



TESLA

MOBILE CONNECTOR OWNERS MANUAL



COMMUNICATIONS REGULATIONS

Radio and television interference

The equipment described in this manual can generate and radiate radio-frequency energy. If it is not installed and used properly, and in accordance with Tesla's instructions, it can interfere with radio and television reception.

COMPLIANCE

The Mobile Connector complies with the following European Union directives: Low Voltage Directive (LVD) 2006/95/EC and Electromagnetic Compatibility (EMC) Directive 2004/108/EC.

Enclosure Protection Rating: Type 3R and IP44.

ERROR OR OMISSIONS

To communicate any inaccuracies or omissions in this manual, please send an email to: ownersmanualfeedback@teslamotors.com.

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MODEL S

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SAVE THESE IMPORTANT SAFETY INSTRUCTIONS

This document contains important instructions and warnings that must be followed when using your Mobile Connector.



WARNINGS

Read this entire document before using the Mobile Connector. Failure to do so or to follow any of the instructions or warnings in this document can result in fire, electrical shock, serious injury or death.

Use the Mobile Connector only within the specified operating parameters.

The Mobile Connector is designed only for charging a Tesla vehicle (excluding Tesla Roadster). Do not use it for any other purpose or with any other vehicle or object. The Mobile Connector is intended only for vehicles that do not require ventilation during charging.

Do not use or stop using the Mobile Connector if it is defective, appears cracked, frayed, broken or otherwise damaged, or fails to operate.

Do not attempt to open, disassemble, repair, tamper with, or modify the Mobile Connector. The Mobile Connector is not user serviceable. Contact Tesla for any repairs.

Do not use an extension cord, power strip, multi-outlet adapter, multi-plugs or conversion plugs to plug in the Mobile Connector.

Do not disconnect the Mobile Connector from the wall outlet while the vehicle is charging.

Do not use private power generators as a power source for charging.

Do not plug the Mobile Connector into a damaged, loose or worn power outlet. Ensure the Mobile Connector's wall plug's prongs fit snugly into the outlet.

Do not connect the Mobile Connector into a power outlet that is not properly grounded.

The Mobile Connector contains components, such as switches and relays, that can produce arcs or sparks. Do not expose the Mobile Connector to flammable or harsh chemicals or vapors. Do not use or store the Mobile Connector in a recessed area or below floor level and when used in an inside location such as a garage, locate the Mobile Connector's main body at least 18 inches (46 cm) above the floor.

Do not use the Mobile Connector when either you, the vehicle or the Mobile Connector is exposed to severe rain, snow, electrical storm or other inclement weather.

When transporting the Mobile Connector, handle with care and do not subject it to strong force or impact or pull, twist, tangle, drag or step on the Mobile Connector to protect from damage to it or any components.

Protect the Mobile Connector from moisture, water and foreign objects at all times. If any exist or appear to have damaged or corroded the Mobile Connector, do not use the Mobile Connector.

Do not touch the Mobile Connector's end terminals with sharp metallic objects, such as wire, tools or needles.

If rain falls during charging, do not allow rainwater to run along the length of cable and wet the electrical outlet or charging port.

If the electrical outlet is submerged in water or covered in snow, do not insert the Mobile Connector's plug. If, in this situation, the Mobile Connector's plug is already plugged in and needs to be unplugged, turn off the breaker before unplugging the Mobile Connector.

Do not forcefully fold any part of the Mobile Connector or damage it with sharp objects.

Do not insert foreign objects into any part of the Mobile Connector.

Do not use the Mobile Connector when a vehicle cover is on the vehicle.

Ensure that the Mobile Connector's charging cable does not obstruct pedestrians or other vehicles or objects.

Use of the Mobile Connector may affect or impair the operation of any medical or implantable electronic devices, such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. Check with the electronic device manufacturer concerning the effects that charging may have on the device before using the Mobile Connector.

Do not attempt to use one of the Mobile Connector's adapters in any type of outlet for which it was not originally designed.

Do not use cleaning solvents to clean the Mobile Connector.



