



# Welcome to bp pulse home charging

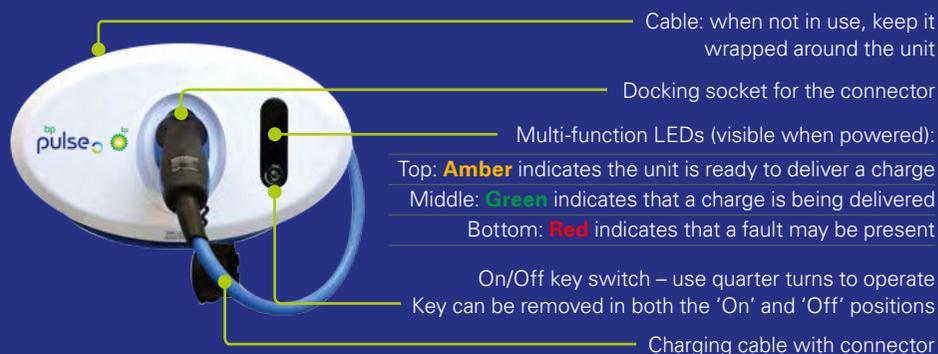
Your home charger user guide



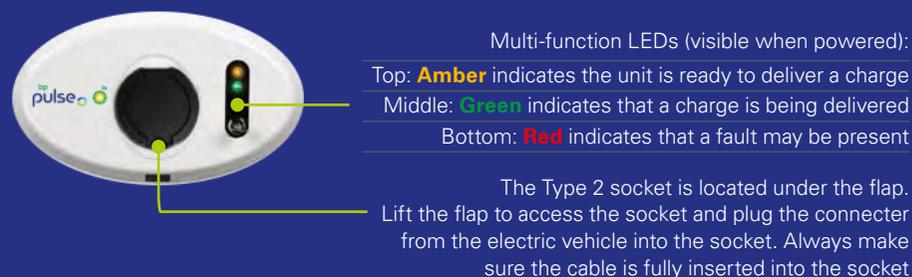
Welcome to your bp pulse home charger. Here you'll find everything you need to get the most out of your charging unit.

Check below to see your charger type:

### Tethered (Type 1 or Type 2)



### Socketed (Type 2)



### Charger Installation

Your bp home pulse charger should be installed as outlined in the installation guide. This can be found online at [www.bppulse.co.uk](http://www.bppulse.co.uk)  
Your installer will explain how the unit has been installed and how to start charging.

### Taking care of your bp home pulse charger

Before using your bp home pulse charger, please read the following charging instructions and safety warnings.

The charger is connected to your home's mains electricity, so always be careful whenever you're using and storing the various components.



**Don't touch or insert any object into the unit's connector pins or the pins on your vehicle's charging socket**



**Don't tamper with or attempt to open the connector box below the unit or the cable feeding the unit**



**Don't use cables if they are frayed or the outer insulation is damaged**



**Don't attempt to service or repair the unit. Dismantling it or breaking the security seals will invalidate your product's warranty**



**Don't use the bp home pulse charger if the connector, socket or cable show any signs of being broken or damaged in any way**

If there is any sign of damage to the unit or it looks unsafe in any way, power it down immediately and contact our customer care team on 0330 0165126 or visit the contact page at [www.bppulse.co.uk](http://www.bppulse.co.uk)

### Taking care of your tethered cables

If your home charger has an integrated tethered charging cable, it's vital that you take good care of the cable and connector. Don't drop the connector, and make sure you store the cable neatly around the unit and place it in the docking socket when you are not using it

- To store the cable, wind it loosely around the body of the unit in a clockwise direction, starting at the fixed end
- Don't wind the cable too tightly and be careful not to twist it
- Stow the connector into the docking location on the front of the unit

Before starting a charge and connecting the tethered cable to your vehicle, make sure the cable is fully unwound and not twisted.

