

Tera W01_US

Tera EV Charger Level 2 J1772 User Manual

Model: W01_US | Brand: Tera

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Tera Level 2 EV Charger. Designed for efficiency and compatibility, this charger offers fast and reliable charging for a wide range of electric vehicles.

Key Features:

- **ETL Certified:** Ensures high safety standards, equivalent to UL certification for North America.
- **Universal Compatibility:** Fully compatible with all Tesla models and SAE J1772 electric vehicles. An extra J1772 to Tesla adapter is included.
- **9X Faster Charging:** Delivers up to 48A output, providing rapid charging speeds of up to 46 miles per hour.
- **Flexible Charging Control:** Features both manual touch screen controls and a dedicated mobile application for setting charging schedules and adjusting current.
- **Extended Cable Length:** Equipped with a UL Listed 25-foot cable for convenient charging in various locations.
- **Durable Design:** IP65 rated for water and dust resistance, ensuring reliable performance in extreme temperatures (-22°F to 122°F).



Image: The Tera Level 2 EV Charger unit, showcasing its sleek design, the NEMA 14-50 plug, and the included J1772 to Tesla adapter.

2. PACKAGE CONTENTS

Verify that all items listed below are included in your package. If any items are missing or damaged, please contact customer support.

- EV Charger (x1)
- J1772 to Tesla Adapter (x1)
- Mounting Plate (x1)
- Mounting Screws Set (x1)
- User Manual (x1)
- Cable Holder for Tesla (x1)

Package Includes

1



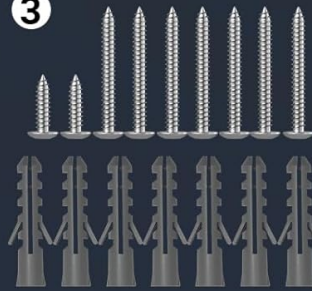
User Manual

2



Mounting Plate

3



Screws Set

4



Tools

5



J1772 to
Tesla Adapter with Lock

6



Cable Holder for Tesla



Image: A visual representation of all components included in the Tera EV Charger package, including the charger unit, adapter, mounting hardware, and user manual.

3. SETUP & INSTALLATION

Follow these steps for proper installation of your Tera EV Charger. It is recommended to have a qualified electrician install the dedicated 240V NEMA 14-50 outlet if one is not already present.

Mounting Instructions:

1. **Unscrew:** Use the provided tool to unscrew the mounting plate from the back of the charger unit.
2. **Screw to the Wall:** Position the mounting plate on your desired wall location. Mark the drill points and secure the plate using the provided screws and anchors. Ensure the plate is level and firmly attached.
3. **Place to the Plate:** Carefully align the charger unit with the mounted plate and slide it into place.
4. **Assemble Anti-theft Screw:** Secure the charger to the mounting plate using the anti-theft screw.
5. **Finish:** Ensure the charger is securely mounted and all connections are tight.



Image: A visual guide illustrating the five steps for mounting the Tera EV Charger to a wall, from unscrewing the plate to final assembly.

Electrical Connection:

The Tera EV Charger connects to a standard NEMA 14-50 outlet. Ensure your electrical circuit is rated appropriately for the charger's maximum output (e.g., a 60A breaker for 48A charging). Plug the charger's NEMA 14-50 plug into the dedicated outlet.

4. OPERATION

The Tera EV Charger offers flexible control options via its integrated touch screen and a dedicated mobile application.

Initial Configuration (Important):

Before plugging the charger into your car, you MUST configure the desired charging current and schedule (if applicable) using either the manual touch screen or the mobile app. Plugging it in first will activate plug-and-play mode, which may not be optimal for your vehicle or electricity plan.

