



pulse home

User Guide



Original Instructions
pulse home User Guide
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Models covered by this manual:	
HCW7T1	pulse home WiFi 7kW (Single Phase) Tethered Type 1
HCW7T2	pulse home WiFi 7kW (Single-Phase) Tethered Type 2
HCW22T2	pulse home WiFi 22kW (3 Phase) Tethered Type 2
HCW7S2	pulse home WiFi 7kW (Single Phase) Socket Type 2
HCW22S2	pulse home WiFi 22kW (3 Phase) Socket Type 2

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Safety requirements

Before operating the pulse home, the user must read and fully understand the safety instructions included in the manual. Failure to follow the safety information and instructions provided in this manual and displayed on the device, may lead to electric shock, fire, severe injury and may damage device or/and vehicle. Damage resulting from negligent actions are excluded from warranty. Installation of the device must be carried out by a qualified electrician in line with the applicable regulations. The information within the installation manual does not allow the user to overlook responsibility in regards to the norms, standards or local regulations that might apply. The pulse home has been designed, developed and manufactured to adhere to requirements, safety dispositions and norms in accordance with the directives provided in the Declaration of Conformity.

Limitations

This unit is designed for use in the UK, specifically with electrical and environmental conditions expected in this country. It is intended for use with Electric passenger vehicles. It is not to be used to provide electrical charge to any other form of battery operated vehicle that does not make use of Mode 3 charging.

Safety instructions

- Regularly inspect the unit, wall mounting, cable and plug. Do not operate if any type of damage is observed, this includes cracks, corrosion, breakage and any other type of physical defects.
 - Know how to isolate the unit from the electrical supply in case of emergency. Ask the installer how to do so.
 - In the event of a power isolation incident, always inspect the unit before attempting to reuse it.
 - Unauthorised modifications or conversions are not allowed.
 - pulse home chargers can only be used under the operating parameters specified at an ambient temperature between -30°C to 50°C.
 - Installation of the product should only be completed by a trained electrician with the correct installation instructions.
 - Only an authorised specialist and qualified personnel may open, disassemble, repair, alter or modify the pulse device. Unauthorised modification of the pulse equipment would render the manufacturer warranty void.
 - Do not touch or insert any object into the unit’s connector pins or the pins on your vehicle’s charging socket.
 - Keep pulse home charger away from any harmful chemical substances.
- Only use recommended cleaning products (see Maintenance section).
 - Take care when using a jet wash or pressure washer near the unit.
 - Do not jet wash or pressure wash the unit.
 - Special precautions must be taken with electronic implants. Please contact your medical device manufacturer to find out the potential effects that the charging process may cause to it.
 - Check your vehicle’s owner manual before using your charger and follow the manufacturer’s instructions.
 - For socketed units, do not leave the cable plugged into the socket when not in use.
 - Ensure cables are stowed properly to prevent tripping hazards.
 - Only use the unit when the cable is completely unwound – do not use while the cable is coiled.
 - Where necessary or appropriate, disabled people and people with health conditions or impairments that affect their ability to use the product, should only use the product under supervision and instruction by a person responsible for their safety.
 - Children must not play with or use the unit.
 - The functionality of the RCD, which protects the unit, should be checked at least every 3 months.

Legal notices

The intention of this document is to be used as guidance to operate the charger. bp pulse reserves the right to make changes to the specifications and the processes of the device and documentation at any time without prior notice. The product imagery displayed throughout this document may not depict the exact product and are for illustration purposes only.

The intended use of the product pulse home is to enable the user to charge their electric vehicle through the cable tethered or their own compatible cable.

bp pulse’s supply, installation and warranty of the charger is subject to the terms and conditions set out at the following locations:

For chargers supported by the OZEV Electric Vehicle Homecharge Scheme Grant:

<https://bpchargemaster.com/terms-and-conditions-of-sale-olev/>

For all other sales:

<https://bpchargemaster.com/terms-and-conditions-of-sale-non-olev/>

bp pulse uses Open Source software in some of its products, for information regarding Open Source software please refer to www.bppulse.co.uk/pulse-home-open-source

Connector recommendations

- Do not use cables if there is any sign of damage or fraying.
 - Do not use the charging cable with an extension cable or an adapter.
 - Unauthorised modifications or conversions are not allowed.
 - Do not use extension leads or adapters.
 - Keep the charging cable out of the reach of children.
 - For Tethered units that are not in use, store the cable neatly around the unit and ensure the plug is secured within the holster.
- The cable should NOT be strained under any circumstances while connected to the vehicle.
 - Never use force to disconnect the vehicle connector from the inlet or the equipment plug power outlet.
 - Ensure the cable is unplugged and stowed before driving off.
 - Ensure that connectors are free from dirt and other foreign matter before use.