CAUTIONS

Do not operate the Mobile Connector in temperatures outside its operating range of -30°C to +50°C (-22°F to 122°F).

Store the Mobile Connector in a clean dry place in temperatures between -40°C and +85°C (-40°F and +185°F).



EUROPE (EXCEPT NORWAY)

NORWAY ONLY

WARNING



- READ OWNERS MANUAL BEFORE OPERATING. FAILURE TO DO SO MAY RESULT IN INJURY OR DEATH.
- DO NOT USE WITH AN EXTENSION CORD.
- IF UNIT IS DEFECTIVE OR DAMAGED, IMMEDIATELY SEND TO TESLA FACILITY.
- ONLY FOR USE WITH TESLA MOTORS EQUIPMENT.
- SERVICE BY TESLA MOTORS AUTHORIZED PERSONNEL ONLY.
- CONNECT ONLY TO PROPERLY GROUNDED OUTLETS.
- ENCLOSURE TYPE 3R/ IP44.
- RISK OF EXPLOSION. THIS EQUIPMENT HAS INTERNAL ARCING OR SPARKING PARTS WHICH SHOULD NOT BE EXPOSED TO FLAMMABLE VAPORS. DO NO PLACE IN A RECESSED AREA OR BELOW FLOOR LEVEL.
- THIS DEVICE IS INTENDED ONLY FOR ELECTRIC VEHICLES NOT REQUIRING VENTILATION DURING CHARGING.
- CAUTION – RISK OF ELECTRIC SHOCK. DO NOT DISCONNECT UNDER LOAD.

VOLTAGE AND CURRENT:

1Ø 200-260VAC, 32A (MAX)

3Ø 380-440VAC, 16A (MAX)

FREQUENCY: 50-60HZ

P/N: 1023694-00-A



RESET

S/N: XXXXXXXXXXXX

TESLA MOTORS, INC.
PALO ALTO, CA 94304

WARNING



- **FOR IT GRID USE ONLY (NORWAY).**
- READ OWNERS MANUAL BEFORE OPERATING. FAILURE TO DO SO MAY RESULT IN INJURY OR DEATH.
- DO NOT USE WITH AN EXTENSION CORD.
- IF UNIT IS DEFECTIVE OR DAMAGED, IMMEDIATELY SEND TO TESLA FACILITY.
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SPECIFICATIONS

Use only a 230 volt (single phase) or 230/400 volt (3 phase) AC, 50/60 hertz wall outlet that has a dedicated and properly grounded circuit. The minimum single-phase current is 10 A.

Use of a dedicated receptacle with a single socket is recommended. If the receptacle has two sockets, do not plug any other items into the other socket.

The Mobile Connector is 6 metres long. Use an existing outlet or install a new outlet located less than 4.5 metres from the vehicle's charge port and at least 45 cm above the ground. The location of the charge port will vary depending on the model of your Tesla vehicle (refer to the vehicle's owner documentation).

Do not use an extension cord, a multi-outlet adapter, a multi-plug, a conversion plug, or a power strip with the Mobile Connector.

CHARGING TIME

Charging times vary based on the voltage and current available from the power outlet, subject to various conditions. Charge time also depends on ambient temperature and the vehicle's Battery temperature. If the Battery is not within the optimal temperature range for charging, the vehicle will heat or cool the Battery before charging begins.

For the most up-to-date information on how long it takes to charge your Tesla vehicle, go to www.teslamotors.com.

ADAPTERS

The Mobile Connector has several adapters that allow it to be plugged in to most power outlets throughout Europe. The specific adapters included with your Mobile Connector depends on your market region. Additional adapters are available for purchase. For details, go to www.teslamotors.com.

To support faster charging, the following high power adapters are also available:

- 5-pin IEC 60309 adapter (red) - provides 3 phase 230/400 VAC charging at 16 A.



- 3-pin IEC 60309 adapter (blue) - provides 1-phase 230 VAC charging at 32 A.