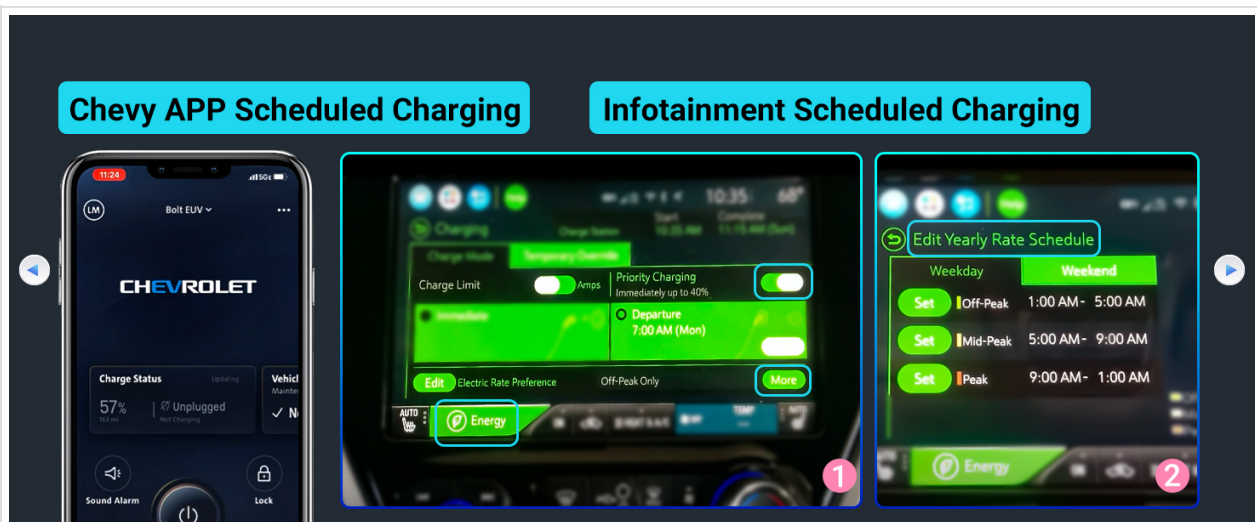


Image: An instructional graphic emphasizing the importance of configuring charging current and schedule via the unit's touch screen or app BEFORE connecting to the vehicle.

Manual Touch Screen Control:

The charger features a touch screen display for direct control over charging parameters.

- **Adjust Current:** Select from available current settings (e.g., 24A, 32A, 40A, 48A) to match your vehicle's capacity or your electrical setup.
- **Schedule Charging:** Set a charging duration from 1 to 12 hours.