## Always check your vehicle's owner manual before using your charger and follow the manufacturer's instructions.

After your bp pulse home charger has been installed and powered-up, it will complete its start-up lighting sequence (flashing amber, green and red LEDs). This can take up to 2 minutes and once it finishes, the top amber LED will be illuminated. This will stay illuminated whenever the unit is connected to an electrical supply.

## Starting a charge

1. For tethered units, fully un-wrap the cable
2. Open the charging socket on your vehicle
3. Grip the handle on the charging cable and remove the connector from the docking socket
4. Insert the connector into your electric vehicle (EV)
5. To switch the unit on, turn the key switch from the 'Off' vertical position a quarter of a turn to the right



If you're using a **Tethered Type 1 connector**, make sure you insert the connector firmly. DO NOT press the button while connecting the cable to the vehicle. The button should only be used to release the cable.

If you're using a **Type 2 socket**, then connect the cable supplied with the EV into the vehicles charging socket first. Then lift the flap on the front of the unit and insert the Type 2 connector into the Type 2 socket on the front of the unit.



Depending on the make and model of your EV, there should be some sort of notification (e.g. a sound, light or icon on dash etc.) to let you know the cable is connected to your vehicle.

After completing these steps, charging will start. The green LED will illuminate to show your EV is charging.

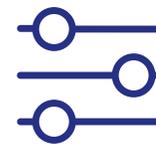
Please note, your EV may take up to 2 minutes to complete its diagnostics before the charging cycle begins. The connector only becomes live once it is connected to a vehicle with the correct charging signal.

## Ending a charge

1. Grip the handle of the charging connector and remove it from your vehicles charging socket. Refer to your vehicle owner manual to check how to do this
2. If disconnecting a Type 1 connector, press the button to release the connector from the vehicle's socket
3. Once the charging connector is removed, the green LED charging icon on the unit will go out
4. Turn the key switch on the unit from the horizontal 'On' to the vertical 'Off' position
5. Store the charging cable safely. For tethered units, wrap the cable loosely around the charger and place the connector securely back into the docking socket on the front of the unit
6. Close any charging socket access lids on your vehicle

## Get smart with your home charger

The Smartcharge app lets you manage your unit and usage via your phone or tablet. You can use the app to:



Adjust the rate of charge



View your charging history



Schedule a charge

After your unit has been installed, allow 24 hours for it to start communicating with us. You can also manage your charger online, go to [www.homecharge.chargevision.com/login](http://www.homecharge.chargevision.com/login)

## Troubleshooting

Below is a list of errors that could arise and guidance on how to fix them. If you're still experiencing issues after following the advice, please contact our customer care team.

### None of the LEDs on my home charger are lighting up?

Check that the Circuit Protection Device (CPD), which may be an MCB, RCBO or RCD, are in the 'On' position in your fuse box. If the CPD has tripped, try turning it to the 'On' position to re-power the unit. If it will not reset or it is in the 'On' position but the amber LED is not illuminated, contact our customer care team.

### During or at the end of a charge the red LED on my home charger stays on?

This means a fault has developed. The unit will need to be reset before it can be used again. Please see 'Resetting your bp pulse home charger'. Please note that the red LED is also used to indicate poor signal strength for communicating to units during the start-up sequence.

If the red LED remains on permanently after the start-up sequence is complete, this may relate to an earth leakage problem. If this occurs, contact our customer care team.

### The amber LED on my home charger doesn't light up?

This means the mains supply has been interrupted. Check the CPD in the consumer unit and then try a reset (see 'Resetting your bp pulse home charger').

### When plugged in my vehicle doesn't seem to be charging?

Make sure you refer to your vehicle user guide for charging indicators on the dashboard. Release the charging cable from your vehicle and wait two minutes for it to reset. Then go through the 'starting a charge' process again.

### I cannot connect my home charge to the smart charge app or website?

Try resetting your bp pulse home unit (see 'Resetting your bp pulse home charger'). You can also check the FAQs section in the app for more information.

