Frequently Asked Questions.

MY CAR COMES WITH A TRICKLE CHARGER, WHY DO I NEED ANOTHER CABLE?

A trickle charger provides charging through a standard power point (three-prong) 240V plug that comes with your EV. The other end is simply plugged directly into your EV. Doesn't require installation of additional charging equipment. Can deliver 13 to 16km of range per hour of charging. By carrying an additional 22kW cable you can choose to install a home charger and use public chargers which may require you to supply your own cable (shopping centre, car park, at work, hotel)

IS A 22KW CHARGER FASTER THAN A 7KW?

Yes it is however not all electric vehicles support up to 22kW charging. Refer to your vehicle specifications in order to determine if your car will accept up to 22kW.

WHAT IS THE BENEFIT OF THE CABLE STORAGE BAG?

The bag keeps your cable safely secured and neatly stored away. The rectangle bag makes it easy to coil the cable into. It has a rubber backing to prevent is sliding around on your boot carpet.

WHAT WARRANTY DOES MY CABLE COME WITH?

A 5 year replacement warranty which excludes neglect, misuse and abuse.

WHAT DO I GET WITH MY CABLE?

You will receive a 5 metre heavy-duty 3 phase EV charging cable (rated up to 22kW), fastened by a velcro carry handle for easy handling. Stored in a strong Oxford cloth bag including a cleaning cloth and instructions. The cable will arrive to you ready for use.

WHAT DOES 22KW MEAN?

One kilowatt (kW) is simply 1,000 watts. Kilowatts is the measurement of energy used for electric car chargers, typically 7kW, 22kW, 50kW, 350kW and so on. In other words, it's the rate at which power is transferred from a charging station into your EV.

DOES 22KW CHARGER NEED 3-PHASE?

A 22kW electric vehicle charger needs a three-phase electrical connection, to charge at full capacity. You can still employ your 22kW charging cable with a 7kW single-phase charger, emphasising that the 22kW cable does need a three-phase supply for maximum speed. However, its compatibility with single-phase chargers offers you greater flexibility in selecting your charging station.

HOW WILL I KNOW IF THE CABLE SUITS MY CAR?

All EVs sold in Australia/ New Zealand use the Mennekes connection known as the Type 2 to Type 2 cable.

WHAT IS THE DIFFERENCE BETWEEN 7KW AND 22KW CHARGING?

The difference between a 7kW and 22kW EV charger is the rate at which they charge the battery. A 7kW charger will charge the battery at 7kW per hour, while a 22kW charger will charge the battery at 22kW per hour. The faster charge time of the 22kW charger is due to the higher power output.

WHY DOES MY PHEV NOT CHARGE AT 22KWH?

PHEVs will never charge at 22kWh, usually maxing out at 3.7kWh. This is due to the battery cell in hybrid vehicles being relatively small. If it took in a charge at a speed any higher, it would overheat the battery and likely render it unusable long term.

DOES THIS CABLE SUIT MY TESLA 3 OR Y?

Yes it does. The Tesla Model 3 and Model Y AC charger is a Type 2 connector, often called Mennekes after its German manufacturer. Type 2 connectors can charge up to 22kW and are the most used AC connector in the world.