

CP6000

Networked Charging Station

Operations and Maintenance Guide



IMPORTANT SAFETY INSTRUCTIONS

SAVE THESE INSTRUCTIONS

WARNING:



1. **Read and follow all warnings and instructions before servicing, installing and operating the ChargePoint® charging station.** Install and operate it only as instructed. Refer to type labels (charging station and electricity meter) for details. Failure to do so may lead to death, injury or property damage and will void the Limited Warranty.
 2. **Only use licensed professionals certified by ChargePoint for installation and service, adhere to all national and local building codes and standards, and ensure compliance with local** building and electrical codes and standards, climate conditions, safety standards, and all applicable codes and ordinances. Inspect the charging station for proper installation before use.
 3. **Always ground the ChargePoint charging station.** Failure to ground the charging station can lead to risk of electrocution or fire. The charging station must be connected to an earthed, metal, permanent wiring system or an equipment earth conductor shall be run with circuit conductors and connected to the equipment earth terminal or lead on the Electric Vehicle Supply Equipment (EVSE). Connections to the EVSE must comply with all applicable codes and ordinances.
 4. **Install the ChargePoint charging station on a concrete pad using a ChargePoint-approved method.** Failure to install it 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 vapours or gases.**
 6. **Supervise children near this device.**
 7. **Do not put fingers into the electric vehicle connector (plug).**
 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 or the electric vehicle connector is broken, cracked or open, or shows any other signs of damage.**
 10. **Use only copper conductor wire rated for 90°C.**
-



IMPORTANT: Under no circumstances will compliance with the information in this manual relieve the user of the responsibility to comply with all applicable codes or safety standards. This document provides approved service 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 procedures that are not described in this document or that fail to adhere to ChargePoint recommendations.**

Manufacturer: Chargepoint Network (NL) B.V.–Hoogoorddreef 56E–NL-1101BE Amsterdam–Netherlands

Product Disposal

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.com/guides.

Copyright and Trademarks

©2013-2024 ChargePoint, Inc. All rights reserved. This material is protected by the copyright laws of the United States and other countries. It may not be modified, reproduced, or distributed without the prior, express written consent of ChargePoint, Inc. ChargePoint and the ChargePoint logo are trademarks of ChargePoint, Inc., registered in the United States and other countries, and cannot be used without the prior written consent of ChargePoint.

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: Crucial step for installation success



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.

Contents

IMPORTANT SAFETY INSTRUCTIONS	ii
1 Introduction	1
CP6000 Guides	2
Eichrecht Compliance	2
Serial Number Location	3
Questions	4
2 Maintenance	5
Site Manager Responsibilities	5
Preventive Maintenance	6
Reset Residual Current Circuit Breaker (RCD)	9
3 Cloud Dashboard and Reports	12

Introduction 1

The ChargePoint CP6000 is an all-purpose charging station for property owners, businesses and councils. It can be mounted on a pedestal or a wall.

CP6000 charging stations are alternating current (AC) supply equipment. Once they are installed and activated, they are connected to the AC network.

Follow this guide to properly operate and maintain the ChargePoint® CP6000 charging station.

CAUTION: Warranty Limitation



- If the charging station is not installed, commissioned, or serviced by a ChargePoint certified installer or 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 chargepoint.com/installers to become ChargePoint certified and to access ChargePoint's web-based installer tools or ChargePoint Installer app.
-

CP6000 Guides

Access ChargePoint documents at chargepoint.com/guides.

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
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

ChargePoint Documentation

Eichrecht Compliance

The CP6000 station is Eichrecht compliant. Therefore, it is allowed to invoice for the amount of energy measured in this station.

It is equipped with up to two ports and measures energy with the integrated ChargePoint CPIM1000 MID meter.

The maximum power is 22 kW per port and the ports can be equipped as a cabled version or as a socketed version.

