APEX CHARGER

MACH 2

Temperature Protection	Auto-Repair	Efficient Charging	NEMA Type 6 (indoor/outdoor)	GFCI	High-End Processor
Undervoltage Protection	Overvoltage Protection	Short-Circuit Protection	Earth Leakage Protection	Lightning Protection	Overload Protection

Please read all instructions before use

Thank you for purchasing **ApexCharger's MACH 2** and welcome to our family!

On every chapter of the ApexCharger's story, you were always on our hearts and minds - from the initial sketches to the latest technological advancements embedded in it, this charger was built to make your life easier, to maintain your peace of mind and to add a touch of sophistication and elegance to your space, as you deserve it.

Join us on these initial steps, giving special attention to the information shared in this manual. When your EV charger is used according to these instructions and properly maintained, you can count on trouble-free performance for the years to come. Let's get to it.

Contents

Pictograms and symbols

	"Non-recyclable" symbol: located on the product, instruction manual or package, it indicates that electrical and electronic equipment and its accessories should be treated separately from ordinary household waste. When scrapped, these parts should be treated as industrial waste, otherwise, they may cause accidents. Please ensure you dispose the components according to local environmental regulations and applicable laws.
	Danger, electrical risk. Be aware of personal injuries that may be caused by incorrect operation. Actions indicated after the danger mark should only be performed when the conditions indicated are understood and/or satisfied.
	Attention symbol. Whenever this icon is used, it indicates that the steps to be performed at that point should be done to mitigate personal injury risks. Follow those steps closely to prevent incidents.

Warning and cautions

- For use only in the environment with a circuit breaker with GFCI (Ground Fault Circuit Interrupter) protection, unless the charger is hardwired.
- Do not use the device when the charging cable is damaged
- For electric vehicle charging only
- The product must be well grounded when used
- It is strictly prohibited to step on the charging cable, pull the cable, bend or knot the cable
- Do not put your finger into the charging plug
- Do not connect the circuit by yourself without the guidance of a professional
- Do not use the charger when the inside of the charging plug is wet
- Do not install it by yourself before reading the installation instruction
- Do not use it for other purposes except for electric car charging

⚠️ Do not try to disassemble the device by yourself under any circumstances; this may cause damage to the internal precise parts, and you will not be able to enjoy after-sales service.

ApexCharger is committed to the continuous improvement of its product lines.

Hardware and software will continue to be upgraded and, therefore, the information provided here is subject to change without prior notice.

Revision date: 2025-04

Version: V4.2

Disclaimer of Warranties and Limitation of Liabilities

We appreciate you choosing ApexCharger as your Electric Vehicle Charger. Before you begin using our product, it is important to understand the terms and conditions outlined in this section. These disclaimers and limitations affect your rights and responsibilities as a user:

Warranty Disclaimer

It is your responsibility to ensure proper installation and maintenance of the charger. Failure to follow the provided instructions, safety guidelines, and local electrical codes may void the warranty and could result in personal injury, property damage, or charger malfunction.

ApexCharger is covered by a 5-year duration limited warranty from the time of purchase.

Other than the charging cable, ApexCharger contains no field serviceable parts. Do not attempt to repair or service any other part of the unit yourself. If the unit requires servicing, contact our support team through ApexCharger.com.

The MACH 2 charging cable should be positioned in a way that it is not stepped on, tripped over, or subjected to damage or stress (Ex.: Do not close a garage door on the charging cable). Damaging the cable will disqualify the warranty and can possibly trigger a leakage fault.

Ensure MACH 2's proper grounding: Failure to ground the charging station can lead to risk of electrocution or fire. The charging station must be connected to a grounded, metal, permanent wiring system, or an equipment grounding conductor shall be run with circuit conductors and connected to the equipment grounding terminal or lead on the Electric Vehicle Supply Equipment (EVSE). Connections to the EVSE shall comply with all applicable codes and ordinances.

The use of this charger is at your own risk.

If you believe your charger is experiencing issues covered by our limited warranty, please contact our customer support team at support@apexcharger.com.

Limitation of Liability

By using ApexCharger Electric Vehicle Charger, you acknowledge and accept the terms of this disclaimer and limitation of liability.

