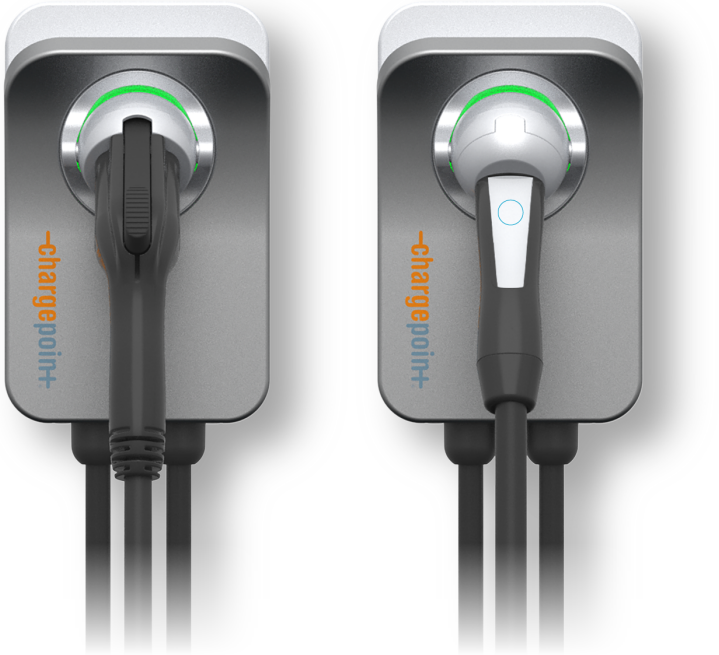
ChargePoint® Home Flex

16A-50A Flexible Amperage Charger

Installation Guide for J1772 and NACS



IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS

This manual contains important instructions for Flex series stations. When using electric products, always follow basic precautions, including the following:

WARNING:

1. **Read and follow all warnings and instructions before installing and operating the ChargePoint® charging station.** 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 be performed by a licensed electrician who is also a ChargePoint-certified technician.** This includes all installation work for ChargePoint home charging products. Please ensure full compliance with all applicable local and national buildings, electrical, and safety codes.
3. **Always ground the ChargePoint charging station.** Failure to ground the charging station can lead to risk of electric shock. The charging station 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 charging station using a ChargePoint approved method.** Failure to install on a surface that can support the full weight of the charging station can result in death, personal injury, or property damage. Inspect the charging station for proper installation before use.
5. **This charging station is not suitable for use in Class 1 hazardous locations, such as near flammable, explosive, or combustible vapors or gases.**
6. **This device should be supervised when used around children.**
7. **Do not put fingers into the electric vehicle connector.**
8. **Do not use this product if any cable is frayed, has broken insulation, or shows any other signs of damage.** Call ChargePoint Support immediately at 1.888.758.4389 (24 hours).
9. **Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other signs of damage.** Call ChargePoint Support immediately at 1.888.758.4389 (24 hours).
10. **Use 90°C wire copper conductors only.**
11. **Applicable only to NA - Do not operate the charging station in temperatures outside the operating range of** -40˚F to 122˚F (-40˚C to 50˚C).
12. **Other than the charging cable, Flex Series charging stations contain no field serviceable parts.** Do not attempt to repair or service any other part of the unit yourself. If the unit requires servicing, contact ChargePoint, Inc.

13. **Ensure the charging cable is positioned so it is not stepped on, tripped over, or subjected to damage or stress.** Do not close a garage door on the charging cable.

Warranty Implication

IMPORTANT: Read and follow all instructions before installing and operating the ChargePoint home charging products. Install and operate only as instructed. Failure to do so may void the Limited Warranty.

Warranty Policy

https://store.chargepoint.com/warranty-policy

For more information about ChargePoint's training and certification program, visit https://www.chargepoint.com/partners/training-certification

Product Disposal

ChargePoint Flex Series stations are electronic and therefore may not be disposed of as part of unsorted domestic waste. Inquire 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 by a certified technician and to add warranty implication. • Added a warranty limitation Caution in the Introduction chapter.
November, 2025	Added the electrical ratings label sheet in the Apply the Electrical Ratings Label section.

Introduction 1

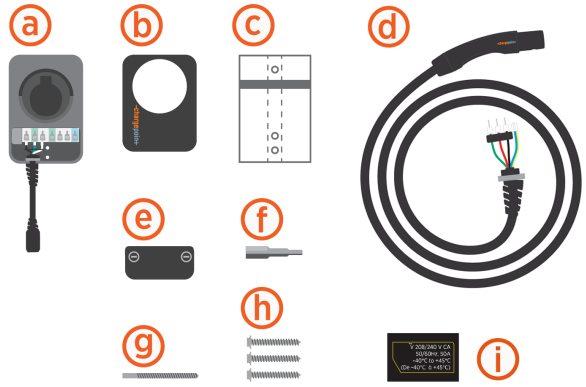
To install Home Flex, complete the following steps:

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.