Specifications

	Single Phase	3 phase		
Input Supply:	220-240 VAC 50/60Hz	400 VAC 50/60Hz		
Rated Current:	1P + N + E 32A @20°C	3P + N + E 32A @20°C		
	16 Amps 3.6kW	32 Amps 7.3kW	16 Amps 11kW	32 Amps 22kW
Electrical output to vehicle:	220-240 VAC 50/60Hz	220-240 VAC 50/60Hz	400 VAC 50/60Hz	400 VAC 50/60Hz

General Specifications	
Tethered output connector Type 1:	Output charging connector Type 1 on a 4.7m cable measured from the point the cable exists the unit to the end of the Type 1 connector
Tethered output connector Type 2:	Output charging connector Type 2 on a 4.7m cable measured from the point the cable exits the unit to the end of the Type 2 connector
Socketed output connector Type 2:	Output charging connector Type 2
Safety and operational ratings:	Operating temperature range -30°C to +50°C, Operating humidity range 5% to 95% non-condensing. Compliance to Standards, IEC 61851. IP rating IP54
Operating frequency bands, subject to network connectivity:	WiFi frequency 802.11 b/g 2.4GHz

	Tethered	Socketed
Dimensions and weight:	Shipping weight typically 6kg Width 176mm Nominal Height 495mm Nominal Max Depth 161mm	Shipping weight typically 4.6kg Width 176mm Nominal Height 495mm Nominal Max Depth 161mm

This electric vehicle charger is intended for domestic use to recharge the battery of an electric vehicle. It is intended to be used outdoors, not for commercial use. It is intended for use with any electric passenger vehicles.

Introducing bp pulse

Congratulations and welcome to the bp pulse family! You have now become part of the revolutionary network providing you with innovative technology designed to simplify your charging needs. Within this user guide we have provided the instructions for use of your new pulse home, enabling you to charge your electric vehicle effortlessly and securely, while also walking you through the bp pulse network. Let's get you charged!



pulse home User Guide



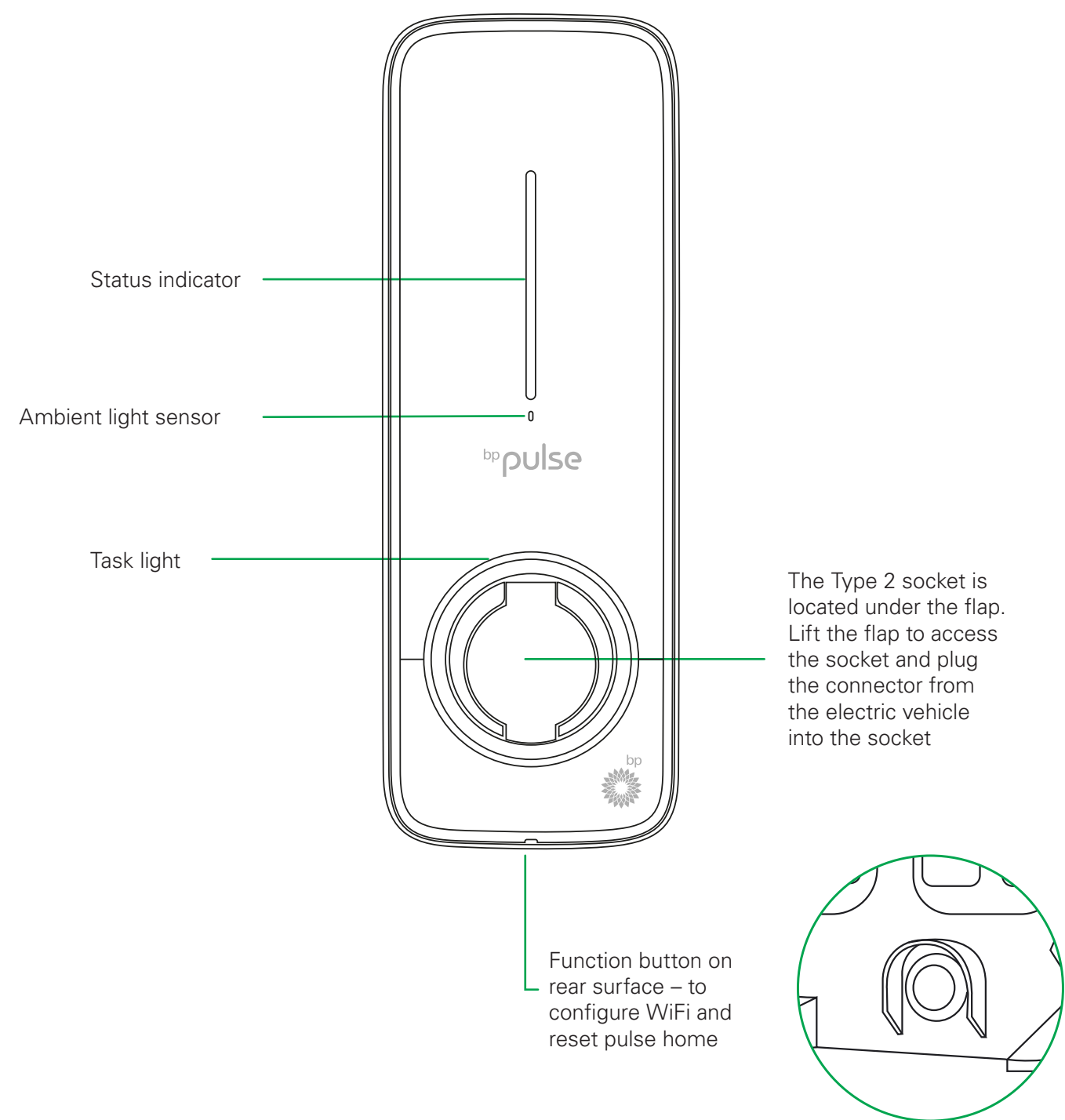
Become acquainted with your new pulse home