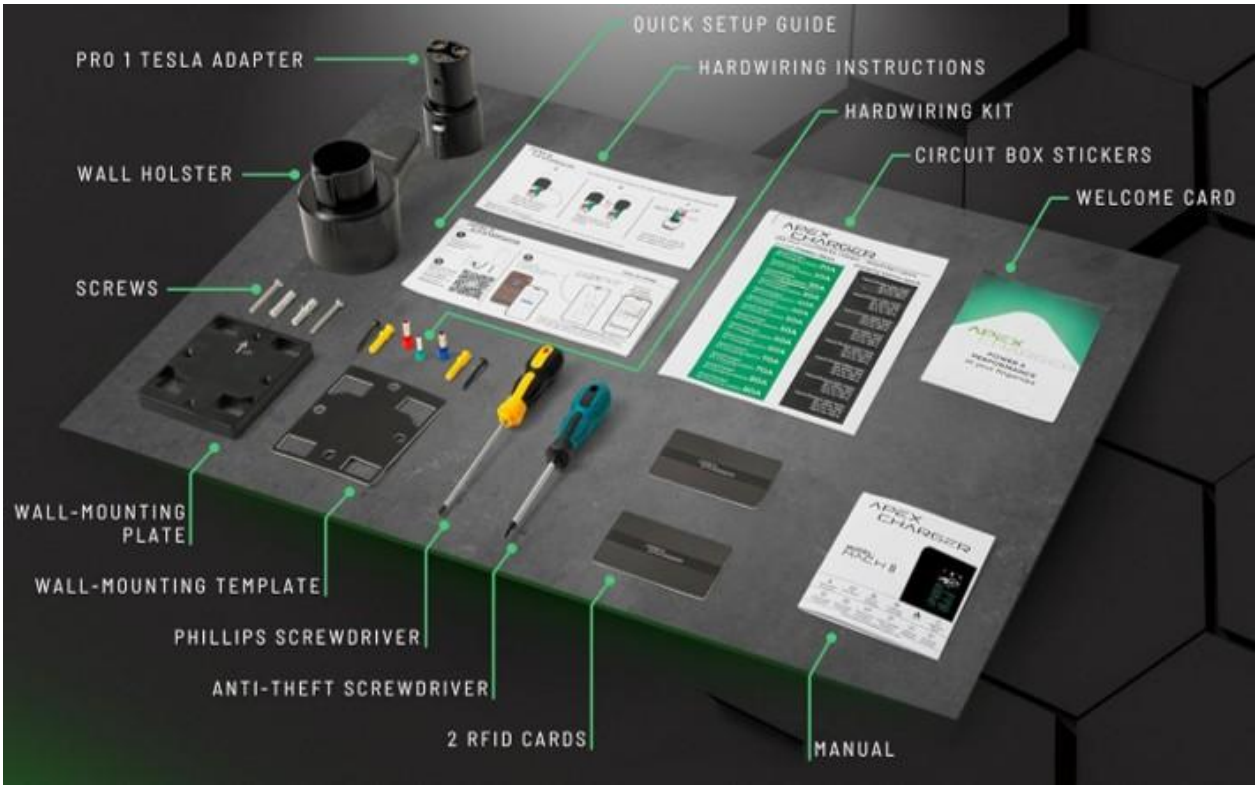
ApexCharger shall not be liable for any direct, indirect, consequential, or incidental damages arising from the use or inability to use our charger, including but not limited to any damages to your vehicle, property, or loss of data.

In no event shall our liability exceed the purchase price of the charger.

Package contents

These are the items that comes with your charger:

Item	Description
ApexCharger's main unit	Is the energy supply equipment (EVSE).
Wall-mounting plate	Also referred to as the back plate or the mounting bracket, it is the frame through which the main unit is attached to a wall or anchoring surface.
30ft cable with connector	Connects the supply equipment to your Electric Vehicle for charging. They can be stored around the main unit or in the remote connector holster.
Remote wall holster	Allows you to have the cable and connector stored at a spot closer to your vehicle.
Tesla adapter (PRO 1)	An adapter to charge Tesla vehicles.
A quick user guide	The essentials for getting started.
The welcome package: • Welcome card • Hardwiring instructions card • Quick setup guide	We are sure you'll love it! ➢ Shows our appreciation for choosing us. ➢ Everything you need to hardwire your MACH 2 ➢ The fast track to get your EVSE charging.
RFID card (x2)	For controlled access to the charger's capabilities.
Amperage labels	Tags for you to have a neat and organized circuit box.
HW kit: • 8 screws • 8 wall anchorages • 1 Philips screwdriver • 2 anti-theft screws • 1 proprietary screwdriver	The parts to have your model installed properly. ➢ For installing the main unit and remote holder in place ➢ To install the backplate / cable holder ➢ These are thief-prevention screws. ➢ To install the anti-theft screws.



Product Specification

Charging Device	Model name*	Mach 2 NEMA40
	Rated Current	48A on hardwire, 40A on NEMA 14-50 plug
	User Interface	5.7” Digital display / App / RFID card reader
	Cable Routing	Bottom inlet wiring, Bottom outlet wiring
	Charging Modes	Plug N’ Play / Card swipe / APP start
	Dimension	9.84 x 9.84 x 3.5 in
	Input Voltage	240V AC
	Input Frequency	60Hz
	Output Voltage	240V AC
	Charging Wire Length	30 Feet, UL certified
Protection Design	Overcurrent protection value	≥110%
	Overvoltage protection value	270V AC
	Undervoltage protection value	190V AC
	Over-temperature protection value	185°F or 85°C with automatic A drop at 170°
	Electric Leakage protection value	CCID20
	Certifications	ETL / Energy Star / UL / SAE J-1772
Environmental Indicators	Standby Temperature	-31°F to 122°F or -35°C to 50°C
	Work Humidity	-5% ~95% without condensation
	Work Altitude	<2000m
	Protection Level	NEMA Type 6 (IP67)
	Cooling model	Passive cooling
	MTBF	50,000 hours

* If NEMA is changed to hardwire, model becomes Mach 2 HW48 as per ETL standards.