Verify Content

Check the box (J1772 Home Flex factory configuration order) to ensure you have the Quick Start Guide, Installation Guide, and the following parts:



(a) Charging station (if applicable, with attached input power cable)

(b) Faceplate (pre-installed on charging station)

(c) Installation template

(d) Ratings label sheet

(e) Wire cover (pre-installed on charging station)

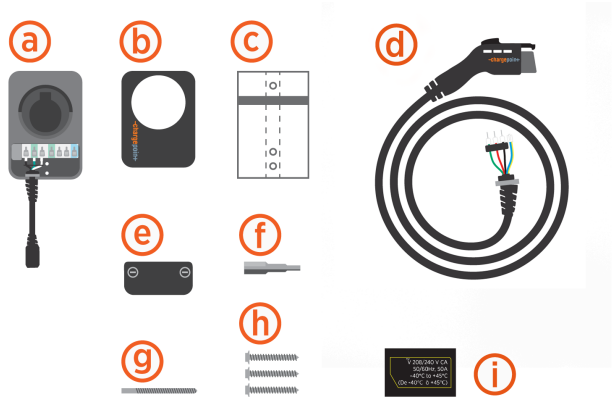
(f) 10 mm (3/8 in) driver bit

(g) 4 mm (3/16 in) drill bit

(h) Three 6 mm (1/4 in) x 51 mm (2 in) lag screws

(i) Charging cable connector (J1772) with cable clip

Check the box (NACS Home Flex factory configuration order) to ensure you have the Quick Start Guide and the following parts:



(a) Charging station with NACS holster ball insert (if applicable, with attached input power cable)

(b) Faceplate (pre-installed on charging station)

(c) Installation template

(d) Charging cable connector (NACS) with cable clip

(e) Wire cover (pre-installed on charging station)

(f) 10 mm (3/8 in) driver bit

(g) 4 mm (3/16 in) drill bit

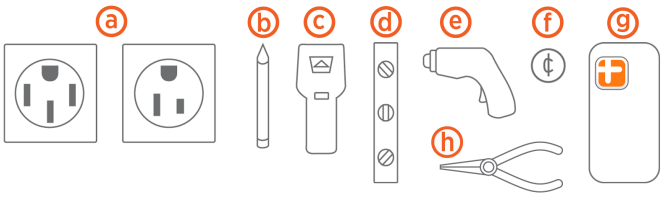
(h) Three 6 mm (1/4 in) x 51 mm (2 in) lag screws

(i) Ratings Label Sheet

NOTE: If you are missing any of these parts, contact chargepoint.com/support. Visit ChargePoint Product Reference Documentation and find the **ChargePoint Home Flex** section for full instructions on NACS cable installation.

Required Tools and Materials

You will also need one NEMA 14-50 Industrial Grade Outlet or one NEMA 6-50 Industrial Grade Outlet and supplies to install a hardwired circuit.



(a) Electrical outlets - power sockets (optional)
(b) Pencil
(c) Stud finder
(d) Level
(e) Drill
(f) Coin
(g) Phone with app
(h) Needle-nose pliers

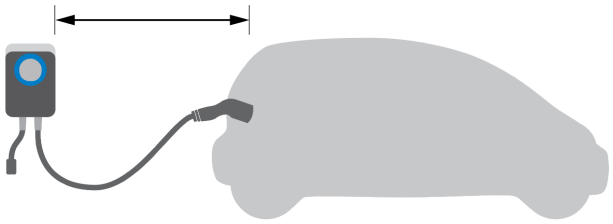
Plan the Location

IMPORTANT: While this charger can be installed as either a plug-in or hardwired, ChargePoint recommends hardwiring for optimal performance.

Before beginning work, check the site for appropriate mounting location and electrical capacity.

1. Ensure the homeowner has chosen an installation location that allows the charging cable to reach the car's charging port while still providing slack. Mount the charging station on a surface that can support the full weight of the charging station with the cord hanging from it. Follow the steps below to mount on a surface using the supplied screws. Ensure Wi-Fi signal is available.

NOTE: Outdoor installation requires hardwiring or an outdoor-rated, weather-resistant electrical outlet.



WARNING: In areas with frequent thunderstorms, add surge protection at the service panel. Ensure all power and ground connections, especially those at the breaker and bus bar, are clean and tight. Remove all oxide from all conductors and terminals before connecting the wiring.

2. Home Flex must be set to match the rating of the circuit as determined by the available panel capacity.

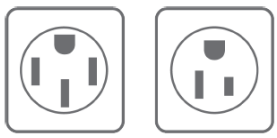
> **CAUTION:** Home Flex is a continuous load device. The circuit must be rated for 125% of the maximum load.

Consult all applicable codes for breaker and wire sizing requirements. The field-wiring terminal is rated to 105 °C (221 °F) and accepts a maximum of 16 mm^2 (6 AWG) wire.

> **NOTE:** A junction box may be required when using breakers rated higher than 50 A.

Circuit Rating	Max Load	Estimated Range per Hour	Plug-in	Hardwire
70 A	50 A	37 miles/60 km	no	yes
60 A	48 A	36 miles/58 km	no	yes
50 A	40 A	30 miles/48 km	yes	yes
40 A	32 A	25 miles/40 km	yes	yes
30 A	24 A	18 miles/29 km	no	yes
20 A	16 A	12 miles/19 km	no	yes

> **IMPORTANT:** In Canada, a plug-in installation is only allowed with a 50 A circuit.

