

# OWNERS MANUAL

## ACCOUNT MANAGER TURBODOCK CHARGER

AeroVironment EV Solutions™



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OWNER’S RECORD

model: TurboDock™

charger name:

.....

serial number (s/n):

.....

Bluetooth ID:

.....

administrator PIN:

.....

purchase/installation date:

.....

**A NOTE ON CUSTOMER SUPPORT**

To ensure superior service, please take note of your Serial Number when contacting AeroVironment Customer Support.

Write down the Serial Number of your charger in the “Owner’s Record” above. The Serial Number can be found on the bottom of the charger’s plug-in module.

Register your TurboDock(s) following the instructions on the included Registration Card. Recovering your TurboDock’s Admin PIN will require that you first have each charger’s serial number registered with AeroVironment, and that you contact Customer Service for support.

**AeroVironment EV Solutions**  
**Customer Support**  
**1-888-833-2148**  
**evscs@avinc.com**

**SAVE THESE INSTRUCTIONS!**

This manual contains important instructions for the TurboDock™ charger that shall be followed during installation, operation and maintenance of the unit.

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SECTION 1

# INTRODUCTION

# 1.1 SYMBOL USAGE

**DANGER**



Indicates information about safety practices which, if not followed, may result in serious injury or death.

.....

**WARNING**



Indicates information about safety practices which, if not followed, could result in personal injury or are necessary to prevent fire or equipment overheating.

.....

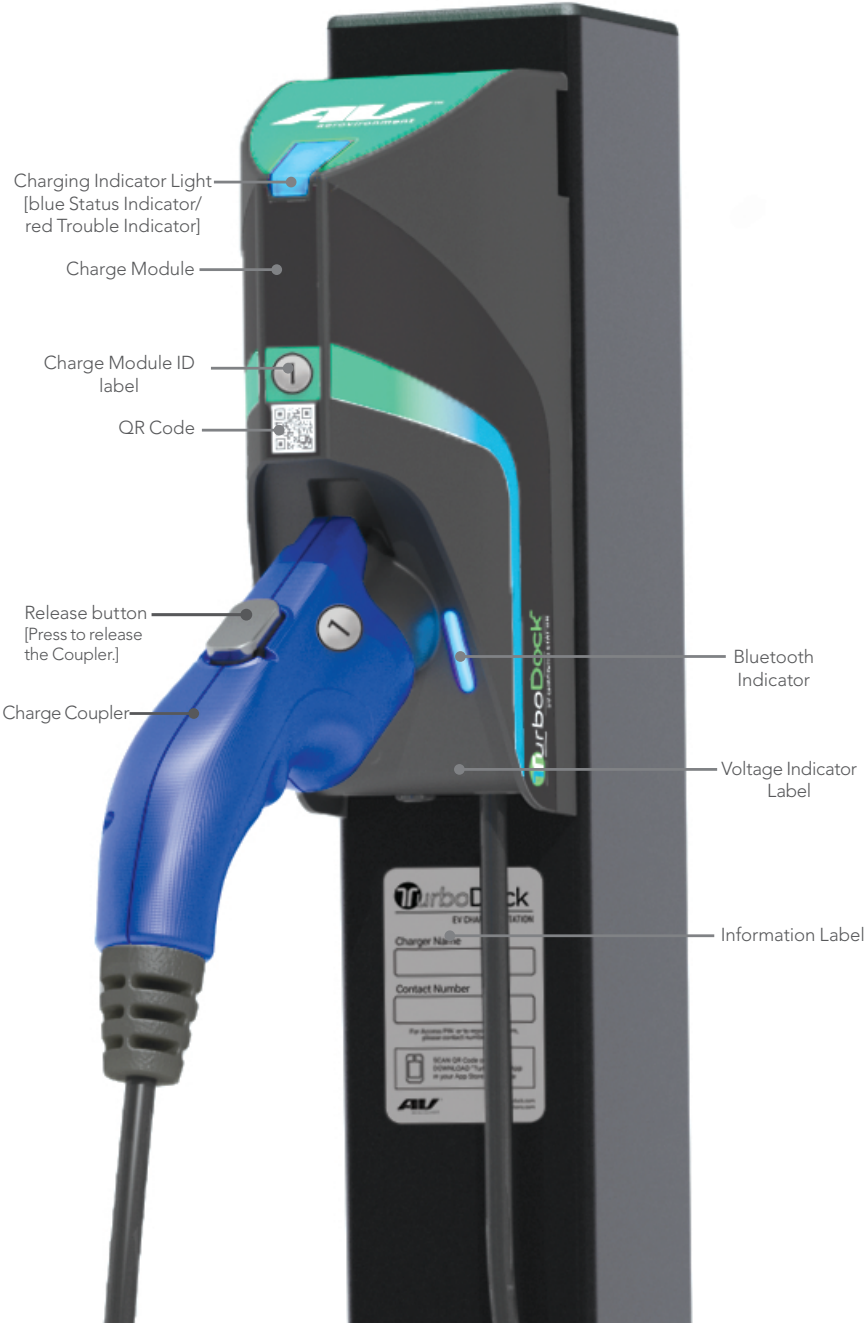
**NOTE**



Indicates helpful information for usage, but does not contain personnel or equipment safety related information.



