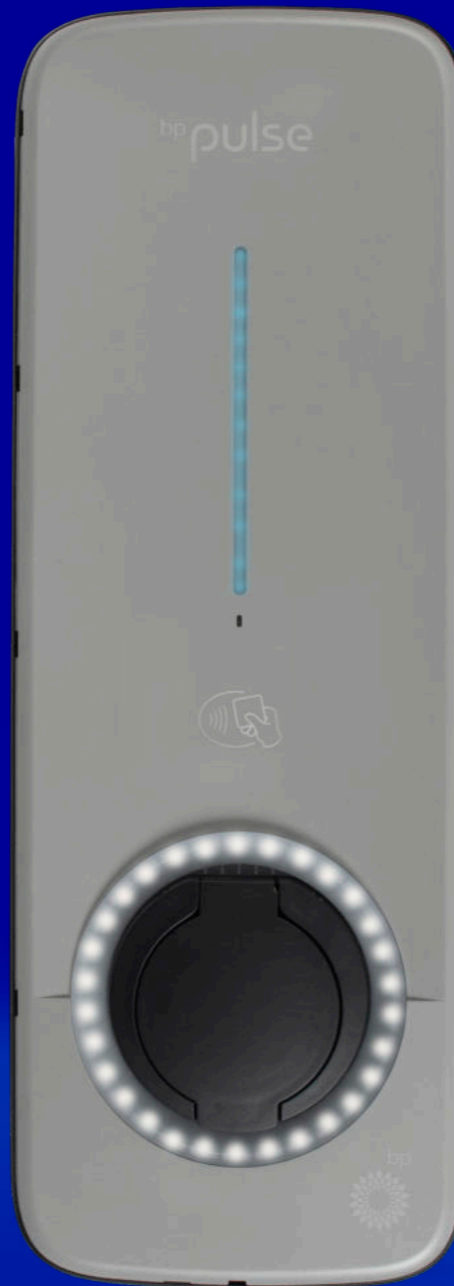


# bp pulse pro charger smart

User Guide



bp  
pulse

# Table of content

3	Safety requirements	11	Specifications
3	Limitations	13	Safety instructions
4	bp pulse pro charger smart status	15	Connector recommendations
6	Starting a charge on bp pulse pro charger smart	16	Resetting your bp pulse pro charger smart via the distribution board
7	Ending a charge on bp pro pulse charger smart	16	Troubleshooting and further assistance
8	Randomised delay start	16	Maintenance
9	Scheduling and off-peak charging	17	Function button
10	Load management	18	Mounting options
		18	Decommissioning and disposal
		19	Warranty
		19	Service
		20	Certification

## Safety requirements

Before operating the bp pulse pro charger smart, 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 bp pulse pro charger smart 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.

Safety instructions are included on page 13 of this manual.

## Limitations

This charger 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. The certification for this charger allows the charger to be used within residential and industrial environments where there is restricted access.

# bp pulse pro charger smart



# Status indication



## Idle

Blue

Your pro smart is ready.



## Charging

Green

The green light will pulse to indicate charging.



## Randomised delay start

Fading blue

The blue LED's will count down to show randomised delay start. For more details see page 8



## Disabled

White

Your charger is in disabled mode. This means a charge cannot start until the charger has been enabled via the web portal.



## Fault

Red

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



## Scheduled

Flashing blue

Your charger has a pre set schedule. For more details see page 9.

In addition to these main status's, there is a rolling **yellow** light status which indicates a firmware update is taking place. Please do not power down the unit during this time. Charging will not be able to start until the firmware update is completed.

## Starting a charge on bp pulse pro charger smart

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.

3

Tap your RFID card onto the reader.

4

The status indicator will begin to fade blue, this is due to the randomised start delay which may take up to 10 minutes, once complete the charger will begin a charge and the status indicator will pulse green.

## Ending a charge on bp pulse pro charger smart

1

Tap your RFID card once on to the reader.

2

Wait for the LED indicator to turn constant blue.

3

Remove the charging cable plug from the socket.

# Randomised delay start

The randomised delay start is a requirement for all private chargepoints in the UK, which helps to ensure the grid can support the extra demand for electricity as EV adoption accelerates.

Every time a charge session is initiated, a delay of up to 10 minutes will be applied to the start of charge session. The status light will show blue LED's counting down. Each LED represents one minute.

Where a charge session is scheduled to start at a specified time e.g. during off-peak times, a delay of up to 10 minutes will also be applied to the start of the charge session.

The randomised delay can be overridden by pressing and holding the function button down for 3 seconds.

The randomised delay can not be permanently disabled. It can only be overridden as described above.