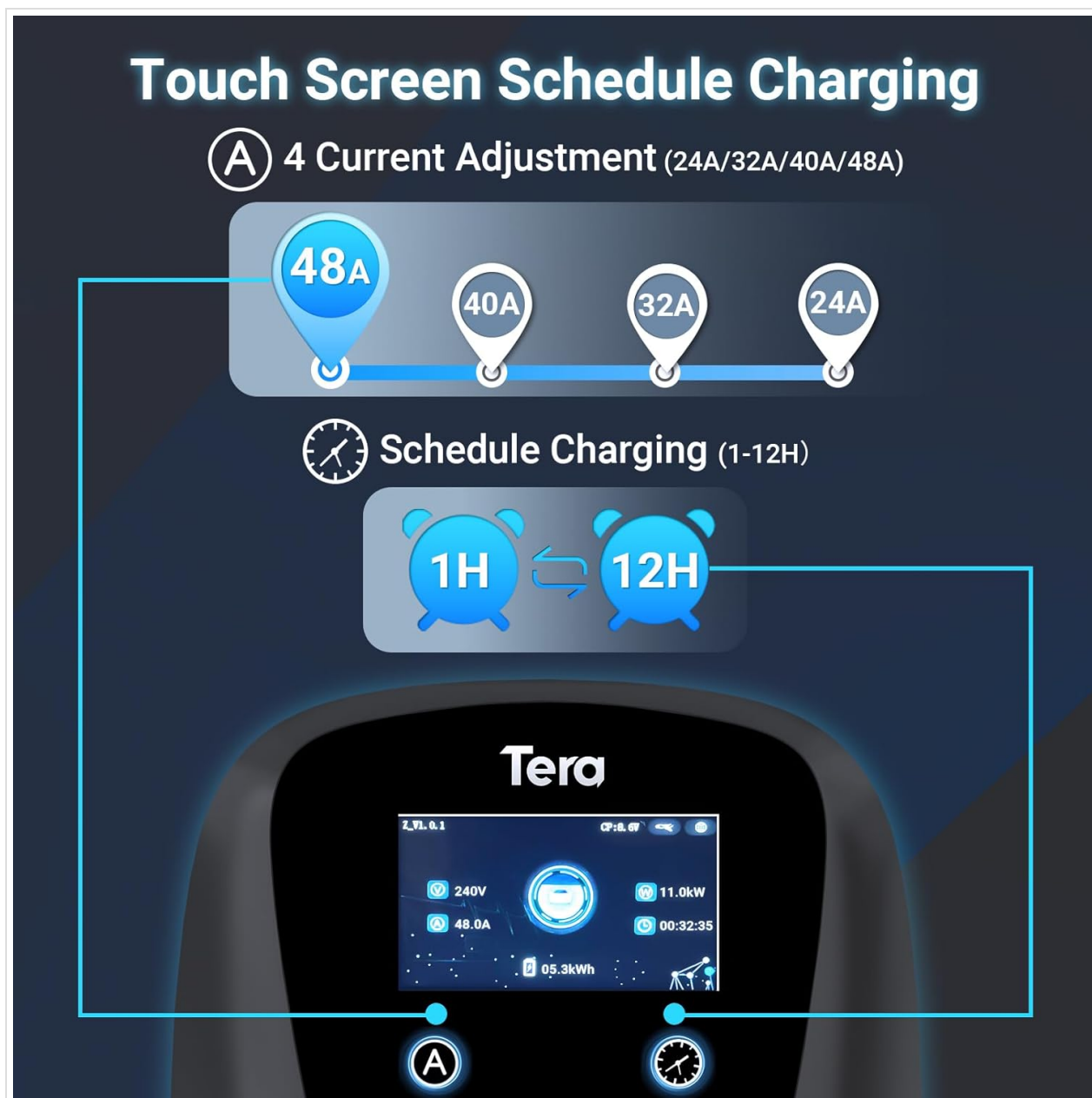


Image: A close-up of the charger's touch screen interface, demonstrating options for adjusting current (24A, 32A, 40A, 48A) and setting charging schedules (1-12 hours).

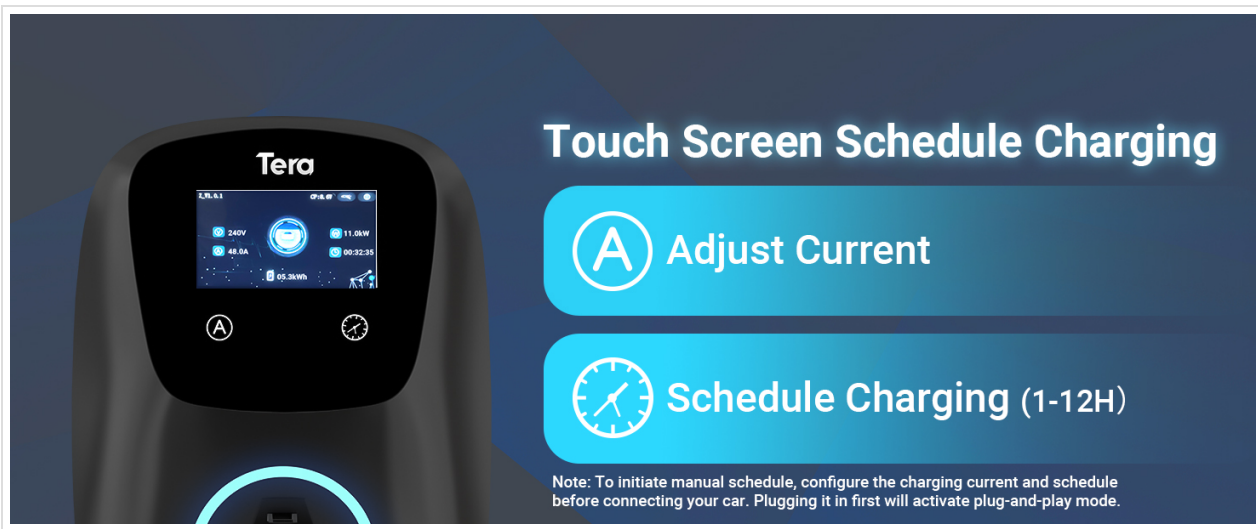


Image: Another view of the touch screen, highlighting the "Adjust Current" and "Schedule Charging" buttons for direct control.

