



GEN 2 MOBILE CONNECTOR OWNER'S MANUAL

HONG KONG

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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 the Mobile Connector's adapters in any outlet for which they are not designed.
-  **Warning:** Do not use (or discontinue 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, a multi-outlet adapter, a multi-plug, a conversion plug, or a power strip to plug in the Mobile Connector.
-  **Warning:** Do not disconnect the Mobile Connector from the wall outlet when the vehicle is charging.
-  **Warning:** Do not plug the Mobile Connector into a damaged, loose or worn power outlet. Ensure that the prongs on the Mobile Connector fit snugly into the wall outlet.
-  **Warning:** Do not connect the Mobile Connector into a power outlet that is not properly grounded.
-  **Warning:** 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. When using the Mobile Connector in an inside location such as a garage, position the Mobile Connector's main controller at least 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 to prevent damage to any of its components. Do not subject the Mobile Connector to strong force or impact. Do not pull, twist, tangle, drag or step on the Mobile Connector or any of its components.
-  **Warning:** Protect the Mobile Connector from moisture, water and foreign objects at all times. If any exist or appear to have corroded or damaged the Mobile Connector, do not use the Mobile Connector.
-  **Warning:** If rain falls during charging, do not allow rain water to run along the length of charge cable, causing the electrical outlet or charging port to become wet.
-  **Warning:** Do not plug the Mobile Connector into an electrical outlet that is submerged in water or covered in snow. If, in this situation, the Mobile Connector is already plugged in and needs to be unplugged, turn off the breaker before unplugging the Mobile Connector.



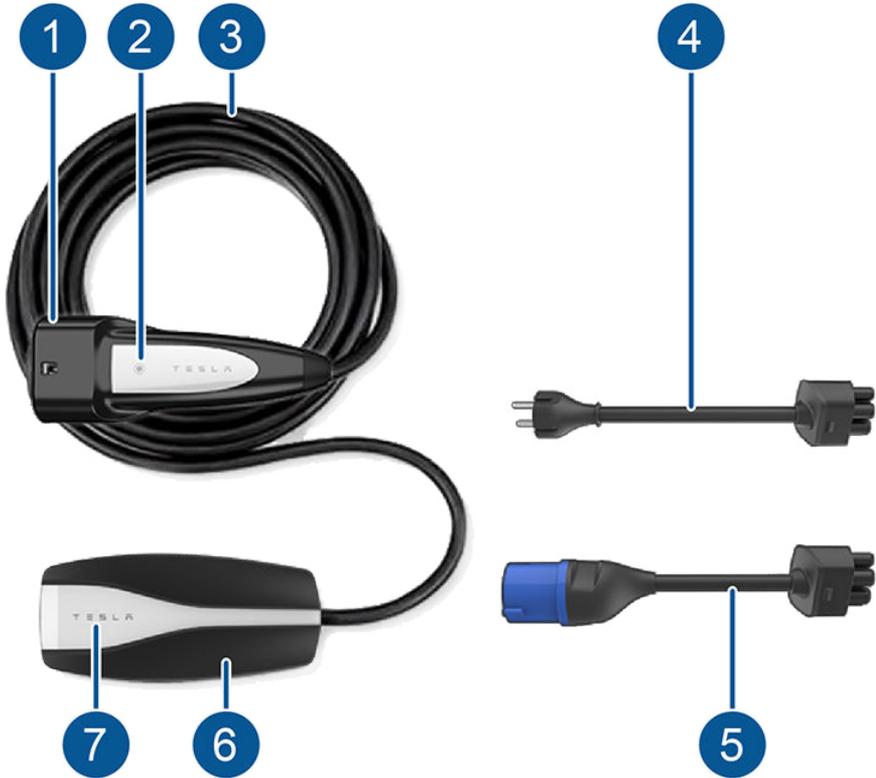
- ⚠ Warning:** Do not touch the Mobile Connector's end terminals with sharp metallic objects, such as wire, tools or needles. Do not forcefully fold any part of the Mobile Connector or damage it with sharp objects. Do not insert foreign objects into any part of the Mobile Connector.
- ⚠ Warning:** Do 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 medical or implantable electronic devices, such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. Before using the Mobile Connector, check with the electronic device manufacturer concerning the effects that charging may have on any such electronic device.
- ⚠ Warning:** Do not use cleaning solvents to clean the Mobile Connector.

Cautions

- ⚠ Caution:** Do not use private power generators as a power source for charging.
- ⚠ 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.



Mobile Connector Component Overview



1. Handle
2. Button on handle
3. Cable
4. Schuko adapter
5. 3-pin IEC 60309 adapter (blue)
6. Mobile Connector controller
7. Status lights

Specifications

Use only a 230 volt (single-phase) or a 230/400 volt (three-phase) AC supply, 50 hertz wall outlet that has a dedicated and properly grounded circuit. The minimum single-phase current is 16A.

If possible, use a dedicated receptacle with a single socket. If the receptacle has two sockets, do not plug any other items into the other socket.