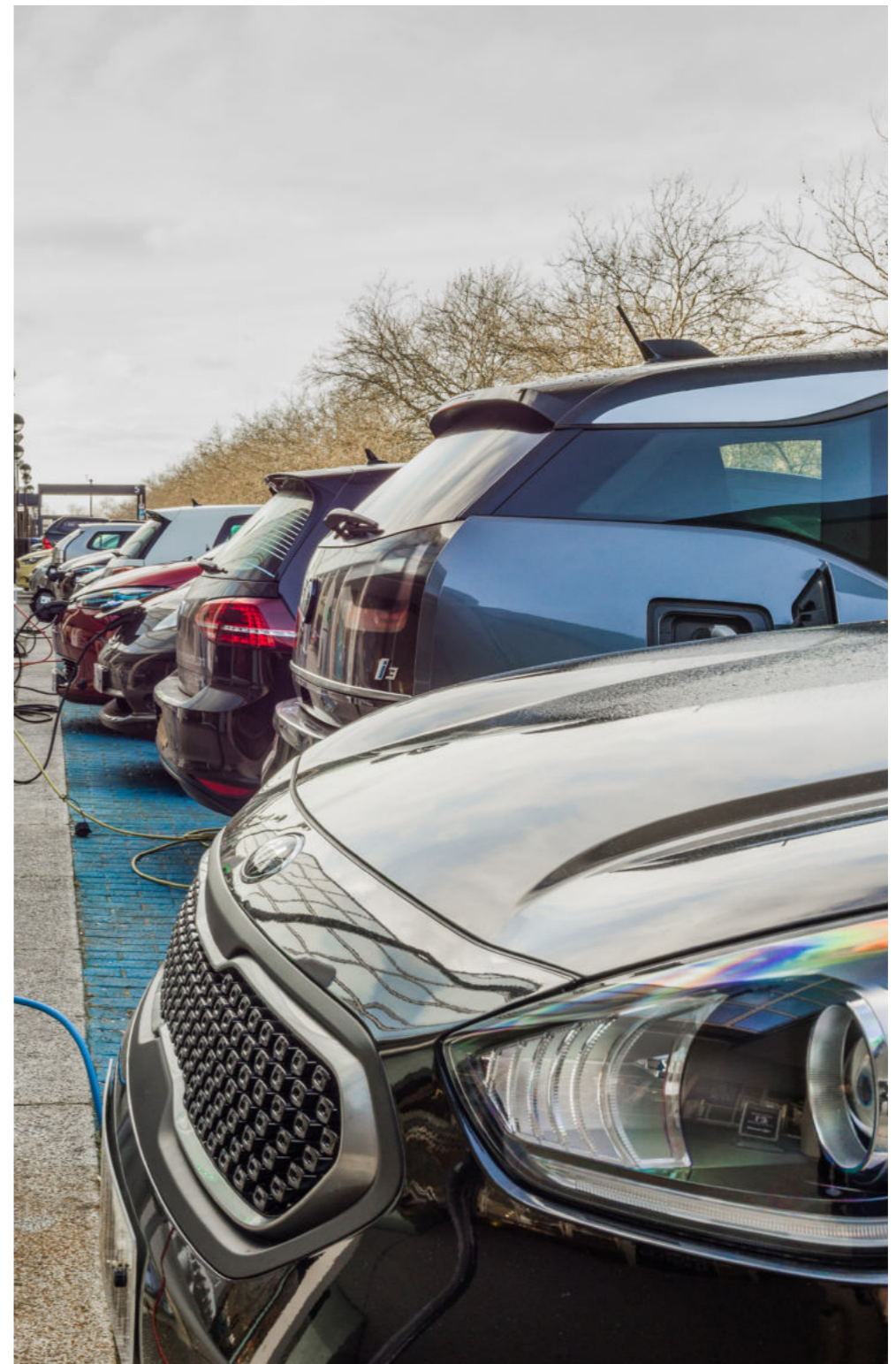
# Scheduling and off-peak charging

Our chargers are pre-configured with a default off-peak charging schedule. This schedule ensures that EVs are charged only during off-peak hours when there's typically less demand on the grid. The off-peak hours are 10pm- 8am and 11am- 4pm Monday to Friday and all day Saturday and Sunday.

Upon first use, or at any time afterwards, the schedule can be edited or removed. If no schedule is present, a new schedule can be created via our web portal or by contacting our customer care team on 0330 016 5126 or [heretohelp@bp.com](mailto:heretohelp@bp.com)

Once a schedule is set and a vehicle is connected, the status indicator will fade in and out blue. Charging will start at the scheduled time and the status indicator will pulse green.

There may be occasions when a driver will need to start a charge immediately in which case the scheduling can be overridden by pressing and holding down the function button for 3 seconds.



# Load management

Load management is managing the charging current to allow the available power to be shared across all connected sockets supplied by the same electrical circuit.

Where a power limit for a group of chargers has been set, the chargers will automatically manage the amount of power available to each vehicle so as not to exceed the maximum safe current rating of the circuit.

Depending on the number of vehicles connected to the same circuit at any given time, users may experience slower charge speeds. Consideration should be given to how much time is allowed for vehicles to charge when load management is deployed.