Mobile Application Control:

For enhanced convenience, download the dedicated mobile application to manage your charging sessions remotely.

- **Start/Stop Charging:** Initiate or terminate charging remotely.
- **Remote Charging:** Control charging from anywhere.
- **Adjustable Current:** Modify the charging current.
- **Schedule Charging:** Set precise charging schedules to optimize for off-peak electricity rates.
- **Monitor Charging:** View real-time charging status and energy consumption.



Image: A smartphone displaying the Tera EV Charger app, showing options for scheduling, remote control, current adjustment, and monitoring.

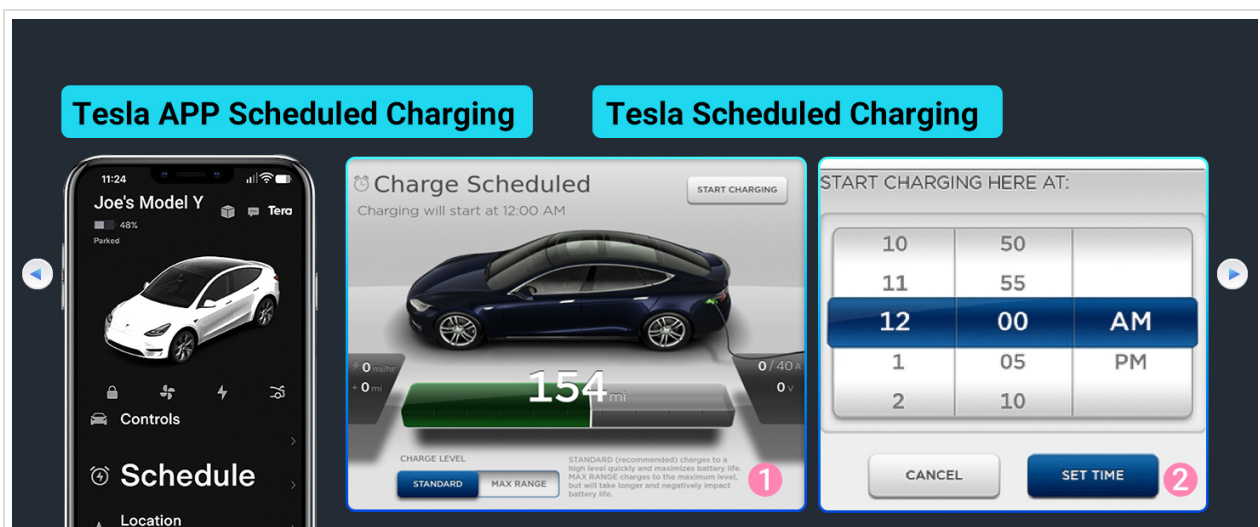


Image: A graphic illustrating how to use the app to schedule charging during off-peak hours to save on electricity costs. The Tera charger is designed to work seamlessly with your vehicle's native scheduling features. Examples for various car brands are shown below:

Image: Examples of Tesla's in-app and in-car scheduled charging interfaces, demonstrating compatibility.

