

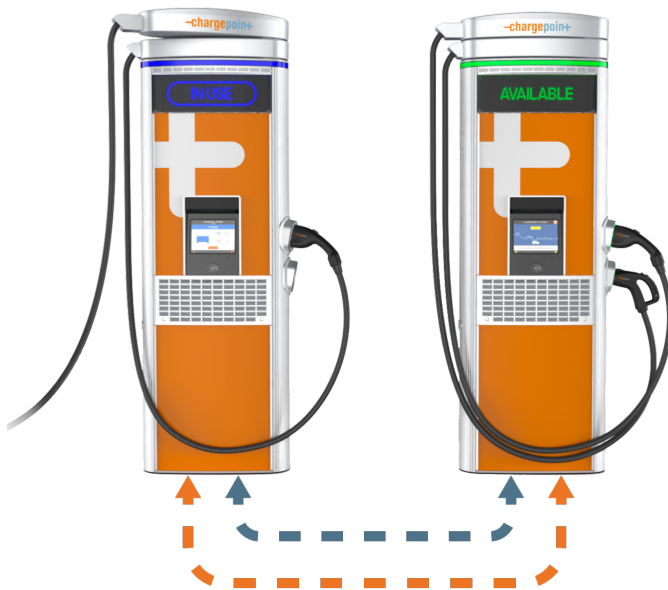
Express 250

ChargePoint Networked Charging Station

Service Bulletin: Payment Terminal Assembly



DANGER: RISK OF SHOCK. Some 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 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.



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.



CAUTION: Use low torque settings when working with power tools during installation or servicing. Over-torquing can damage the equipment.



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.



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.

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.



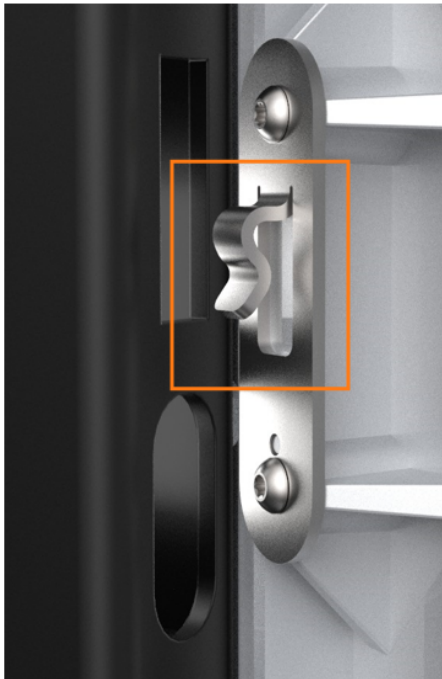
Applicable to EU - To comply with Directive 2012/19/EU of the European Parliament and of the Council of 4 July 2012 on waste electrical and electronic equipment (WEEE), devices marked with this symbol may not be disposed of as part of unsorted domestic waste inside the European Union. Enquire with local authorities regarding proper disposal. Product materials are recyclable as marked.



Required Tools and Materials

- ChargePoint FRU kit:
 1. Payment terminal assembly
 2. Antenna assembly
 3. Adhesive cable tie mount
 4. Mounting template
 5. Spliced auxiliary supply cable
 6. 7 mm M4 nut x 3
 7. 1 in hole saw with pilot
 8. Grommet
 9. Cable tie x 2
 10. Isopropyl alcohol wipes
- Power drill
- 3/16 in drill bit
- #2 Phillips screwdriver
- T25 Security screwdriver
- Step ladder
- Headlamp

About Panels



All panels have guide tabs that align with corresponding slots on the product's frame. When removing a panel, lift the panel upward to release these tabs from their slots.



NOTE: When installing a panel, align these tabs above their corresponding slots and press the panel downward.

Power off the Station

Power off at the breaker panel and lock out/tag out before continuing work.



DANGER: RISK OF SHOCK. Before performing this procedure, disconnect the power to the station at the service panel. 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.

Remove the Area Light Bar

1. Using a T25 Security screwdriver, loosen the two captive screws on the area light bar.



2. Disconnect the power cable that connects the area light bar to the LED display assembly. Remove the area light bar.



NOTE: When reinstalling, ensure the gasket on each end of the area light bar is properly seated around the plastic tab.