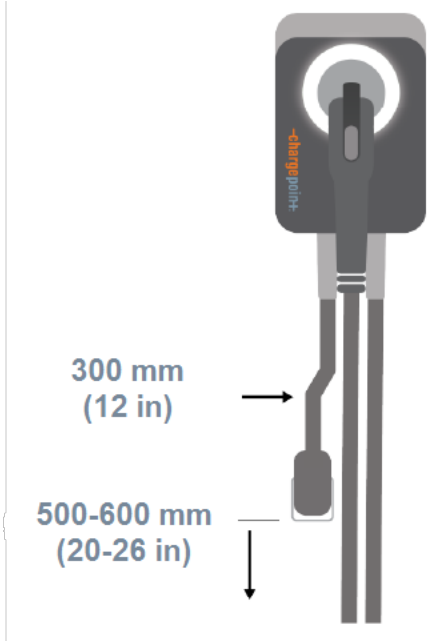


14-50 6-50

3. For plug-in installation, determine the plug type purchased by the homeowner. It is either an Industrial Grade Outlet (NEMA 14-50) or Industrial Grade Outlet (NEMA 6-50) type plug.
4. For a hardwired installation, determine if the desired circuit rating requires a hardwired circuit.

5. Ensure the electrical panel supports a 240 V dedicated circuit with a new, dedicated, non-GFCI two-pole circuit breaker, in accordance with local codes and ordinances.

> **NOTE:** If local codes require a GFCI breaker for plug-in installation, ChargePoint recommends a hardwire installation. We do not recommend using a GFCI breaker as the Home Flex has charging circuit interrupting device (CCID) protection. A GFCI breaker in the panel causes nuisance tripping.



6. For plug-in installations, the outlet should be located 500-600 mm or 0.5 m - 0.6 m (20-26 in) from the ground adjacent to the stud where the charging station will be mounted.

> **NOTE:** The input power cable is 0.3 m (12 in) or 300 mm (12 in) long (as per the National Electric Code for EV chargers). Ensure the outlet is installed close enough to the stud for the input power cable to plug in.

7. Follow all applicable codes and ordinances and pull a permit for completing the electrical work as required.

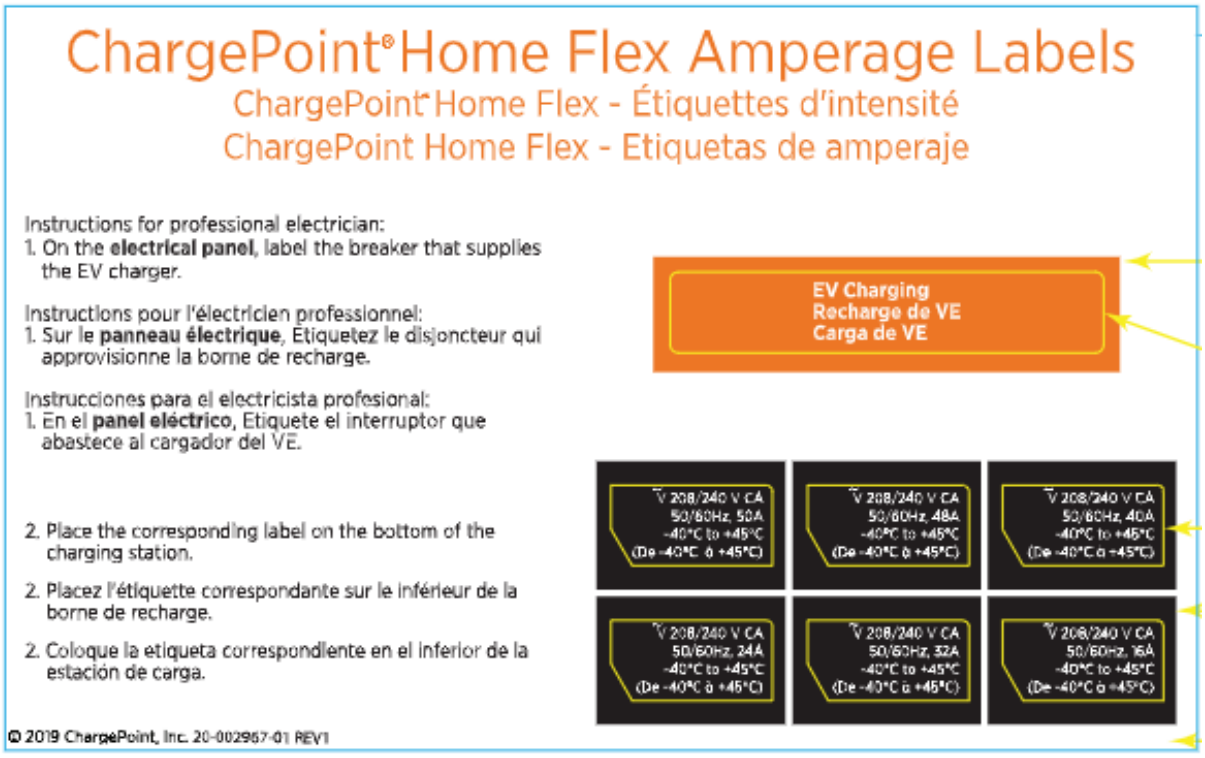
Apply the Electrical Ratings Label 2

To ensure compliance with inspection standards, apply the correct amperage label to both the charging station and the circuit breaker.