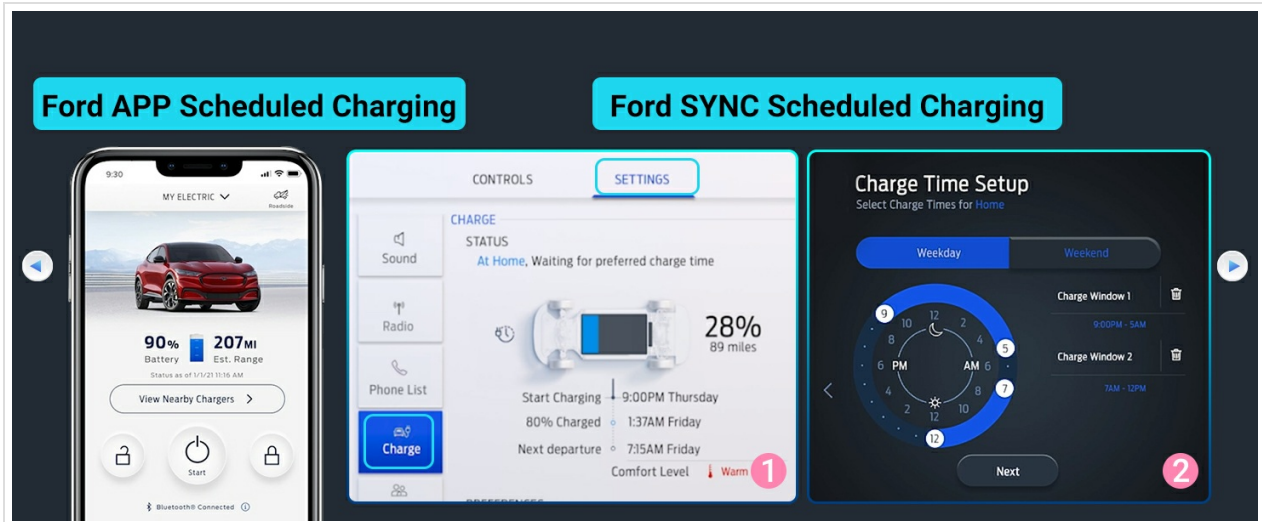


Image: Examples of Chevrolet's in-app and infotainment system scheduled charging interfaces.

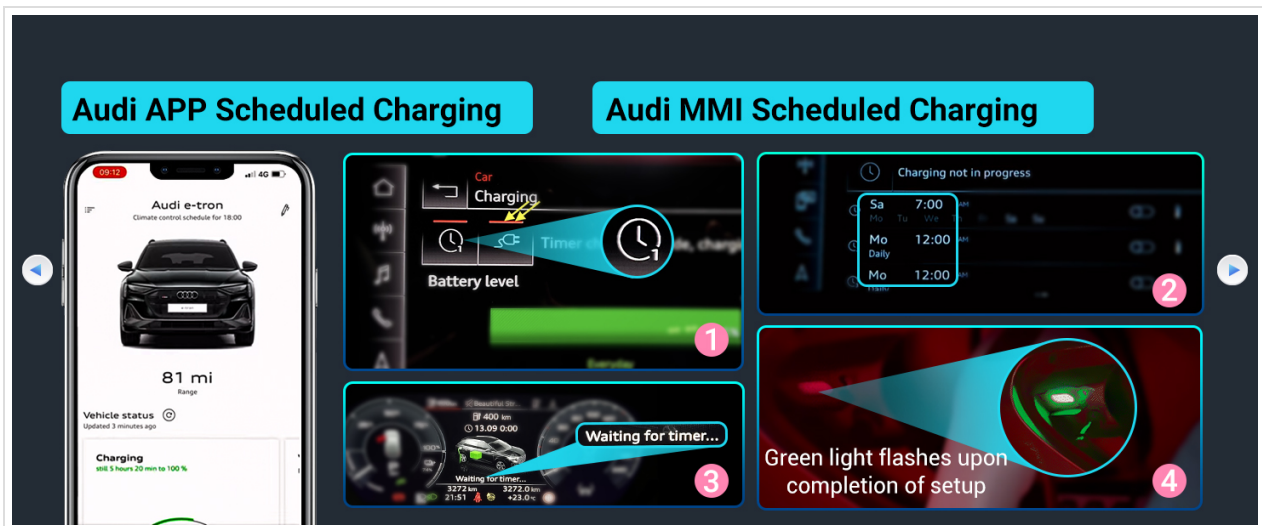


Image: Examples of Ford's in-app and SYNC system scheduled charging interfaces.

