

# bp pulse home charger smart

Quick Start Guide



bp  
pulse

Original instructions  
Version 2.7

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## Safety requirements

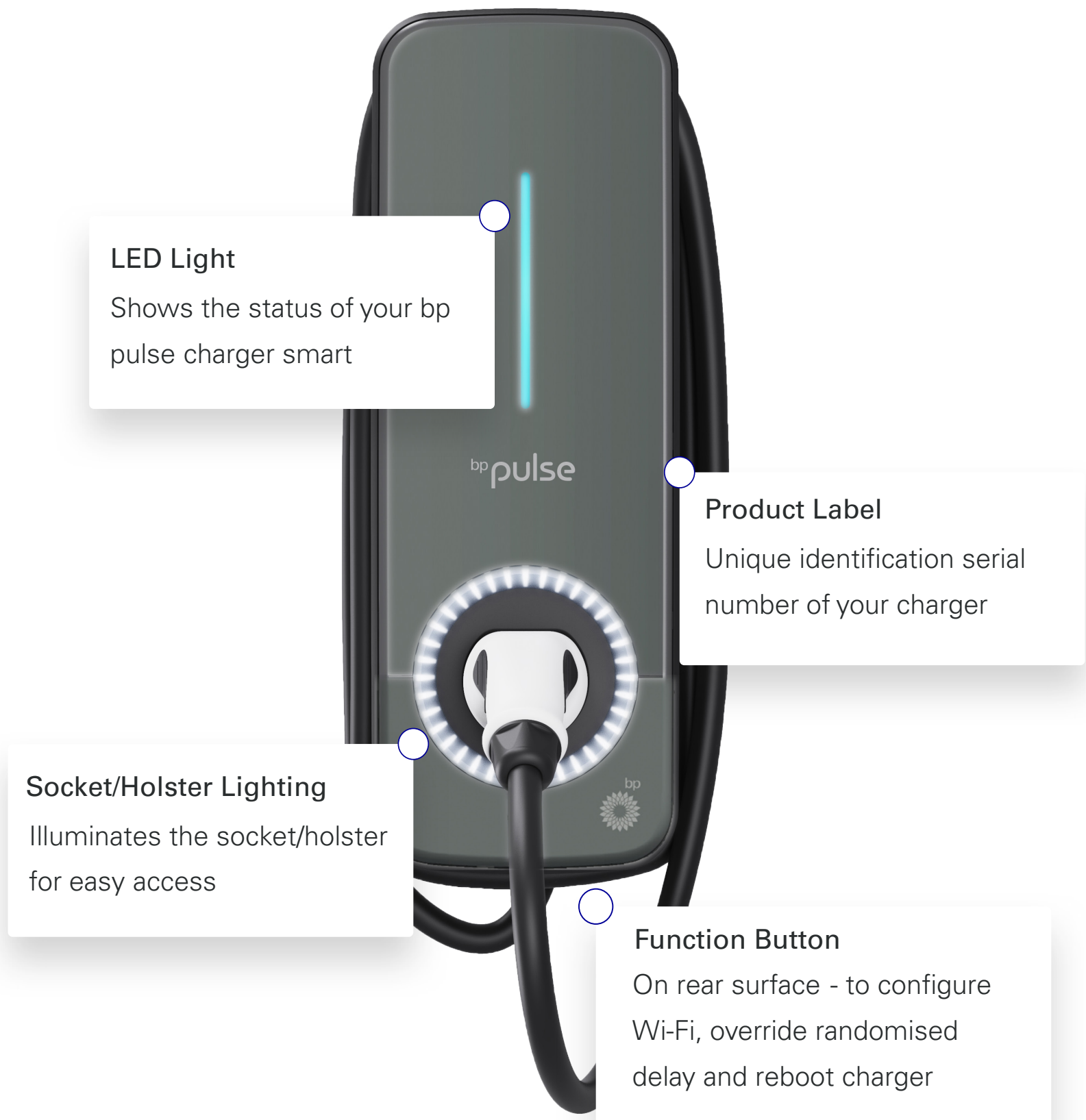
Before operating the bp pulse home charger smart, the user must read and fully understand the safety instructions included in the manual. Failure to follow the safety information and instructions provided in this manual and displayed on the device, may lead to electric shock, fire, severe injury and may damage the device and/or 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 home 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 16 - 17 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.

# bp pulse home charger smart



# Status indication



## Idle

### Blue

Your home smart is ready.



