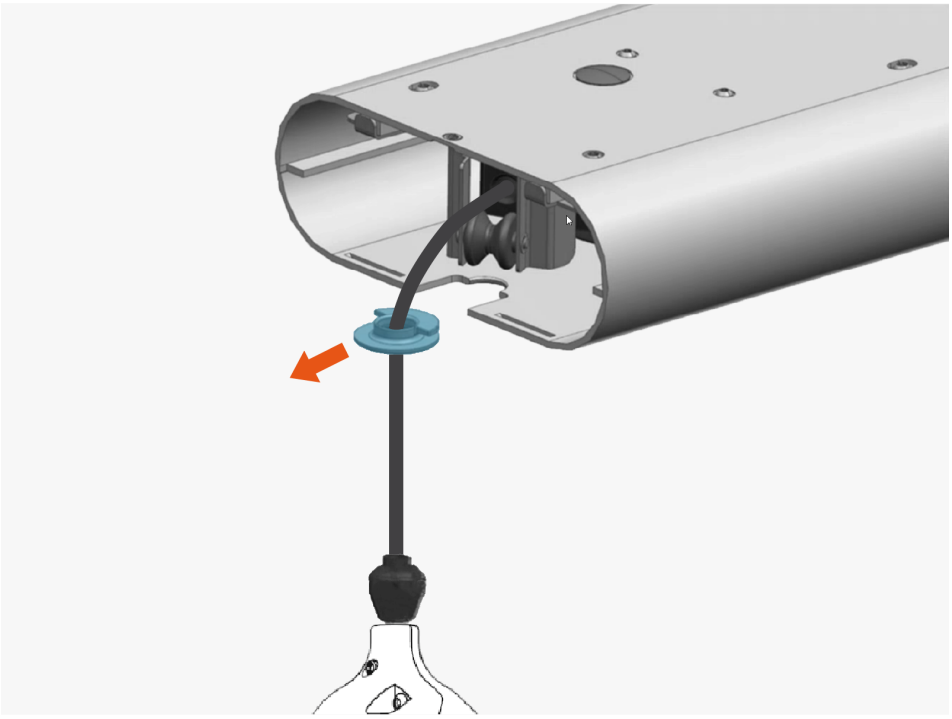
REINSTALL NOTE: Torque the screw to **4.5 Nm (40 in-lb)**.

