

# PlugStream Operating Manual

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**PlugStream 7 and PlugStream 22 EV charge points**

AmpNexus Ltd t/a PlugStream

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# 1. PlugStream Operating Manual

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This operating manual applies to PlugStream 7 and PlugStream 22 AC electric vehicle charge points.

[Download the PlugStream Operating Manual \(PDF\)](#)

| Field                | Detail   |
|----------------------|--|
| Document type        | Operating manual   |
| Applies to           | PlugStream 7 and PlugStream 22 EV charge points  |
| Manufacturer         | AmpNexus Ltd t/a PlugStream  |
| Manufacturer address | Unit 6 & 7, Chestnut House, Engine Lane, Moorgreen Industrial Park, Eastwood, Nottingham, NG16 3QU |
| Support              | <a href="mailto:support@plugstream.co.uk">support@plugstream.co.uk</a> / 0300 180 0403             |
| Website              | <a href="https://support.plugstream.co.uk">https://support.plugstream.co.uk</a>                    |

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## 1.2 Safety information notice

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Read this safety information before installing, operating, cleaning, inspecting, or troubleshooting a PlugStream charge point.

PlugStream charge points are electrical products connected to mains electricity. Incorrect installation, unsafe use, physical damage, unsuitable accessories, or unauthorised repair can create a risk of electric shock, fire, equipment damage, or injury.

## Installation safety

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- Installation must only be carried out by a competent and authorised installer.
- The final installation must comply with the applicable version of BS 7671, the IET Code of Practice for Electric Vehicle Charging Equipment Installation, and any other local requirements that apply to the site.
- The charge point must be protected by suitable upstream protection, including a Type A RCD where required by the installation design.
- Do not open the charge point enclosure unless you are authorised and competent to do so.
- Do not install, service, or open the charge point in wet conditions.

## Use safety

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- Do not use the charge point if the enclosure, cable, connector, socket, label, or rating plate appears damaged.
- Do not use the charge point if the app, status indicator, vehicle, or installer reports a fault.
- Do not remove labels, safety markings, or rating plates.
- Do not modify the charge point, cable, plug, socket, or internal components.
- Do not use an extension lead.
- Do not use an adapter unless PlugStream has explicitly approved it for the installation and vehicle.
- Keep the cable away from heat, sharp edges, standing water, and moving vehicles.
- Fully uncoil the charging cable before use.
- Keep children away from the charge point and charging cable.

### Stop using the charger if damage or a fault is suspected

If you notice damage, burning smells, unusual heat, exposed conductors, water ingress, red LED fault indication, repeated tripping, or unexpected behaviour, stop using the charge point and contact your installer or PlugStream Support.

## 1.3 Product overview

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PlugStream charge points are electric vehicle charge points designed for residential, landlord, workplace, and managed parking environments, depending on model and installation configuration.

The charge point is designed to:

- deliver AC charging to compatible electric vehicles
- connect to PlugStream services for monitoring and management
- support app-based charging modes and charge point status information
- provide safety monitoring and fault indication
- support software updates where available

PlugStream charge points are wall-mounted AC electric vehicle supply equipment. The installed charge point connects the site's electrical supply to a compatible electric vehicle through a Type 2 socket or tethered Type 2 connector, depending on model and configuration.

At a high level, operation follows this sequence:

1. The charge point is installed, commissioned, and connected to the customer's PlugStream account.
2. The user connects a compatible electric vehicle.
3. The charge point checks its safety state, connection state, selected charging mode, schedule, and any site limits.
4. If charging is permitted, the charge point delivers AC energy to the vehicle.
5. If charging is not permitted yet, the app and status indicator show the relevant waiting, paused, locked, offline, schedule, or fault state.
6. The user, vehicle, selected charging mode, site limit, or safety system can stop charging.

The main externally visible parts are:

| <b>Part</b>                           | <b>Description</b>  |
|---------------------------------------|---|
| Enclosure                             | Wall-mounted charge point body containing the charging electronics and safety systems.          |
| Type 2 socket or tethered connector   | Physical EV charging connection, depending on product variant.                                  |
| Status indicator                      | Light indicator used to show charger state, warnings, and faults.                               |
| Product label and rating plate        | Model, serial, rating, regulatory, and identification information.                              |
| MyPlugStream app and PlugStream Cloud | User and operator software used for status, modes, schedules, readiness, and support workflows. |

## 1.4 Model identification

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The model name, serial number, electrical rating, and regulatory details are shown on the product label or rating plate fitted to the charge point.

| <b>Model / family</b> | <b>Typical use</b>           | <b>Typical supply</b>   |
|-----------------------|------------------------------|---|
| PlugStream 7          | Single-phase AC charge point | Single-phase installation, subject to site design and product label rating. |
| PlugStream 22         | Three-phase AC charge point  | Three-phase installation, subject to site design and product label rating.  |

Always follow the rating plate and installer handover documentation for the specific product installed at your site.

## 1.5 Intended use

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The charge point is intended to charge compatible electric vehicles using an appropriate charging cable or tethered connector.