## Charging

### Green

The green light will pulse to indicate charging.



## Disabled

### White

Your charger is in disabled mode. This means a charge cannot start until the charger has been enabled via the mobile app and/or 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.

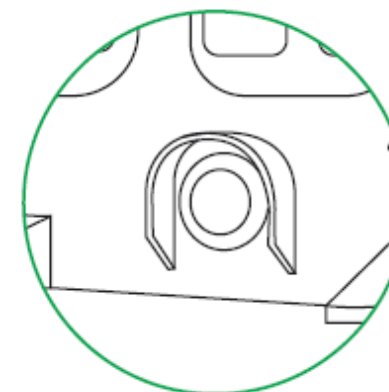
In addition to these main status's, there is a rolling **yellow** light status which indicates a firmware update is taking place. Please do not power down the unit during this time. Charging will not be able to start until the firmware update is completed.

## 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



## Randomised delay start status

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.

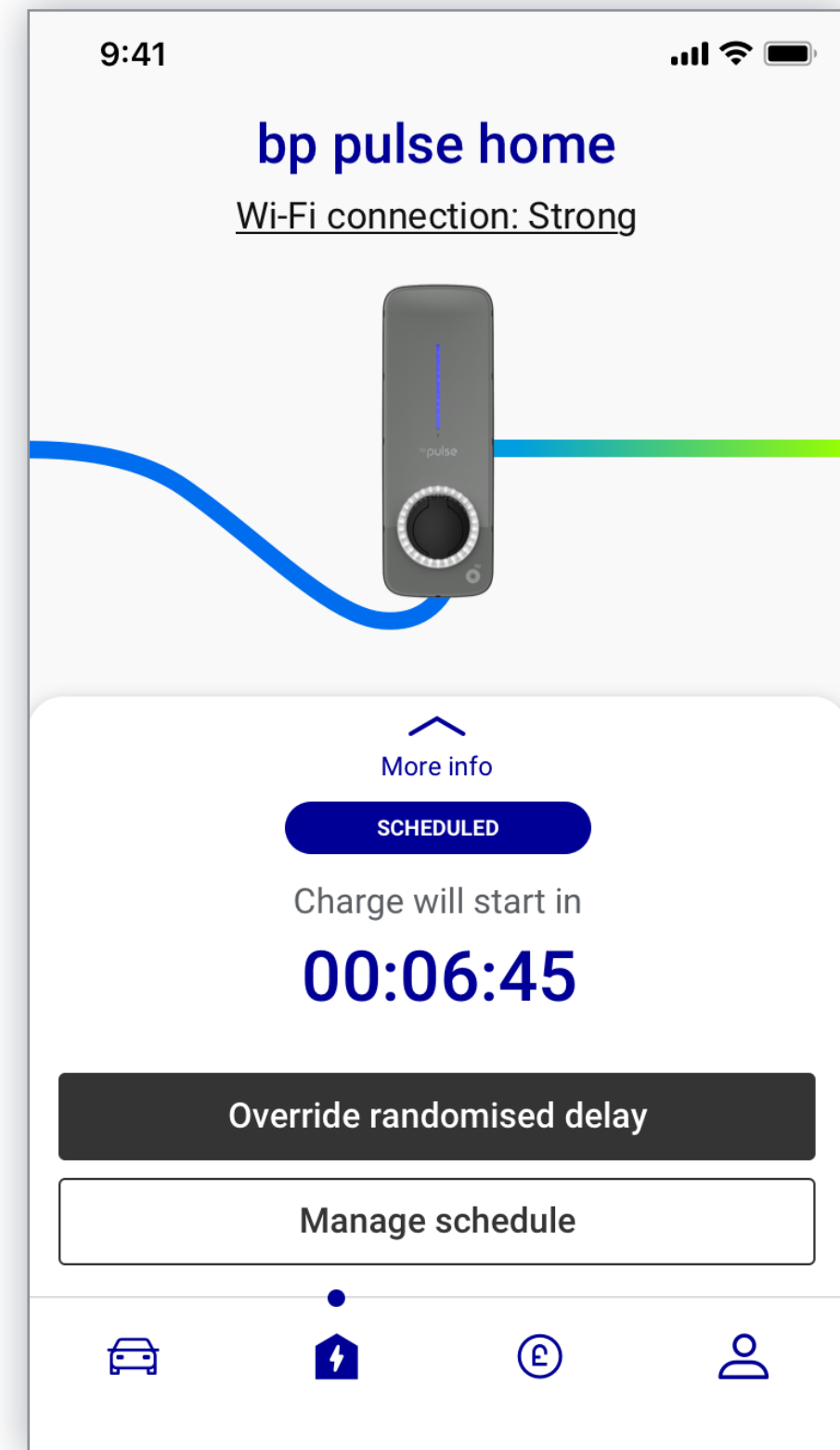
The randomised delay start may vary according to the applied delay and will be displayed by the LED's counting down. Each LED represents one minute. The delayed start may take up to 10 minutes. The home smart app will notify you with the duration of the randomised delay for each charge session - keeping you in the know.