3. Remove the end cap.

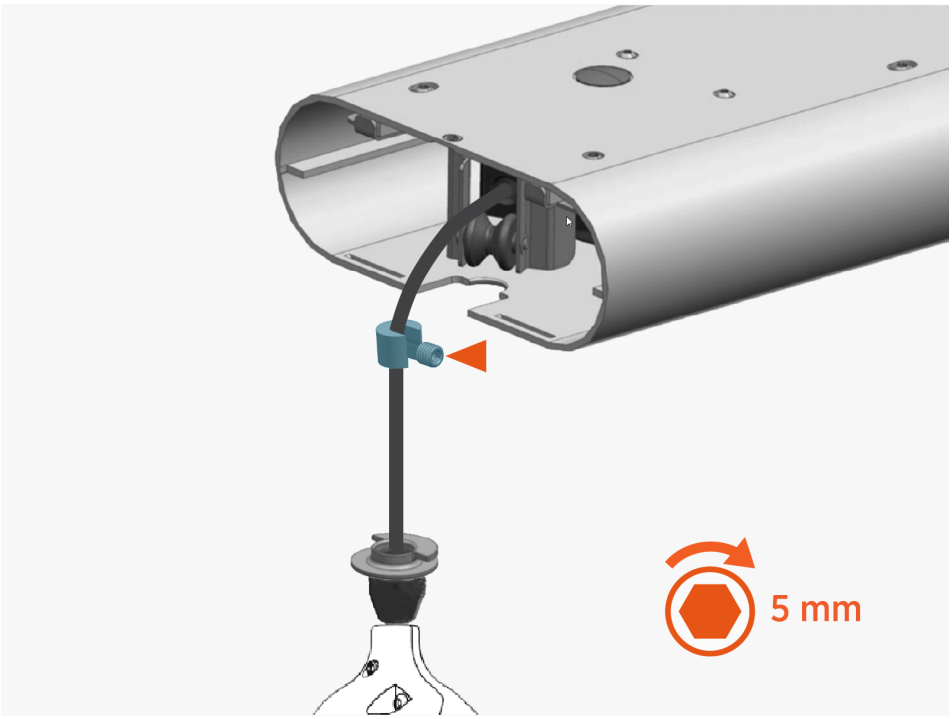


4. If it is present, slide out the grommet.

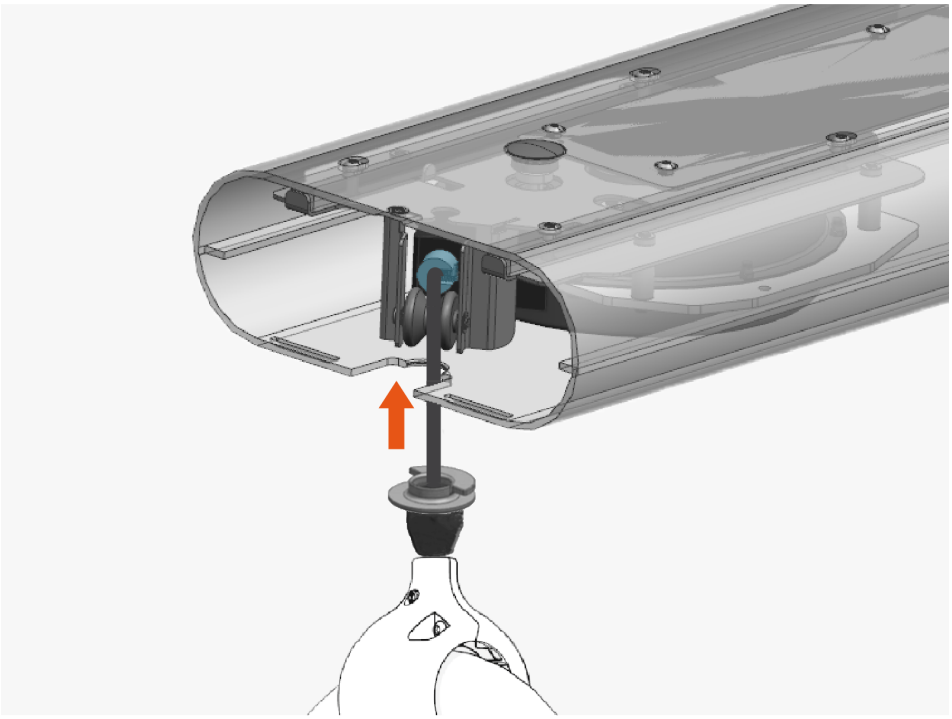
> **WARNING:** Lift and support the charging cable as needed for this step. Be careful not to cause the tether cord to retract during this step. The retraction force is high.



5. Fit the cable stop onto the tether cord, positioned above the grommet.



6. Give a short pull to retract the tether cord. Ensure the cord retracts fully so the cord stop rests against the tool balancer cassette.