Required Item

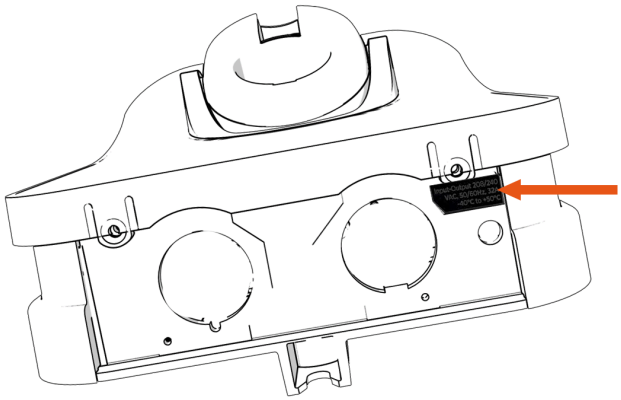
ChargePoint Home Flex Amperage Label Sheet (included in box)

1. Find the sheet titled **ChargePointHome Flex Amperage Labels** in the packaging. It contains amperage labels in English, French, and Spanish for 16 A, 24 A, 32 A, 40 A, 48 A, and 50 A.



2. Confirm the amperage setting is configured during installation.
3. Peel the label that matches the configured amperage from the bottom of the sheet.

4. Locate the designated label area on the bottom edge of the charging station. Refer to the diagram below for exact placement.



5. Firmly press the label onto the surface to ensure adhesion.
6. Place a duplicate label on the breaker that supplies the EV charging label in the electrical panel. This helps inspectors verify the amperage configuration.
7. Ensure the label is clearly visible and legible.

> **NOTE:** Failure to apply the amperage label to the charging station and circuit breaker may result in failed inspection.

Wire the Circuit 3

To wire the circuit, complete the following steps:

1. Turn off the circuit breaker to the 240 V outlet.

   WARNING: RISK OF SHOCK. Do not restore power to the outlet until installation is complete. Failure to follow these instructions could result in shock or electrocution.

2. Install a circuit:
   - For a 40 or 50 A plug-in installation, wire the circuit with the appropriate 6-50 or 14-50 outlet. Install the outlet with the ground facing up.
   - For a hardwired installation, provide a listed conduit with wiring to the bottom or rear 19 mm (3/4 in) knockout for AC input. Seal the unused knockout with the plug provided.
3. Affix the label with the appropriate rating to the circuit in the panel.
4. Ensure power is off to the circuit at the panel before proceeding.

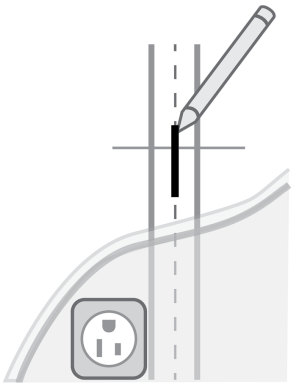
Mount the Charging Station 4

NOTE: For hardwired installation, see the Hardwired Installation section below.

Plug-in Installation

For a plug-in installation, complete the following steps:

1. Remove the faceplate and the wire cover from the charging station and set them aside.
2. Mark the center of the mounting location with a vertical line at a height between 1-1.1 m (39-43 in) above the floor. This must be centered on a stud or other structurally suitable surface.

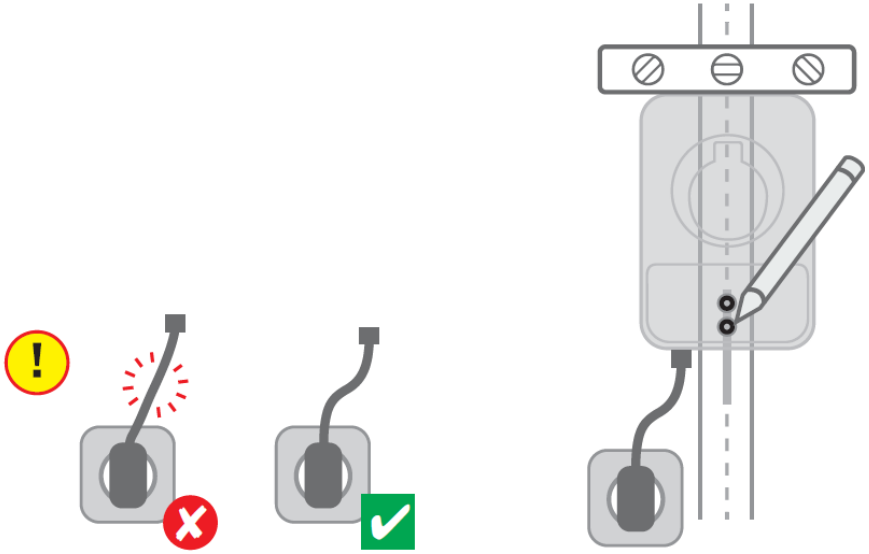


3. To determine the ideal mounting height of the charging station, connect the input power cable to the outlet.

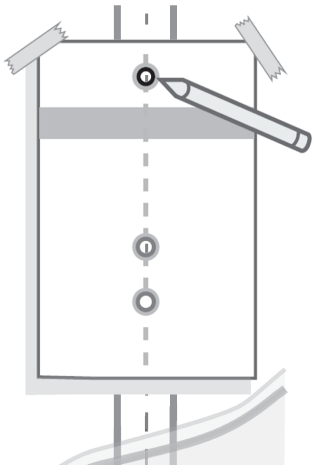
DANGER: If the front status light turns on when the charging station is plugged in, the circuit is not off. STOP IMMEDIATELY. Unplug the charging station and turn off the power to the outlet at the circuit breaker until the installation is complete.

