

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 home EV charger is a 240 V wall-mounted unit that charges your EV much faster than a standard outlet, fully recharging most vehicles overnight. The EVIQO plug-in model connects to a NEMA 14-50 outlet with no electrician needed and is designed for permanent home installation, not portable use.

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

The EVIQO plug-in Level 2 charger delivers 40 A (9.6 kW) fast home charging, adding up to 38 miles of range per hour. Built for reliability, its IP66/NEMA 4-rated enclosure and reinforced rubberized J1772 connector protect against rain, snow, dust, and heat. Compatible with all North American EVs/PHEVs, it installs easily — just plug in, no electrician required. Smart app scheduling lets you charge during off-peak hours, saving on electricity and optimizing home charging.

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 — Plug-in model?

The EVIQO plug-in charger delivers up to 40 A (9.6 kW) of Level 2 charging, adding up to 38 miles of range per hour — fully charging most EVs overnight and about 8x faster than Level 1 charging. The charger intelligently limits power to 80% of your outlet capacity to prevent overloading your home electrical system. Actual speed may vary depending on your EV's onboard charging limits and home circuit capacity.

Q6. What are the electrical requirements — Plug-in model?

Requires a 240 V NEMA 14-50 outlet with a 40–50 A circuit. No additional wiring or electrician is needed.

Q7. How do I install the Level 2 EV charger — Plug-in model?

The EVIQO plug-in charger only works with a 240 V NEMA 14-50 outlet. Please confirm your outlet type before purchasing — it will not function with any other outlet. If you have the correct outlet, installation is simple: just plug it in. No wiring, tools, or electrician needed. A wall mounting kit and guide are included for fast, secure setup.

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 40 A (9.6 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?

The EVIQO plug-in Level 2 EV Charger 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, Clark Public Utilities, LADWP, Pasadena Water & Power, Eversource, Consumers Energy, Austin Energy, PSEG Long Island, and many more.

Because the plug-in model installs directly into a compatible 240 V NEMA 14-50 outlet, there are no electrician or installation costs, making these incentives pure savings. 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