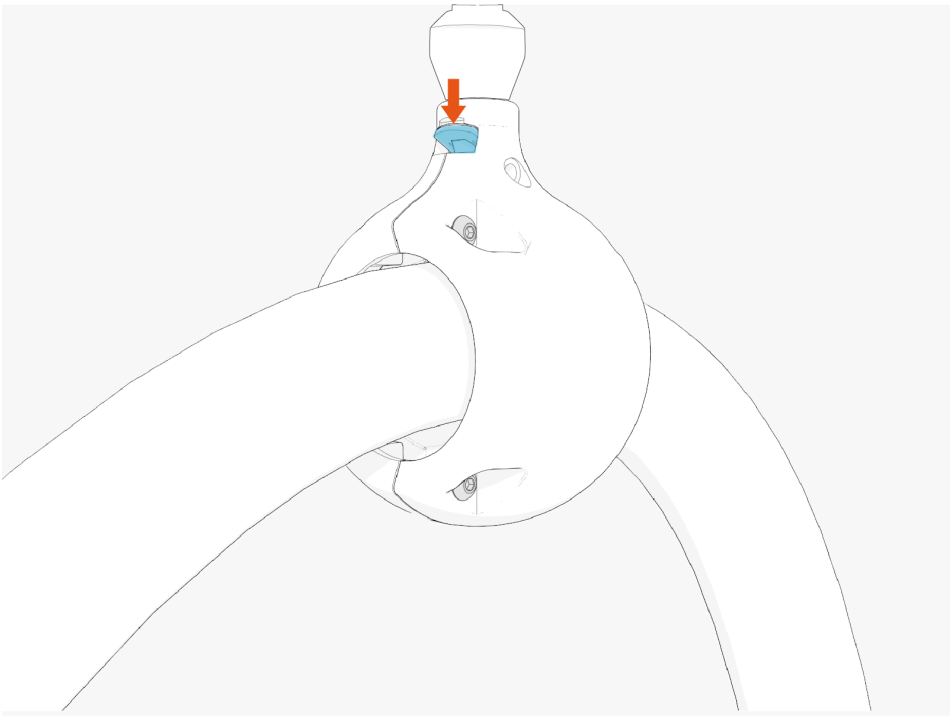


7. If present on the tetherball, loosen the set screw.



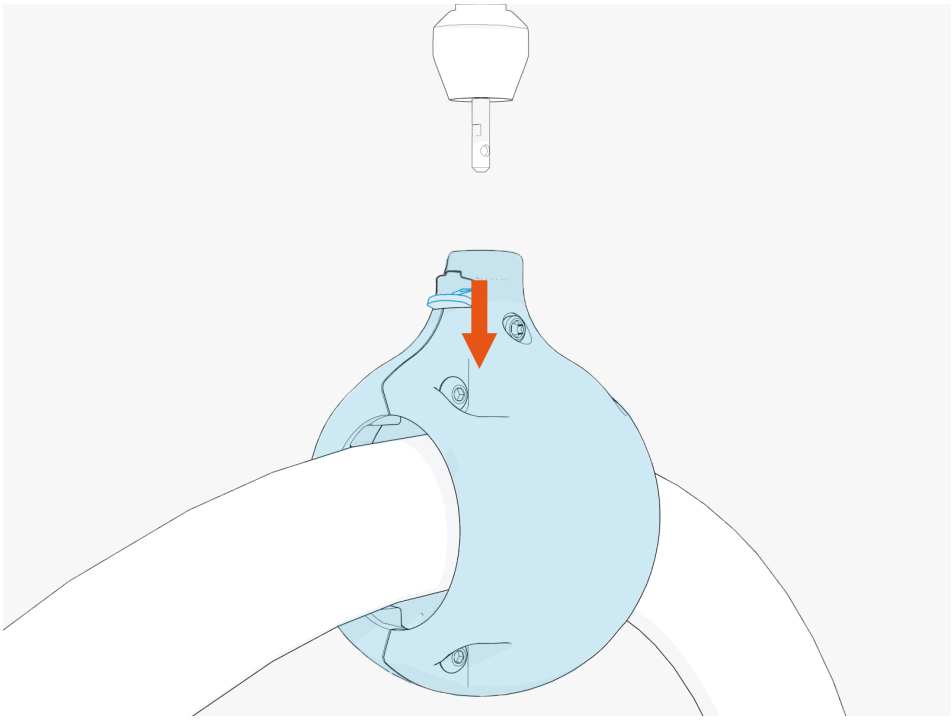
REINSTALL NOTE: Torque the screw to **2.8 Nm (25 in-lb)**.