## Randomised delay start app and portal options

Sometimes you may need to start a charge right away, this can be achieved by selecting 'charge now' with the home smart app or web portal. This can also be achieved by holding down the function button for 3 seconds. Doing so will override the randomised delay and begin the charge session immediately. Additional control of the randomised delay is provided via the home smart app and web portal, where a maximum delay time can be set, or switched off entirely.



## Starting a charge on Socketed



# 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

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.



## Starting a charge on Tethered



# 1

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).



# Configure Wi-Fi

- 1 Press and hold down the function button for six seconds.

- 2 Your home smart will then set up a Wi-Fi Access Point. The Wi-Fi 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 Wi-Fi Access Point network name will be 'bppulse-PH1234567'.

- 3 On your mobile device, go to the Wi-Fi settings and select the Access Point network name as detailed above.

- 4 Once successfully connected to the charger's Wi-Fi Access Point, you will be automatically redirected to the login page. Otherwise, open a web browser on your mobile device and enter '192.168.57.241' 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 to you by bp pulse.

- 6 Select the Configuration tab to configure your charger to connect to your home Wi-Fi network.

7 Select the desired home network and enter the password of the home Wi-Fi network.

8 Select 'Save', to save changes.

9 Select 'Reboot Device' to apply changes. The charger will then deactivate the Wi-Fi Access Point, power down and 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 Wi-Fi network and you should be able to control your charger home smart app and web portal.





# Power that you control

Once your bp pulse home charger smart has been installed and is powered on, you will be able to operate it through our home smart app and portal. Your charger will automatically be added to your account and will be visible through both mobile app and web portal, ready for personalisation!

To get started with the web portal go to:  
**<https://portal.bppulse.co.uk>**.

For the mobile app, please capture the QR codes bellow or visit our website:  
**<https://www.bppulse.co.uk/charging-at-home>**.