Product overview

A) NEMA 14-50 plug and cable
B) ApexCharger’s main unit
C) ApexCharger’s display
D) RFID reading panel
E) 30 ft Charging cable
F) J1772 Charging Connector
G) Remote holster
H) Pro 1 Tesla adapter

Safety features

At ApexCharger, safety is a foundation pillar over which we've built our company. We want you to enjoy the convenience of EV charging with confidence, knowing that your safety is our top priority.

With that in mind, your charger is equipped with a range of embedded safety features that work tirelessly behind the scenes to protect you, your vehicle, and your property.

Let's dive into these to explain how they can contribute to your peace of mind:

Temperature Protection:

Our charger is designed with built-in temperature protection to safeguard against overheating during charging. This not only prolongs the charger's lifespan but also ensures safe charging sessions. Once the main board reaches 185ºF, it will trigger the overheating temperature alert and will stop working. Once it cools down it will start working again.

Under and Overvoltage Protection:

Fluctuations in voltage can be harmful to your EV's battery and the charger itself. Our charger includes under and overvoltage protection, which actively monitors the incoming voltage. If it detects voltage levels outside of the safe operating range, it automatically suspends charging to prevent damage. This ensures your EV is charged safely and efficiently.

Short Circuit Protection:

Short circuits can pose serious risks. Our charger is equipped with robust short circuit protection. It quickly detects and isolates any short circuit events, ensuring that neither your EV nor the charger is harmed.

NEMA Type 6 (IP67):

Our charger's connector boasts NEMA Type 6 (IP67) rating - signifying its resilience against dust and water ingress, this ensures the longevity of the charger and reduces the risk of malfunctions due to environmental factors.

Earth Leakage Protection:

Our charger incorporates earth leakage protection to detect and mitigate any leakages (current escaping from the charger, vehicle or the network). This feature enhances user safety by preventing the buildup of stray electrical currents and ensuring that your charging sessions are hazard-free.

Overload Protection:

Overloading the charger can lead to inefficiency and damage. This protection monitors the power draw and prevents overloading. If it senses an excessive load, it will adjust the charging rate to a safe level, avoiding overuse and potential damage.

As you charge your electric vehicle with us, take comfort in knowing that these features are diligently working in the background, ensuring your safety and the reliability of your charging experience.

We are committed to setting the highest safety standards, so you can drive forward into the future of sustainable transportation with confidence and peace of mind.

Safety recommendations

Electricity is a powerful force, and while our EV charger is designed with multiple safety features, it's essential to take precautions to avoid electrical hazards during your charging process. This section provides guidance on how to stay safe while using our charger:

Do not handle the charger with wet hands:

Always ensure your hands are dry when plugging in or disconnecting the charger. Moisture can conduct electricity and increase the risk of electric shock.

Inspect cables for damage:

Before each charging session, inspect the charging cable for any visible damage, including cuts, exposed wires, or fraying. If you notice any issues, do not use the cable, and contact our customer support for guidance.

Use an outlet with proper grounding:

Ensure that the electrical outlet you're using is properly grounded and meets local electrical codes. Using an ungrounded outlet can increase the risk of electric shock.

Keep children and pets away:

Keep children and pets away from the charger and charging cable during use. The charging cable and connectors should not be used as toys.

Avoid overloading electrical circuits:

Do not overload the electrical circuit by plugging multiple high-power appliances into the same circuit as the charger. Overloading can lead to tripped circuit breakers or overheating.

Be cautious in extreme weather:

While our charger is designed to withstand various weather conditions, exercise caution during extreme weather events, such as heavy rain or snowstorms. If possible, charge your EV in a sheltered area to minimize exposure to the elements.

Use surge protection devices:

Consider using surge protection devices to protect your charger from power surges caused by lightning or other electrical disturbances.

Follow the user guide’s instructions:

Always follow the User Guide’s instructions for your electric vehicle and the charger, they provide specific guidance on safe charging practices.

Emergency procedures:

Familiarize yourself with the emergency procedures outlined in this manual. Knowing how to safely disconnect the charger can be crucial in case of an emergency.

Make sure you have a dedicated 60A circuit breaker for the charger installation, as it allows you to quickly disconnect the charger's power.

Here's a step-by-step on how to control risks and ensure safety in case of an emergency:

Stay calm:
In any emergency, it's essential to remain calm and collected. Avoid panic as it can lead to mistakes and increase risks.

Assess the situation:
Determine the nature of the emergency to understand if it is it related to the charger, the vehicle, or the electrical system. Understanding the problem is crucial for taking the appropriate action.

Locate the dedicated circuit breaker:
Familiarize yourself with the location of the dedicated circuit breaker for the charger. Your ApexCharger comes with circuit breaker labels to clearly identify them and have easier access to the unit's power control.

Shut off the circuit breaker:
In the event of an emergency, or if you suspect an electrical fault with the charger, turn off the dedicated circuit breaker associated with it, if it is safe to do so. This action will completely cut the power to the charger.