# 1.2 TURBODOCK COMPONENTS



## 1.3 TURBODOCK OVERVIEW

TurboDock™ is compatible with all major Electric Vehicles and Plug-in Hybrid Vehicles that are equipped with a standard SAE J1772 charging port.

TurboDocks provide “Access Control.” This means users must enter a 4-digit PIN (Personal Identification Number) to activate a charger. Until you activate Access Control, anyone can use the charger without a PIN.

**If you choose not to activate Access Control, the only part of this manual you need is 1. Installing TurboDock.**

The Account Manager, and each driver who needs to charge a vehicle, must first have a smart device which:

**Has Bluetooth capability.** Specifically, it must support Bluetooth 4.0 or Bluetooth Smart. These are found on Apple iPhone 4s and newer, the Apple iPod Touch 5th Generation, and devices using Android 4.3 or later.

AND:

**Has the TurboDock app installed.** This app is currently available on the Google Play store for Android, and the (iTunes) App Store for iOS devices. (Again, this includes the iPod Touch)

## 1.4 PROVIDE A BACKUP DEVICE

You may wish to make a device available for TurboDock for users whose own smartphone isn't charged, isn't compatible, or simply was left at home. A backup device can also allow visiting drivers to use the TurboDock. For example, you could acquire an iPod Touch and place it in a lockbox near the TurboDocks, or entrust it to a security guard or parking attendant.

### KEY FEATURES

- Overheating protection
- Quick-read status indicators
- UL (Underwriters Laboratories) listed
- SAE J1772 compliant
- Auto restart in event of ground fault or power outage
- BlueTooth enabled access control

## 1.5 KNOW YOUR INDICATOR LIGHTS

The Charging Indicator Light and Bluetooth Light on your TurboDock charger are the first thing you will notice when you are about to plug or unplug your vehicle. Before we get started, here is a simple explanation of the indicators.

### Charging Indicator Lights

#### **BLUE: STATUS**

When Powered on, the blue Status Indicator illuminates to communicate that the charger is ready to use.

#### **RED: TROUBLE**

The red Trouble Indicator illuminates when the charger has detected an error. If the Trouble Indicator is illuminated, the charger will not deliver power to the vehicle. The error must be corrected before a charging cycle can begin or continue. Refer to the Troubleshooting Guide in Section 3 for more information.

### Bluetooth Indicator Lights

#### **BLUE: STANDBY**

When powered on, the blue Status Indicator illuminates to communicate that the charger is ready to use.

#### **GREEN: Bluetooth Connected**

The green Status Indicator illuminates to communicate that the charger is connected to the user device and ready to charge.

**WARNING**



A solid or blinking Trouble Indicator indicates an actual problem.  
Blinking (RED) = Temperature or utility problem



SECTION 2

# INSTALLING TURBODOCK

## 2.1 PLACEMENT

First, decide where you want the pedestal-mounted or wall-mounted units to go. Be sure to leave enough space around the units to comply with the Americans With Disabilities Act (ADA).



### NOTE



TurboDock should **not** be installed in a commercial repair garage where excess gasoline vapors may be present.

## 2.2 INSTALLATION

TurboDock must be installed by a licensed, qualified electrician. Detailed instructions are in the TurboDock Installation Manual.

### SECTION 3

# **PREPARING FOR ACCESS CONTROL**

When first installed, each charger has “Open Access”, not Access Control. In other words, anyone can use it to charge a vehicle without need for a PIN or the TurboDock app. If you decide to activate Access Control, follow these steps:

### 3.1 INSTALL THE APP

Go to your smart device’s app store. Find the “TurboDock” app, then download and install it.

You can also download it at [Turbodock.com](http://Turbodock.com) or scan the QR code.



### 3.2 CHOOSE YOUR ACCOUNT MANAGER (ADMIN) PIN

As the Account Manager, you will need to choose a 4-digit “Admin PIN” to set up and manage the chargers and Users. The Admin PIN will be stored in each charger, but not saved on your smart device, so you must not lose it. Recovering a lost PIN requires a reset via our Customer Service.

#### NOTE



Be sure to register your TurboDocks following the instructions on the included Registration Card.

A charger has only one Admin PIN. If there is more than one Account Manager, each responsible for a different set of TurboDocks, they can each have their own Admin PIN for their units. However, the best practice is to use the same Admin PIN for all TurboDocks, to limit any confusion.



Charger Name  
Admin PIN

#### NOTE

10



Are you reading this at your desk? Decide now what your 4-digit Admin PIN will be. Write it down, or put it in a secure location on your computer.



### 3.3 CHOOSE YOUR CHARGER NAMES

When first installed, each charger on each TurboDock will have the same default name "AV TurboDock." We recommend that you customize them to help Users later. The simplest method is to name them sequentially: "Charger 1," "Charger 2," (or "Charger A," "Charger B,") etc. If you have many chargers, you may decide to include the name of the pole or wall-mount; the chargers on the first pole could be A-1 through A-4, those on the next pole B-1 through B-4, etc. Write the charger name on the enclosed label and affix the label to the pole or wall-mount.

**TurboDock**  
EV CHARGING STATION

Charger Name  
"Charger 1"

Contact Number  
123-456-7890

For Access PIN or to report a problem,  
please contact number above.

