

evr-green® EV Series TROUBLESHOOTING TIPS

ADVICE FOR END-USERS OR CERTIFIED ELECTRICIANS

- Is the car fully charged?
If the car's battery is full, the charger will not engage into charge mode.
- Check car's maximum state of charge (SOC) settings.
The car will stop charging at the pre-set SOC.
- Does the car have its on-board timer set?
If the car's on-board timer is activated, the charger will not function unless it is plugged in at the time that the timer is set to charge.
- Verify the charging connector is fully inserted in the EV charging inlet and you hear an audible click.
- Inspect the cable and the coupler for any physical damage that may be affecting power supply.
- Does the car FULLY charge from empty to full on the Level 1 charger that came with your vehicle, or another Level 2 charger?
If yes, then further investigation may be required by a certified electrician.
- Is the charger on a dedicated breaker with no other load on it?
If not, all additional loads must be removed per NEC and may be causing current drops.
- If you have any high power appliances in the area (e.g., a Washer/Dryer, Welding Machine, Hot Tub, etc.), shut them down and then test the EV charger. If charger then works, verify with a certified electrician that charger was installed on a dedicated 40 A circuit (for EV320/EV32W), 60 A circuit (for EV480/EV48W), or 100 A circuit (for EV800/EV80W). If not, they may have to take additional action to rectify.
- If you have experienced any power outages recently, the utility may be sending inconsistent power causing the charger to not function. If this is the case, please call and speak with your utility company.
- When charging, if the preconditioning settings are ON or running automatically due to the outside temperature, the charging time will vary.

[INSTRUCTIONS FOR ELECTRICIANS ONLY ON OTHER SIDE >>](#)



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ADVICE FOR CERTIFIED ELECTRICIANS ONLY

SITUATION	ACTION	
STATUS OF CHARGER INDICATOR LIGHT	CHARGING INDICATOR DOES NOT ILLUMINATE	<ol style="list-style-type: none"> 1. Verify the AC power input is connected correctly. 2. Power cycle charger (turn charger off then on again). 3. Verify the charger plug is inserted firmly in the EV charging inlet. 4. If the charging indicator does not illuminate after 10 seconds, power cycle the charger and plug in the charger plug again. 5. If the situation persists, contact Technical Services.
	STANDBY - BLUE LIGHT	<ol style="list-style-type: none"> 1. Light stays steady Blue in standby mode.
	WAITING FOR CHARGE - GREEN LIGHT	<ol style="list-style-type: none"> 1. After the vehicle connector is connected to the vehicle inlet, the light will be Green and constantly lit.
	CHARGING - GREEN LIGHT FLASHING	<ol style="list-style-type: none"> 1. While charging the indicator light flashes Green.
	FAULT - RED LIGHT	<ol style="list-style-type: none"> 1. If a fault has occurred, the indicator light will be Red. 2. Unplug the charging connector. 3. Power cycle the charger. 4. If the situation persists, contact Technical Services.

- Shut the power off to the unit and shut the breaker off for five minutes. The fault light may clear when you re-energize your unit.
- If the fault light does not clear, check the voltage on each leg. Each leg should be producing 120 V. If the voltage does not equal 120 V, the charger will not function.
- Verify the circuit breaker is properly torqued based on the manufacturer's specifications, as well as making proper contact. Verify the breaker size (EV320/EV32W – 40 A breaker, EV480/EV48W – 60 A breaker, EV800/EV80W - 100 A breaker), and that it is on a dedicated circuit.
- Power cycle first then check proper grounding of the circuit.

PLEASE NOTE:

Chargers must be installed by a certified electrician in order to qualify for the manufacturer warranty. The warranty is automatically voided for chargers not installed by a certified electrician.

Visit our Website at:
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