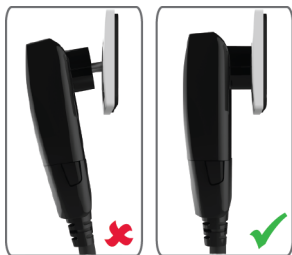




PLUGGING IN

NOTE: Always inspect the Mobile Connector for damage prior to each use.

- 1 Ensure that the Mobile Connector's adapter matches the outlet you want to use. For instructions on how to change the adapter, see page 5.
- 2 Plug the Mobile Connector's adapter into the power outlet. Don't hang the weight of the adapter on the wall plug. The adapter should be flush against the plug.



- 3 With your key nearby, press the button on the top of the Mobile Connector. The charge port door opens. **NOTE:** You can also use the touchscreen to open the charge port door.



- 4 Plug in your Tesla vehicle.

When you plug the Mobile Connector into your Tesla vehicle, the charge port pulses a green light during charging, and the instrument panel displays charging information.

UNPLUGGING

When charging is complete, the light around the charge port stops pulsing and the light is solid green.

- 1 Press and hold the button on the Mobile Connector, wait for the latch to retract, then pull the Mobile Connector out of the charge port.
- 2 Push the charge port door closed.
- 3 Unplug the Mobile Connector from the power outlet and store it in an appropriate location.

For more detailed information about charging, refer to the owner documentation provided with your Tesla vehicle.



REMOVING THE ADAPTER

To remove an adapter, push the buttons on the Mobile Connector's charge cable and pull the adapter from its socket.



ATTACHING THE ADAPTER

To attach an adapter, line up the adapter with the Mobile Connector's charge cable and push until it snaps into place.





STATUS LIGHTS & RESET BUTTON

Under normal conditions when charging is in progress, the Mobile Connector's green lights flow continuously and the red light is off. Identify problems by paying attention to these lights when plugging in.

In some cases, you may need to press the RESET button located on the back.





RESOLVING FAULTS

Green Lights	Red Light	What it means	What to do
All lights flowing	Off	Charging is in progress.	Nothing. The Mobile Connector is successfully charging.
Top light on	Off	Power on. Mobile Connector is powered, but not charging.	Make sure the Mobile Connector is plugged into the vehicle.
Off	1 flash	Ground fault. Electrical current is leaking through a potentially unsafe path.	This should automatically reset in 15 minutes. If not, ensure no one is touching or inside the vehicle, then press the RESET button.
Off	2 flashes	Self check failed.	Unplug the Mobile Connector from the vehicle and press the RESET button. Plug the Mobile Connector back into the vehicle. If the error persists, unplug the Mobile Connector from both the vehicle and the power outlet, then plug it back in. When plugging back in, always plug it into the outlet first.
Off	3 flashes	Contacting failed	Unplug the Mobile Connector from the vehicle and wait 10 seconds. If the error persists, contact Tesla.
Off	4 flashes	Ground lost	Make sure the power outlet is properly grounded. If uncertain, ask your electrician. NOTE: Not applicable in Norway.
Off	5 flashes	Sense circuit fault	Make sure the Mobile Connector's adapter is attached properly.
Off	6 flashes	Thermal fault	Consider charging in a cooler area, such as indoors or in the shade.
Off	More than 6 flashes	The Mobile Connector may need repair.	Contact Tesla Service.
Off	Off	Power lost	Unplug the Mobile Connector and check that the power outlet has power.

QUESTIONS?

Contact CustomerEU@teslamotors.com.



GENERAL TERMS

Subject to the exclusions and limitations described below, the Connector Limited Warranty covers the repair or replacement necessary to correct any manufacturing defects in the factory-supplied Mobile Connector, and any Tesla Adapter, that occur under normal use for a period of 12 months from the date of invoice to the customer. You may also have other legal rights and remedies conveyed by your local laws (which may vary by country) in addition to the rights and remedies provided to you under this Connector Limited Warranty. For any additional provisions which relate to your territory, please see the Country-Specific provisions on pages 9-11 of this document.

