

Service Bulletin

CMK Vinyl Retention Screws

Express Plus Power Link 1000

Bulletin Published: April, 2023

Affected Models: 99-006309-02, 99-006309-02-FT, 99-006310-02

Required Action: Add two missing screws to front face of the Cable Management Kit (CMK).

Failure: No functional impact. Missing screws allow the CMK front vinyl to potentially slide down.

This service bulletin applies to ChargePoint Express Plus Power Link 1000 charging stations that are not yet installed, but are planned for install with a CMK.



IMPORTANT: This service bulletin does not apply to already installed Power Link 1000s. Apply this service bulletin just prior to Power Link 1000 installation.

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.

Contact ChargePoint at [chargepoint.com/support](https://www.chargepoint.com/support) with any questions related to this bulletin.

Required Tools and Materials

Tools



Torx screwdriver (T25)

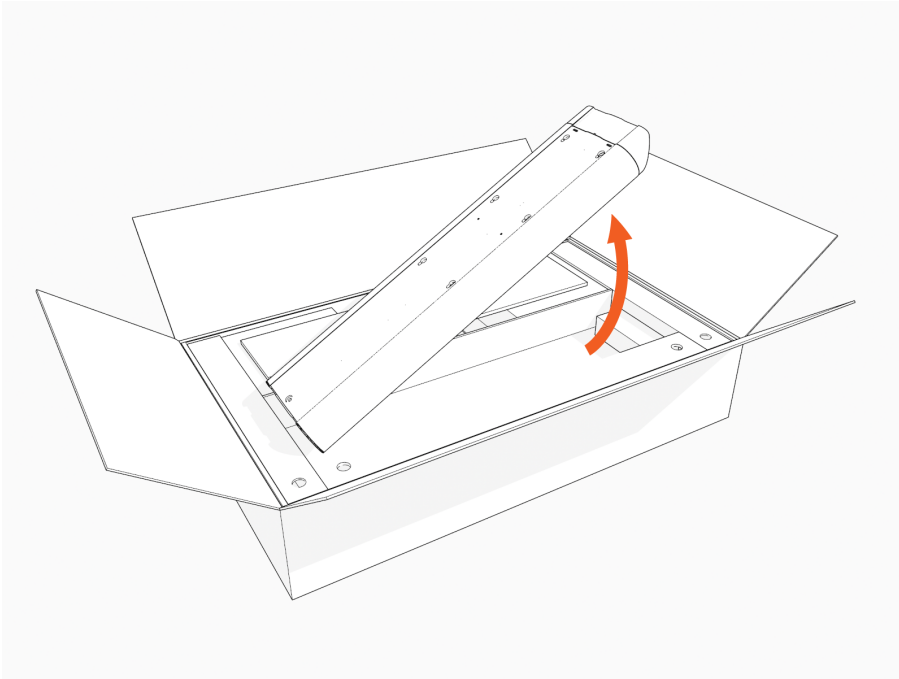
Materials

M4-0.7 x 4.5 mm, 5.0 x 4.0 mm shoulder, T25 Torx, stainless steel screw (x2 required per Power Link 1000)