4. Hold the station against the wall centered on the mark you just made.

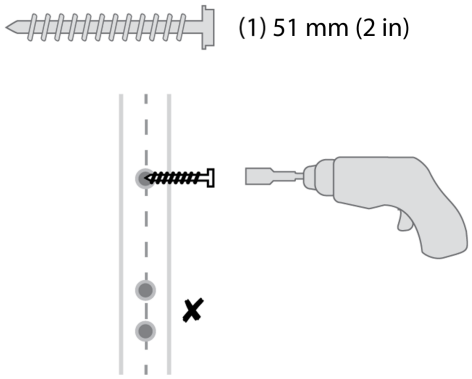
> **NOTE:** Ensure that the input power cable has a slight curve and is not stretched.



5. Mark the two lower mounting holes through the holes in the station, then unplug the charging station and set aside.
6. Place the template on the wall, aligning the lower template holes with the two marks you made.
7. Mark the top mounting hole on the wall using the top hole in the template. All three marks should be on the vertical line you first made.



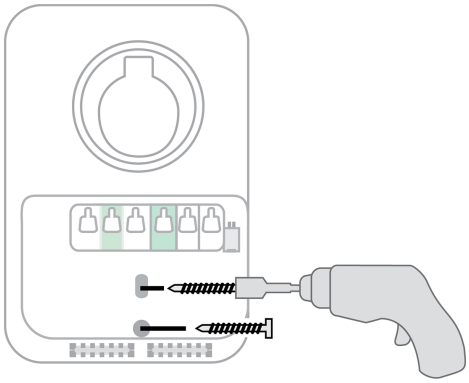
8. Remove the template from the wall.
9. Drill the three mounting holes on the marks using the included drill bit.
10. Use the driver bit to drive a screw into the top-most mounting hole, leaving a 3 mm (1/8 in) gap to hang the charging station on.



11. Hang the charging station on the screw using the top notch on the back.

> **NOTE:** Do not plug the charging station in yet.

12. Drive the remaining two lag screws into the bottom mounting holes to secure the charging station.



> **NOTE:** Ensure the screw does not make contact with the input wire.

For more information, see Install the Charging Cable section.

Hardwired Installation

For hardwired installation, complete the following steps:

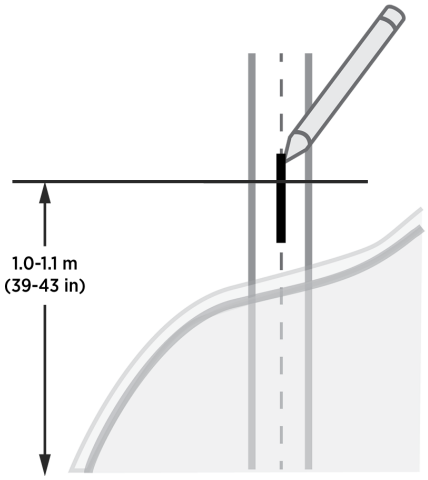
> **NOTE:** The conduit can be connected to the station at the bottom or the rear knockouts.

1. Remove the faceplate and the wire cover from the charging station and set them aside.

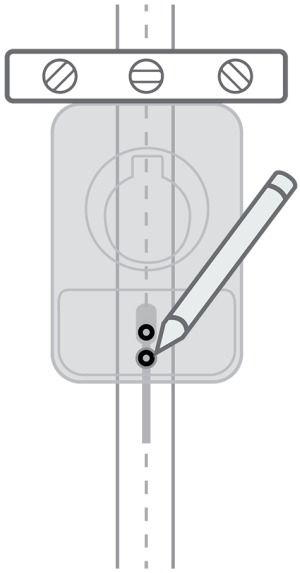
> **NOTE:** To hardwire a ChargePoint Home Flex with a pre-installed Industrial Grade Outlet (NEMA) power cord, remove the plug by lifting the three white

levers on the left of the terminal block, lifting and pulling out the cable clip. A pair of needle-nose pliers makes removing the clip easier.

2. Mark the center of the mounting location with a vertical line at a height between 1.0-1.1 m (39-43 in) above the floor. This must be centered on a stud or other structurally suitable surface.

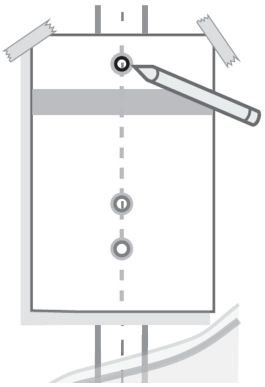


3. Hold the station against the wall, centered on the mark you just made. The top of the station should be approximately 1.3 m (50 in) above ground level.



