



Our charging team is requesting a few items from you to start the troubleshooting or warranty replacement process.

What is the serial number and part number of the device? (You can find this on the side of the LCHCS. Please send a photo.)

When was the unit bought?

When was the unit installed and started to use?

What is the breaker size you have the unit connected to?

What fault or error if any are you receiving from the vehicle?

We need you to measure the voltage and need photos of the readings on your multimeter to determine what might be the issue.

L1 to Ground (Should be around 120V's)

L2 to Ground (Should also be around 120V's)

L1 to L2 (Should be around 240V's)

Please measure and share the amperage too.

Please send a photo of the breaker box with the Lucid charger breaker labeled.

Also, we also need a photo of the inside of the charger with the cover off and a photo of inside the charging gun to see the pin-holes

Lastly, please send us the logs of the Lucid Connected Home Charging Station

To do so, make sure your Charger is connected to WiFi and log into the LCHCS portal and navigate to Maintenance → Diagnostic and select [Download]

(If you have not connected the LCHCS to your wifi, please do so using the instructions in the manual located

at https://store.lucidmotors.com/content/Lucid%20Connected%20Home%20Charging%20Station%20Guide_NA_2024.52.5%20%281%29.pdf)