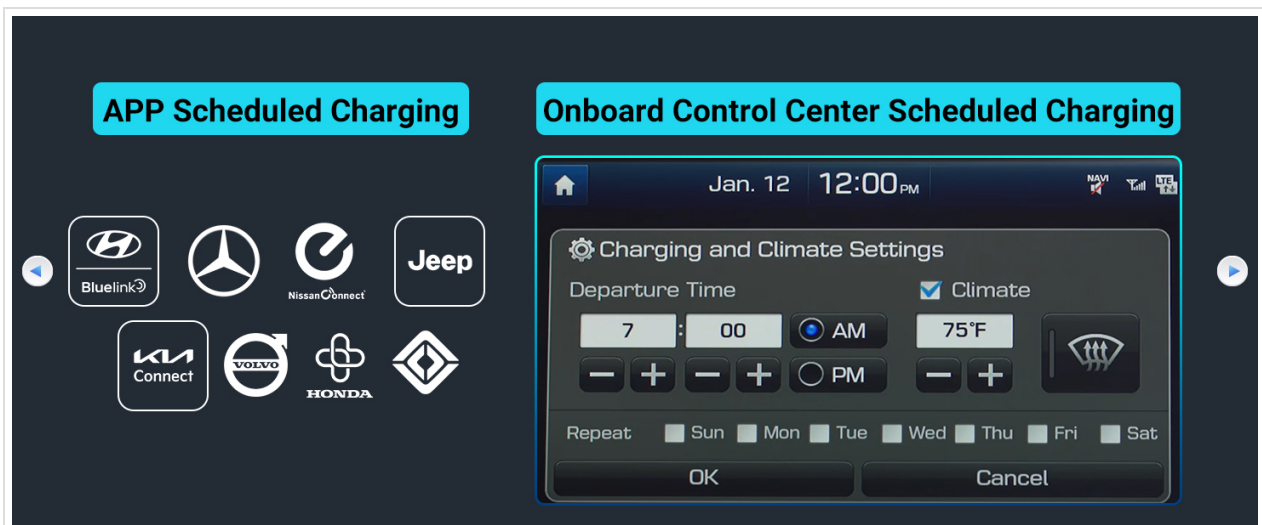


Image: Examples of Audi's in-app and MMI system scheduled charging interfaces.



Image: A compilation of various EV brands (Hyundai, Nissan, Jeep, Kia, Volvo, Honda, Rivian) showing their app and onboard control center scheduled charging options.

5. SAFETY FEATURES

The Tera EV Charger is equipped with multiple safety protections to ensure secure and reliable operation:

- **Overvoltage Protection:** Safeguards against excessive voltage.
- **Undervoltage Protection:** Protects against insufficient voltage.
- **Overload Protection:** Prevents damage from drawing too much current.
- **Overtemperature Protection:** Shuts down if internal temperatures become too high.
- **Ground Protection:** Ensures proper grounding to prevent electrical hazards.
- **Earth Leakage Protection:** Detects and prevents current leakage to ground.
- **Short Circuit Protection:** Protects against short circuits.

SAFE & RELIABLE

-  | Overvoltage Protection
-  | Undervoltage Protection
-  | Overload Protection
-  | Overtemperature Protection
-  | Ground Protection
-  | Earth Leakage Protection
-  | Short Circuit Protection



FCC Certified



ETL Certified



TÜV Certified



CE Certified



Image: A visual summary of the charger's safety protections and its certifications, including FCC, ETL, TÜV SUD, and CE.

6. MAINTENANCE & CARE

The Tera EV Charger is designed for durability and minimal maintenance, thanks to its robust construction and IP65 rating.

- **IP65 Rating:** The charger is protected against dust ingress and low-pressure water jets from any direction, making it suitable for outdoor use.
- **Temperature Range:** Operates reliably in extreme temperatures, from -22°F (-30°C) to 122°F (50°C).
- **Cleaning:** Periodically wipe the unit with a soft, damp cloth to remove dust and dirt. Do not use harsh chemicals or abrasive cleaners.
- **Cable Inspection:** Regularly inspect the charging cable and connector for any signs of wear, damage, or fraying. If damage is observed, discontinue use and contact customer support.



Image: A graphic highlighting the IP65 waterproof and dustproof capabilities of the Tera EV Charger, showing it in a rainy environment.