This Connector Limited Warranty does not cover any damage or malfunction directly or indirectly caused by, due to or resulting from normal wear or deterioration, abuse, misuse, negligence, accident, lack of or improper use, maintenance, storage or transport, including, but not limited to, any of the following:

- Failure to follow the instructions, maintenance and warnings in this document;
- External factors including but not limited to objects striking the Mobile Connector, faulty and damaged power outlets, the environment or an act of God, including, but not limited to, fire, earthquake, water, lightning and other environmental conditions;
- General appearance or damage to paint including chips, scratches, dents and cracks;
- Failure to contact Tesla upon discovery of a defect covered by this Connector Limited Warranty;
- Any repair, alteration or modification of the Mobile Connector or any part, or the installation or use of any parts or accessories, made by a person or facility not authorized or certified to do so;
- Lack of or improper repair or maintenance, including use of non-genuine Tesla accessories or parts; and
- Use for commercial purposes.

Although Tesla does not require you to perform all maintenance, service or repairs at a Tesla Service Center or Tesla authorized repair facility, this Connector Limited Warranty may be voided

or coverage may be excluded due to lack of or improper maintenance, service or repairs. Tesla Service Centers and Tesla authorized repair facilities have special training, expertise, tools and supplies with respect to the Mobile Connector. Although this Connector Limited Warranty may, subject to its terms and conditions, provide coverage when maintenance, service or repairs are carried out at independent service centers, Tesla strongly recommends that you have all maintenance, service and repairs done at a Tesla Service Center or Tesla authorized repair facility.

LIMITS OF LIABILITY

This Connector Limited Warranty is the only express warranty made in connection with your Mobile Connector or any Tesla Adapter. Implied and express warranties and conditions arising under your local law or in equity, if any, including, but not limited to, implied warranties and conditions of merchantability or merchantable quality, fitness for a particular purpose, durability, or those arising by a course of dealing or usage of trade, are disclaimed to the fullest extent allowable by your local law, or limited in duration to the term of this Connector Limited Warranty. To the extent permitted by your local law, the performance of necessary repairs and replacement of new or remanufactured parts by Tesla for the covered defects is the exclusive remedy under this Connector Limited Warranty or any implied warranties. To the maximum extent permissible under your local law, liability is limited to the reasonable price for repair or replacement of the Mobile Connector, not to exceed the manufacturer's suggested retail price. Replacement may be made with parts of like kind and quality, including non-original manufacturer's parts or remanufactured parts, as necessary.

To the maximum extent permissible under your local law, Tesla shall not be liable for any defects under this Connector Limited Warranty that exceed the fair market value of the Mobile Connector at the time immediately preceding the discovery of the defect. In addition, the sum of all benefits payable under this Connector Limited Warranty shall not exceed the price you paid for the Mobile Connector.

Tesla does not authorize any person or entity to create for it any other obligations or liability in



connection with this Connector Limited Warranty. The decision of whether to repair or replace a part or to use a new or remanufactured part will be made by Tesla, in its sole discretion.

To the maximum extent permissible under your local law, Tesla hereby disclaims any and all indirect, incidental, special and consequential damages arising out of or relating to the Mobile Connector, including, but not limited to, transportation to and from a Tesla Authorized Service Center, loss of Mobile Connector or vehicle value, loss of time, loss of income, loss of use, loss of personal or commercial property, inconvenience or aggravation, emotional distress or harm, commercial loss (including but not limited to lost profits or earnings), towing charges, bus fares, vehicle rental, service call charges, gasoline expenses, lodging expenses, damage to tow vehicle, and incidental charges such as telephone calls, facsimile transmissions, and mailing expenses.

The above limitations and exclusions shall apply whether your claim is in contract, tort (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent or otherwise) or otherwise at law or in equity, even if Tesla is advised of the possibility of such damages or such damages are reasonably foreseeable.

Nothing in this Connector Limited Warranty shall exclude or in any way limit Tesla's liability for death or personal injury solely and directly caused by Tesla's negligence or that of its employees, agents or sub-contractors (as applicable), fraud or fraudulent misrepresentation or any other liability to the extent the same is proven in a court of competent jurisdiction in a final nonappealable judgment and may not be excluded or limited as a matter of local law.