What's in the box ...before we begin let's take a look at what you have got.

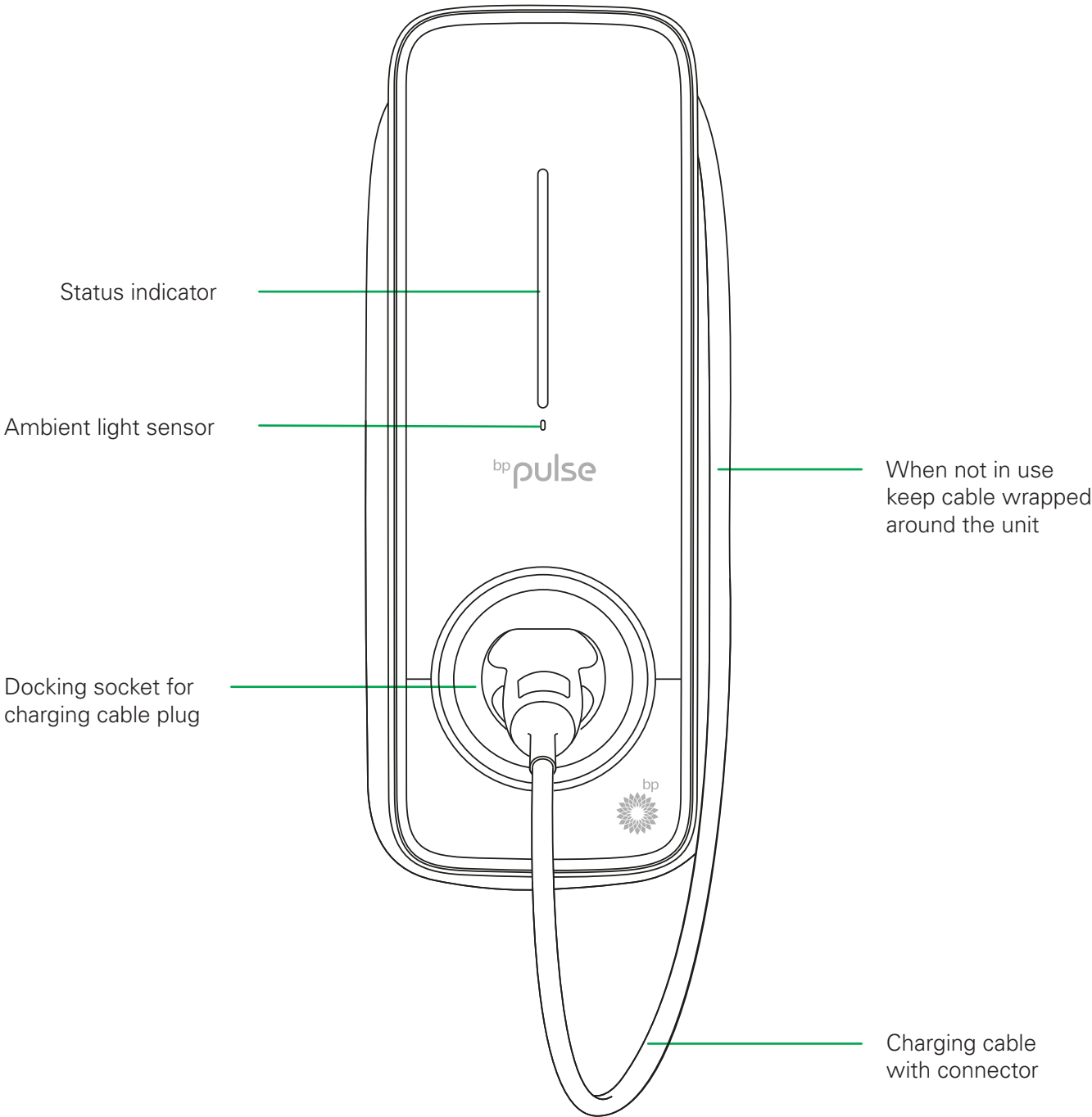
For the latest version of the pulse home user manual please refer to www.bppulse.co.uk/pulse-home-user-manual