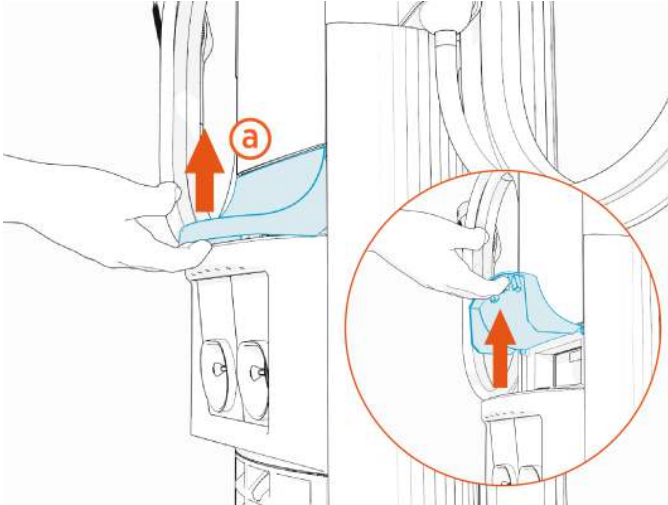
Station receipts appear on the display after charging sessions and can be retrieved from the ChargePoint driver portal.

The type label is located behind the flap with the label “Typenschild hinter der Klappe”.

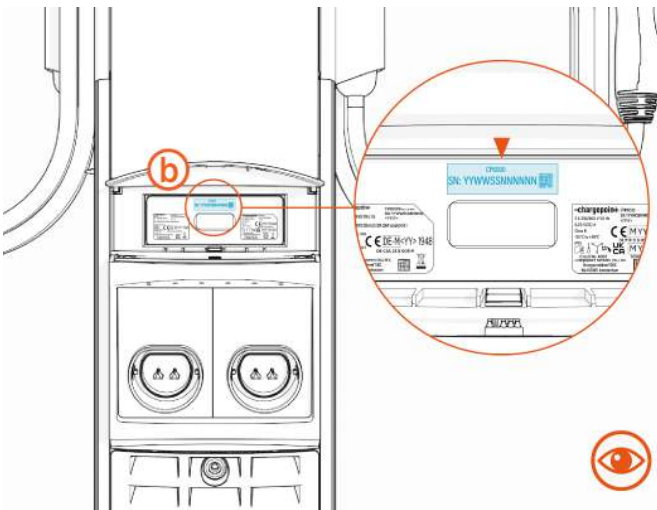
Serial Number Location

On the station

Raise the flip door **(a)** on the front of the CP6000 charging station.



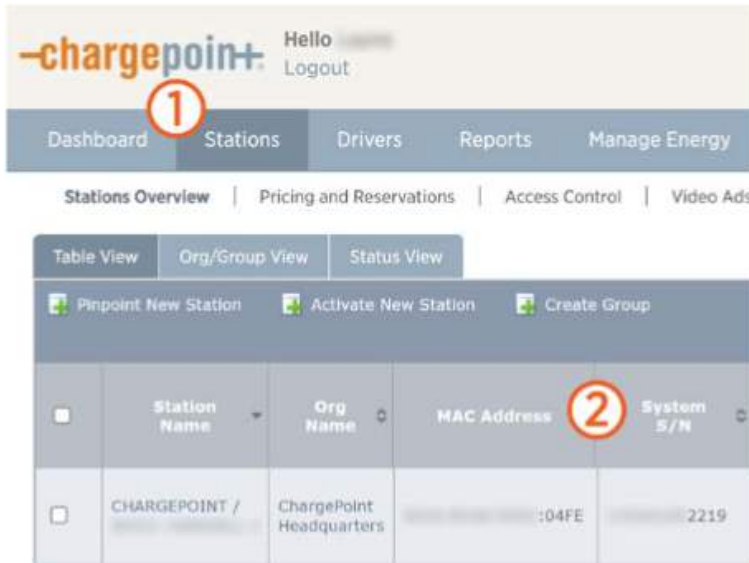
Locate the serial number label **(b)**.



To find the serial number of an Eichrecht-compliant CP6000 charging station, visit [Eichrecht Type Label](#).

From the ChargePoint Cloud Dashboard

1. Log in to ChargePoint and select **Stations**.
2. Find the MAC address and serial number (system S/N) next to the station name in the **Stations overview** table.



Questions

For assistance, go to chargepoint.com/support and find your region's technical support number.

Maintenance 2

The station needs preventive maintenance over its lifetime.

ChargePoint's network connection monitors system health and alerts you when corrective maintenance might be required.

Customers who have purchased the ChargePoint Assure Pro maintenance service are entitled to one annual preventive maintenance service for their stations. An authorized ChargePoint Service Technician should perform this service. For more information on becoming a ChargePoint certified installer or service technician, visit chargepoint.com/installers.

