



Model no - EVCP-7KW-S-1PH:32A

Troubleshooting Guide

As with all Electric Vehicle chargers, the Smart facilities available on our App are reliant upon a strong and consistent WiFi signal. Without a suitable signal then the unit can only be used in "Plug and Play" mode.

Should your signal become weak or drop out whilst it is in any Smart mode then this could interrupt the programme and require a reset. The swiftest solution is to follow the following procedures as listed also in the Installation Guide provided when the unit was fitted.

Halo Ring Colour Codes for Unit Status: -

Solid Yellow	Indicates unit has power but is not connected to the Sync EV network.
Flashing Yellow	Indicates charging session has ended successfully and/or vehicle battery is fully charged.
Solid Blue	Indicates unit has power and is connected to the Sync EV network.
Flashing Blue	Indicates vehicle is connected and unit is awaiting instruction for operation. (i.e. scheduled start time or manual or manual start via Smart App.
Solid Green	Indicates vehicle is currently in charging programme.
Pulsing Blue/Green	Indicates unit is in scheduled charging mode.
Red	Indicates unit is in fault mode.

Quick fault rectification guide:

Step 1 Remove the charging cable from the unit.

Step 2 Isolate the charger power at the main fuse board, relevant circuit will be labelled for a minimum of 30 seconds.

Step 3 Switch power unit back on, unit Halo ring should be solid yellow and provided the internet signal is sufficient the Halo ring should turn solid blue within two minutes.

Step 4 Reload the Sync EV App on your mobile device and the unit should now revert to programmable mode and be ready to use.

Should this simple process not resolve the issue then our technical team are available to assist on 0044 1293 227523

Should your unit frequently revert to fault mode the likelihood is poor WiFi connection. Our optional GPS connectivity SIM card solution is one option, offering on average 3 years use or an Ethernet solution is possible.