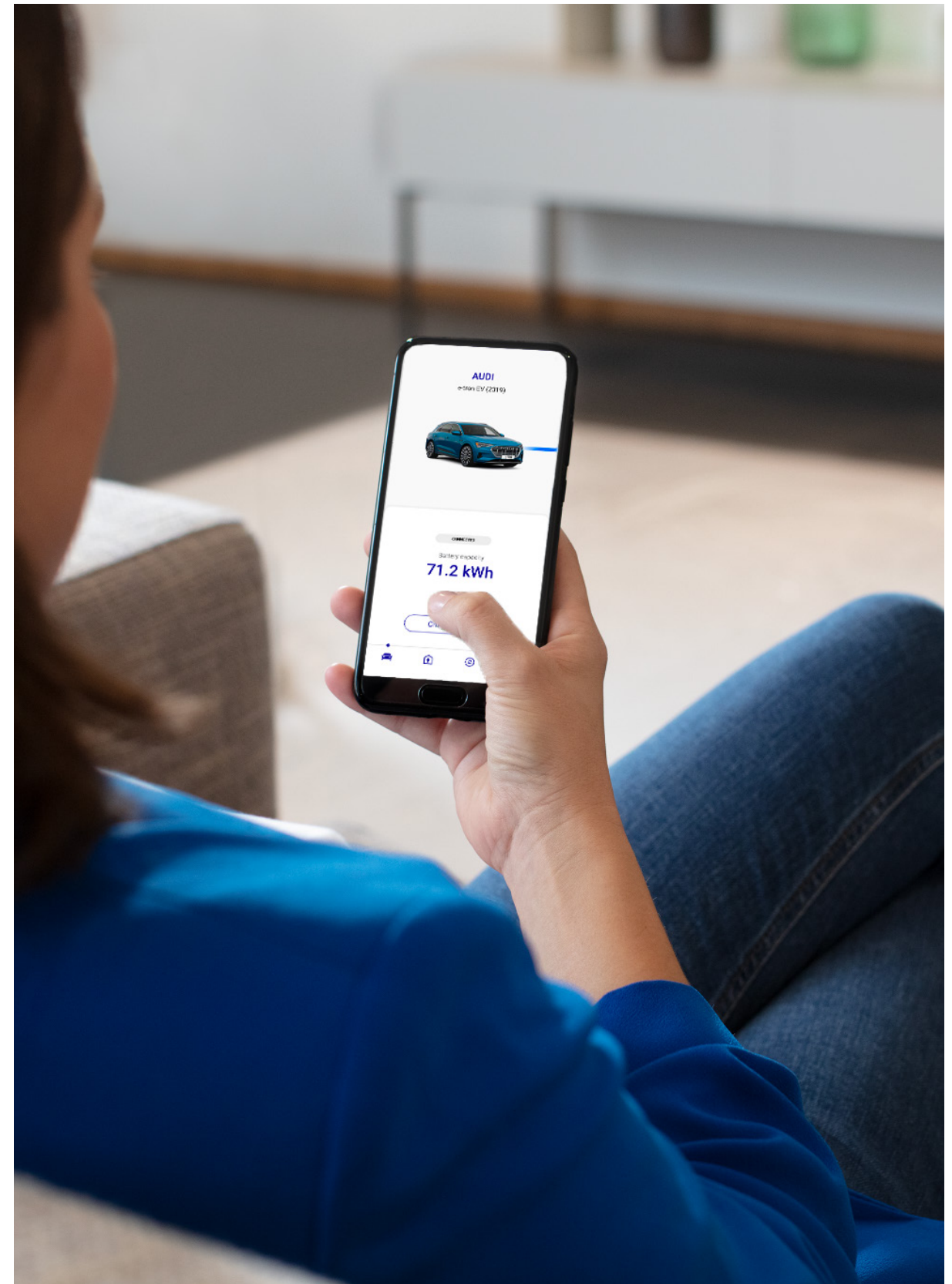
# bp pulse home app

The home smart app is the most convenient way to operate your charger when you're out and about or just relaxing on the sofa!

Let's check out what the home smart app can do for you...

Through the home smart app you will be able to:

- Start and end a charge
- Schedule remote charging sessions
- Obtain information about your usage
- View data about your charging sessions
- And much more.



# Specifications

Single Phase			Three Phase	
Product codes	HCW7T1	HCG7T1	HCW22T2	HCG22T2
	HCW7T2	HCG7T2	HCW22S2	HCG22S2
	HCW7S2	HCG7S2		
Input	220-240 VAC 50/60Hz		400 VAC 50/60Hz	
Rated current	1P + N + E 32A @20%		3P + N + E 32A @20%	
Connectivity	Wi-Fi, Ethernet	4G, Wi-Fi, Ethernet	Wi-Fi, Ethernet	4G, Wi-Fi, Ethernet
32 Amps 7.4kW			32 Amps 22kW	
Electrical output to vehicle	220-240 VAC 50/60Hz		400 VAC 50/60Hz	
General Specifications				
Socketed output connector Type 2	Output charging connector Type 2			
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	
General Specifications		
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.	
4G/LTE operating frequency band, 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/GLONASSG1/BDS/Galileo E1	
Mechanical Impact Protection Rating	IK08	
Wi-Fi operating frequency bands, subject to network connectivity	Wi-Fi frequency 802.11 b/g 2.4GHz	
Maximum power transmission	Tx power +15.1dBm	
	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