Site Manager Responsibilities

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

- Ensure that stations are free of debris and nothing is blocking the front and rear vents.
- Clear away snow and other substances to maintain the clearances specified in the *CP6000 Site Design Guide*.
- Check each station monthly for vandalism or damage. If the station is marked, contact ChargePoint for replacement signs. If the station appears damaged, contact ChargePoint for a service visit.
- Check each charging cable monthly for any signs of wear or damage. If a cable appears damaged, contact ChargePoint for a service visit.



CAUTION: Do not pressure wash the charging station. Pressurised water can damage the system. To clean the charging station, use a damp cloth.

Preventive Maintenance

DANGER: RISK OF SHOCK



- Before any procedure, the technician must disconnect the power.
- Follow local code to de-energise the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off.
- Keep the power off until the top cap is correctly reinstalled and the work is complete.

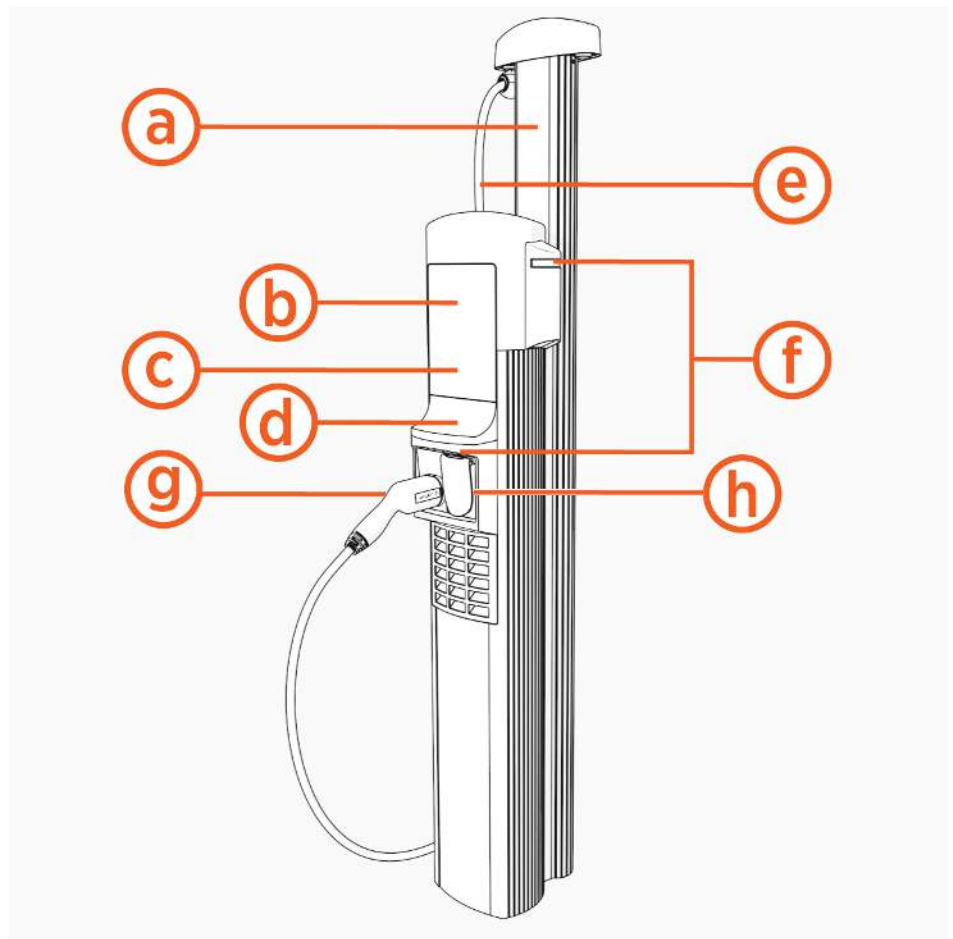
FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE OR PROPERTY DAMAGE.



WARNING: Follow Service Guide instructions *only*. Use only ChargePoint-authorized parts.