Disconnect the charging cable:
Once the power is cut off, safely disconnect the charging cable from your EV. Ensure that no part of the cable or connector is in contact with water or other conductive materials.

Contact emergency services:
If there is a risk of fire, contact the appropriate emergency services.

Contact the manufacturer or installer:
After ensuring immediate safety, contact ApexCharger's customer support or the installation service provider for guidance on troubleshooting or repair.

Do not attempt repairs:
Unless you are a qualified electrician or technician, do not attempt to repair the charger yourself. Electrical repairs should only be performed by licensed professionals.

Document the incident:
Making notes about the incident indicating what occurred such as the status shown on the display, what unusual sounds or smells were noticed, and the actions you took can be helpful for diagnosing and resolving the issue later, as well as for us to act upon

Schedule inspection and repairs:
Once the situation is under control, schedule an inspection of the charger by a certified

technician or electrician to diagnose the problem and perform any necessary repairs or maintenance.

Resume Charging Safely:
Only resume charging when you are confident that the issue has been resolved, and the charger has been inspected and deemed safe to use.

Remember that safety should be your top priority when using an electric vehicle charger. While our charger is designed to minimize risks, following these guidelines, and using common sense, can further enhance your safety and ensure a trouble-free charging experience.

If you ever have concerns or questions about electrical safety or the operation of our charger, please don't hesitate to contact our customer support team. We are here to assist you!

Required Tools

The following tools are required on the preparation of the area and the installation & configuration steps:

- Pencil
- Screwdriver (included)
- Level (optional)
- Drill
- Drilling bits
- Wi-Fi enabled personal computer or smartphone

When installing the EVSE on Drywall:

- Stud finder (optional)

Plan the location

ApexCharger MACH 2 is designed for home, commercial, indoor & outdoor use. Your charger should be installed on a stud, wall, or a solid vertical base for stable anchoring.

⚠️ **To achieve your charger's maximum 48A charging capacity, have it hardwired to a 60A dedicated circuit breaker (no GFCI needed).**

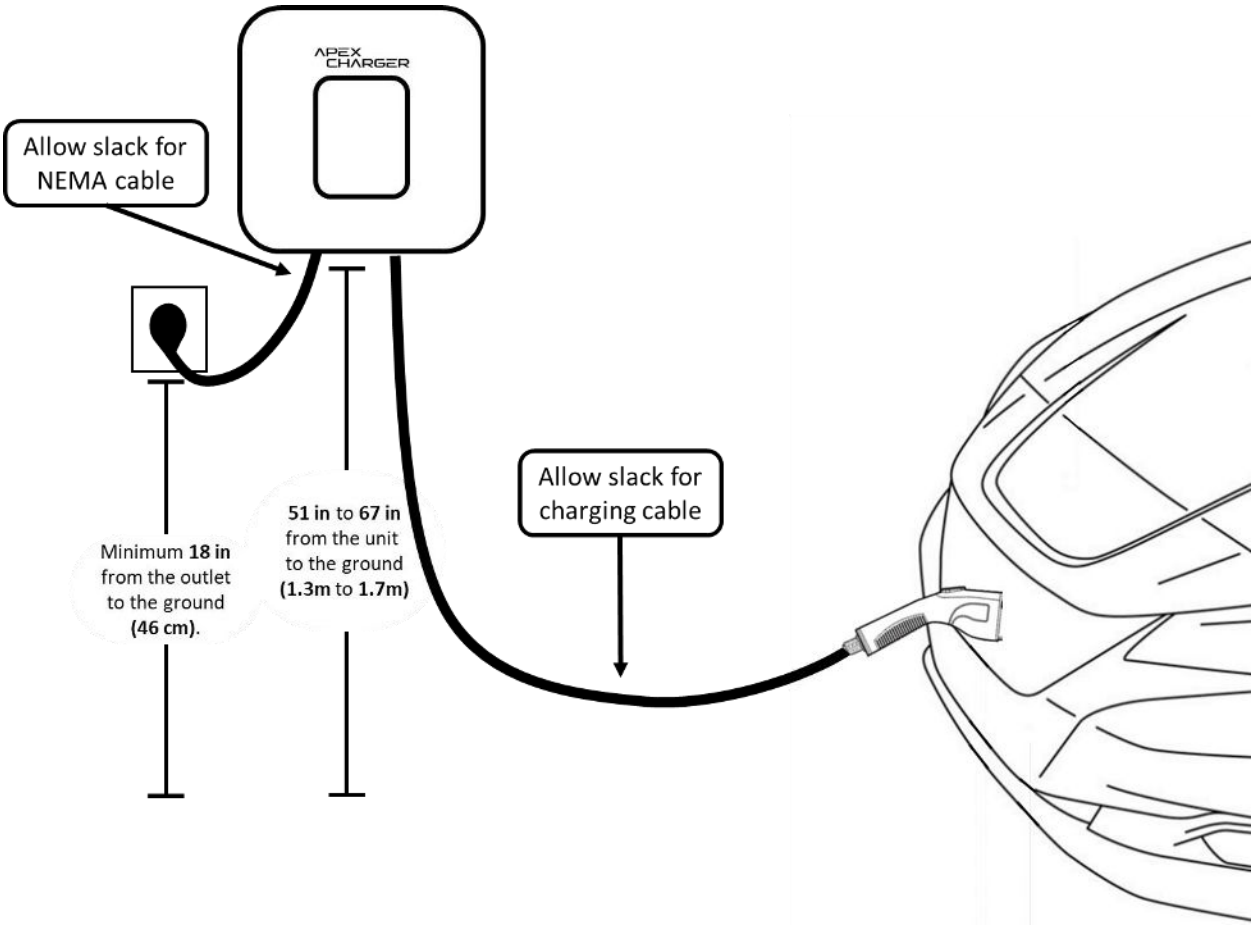
⚠️ **For NEMA 14-50 installations, use a 50A dedicated circuit breaker with GFCI protection, and limit the charger's current to 40A through the "Current" button (with the "A" in it), or the app.**