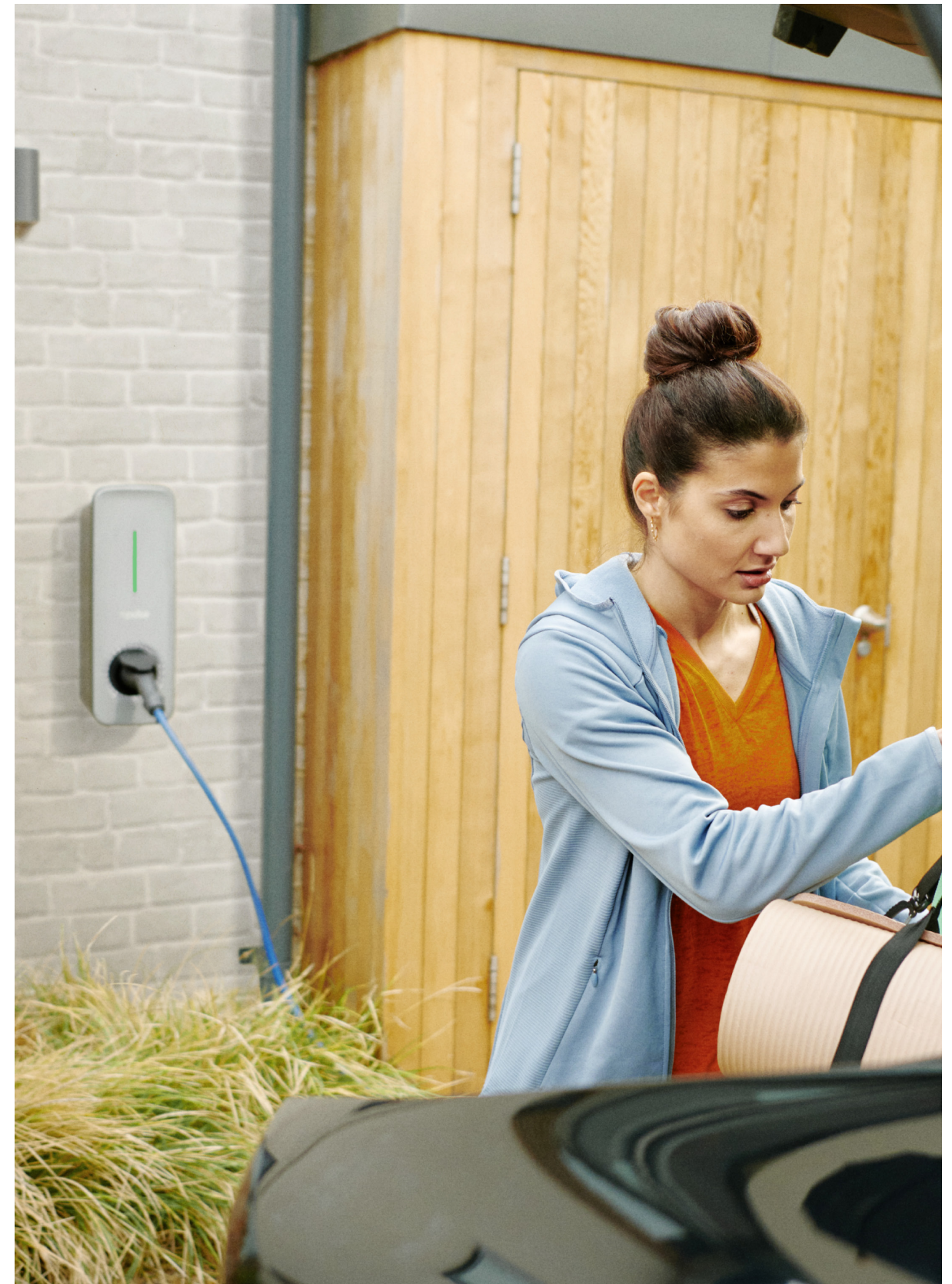
## Safety instructions

- 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.
- Home smart 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 home smart charger away from any harmful chemical substances.



# Safety instructions

- 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.





## 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.



## Resetting your bp pulse home 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 home charger smart or the status indicator is displaying a fault condition, please contact our customer care team on **0330 016 5126**. For further information on the bp pulse home charger smart and troubleshooting guidance please refer to our latest user manual version:

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



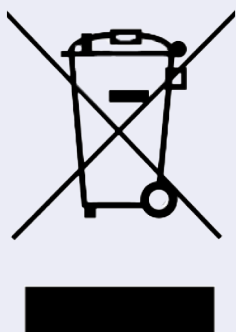
## Decommissioning and disposal

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

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.



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.

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

## 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 bp pulse home charger smart 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/>**



## 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.

<https://www.bppulse.co.uk/terms-and-conditions-of-homecharge-purchase>

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## 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/help-centre](http://www.bppulse.co.uk/help-centre)

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)

## Maintenance

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

If your home smart 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](http://www.bppulse.co.uk), to arrange an engineer visit to reconfigure your home smart output rating.

# 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, The Declaration of Conformity is included in the full user manual:

**[www.bppulse.co.uk/bp-pulse-home-lite-user-manual](http://www.bppulse.co.uk/bp-pulse-home-lite-user-manual).**

For further information please contact our customer care team via the contact page at:

**[www.bppulse.co.uk/help-centre](http://www.bppulse.co.uk/help-centre)** or email us at **[heretohelp@bp.com](mailto:heretohelp@bp.com)**.