Station components

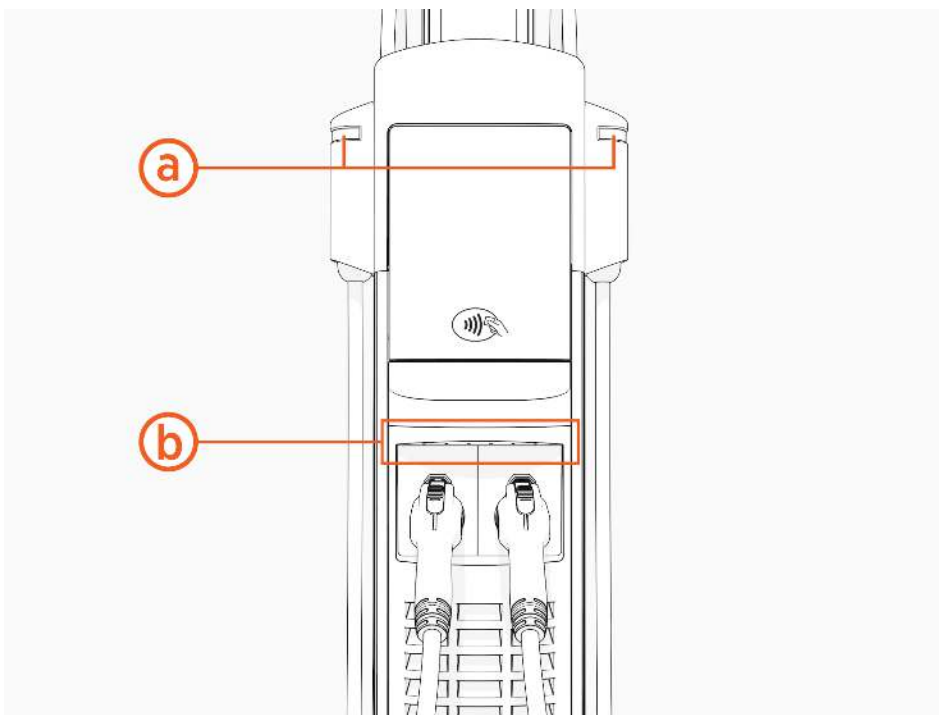
- a. Cable Management Kit (CMK)
- b. Station and Eichrecht display
- c. RFID reader
- d. Meter display and type labels
- e. Charging cables
- f. Status LEDs
- g. Type 2 holster
- h. Type 2 socket



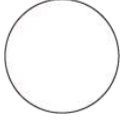
Annual maintenance

Perform the following maintenance every year:

- Use a damp, lint-free cloth to wipe down the exterior surfaces, including the cables, outer surfaces of the connector (plug at end of cable) and display.
- Inspect the exterior for any signs of damage. If you find any, contact ChargePoint.
- Inspect exterior vinyl signs for marks or fading. Contact ChargePoint for replacement signs, if needed.
- Inspect charging cables:
 - Check the charging cables and connectors for any sign of damage. If you find any damage, *power the station off*, advise the site manager to keep it off and contact ChargePoint.
 - For stations with a cable management kit (CMK), check that the charging cables operate smoothly by fully extending and retracting. If you find limited motion or retraction, contact ChargePoint.
- Inspect sockets:
 - Check the sockets for any sign of damage. If you find any damage, *power the station off*, advise the site manager to keep it off and contact ChargePoint.
- Reset Residual Current Circuit Breaker (RCD):
 - To test RCD, press the Test button.
- Check the status lights (a) and the light bar (b). If any lights are not functioning, or you find other issues, contact ChargePoint.



Status Light Colour		Operating definitions
	Light blue	Plugged in and waiting for capacity due to power management and scheduled charging
	Blue, pulsing	Charging a vehicle
	Blue, solid	Charging complete or preparing for vehicle communication after plugging a vehicle in
	Green	Available and ready to charge
	Orange, pulsing	Installing software
	Orange, solid	Online, waiting for a reservation