The Mobile Connector is 6 meters long. Use an existing outlet or install a new outlet within approximately 4 meters of the vehicle's charge port and at least 45 cm above the ground. The charge port is located on the left side of the vehicle, behind a door that is near the rear tail light assembly.

⚠ Warning: Do not use an extension cord, a multi-outlet adapter, a multi-plug, a conversion plug, or a power strip to plug in the Mobile Connector.

Specifications Reference

| Description | Specifications |
|--|---|
| Voltage | 100-240 volt AC single-phase |
| Maximum Current | 32A maximum; controlled by the appropriate adapter |
| Grid Frequency | 50 or 60 Hz |
| Cable Length | 20 ft (6 m) with adapter installed |
| Mobile Connector Controller Dimensions | Height: 7.1 in (179.8 mm) Width: 3.2 in (81.7 mm) Depth: 1.9 in (47.3 mm) |
| Weight | 5.2 lbs (2.4 kg) |
| Operating Temperature | -22°F to +122°F (-30°C to +50°C) |
| Enclosure Type | IP 55 (indoor and outdoor use) |
| Ventilation | Not Required |

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 heats or cools the Battery before or during charging.

To estimate the total time it takes to recharge the Battery in hours (from near zero percent to near one hundred percent), divide the battery size (kWh) by power (kW). Different adapters provide different current and power outputs.

While you are charging your vehicle, you can also touch the **Charging** icon to review the charging status information; it displays the time remaining until fully charged at the currently selected charge level.

For more information on how long it takes to charge your Tesla vehicle, go to www.tesla.com/en_HK.

Charging Rate Reference

| Adapter | Current | Power at 230 Volts |
|---------|---------|--------------------|
| Schuko | 13A | 2.9 kW |



| Adapter | Current | Power at 230 Volts |
|----------|---------|--------------------|
| Italy | 13A | 2.9 kW |
| Swiss | 10A | 2.2 kW |
| UK | 10A | 2.2 kW |
| AU 10 | 8A | 1.8 kW |
| AU 15 | 12A | 2.6 kW |
| 16A Blue | 16A | 3.5 kW |
| 32A Blue | 32A | 7 kW |



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 depend on your market region.

The following is an example of available adapters:

Schuko:



3-pin IEC 60309 (blue):



Additional adapters may be available for purchase. For details, go to: www.tesla.com/en_HK.

Removing the Adapter

To remove an adapter, firmly grasp the adapter and pull it from its socket.





Attaching the Adapter

To attach an adapter, line up the adapter with the controller of the Mobile Connector and push it into the socket until it snaps into place.

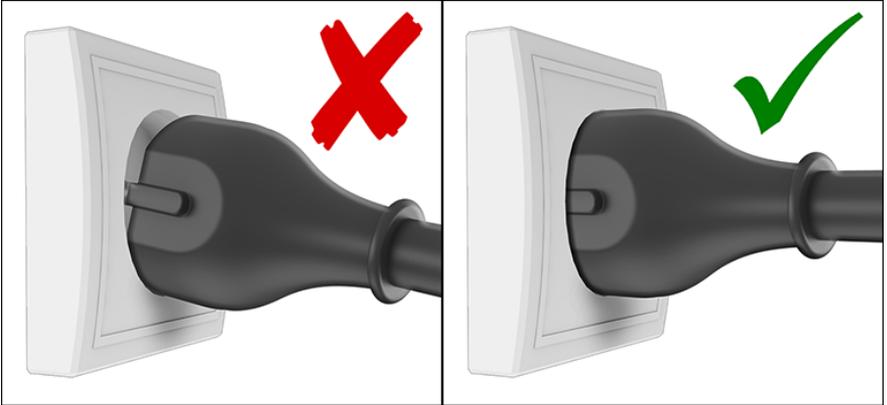
Note: The Mobile Connector automatically detects the attached adapter and sets the appropriate current draw.





Plugging In

- ⚠ Caution:** Always inspect the Mobile Connector and adapter for damage prior to each use.
1. Ensure that the Mobile Connector's adapter matches the outlet you want to use.
 2. Plug the Mobile Connector's adapter into the power outlet. The adapter should be inserted completely into the power outlet.



3. With your vehicle unlocked, press the button on the top of the Mobile Connector handle. The charge port door opens.



Note: Your vehicle is unlocked when the key is nearby and automatic unlocking is enabled. You can also open the charge port door using any of these methods:

- On the touchscreen, use the app launcher to open the Charging app then touch **OPEN CHARGE PORT**.
- Press the charge port door when the vehicle is unlocked or a recognized key is nearby.
- **Model S, Model X:** Hold down the rear trunk button on the key fob for 1-2 seconds.
- **Model 3:** On the car status on the touchscreen, touch the charging icon.
- **Model 3:** On the "Cards" area on the touchscreen, touch the charging icon, then press **OPEN CHARGE PORT**.



4. Plug the Mobile Connector handle into your vehicle's charge port.
5. When you plug the Mobile Connector into your vehicle, the charge port indicator light pulses green during charging, and the vehicle displays charging information. The display turns off after you close all doors, and the charge port indicator light stops pulsing shortly after you lock the vehicle.