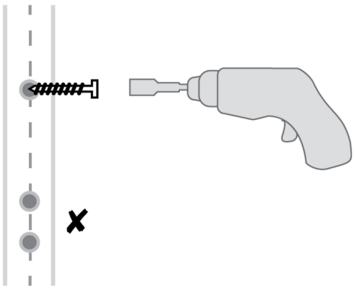
4. Mark the two lower mounting holes through the holes in the station, set aside.

5. Place the template on the wall, aligning the lower template holes with the two marks you made.
6. Mark the top mounting hole on the wall using the top hole in the template. All three marks should be on the vertical line you first made.



7. Remove the template from the wall.
8. Drill the three mounting holes on the marks using the included drill bit.
9. Use the driver bit to drive a lag screw into the top-most mounting hole, leaving a 3 mm (1/8 in) gap to hang the charging station on. Keep the remaining two screws for later use.

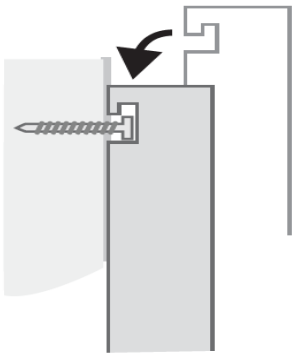




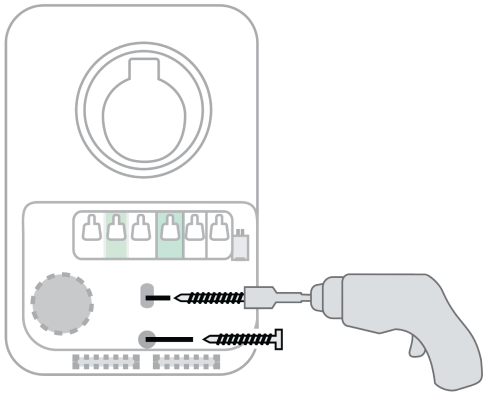
10. If you bring power through the back of the station, remove the rear knockout plug and route the wires through before hanging the station.

> **NOTE:** If you are mounting on an exterior wall and bringing power through the rear knockout, apply sealant around the rear knockout to prevent water ingress.

11. Hang the charging station on the screw using the top notch on the back.

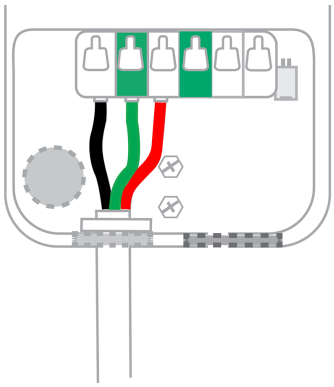


12. Drive the remaining two lag screws into the bottom mounting holes to secure the charging station.



13. Ensure the service wiring can easily reach the connectors on the charging station's input terminal block.
14. Tighten the locknut on the conduit fitting.
15. Strip each wire 12 mm (1/2 in).

16. Lift the white levers to open the terminal block. Fully insert the wires into the connectors on the left side of the terminal block with the ground wire in the center. Ensure to insert the wires in the correct order, where left terminal corresponds to Line 1 (L1), middle terminal is Ground (GND), and right terminal is Line 2 (L2).



17. Press the levers down until they snap into place to secure the wires in the terminal block. Pull on the wires to ensure they are properly secured.

> **NOTE:** The levers will snap shut with great force. Keep fingers away from underneath the levers.

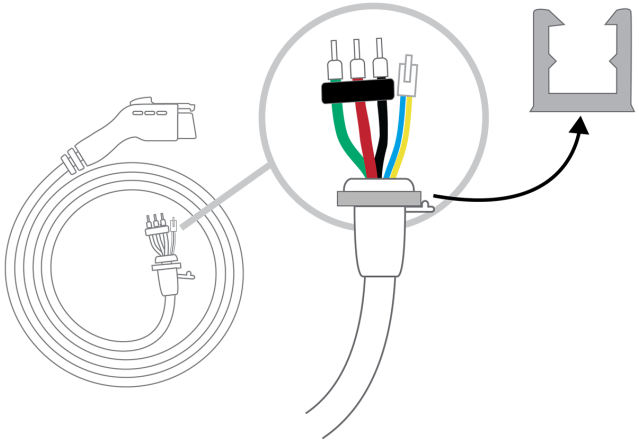
Install the Charging Cable 5

To install the charging cable, complete the following steps:

1. Turn off the circuit breaker to the 240 V outlet.

> **DANGER:** RISK OF SHOCK. Do not restore power to the outlet until installation is complete. Failure to follow these instructions could result in shock or electrocution.

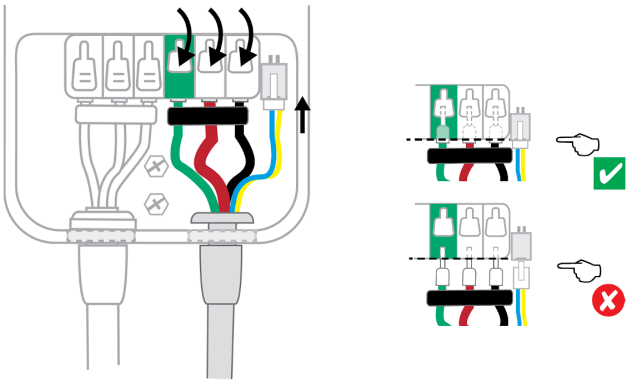
2. Remove the cable clip from the wire end of the cable, but do not discard it.



