

CT2000 ChargePoint® Charging Station Removing and Installing Cable and Head Assemblies

Follow the instructions in this document to remove or install a CT2000's cable assembly or head assembly. This document summarizes the steps needed to:

- Remove head assembly (page 1)
- Remove cable assembly (page 2)
- Install cable assembly (page 2)
- Install head assembly (page 2)
- Verify that the station operates correctly (page 3)
- Secure the station (page 3)
- Arrange for station provisioning (page 3)

For detailed instructions, refer to the CT2000 Installation Guide. This guide is included in the shipping box containing the station's main body assembly. It is also available at www.coulombtech.com/library.php.

You will need

- T25 Torx Driver
- Straight screwdriver



IMPORTANT - BEFORE YOU BEGIN

Remove the charging cable from its holster by scanning a valid and authorized ChargePass card. If the holster does not unlock after scanning a valid card, contact Coulomb Customer Support at 1-877-850-4562.

AFTER removing the charging cables, TURN OFF power at the breaker panel.

Remove head assembly

1. Insert a straight screwdriver into the center of the bottom edge of the front cover plate (located at the bottom of the head assembly), then pry the plate towards you until it snaps out of place.



CLOSE-UP VIEW OF THE BACK OF THE FRONT PLATE - Note that there is a notched area in the exact center of the bottom. To remove, you must wedge a screwdriver into this notched area.



2. Using a T25 Torx driver, loosen the two captive security screws located at the bottom of the head assembly
3. Disconnect the wiring by sliding the head assembly upwards far enough to access the connectors, then disconnect the two rectangular connector, the circular connectors (by rotating the outer ring counter-clockwise), and the ground wire.
4. Slide the head assembly upwards to remove.

Remove cable assembly

1. Disconnect the cable assembly's rectangular connector and ground wire.
2. Slide the cable assembly upwards to remove.


Verify that the station operates correctly

Before securing the head assembly, follow these instructions to ensure that the charging station is fully operational:

- Turn on the main power to **ensure the head assembly powers up**. When the circuit is live and the head assembly's wiring is connected, a sequence of power-up messages will be displayed. If this is not the case, ensure the head assembly's rectangular connector is fully seated. If the connector is fully seated and the station still does not power up, contact Coulomb Customer Support at 1-877-850-4562.
- Ensure that **none of the LEDs above the station's display are illuminated or blinking RED**. This indicates that the station has detected an error and you'll need to read the station's display to troubleshoot the error, then refer to detailed troubleshooting instructions provided in the station's installation guide.
- Insert the charging station's connector into the locking holster. Scan a valid and authorized ChargePass card to **confirm that the holster unlocks**. If the holster does not unlock, contact Coulomb Customer Support at 1-877-850-4562.
- Observe the display as it sequentially displays the state of the charging port. **The port should be "AVAILABLE"**. If this is not the case, an error message will be displayed instead. Refer to detailed troubleshooting instructions provided in the station's installation guide.

Secure the station

1. Using a T25 Torx driver, secure the head assembly to the body by tightening the two security screws.

 **IMPORTANT!** Do NOT over-tighten the security screws (snug fit only).

2. Align the protruding features on the front plate with the openings on the head assembly. Ensure that the slot in the back of the plate is positioned at the bottom (see illustration on page 1). Snap into place, one side at a time.



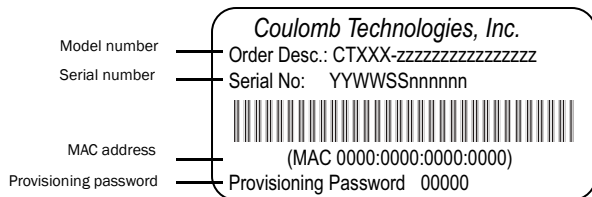
Arrange for station provisioning

Whenever a new head assembly is installed on a station (even when you're replacing an existing head assembly), the station will need to be provisioned. Provisioning is the act of connecting the charging station to the ChargePoint network and establishing its identity. In other words, you provision a station to "go live" on the network. When replacing an existing head assembly, the provisioning process is called a "head swap" procedure because the location information is already known by the ChargePoint network.

To provision a station, you'll need to provide your Coulomb distributor (or the person responsible for provisioning charging stations) with:

- **Head assembly information**

Important information identifying the head assembly is duplicated on two labels. One label is affixed to the head assembly (once installed, you can no longer see this label). A spare label is included in the shipping box with the head assembly.



- **Detailed location information** - not required if replacing a head assembly on a station that has already been provisioned

Provide the station's mailing address, location description (if helpful), and exact GPS coordinates (if possible). Be as accurate and as detailed as possible. A station's address and physical location may vary slightly so it is important to provide any other information that will make it easy for drivers to find the station on a Google™ map (such as "third floor of parking garage"). This is especially important when you install multiple stations at the same mailing address. A best practice is to determine the exact GPS coordinates of the parking space in which the station is located.



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