8. While holding the tetherball, push down on the spring tab.



9. Keeping the spring tab depressed, remove the tetherball from the tether pin.

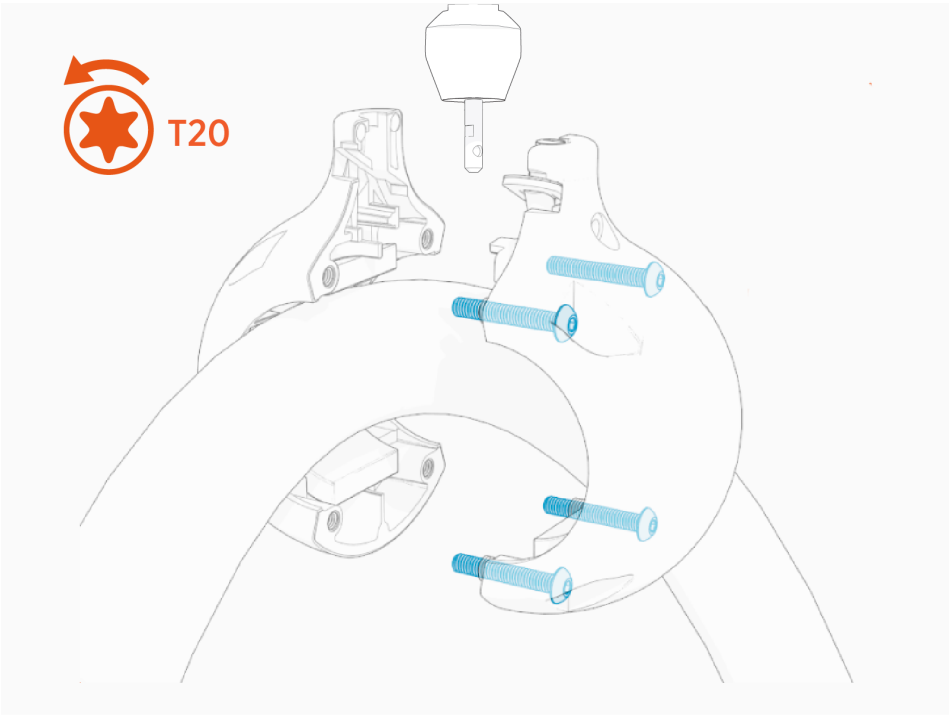
IMPORTANT: Set the cable safely out of the way and on a padded surface to prevent scuffing of the cable.



REINSTALL NOTE: Align the spring tab with flat notch on the tether pin and gently push the tetherball onto the tether pin.

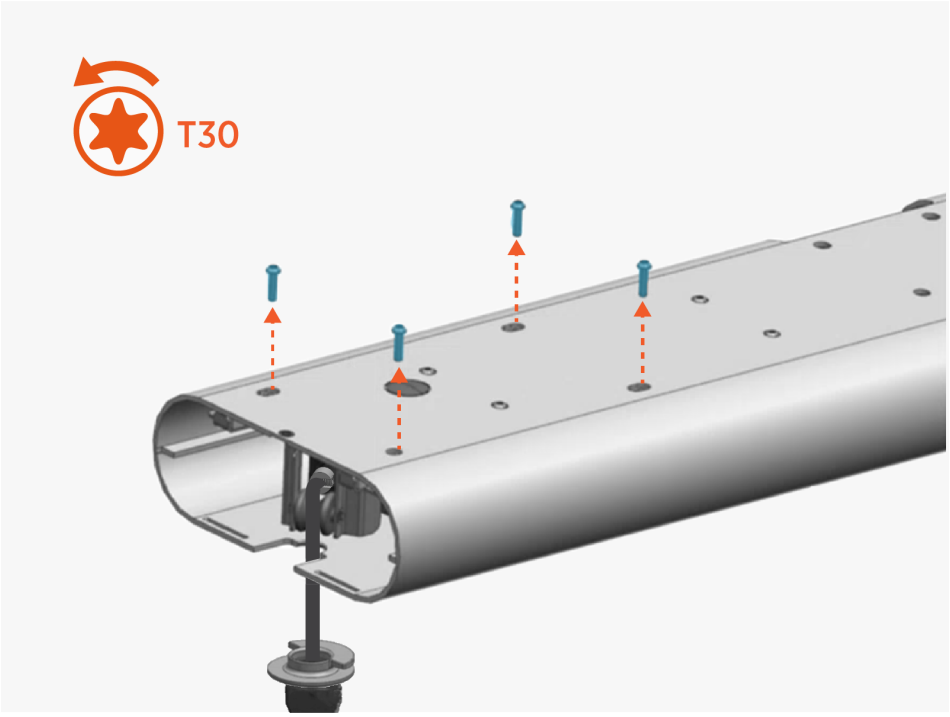
10. If the tetherball remains stuck on the tether pin, remove screws (x4) to disassemble.