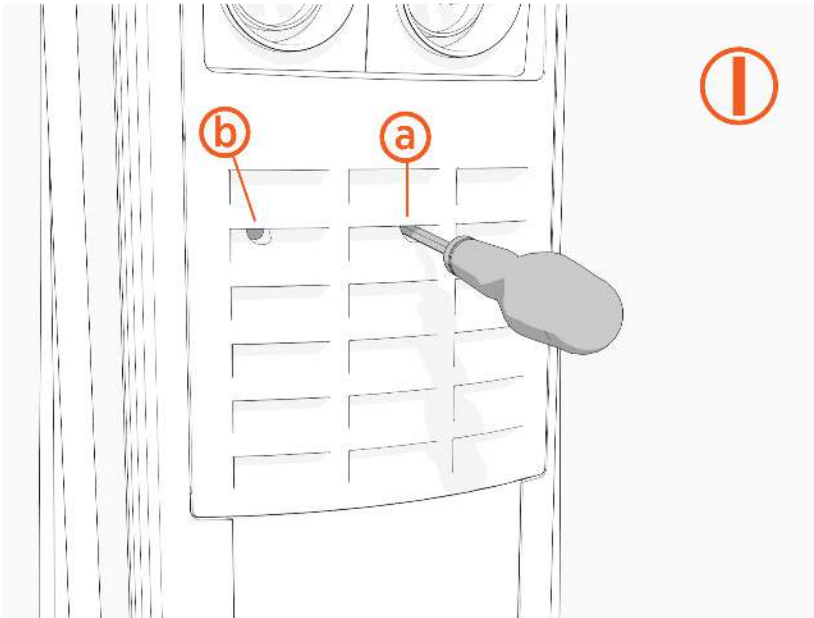
Status Light Colour		Fault definitions
	Red	Out-of-service or disabled
	Yellow, pulsing	Plugged in but not authorised, reported as blocked
	White	Offline

Status Light Color Definitions

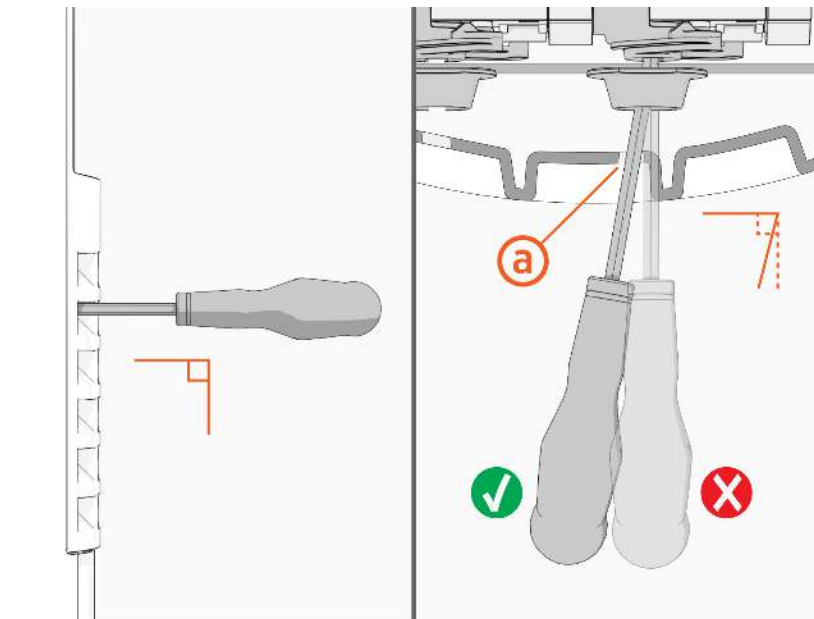
For assistance, go to chargepoint.com/support and find your region's technical support number.

Reset Residual Current Circuit Breaker (RCD)

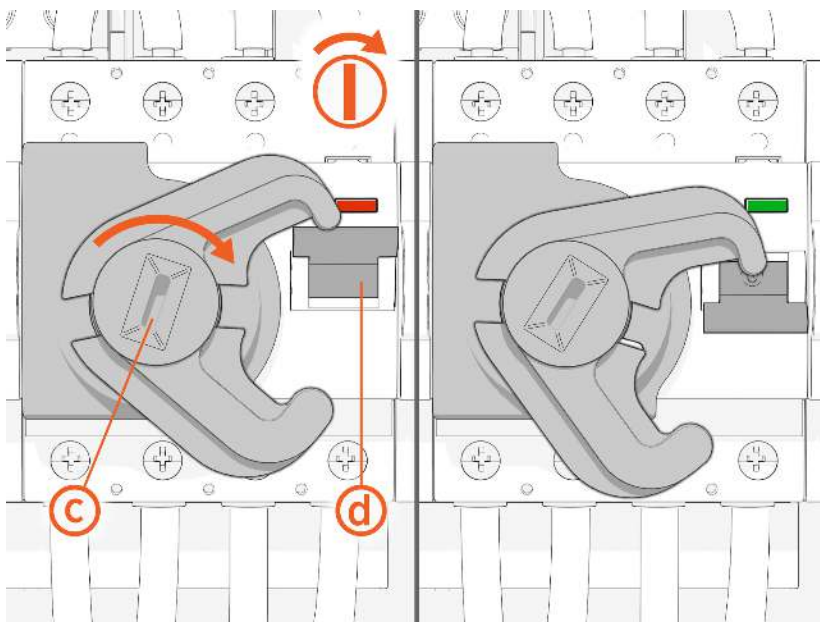
1. Gently insert an 8 mm flat blade screwdriver (a) through one of the two holes (b) in the front panel.



