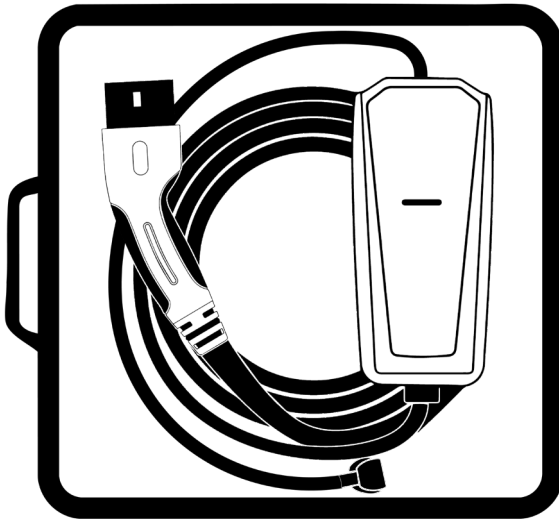


Ampure Go User Guide



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A NOTE ON CUSTOMER SUPPORT

Please have your serial number ready

when contacting customer support.

Company Information:

Ampure Charging Systems Inc.

1960 Walker Ave.

Monrovia, CA 91016, USA

<https://www.ampure.com>

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Section 1


INTRODUCTION


SYMBOL USAGE

DANGER  Indicates information about safety practices which, if not followed, may result in serious injury or death.
Risk of electric shock – parts inside this product are a risk of shock to persons.

WARNING  Indicates information about safety practices which, if not followed, could result in personal injury or are necessary to prevent fire or equipment overheating.
Do not operate the Ampure Go on an ungrounded power grid (e.g. IT networks). Only operate the charger on grounded power grids.

  Do not operate the Ampure Go on an ungrounded power grid (e.g. IT networks). Only operate the Ampure Go on grounded power grids.

 Do not use the charger at altitudes higher than 13,123 ft. (4,000m) above sea level.

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

ABOUT YOUR AMPURE GO

The Ampure Go is an easy-to-use, compact mobile power supply for your electric vehicle. The charger supplies and manages AC power to your electric vehicle.

WARNING



It is recommended that electrical power outlets for use with your charger be installed by a licensed, qualified electrician. To avoid serious injury or death, installation must comply with the provisions of the National Electric Code (NEC) and all local codes. In cases of conflict between local codes and the NEC, local codes shall take precedence.

Do NOT DROP the control box or coupler.

Do NOT use if stored outside the temperature range specified.

If the cable becomes separated from the control box or the charger coupler, **DO NOT ATTEMPT TO REPAIR THE CABLE YOURSELF.** Contact your local Ampure dealer.

NOTE



Your Ampure Go charger has no removable components. Use of the charger with an adaptor is prohibited.

WARNING



When using your Ampure Go, basic precautions should always be followed, including:

- See the warnings on the portable charger label.
Read the warnings before operating the product for the first time. Read all instructions in this guide before using this product.
- Never use the charger with an extension cord.
- Do not plug in worn or severely degraded power cord plugs.
- Shock hazard – be sure the power cord plug is fully inserted into the power outlet so there are no exposed blade surfaces.
- Children should be supervised when in the vicinity of the charger while plugged in.
- Do not put insert fingers into the electric charger coupler.
- To reduce the risk of fire, only connect the charger to a circuit with 40 amps maximum branch circuit overcurrent protection in accordance with NEC and local electrical code.
- Do not use in a commercial garage classified for internal combustion engine vehicles due to vapors of flammable liquids (gasoline) being present.

CAUTION



CAUTION: Do not operate the charger in a temperature outside its operation range of -22°F to +122°F (-30°C to +50°C).

CAUTION: Store the charger in a clean dry place in a temperature range between of -22°F to +185°F (-30°C to 85°C).

WARNING



WARNING: Do not plug the charger into an electrical power outlet submerged in water or covered in snow.

WARNING: Do not use the charger during a severe rain, snow or an electrical storm.

WARNING: Avoid moisture, water, snow and foreign objects at all times.

NOTE



This product will not charge and will give a fault indication if ground is not present.

Do not replace the power cord plug with retrofit component – there are critical safety devices in the plug, and the device will not operate if it is replaced.

Do not modify. This charger contains no user modifiable/repairable parts, even for experts.