# Specifications

Single Phase			Three Phase	
Product code	BCW7S2	BCG7S2	BCW22S2	BCG22S2
Input	220-240 VAC 50/60Hz		400 VAC 50/60Hz	
Rated current	1P + N + E 32A @20°C		3P + N + E 32A @20°C	
Connectivity	Wi-Fi, Ethernet	4G, Wi-Fi, Ethernet	Wi-Fi, Ethernet	4G, Wi-Fi, Ethernet
Electrical output to vehicle	220 240V AC 50/60Hz		400V AC 50/60Hz	
Power level control	10-13-16-20-25-30-32A			

General Specifications	
Socketed output connector Type	Output charging connector Type 2
Safety and operational ratings	Operating tempreture range -30°C to +50°C, Operating humidity range 5% to 95% non-condensing. Compliance to Standards IEC 61851.
Operating frequency bands, subject to network connectivity	E-GSM 900, DCS 1800, UMTS Band I, UMTS Band VIII, LTE Band 1, LTE Band 3, LTE Band 7, LTE Band 8, LTE Band 20, GPS L1/GLONASS G1/BDS/Galileo E1
Mechanical Impact Protection Rating	IK08
Ingress Protection Rating	IP54
Maximum power transmission:	Tx power +15.1 dBm
Dimensions and weight	Shipping weight typically 4.6kg Width 176mm Nominal Height 495mm Nominal Max Depth 161mm



## 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.
- The bp pulse pro charger smart 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 bp pulse pro charger smart device.

# Safety instructions

- Unauthorised modification of the bp pulse pro charger smart 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 the bp pulse pro charger smart away from any harmful chemical substances.
- Only use recommended cleaning products (see Maintenance section).
- Do not jet wash or pressure wash the unit and take care when using a jet wash or pressure washer near 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.
- Ensure cables are stowed properly to prevent tripping hazards.
- Do not leave the cable plugged into the socket when not in use.
- 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.
- This device is intended only for charging vehicles not requiring ventilation during charging.

## 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.
- 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.



## Resetting your bp pulse pro charger smart via the distribution board

**If your 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.

## Troubleshooting and further assistance

If you are experiencing any issues with the bp pulse pro charger smart or the status indicator is displaying a fault signal, please contact our customer care team on **0330 016 5126**. For further information on the bp pulse pro charger smart and troubleshooting guidance please refer to our latest user manual version

[www.bppulse.co.uk/bp-pulse-pro-smart-user-manual](http://www.bppulse.co.uk/bp-pulse-pro-smart-user-manual).

or visit the contact page at [www.bppulse.co.uk](http://www.bppulse.co.uk)

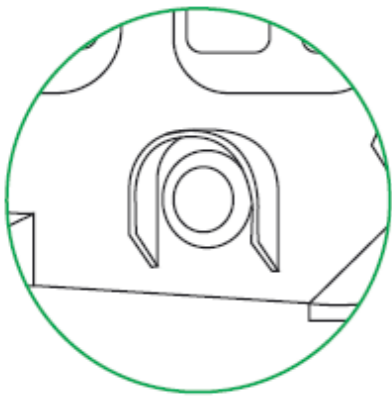
---

## Maintenance

- Ensure only a damp cloth is used for cleaning the bp pulse pro charger smart.
- Ensure the charger is kept clean.
- Do not keep the cable plugged into the socket.
- Do not jet wash the charger.

# Function button

The function button is located at the bottom of the unit on the rear surface.



With this button you can:

- Start charge (delay override): press and hold down for 3 seconds and release
- Configure Wi-Fi: press and hold down for 6 seconds and release
- Reset: press and hold down for 10 seconds and release



## Mounting options

During the site survey our engineers will work with you in deciding the best mounting solution for your workplace or fleet. If you require a different mounting solution in the future please get in touch with our customer care team to arrange a visit from one of our certified installers.

When considering post mounted installations we recommend our certified post, designed specifically for bp pulse pro charger smart.

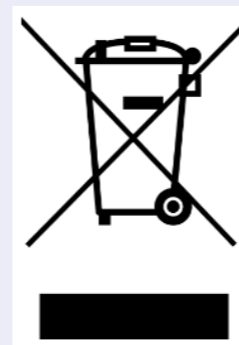
## Decommissioning and disposal

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

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**.



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.

## 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.

**[www.bppulse.co.uk/terms-and-conditions-commercial-sales](http://www.bppulse.co.uk/terms-and-conditions-commercial-sales)**

## 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](http://www.bppulse.co.uk)**

or email us at **[heretohelp@bp.com](mailto:heretohelp@bp.com)**

Further instructions can be found on our website

**[www.bppulse.co.uk](http://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:



This product meets EU and UK regulatory safety requirements. A Declaration of Conformity can be made available by request. Please contact our customer care team via the contact page at **[www.bppulse.co.uk](http://www.bppulse.co.uk)** or email us at **[heretohelp@bp.com](mailto:heretohelp@bp.com)**.