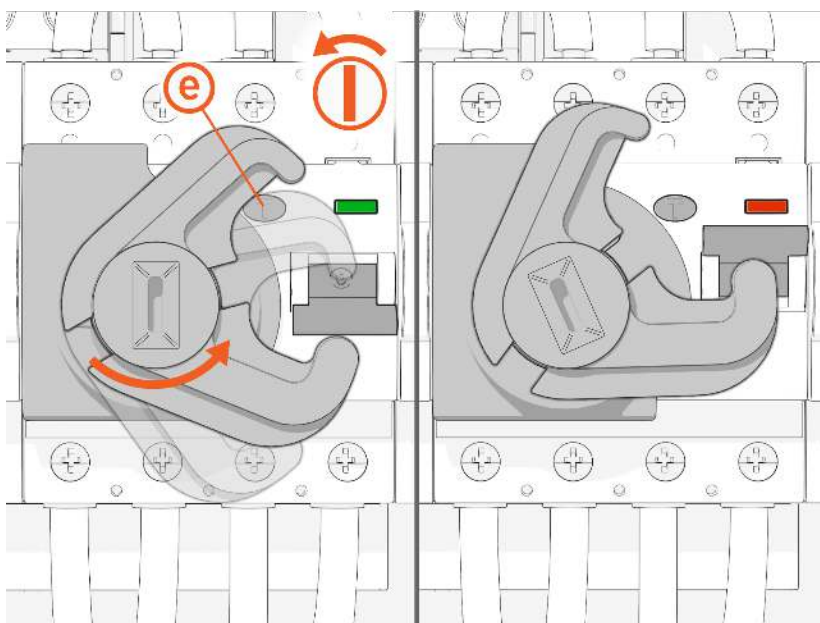
2. Insert the screwdriver (a) at an angle to access the right RCCB.



3. Use the screwdriver to turn the activator (c) clockwise to turn the RCCB (d) off.

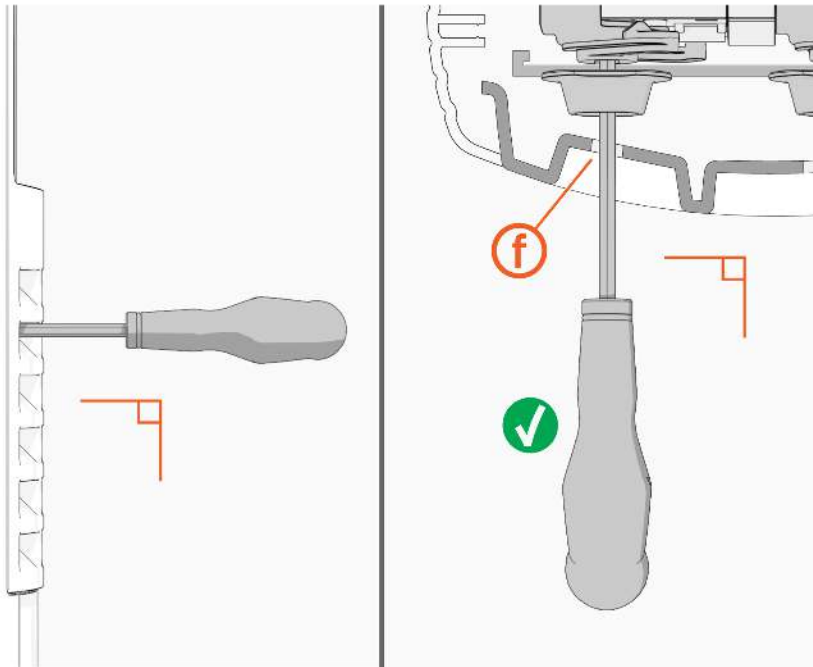


4. Use the screwdriver to turn the activator anticlockwise to turn the RCCB on again. The activator passes over the Test button (e) during this process.



Note: Red indicates the power is ON. Green indicates that the power is OFF.