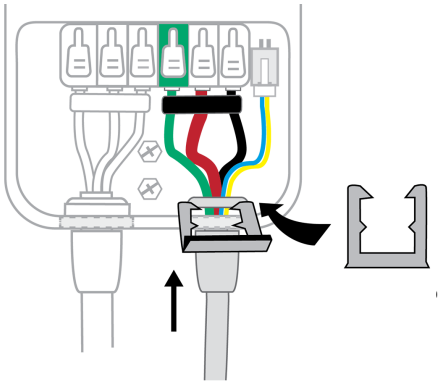
3. Lift the white levers to open the terminal block.
4. Insert the wires of the charging cable through the bottom hole of the charging station.
5. Match the green wire to the ground terminal on the left side of the output block.
6. Insert the ends of the wires into the corresponding holes, pushing the cables up until the silver conductors are no longer visible.

7. Press the three levers down until they snap into place.

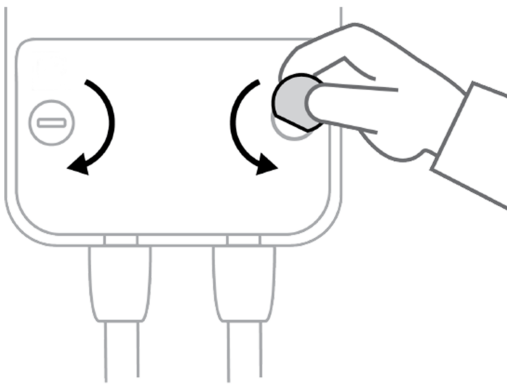
> **NOTE:** The levers will snap shut with great force. Keep fingers from underneath the levers.



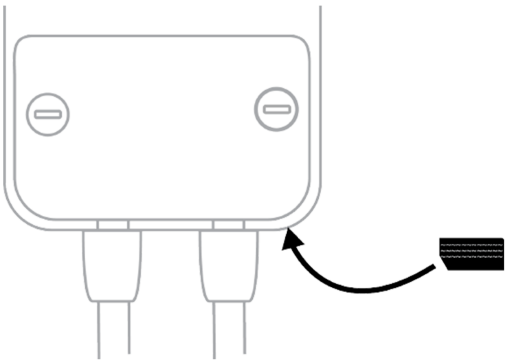
8. Insert the white plug into the connector towards the right of the terminal block.
9. Push up on the charge cable strain relief and slide the cable clip into the slot. This secures the cable in place.



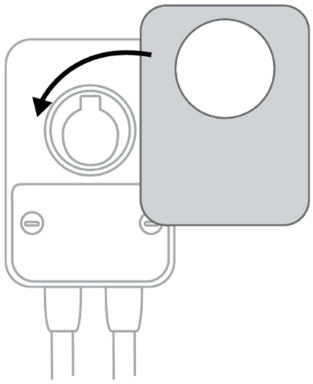
10. Install the wire cover using a coin to lock it in place.



11. Locate the rating label on the bottom of the station. Apply the new rating label that matches the station's circuit.



12. Snap the faceplate onto the charging station.



Complete the Installation 6

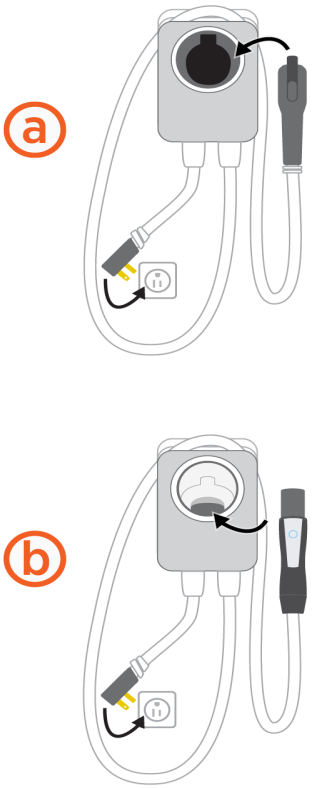
To complete the installation, follow these steps:

1. Extend the cable to its full length to remove any twists or tension.
2. Drape the charging cable over the top of the charging station and dock the connector in its holster.
3. Ensure labels specifying circuit amperage are applied to the bottom of the charging station and to the circuit in the electrical panel.
4. Plug the charging station into the outlet (if applicable).

> **NOTE:** The images below represent a ChargePoint charging station integrated with two different adapters:

(a) J1772 cable

(b) NACS cable



5. Restore power to the circuit at the electrical panel.
6. Watch to ensure the front status light glows yellow, then blinks white.

> **NOTE:** For more information, see the Charger Station Status Lights section below.

7. Return all packaging materials to the box and give the box to the homeowner.

> **NOTE:** Do not throw the guide away. Give the Quick Start Guide, the drill bit, the driver bit, and this Installation Guide to the homeowner.