Remove the LED Display

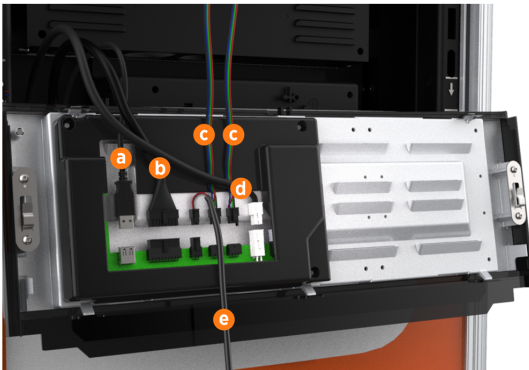
1. Push the LED display upward to release its guide tabs from their corresponding slots on the Express 250's frame.



2. When the LED display assembly is released, disconnect the five cables from the back.



NOTE: When reinstalling, connect the five cables to their corresponding connectors on the back of the display. Leave the area light bar cable **(e)** loose.



- (a)** Communications cable (USB-A)
- (b)** Holster light cable
- (c)** Area light cable x 2 (interchangeable)
- (d)** Power cable (24 V)



IMPORTANT: Do not allow the LED display to hang from its cables.

Remove the Top Front Panel



1. Using two hands, pull the top panel upward to release its guide tabs from their corresponding slots on the Express 250's frame.
2. Place a protective cover, such as a lint-free cloth, over the touchscreen to prevent damage during service.

IMPORTANT: If you are replacing a charging cable, be sure to visit *Replace a Holster* chapter of the Service Guide available at [ChargePoint Product Reference Documentation](#) for information on replacing the holster BEFORE reinstalling the panels.

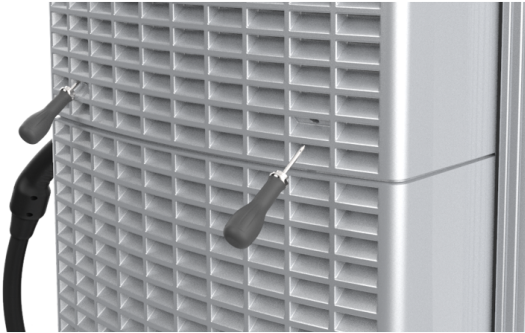


When reinstalling, push the bottom edge inward to position it inside the groove in the middle vent panel and engage the edge of the sign. Carefully push the panel down until it is firmly seated.

When reinstalling, ensure all five cables at the top of the panel are not captured by the front upper panel, and are easily accessible for reinstalling the LED display.

Remove Top Rear Panel

1. Using a T25 Torx (or a Phillips #2 screwdriver for early charging stations), loosen the two hidden captive screws located in the top rear panel's vents, inset from each bottom corner.



2. Using a T25 Torx driver, loosen the two captive screws located at the top of the top rear panel. Using two hands, hold the top rear cover at an angle to remove, leading with the bottom edge.



NOTE: When reinstalling, squeeze the sides of the panel inward to fit the tabs into place in the C-channel, inside the watertight gasket.



Remove Middle Rear Panel

Using two hands, lift the middle rear panel straight up and out to disengage the guide tabs.



NOTE: When reinstalling, squeeze the sides of the panel inward to fit the tabs into place in the C-channel, inside the watertight gasket. For older stations, ensure the lower panel's sign is correctly captured under the middle panel's edge as you carefully push the panel down.



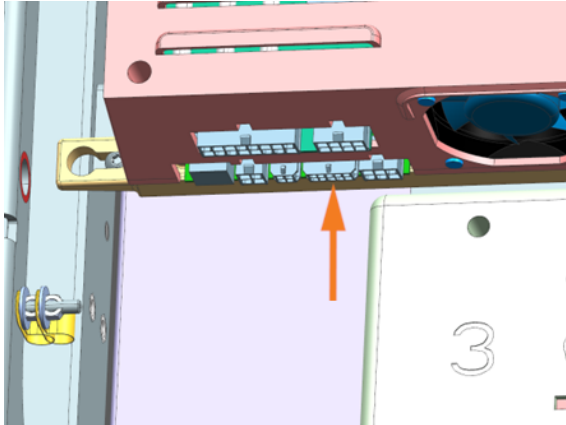
IMPORTANT: Small gauge wiring routed on the sides of the frame could be sheared if caught by panel tabs. Ensure wiring is cleared from guide holes when installing bottom and middle rear panels.