Socketed



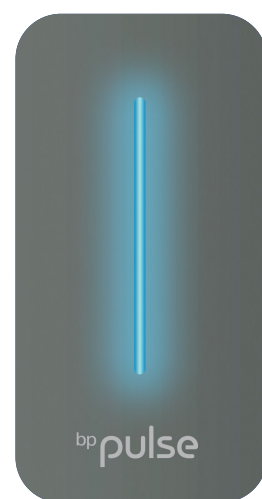
Tethered



pulse home status

Below are the main colours you will see on the Status indicator.

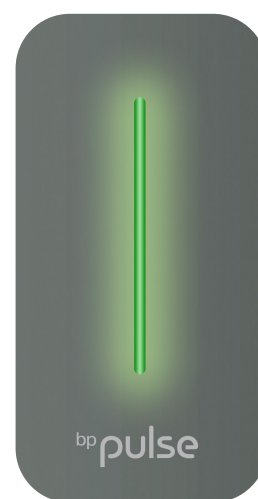
For additional information please visit www.bppulse.co.uk/pulse-home-support



Idle

Blue

Your pulse home is ready.



Charging

Green

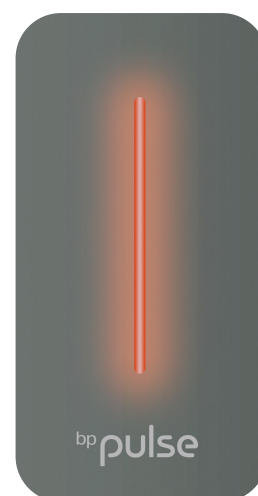
Your electric vehicle is now charging.



Disabled

White

Your pulse home is disabled. This function can only be set via the home pulse app or portal.



Fault

Red

Your pulse home is in fault mode. Do not try to charge in this condition. Please refer to troubleshooting guide for further assistance.

Starting a charge



Tethered pulse home

1. Press the plug's release trigger on the charging cable and then remove the plug from the docking socket.
2. Fully uncoil the cable
3. Open the charging socket cover on your vehicle
4. Insert the charging cable plug into your electric vehicle (EV)



Socketed pulse home

1. Lift the flap to access the socket
2. Insert the charging cable plug into the electric vehicle before connecting to the charging socket. Always make sure the plug is fully inserted into the socket.

Depending on the make and model of your EV, you may receive notification on your vehicle's dashboard (e.g. a sound, light or icon on dash etc.) to let you know your pulse home is connected to your vehicle.

After completing these steps, charging will start. The green Status indicator will illuminate to show your EV is charging.



Function button

The Function button is located at the bottom of the unit on the rear surface. With this button you can:

- **Configure WiFi:** press and hold down for 6 seconds and release
- **Reset:** press and hold down for 10 seconds and release



Configure WiFi

1

Press and hold down the function button for six seconds.