SCAN QR Code or  
DOWNLOAD "TurboDock" App  
in your App Store to operate

**AV**  
aeroenvironment

turbodock.com  
evolutions.com

Charging Station Name  
ex. "Charger 1 "

Account Manager  
Contact Information

### 3.4 CHOOSE YOUR USER STRATEGY

Each charger must have at least one "User name" and one "User PIN" assigned to it. The User names and PINs are saved in each charger, and you will be able to view them once you log in with your Admin PIN. We recommend that you choose your User PIN(s) in advance, and write them down in a safe place before setting up the chargers in your App.

Account Manager  
Cancel Edit User Done

Charger 01

User Name

User PIN 1 1 1 1

Active

User Name

User PIN

Set Active On/Off

## Universal User Account

The simplest method is to make a single User account to be used by all drivers. Choose a User name such as "Employee," and a PIN that's easily remembered by the users.

## Individual User Account

If you want more control over the use of the TurboDocks, you can make more than one User account. For example, you may make a User named "Shipping" for your EV delivery trucks, and one called "Employees" for personal cars.

Ultimately, you can give each User his own name and PIN. This requires more effort on your part, but will allow you to control access on an individual basis.

## Unrestricted

You may choose to leave the charger in Open Access Mode, without activating Access Control, allowing anyone from within or outside of your organization to use the charger. If you decide to activate Access Control, you may do so at any time. (You may also deactivate Access Control later.)

### NOTE



Two Users cannot have the same PIN if set up as individual accounts.

Only the Account Manager can enter or change User PINs in the chargers.

## 3.5 INFORM YOUR EMPLOYEES/USERS ABOUT THE CHARGERS

Let your Users know about the TurboDock Charging Station(s). You can include vital information in an e-mail:

- Explain which smart devices are compatible and include the website link where they can download the Users Quick Start Guide.
- Links to the app stores where they can download the TurboDock app. Advise them to do so now, not to wait until it's time to charge their car.
- The Account Manager's name and contact info.
- Whether there is a Backup Device, and who they must borrow it from.
- If you're using a common User name and PIN, tell the users what the PIN is. (Please make sure that you don't make the Admin PIN public). Ask them not to reveal the User PIN outside of the organization.
- If they will use individual PINs, make it clear to them that only you, the Account Manager, can change or reset their PIN.

## SECTION 4

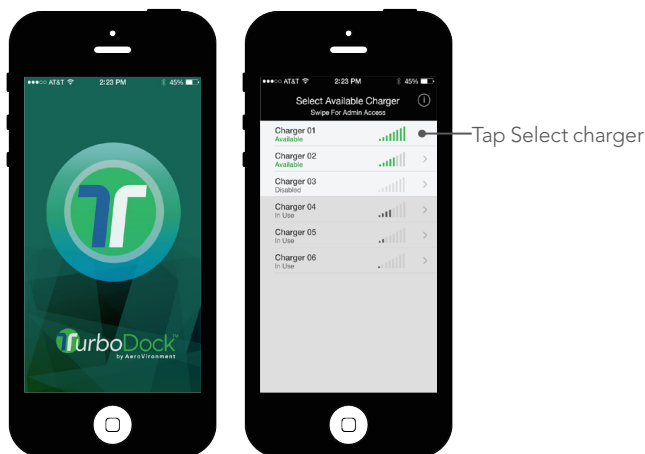
# SETTING UP TURBODOCK FOR ACCESS CONTROL

## 4.1 ACCESSING THE CHARGER

### 1 Launch the app on your smartphone.

It will scan for all nearby chargers and display them in the "Select Available Charger" screen, in order of signal strength.

The strongest signal should be from the closest charger. Since it's the first time set up, they'll all have the same default name: ["AV TurboDock"]



### 2 Select an available charger by tapping it.

Chargers that are in use or disabled are not selectable.

You can connect to chargers within 30 feet of you, although others may also appear on the list.

The coupler must be plugged in to the port.

#### When the connection is made:

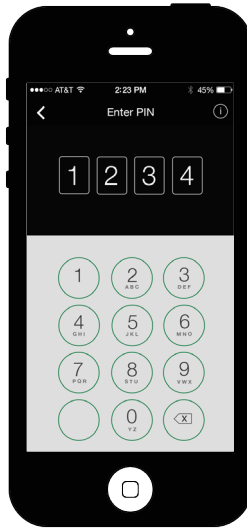
The "Bluetooth" indicator lights (the ones on the front of the Charge Module) will turn green.

If the Enter PIN screen appears, but the Status indicator light is still blue, look at the lights on the nearby Charge Modules. You may be connected to one of the other charge modules.

### 3

#### Enter Your PIN

The “Enter PIN” screen will appear on your smart device. The Bluetooth lights will stay green as long as your phone is connected. If you close the app or move too far from the TurboDock, the connection will be lost and the lights will turn blue again. If that happens you must reconnect by relaunching the app and following steps 1-3.



Once you have connected to the charger, the “Enter PIN” screen will appear on your phone. Enter your default Admin PIN code which will be 1971.

