- Charging cable stuck –

- Press the gun in firmly into the charger to release the pin unlock button in the APP (please make sure your charger is on the latest firmware for this feature to work)

- My charger shows as unavailable –

- Only units connected to an internet connection will show as available, please follow instructions in the following video to get your charger set up to a Wi-Fi connection: https://www.youtube.com/watch?v=e0K8hlfamk8

- My charger is flashing red –

- Please check the emergency button has not been pressed in (twist clockwise and the button will flick out)

- My charger shows as 'suspendedEVSE' –

- Please check the emergency button has not been pressed in, it will show this message if your car is fully charged and charger is connected.

- Reserved charging does not work –

- Please make sure you are on the latest firmware version and that the charging mode is in 'APP' and then try again, this should work now.

- My charger wont charge fast enough –

- The solar function may be activated which will charge at 8A rather than the full 32A, turn solar mode off and that will resolve this

- Charger won't connect to my router –

- Please make sure it is in good distance from the charger (8-10m) and that it is a stable connection, also check if it is on a 2.4Ghz frequency. our charger will not connect to a 5Ghz frequency. one way to overcome this is by connecting via ethernet

- Dead charger (no power) –

- Please check the RCD, reset the RCD and charger will come back on

- Hotspot connection password shows as incorrect –

- You would have to connect the charger to your laptop via an ethernet cable, once done you then enter the parameter settings. Once in you have the option to change the 'authentication key'. Change this back to 12345678 and you should be good to go.

- It shows as unavailable but still charges my car –

- This may be because you have the charger in 'plug & charge' mode, in this mode the charger works as a very simple charger and will not communicate with the APP. If you want to control and monitor via the APP, then please change charging mode to 'APP' mode

- In APP mode but not showing available –

- Please check your internet connection is stable and that the server URL in correct, if you enter a 3rd party's URL in then it will not work with our APP

- I've reset the RCD but charger still doesn't work –

- Please check the trip at the mains, if this has tripped then it will need resetting also for the EV charger to work

- Wi-Fi username + password is longer than 16 characters or Wi-Fi Password failed –

- 16 characters max however if you connect the charger to a laptop via an ethernet cable and enter the parameter settings, you won't have a 16-character limit in there

- Charger does not work with my Renault Zoe –

- This is due to earth Impedance, if the earth spike is connected to PME then will work

- Charger is bound –

- This means that the charger is already connected to an account , either delete from other account or give us a call on 01283 249608 and we will unbind

- FAULT or OVER VOLTAGE message showing –

- If you are seeing this message and have a charger with a serial number starting with FND then please contact us immediately on 01283 249608

- Inaccurate charging time displayed on charging record-

- Charge point time is not accurate, change time zone to UK .

- The Charger is Bleeping-

- It may be the fault of start stop button.

- Is there a reason why charge point can't connect Wi-Fi or will not update-

- Maybe the network environment is not good most errors like this are due to unstable Wi-Fi connection

- Tripping of RCD switch in Charger-

- Unscrew the cover plate on the side of the charger & reset the RCD.

- Can not add the Serial number of the charger in the app-

- It has been added to another account. It needs to be unbound before adding again

- The yellow light of the charging post keeps flashing and restarting-

- Let users update software to solve this problem.

- The charging point shows the wrong time-

- Change parameter about the country and the city to UK.

- A charging point keeps showing online when powered off-

- Need to refresh app. (can take 2-3 mins to refresh)