

TROUBLESHOOTING

Issue	Description of Problem	Solution
Indicator light does not illuminate	Charger lacks power	Ensure the circuit breaker is in "ON" position. Have an electrician ensure the wiring is completed.
Indicator light is solid red	The charger has worked for an extended period but no longer works	Contact EvoCharge technical support: 888-653-0160
	The charger has only worked one or two times	The wiring may be incorrect. Have an electrician ensure the wiring is completed.
Indicator light is flashing red	EV Charger has gone into fault state	<ul style="list-style-type: none"> Power Cycle charger Check voltages Check terminal connections/torques
Breaker is tripping	Breaker trips during initial start-up self-test	Do not use a GFCI breaker.
	When charging, service panel breaker trips	Ensure the breaker size is correct for the charger rotary switch position.
Charger does not work after a power outage	There are several possible failures	Reset the circuit breaker.* Contact EvoCharge technical support if the problem persists.
Mobile app says charger is offline	<ul style="list-style-type: none"> WiFi strength low WiFi Network not present 	Increase WiFi strength by using signal booster or locate router closer to the charger.
	Incorrect password	Remove charger from the mobile app account. Re-onboard the charger through the mobile app.
	Charger lacks power	Check Indicator light for presence of power. Reset circuit breaker.*
Charging handle is stuck in EV		See EV Owner's Manual for release procedure.
Charger will not charge EV	Indicator light is solid blue	Check the mobile app for Charge Schedule, utility event notification, or use the "Slide to Start" feature. Check EV for Charge Schedule
	Indicator light is green	EV not recognized or no communication. Re-engage the charging connector handle.
Charger is charging slow	Charge rate is slower than expected	Check Charger Output Switch setting.
Charger cannot connect to Mobile App	Unable to establish Bluetooth connection	Turn on Bluetooth on your phone.
		Reduce the distance between phone and charger.
		Reset the circuit breaker.*

* The car must be disconnected from the charger when resetting the circuit breaker.

A power cycle will likely reconnect a charger to the wifi network if offline.