

Express 250

DC Fast Charging Station

Preventive Maintenance 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. **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, the flexible output cable, the vehicle inlet, the electric vehicle connector, or the electric vehicle connector adapter is broken, cracked, open, or shows any other signs of damage. Do not use this product if internal parts are accessible, including wiring.**
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. **Do not use an electric vehicle connector adapter with any charger or EV that is capable of exceeding the adapter's rated voltage of current capacity. Some EVs and EVSE combinations are capable of multiple voltages or limited durations of current overloading designed for normal EVSE-to-EV connections. Use of an electric vehicle connector 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
May, 2026	- Updated IMPORTANT SAFETY INSTRUCTIONS section to revise the warning regarding installation and servicing by a certified technician and to add warranty implication. - Added a warranty limitation Caution in the Preventive Maintenance chapter.

Preventive Maintenance 1

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.



DANGER: RISK OF SHOCK. Some Express 250 stations share DC power ("paired" configuration). Pairing should be marked on the AC disconnect or breaker panel. Before performing this procedure, check for pairing and, if present, disconnect the power to BOTH Express 250 stations at the service panel. Whether Standalone or Paired, follow standard practice and local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off. Keep power off for this circuit until all cover panels are correctly reinstalled and the work scope is completed. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY OR LOSS OF LIFE.



DANGER: RISK OF SHOCK. If a fault exists, turn the power off during work and keep it off until all cover panels are reinstalled. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY OR LOSS OF LIFE.

This document outlines the preventive maintenance scope of work for ChargePoint Express 250 charging stations.

Before removing any cover panels:

- Consult with site personnel for access to site and equipment.
- Verify de-energization and lock out/tag out (LOTO) of all power sources to the station as stated in the shock danger warning above.
- Wearing appropriate PPE, verify the station is de-energized.

- If any panel needs re-installation, review the procedures in the Installation Guide to double-check that all panels are fully seated and that the edges of all signs are captured fully by the panels around them.

Required Tools and Materials

Follow national, local or site specific PPE requirements. In the event of a conflict of PPE protocol, follow the strictest guidelines.

- Working gloves (inserts not necessary)
- Safety glasses
- Safety shoes
- Safety vest (if required)
- Hard hat

In addition, ensure you have the following tools and materials:

- Calibrated Digital Torque Wrench
- All tools listed in the *Express 250 Installation Guide*
- Inspection mirror
- Lock out/tag out equipment
- Permanent marker
- ChargePoint approved service tent
- Coolant
- All tools listed in any Express 250 service guides for replacement parts as necessary

Action Key

I: Visual inspection may require removal of cover panels using ChargePoint specified tool

R: Replace failed components with ChargePoint approved process and equipment

C: Contact ChargePoint for recommended course of action

D: Document with a before and after photo

X: If you have paired stations, you *must* de-energize both stations before beginning any work

One-Year Maintenance

Task	Description	Action
System check and data retrieval	Verify serial number and site designation.	D
	Document the status of the Express 250 charging station.	D
Lock out / tag out (LOTO)	Verify that the system is properly locked out and tagged out. Lock out/tag out (LOTO) must be performed only by a qualified worker. Follow ChargePoint LOTO policy and site LOTO policy. If there's a conflict, follow the stricter policy or escalate to management for mutually agreed to decision.	I, D
Inspection of exterior	Visually inspect the exterior (panels, vinyl material coverings, LED display, touchscreen) of the unit for damage. Document failed light bar LED bulbs for replacement later in the inspection.	I, D

Task	Description	Action
	Verify nameplates and labels are readable and in proper condition.	I, D, R
	Inspect the weather gaskets on panels for damage or degradation that would result in water ingress. VERIFY NO GAPS BETWEEN PANELS WHEN REASSEMBLED.	I, D, C
	Verify charging cables, latching points, switches and buttons are free of damage. Verify that the swing arm rotates freely without obstructions. DO LIFT CABLES UP TO UNLATCH THEM AS IT WILL BREAK THE BUTTON.	I, D, C
	Verify charging cable connectors are free of damage and that cables latch without issues.	I, D, C
	Inspect stations and interconnection points between paired stations for rust or damage.	I, D, X
Cleaning (exterior)	Clean all seven skins/panels (three on rear, four on front), touchscreen, cables and cable connectors, utilizing a damp, lint-free cloth or other ChargePoint approved methodology and cleaning material.	I, C
Interior	Remove the skins and:	
	Verify front and rear EMI shields are intact and securely connected (including grounding straps on front EMI shield). Verify AC and DC cable covers are intact and free of damage.	I, D, C
	Visually inspect coolant line (connection points) and reservoir for any damage.	I, D, X
	Verify there is no evidence of a coolant leak.	I, D, X
	Verify coolant reservoir is full.	I, D, R
	Inspect the interior for dust and debris and remove using ChargePoint approved equipment and methodology.	I, D, R
	Inspect power connection points on face of the contactor box to ensure torque marks are properly aligned.	I, D, C
	Inspect AC power supply, surge protector block, and AC contactor box for heat damage.	I, D, X
	Check integrity of rodent guard duct seal on AC and DC sides of the station.	I, D, R
	Inspect DC power cable terminations to ensure torque marks are present and aligned properly.	I, D, R
	Inspect the fans and fan assembly for missing hardware and damage to the blades. Ensure the fan assemblies are properly seated.	
	Inspect that all hall effect sensors are intact and properly secured to the frame, with no damage to the wiring.	
	Replaced failed light bar LED lights (documented during the inspection of exterior).	
Return to operation	Follow the service guide to reinstall the panels/skins.	R
	Document the conditions of the skins once the panels are reinstalled.	
	Verify that LOTO removed.	I
	Verify station is re-energized.	I
	Restart the station.	R, D
	Record the station status and screen content.	R, D

Five-Year Maintenance

- Perform all yearly maintenance listed above.
- Replace coolant.
- Correct torque on mounting anchors and cable tabs in contactor assembly, using FRU service guide.

Ten-Year Maintenance

- Perform one-year and five-year maintenance
- Check charging cables for any degradation, and replace if needed using appropriate service guide.



NOTE: Measure Line-Line and Line-Ground voltages at the surge protector and at the AC service disconnect if the station has one.

Service Log

It is critical to show that maintenance has been occurring on schedule and Assure programs remain intact.

Name	Date Performed	Completed (Y/N)	Issues Found (Y/N)	Issues Resolved
				N – Support Ticket #

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.