⚠️ **For safety reasons, limit the charger's current to no more than 80% of your circuit breaker's capacity. This recommendation is needed for compliance to the NEC – National Electric Code.**

The recommended installation height is between 51 and 67 inches (1.3m and 1.7m).

Your ApexCharger has a NEMA 14-50 standard plug; a properly grounded NEMA 14-50 outlet will be needed close by the installation spot to power the EVSE. The NEMA outlet should be located at least 18 inches (46 cm) from the ground where the charger will be mounted.

When preparing a location to install ApexCharger's MACH 2, consider a spot that allows the charging cable to reach the car's charging port while having some slack on it.



Prepare the area for installation

Note: When installing the charger on drywall, use a wall stud finder to identify the nearest wall stud to the NEMA outlet.

⚠️ **Turn off the circuit breaker to the charger's installation point.**

Plug the NEMA cable into the outlet and position the charger centered vertically on the desired spot. Ensure the charger is positioned at the center of the stud when installing it on drywall. You can use a level to adjust the horizontal alignment.

The NEMA plug's cable must have a slight curve and not be stretched.

The mounting bracket has holes to support attachment to multiple mounting surfaces. For most installations, 2 -4 screws will be enough to hold the main unit in place.

Using the wall mounting template, mark the drilling holes on the surface with a pencil.

When using 2 screws, use the two middle vertical screw holes of the mounting bracket for a stable placement.

Unplug the charger's main unit and set it aside.

Installation

Electrical requirements

⚠️ The electrical panel for the ApexCharger must support a 240 V dedicated circuit in accordance with all local codes and ordinances. This requirement ensures that the EV charger performs as expected, while offering an additional safety layer for your property's electrical grid.
Please ensure that you are compliant with the national electric code requirements.

⚠️ To achieve the full 48 Amps charging capacity you are required to use a 60 Amp circuit breaker with **no** GFCI protection. If you have a circuit breaker with a lower capacity than 60A, for safety reasons, limit the charger's current to no more than 80% of its circuit breaker's capacity in compliance with the NEC – National Electric Code.

⚠️ For NEMA 14-50 installations, use a 50A dedicated circuit breaker with GFCI protection and limit the charger's current to 40A through the Current button or the app.

Use the labels provided with your charger to properly identify the breaker associated with it.

⚠️ **WARNING**

- This equipment should only be installed by a licensed electrician in accordance with all local codes and ordinances.
- This equipment **must be grounded** through a permanent wiring system or an equipment-grounding conductor.
- Do not install or use this equipment near flammable, explosive, harsh, or combustible materials, chemicals, or vapors.
- Children should be supervised when around this equipment.
- Do not insert fingers or foreign objects into the electric connectors.
- Do not use the equipment if the **enclosure** or **flexible power cord** or **EV cable** is frayed, broken or otherwise damaged, or fails to operate. This prevents personal injuries and avoids unwanted electrical discharges.
- Use 90 °C wire copper conductors only.
- Do not operate the equipment outside its operating temperature range.
- Make sure all the installation steps on this manual are followed accordingly. Incorrect installation and testing of the equipment could potentially damage the vehicle's battery, components, and/or the equipment itself.
- Handle the equipment with care during transportation. Do not subject it to strong force or impact or pull, twist, tangle, drag or step on the equipment, to prevent damage to any components.

Not following these warnings will void the warranty null.

Installing the main unit (EVSE)

⚠️ Before starting, ensure the circuit breaker to the charger will be connected to is turned off.

Drill the holes on the marks you did when preparing the spot for the installation.

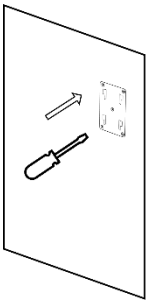
Install the anchors on the holes and secure the mounting bracket in place with the screws.

Connect the main unit to the mounting bracket and lock it in place using the anti-theft screws provided.

Plug the charger into the NEMA 14-50 outlet or hardwire it to the circuit box and switch the circuit breaker on.

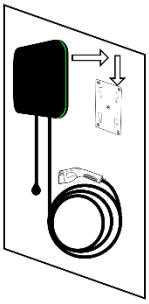
1

Drill & install the mounting plate on the wall with 5 screws.