MOVING & STORAGE INSTRUCTIONS

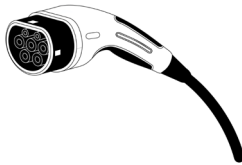
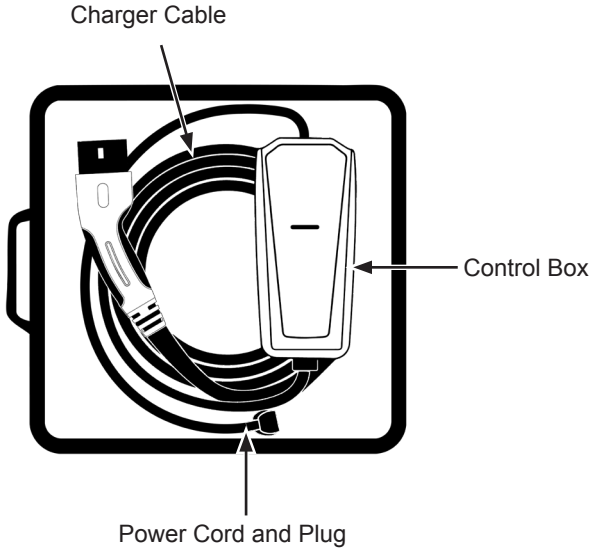
NOTE



Keep the charger and charger cable inside when not in use (out of the elements / inside the garage is acceptable). Do not unplug the charger from the power outlet while charging. The power outlet must be in good condition and meet up-to-date NEC code. Make sure the cable is completely unwound before charging.

The device is not to be lifted or carried by the flexible power cord and plug, nor the EV cable. When moving the cordset, Ampure recommends supporting the control box, coupler and EV cable to prevent damage to those components.

CHARGER COMPONENTS




Type 2 IEC Coupler






IC-CPD Caution

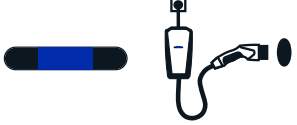



Information →

IP67 Enclosure
IC-CPD

CE
UK
CA

 ≤4000m

- For use with electric vehicles
Ventilation Not Required
- Para utilização com veículos elétricos
Não é necessária ventilação
- Pour les véhicules électriques
Ventilation non requise
- للاستخدام مع السيارات الكهربائية
التهوية غير مطلوبة

Product ID

Manufacturer Manufacturer's Address	PN: 6000335A SN: SWM12345678910 MN: CSG1IEC-016031	← Part Number ← Serial Number ← Model Number
Additional Contact Information Contact Address	[DMC]	← Technical Specifications
DESIGNED IN CALIFORNIA MADE IN MEXICO		

NOTE



For Australia and New Zealand, the Model Number may show CSG1IEC-010031 instead.

Wording and information on the marking labels are subject to change without notifying the end users.

SPECIFICATIONS

Charge Model	Specifications
Voltage:	230 VAC (standard) 240 VAC (AUS/NZ)
Maximum current:	16 amps max continuous (standard) 10 amps max continuous (AUS/NZ) (Intended for Indoor or Outdoor use)
Frequency:	50-60 Hz (standard) 50 Hz (AUS/NZ)
Power draw at Idle:	< 2 watts
During charging:	< 4 watts
EV Cable length:	Approx. 18.4 ft (5.6 m)
Weight:	9.2 lbs (4.2 kg)
Temperature – operating:	-22°F to +122°F (-30°C to +50°C)
Temperature – storage:	-22°F to +185°F (-30°C to +85°C)
Enclosure Environmental Rating:	NEMA Type 6 / IP67
Ventilation:	Not required

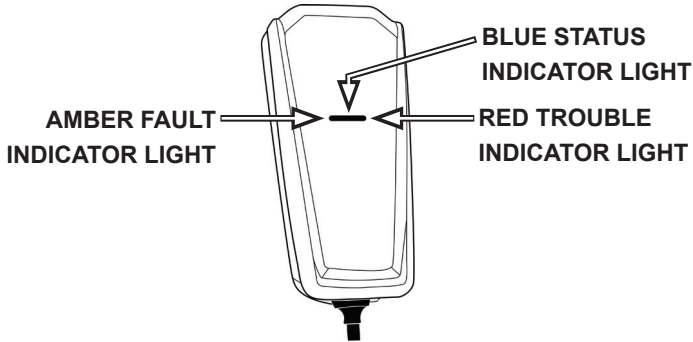
Specifications are subject to change without notice.

