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Save These Important Safety Instructions

This document contains important instructions and warnings that must be followed when using your Mobile Connector.



Warnings

-  Warning: Read this entire document before using the Mobile Connector. Failure to do so or to follow any of the instructions or warnings in this document can result in fire, electrical shock, serious injury or death.
-  Warning: Use the Mobile Connector only within the specified operating parameters.
-  Warning: The Mobile Connector is designed only for charging a Tesla vehicle (excluding Tesla Roadster). Do not use it for any other purpose or with any other vehicle or object. The Mobile Connector is intended only for vehicles that do not require ventilation during charging.
-  Warning: Do not use or stop using the Mobile Connector if it is defective, appears cracked, frayed, broken or otherwise damaged, or fails to operate.
-  Warning: Do not attempt to open, disassemble, repair, tamper with, or modify the Mobile Connector. The Mobile Connector is not user serviceable. Contact Tesla for any repairs.
-  Warning: Do not use an extension cord, power strip, multi-outlet adapter, multi-plugs or conversion plugs to plug in the Mobile Connector.
-  Warning: Do not disconnect the Mobile Connector from the wall outlet while the vehicle is charging.
-  Warning: Do not use private power generators as a power source for charging.
-  Warning: Do not plug the Mobile Connector into a damaged, loose or worn power outlet. Ensure the Mobile Connector's wall plug's prongs fit snugly into the outlet.
-  Warning: Do not connect the Mobile Connector into a power outlet that is not properly grounded.
-  Warning: The Mobile Connector contains components, such as switches and relays, that can produce arcs or sparks. Do not expose the Mobile Connector to flammable or harsh chemicals or vapors. Do not use or store the Mobile Connector in a recessed area or below floor level and when used in an inside location such as a garage, locate the Mobile Connector's main body at least 18 inches (46 cm) above the floor.
-  Warning: Do not use the Mobile Connector when either you, the vehicle or the Mobile Connector is exposed to severe rain, snow, electrical storm or other inclement weather.
-  Warning: When transporting the Mobile Connector, handle with care and do not subject it to strong force or impact or pull, twist, tangle, drag or step on the Mobile Connector to protect from damage to it or any components.
-  Warning: Protect the Mobile Connector from moisture, water and foreign objects at all times. If any exist or appear to have damaged or corroded the Mobile Connector, do not use the Mobile Connector.
-  Warning: Do not touch the Mobile Connector's end terminals with sharp metallic objects, such as wire, tools or needles.
-  Warning: If rain falls during charging, do not allow rainwater to run along the length of cable and wet the electrical outlet or charging port.
-  Warning: If the electrical outlet is submerged in water or covered in snow, do not insert the Mobile Connector's plug. If, in this situation, the Mobile Connector's plug is already plugged in and needs to be unplugged, turn off the breaker before unplugging the Mobile Connector.



-  Warning: Do not forcefully fold any part of the Mobile Connector or damage it with sharp objects.
-  Warning: Do not insert foreign objects into any part of the Mobile Connector.
-  Warning: Do not charge a vehicle that is covered with a non-Tesla approved car cover.
-  Warning: Ensure that the Mobile Connector's charging cable does not obstruct pedestrians or other vehicles or objects.
-  Warning: Use of the Mobile Connector may affect or impair the operation of any medical or implantable electronic devices, such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. Check with the electronic device manufacturer concerning the effects that charging may have on such electronic device before using the Mobile Connector.
-  Warning: Do not attempt to use one of the Mobile Connector's adapters in any type of outlet for which it was not originally designed.
-  Warning: Do not use cleaning solvents to clean the Mobile Connector.

Cautions

-  Caution: Do not operate the Mobile Connector in temperatures outside its operating range of -30°C to +50°C.
-  Caution: Store the Mobile Connector in a clean dry place in temperatures between -40°C and +85°C.



Specifications

Use only a properly grounded outlet.

Note: When using the 10 A adapter, the maximum charging current that can be delivered to your Tesla vehicle is 8A. Your Tesla vehicle can be set to charge at a minimum of 5A.

Use of a dedicated receptacle with a single socket is recommended. If the receptacle has two sockets, do not plug any other items into the other socket.

The Mobile Connector is 6 metres in length. Use an existing outlet or install a new outlet within approximately 4 metres of the vehicle's charge port. The charge port is located in the rear tail light on the passenger side of the vehicle.

Do not use an extension cord, a multi-outlet adapter, a multi-plug, a conversion plug, or a power strip.