5. If both ports are active, insert the screwdriver straight through the front panel (f) to access the left RCCB.



Cloud Dashboard and Reports 3

You can access data and diagnostics, create reports, and manage many features of charging stations in the ChargePoint Cloud Dashboard. This applies to all CP6000 stations (non-Eichrecht-compliant and Eichrecht-compliant). The ChargePoint Cloud Dashboard was not part of the conformity assessment procedure for Eichrecht.

To explore all of the features, log in to the ChargePoint Cloud Dashboard at eu.chargepoint.com using the login credentials created when setting up the station network manager account.

Manage Station Configuration

Log in to the dashboard to manage the following:

- Pricing and billing for charging
- Access to stations
- Display messages
- Waitlists (when stations are full)

The layout and design of CP6000 screen displays cannot be customized. Contact ChargePoint to get help on setting up individual advertisements.

View Diagnostic Information

You can view diagnostic information on a charging station or component:

1. Go to **Stations** in the main menu.
2. Choose the **Station Name** in the Table View.
3. Choose the **Status/Actions** tab to view station-specific information.

CAUTION: If a *red* status alert appears, contact ChargePoint immediately.



A yellow status alert provides you with information. Unless functionality appears affected, typically no action is required.

Generate Reports



Access a variety of reporting features in the **Reports** tab:

- Reports by data type (such as Analytics, Financial, Logs)
- Duration slider (by day, week, month, year) below the chart
- Advanced filters (such as station name, organisation) at the bottom tab
- Detailed data view when you hover over a report graph

Log in to the ChargePoint Cloud Dashboard. Go to **Help > Videos and Manuals > Advanced Topics > Reporting Features** to see video tutorials.

Reports on Alerts

You can also view station error codes and alerts from the ChargePoint Cloud Dashboard and export that information to a report.

1. Log in to the ChargePoint Cloud Dashboard.
2. Go to **Reports > Alarms**.
3. Choose **Most Recent Only**, **Current Alarms**, **Historical Alarms** or **All Alarms** from the drop-down menu.
4. Apply filters from the bottom tab.
5. Use the checkboxes on the left to choose specific data.
6. Export as a CSV file by choosing either **Visible Columns** or **All Columns** from the drop-down menu.

Service Menu

The service menu is reserved for authorized installers or service personnel. It can be accessed after entering a 5-digit PIN on the display of a CP6000. The PIN is unique for each CP6000. The current PIN for a charging station can be found in the ChargePoint backend. After five incorrect attempts, the interface for entering the PIN will be locked out for 15 minutes (this cycle will repeat after cooldown and another five wrong attempts). The locked state does not affect any ongoing charging sessions. The following options are available (not relevant for Eichrecht):

- Show errors and/or lift station lockdown (top cap alarm)
- Restart

-
- Factory reset

For assistance, go to chargepoint.com/support and find your region's technical support number.

Limited Warranty Information and Disclaimer

The Limited Warranty you received with your charging station is subject to certain exceptions and exclusions. For example, your use of, installation of or modification to the ChargePoint® charging station in a manner in which the ChargePoint® charging station is not intended to be used or modified will void the limited warranty. You should review your limited warranty and become familiar with the terms thereof. Other than any such limited warranty, the ChargePoint products are provided “AS IS”, and ChargePoint, Inc. and its distributors expressly disclaim all implied warranties, including any warranty of design, merchantability, fitness for a particular purposes and non-infringement to the maximum extent permitted by law.

Limitation of Liability

CHARGEPOINT IS NOT LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION LOST PROFITS, LOST BUSINESS, LOST DATA, LOSS OF USE, OR COST OF COVER INCURRED BY YOU ARISING OUT OF OR RELATED TO YOUR PURCHASE OR USE OF, OR INABILITY TO USE, THE CHARGING STATION, UNDER ANY THEORY OF LIABILITY, WHETHER IN AN ACTION IN CONTRACT, STRICT LIABILITY, TORT (INCLUDING NEGLIGENCE) OR OTHER LEGAL OR EQUITABLE THEORY, EVEN IF CHARGEPOINT KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY EVENT, THE CUMULATIVE LIABILITY OF CHARGEPOINT FOR ALL CLAIMS WHATSOEVER RELATED TO THE CHARGING STATION WILL NOT EXCEED THE PRICE YOU PAID FOR THE CHARGING STATION. THE LIMITATIONS SET FORTH HEREIN ARE INTENDED TO LIMIT THE LIABILITY OF CHARGEPOINT AND SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY.



chargepoint.com/support

75-001488-02 r5