#### NOTE



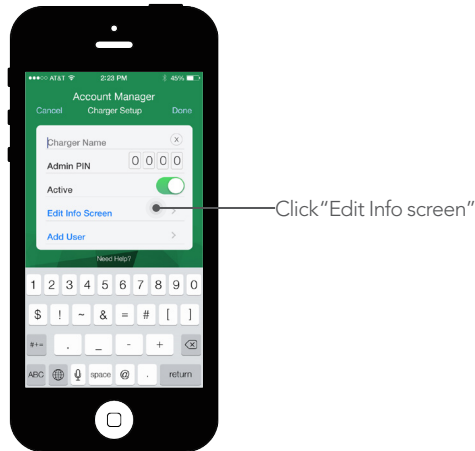
If you cannot connect with this code:

- Verify that the Coupler is plugged into the charger.
- Be sure you typed the code correctly.
- If this is not a first time setup, enter your custom Admin PIN.

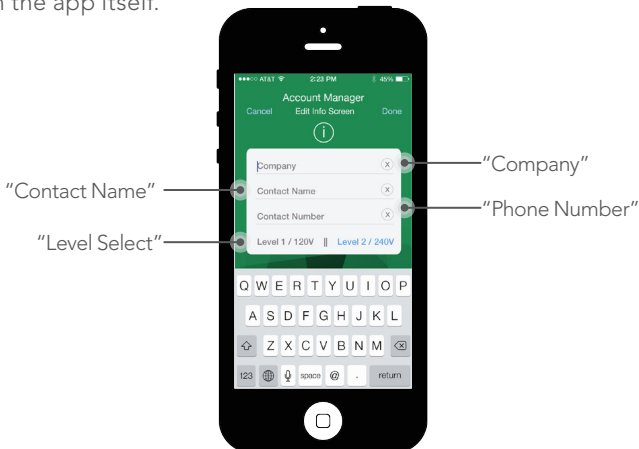
## 4.2 SETTING UP THE CHARGER

Once you're logged in with your default Admin PIN, you will see the **"Account Manager: Activate Access Control"** screen. Click the **"ON"** button; you will next be taken to the **"Account Manager: Charger Setup"** screen.

- On **"Account Manager: Charger Setup"**, enter a name for the charger. (e.g. "Charger 1, Charger 2"). Then enter your custom 4-digit Admin PIN. This will replace the default Admin PIN.
- If you do not change the Admin PIN, anyone who is familiar with TurboDock can log in and make changes.
- Make sure the Active button is switched on. Then click **"Edit Info Screen"**.



On the **"Edit Info"** screen, enter your Company Name, your name, and your contact number. Select **"Level 1/120V"** or **"Level 2/240V"** to identify how the charger is configured. (If you don't know which is correct, look at the nameplate label underneath the Coupler dock. Your installer will have marked it as **"120V"** or **"240V"**.) Note that selecting this only tells the User on which level this charger operates. You cannot change the configuration from one level to the other from the app itself.



## NOTE



- If this is the first charger you've set up, a screen will ask you if you want to save your information as an Autofill entry. This will make it easier to set up the remaining chargers by reusing the same Company Name, Contact Name, and Contact Number. Click "Save Info" to save the Autofill.
- If this the second or other charger, you will be asked "Enable Autofill to complete your entries?" Click "Enable" to complete the fields.

Click Save Info if you'd like your information to be saved as an Autofill entry.		Enable Autofill to complete your entries?	
Cancel	Save Info	Cancel	Enable
	Click		Click

Click "Done" to return to "Account Manager: Charger Setup"

- Click "Add User". You will be directed to the "Account Manager: Edit User" screen: enter a User Name. (Remember that the simplest solution is to assign one "Universal " User Name and PIN for all users. You may also choose to assign individual User Names and PINs.)
- Then enter the User PIN, and make sure the "Active" button is switched on. When asked "Save Changes?" click "Confirm".
- You may add more Users by clicking "Add User" again on the "Account Manager: Charger Setup" Screen and repeating the steps above.

You may now set up other chargers by following the same instructions in this section above.

## NOTE



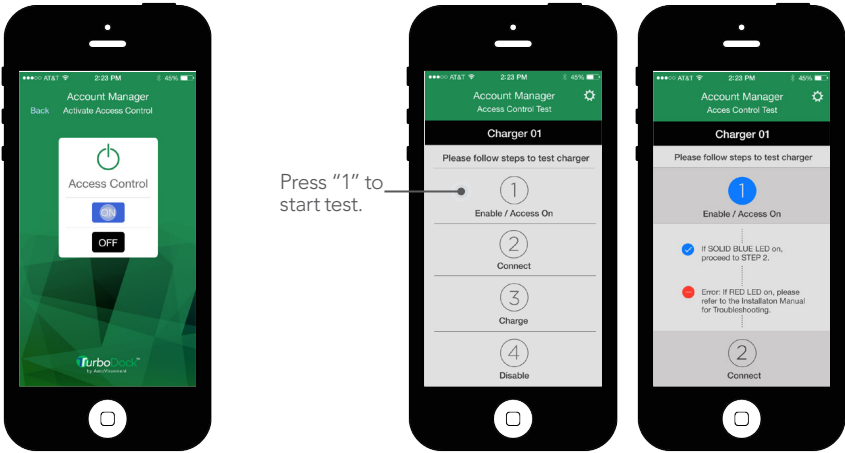
If the Backup Device has an individual PIN, you may not want to make this PIN publicly known. As soon as you can, follow the instructions in the TurboDock Driver's Manual to connect the Backup Device to every charger. The PIN will then be saved in the Device, so whoever borrows it need not know the PIN.