SECTION 2

USING YOUR AMPURE GO

KNOW YOUR INDICATOR LIGHTS

The Indicator light on your charger is the first thing you will notice when you are about to plug in or unplug your vehicle. Before getting started, here is a simple explanation of the indicators.



AMBER — FAULT

The AMBER FAULT Indicator illuminates to show the charger is rebooting after an error. Refer to the Troubleshooting Guide in Section 3 for more information.

BLUE — STATUS

When plugged into the power outlet, the BLUE STATUS Indicator illuminates to show the charger is ready to use. During charging, the BLUE STATUS indicator pulses ON and OFF every two seconds. Refer to the Troubleshooting Guide in Section 3 for more information.

RED — TROUBLE

The RED TROUBLE Indicator illuminates when the charger detects an error. If the RED TROUBLE Indicator illuminates, 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.

NOTE

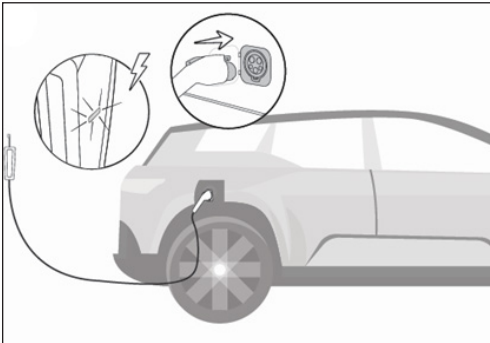


The following indicates a normal startup safety check.

1. When first plugged into a wall socket, the AMBER, BLUE and RED indicators blink once.
2. Then the BLUE Indicator turns ON, followed by a blink of the RED indicator.
3. Lastly, the BLUE indicator turns OFF, then ON again.

CHARGING YOUR VEHICLE

1. Make sure the vehicle is in park (P).
2. When the wall plug is inserted the AMBER, BLUE and RED indicators will blink once. Then the BLUE Indicator turns ON, followed by a blink of the RED indicator. Lastly, the BLUE indicator turns OFF, then ON again.
3. Plug the coupler into your vehicle's charging inlet.



4. When charging begins, the BLUE STATUS Indicator pulses ON and OFF approximately every two seconds.
5. When charging ends, the BLUE STATUS Indicator illuminates solid blue.
6. To disconnect the coupler from the vehicle charging port, pull the coupler away from the vehicle.

NOTE

To safely discontinue charging at any time, follow the disconnect instructions in Step 6. Charging will automatically and safely stop. The BLUE STATUS Indicator remains ON (without blinking) when the coupler is removed.

When plugging the charger into an unfamiliar power outlet, it is good practice to take few minutes to observe the charging process and confirm it is supplying the expected AC charging power before leaving the charger unattended.

The RED TROUBLE Indicator illuminates if it is not charging. The unit will turn OFF if a breaker or infrastructure GFI is tripped.

For more information about how to charge your vehicle, including charger settings and scheduling, refer to the vehicle owner's manual.

A NOTE ON AUTO-RESTART

The Auto-Restart feature helps to ensure that your vehicle is charged and ready for use when needed. A charge may be interrupted if an error is detected. Charging resumes once the error is no longer detected. The RED TROUBLE Indicator illuminates during an error condition.

If the fault persists, do not continue to try to charge your vehicle. Contact Ampure Customer Support (see page 3).

CARE INSTRUCTIONS

Do not use hard cleaners or solvents as this may damage your Ampure Go. Do not kink or place undue stress on the charger cables. If the charger overheats, bring it out of direct sunlight.

Section 3

TROUBLESHOOTING

TROUBLESHOOTING GUIDE:

Please refer to this Troubleshooting Guide for possible solutions to common errors or difficulties with charging your vehicle using your Ampure Go.

NOTE



Do not attempt to repair or service the charger yourself. There are no user serviceable parts inside this product.

A RED TROUBLE Indicator may be triggered by several sources including the charger, the utility service, or the vehicle. See the Troubleshooting tips below.