2

Your bp pulse home will then set up a WiFi Access Point. The WiFi Access Point network name will be '**bppulse-**' followed by your charger's serial number at the end. For example, if the serial number of your charger is '**PH1234567**', the WiFi Access Point network name will be '**bppulse-PH1234567**'.

3

On your mobile device, go to the WiFi settings and select the Access Point network name as detailed above.

4

Once successfully connected to the charger's WiFi Access Point, you will be automatically redirected to the log in page. Otherwise, open a web browser on your mobile device and enter '**10.0.0.1**' into the web browser's address bar. You may be asked to accept self-signed certificates.

If certificates display:

- First click on '**Advanced**'
- Then click on '**proceed to xxxxx (unsafe)**'

5

Enter the login details and press '**Connect**'. The default log in credentials are: **Username: 'User'**. Password will have been provided prior to you by bp pulse.

6

Select the Configuration tab to configure your unit to connect to your home WiFi network.

7

Enter the network name and password of the home WiFi Network.

8

Select the '**Save**', to save changes.

9

Select '**Reboot Device**' to apply configurations, the charger will then reboot. Please allow 5 minutes for the charger to complete the reboot process.

10

Once your charger has completed its boot-up sequence, it will connect to your home WiFi network and you should be able to control your charger using the bp pulse app and portal.

Welcome to the bp pulse network

Once your pulse home has been installed and is powered on, you will be able to operate it through a mobile app and web account.

You can:

- **schedule remote charging sessions**
- **obtain information about your usage**
- **view data about your charging sessions**

and much more.

The charger has been specially designed to allow remote access and manage the charging process by simple commands, but rest assured you will always be able to just plug in and charge, it can be as easy as that.

To get started with the mobile app and web portal, please visit our website:

www.bppulse.co.uk



Troubleshooting

Below are the basic troubleshooting instructions. For more detailed troubleshooting, please visit www.bppulse.co.uk/pulse-home-support.

If there is any sign of damage to the unit or it looks unsafe in any way, power it down immediately via the distribution board (see page 18) and contact our customer care team on **0330 016 5126** or visit the contact page at www.bppulse.co.uk



Cable will not lock

Check the plug of the cable to make sure it is not damaged.

For socketed unit, check the socket on the charger to ensure there is no damage or blockage.

Ensure that the vehicle is in the correct mode for charging. Refer to vehicle user manual.

Make sure that the charger is in the correct status for charging. (See page 10 of this manual).

Release the charging cable from your vehicle and wait approximately 20 seconds for it to reset. Then go through the 'starting a charge' process again.



The cable will not disconnect from the vehicle for tethered units

Reset the unit – press and hold the Function button for 10 seconds and release.

If resetting the charger does not release the cable, power down the charger via the distribution board (please see Resetting your pulse home charger via distribution page 16)

Ensure that the vehicle is in the correct mode to be charged refer to vehicle user manual.



Car is not receiving a charge

Ensure that the vehicle is in the correct mode for charging. Refer to vehicle user manual.

Release the charging cable from your vehicle and wait 20 seconds for it to reset. Then go through the 'starting a charge' process again.

Make sure that the charger is in the correct status for charging. (See page 10 of this manual).

Check the plug of the cable to make sure it is not damaged.

For socketed units, check the socket on the charger to ensure there is no damage or blockage.



The app will not connect to my pulse home

Check that your mobile device has internet connection.

Check the FAQs section in the app for more information.

Check App settings to ensure you are connecting to the correct charger via the settings section on the App.

Reset your pulse home by pressing and holding down the Function button for 10 seconds before releasing. The pulse home may take up to 10 minutes to re-connect to your home WiFi.



Not all vehicles are compatible with scheduled charging from the charger

In this instance you may need to use the vehicles scheduling capacity rather than the chargers.

We also recommend you use either the vehicle or the charger to schedule charging but not both at the same time.



Loss of internet connection

Check your home WiFi router to ensure network is still available.

Reset your pulse home by pressing and holding down the Function button for 10 seconds before releasing. The pulse home may take up to 10 minutes to re-connect to your home WiFi.