WARRANTY ENFORCEMENT LAWS AND DISPUTE RESOLUTION

To the fullest extent allowed by your local law, Tesla requires that you first provide Tesla, during the applicable warranty period specified in this Connector Limited Warranty, with written notification of any manufacturing

defect within a reasonable time to allow Tesla an opportunity to make any needed repairs before you pursue any remedy under your local laws. Please send your written notification to:

Tesla Motors Netherlands B.V.
Atlasstraat 7-9, 5047 RG
Tilburg, Netherlands
Attention: Vehicle Service

Please include the following information:

- Mobile Connector and Invoice Date;
- Your name and contact information;
- Name and location of the Tesla Store and/or Tesla Service Center nearest you;
- Description of the defect; and
- History of the attempts you have made with Tesla to resolve the concern, or of any repairs or services that were not performed by Tesla.

In the event any disputes, differences or controversies arise between you and Tesla related to this Connector Limited Warranty, Tesla will explore all possibilities for an amicable settlement.

COUNTRY-SPECIFIC CONSUMER DISCLOSURE

Bulgaria

The Connector Limited Warranty does not modify, affect or substitute your rights under Bulgarian statutory consumer protection laws. The provisions related to your statutory rights are reproduced below:

Consumers' Protection Act:

Article 112

- (1) In the case of a lack of conformity of the consumer goods with the contract of sale, the consumer shall be entitled to address a complaint, requesting the seller to bring the goods into conformity with the contract of sale. In such case, the consumer may choose either repair or replacement of the goods by new goods, unless this is impossible or the remedy chosen by the consumer is disproportionate in comparison with the other remedy.



- (2) A remedy shall be deemed to be disproportionate if it imposes costs on the seller which, in comparison with the alternative remedy, are unreasonable, taking into account:
1. the value that the consumer goods would have if there were no lack of conformity;
 2. the significance of the lack of conformity;
 3. whether an alternative remedy could be offered to the consumer without significant inconvenience thereto.

Article 113

- (1) (New, SG No. 18/2011) Where the consumer goods are not in conformity with the contract of sale, the seller shall be obligated to bring the said goods in conformity with the contract of sale.
- (2) (Renumbered from Paragraph (1), SG No. 18/2011) Consumer goods shall be brought into conformity with the contract of sale within one month after the date on which the complaint was addressed by the consumer.
- (3) (Renumbered from Paragraph (2), amended, SG No. 18/2011) Upon expiry of the time limit referred to in Paragraph (2), the consumer shall be entitled to have the contract of sale rescinded and to reimbursement of the sums paid or to have a reduction made in the price of the consumer goods according to Article 114 herein.
- (4) (Renumbered from Paragraph (3), SG No. 18/2011) The consumer goods shall be brought into conformity with the contract of sale free of charge for the consumer. The consumer shall not be liable for any costs incurred for the dispatch of the consumer goods or any costs of material and labour costs associated with the repair of the goods, and must not sustain significant inconvenience.
- (5) (Renumbered from Paragraph (4), SG No. 18/2011) The consumer may furthermore seek compensation for damage resulting from the lack of conformity.

Article 114

- (1) In the case of a lack of conformity of the consumer goods with the contract of sale and where the consumer is not satisfied with the settlement of the complaint under Article 113 herein, the consumer shall be entitled to

choose between one of the following options:

1. rescission of the contract and reimbursement of the sum paid thereby;
 2. reduction of the price.
- (2) The consumer shall not be entitled to claim reimbursement of the sum paid or reduction of the price of the goods where the trader agrees to a replacement of the consumer goods with new ones or to repair the consumer goods within one month after the complaint was addressed by the consumer.
- (3) The consumer shall not be entitled to claim rescission of the contract if the lack of conformity of the consumer goods with the contract is minor.

Article 115

- (1) The consumer may exercise the right thereof under this Section within two years as from the time of delivery of the consumer goods.
- (2) The period referred to in Paragraph (1) shall be interrupted during the time needed to repair or replace the consumer goods or to reach a settlement of the dispute between the seller and the consumer.
- (3) The exercise of the right of the consumer under Paragraph (1) shall not be subject to any period of limitation for the bringing of action for compensation other than the period referred to in Paragraph (1).

