

Product: LENZ J1772 to Tesla Charging Adapter

Model: ADPT21101

Document Rev.: 01

Dear valued customer, thank you so much for choose LENZ product as your charging solutions. Please refer the following steps to troubleshoot the problems you encountered. If the problem persists, please kindly contact our customer support by emailing support@lenzcharging.com. We are here to help you with any questions or concerns!

I have trouble inserting the adapter into the charging port.

1. Please check and make sure both the adapter and charging port are clean and free of dirt or debris. Do not use if they are damaged.
2. Align the adapter to the same direction as the charging port, fully insert the adapter into the port.
3. If the problem persists after attempting the above steps, please reach out to our customer support and we will resolve the issue as soon as possible.

I have trouble inserting the connector into the adapter.

1. Please make sure the connector conforms to SAE J1772 standard and the EVSE is on AC current. This product will not work on any DC charging station. It is recommended to use a connector that is UL/ETL/SGS certified.
2. Please check and make sure both the adapter and charging port are clean and free of dirt or debris. Do not use if they are damaged.
3. If the problem persists after attempting the above steps, please reach out to our customer support and we will resolve the issue as soon as possible.

I have trouble pulling the adapter out from the charging port.

1. Please check and make sure both the adapter and charging port are clean and free of dirt or debris. Do not use if they are damaged.
2. Please make sure your Tesla is unlocked and the charge door is set to open.
3. Please make sure your Tesla can still be turned on and it is not performing any software updates.
4. Please aim and pull the adapter in the same direction of the charging port pins (perpendicular to the car body surface).
5. If you are still unable or having to use unreasonably large effort to pull the adapter out from the charging port, please reach out to our customer support and we will resolve the issue as soon as possible.

I have trouble pulling the J1772 connector out from the adapter.

1. Please check and make sure both the adapter and J1772 connector are clean and free of dirt or debris. Do not use if they are damaged.
2. Please make sure that you are not using any Third Party “Adapter Lock”
3. Please make sure the latch button of the connector is still performing as expected
4. If the problem persists after attempting the above steps, please reach out to our customer support and we will resolve the issue as soon as possible.

The car is not charging with the adapter in use.

1. Please check and make sure the adapter, charging port and J1772 connector are clean and free of dirt or debris. Do not use if they are damaged.
2. Please make sure the adapter is fully inserted to the charging port
3. Please make sure the J1772 connector is fully inserted to the charging port and a “Click” sound is heard.
4. Please make sure the EVSE (charging station) is working properly and please attempt to reset the EVSE if possible
5. Please make sure your Tesla has the latest software update installed and it is not performing a software update at the moment.
6. If the problem persists after attempting the above steps, please reach out to our customer support and we will resolve the issue as soon as possible.

The car is charging, but not at its max current.

1. Please check user manual and make sure all steps were followed properly. When in use, the adapter should be fully inserted to the port and the J1772 connector should be locked into the adapter
2. Please check the status of your EVSE (charging station) by reading its user manual or consulting the property owner.
3. Please note that while the adapter supports up to 80A AC charging, the charging speed is determined by the actual power delivered from the EVSE and capability of your Tesla's onboard charger. Please consult the user manual for detailed specification.
4. If the problem persists after attempting the above steps, please reach out to our customer support and we will resolve the issue as soon as possible.