IMPORTANT: Mark the position where the tetherball was installed on the charging cable.



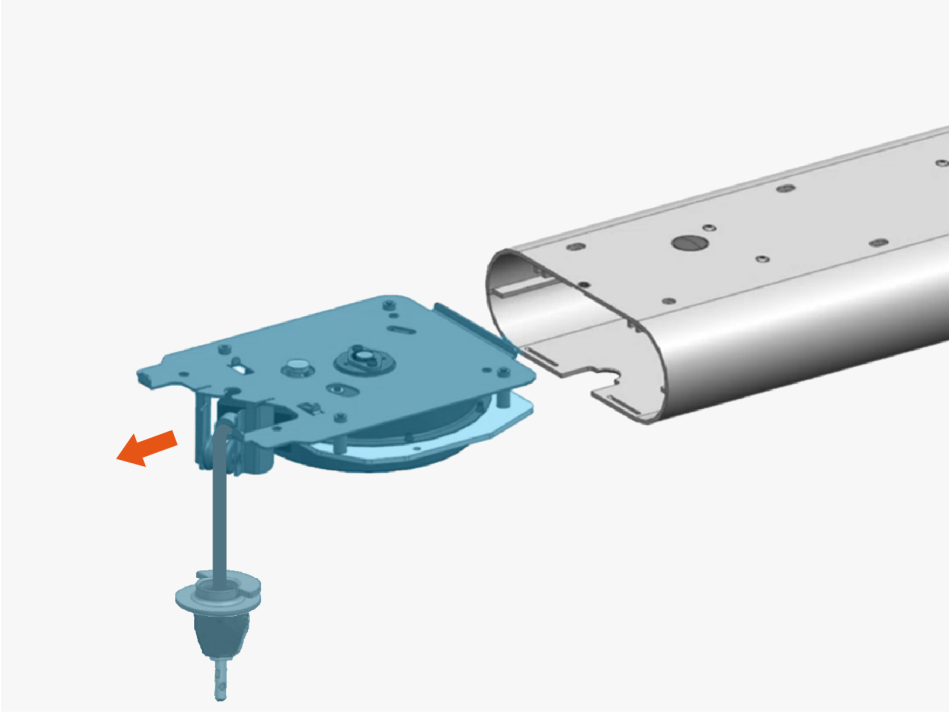
REINSTALL NOTE: First, assemble the tetherball at its original location on the charging cable. Torque screws (x4) to **2.8 Nm (25 in-lb)**. Then align the spring tab with flat notch on the tether pin and gently push the tetherball onto the pin.

11. Remove M6 screws (x4). Set aside for later reuse.



REINSTALL NOTE: Torque the screws to **5.6 Nm (50 in-lb)**.

12. Slide the tool balancer cassette out.



13. Reverse the above steps to reinstall with replacement FRU.

IMPORTANT:

- The replacement cassette ships with a cable stop preinstalled on the tether cord. Be sure to remove the cable stop before completing the service.
- When the reinstall is complete:
  - To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
  - For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Power On 31

This section provides instructions for powering on the station.