You cannot charge a vehicle while logged in as an "Account Manager". You will have to exit the app and log back in as a "User". (See TurboDock Driver's Manual for how to use TurboDock as a "User". Remember, you can't perform any Account Manager functions while logged in as a User.)

### 4.3 ACCESS CONTROL TEST

This optional function can help determine if a charger is installed properly. It tests the various modes of the blue Status Indicator light on top (not to be confused with the Bluetooth Indicator lights on the front).

- "Access Control" should be turned on to run this test.
- From the "Account Manager: Settings" screen, select "Access Control Test."
- Press "1" and read the text on screen.
- Proceed to the following steps as indicated on the screen (1-4).



#### NOTE



This test also turns on Access Control for the charger.

### 4.4 REGISTERING YOUR CHARGER

Register each TurboDock charger following the instructions on the Registration Card included.

#### NOTE



Having the chargers registered is crucial if you ever need assistance from AeroVironment Customer Service.



## SECTION 5

# MANAGING USERS AND CHARGERS

This section explains how to add or modify users, chargers, and Account Managers after the setup has already been done.

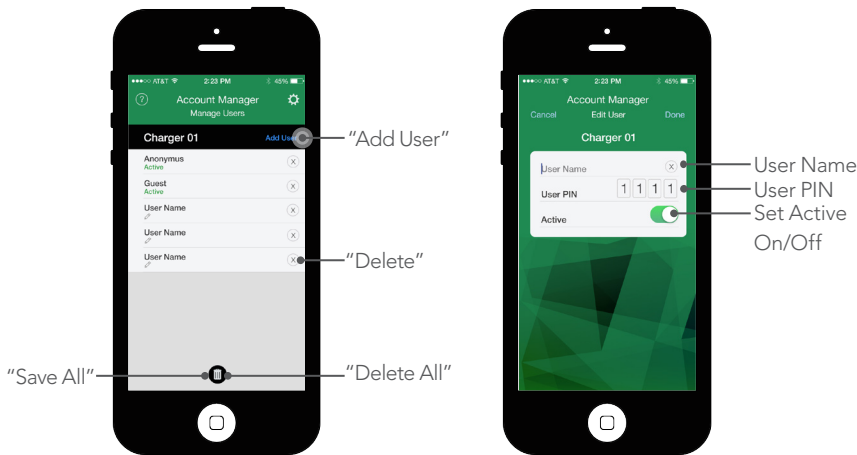
For all of these tasks, you must connect to the charger using your Admin PIN. If you want to perform the same task for all chargers, you must connect to each one in turn and perform the task again.

## 5.1 USERS

You can add new Users, or modify a User's information, for the charger you're connected to. If, for example, you have two new drivers and wish to assign an individual PIN for them to all chargers, you will have to connect to the first charger, add the two users with their individual PINs, then connect to the second and add them again, etc.

On the **"Account Manager: Settings"** screen select **"Manage Users"**. You will see any other Users already assigned to this charger.

- To add a user, click **"Add User"** and enter the User Name and PIN.
- To delete a user from the current charger, click the **"X"** icon next to his name. You will be asked to confirm the deletion.



To change a User's Name, PIN, and/or Active status, tap the User to open the **"Account Manager: Edit User"** screen.

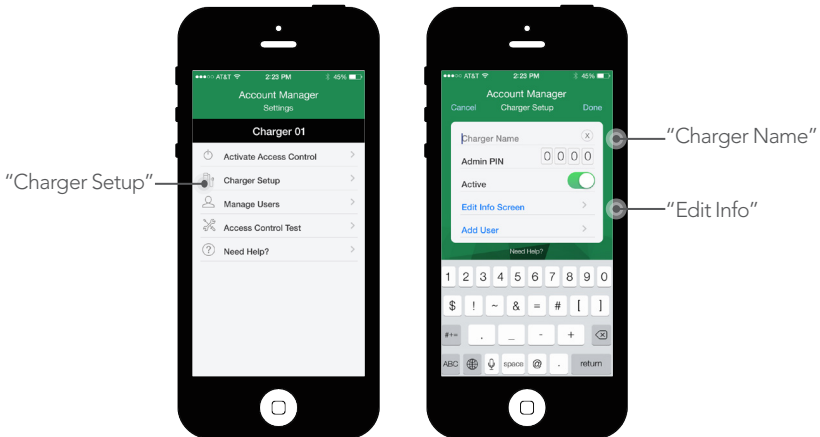
- To change the User's Name, overwrite it with a new one. (This has no effect on the User, who doesn't need his User Name to connect to TurboDock.)
- The existing PIN appears on this screen. To change it, just enter a new PIN.
- To prevent the User from using this charger, switch the **"Active"** button off.
- All users can be deleted by tapping the Trash icon at the bottom of the screen.
- All users can be saved by tapping the Save icon at the bottom of the screen.

Click **"Done"** when finished.