Install the Payment Terminal

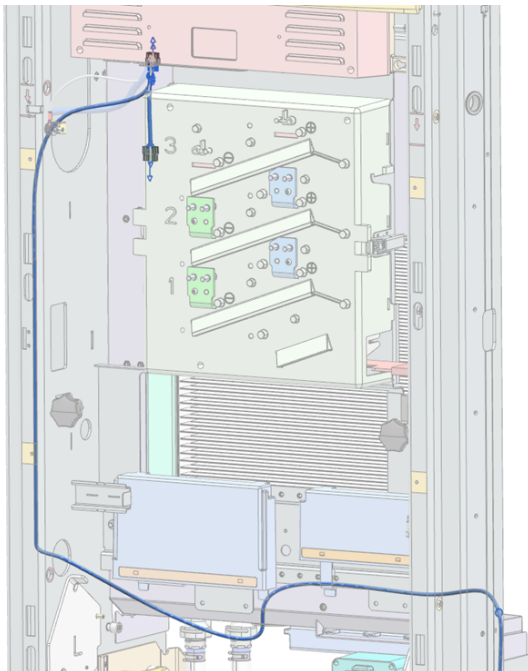


IMPORTANT: Before continuing with installation, record the serial number of the charging station (next to the ratings label) and payment terminal (on the back of the payment terminal assembly).

1. Remove the auxiliary power supply cable from the back of the auxiliary power supply.



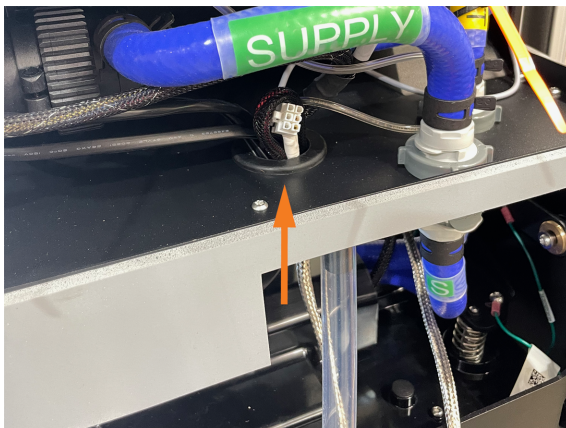
2. Connect the spliced auxiliary power supply cable and replace the cable.
3. Pull the cable down through the top opening on the left side of station frame alongside the other cables.



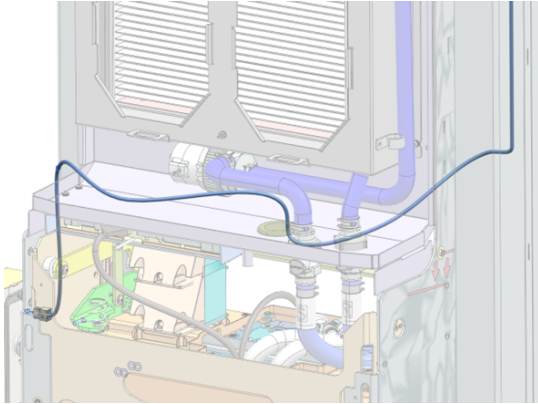
4. Route the cable through the bottom opening.



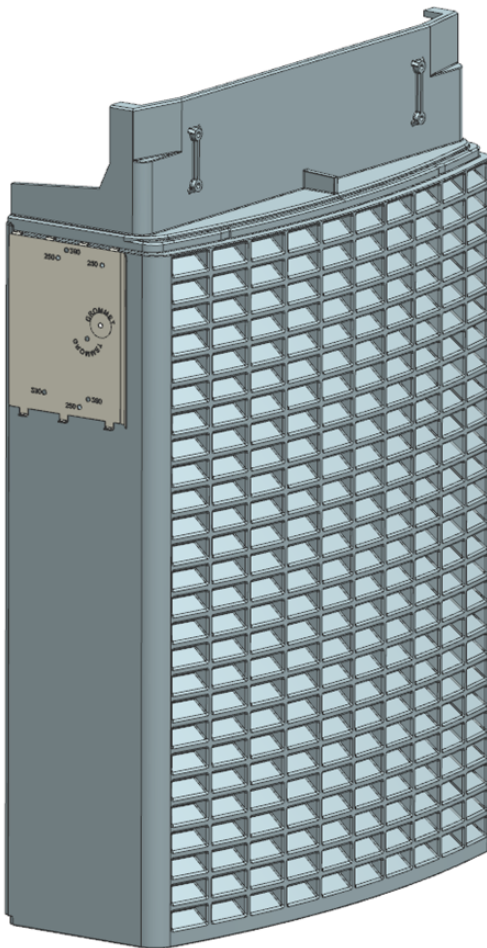
5. From the rear of the station, pull the cable through the grommet on the shelf (from the bottom).



