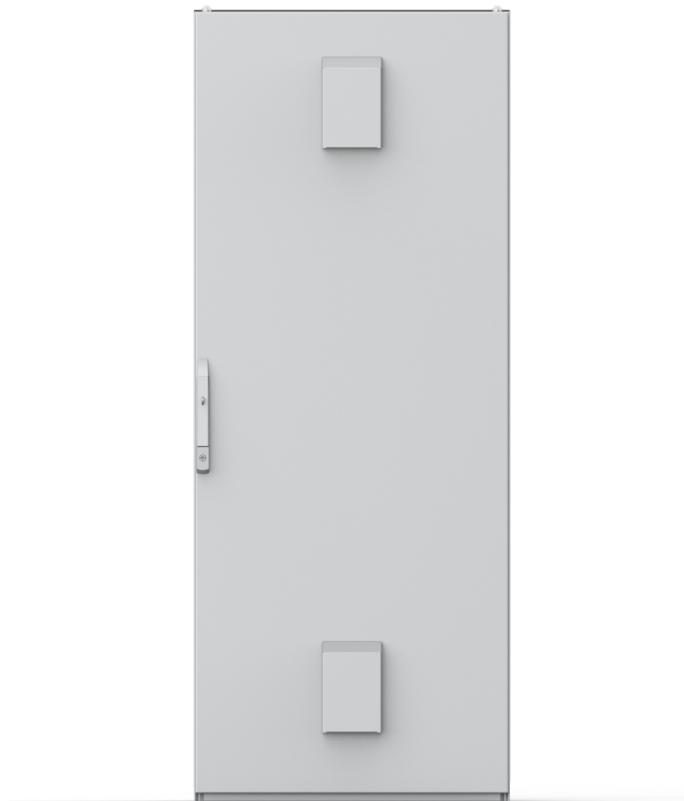


Power Hub

Express Plus DC Fast Charging Platform

Operation and 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

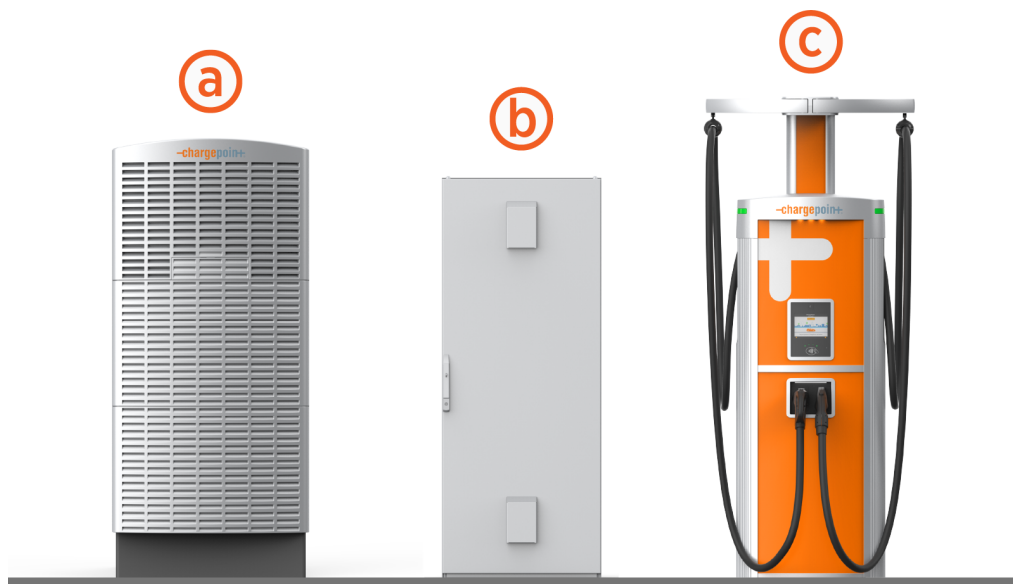
This page provides a summary of revisions made, listing the month and year of each update along with a brief description of the changes made.