## 5.2 CHARGER NAMES AND INFORMATION

You can change a charger's name, or the Information content associated with it on the **"Account Manager: Settings"** screen.

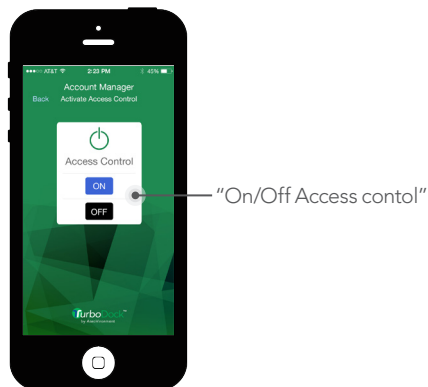
- To change the charger name, select **"Charger Setup"** and simply overwrite the existing charger name.
- To modify the Company name, Contact name or phone number, select **"Edit Info Screen"**. Click **"Done"** when you want to return to the **"Charger Setup"** screen.



## 5.3 ACCESS CONTROL

To turn Access Control on or off for the currently connected charger, on the **"Account Manager: Settings"** screen select **"Activate Access Control"**.

Check the box **"ON"** to activate it, or **"OFF"** to deactivate. An audible beep will indicate when access control is turned on.



### NOTE

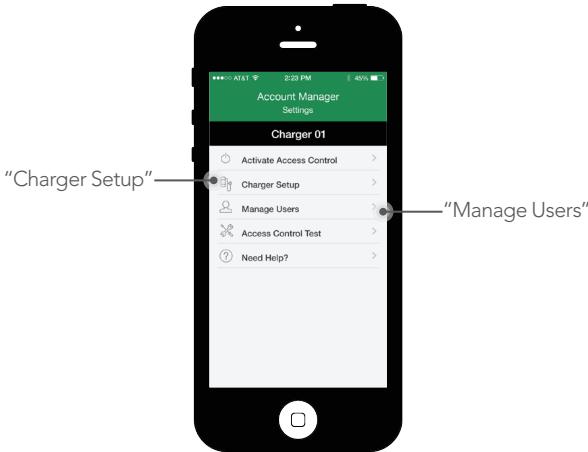


Turning off Access Control does not delete any User information saved in the charger. In fact, you can add or change User information while Access Control is off; the changes will have no effect until it is reactivated.

## 5.4 ACCOUNT MANAGEMENT

### Changing your Admin PIN

To change your Admin PIN, connect to the charger with your existing PIN, click “Charger Setup”, and enter the new PIN code in the Admin PIN field. For consistency, we recommend that you do this for every charger.



### Recovering the PINs

If a User has forgotten his PIN, you access it by connecting to the charger with your Admin PIN and going to “Manage Users”.

If you lose or forget the Admin PIN, contact AV Customer Service who will be able to reset the PIN. You can find the Customer Service contact number at [Turbodock.com](http://Turbodock.com). You will also need your chargers’ Serial Number and Bluetooth ID number.

### Additional Account Managers

You can give more than one person Account Manager access simply by sharing the Admin PIN.

#### NOTE



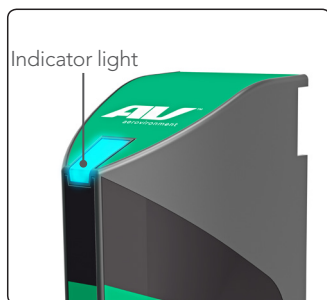
- Again, please remember to keep your new Admin PIN in a safe place. Recovering each charger’s Admin PIN requires that you first have each charger’s serial number registered with AeroVironment, and that you contact Customer Service for support. Instructions are provided on your Registration Card included in the TurboDock packaging.
- By sharing the Admin PIN, any one of the Account Managers can change the Admin PIN for a charger without the knowledge or permission of the others.

## SECTION 6

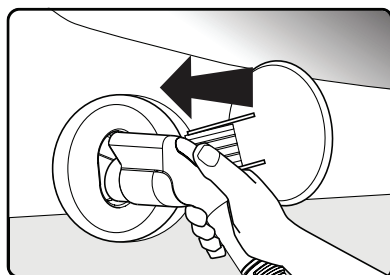
# USING YOUR TURBODOCK CHARGER

## 6.1 CHARGING AN ELECTRIC VEHICLE

The blue Status Indicator light on top of the Charge Module should be in *ready* mode (on, but not flashing). This means that the charger is ready to charge your vehicle.



Plug the Charge Coupler into your vehicle's charging outlet until it clicks. If inserted properly, the blue Status Indicator will blink once. Once latched, the Charge Coupler will not disengage unless you press the release button.



**Automatic charge begins.** Power will be delivered according to vehicle demand. If the vehicle is charging, the blue Status Indicator will blink on and off approximately every two seconds. Always verify that your vehicle's charging status "dashboard gauge" agrees. (Refer to the vehicle owner's manual to find the gauge on your dashboard.)

**Once charging begins,** you may exit the TurboDock app or break the Bluetooth connection. The Bluetooth lights will turn blue, but the blue Status lights will continue to blink.

**When fully charged,** the blue Status Light will turn solid blue. Confirm with your vehicle's dashboard gauge.

**Disconnect** the Charge Coupler when the charge is complete by pressing the release button and removing it from the vehicle. The charger will shut off, and the blue Status indicator will flash quickly to indicate that it is in *standby* mode.