France

The Connector Limited Warranty does not modify, affect or substitute the statutory rights you have under applicable laws in France. Tesla remains responsible for defects pursuant to articles 1641 to 1649 of the French civil code and in case of a lack of conformity of the product pursuant to articles L211-1 to L211.18 of the French Consumer Code. The provisions related to your statutory rights are reproduced below:

- Article L. 211-4 of the Consumer Code: The seller must deliver goods which are in conformity with the contract and is liable for any lack of conformity which exists at the time the goods were delivered. He is also liable for any lack of conformity resulting from the packaging, installation instructions, installation, if installation were made by the seller or under his responsibility.



Article L. 211-5 of the Consumer Code: To be in conformity with the contract, goods must: (1) be fit for the purposes for which goods of the same type are normally used, and: (i) comply with the description given by the seller and possess the quality of the goods which the seller has held out to the consumer as a sample or model; (ii) show the quality and performance which are normal in goods of the same type and which the consumer can reasonably expect, given the nature of the goods and taking into account any public statements on the specific characteristics of the goods made about them by the seller, the producer or his representative, particularly in advertising or on labeling; or (2) comply with the characteristics agreed mutually by the parties or fit for any particular purpose for which the consumer requires them and which he made known to the seller at the time of conclusion of the contract and which the seller has accepted.

Article L. 211-12 of the Consumer Code: The action resulting from the lack of conformity must be brought by the buyer within two years as from delivery of the goods.

Article 1641 of the Civil Code: A seller is bound to a warranty on account of the latent defects of the thing sold which render it unfit for the use for which it was intended, or which so impair that use that the buyer would not have acquired it, or would only have given a lesser price for it, had he known of them.

Article 1648, paragraph 1, of the Civil Code: The action resulting from redhibitory vices must be brought by the buyer within a period of two years following the discovery of the vice.

Italy

The Connector Limited Warranty does not modify, affect or substitute your rights under Italian statutory consumer protection laws.

Tesla Motors Netherlands B.V., with its principal office located at Atlasstraat 7-9, 5047 RG, Tilburg, Netherlands ("Tesla") warrants to you, the original retail purchaser ("you"), that the Mobile Connector will under normal use be free from lacks of conformity for a period of two (2) years starting from date of the delivery.

The legal warranty established by Sections 129, 130 and 132 of Italian Consumer Code

(Legislative Decree of September 6th, 2005, no. 206) applies to the sale of the Mobile Connector. Therefore you have the right to have the Mobile Connector brought into conformity free of charge by repair or replacement at your election, unless the remedy requested is impossible or not proportionate; in case of failure of one of the remedies above, you have the right to an appropriate price-reduction or the right to terminate the agreement. Unless it is proven otherwise, it shall be assumed that the defects arising no later than six (6) months after the delivery of the Mobile Connector already existed on the date of delivery. You will not be entitled to exercise the above rights in case of failure to notify Tesla of the lack of conformity within two (2) months starting from the date on which you detected such lack of conformity. In any event, the right to file a complaint before the Courts intended to assert a lack of conformity not maliciously concealed by Tesla shall automatically expire twenty-six (26) months after the delivery of the Mobile Connector.

Poland

The Connector Limited Warranty does not modify, affect or substitute your Polish statutory consumer protection laws, including under the Polish Act on specific terms and conditions of consumer sale and amendments to the Civil Code, dated 27 July 2002.

San Marino

Specific Approval of Clauses by Purchaser

As purchaser of a Mobile Connector, you expressly agree to the following clauses in the Connector Limited Warranty:

- Limitations and disclaimers;
- Exclusion and Limitations:
 - Warranty limitations;
 - Additional limitations and exclusions;
- Voided Warranty;
- Damages;
- Payment of tax for repairs; and
- Warranty enforcement laws and dispute resolution.



Tesla Motors Netherlands B.V.
Atlasstraat 7-9, 5047 RG
Tilburg, Netherlands