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

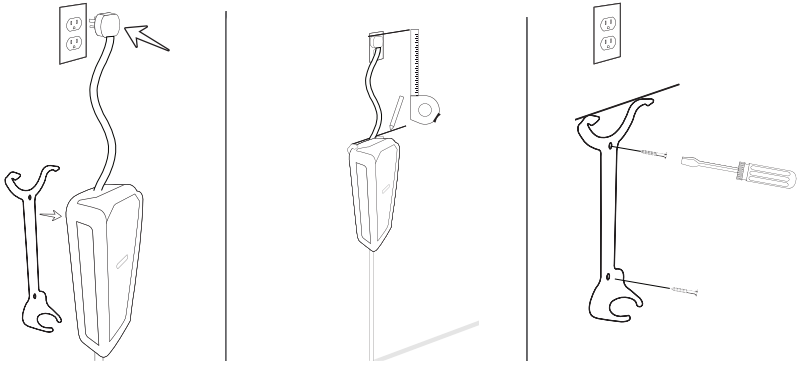
CHARGER MODE	AMBER INDICATOR	BLUE INDICATOR	RED INDICATOR	MODE EXPLANATION	TROUBLESHOOTING ACTION
UNPOWERED	OFF	OFF	OFF	<p>THE CHARGER IS NOT POWERED.</p> <p>IF LED INDICATORS ARE OFF AFTER PLUGGING THE CHARGER INTO THE POWER OUTLET, THERE MAY BE NO POWER FROM THE OUTLET.</p>	<p>MAKE SURE THE POWER OUTLET IS OPERATIONAL AND THE CIRCUIT BREAKER IS IN THE "ON" POSITION.</p> <p>TRY USING ANOTHER POWER OUTLET.</p> <p>ENSURE THE CHARGER IS FULLY PLUGGED INTO THE POWER OUTLET.</p> <p>ENSURE THE FLEXIBLE CHARGER CABLE AND PLUG IS NOT SEVERELY DEGRADED.</p> <p>IF THE ERROR PERSISTS, CONTACT AMPURE CUSTOMER SUPPORT.</p>
CHARGING	OFF	PULSING	OFF	THE CHARGER IS SUCCESSFULLY CHARGING.	NO ACTION REQUIRED.
STANDBY	OFF	ON	OFF	<p>THE CHARGER IS POWERED AND READY TO CHARGE, BUT THE CHARGER IS NOT CHARGING THE VEHICLE.</p>	<p>IF YOU EXPECT THE CHARGER TO BE CHARGING THE VEHICLE, ENSURE THE VEHICLE COUPLER IS PROPERLY INSERTED INTO THE VEHICLE.</p> <p>CHECK AND ADJUST YOUR CHARGING TIME PREFERENCES IN SYNC.</p> <p>IF THE VEHICLE IS STILL NOT CHARGING, CONTACT AMPURE CUSTOMER SUPPORT.</p>

CHARGER MODE	AMBER INDICATOR	BLUE INDICATOR	RED INDICATOR	MODE EXPLANATION	TROUBLESHOOTING ACTION
REBOOTING	ON	ON	ON	THE CHARGER IS AUTOMATICALLY RECOVERING AFTER ENCOUNTERING AN ERROR.	WAIT FOR THE CHARGER TO RETURN TO STANDBY. IF THE CHARGER CYCLES FOR MORE THAN 2-3 MINUTES, UNPLUG THE VEHICLE COUPLER. THEN UNPLUG THE CHARGER, AND PLUG IT IN AGAIN INTO THE POWER OUTLET. IF THE ISSUE PERSISTS, CONTACT AMPURE CUSTOMER SUPPORT.
CHARGING REDUCED	ON	PULSING	OFF	THE CHARGER IS CHARGING AT A REDUCED RATE DUE TO OVERHEATING	UNPLUG THE CHARGER, THEN PLUG IT IN AGAIN INTO THE POWER OUTLET. IF THE CHARGER IS WARM OR IN A HOT ENVIRONMENT, TRY CHARGING IN A COOLER AREA. TRY A DIFFERENT POWER OUTLET. IF THE ERROR PERSISTS, CONTACT AMPURE CUSTOMER SUPPORT
CHARGING REDUCED (AC PLUG OR POWER OUTLET)	1 FLASH	PULSING	OFF	THE CHARGER IS CHARGING AT A REDUCED RATE DUE TO OVERHEATING OF THE CHARGER PLUG OR THE POWER OUTLET.	UNPLUG THE CHARGER, THEN PLUG IT IN AGAIN INTO THE POWER OUTLET. IF THE CHARGER IS WARM OR IN A HOT ENVIRONMENT, TRY CHARGING IN A COOLER AREA. TRY A DIFFERENT POWER OUTLET. IF THE ERROR PERSISTS, CONTACT AMPURE CUSTOMER SUPPORT.
USER TROUBLESHOOTING	ON	OFF	OFF	THE CHARGER HAS ENCOUNTERED A FAULT THAT REQUIRES TROUBLESHOOTING.	UNPLUG THE CHARGER, THEN PLUG IT IN AGAIN INTO THE POWER OUTLET. IF THE CHARGER IS WARM OR IN A HOT ENVIRONMENT, TRY CHARGING IN A COOLER AREA. TRY A DIFFERENT POWER OUTLET. IF THE ERROR PERSISTS, CONTACT AMPURE CUSTOMER SUPPORT.
NON-RECOVERABLE FAULT	OFF	OFF	ON OR 1 FLASH	THERE IS AN INTERNAL FAULT IN THE CHARGER THAT CANNOT BE RECOVERED	IF ERROR PERSISTS, CONTACT AMPURE CUSTOMER SUPPORT.
GROUND LEAKAGE FAULT	OFF	OFF	PULSING	ELECTRICAL CURRENT IS LEAKING THROUGH A POTENTIALLY UNSAFE PATH.	POTENTIAL SHOCK HAZARD — IMMEDIATELY TURN OFF CIRCUIT BREAKER FOR THE OUTLET WITHIN HOME. DISCONTINUE USE. CONTACT AMPURE CUSTOMER SUPPORT ABOUT OBTAINING A REPLACEMENT.