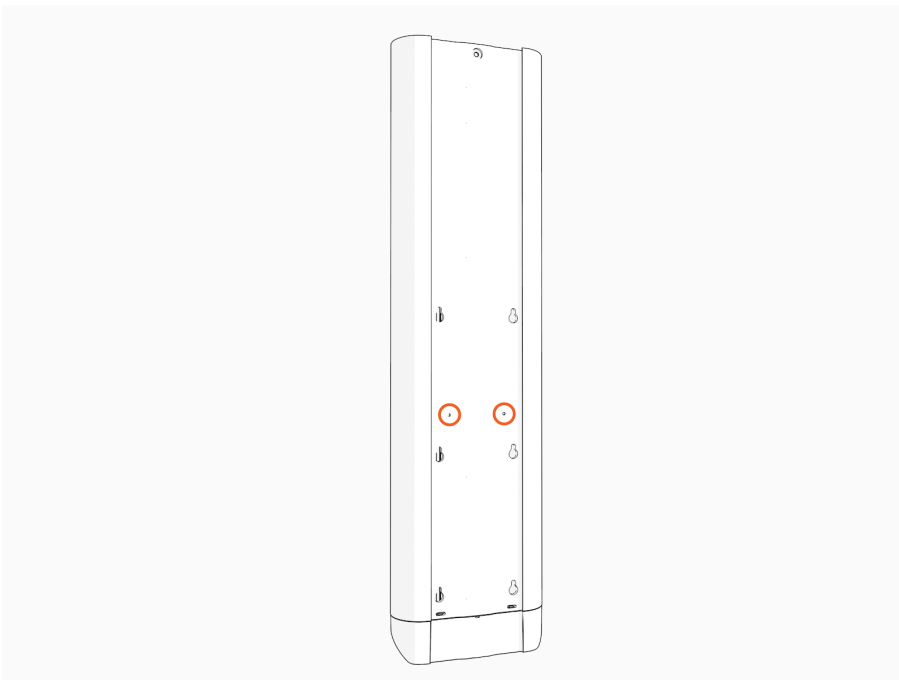
If necessary, contact ChargePoint at [chargepoint.com/support](https://www.chargepoint.com/support) to request screws.

Repair Procedures

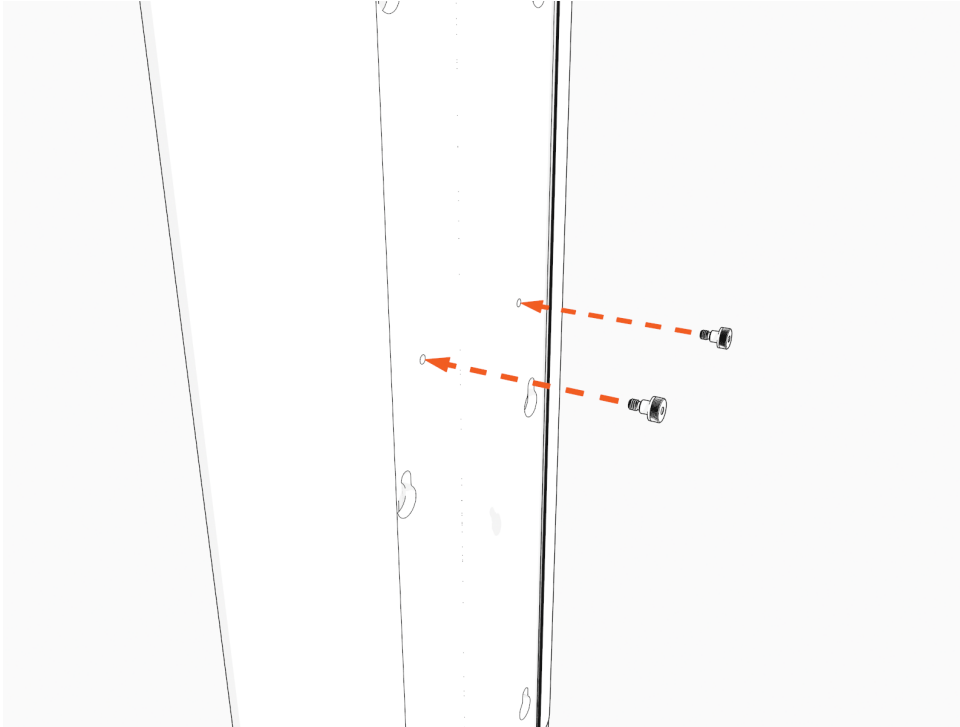
1. Open the CMK shipping box and remove the CMK mast.



2. Locate two circular screw holes on the front face of the CMK mast.



3. Install the screws into the holes. Hand-tighten.



4. Place the CMK mast back into its shipping box until needed.
5. This concludes the repair procedure. Proceed to install the Power Link 1000 as instructed by the *Express Plus Installation Guide*.

Report Completion to ChargePoint

Contact ChargePoint Support at chargepoint.com/support to report completion of the repair procedures, and any negative findings during the station inspection.