Please remember to reinsert the Coupler to its port and the cable to the Cable Hanger after the charge is complete to prevent damage to the Coupler or its cable.

## Manual Stop

To safely stop charging at any time before charge completion, just press the Charge Coupler release button and remove it from the vehicle. ***Charging will automatically and safely stop.***

The charger will return to the standby state (the blue Status light flashing quickly) when the coupler is removed from the vehicle. Please remember to return the coupler into its port.

To resume charging, you must reconnect using the smartphone app. The Coupler must be in its port on the Charge Module before you can reconnect the charger with the TurboDock app.

## A Note on Auto-Restart

The “Auto-Restart” feature helps ensure that your vehicle will be charged and ready for use when needed. A charge may be interrupted if an error is detected, and will resume once the error is no longer detected. The red Trouble Indicator and the blue Status Indicator lights illuminate during an error condition. After one minute, the charger will attempt to resume charging once the error condition has cleared.

The exception to immediate auto-restart is when the interruption is triggered by the charger’s Ground Fault Circuit Interruption (GFCI) circuit breaker. The charger will display a red trouble Indicator light and attempt to restart 15 minutes after the GFCI event. After the fourth attempt to restart, the charger will shut down and the red Trouble Indicator light will stay on.

If the fault persists, **do not continue to use the charger**; try a different charger (if possible, one that’s on a different pedestal or wall mount), and notify the Account Manager of the issue. If the second charger fails as well, there may be a problem with your vehicle.

### NOTE



Each TurboDock charger is configured either as Level 1 (120V) or Level 2 (240V). Level 1 takes longer to charge than Level 2. You can read which Level the charger uses in the Information screen, and on the label under the TurboDock.

The charger will shut off automatically after 10 hours of charging. (The BLUE STATUS light will blink in fast “standby” mode). If you wish to continue charging, you must sign in again.





SECTION 7

# TROUBLESHOOTING

# TROUBLESHOOTING

Please refer to this Troubleshooting Guide for possible solutions to common errors or difficulties with charging a vehicle using your TurboDock charger.

A Trouble Indicator may be triggered by several sources, including the charger, the utility service, or the vehicle- see Troubleshooting tips below.

The Trouble Indicator turns on when the charger detects an error whether it is connected to your vehicle or not. With the Trouble Indicator on, the charger will not deliver power to the vehicle. The error must be corrected before charging begins or resumes.

## WARNING



- Do not attempt to repair or service the charger yourself. Contact AV Customer Support.
- Prior to servicing or removing the cover, ensure that the power is turned off to the TurboDock before servicing the unit.
- For Service Personal Only: NO repairable components inside the charging unit (TurboDock).

Problem	Possible Cause	Solution
STATUS Indicator does not illuminate.	No power to unit.	1. Check circuit breaker and other circuit loads.
	Charger internal failure.	Contact AV Customer Support for assistance.
Vehicle will not charge.  STATUS Indicator remains solid.	Charge coupler is not inserted into the vehicle.	1. Inspect the charge coupler.  2. Remove the charge coupler from the vehicle, may need to re-authorize, then reinsert it into the vehicle receptacle until it clicks.
	Vehicle is not in a state to accept a charge.	Verify vehicle charge timer is set to permit charging. Refer to the vehicle owner's manual for charge timer instructions.
	Communication error between charger and vehicle.	Contact AV Customer Support for assistance.
TROUBLE Indicator is blinking rapidly.	Utility Fault.	1. Have a qualified electrician inspect the wall outlet ground circuit integrity.  2. Repair as required.
TROUBLE Indicator is on solid when connected to vehicle.  TROUBLE Indicator is off and STATUS Indicator is on when you unplug from vehicle.	Vehicle problem.	Contact vehicle service department.
TROUBLE Indicator is on solid NOT connected to vehicle.	Charger Internal Failure.	Contact AV Customer Support for assistance.
TROUBLE Indicator and STATUS Indicator are both on.	Charger trying to resolve internal error.	Charger will return to normal operation within 1 minute. If problem persists, contact AV Customer Support for assistance.

# APPENDIX



# SPECIFICATIONS

Model	Dual voltage
Line input power:	120 VAC/240/208 VAC
Output power:	16 Amps continuous @ 120VAC 16 Amps continuous @ 240/208VAC
Circuit breaker rating:	20 Amp @ 120 VAC 20 Amp @ 240 VAC
Frequency	60 Hz
Power draw at idle during charging	< 2 watts < 4 watts
Cable length:	approximately 20 ft. (6.1 m)
Weight:	5.5 lbs. (2.49 kg) - module 28.5 lbs (12.92 kg) - pedestal 2.5 lbs (1.13 kg) - wall mount bracket
Temperature - operating	-40°C to +50°C (-40°F to 122°F)
Temperature – storing and transporting:	-40°C to +70°C (-40°F to +140°F)
Environmental rating:	NEMA 3R
Vehicle – Dual voltage charger communication protocol:	SAE J1772 compliant
Charge coupler:	SAE J1772 compliant
Direction of charge:	Grid to vehicle

Specifications are subject to change without notice.