Access the Installer App

To access the installer application, complete the following steps:

1. Scan the QR code to download the app and sign up if necessary.

Scan this QR code if you are using an Android device.	Scan this QR code if you are using an iOS device.

2. Open the ChargePoint Installer app and log in.
3. Execute the following steps in the app:
   a. Select **Get Started** and follow the app instructions.
   b. Select the installation type.
   c. Set the appropriate breaker settings.
   d. Send a notification to the homeowner through mobile or email.

> **NOTE:** See Plan the Location section to determine the desired breaker rating (charging amperage).

The homeowner will receive a notification that the installation is complete and to activate the charging station.

> **NOTE:** If you are unable to set the breaker rating via the ChargePoint Installer app, set the breaker rating via the homeowner's ChargePoint account using the ChargePoint app.

4. Activate the station to enable advanced features. The homeowner must follow these steps:
    a. Refer to the Quick Start Guide.



NOTE: The Quick Start Guide contains information that the homeowner needs to complete the charging station set up and activate it.

    b. Complete the charging station set up by downloading the ChargePoint application (distinct from the ChargePoint Installer app).

    On the ChargePoint app, select **Home Charger** and choose **Set Up**. Depending on the app version, the **Home Charger** option may appear either under the menu icon or the home icon.

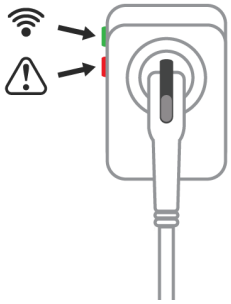


NOTE: The electrician sets the maximum current by using the ChargePoint Installer app, but the homeowner must activate the station and complete the set up using the ChargePoint driver app.

Charging Station Status

The following table outlines the charging station status indicators and their corresponding meanings:

Light	Status indicator
	**Updating software or booting**
	**The charger needs to be set up in the app**
	**Ready to charge**
	**The charger is on a schedule. Plug in twice to charge immediately.**
	**Plugged in**
	**Currently charging**
	**Not connected to Wi-Fi** Check Wi-Fi in app

Light	Status indicator
	**Something's wrong** If the station is displaying an error, refer to our Troubleshooting Video.
	**Wi-Fi and fault indicators** • Green light on - connected to Wi-Fi • Green light off - not connected to Wi-Fi • Red light off - no fault detected • Red light on - fault detected

Questions?

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

Fault Codes 7

Refer to the following table for fault codes to troubleshoot issues in ChargePoint Home Flex charging stations.

Fault	LED Behavior	Message
Immediate Ground Fault (IGF)	Solid Red	Something is wrong. To fix, remove and return the charging plug.
Soft Ground Fault (GF)	Solid Blue Stays at Solid Blue after 15 min.	Something is wrong. To fix, remove and return the charging plug.
Ground Monitor Fault (GMF, Earth Fault)	Solid Blue Changes to Solid Red if the fault persists for 1 min.*	Something is wrong. Restart your charger by unplugging the cable or using the circuit breaker.
Relay Stuck Open (RSO)	Solid Blue Changes to Solid Red if the fault persists for 1 min.*	Something is wrong. Restart your charger by unplugging the cable or using the circuit breaker.
Over Current (OVRC)	Solid Blue	Vehicle is drawing more current than allowed or supported. Remove the charging connector from the car, wait about 15 seconds, and then plug it back in. If it occurs again, call your car manufacturer.
Pilot Level Current Exceeded (PLCE)	Solid Blue	N/A
Virtual Breaker Detected by the GFCI Coil (VBRGF)	Solid Red	Something is wrong. To fix, remove and return the charging plug.
Virtual Breaker Detected by the Current Coil (VRBI)	Solid Red	Something is wrong. To fix, remove and return the charging plug.
Pilot Voltage Error (PVERR)	Solid Blue Changes to Solid Red after 1 min.*	Something is wrong. Restart your charger by unplugging the cable or using the circuit breaker.
Self-test Time Out (STTO)	Solid Blue Changes to Solid Red after 1 min.*	Something is wrong. Restart your charger by unplugging the cable or using the circuit breaker.
Frequency Error (FREQ)	Solid Blue Changes to Solid Red after 1 min.*	Something is wrong. Restart your charger by unplugging the cable or using the circuit breaker.

Fault	LED Behavior	Message
Ground Monitor Circuit Self-test Error (GMERR)	Solid Blue Changes to Solid Red after 1 min.*	Something is wrong. Restart your charger by unplugging the cable or using the circuit breaker.
CPU Register Test Error (CERR)	Solid Blue Changes to Solid Red after 1 min.*	Something is wrong. Restart your charger by unplugging the cable or using the circuit breaker.
Program Counter Test Error (PERR)	Solid Blue Changes to Solid Red after 1 min.*	Something is wrong. Restart your charger by unplugging the cable or using the circuit breaker.
RAM Test Error (RERR)	Solid Blue Changes to Solid Red after 1 min.*	Something is wrong. Restart your charger by unplugging the cable or using the circuit breaker.
Flash Memory CRC Error (FERR)	Solid Blue Changes to Solid Red after 1 min.*	Something is wrong. Restart your charger by unplugging the cable or using the circuit breaker.

* The notification is sent, and error message is shown only after 1 minute.