



WALL CONNECTOR LEDS

Light Codes

Startup

Once energized at the circuit breaker, every LED (seven total) on the faceplate will illuminate for up to five seconds.



After Startup

After Wall Connector is energized at the circuit breaker, certain green LEDs (depending on the circuit breaker size) will illuminate for 10 seconds. See table below for exact light codes.

Circuit breaker	60 A	50 A	40 A	30 A	20 A	15 A
Maximum output	48 A	40 A	32 A	24 A	16 A	12 A

NOTE: To re-display the green LEDs after the initial 10 seconds, press and hold the charging handle button.

When multiple Wall Connectors are linked for power sharing, the **center blue LED** will illuminate during the 10-second startup window.

Other

Standby, waiting to plug in	Charging in progress	SSID broadcasting, ready to commission	Waiting to charge, communicating with vehicle
Top green solid	Every green streaming	Green pulsing	Blue solid



WALL CONNECTOR LEDS

Standby, waiting to plug in	Charging in progress	SSID broadcasting, ready to commission	Waiting to charge, communicating with vehicle
			



Fault Codes

All red blink codes pause for one second, and then repeat.		
Light Bar	What It Means	Details
No Lights	Power supply issue, charging disabled	Verify that the power supply is turned on. If the issue persists, have an electrician remove the Wall Connector from the wirebox and confirm that voltage is present at the terminal block using a multimeter. Record the voltage readings for the following: L1 to L2/N, L1 to Ground, L2/N to Ground.
Solid red	Internal , charging disabled	Turn the circuit breaker off, wait 5 seconds, and turn it back on. If solid red light remains, document part number and serial number, then contact Tesla Energy.
One (1) red blink	Ground fault circuit interruption due to unsafe current path, charging disabled	Inspect the handle, cable, Wall Connector, and vehicle charge port for damage or signs of water ingress. Have an electrician check that ground is not directly connected to a conductor wire in the branch circuit.
Two (2) red blinks	Ground assurance fault, high ground resistance detected, charging disabled	Verify that the Wall Connector is properly grounded. The ground connection must be bonded in the upstream power supply for proper operation. Check all physical connections, including the wirebox terminals, electrical panel(s), and junction boxes. In residential power supplies, check the bond between ground and neutral at the main panel. If connected to a transformer, contact the transformer's manufacturer for direction on how to bond the ground connection.
Three (3) red blinks	High temperature detected; charging limited or disabled	Verify that Wall Connector is connected to Wi-Fi and updated with the latest available firmware for optimal temperature sensing functionality. Check the faceplate and cable handle for excessive warmth. Have an electrician remove the Wall Connector from the wirebox and verify that the conductors used are sized correctly and that the terminal block is torqued to specification. Connect Wall Connector to Wi-Fi so that firmware can update to most recent version. If firmware does not automatically update, use the Commissioning Procedure on page 29 to sign into the commissioning wizard and manually update the firmware. If it does not solve the problem, contact our Customer Support team.
Four (4) red blinks	Internet connection lost, online features disabled	Check for objects that could interfere with the area's Wi-Fi signal strength. Confirm that the local Wi-Fi router is operational. If the Wi-Fi password was changed recently, follow the commissioning process on your mobile device to update the Wi-Fi settings.
Five (5) red blinks	Power-sharing communication issue, charging reduced	Check for objects that could interfere with the area's Wi-Fi signal strength. Follow the commissioning process on your mobile device to re-link the Wall Connectors for power-sharing.
Six (6) red blinks	Overvoltage or poor grid quality detected, charging disabled	Verify that the power supply is nominal 200-240 volts. If the issue persists, have an electrician remove the Wall Connector from the wirebox and confirm that voltage readings are as expected at the terminal block using a multimeter. Record the voltage readings for the following: L1 to L2/N, L1 to Ground, L2/N to Ground.



All red blink codes pause for one second, and then repeat.

Light Bar	What It Means	Details
Seven (7) red blinks	Vehicle overcurrent detected	Reduce the vehicle's charge current setting. If the issue persists and the attached vehicle is manufactured by Tesla, record the vehicle's VIN and approximate time of the fault and contact Tesla. If the vehicle is not manufactured by Tesla, contact the vehicle's manufacturer.

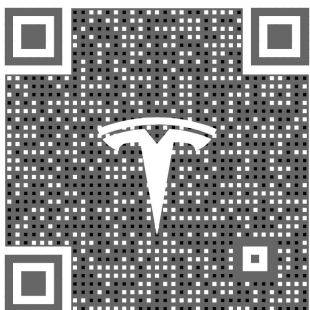
Additional Assistance for Red LED Faults

A Wall Connector's alerts are visible in the browser commissioning wizard (for instructions on how to connect to the commissioning wizard, see [Commissioning Procedure on page 29](#)).