Use the charge point only:

- with compatible electric vehicles
- within the operating limits shown on the product label and supporting documentation
- after installation and commissioning by a competent installer
- with the protective devices specified by the installation design
- in accordance with the MyPlugStream app, PlugStream Cloud, vehicle, and site instructions

Do not use the charge point:

- as a general-purpose power outlet
- with damaged cables or connectors
- with extension leads
- after unauthorised modification
- if the charge point has reported a safety fault

Installation must be completed by a competent and authorised installer. For installation guidance, see [How to Install a PlugStream Charge Point](#).

## 1.6 Before using the charge point

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Before starting a charging session:

1. Check the charge point for visible damage.
2. Check the charging cable and connector for cracks, contamination, water, corrosion, or damaged pins.
3. Confirm that the vehicle inlet is clean, compatible, and undamaged.
4. Confirm that the cable is not trapped, strained, twisted, or routed where it may be driven over.
5. Check the status indicator or the MyPlugStream app to confirm that the charge point is ready.

If anything looks unsafe, do not charge. Contact your installer or PlugStream Support.

## 1.7 Charging cable and connector safety

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- Always handle the connector by the plug body, not by pulling the cable.
- Do not drive over the cable.
- Do not step on the connector.
- Do not leave the connector in standing water.
- Do not force the connector into the vehicle.
- Do not force the connector out of the vehicle if it is locked.
- Store the cable safely when not in use.

If the connector cannot be removed, check whether the vehicle has locked the cable. See [I can't unplug my charge point](#).

## 1.8 Using the charge point

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### Start charging

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1. Park the vehicle safely.
2. Switch off the vehicle.
3. Connect the charging cable to the vehicle.
4. Confirm the charge point status in the MyPlugStream app or by checking the LED indicator.
5. Charging will begin according to the selected charging mode.

Depending on the selected mode, charging may start immediately or wait for a schedule, random delay, readiness condition, tariff window, site limit, or manual start command.

## Stop charging

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Charging may stop when:

- the vehicle reaches its target state of charge
- the vehicle stops requesting energy
- the selected schedule ends
- the user stops charging from the app or vehicle
- the site limit or load balancing system reduces charging to zero
- the charge point detects a fault or unsafe condition

Before disconnecting the cable, follow the vehicle manufacturer's instructions to unlock the connector.

### 1.9 Charging modes

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Charging modes control when the charge point is allowed to deliver energy.

| Mode                          | What it does   |
|-------------------------------|--|
| UK Smart Charging Regulations | Uses compliant default charging behaviour, including randomised delay where required.                        |
| Plug & Charge                 | Starts charging automatically when the vehicle is connected and the charger is ready.                        |
| Scheduled Charging            | Allows charging during fixed time windows selected by the user or operator.                                  |
| PlugStream Sense              | Plans charging around lower-cost periods where tariff data is available, while protecting the ready-by time. |
| Manual                        | Requires charging to be started and stopped manually.  |

For a customer-facing explanation, see [Charging Modes](#).

### 1.10 PlugStream Sense

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PlugStream Sense is PlugStream's intelligent charging mode. It can use tariff data, required energy, and a ready-by time to estimate a charging plan.

When PlugStream controls the charging plan, the app may show:

- estimated energy needed
- estimated charging cost
- charge-now comparison
- estimated saving where reliable
- selected charging windows
- readiness confidence

When an energy supplier controls the charging schedule, the app may show **PlugStream Sense Monitoring**. In this case, PlugStream monitors readiness and charger state but does not override the supplier-managed schedule.

Cost and saving figures are estimates and may not match the customer's supplier bill.

### 1.11 Controls, status indicators and warnings

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The charge point has no customer-serviceable internal controls. Users operate the charge point through the vehicle connection, MyPlugStream app, PlugStream Cloud, and any physical connector/socket lock behaviour provided by the vehicle or installation.

The charge point uses the status indicator to show operating state.

Common examples include:

| Indicator       | Meaning  |
|-----------------|--|
| Rainbow pattern | Startup self-test.   |
| White solid     | Charge point connected to the network but not accepted by the management system yet.           |
| White pulsing   | No internet connection.  |
| Purple solid    | Critical firmware update in progress. Bluetooth may be unavailable while the update completes. |
| Blue solid      | Ready to use, no vehicle plugged in.   |
| Green solid     | Vehicle plugged in.  |
| Green pulsing   | Vehicle charging.  |
| Green circle    | Waiting on random delay.   |
| Blue pulsing    | Vehicle plugged in and waiting for the selected schedule.                                      |
| Orange solid    | Charge point is locked.  |
| Orange pulsing  | A locked charge point is trying to be used.  |
| Red solid       | The charge point safety system has activated. Charging is stopped.                             |

For the latest customer-facing LED guide, see [LED Statuses](#).