Charging Time

Charging times vary based on the voltage and current available from the power outlet, subject to various conditions. Charge time also depends on ambient temperature and the vehicle's Battery temperature. If the Battery is not within the optimal temperature range for charging, the vehicle will heat or cool the Battery before charging begins.

For the most up-to-date information on how long it takes to charge your Tesla vehicle, go to www.teslamotors.com/en_AU/.

Adapters

The Mobile Connector has several adapters that allow it to be plugged in to most power outlets in your region. The specific adapters included with your Mobile Connector depends on your market region.



Additional adapters are available for purchase. For details, go to www.teslamotors.com/en_AU/.

Note: Illustrations in this document are for demonstration purposes only.



Plugging In

Note: Always inspect the Mobile Connector for damage prior to each use.

1. Ensure that the Mobile Connector's adapter matches the outlet you want to use. For instructions on how to change the adapter, see [Changing the Adapter](#).
2. Plug the Mobile Connector's into the power outlet. Do not hang the weight of the adapter on the wall plug. The adapter should be flush against the wall plug.
3. With your key nearby, press the button on the top of the Mobile Connector. The charge port door opens.

Note: You can also open the charge port door using any of these methods:

- Touch Controls > Charge Port on the touchscreen.
- Touch the battery icon at the top of the touchscreen to display the Charging screen, then touch Open Charge Port.
- Hold down the rear trunk button on the key for 1-2 seconds.



4. Plug in your Tesla vehicle.



5. When you plug the Mobile Connector into your vehicle, a light around the charge port pulses green during charging and the instrument panel displays charging information.



Unplugging

When charging is complete, the light around the charge port stops pulsing and the light is solid green.

1. Press and hold the button on the Mobile Connector, wait for the latch to retract, then pull the Mobile Connector out of the charge port.

Note: Instead of holding the button on the Mobile Connector, you can display the charging screen on the touchscreen (touch the battery icon at the top of the touchscreen), and then touch Stop Charging.

Note: When the latch in the Model S charge port retracts, the Mobile Connector stops supplying power and you can safely unplug it from the car. After the EV handle is unplugged from the car, you can unplug the Mobile Connector from the wall outlet. In addition, the Mobile Connector is designed to stop supplying power in situations where excessive strain has been applied to the charging cable.

2. Push the charge port door closed.
3. Unplug the Mobile Connector from the power outlet and store it in an appropriate location.



Removing the Adapter

To remove an adapter, push the button on the Mobile Connector's charge cable and pull the adapter from its socket.



Attaching the Adapter

To attach an adapter, line up the adapter with the Mobile Connector's charge cable and push until it snaps into place.





Status Lights and Reset Button

Under normal conditions when charging is in progress, the Mobile Connector's green lights flow continuously and the red light is off. Identify problems by paying attention to these lights when plugging in.

In some cases, you may need to press the RESET button located on the back.





Resolving Faults

Green Lights	Red Light	What it means	What to do
All lights flowing	Off	Charging is in progress.	Nothing. The Mobile Connector is successfully charging.
Top light on	Off	Power on. Mobile Connector is powered, but not charging.	Make sure the Mobile Connector is plugged into the vehicle.
Off	1 flash	Ground fault. Electrical current is leaking through a potentially unsafe path.	This should automatically reset in 15 minutes. If not, ensure no one is touching or inside the vehicle, then press the RESET button.
Off	2 flashes	Self check failed.	Unplug the Mobile Connector from the vehicle and press the RESET button. Plug the Mobile Connector back into the vehicle. If the error persists, unplug the Mobile Connector from both the vehicle and the power outlet, then plug it back in. When plugging back in, always plug it into the outlet first.
Off	3 flashes	Contacter failed	Unplug the Mobile Connector from the vehicle and wait 10 seconds. If the error persists, contact Tesla.
Off	4 flashes	The ground assurance monitoring circuit has detected loss of ground	Make sure the power outlet is properly grounded. If uncertain, ask your electrician.
Off	5 flashes	Sense circuit fault	Make sure the Mobile Connector's adapter is attached properly.
Off	6 flashes	Thermal fault	Consider charging in a cooler area, such as indoors or in the shade.
Off	More than 6 flashes	The Mobile Connector may need repair.	Contact Tesla Service.
Off	Off	Power lost	Unplug the Mobile Connector and check that the power outlet has power.

Questions?

Contact Charging_AU@teslamotors.com.