Unplugging

When charging is complete, the light stops pulsing and turns solid green.

1. With the vehicle unlocked, press and hold the button on the Mobile Connector handle, wait for the charge port indicator light to turn white, and then pull the Mobile Connector out of the charge port.

Note: To prevent unauthorized unplugging of the charge cable, the vehicle must be unlocked or able to recognize a key nearby before you can disconnect the charge cable.

Note: When the latch in the charge port retracts, the Mobile Connector stops supplying power and you can safely unplug it from the vehicle.

2. The charge port door automatically closes after you remove the charge cable.

Note: If your vehicle is not equipped with a motorized charge port door, you may need to push the charge port door closed.

Tesla recommends leaving the Mobile Connector plugged into the wall outlet to reduce wear and tear from day-to-day use. If you do not plan to use the Mobile Connector for a while (such as when you leave for vacation), unplug it, and store it in an appropriate location.

For More Information

For more detailed information on how to charge your vehicle (adjust charge settings, view charging status, etc.), refer to the charging section in the vehicle Owner's Manual.



Status Lights

Under normal conditions, when charging is in progress, the Tesla logo lights illuminate sequentially, and the red light is off. Identify problems by paying attention to these lights.



In some cases, you may need to reset the device by unplugging the Mobile Connector from the vehicle or from the power outlet.

| Green Lights | Red Light | What it means | What to do |
|---------------------|-----------|--|--|
| All on for 1 second | Off | Start-up sequence. | Nothing. The Mobile Connector is starting up. |
| All on | Off | Power on. Mobile Connector is powered and standing by, but not charging. | Make sure the Mobile Connector is plugged into the vehicle. |
| Streaming | Off | Charging is in progress. | Nothing. The Mobile Connector is successfully charging. |
| Streaming | 1 flash | Charging current is reduced due to high temperature detected in the vehicle connector. | Unplug the Mobile Connector from the vehicle, and then plug it back in. Consider charging in a cooler area, such as indoors or in the shade. If the error persists, contact Tesla. |
| Streaming | 2 flashes | Charging current is reduced due to high temperature detected in the input plug that connects to the Mobile Connector controller. | Unplug the Mobile Connector from both the vehicle and the wall. Ensure that the adapter is fully inserted, plug the Mobile Connector into the wall, and then plug it into the vehicle. If the error persists, contact Tesla. |



| Green Lights | Red Light | What it means | What to do |
|--------------|-----------|--|--|
| Streaming | 3 flashes | Charging current is reduced due to high temperature detected in the Mobile Connector controller. | Unplug the Mobile Connector from the vehicle, and then plug it back in. Consider charging in a cooler area, such as indoors or in the shade. If the error persists, contact Tesla. |
| Streaming | 4 flashes | Charging current is reduced due to high temperature detected in the wall plug. | Make sure the power outlet is suitable for charging and that the plug is seated correctly. Consider connecting to a different outlet. If uncertain, ask your electrician. |
| Streaming | 5 flashes | Charging current is reduced due to a detected fault in the adapter. | Make sure the Mobile Connector's adapter is attached properly. |
| Off | 1 flash | Ground fault. Electrical current is leaking through a potentially unsafe path. | Unplug the Mobile Connector from the vehicle and then plug it back in. Try a different outlet. If the error persists, contact Tesla. |
| Off | 2 flashes | Ground loss. The Mobile Connector detects a loss of ground. | Make sure the power outlet is properly grounded. Consider connecting to a different outlet. If uncertain, ask your electrician. |
| Off | 3 flashes | Relay/contactor fault. | Unplug the Mobile Connector from the vehicle and then plug it back in. Try a different outlet. If the error persists, contact Tesla.. |
| Off | 4 flashes | Over- or under-voltage protection. | Make sure the power outlet is suitable for charging and that the plug is seated correctly. Consider connecting to a different outlet. If uncertain, ask your electrician. |
| Off | 5 flashes | Adapter fault. | Make sure the Mobile Connector's adapter is attached properly. |
| Off | 6 flashes | Pilot fault. The pilot level is incorrect. | Unplug the Mobile Connector from the vehicle and then plug it back in. Try a different outlet. If the error persists, contact Tesla.. |
| Off | 7 flashes | Software error or mismatch. | Update the vehicle's software, if available. If an update is not available, contact Tesla. |



| Green Lights | Red Light | What it means | What to do |
|--------------|-----------|---|---|
| Off | On | Self check failed. | Unplug the Mobile Connector from the vehicle then plug it back in. If the error persists, unplug the Mobile Connector from both the vehicle and the power outlet, then plug it back in. |
| All on | 1 flash | Thermal fault. | Consider charging in a cooler area, such as indoors or in the shade. If the error persists, contact Tesla. |
| All on | 5 flashes | Adapter fault. Charging current is limited to 8A. | Unplug the Mobile Connector from the vehicle. 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. |
| Off | Off | Power lost. | Unplug the Mobile Connector and check that the power outlet has power. |

Questions?

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