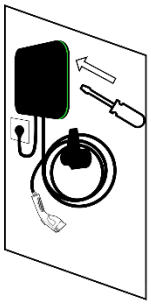
2

Place the MACH 2 main unit body on the mounting plate.



3

Install the anti-theft screw on MACH 2's main unit.



Hardwiring the unit

To achieve the maximum charger capacity (48A), ApexCharger recommends you connect the charger via Hardwire method using a 60A circuit breaker (no GFCI needed) and 6 AWG THHN or 4 AWG copper wires **using a junction box**. The junction box serves as a heatsink and prolongs the life of your charger and circuit breaker.

Hardwiring should only be performed by licensed electricians. The information provided is our formal recommendation, however, a certified professional can assess the best setup for your location and propose a different alternative up to do code (NEC).

The MACH 2 doesn't have a neutral wire, which might be required for hardwiring. A licensed electrician should confirm this and can easily address it based on a case-by-case analysis.

The instructions and gear for the licensed electrician to perform the hardwire installation are available on every MACH 2 package. For more details, please refer to the How-to-hardwire card on your package.

ApexCharger teamed up with top-tier electricians to offer you nationwide professional EV charger installation services across the US. You can request a quote from them directly from our website: https://apexcharger.com/contactlocalpartner/

Installing the remote connector holster

⚠️ Ensure the circuit breaker is turned off for the garage or room where you're installing the remote connector holster and check the wiring diagrams in order not to drill through a power line.

Start by releasing the holster's cover moving up the plastic latch in the back of it. Expose the 2 drilling holes to use the holster as a template.

With a pencil, mark the spot where the remote holster will be placed. The desired spot must allow the charging cable to have some slack on it.

When installing it on a drywall, use a stud finder and make sure you mark the anchorage spots on a stud surface. This ensures the security of the equipment. Due to the weight of the cable that can be rolled on the remote holster, is fundamental that it is installed on a solid base that can hold combined weight of the cable and connector.

Drill the holes on the wall or stud with a drill and insert the anchorages on them. Install the remote connector holster to the anchorages with the screws and place the anti-theft lid back in place until you hear a 'click'. You can leave the holster without the lid if you have it installed in a private area – the lid is useful for outdoor installations to prevent it from being removed from the installing spot.

Roll the cable around the connector holster lip. You can plug the connector to the holster or keep it coiled with the cable - in this case, use the rubber cap attached to it to protect the terminals of the connector against humidity and dirt.

We recommend, whenever you're not charging your Electric Vehicle, that the charging cable is always placed on the remote holder or around the main unit to avoid accidents and to extend its durability.

Never drive over the cable or close a garage door on it, this will make it ineligible for warranty services and returns.

Setting up the ApexCharger app (Smart Life)

Download Install the app

You can obtain the Smart Life app from Google Play store or Apple Store using the links or the corresponding QR codes below:

Google Play Store link:

https://play.google.com/store/search?q=smart%20life&c=apps

Apple Store link:

https://apps.apple.com/us/app/smart-life-smart-living/id1115101477

Installation should start automatically.

Once the app is open, accept the user agreement terms and permissions requested. You can "Join as a guest" to start using the app right away. You can also "Register" if you'd like to act as a moderator, meaning you can control who can access the charger through the app – useful for businesses or homes with multiple charger users.

Ensure your phone is connected to a **2.4GHz Wi-Fi network** and your **Bluetooth is on**. Charger should be identified automatically. If you have any issues identifying the charger on the app, follow these steps:

Close the app and ensure that the charger is close to a router to connect to a **2.4 GHz Wi-Fi network**. Press both side buttons at the same time and hold them pressed for 5 seconds to enable Paring Mode. After this, the Wi-Fi symbol on the display should have an X shown over it.

Please enable both Wi-Fi and Bluetooth on your phone. **Your phone must be connected to a 2.4G Wi-Fi**, if you have both 2.4G and 5G available.

Once done, you can do the following steps:

- Open Smart Life App
- If your phone is connected to a 2.4GHz network, your device should be automatically identified and shown on the list to be added.
- Add your 2.4GHz network credentials to the app.
- Click "Add" right by your charger and you are done.

For additional information, please check our tutorial video on App setup here:
https://www.youtube.com/watch?v=spTuSXiqraU&ab_channel=ApexCharger

You can always contact our support team on support@apexcharger.com or (424) 213-8817 if you need assistance on any of these steps. We usually respond in less than an hour.

Register

After installing the app, you can register using your phone number or e-mail address: Registration is only needed if you intend to have more users accessing the charger; registering will allow you to act as a moderator for the other users.

You can invite other users to the charger by selecting the bottom right tab "**Me**" > then you click on "**Home Management**" > click on the home you want to share (usually the only one there if you haven't added others before) > and click on "**Add Member**". With this you'll be able to send an invitation in the form of a link. It's an invitation code to be added on the other user's app.

For the invited user to add the charger to his app, go to the bottom right tab "**Me**" > then you click on "**Home Management**" > click on "**Join a home**" > add the invite code generated on the last step.