6. Lay the cable on the shelf and hanging off the left side.

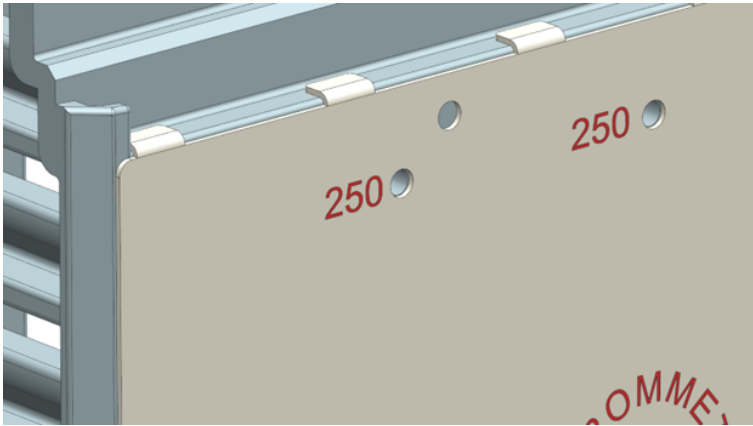


7. Take the mounting template and flip to the side labeled for Express 250.
8. Place the template on the left side of the middle rear panel so that the tabs on the upper edge hang off the top edge

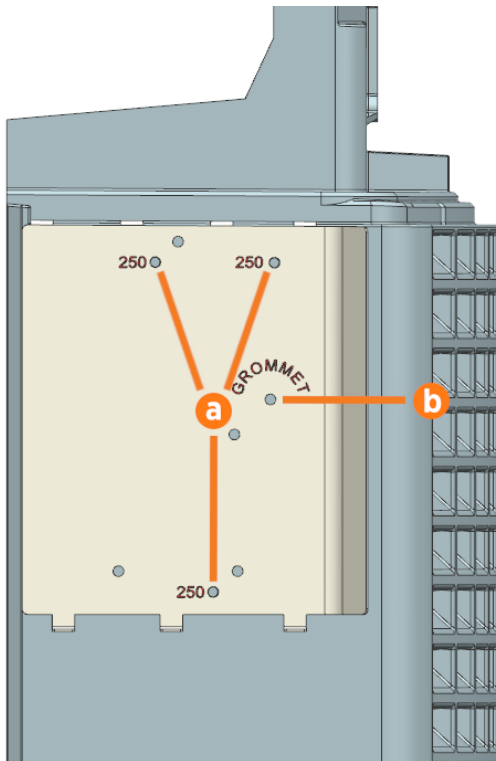




IMPORTANT: Before marking drill locations, check the template alignment. The leftmost tab must be flush with the side edge of the cover panel.



9. Mark the four drill locations using a 3/16 in drill bit: mounting holes (a) and grommet hole (b), then set aside the template.



NOTE: Ensure the leftmost tab is flush with the side edge of the mid rear panel.

10. Using power drill and a 3/16 in drill bit, drill the mounting holes (a).
11. Using the hole saw attached to the power drill, drill the grommet hole opening (b).
12. Insert the grommet into the drilled opening.

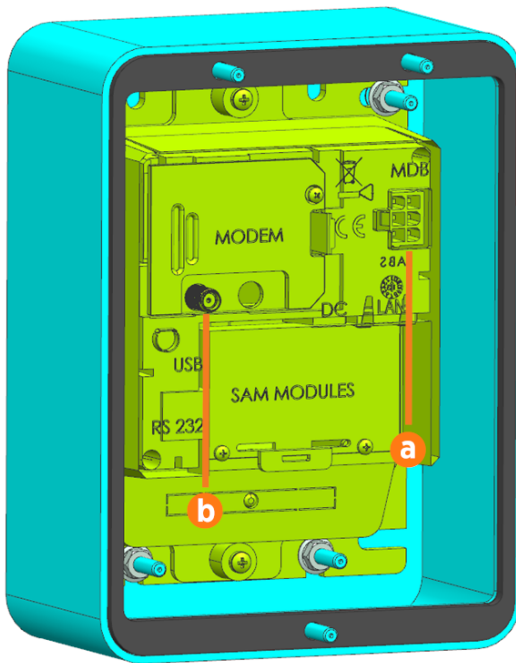


CAUTION: Note the lengths of the antenna and power supply cables when routing to avoid damage to the cables.

13. Prepare the antenna assembly. Place the assembly on left side of the shelf with its cable hanging down alongside the auxiliary power supply cable.
14. Feed both cables through the grommet opening.



15. Connect the auxiliary power supply (a) and antenna (b) cables to the payment terminal assembly.



16. Fasten payment terminal assembly to the cover panel. Torque to 2 Nm (18 in-lb).



NOTE: The panel may need to be lifted while installing the payment terminal assembly due to short cable length.