NOTE: The station must pass commissioning before power on, or warranty limitations apply.

To power on, ensure that the guidelines below are applied:

1. Ensure all doors and panels, covers, vinyl signs, and all other parts have been correctly installed and the work is complete.
2. Turn on power at the same points that you turned it off.

   NOTE: If the site has a remote shunt trip switch, ensure that the switch is in the operating position.

3. Wait for self-diagnostics to run. The system may take several minutes to initiate. You may see messages intermittently until the system fully boots up.

Self-Diagnostic	After Installation	After Service or Power Outage
Electrical safety checks	✓	✓
Lighting checks	✓	✓
Display panel checks	✓	✓
Component operation checks	✓	✓
Network connectivity checks	✓	✓
Installation Wizard (for the installer to complete configuration and pinpoint the station on maps)	✓	–

4. View diagnostics information.
    a. Log in to the ChargePoint Platform at na.chargepoint.com or ca.chargepoint.com or eu.chargepoint.com.
    b. Select **Stations**.
    c. Apply filters to locate the desired station.
    d. 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.

5. If you have not yet configured the station (such as pricing, messaging, and additional options), do so after installation or service is complete. Refer to the appropriate *Operation and Maintenance Guide* at ChargePoint Product Reference Documentation.

Post-Service Checklist 32

- To adhere to ChargePoint best practices, complete the post-service checklist before you leave the site.
- For assistance or to return a faulty part to ChargePoint, go to chargepoint.com/support and contact technical support using the appropriate region-specific number.

Appendix: Variation Identification A

There are two variations of the pedestal-mount Power Link 2000: Variation A and Variation B.

Variation B Power Link 2000 supports the following enhancements:

- Allows high power DC output, Ethernet, and 48 V DC auxiliary power output from power cabinets to be connected from Power Link 2000 to Power Link 2000, enabling higher port counts in specific sequential charging configurations.
- 48 VDC redundancy - Allows up to two 48 V inputs per Power Link 2000.

The variation of a Power Link 2000 can be identified by its part number, as described by this appendix.

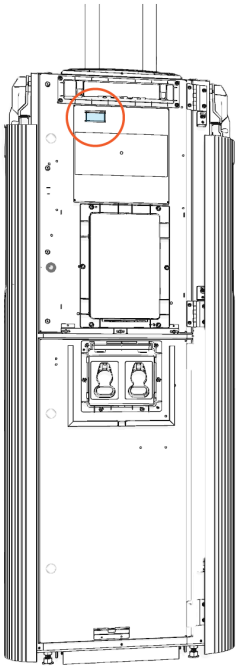
Power Link 2000 Part Number

Power Link 2000s are manufactured and ordered by part number. Part numbers are listed on the Power Link 2000 sales order, on the Power Link 2000 package shipping label, and on the Power Link 2000 upper front door.

To find the part number on the Power Link 2000 upper front door, take these steps:

1. Power off.
2. Remove these:
    a. Top cap
    b. Front lower cover
    c. Front upper cover

3. Find the part number label on the upper door.



NOTE: If service work does not proceed immediately after finding the part number on the front door, reverse the above steps to restore the Power Link 2000 to operating state.

The part number is formatted as 99-XXXXXX-YY-ZZ, where:

- 99-XXXXXX is the base part number
- YY is a version enumerator
- ZZ is a variant indicator

Power Link 2000 Variation Identification

The Power Link 2000 variation is identified by its base part number and version enumerator, as follows:

Power Link 2000 Part Number	Variation
• 99-007902-03 • 99-007904-03 • 99-007910-02 • 99-007911-02 • 99-007916-02	A
Any part number other than listed above.	B

For further assistance in Power Link 2000 variation identification, contact ChargePoint at chargepoint.com/support.

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.