If additional assistance is required, have the following information prepared before contacting Tesla:

- Short video of Wall Connector LED activity during faulted state
- Photo of Wall Connector's part number and serial number (located on the side label)
- Timeframe that the issue was observed
- VIN of vehicle that plugged into Wall Connector at time of faulted state
- Photo of any error messages displayed on the vehicle's screen

Visit tesla.com/support/contact or scan the QR code below to request support.



Optionally, for owner support and issue troubleshooting: (888) 765-2489

For North America Electrician and Installer support: (650) 963-5655



WARRANTY INFORMATION

Subject to the exclusions and limitations described below, the Charging Equipment Limited Warranty covers the refund, repair or replacement necessary to remedy any manufacturing defects in a Tesla manufactured and supplied Wall Connector that occur under normal personal use for a period of 48 months, or a period of 12 months for normal commercial use*, and a Tesla manufactured and supplied Mobile Connector or charging adapter that occur under normal use for a period of 12 months, starting from the date of invoice to the customer for any charging equipment. Any Tesla manufactured and supplied connector or adapter included in the initial purchase and delivery of a Tesla vehicle by Tesla is covered under the Basic Vehicle Limited Warranty section of the New Vehicle Limited Warranty for 4 years or 50,000 miles (80,000 km), whichever comes first, subject to the terms and conditions of the New Vehicle Limited Warranty.

*For warranty claims specific to Wall Connectors, “commercial use” means Wall Connectors used for purposes other than charging at a residential single family home for daily personal use, which includes, but is not limited to, charging at hotels, offices, parking lots and complexes (including apartment, condominiums and other multi-family or unit dwellings), and retail and other locations that allow (including by being listed online or publicly) for pay-for-use charging, or are located where users other than the owner could reasonably obtain access to the Wall Connector.

This Charging Equipment Limited Warranty does not cover any damage or malfunction directly or indirectly caused by, due to, or resulting from, normal wear or deterioration, abuse, misuse, negligence, accident, lack of or improper installation, use, maintenance, storage or transport, including, but not limited to, any of the following:

Failure to follow the instructions, operation, maintenance and warnings published in the documentation supplied with your Tesla connector or adapter;

External factors, including but not limited to, objects striking the Tesla connector or adapter, faulty or damaged electrical wiring or connections, external electrical faults, junction boxes, circuit breakers, receptacles or power outlets, the environment or an act of God, including, but not limited to, fire, earthquake, water, lightning and other environmental conditions;

General appearance or damage to paint, including chips, scratches, dents and cracks;

Failure to contact Tesla upon discovery of a defect covered by this Charging Equipment Limited Warranty;

Any repair, alteration or modification to the Tesla connector or adapter or any part, or the installation or use of any parts or accessories, made by a person or facility not authorized or certified to do so; and

Lack of or improper installation, repair or maintenance, including use of non-genuine Tesla accessories or parts.

Although Tesla does not require you to perform all maintenance, service or repairs at a Tesla Service Center or Tesla authorized repair facility, this Charging Equipment Limited Warranty may be voided, or coverage may be excluded, due to lack of or improper maintenance, service or repairs. Tesla Service Centers and Tesla authorized repair facilities have special training, expertise, tools and supplies with respect to Tesla connectors and adapters and, in certain cases, may employ the only persons, or be the only facilities authorized or certified to work on Tesla connectors and adapters. Tesla strongly recommends that you have all maintenance, service and repairs done at a Tesla Service Center or Tesla authorized repair facility in order to avoid voiding, or having coverage excluded under, this Charging Equipment Limited Warranty.



Limits of Liability

This Charging Equipment Limited Warranty is the only express warranty made in connection with your Tesla connector or adapter. Implied and express warranties and conditions arising under applicable local laws, federal statute or otherwise, in law or in equity, if any, including, but not limited to, implied warranties and conditions of merchantability or merchantable quality, fitness for a particular purpose, durability, or those arising by a course of dealing or usage of trade, or any warranties against latent or hidden defects, are disclaimed to the fullest extent allowable by your local law, or limited in duration to the term of this Charging Equipment Limited Warranty. To the fullest extent allowable by your local law, the performance of necessary repairs and/or replacement of new, reconditioned, or remanufactured parts by Tesla for the covered defects is the exclusive remedy under this Charging Equipment Limited Warranty or any implied warranties. To the maximum extent permissible under your local law, liability is limited to the reasonable price for repair or replacement of the applicable Tesla connector or adapter, not to exceed the manufacturer's suggested retail price. Replacement may be made with parts of like kind and quality, including non-original manufacturer's parts, or reconditioned or remanufactured parts, as necessary. This Charging Equipment Limited Warranty covers only parts and factory labor necessary to repair but does not include any on-site labor costs related to un-installing, reinstalling or removing the repaired or replacement charging equipment. Parts repaired or replaced, including replacement of a Tesla connector or adapter, under this Charging Equipment Limited Warranty are covered only until the applicable warranty period of this Charging Equipment Limited Warranty ends, or as otherwise provided by applicable law. Under no circumstances will the original warranty period be extended as a result of your Tesla connector or adapter being repaired or replaced.