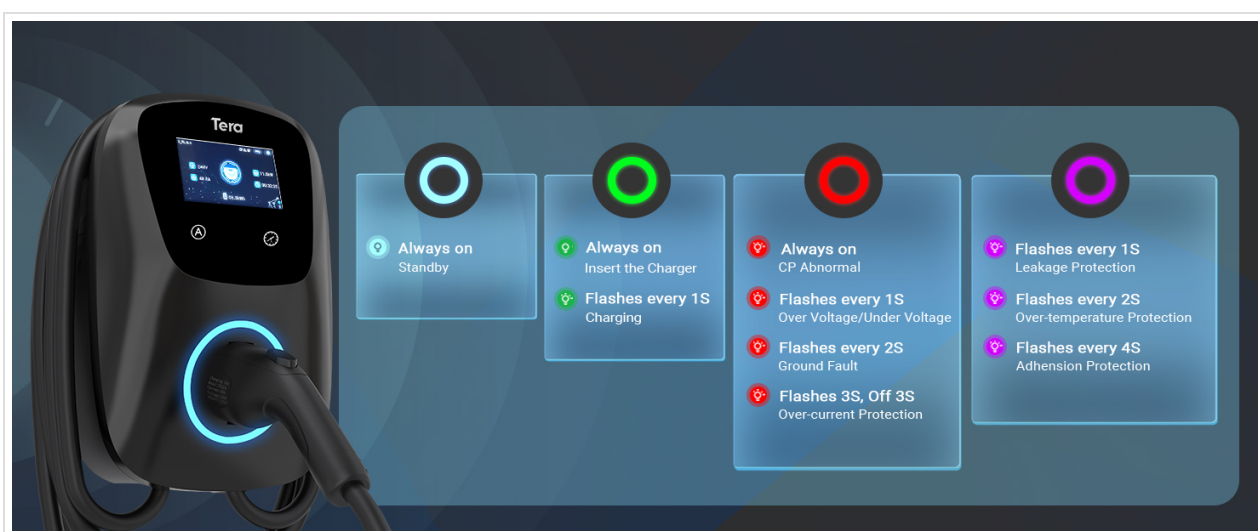


Image: Depicts the Tera EV Charger functioning effectively in both cold (-22°F) and hot (122°F) weather conditions, emphasizing its all-season reliability.

7. TROUBLESHOOTING

This section provides guidance for common issues you might encounter. Refer to the LED indicator status for diagnostic information.

LED Indicator Status:

- **Always On (Light Blue):** Standby mode.
- **Always On (Green):** Charger inserted.
- **Flashes every 1S (Green):** Charging in progress.
- **Always On (Red):** CP Abnormal.
- **Flashes every 1S (Red):** Overvoltage/Undervoltage protection activated.
- **Flashes every 2S (Red):** Ground Fault detected.

- **Flashes 3S, Off 3S (Red):** Over-current protection activated.
- **Flashes every 1S (Purple):** Leakage Protection activated.
- **Flashes every 2S (Purple):** Over-temperature Protection activated.
- **Flashes every 4S (Purple):** Adhesion Protection activated.



Image: A visual guide to the LED indicator lights on the Tera EV Charger, explaining different colors and flashing patterns for various operational statuses and error conditions.

Common Issues:

- **Charger not turning on:** Ensure the NEMA 14-50 plug is fully inserted into the wall outlet and the circuit breaker is not tripped.
- **No charging initiated:** Verify that the charging current and schedule have been configured before connecting to the vehicle. Check the vehicle's charging port and ensure the adapter (if used) is securely connected.
- **"Electric Leakage" fault:** This indicates a potential issue with the electrical connection or the vehicle's charging system. Disconnect the charger immediately and consult a qualified electrician. Do not attempt to use the charger until the issue is resolved.
- **App connectivity issues:** Ensure your mobile device has a stable internet connection and Bluetooth is enabled. Restart the app and the charger if necessary.
- **Reduced charging speed:** Hybrid vehicles may automatically reduce charging current based on their maximum allowable current. Ensure the charger's current setting is appropriate for your vehicle and electrical circuit.