## Resetting your bp pulse home charger

If your home charger fails to deliver charge to your EV, the first thing you should try is resetting it:

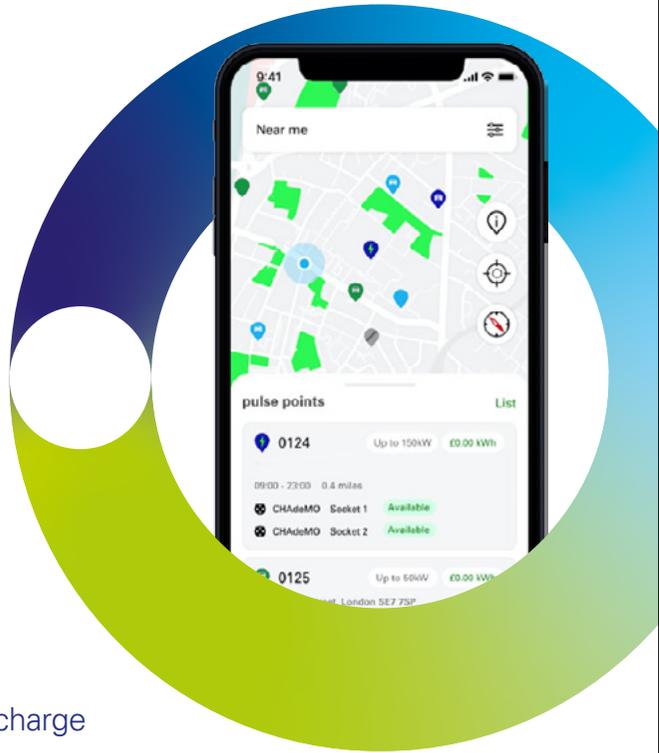
1. Disconnect the charging cable from your vehicle
2. Turn the key to the vertical 'Off' position on the unit
3. Set the Circuit Protection Device (CPD) to the 'Off' position and leave in the 'Off' position for at least 10 seconds
4. Set the CPD to the 'On' position and allow two minutes for the unit to complete its start-up sequence
5. Once all LEDs have stopped flashing on the unit, check that only the top amber LED is on. The unit should now be operational

If there's still an error after the reset, your unit may have developed a fault. Please make a note of the serial number (located on underside of the unit or on the front label) and contact our customer care team.

Specifications		
Input:	Single phase Input voltage 230V	
	16A charging units	30A charging units
Electrical output to vehicle:	Voltage 230V Current 16A Maximum power 3.7kW	Voltage 230V Current 30A Maximum power 7kW
General Specifications		
Output connector <b>Tethered Type 1</b>	Output charging connector Type 1 on a 4.7m cable measured from the point the cable exits the unit to the end of the Type 1 connector	
Output connector <b>Tethered Type 2</b>	Output charging connector Type 2 on a 4.7m cable measured from the point the cable exits to the end of the Type 2 connector	
Output connector <b>Socket Type 2</b>	Output charging connector Type 2	
Safety and operational ratings:	Operating temperature range -25°C to +40°C Operating humidity range 5% to 95% non-condensing Compliance to Standards EN 60950, IEC 61851, EN 61000-6-1 2007, EN 61000-6-3 2007, BS7671:2018 IP rating IP54	
Dimensions and weight:	Max width 354mm Max height 204mm Depth 120mm Shipping weight typically 6.0 kg gross, 5.4 kg net	



# bp pulse charge at home and on-the-go



With bp pulse, it's easy to charge when you're on the road

- The bp pulse network has thousands of public charging points across the UK
- A variety of access options mean you can use the network as a pay-as-you-go user or a monthly subscriber
- Access our rapid charging network: 50kW and 150kW chargers are being installed across the UK
- Check out [www.bppulse.co.uk](http://www.bppulse.co.uk) to find the charging points near you

**Download the bp pulse app today!**

bp  
**pulse**