

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. Is this charger compatible with my electric vehicle?

Compatible with all Tesla models (S, 3, X, Y) and NACS-equipped EVs. Works with North American EVs/PHEVs using a NACS-to-J1772 adapter (not included). NACS connector can also open Tesla charging ports via the built-in button.

Q3. What are the installation requirements and maximum charging capacity of the hardwired model?

The hardwired model delivers up to 48 A charging, requires a licensed electrician and dedicated circuit, and can be boosted to 50 A with a 70 A breaker via DIP switch settings (positions 4 and 5 accordingly).

Q4. 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.

Q5. Is it safe to install the charger outdoors?

The EVIQO charger has built-in security features to reduce theft risk. It's wall-mounted with a tamper-resistant enclosure, most EVs lock the connector while charging, and the app lets you control access to prevent unauthorized use.

Q6. 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.

Q7. What are the smart app and Wi-Fi benefits?

The EVIQO Level 2 charger's enhanced Wi-Fi ensures reliable connectivity in garages or basements, enabling app control to schedule off-peak charging, monitor energy use, and remotely start, stop, or lock it for safety.

Q8. 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.

Q9. 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).

Q10. 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 any DC adapter. It provides Level 2 AC charging at up to 48A (11.5 kW) using a North American Charging Standard (NACS) connector, which is compatible with Tesla vehicles and other EVs that support NACS.

If your vehicle does not have a NACS port (for example, it uses a CCS1 or J1772 inlet), you would need a compatible adapter to connect your EV to the NACS plug (adapter not included). Tesla vehicles with native NACS ports can plug in directly without any adapter.

No DC fast-charging equipment or DC adapter is required, since DC fast charging is only used at public fast-charging stations — not for home Level 2 chargers like EVIQO.

Q11. 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.

Q12. 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