17. Replace the cover panel on the station.

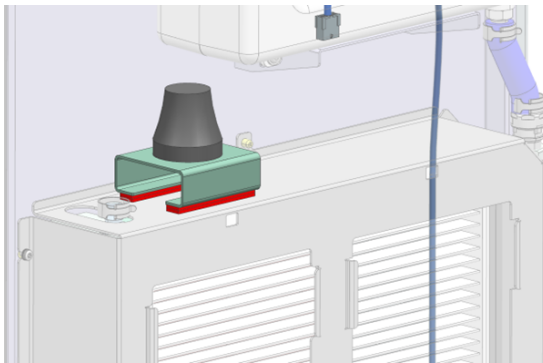


IMPORTANT: Make sure cables don't pinch when replacing covers. Cables should bend left and run up through the left side of the panel (not the rear surface).

18. Wipe the top surface of the heat exchanger with an isopropyl alcohol wipe.
19. Slide the antenna assembly and cable behind the coolant tube and place the assembly on the top surface under the coolant reservoir. The antenna cable should run behind the coolant tube.



20. Remove the tape from the antenna bottom and place the assembly sideways so that the cable can run down the left side of the heat exchanger.



NOTE: The antenna must be placed between the coolant tube and reservoir, not directly below the reservoir or protruding out from the heat exchanger.

21. Use a zip tie to secure the wiring to the side of the heat exchanger.



Pair the Payment Terminal

The station must be paired to the payment terminal before installation is complete. This requires the installer to have both the station and payment terminal serial number.

1. Locate the serial numbers:
 - a. **Charging station:** Above the top rear panel next to the ratings label
 - b. **Payment terminal:** On the bottom surface (next to the QR code) or back side of the terminal.
2. Use a smart phone to scan the QR code. This takes you to a web form.



NOTE: URL:

app.smartsheet.com/b/form/80c68c06e8ff474295f97a88ea6f40ee

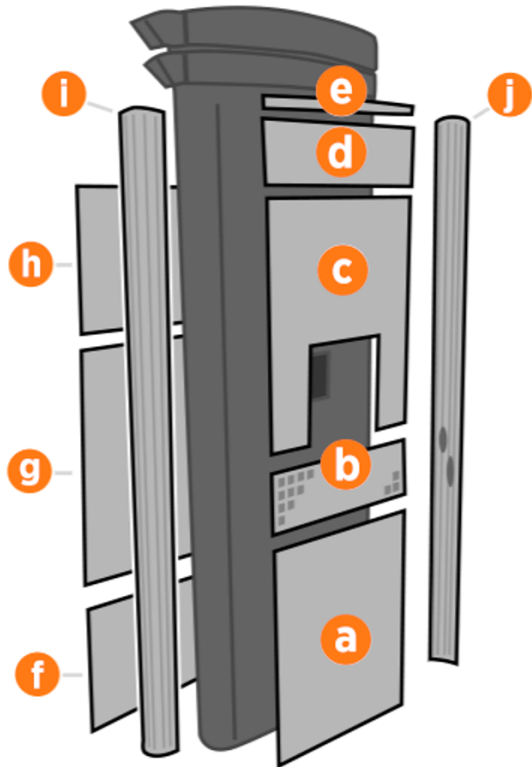
3. Input the serial numbers of the station and payment terminal, as well as all other required fields.
4. Submit the form once all fields are completed.

REVERSE THE ABOVE STEPS TO REPLACE THE REAR PANELS, FRONT PANELS, LED DISPLAY, AND AREA LIGHT BAR.

Power On the Station

Once all cover panels are installed, power on the station. The on-screen Installation Wizard steps you through any required tasks to set up the station and verify that it can operate properly.

An Installation Wizard test checks that all cover panels are correctly installed and fully seated. Check the lower right corner of the screen for any error messages. If panel errors appear, match the panel letters to this illustration.



- (a) Front bottom panel
- (b) Middle vent panel
- (c) Front top panel
- (d) LED display
- (e) Area light bar
- (f) Rear bottom panel
- (g) Rear middle panel
- (h) Rear top panel
- (i) Left extrusion
- (j) Right extrusion



DANGER: RISK OF SHOCK. If a fault exists, turn the power off at the service panel to BOTH product paired charging stations during work and keep it off until all panels are reinstalled. Internal components can present a shock hazard. FAILURE TO

FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY OR LOSS OF
LIFE



If any panel needs re-installation, review the procedures above to double-check that all panels are fully seated and that the edges of all signs are captured fully by the panels around them. For further details, refer to the Express 250 Installation Guide available at [ChargePoint Product Reference Documentation](https://www.chargepoint.com/support).



[chargepoint.com/support](https://www.chargepoint.com/support)