



| Green Lights | Yellow Light | Red Light | Auto-Retry | What it Means | What to Do |
|------------------|--------------|-----------|----------------|--|--|
| Top light on | Off | Off | Not applicable | Power on. The Wall Connector is powered and in standby but not charging the vehicle. | Not applicable. |
| Streaming lights | Off | Off | Not applicable | The Wall Connector is charging the vehicle. | Not applicable. |
| Streaming lights | 1 flash | Off | Not applicable | Charging current is reduced due to high temperature detected in the Vehicle Connector. | Make sure the connector is fully inserted into the charge inlet in the vehicle's charging port, is not covered by anything, and there is no heat source nearby. If the problem persists in normal ambient temperatures (under 38°C), contact Tesla. |
| Streaming lights | 2 flashes | Off | Not applicable | Charging current is reduced due to high temperature detected in the wall plug or on the input terminals to the Wall Connector. | If the Wall Connector is plugged into a wall outlet, make sure that it is fully inserted into the receptacle, it is not covered by anything, and there is no heat source nearby. If the Wall Connector is hard-wired, make sure it is not covered by anything, and there is no heat source nearby. If the problem persists in normal ambient temperatures (under 38°C), contact Tesla. |
| Streaming lights | 3 flashes | Off | Not applicable | Charging current is reduced due to high temperature detected inside the Wall Connector. | Make sure the Wall Connector is not covered by anything and there is no heat source nearby. If the problem persists in normal ambient temperatures (under 38°C), contact Tesla. |



Troubleshooting

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|--------------|--------------|-----------|------------------------------------|--|---|
| Off | Off | 1 flash | After 15 minutes and up to 4 times | Ground fault. Current is leaking through an unsafe path. Possible Line to ground or Neutral to ground fault. | Try again by disconnecting the Wall Connector from the vehicle and reconnecting. If the problem persists, turn OFF the circuit breaker servicing the Wall Connector, wait 10 seconds, turn the circuit breaker ON again, then try reconnecting the Wall Connector to the vehicle. If the problem persists, contact Tesla. |
| Off | Off | 2 flashes | After 1 minute and up to 4 times | No ground connection detected in the Wall Connector. | Make sure the Wall Connector is properly grounded. If uncertain, consult your electrician to ensure proper grounding at your circuit breaker or power distribution box and that appropriate connections are made to the Wall Connector. |
| Off | Off | 3 flashes | No | Input miswired: possibly Line and Neutral are swapped. | The wiring between the wall power and the Wall Connector has been incorrectly installed. Consult your electrician. |
| Off | Off | 4 flashes | After 1 minute and up to 4 times | Over or under voltage protection. | Consult your electrician to ensure appropriate voltage on the circuit breaker that services the Wall Connector. |



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| Off | Off | 5 flashes | After 1 minute retry (no limit on retries) | Over current protection. | Reduce the vehicle's charge current setting. If the problem persists and the attached vehicle is manufactured by Tesla, contact Tesla. If the problem persists and if the attached vehicle is not manufactured by Tesla, contact the original manufacturer. |
| Off | Off | 6 flashes | After 1 minute retry (no limit on retries) | A communication error occurred between the Wall Connector and the vehicle. | If possible, plug the vehicle into another Wall Connector or a Mobile Connector to determine if the vehicle is able to communicate with other charging equipment. Then contact Tesla Service. |
| Top light on | Off | 1 flash | No | Over temperature protection (latch-off) | Make sure the Wall Connector, vehicle connectors, and wall plug (if used) are not covered by anything and there is no heat source nearby. If the problem persists in normal ambient temperatures (under 38°C), contact Tesla. |
| Top light on | Off | 2 flashes | No | Non-Tesla vehicle attempting connection to non-compatible input distribution. | Compatible input distributions are: single-phase distribution or 400V, three-phase distribution. |
| Top light on | Off | 3 flashes | No | Incorrect rotary switch setting. | Consult your electrician. |



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| Top light on | Off | 4 flashes | Not Applicable | Circuit Breaker Sharing Network: More than one Wall Connector is set to Master. | Only one Wall Connector can be set to a master configuration. All other linked Wall Connectors must be set to slave (position F). Set one of the Wall Connectors to Slave. |
| Top light on | Off | 5 flashes | Not Applicable | Circuit Breaker Sharing Network: More than three Wall Connectors are set to Slave. | Move one or more Wall Connectors to a different circuit and disconnect it from this Circuit Breaker Sharing Network. |
| Top light on | Off | 6 flashes | Not Applicable | Circuit Breaker Sharing Network: The networked Wall Connectors have different maximum current capabilities. | Contact Tesla. |
| Off | Off | Solid red | No | Wall Connector hardware failure. Possible failures include the following: <ul style="list-style-type: none">• Contactor failed• Self test failed in CCID circuitry• Other possible hardware failures might be MCU, 3V3output, or the thermal sensor. | Contact Tesla. |

Reset

If a fault causes a RED error light to illuminate or flash and the fault condition is corrected, you use RESET the Wall Connector to resume normal operation. There are two ways to REST the Wall Connector:

- Press the RESET button for two to three seconds until the top lights changes from RED to GREEN. This clears the fault message but does not reboot the Wall Connector.
- In a rare situation, you might need to force the Wall Connector to reboot without recycling the input power. Hold the RESET button for five seconds. When the top light changes from RED to GREEN, release the RESET button. The top light should continue to illuminate GREEN. If the light returns to flashing RED, the fault state has not been corrected.



Questions?

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