

EVIQO

EVIPOWER™ by EVIQO™

EVIPOWER - your home superpower.



FAQ

Electric Vehicle Smart Charger

Frequently Asked Questions

Everything you need to know about your EVIPOWER™ by EVIQO™ charger.

Q1. What's the difference between Level 1 and Level 2 EV chargers?

A Level 2 EV charger is a 240V home charging station that charges significantly faster than a standard 120V Level 1 outlet.

The EVIQO Level 2 EV Charger provides up to 11.5 kW of power, allowing most EVs to fully recharge overnight. It's ideal for daily home charging, offering faster speeds, smart control features, and long-term energy savings.

Q2. What makes the EVIQO Level 2 EV Charger a smart choice?

The hardwired EVIQO Level 2 EV Charger delivers up to 50A of power for fast home charging, helping add significant driving range overnight. Designed for long-term reliability, it features an IP66/NEMA 4-rated weatherproof enclosure, internal steel shielding, and a reinforced rubberized SAE J1772 connector with a durable metal latch to withstand rain, snow, dust, and heat.

Compatible with all North American EVs and PHEVs (Tesla compatible with a J1772-to-NACS adapter, not included), the hardwired installation provides a clean, permanent setup with maximum power delivery. With smart WiFi app control, you can schedule charging during off-peak hours, adjust amperage, track energy usage, and receive OTA updates — helping you save money while optimizing your home charging experience.

Q3. Is this charger compatible with my electric vehicle?

The EVIQO Level 2 EV Charger is compatible with all North American EVs and plug-in hybrids (PHEVs) that use the standard J1772 connector. Tesla vehicles require a J1772-to-NACS (Tesla) adapter (not included).

Q4. Should I get the Hardwire or the NEMA 14-50P plug-in model?

The NEMA 14-50P plug-in model is perfect for quick home setup but requires a compatible 240 V NEMA 14-50 outlet — it won't work without one. The hardwired model delivers maximum 48 A charging but needs a licensed electrician and a dedicated circuit, with the option to boost up to 50 A output when configured with a 70 A breaker (via internal DIP switch settings).

Q5. How fast is the Level 2 EV charger — Hardwired model?

The EVIQO Level 2 charger delivers up to 46 miles of range per hour at its maximum output of 48A (11.5 kW).

Actual charging speed depends on:

- Your vehicle's onboard charger capacity
- Your electrical setup
- The amperage you select in the app (adjustable from 6A–48A)

Most EVs can be fully recharged overnight with Level 2 charging.

Q6. What are the electrical requirements for a Level 2 EV charger installation?

The hardwired version of the EVIQO Level 2 EV Charger delivers up to 50A of charging power when connected to a dedicated 240V circuit with a minimum 70A breaker, in accordance with National Electrical Code requirements. Installation must be completed by a licensed electrician. The 50A output is the maximum capability of the charger — if your electrical setup supports a lower amperage, the charger will simply deliver the available power accordingly.

Q7. How do I install the Level 2 EV charger — Hardwired model?

The hardwired model must be installed by a licensed electrician and connected to a dedicated circuit with a minimum 60A rating to deliver the full 48A output (per National Electrical Code requirements). Additionally, the unit can be configured to boost up to a maximum 50A output when connected to a 70A breaker by setting the internal DIP switches (positions 4 and 5 accordingly).

Q8. Is it safe to install this charger outdoors?

The EVIQO charger is designed with built-in security features to reduce theft risk. It can be securely wall-mounted, the enclosure is tamper-resistant, and most EVs automatically lock the charging connector while in use. You can also control charging through the app to prevent unauthorized use.

Q9. Is the EVIQO Level 2 charger weatherproof?

Yes. The EVIQO charger is built for outdoor use with a weatherproof IP66/NEMA 4 enclosure that protects against rain, snow, dust, and extreme temperatures. Its durable design ensures safe and reliable operation in all weather conditions.

Q10. What are the smart app and Wi-Fi benefits?

The EVIQO Level 2 charger's enhanced Wi-Fi ensures reliable connectivity even in garages or basements, giving full app control to schedule off-peak charging for cost savings, monitor energy usage, and remotely start, stop, or lock the charger for safety.

Q11. What kind of adapter do I need — DC or AC?

The EVIQO Level 2 EV Charger is an AC charger, so you do not need a DC adapter. It delivers Level 2 AC charging at up to 48A (11.5 kW) through a standard SAE J1772 connector, which is compatible with all North American EV and PHEV models. If you drive a Tesla vehicle, you would need a J1772-to-NACS (Tesla) adapter to connect to the EVIQO charger (adapter not included). No DC fast-charging equipment or DC adapter is required, as DC fast charging is only used at commercial fast-charging stations — not for home Level 2 chargers like EVIQO.

Q12. Is EVIQO eligible for tax credits and rebates?

You can save significantly with the EVIQO Level 2 EV Charger. It qualifies for a 30% Federal Tax Credit (available until September 2026) and may also be eligible for rebates from local utilities and municipalities, including Mountain View Electric Association, Empower by San Isabel Electric, Clark Public Utilities, IID, GCEA, LADWP, Pasadena Water & Power, Eversource, Lane Electric, Riverside Public Utilities, United Cooperative Services, Consumers Energy, EPUD, Austin Energy, Showman PUD, Rancho Cucamonga, City of Palo Alto, City of Azusa, Black Hills Energy Ready, and PSEG Long Island.

To confirm eligibility or apply for rebates, contact your local utility or the EVIQO support team.

Q13. How can I contact support?

Technical questions, warranty inquiries, federal or local programs – we're happy to help! Please contact us via our official communication channel:

E-mail: support@eviqo.io

Phone: +1 (650) 457-0099 (USA)

Working Hours: 10 AM to 8 PM PST