Set your preferences

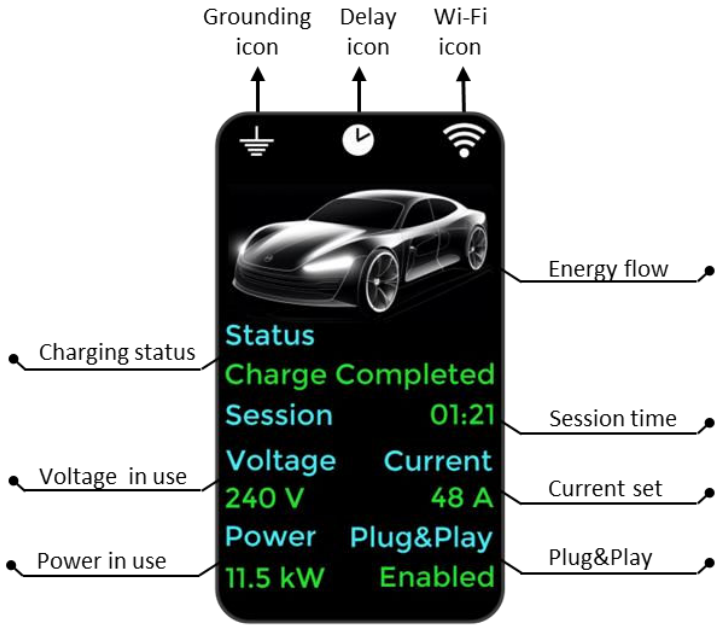
You can access customized data on charge time and charging history through the Smart Life app.

For additional information please consult the App guide and FAQ: https://smart-life-app.com/faq/

ApexCharger's display and interface

Your ApexCharger has an informational display that shows you useful real-time data. This feature allows you to quickly obtain information from the charger without having to use your phone.

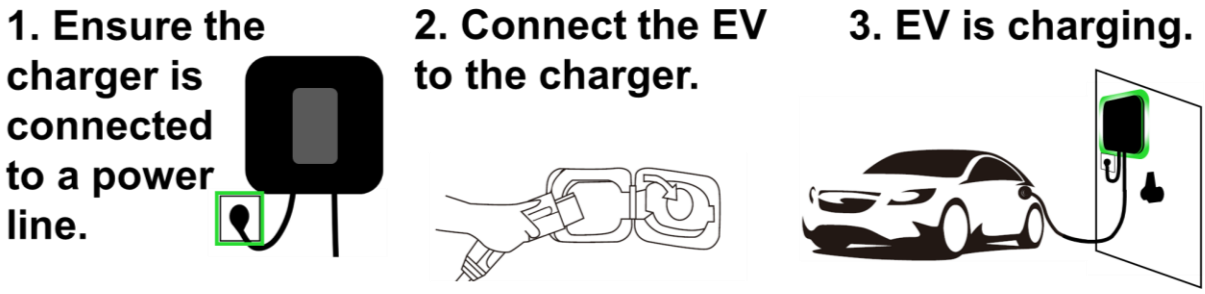
These are the info you can get from ApexCharger's screen at a glance:



Charging your vehicle

The True Plug N' Play

True Plug N' Play mode is the factory-default setting: all you need to do is plug your EV in and it'll start charging automatically.



To deactivate the True Plug N' Play feature, swipe the RFID card on the RFID panel then hold the Delay or the Current button for 5 seconds. This will enable the controlled access charging (RFID or app start).

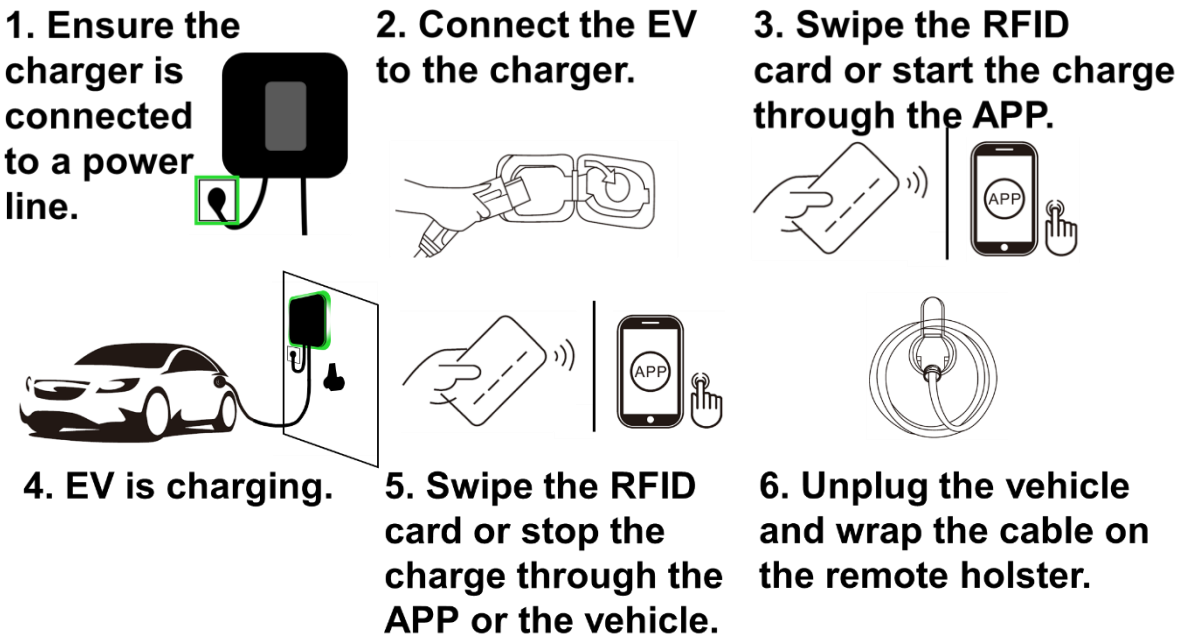
To reactivate the True Plug N' Play mode, repeat the same steps above.

