Tesla Wall Connector-Troubleshooting Request Form
VanZwieten Electric LIC: 1049396

1. Serial number of the wall connector (indicated by prefix TSN or SN). A photo of the label on the side is acceptable

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2. Stall number and site address of the wall connector (if no stall number on site, please provide a reference)

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3. Screenshots of the Tesla app during/showing the error
4. Screenshots or photos of any car app during/showing the error
5. LED color during the error of the Tesla Wall Connector

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6. LED color of the charging port on your car during the error

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7. Have you set up your Tesla account to pay for your charging session? Yes or No
8. Is the CC on file up to date? Yes or No
9. What type of electric vehicle are you charging?

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10. If you are a Tesla driver, did you use the Charge your non Tesla app while attempting to charge? Yes or No
11. Did you log in to your app to scan the QR code or did you just open your camera app? Yes or No
12. Is your phone connected to WIFI or have adequate cell reception? Yes or No
13. If you are inquiring about a stopped charging session, did your car run a software update during the charging session?
14. If you are inquiring about a lower charging rate than previous sessions, did you check the charging speed after 30 minutes into the session? (Often after a longer drive, the Tesla wall connector will not charge at the max rate to allow for cooling).
15. Did you attempt to charge at a different wall connector at your property? If so, were you successful?

** Also note, the wall connectors are on a load management system, sharing anywhere from 32A-48A between wall connectors in your area of the garage. If 4 cars are charging at the same time that are in the same power sharing group, then they will each receive 25% of the maximum electrical draw. Once a car is finished, even if it is plugged in, the smart system will re-allocate that power to the remaining cars that are still charging. This is likely the reason for a reduced charging speed at times.

Please email pictures and form to kendra@vanzwietenelectric.com. Please note the phone number provided on the email response is not a 24 hour tech support number.

If you saw any of the below while experiencing your error, please circle:

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

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.
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.
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.