



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