# HIGH VOLTAGE WARNING

**DANGER**



High voltage is present in your electric meter housing and power distribution service panel. Contact with high voltage can cause death or serious personal injury.

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**WARNING**



DO NOT operate your charger with a damaged output cable, charge coupler, or module. Visually inspect the output cable, charge coupler, and charger module for damage before each use. If you detect any damage, stop using the charger and contact AV Customer Support.

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**WARNING**



ALWAYS position the charger output cable so that it will not be driven over, stepped on, tripped over, or otherwise damaged or stressed. To prevent personal injury and damage to the charger, ALWAYS replace the COUPLER in its port on the CHARGE MODULE.

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**WARNING**



Use the charger only to supply power to electric vehicles equipped with an SAE J1772 compliant vehicle receptacle. For more information, refer to the vehicle owner's manual.

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**NOTE**



To clean the charger, wipe it with a clean cloth dampened with water or a mild detergent solution suitable for use on automobile paint. Do not use chemicals or solvents. Do not submerge the charger.

# STATE OF CALIFORNIA PROPOSITION 65 WARNINGS

## WARNING



This product contains a chemical known to the State of California to cause cancer or birth defects or other reproductive harm.

## FCC INFORMATION

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This product has been designed to protect against Radio Frequency Interference (RFI). However, there are some instances where high powered radio signals or nearby RF producing equipment (i.e. digital phones, RF communications equipment, etc.) could affect operation.

**Important!** Changes or modifications to this product by anyone other than an authorized AV service provider will void FCC compliance.

## SAFETY FEATURES

The charger is designed with safety as the highest priority and includes the following safety features to protect against the risk of electric shock:

- **Service Ground Check:** The charger constantly checks for the presence of a service ground connection. If the service ground ever fails, the charger TROUBLE Indicator turns ON and shuts down power to the vehicle.
- **GFCI Protection:** The charger is equipped with a Ground Fault Circuit Interruption (GFCI) reaction system to protect against electric shock. If the charger module detects an output ground fault, it will shut down power to the output cable and illuminate the TROUBLE Indicator.
- **Insulation:** The charger module, cable assembly and charge coupler are completely insulated (no exposed live parts) to protect against electric shock.
- **Unintentional Disconnection:** The charge coupler is designed to minimize unintentional disconnection. A pilot signal wire in the cable and charge coupler eliminates the possibility of electric shock when not connected to a vehicle or if an unintended disconnect occurs during a charge. Disconnection during charging is safe.

## DANGER



If the output cable becomes separated from the charger module or the charge coupler, DO NOT ATTEMPT TO REPAIR THE CABLE YOURSELF.  
Contact AV Customer Support for assistance.

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## WARNING



When using your charger, basic precautions should always be followed, including the following:

- See warnings on charger cord label. Read warnings before operating the unit the first time. Read all instructions in this guide before using this product.
- Children should be supervised when in the vicinity of the charger while plugged in.
- Do not put fingers into the electric charge coupler.
- To reduce the risk of fire, connect only to a circuit provided with 20 amperes maximum branch circuit overcurrent protection.
- Do not use in a commercial garage classified for internal combustion engine vehicles due to vapors of flammable liquids (gasoline) being present.
- Do not drop coupler.





## **LIMITED WARRANTY**

### **TURBODOCK CHARGER LIMITED WARRANTY**

#### LIMITED END-USER WARRANTY

The Products are warranted to the end-user to be free of defects in material and workmanship for a period of thirty-six (36) months from the sale to end-user or from installation of the Products if installed by AV. In addition, Products installed by AV are warranted that the original installation of the Products shall be free of defects in workmanship for a period of thirty-six (36) months from the date of installation.

THIS IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY AV WITH RESPECT TO THE PRODUCTS AND INSTALLATION IF THE PRODUCT WAS INSTALLED BY AV. EXCEPT AS MAY BE EXPRESSLY PROVIDED IN THIS AGREEMENT, AV MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, IN RESPECT OF THE PRODUCTS AND INSTALLATION INCLUDING, WITHOUT LIMITATION, WARRANTIES OF QUALITY, ACCURACY, OR MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OR OF RESULTS TO BE OBTAINED FROM USE OR INSTALLATION OF PRODUCTS.

To the extent permitted by applicable laws: (a) AV's total warranty expense with respect to any Products and/or installation provided by AV is limited to a maximum of the original purchase price of that Product and/or installation as applicable to a warranty claim; (b) AV's liability under this warranty shall be limited to the repair or replacement, at AV's option, of defective Products, defective component parts or defective installation workmanship, together with any service call required to make repairs or replacements covered by this warranty; and (c) AV will not be liable for repair, replacement or service call costs for Products or installation workmanship not covered by this warranty.

This warranty shall be voided by damage or excessive wear to any Products caused by abnormal operating or environmental conditions (including exposure to acid, chemical fumes, metallic dust or extreme temperatures), accident, abuse, damage, misuse, vandalism, unauthorized alteration or repair, utility surges, or if any Products was not operated, serviced or maintained in strict compliance with the AV user's manual and other printed instructions provided by AV. No warranty applies to the installation of the Products if the Products are not installed by AV or a certified member of AV's licensed independent electrical contractor installation network. Any evidence of an attempt to disassemble or reverse engineer any Products will void this warranty.



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