8. SPECIFICATIONS

Feature	Detail
Manufacturer	Tera
Brand	Tera
Model	W01_US
Item Weight	19.74 pounds

Feature	Detail
Product Dimensions	22 x 16 x 11 inches
Item Model Number	ZB04-U011K series:
Special Features	9X Fast Charging
Amperage	48 Amps
Wattage	11520 watts
Connector Type	NEMA 14-50
Compatible Devices	For All Tesla and J1772 EVs
Included Components	EV Charger x1, J1772 to Tesla Adapter x1, Mounting Plate x1, Mounting Screws Set x1, User Manual x1
Color	Jet Black
Input Voltage	240 Volts
Total USB Ports	1
Date First Available	August 17, 2023

9. WARRANTY & SUPPORT





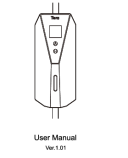
The Tera EV Charger comes with a **2-year warranty**. For technical support, warranty claims, or any inquiries regarding your product, please refer to the contact information provided in the physical user manual included with your purchase.

Tera is a US-based brand with over 20 years of legacy, committed to providing reliable products and service.

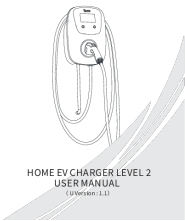
IMPORTANT NOTE ON VIDEOS

While there are videos associated with this product, no official seller-created video URLs were available in the provided data for embedding within this manual. Therefore, no videos are included in this document.

Related Documents - W01_US

<div><div>Tera</div><div></div><div>HOME EV CHARGER LEVEL 2 USER MANUAL (Version: 1.0)</div></div>	<p>Tera Home EV Charger Level 2 User Manual: Installation and Operation Guide</p> <p>Comprehensive user manual for the Tera Home EV Charger Level 2. Covers installation, operation, safety, troubleshooting, and maintenance for electric vehicle charging.</p>
<div><div>Tera</div><div></div><div>HOME EV CHARGER LEVEL 2 USER MANUAL (Version: 1.0)</div></div>	<p>Tera EV Charger User Guide and FAQ</p> <p>Comprehensive guide to the Tera EV charger, covering setup, app connection, current adjustment, troubleshooting, and compatibility. Learn how to use your Tera EV charger efficiently and safely.</p>
<div><div>Tera</div><div>EN</div><div></div><div>For Manual & APP Schedule, Must Configure The Current & Schedule FIRST! Then, Plug into Power Cable. Note: Plugging it in first will activate plug-in power protection.</div><div>HOME EV CHARGER LEVEL 2 USER MANUAL (Version: 1.2)</div></div>	<p>Tera Home EV Charger Level 2 User Manual</p> <p>Comprehensive user manual for the Tera Level 2 Home EV Charger, detailing installation, operation, safety guidelines, troubleshooting, and maintenance procedures. Includes product specifications and app integration.</p>
<div><div>Tera</div><div></div><div>HOME EV CHARGER LEVEL 2 USER MANUAL (Version: 1.0)</div></div>	<p>Tera EV Charger User Guide and FAQ</p> <p>Comprehensive guide to the Tera Portable EV Charger, covering operating voltage, charging current adjustment, app connectivity, scheduling, and troubleshooting common faults like 'Lowvolt Fault'. Includes instructions for using the Smart Life app and NEMA adapter cords.</p>
<div><div>Tera</div><div>PORTABLE EV CHARGER P02</div><div></div><div>User Manual Ver 1.01</div></div>	<p>Tera Portable EV Charger P02 User Manual</p> <p>User manual for the Tera Portable EV Charger P02, detailing safety precautions, product specifications, operating instructions, fault descriptions, and package contents. Includes information on installation, usage, and troubleshooting.</p>

Tera



[Tera Home EV Charger Level 2 User Manual](#)

This user manual provides comprehensive instructions for the Tera Home EV Charger Level 2, covering safety guidelines, product specifications, operational procedures, installation methods for both wallbox and floor-mounted configurations, troubleshooting common issues, and essential maintenance tips. It also details the use of the companion mobile application for enhanced charging control.