Tesla shall not be liable for any defects under this Charging Equipment Limited Warranty that exceed the fair market value of the applicable Tesla connector or adapter at the time immediately preceding the discovery of the defect. In addition, the sum of all benefits payable under this Charging Equipment Limited Warranty shall not exceed the price you paid for the applicable Tesla connector or adapter.

Tesla does not authorize any person or entity to create for it any other obligations or liability in connection with this Charging Equipment Limited Warranty. Subject to local laws and regulations, the decision of whether to repair or replace a part or to use a new, reconditioned or remanufactured part will be made by Tesla, in its sole discretion. Tesla may occasionally offer to pay some or all of the cost of certain repairs that are not covered by this Charging Equipment Limited Warranty, either for specific models or on an ad hoc, case-by-case basis. Tesla reserves the right to do the above at any time without incurring any obligation to make a similar payment to other Tesla charging equipment owners.

To the maximum extent permissible under local law, Tesla hereby disclaims any and all indirect, incidental, special and consequential damages arising out of, or relating to, the Tesla connector or adapter, including, but not limited to, transportation to and from a Tesla Authorized Service Center, loss of the Tesla connector or adapter, loss of vehicle value, loss of time, loss of income, loss of use, loss of personal or commercial property, inconvenience or aggravation, emotional distress or harm, commercial loss (including but not limited to lost profits or earnings), towing charges, bus fares, vehicle rental, service call charges, gasoline expenses, lodging expenses, damage to tow vehicle, and incidental charges such as telephone calls, facsimile transmissions, and mailing expenses.

The above limitations and exclusions shall apply whether your claim is in contract, tort (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent or otherwise), or otherwise at law or in equity, even if Tesla is advised of the possibility of such damages or such damages are reasonably foreseeable.

Nothing in this Charging Equipment Limited Warranty shall exclude, or in any way limit, Tesla's liability for death or personal injury solely and directly caused by Tesla's negligence, or that of its employees, agents or sub-contractors (as applicable), fraud or fraudulent misrepresentation, or any other liability to the extent the same is proven in a court of competent jurisdiction in a final nonappealable judgment and may not be excluded or limited as a matter of local law.



WARRANTY INFORMATION

Dispute Resolution

To the fullest extent allowed by local law, Tesla requires that you first provide written notification of any manufacturing defect within a reasonable time, and within the applicable coverage period specified in this Charging Equipment Limited Warranty, and allow Tesla an opportunity to make any needed repairs before submitting a dispute to our dispute settlement program (described below). Please send written notification on dispute resolution to the following address:

Vehicles registered in the U.S.:

Tesla, Inc

3500 Deer Creek Road

Palo Alto, California

Attention: Charging Equipment Warranty Claims

Phone number: 1-877-79-TESLA (1-877-798-3752)

Please include the following information:

- Tesla connector or adapter invoice date
- Your name and contact information
- Name and location of the Tesla Store and/or Tesla Service Center nearest to you
- Description of the defect
- History of the attempts you have made with Tesla to resolve the concern, or of any repairs or services that were not performed by Tesla
- In the event any disputes, differences, or controversies arise between you and Tesla related to this Charging Equipment Limited Warranty, Tesla will explore all possibilities for an amicable settlement

Agreement to Arbitrate

Please carefully read this provision, which applies to any dispute between you and Tesla, Inc. and its affiliates (together “Tesla”).

If you have a concern or dispute, please send a written notice describing it and your desired resolution to resolutions@tesla.com.

If not resolved within 60 days, you agree that any dispute arising out of or relating to any aspect of the relationship between you and Tesla will not be decided by a judge or jury but instead by a single arbitrator in an arbitration administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules. This includes claims arising before this Charging Equipment Limited Warranty, such as claims related to statements about our products.

Tesla will pay all AAA fees for any arbitration, which will be held in the city or county of your residence. To learn more about the Rules and how to begin an arbitration, you may call any AAA office or go to www.adr.org.

The arbitrator may only resolve disputes between you and Tesla and may not consolidate claims without the consent of all parties. The arbitrator cannot hear class or representative claims or requests for relief on behalf of others purchasing or leasing Tesla products. In other words, you and Tesla may bring claims against the other only in your or its individual capacity and not as a plaintiff or class member in any class or representative action. If a court or arbitrator decides that any part of this agreement to arbitrate cannot be



WARRANTY INFORMATION

enforced as to a particular claim for relief or remedy (such as injunctive or declaratory relief), then that claim or remedy (and only that claim or remedy) shall be severed and must be brought in court and any other claims must be arbitrated.

If you prefer, you may instead take an individual dispute to small claims court.

You may opt out of arbitration within 30 days after signing this Charging Equipment Limited Warranty by sending a letter to: Tesla, Inc.; P.O. Box 15430; Fremont, CA 94539-7970, stating your name, product, and intent to opt out of the arbitration provision. If you do not opt out, this agreement to arbitrate overrides any different arbitration agreement between us, including any arbitration agreement in a lease or finance contract.

TESLA

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