Frequently Asked Questions about Home EV Chargers

How does an EV charger work?

In North America, the standard EV charger uses a SAE J1772 plug—also known as a J plug—which attaches to the EV's port. The standard SAE J1772 plug is compatible with all EVs and PHEVs, with the exception of Tesla vehicles. An adaptor to make the J1772 plug work with Teslas is typically included with the vehicle or available for purchase online.

Both the EVSE and iEVSE stations can be installed by plugging them into a 240v outlet or having a certified electrician hardwire the unit into a powersource. Once installed, they will be ready for use immediately.

If you've purchased an iEVSE and would like to use a network service provider to track your usage and/or connect with your local utility, that provider will need to be set up.

What is the difference between a Level 1 and Level 2 EV charger?

The biggest difference between Level 1 and Level 2 EV chargers is the speed of charge. EvoCharge's Level 2 EV chargers have a typical charge time of 3-to-8 hours—that means you get up to 32 miles of driving range per hour of charging. Level 1 chargers, which come with the vehicle, have a typical charge time of 11-to-20 hours, or only 4 miles of driving range per hour of charging. Check out this article on the difference between Level 1 and Level 2 chargers for more information.

What is the best home EV charger for me?

Both the EvoCharge EVSE and iEVSE units can be used at home, but the best fit for your family depends on how it will be used. The EVSE plugs into a 240v outlet and can be used immediately as it pulls electricity just like any other appliance without the need to connect to a network.

The iEVSE can also be plugged into a 240v outlet and has the ability to be connected to your home's WiFi. If you have selected a third-party network provider, you will need to activate the charger with them. Although it has more steps to set up, the iEVSE allows you to better control your electricity usage and can potentially qualify your home for additional utilities incentives.

What does OCPP mean?

Open Charge Point Protocol (OCPP) is an application protocol for communication between the Electric Vehicle (EV) charging station and a central management system, also known as a charging station network. The unique thing about true OCPP chargers is that you aren't locked into using a specific network. Other non-OCPP EV charging stations won't work unless you use a specific network that can communicate with that specific charger. OCPP chargers give you the freedom to choose the network you want to use and switch companies later.

What network service provider does EvoCharge use?

Because EvoCharge is a true OCPP, it can be configured for any network service provider or through your local utility. If you're looking for a recommendation, EvoCharge has agreements with EV Connect, Greenlots, and Chargie.

What is EvoCharge's warranty information?

The standard limited warranty for an EvoCharge Charging Station is 3 years and EvoReel is 2 years. EvoCharge warrants products against defects in material and workmanship under normal use and service conditions, including software and firmware.

How are EvoCharge stations installed?

Before installing, locate a 240V outlet. If you do not have a 240V outlet or want to install in a specific location where one is not available, we recommend hiring a certified electrician to install the outlet and your EVSE.

Can multiple charging stations be installed in the same location?

Yes, the EvoCharge iEVSE charging stations feature load management capabilities that control how much electrical load is applied to the circuit from the chargers, so multiple units can be installed.

Can EVs be left charging unattended?

Yes, EvoCharge charging stations are designed to stop the transfer of electricity to the vehicle when the car is completely charged. Because the transfer of electricity will automatically stop, your vehicle can stay plugged in overnight as well.

What type of plug is on the charging station?

The plug type is NEMA 6-50.

Do you have cable management options?

All models come with a cable holster to place the charger in when not in use and the cable can be looped around the holster.

If you'd like better cable management, EvoCharge offers the EvoReel, which mounts to the ceiling or wall and self-retracts when not in use, or the Cable Retractor if you want a more basic tethered cable mount.

Frequently Asked Questions About Commercial EV Chargers

How does an EV charger work?

In North America, the standard EV charger uses a SAE J1772 plug—also known as a J plug—which attaches to the EV's port. The standard SAE J1772 plug is compatible with all EVs and PHEVs, with the exception of Tesla vehicles. An adaptor to make the J1772 plug work with Teslas is typically included with the vehicle or available for purchase online.

The EVSE and iEVSE stations can be installed by plugging them into a 240v outlet with NEMA 6-50 plug type, but the iEVSE Plus is hardwired only. A certified electrician should be used when installing an electrical source, like the 240v outlet, and for hardwire installation of charging systems.

If you've purchased an iEVSE or iEVSE Plus and would like to use a network service provider and/or connect with your local utility to accept payments or restrict access, contact provider to set up.

What does OCPP mean?

Open Charge Point Protocol (OCPP) is an application protocol for communication between the Electric Vehicle (EV) charging station and a central management system, also known as a charging station network. EvoCharge charging stations can be connected to any network you prefer. Unlike other non-OCPP EV charging systems that require you to use their specific network for the unit to work, EvoCharge's OCPP stations give you the freedom to choose the network and software you want to use, and to switch companies over time if you'd like.

What network service provider does EvoCharge use?

Being a true open flexible network with OCPP, EvoCharge doesn't use any specific network service provider; you are able to connect to any network you prefer. EvoCharge does, however, have agreements with EV Connect, Greenlots and Chargie.

What is EvoCharge's warranty information?

The manufacturer limited warranty for an EvoCharge Charging Station is 3 years, while the EvoReel warranty is 2 years. The manufacturer warranty covers defects in material and workmanship under normal use and service conditions, including software and firmware.

How are EvoCharge stations installed?

EvoCharge EVSE, iEVSE and iEVSE Plus units require 208-240VAC plug, Single Phase and a dedicated 40A supply circuit. The supply circuit can be adjusted for use with 30A or 20A supply circuit. EVSE and iEVSE units can be purchased with NEMA-6-50 plug types or can be hardwired. iEVSE Plus is only available with hardwire power connection. We recommend working with a certified electrician for installation.

Can multiple charging stations be installed in the same location?

Yes, multiple charging stations can be installed in one location. With the iEVSE and iEVSE Plus charging stations, you can charge up to 20 units in a group and control the output of current to each station, which is called "local load balancing" or "local load management."

Can EVs be left charging unattended?

Yes. EvoCharge Charging Stations will automatically stop the transfer of electricity to the vehicle when the car is completely charged. Users don't have to worry about overwhelming or "overfilling" their EV battery, even when left unattended for long periods.

How does weather affect the EV charging station?

EvoCharge charging stations are rated for indoor and outdoor use and are NEMA 4 rated for temperature rating of -22℉ to 122℉ (-30℃ to 50℃).

What options do I have for mounting the charging stations?

The charging stations can be mounted to a wall or pedestal.

How do I manage unsightly cords laying on the ground?

All models come with a cable holster to place the charger in when not in use and the cable can be looped around the holster.

If you'd like better cable management, EvoCharge offers the EvoReel, which mounts to the ceiling or wall and self-retracts when not in use, or the Cable Retractor if you want a more basic tethered cable mount.

How long is the NEMA 6-50 plug cable/cord on the charging station?

The NEMA 6-50 plug is 12 inches in length. This is the maximum length allowed by electrical standards (NEC and UL) for EV Charging Stations.

What do the lights on my charger mean?

The EvoCharge base unit uses an indicator light on the front of the unit to communicate the charging status.