Controlled access charging

Start by plugging the connector into your Electric Vehicle port. Swipe the card on the main unit's card reader or start the charge through the APP. Charging takes into consideration the preferences you've set on the APP or the vehicle.

You can stop the charging session at any time on the APP or by swiping the RFID card on the reader.

Once charging is complete/stopped, simply unplug the charging gun. The charger will automatically stay in controlled access mode and won't allow unauthorized use - there's no need to swipe the card again.



LED indicative status patterns and troubleshooting

Your charger's status can be monitored through the display. The external led frame will blink with different patterns and colors to indicate errors or possible installation issues.

The reference table below has the key to identify those patterns and help you navigate on troubleshooting, also providing important diagnosis information to be shared with customer support or with the installation company to optimize the solution time on an eventual charger failure:

LED State				Status (Display)
Blue	**Green**	**Yellow**	**Red**	
Stays on	/	/	/	**Car Unplugged**
Breathing	/	/	/	**App or Card Start**
/	Breathing	/	/	**Charging your EV**
/	Stays on	/	/	**Charge completed**
/	/	Filling up (3s)	/	**Leakage Fault**
/	/	Flashing	/	**Overcurrent Alert**
/	/	Stays on	/	**No Grounding (Icon)**
/	/	/	Filling up (3s)	**Overvoltage Alert**
/	/	/	Filling up (3s)	**Undervoltage Alert**
/	/	Flash 1	Flash 1	**Relay Failure**
/	/	/	Stays on	**Communication Error**
/	/	/	Flashing	**Overheating Alert**
/	/	/	/	**No WiFi (Icon)**

A list of the most common problems and how to troubleshoot them is available on the table below:

Issue	Reason	Troubleshooting
Leakage Fault	Excessive Leakage Current	1. Switch off the distribution box immediately.
		2. Check if the charger's output line is damaged, has a low impedance to the ground or a short circuit.
		3. Check if the vehicle's, adapter's, and charger's sockets are in good condition.
		4. Inspect the charger's charging cable for signs of damage or dents.
		5. After performing the actions above, power-on the unit. If issue persists, please contact us.
Overcurrent	High Input Current	1. Switch off the distribution box immediately.
		2. Check whether there is low impedance or a short circuit between the output lines of your MACH 2 charger.
		3. After troubleshooting the options above, power it on again. If the issue persists, please contact us.

Issue	Reason	Troubleshooting
Grounding Fault	Grounding failure	1. Switch off the distribution box immediately.
		2. Check whether the input/output line of the AV charger is grounded properly or not.
		3. After troubleshooting the above options, turn on the power on the unit. If the issue persists, please contact us.
Undervoltage	Low Input Voltage	1. If the voltage is lower than 190V AC for a short time, the charger will stand by and monitor the power network restoring itself when voltage is back to the normal voltage range.
		2. If the voltage is under 190V AC for a long time, wait to use the charger after the voltage is back to normal range.
Relay Failure	Relay Failure or Adhesion	1. Restart the charger, let the charger repair itself.
		2. If the issue persists, contact our support team.
CP Error	Charger Connection Error	1. Check if the connection of the charging plug with the vehicle's inlet socket is tight and reliable.
		2. If the issue persists, contact support.
Overvoltage	High Input Voltage	1. If the voltage exceeds 270V AC for a short period of time, the charger will stand by and monitor the power network, restoring itself when voltage is back to the normal range.
		2. If the voltage exceeds 270V AC for a long time, wait before using the charger until the voltage is back to the normal range.

⚠️ Do not try to disassemble the device by yourself under any circumstance. This may cause damage to the internal parts, making the product ineligible to services covered by the warranty.

Getting support

Have any questions or concerns? Reach out to our support line on (424) 213-8817 or through one of these options:

E-mail us at support@apexcharger.com.

Check our website for instructional videos and FAQs at www.apexcharger.com.

You can also reach us through our support line: +1 (424) 213-8817

Our helpdesk operates 24/7 – 365 days and has very quick response times. We are here to help!

Thank you for reading up to this point! To register your product and get an extra 1-year warranty, simply email our team at support@apexcharger.com with your Order Number (needs to be done within 30 days of purchase).

Enjoy your experience with our charger and feel free to share your feedback with us! Most of the features we included in MACH 2 are based on customer feedback. We trust you'll love it. Enjoy the ride!