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.

Introduction 1

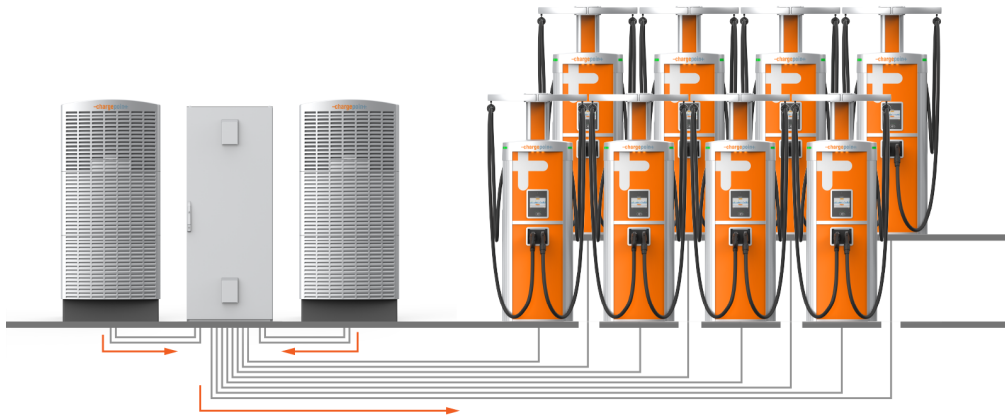
This section provides an introduction to the ChargePoint® Express Plus Power Hub.

Power Hub and Express Plus



The Power Hub is a component of the Express Plus product family. Express Plus is a modular solution for scalable fast charging of electric vehicles, comprising the following product components:

- (a) **Power Block:** Power cabinet that converts AC power to DC power. Supplies DC output power to Power Link 1000s, either directly or through a Power Hub. Each Power Block has two DC outputs.
- (b) **Power Hub:** Distribution cabinet that enables one or more Power Blocks to distribute charging power to more Power Link 1000s than a single Power Block could support by itself.
- (c) **Power Link 1000:** Dispenser for electric vehicles, available in single or dual input variants. Can support up to two output cables or automatic connection devices with sequential or simultaneous charging.



The Power Hub is used in fleet charging architectures. Each Power Hub can accept input power from up to two Power Blocks, and then distribute that power to as many as eight Power Link 1000s (two or four of which can actively charge at a time, depending on configuration). The configuration shown above can charge two vehicles at a time and supports sequential charging of 16 vehicles.

Internal disconnect switches enable high voltage shutoff between the Power Hub and each of its connected Power Blocks. Low voltage and Ethernet connectivity are fed from the Power Blocks to the Power Hub, and from the Power Hub to Power Link 1000s.

Express Plus Guides

Access documents at [ChargePoint Product Reference Documentation](#).

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

Questions

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

Operation 2

This section provides operation instructions for Power Hub.

Power Operation

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

Maintenance 3

Power Hub needs minimal preventive maintenance over its lifetime. ChargePoint's network connection monitors for system health and sends an alert when corrective maintenance might be required.

IMPORTANT:



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

CAUTION:



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

Site Manager's Responsibilities

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

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

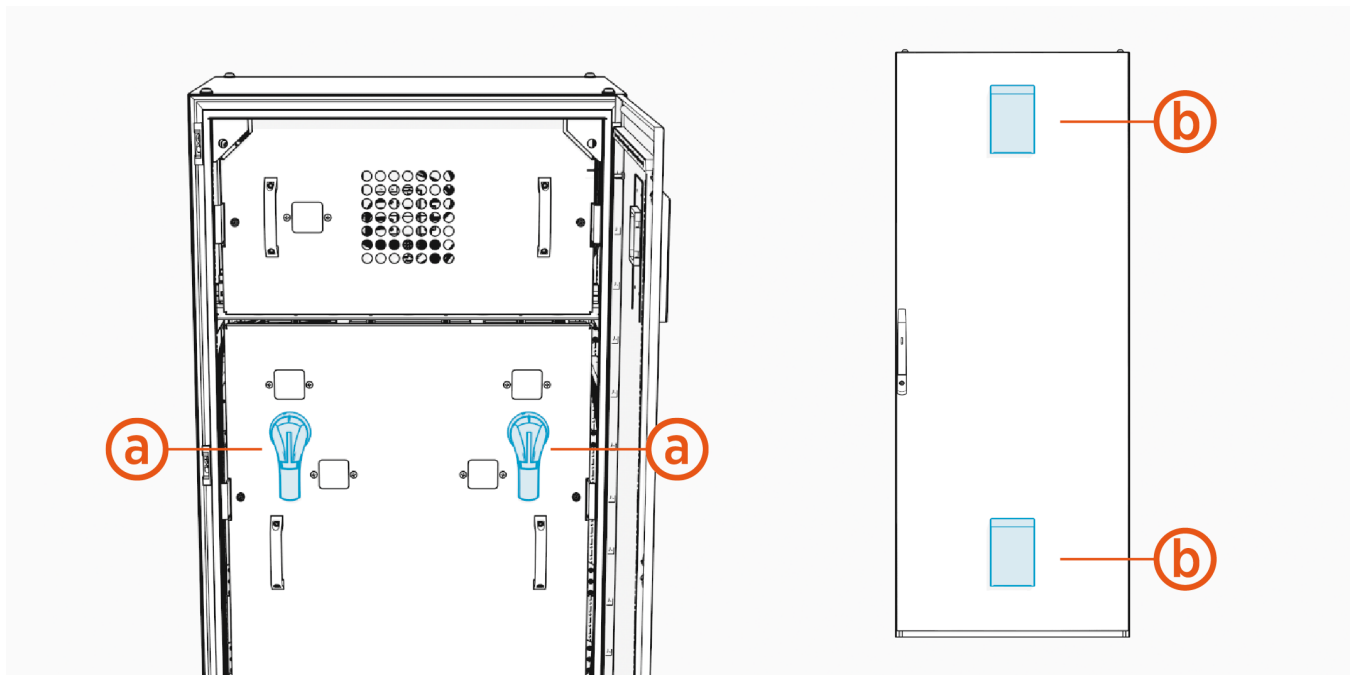


CAUTION: Do not pressure wash the station. Water pressure can damage the station.

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

Preventive Maintenance

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



Part	Every		Action C = Check, R = Replace	
	1 year	5 year		
(a) Disconnect switch handle(s)	C		Mechanically operate disconnect switch handle(s)	
(b) Door air filter	C		Check and replace air filter as needed	
Anchor bolt top nuts (no riser install)		C	Check for correct torque (94.9 Nm (70 ft-lb))	
Anchor bolt top nuts (riser install)		C	Check for correct torque (94.9 Nm (70 ft-lb))	
Anchor M12 bolts* (fastening Power Hub enclosure to riser)		C	Check for correct torque (94.9 Nm (70 ft-lb))	
48 V DC input wires at circuit breakers		C	Check for correct torque	
			AWG 18-16	1.5 Nm (13.3 in-lbs)
			AWG 14-10	2 Nm (18 in-lbs)
			AWG 8-4	4.5 Nm (40 in-lbs)
48 V DC output wire at fuse holders		C	Check for correct torque (1.7 Nm (15 in-lb))	
Ground wire lug nuts		C	Check for correct torque (4.9 Nm (43 in-lb))	
HV DC wire lug nuts		C	Check for correct torque (61.6 Nm (45 ft-lb))	

*To check riser anchor M12 bolt torques, you must remove covers from corners of riser. After torque check, reinstall the corner covers and apply weatherproof sealant to seal the base of the riser to the concrete pad.

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.