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APPENDIX

INSTALLING THE WALL HANGER



WALL HANGER MOUNTING INSTRUCTIONS

NOTE



Intended for indoor or outdoor use.

1. Choose a location to install the wall hanger.

The wall hanger should be mounted to a wall stud, located close to the power outlet and your vehicle's charge receptacle.

NOTE: Drywall and masonry wall installations require the use of appropriate fasteners.

2. Measure up at least 8 inches (around 200mm) from the desired receptacle and mark the location. Before drilling holes, it is recommended to verify the control box fits correctly in the hanger after it is plugged in.
3. Drill the preferred mounting holes through the back of the wall hanger using a 5.5 mm drill bit.
4. Using a Phillips screwdriver, tighten the screws for the wall hanger.

IMPORTANT SAFETY INSTRUCTIONS PERTAINING TO A RISK OF ELECTRIC SHOCK

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.

Risk of electric shock – Parts inside this product have a risk of shocking persons.

WARNING



DO NOT operate your charger with a damaged power cord and plug, cable, charger coupler, or control box. Visually inspect the cable, charger coupler and charger module for damage before each use. Do not operate if any visual damage is apparent anywhere, then contact Ampure Customer Support (page 3).

ALWAYS position the charger cable so it will not be driven over, stepped on, tripped over, damaged or stressed. To prevent personal injury and damage to the charger, ALWAYS stow the charger on hanger or in the stowage bag after use.

Use the charger only to supply power to electric vehicles equipped with a SAE J1772 or an IEC 62196 compliant vehicle receptacle. For more information, refer to the vehicle owner's manual.

NOTE



Disconnect the charger from the power outlet before cleaning it. 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 in any type of fluid.

WARNING



This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a power cord having an equipment grounding conductor and a grounding plug. The plug must be inserted into an appropriate power outlet that is properly installed and grounded in accordance with all local codes and ordinances.

Improper connection of the electrical power outlet grounding conductor might result in a risk of electric shock. Check with a qualified electrician if you are uncertain whether or not the electrical power outlet is properly grounded. Do not modify the plug provided with the product if it does not fit in the power outlet – have a proper power outlet installed by a qualified electrician.

SAVE THESE INSTRUCTIONS

This manual contains important instructions for the Ampure Go that should be followed during installation, operation and maintenance of the product.

SAFETY FEATURES

The charger is designed with your 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 RED TROUBLE Indicator turns ON and shuts down power to the vehicle.
- **Thermal Event Sensor:** The charger module senses out-of-ordinary thermal events and will decrease charging current or shut the unit down if required.
- **GFCI Protection:** The charger is equipped with a ground fault circuit interruption (GFI/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 RED TROUBLE indicator.
- **Insulation:** The charger module, power cord and plug, 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.

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