Resetting your pulse home charger via the distribution board

If your home charger fails to deliver charge to your electric vehicle, the first thing you should try is resetting it:

- 1 Disconnect the charging cable from your vehicle
- 2 Press down the function button for 10 seconds
- 3 If the issue persists, set the Circuit Protection Device (CPD) of your charger in the distribution board to the 'Off' position and leave in the 'Off' position for at least 10 seconds
- 4 Set the CPD to the 'On' position and allow two minutes for the unit to complete its start-up sequence
- 5 Once the unit powers up, the status indicator will cycle through a sequence of colours, and then return to IDLE

If there's still an error after the reset, your unit may have developed a fault. Please make a note of your unit's serial number and contact our customer care team.



Maintenance

- Ensure only a damp cloth is used for cleaning the pulse home
- Ensure the pulse home is kept clean
- For tethered types, ensure the cable is wound securely on the pulse home unit using the fixings provided
- Do not keep the cable plugged into the socket for socketed units when not in use
- Do not jet wash the pulse home

If your pulse home incoming power supply is upgraded or downgraded following initial installation, the output rating may need to be altered.

Please contact customer care team on **0330 016 5126** or visit the contact page at **www.bppulse.co.uk**, to arrange an engineer visit to reconfigure your pulse home output rating.

Decommissioning and disposal

The unit should only be removed by bp pulse certified engineers please contact customer services.



This symbol on the product(s) and / or accompanying documents means that used electrical and electronic products should not be mixed with general household waste. For proper treatment, recovery and recycling, please take this product(s) to designated collection points where it will be accepted free of charge.

Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.

Please contact your local authority for further details of your nearest designated collection point.

We are part of the Valpak waste disposal scheme, contact number **0345 068 2572**.

Warranty

This unit has a warranty for a period of 3 years from the date of installation, provided that the unit has not been tampered with and has been maintained correctly.

The unit warranty does not cover against incorrect use. This warranty does not affect the statutory rights of the consumer. The warranty provided by bp pulse is subject to the terms and conditions found below.

For chargers supported by the OZEV Electric Vehicle Homecharge Scheme Grant:
<https://bpchargemaster.com/terms-and-conditions-of-sale-olev/>

For all other sales: <https://bpchargemaster.com/terms-and-conditions-of-sale-non-olev/>

Service

If you need any extra support, not to worry, our customer care team are here to help!

Contact our customer care team on **0330 016 5126**, visit the contact page at www.bppulse.co.uk or email us at heretohelp@bp.com

Further instructions can be found on our website www.bppulse.co.uk

Certification

This unit is certified to meet the requirements of The United Kingdom and European Union with the following product marks:



bp pulse	UK Declaration of Conformity	UK CA
Document Ref no: DoC-UK-02		
We,		
Manufacturer: BP Chagemaster Ltd (trading as bp pulse), Manufacturer's address: Breckland, Linford Wood, Milton Keynes, MK14 6GY, UK. declare under our sole responsibility that the product,		
Equipment: Electric Vehicle Charging Station Model: pulse home		
is in conformity with the provisions of the European Union Directives mentioned in this document.		
Electromagnetic Compatibility Regulations 2016 Designated Standards: EN 301 489-3 V2.1.1 EN 301 489-17 V3.2.1 EN 301 489-52 V1.1.1		
Electrical Equipment (Safety) Regulations 2016 Designated Standards: EN 61851-1:2019 IEC 61439-7:2018 EN 62311:2008		
Radio Equipment Regulations 2017 Designated Standards: EN 300 330 V2.1.1 EN 300 328 V2.2.2 EN 301 908-1 V13.1.1		
RoHS Regulations 2012		

bp pulse	EU Declaration of Conformity	CE
Document Ref no: DoC-EU-02		
We,		
Manufacturer: BP Chagemaster Ltd (trading as bp pulse), Manufacturer's address: Breckland, Linford Wood, Milton Keynes, MK14 6GY, UK. declare under our sole responsibility that the product,		
Equipment: Electric Vehicle Charging Station Model: pulse home		
is in conformity with the provisions of the European Union Directives mentioned in this document.		
Electromagnetic Compatibility Directive (2014/30/EU) Harmonised Standards: EN 301 489-3 V2.1.1 EN 301 489-17 V3.2.1 EN 301 489-52 V1.1.1		
Low Voltage Directive (2014/35/EU) Harmonised Standards: EN 61851-1:2019 IEC 61439-7:2018 EN 62311:2008		
Radio Equipment Directive (2014/53/EU) Harmonised Standards: EN 300 330 V2.1.1 EN 300 328 V2.2.2 EN 301 908-1 V13.1.1		
RoHS Directive (EU 2015/863)		

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To find out more:

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Email us: heretohelp@bp.com

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