## Errors and warnings

| Warning or error                     | Typical user action   |
|--------------------------------------|---|
| Offline or no internet connection    | Check local router, Wi-Fi, Ethernet, and site internet service. Charging may continue in a limited mode depending on configuration. |
| Waiting for schedule or random delay | Check the selected charging mode and schedule in the app. Charging may start later.   |
| Charging paused or limited           | Check vehicle demand, site load balancing, tariff mode, and Charger readiness.  |
| Locked charger                       | Unlock the charge point in the app or contact the site operator if it is managed by another account.                                |
| Red safety fault                     | Stop using the charge point and contact the installer or PlugStream Support.  |
| PEN fault warning                    | Stop charging and report the supply issue to the local Distribution Network Operator by dialling 105 in the UK.                     |
| Critical firmware update             | Leave the charge point powered and allow the update to complete unless advised otherwise by support.                                |

## 1.12 MyPlugStream app and PlugStream Cloud

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The MyPlugStream app and PlugStream Cloud can be used to:

- view charger status
- check Charger readiness
- change charging mode where permitted
- configure schedules
- view charging sessions
- manage tariff-aware settings where available
- receive status and readiness information

Charger readiness explains whether the charger is ready, waiting, charging, paused, offline, disabled, or faulted. See [What is Charger readiness in the MyPlugStream app?](#).

## 1.13 Connectivity

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PlugStream charge points support network connection options depending on model and installed hardware:

- Ethernet
- Wi-Fi
- Bluetooth app setup
- local hotspot and setup portal
- optional 4G add-on card where installed

For the most stable connection to PlugStream Cloud, Ethernet is recommended where practical.

Wi-Fi can be configured in two supported ways:

- Bluetooth setup through the app, where the phone connects to the charge point over Bluetooth and sends the selected Wi-Fi details.
- Local hotspot and setup portal, where the charge point temporarily broadcasts a local setup network and Wi-Fi is configured from a phone or laptop browser.

The app, installer, or PlugStream Support will tell you which method to use for your charger and installation state.

If the charge point loses internet connectivity, basic charging behaviour may continue depending on configuration, but app control, monitoring, software updates, tariff features, and remote support may be limited.

See [Setup WiFi/Ethernet Network Connection](#).

## 1.14 Safety features

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PlugStream charge points include safety features and monitoring, including:

- 6mA DC fault protection
- PEN fault detection where supported by the model, market variant, and installation configuration
- fault reporting through LED state and app status
- charger readiness and site-limit information where connected services are available

The final installation must still include the protective devices and checks required by the installation design and applicable regulations.

## 1.15 Technical specification summary

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Always use the product label and installer handover documentation for the installed charge point when confirming exact ratings.

| Item                                    | PlugStream 7  | PlugStream 22   |
|---|---|---|
| Product type                            | AC electric vehicle charge point  | AC electric vehicle charge point  |
| Typical phase configuration             | Single phase  | Three phase   |
| Rated power                             | Up to 7 kW class, subject to product label and installation design                            | Up to 22 kW class, subject to product label and installation design                           |
| Vehicle connector                       | Type 2 socket or tethered Type 2 connector, depending on variant                              | Type 2 socket or tethered Type 2 connector, depending on variant                              |
| Network connectivity                    | Ethernet, Wi-Fi, Bluetooth app setup, local hotspot setup portal, optional 4G where installed | Ethernet, Wi-Fi, Bluetooth app setup, local hotspot setup portal, optional 4G where installed |
| Operating temperature                   | -25 degrees C to +40 degrees C ambient  | -25 degrees C to +40 degrees C ambient  |
| DC residual current protection          | Built-in 6 mA DC protection   | Built-in 6 mA DC protection   |
| Upstream AC residual current protection | Type A RCD required by installation design  | Type A RCD required by installation design  |
| PEN fault protection                    | Supported where fitted and configured for the installed model and market variant              | Supported where fitted and configured for the installed model and market variant              |
| Software updates                        | Supported where the charge point is connected to PlugStream services                          | Supported where the charge point is connected to PlugStream services                          |

## 1.16 Maintenance and inspection

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The user should regularly inspect:

- the enclosure
- the charging cable
- the connector or socket
- visible labels and rating plates
- mounting condition
- signs of water ingress, overheating, cracking, or impact damage

Clean the outside of the charge point only with a soft, dry or slightly damp cloth. Do not use abrasive cleaners, pressure washers, solvents, or excessive water.

Do not open the charge point for cleaning or inspection unless you are authorised and competent to do so.

## 1.17 Troubleshooting

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| Issue                            | What to check   |
|----------------------------------|---|
| Charging does not start          | Check Charger readiness in the app. The charger may be waiting for a schedule, random delay, vehicle signal, site limit, or manual start. |
| Charger appears offline          | Check local Wi-Fi, Ethernet, router, and site internet service.   |
| Cable cannot be unplugged        | Check the vehicle unlock process and any cable-lock status.   |
| Red LED or safety fault          | Stop using the charge point and contact support or your installer.  |
| Charging is slower than expected | Check vehicle limits, site load balancing, tariff mode, schedule, and Charger readiness.  |

For app-specific guidance, see:

- [What do Charger readiness statuses mean?](#)
- [Why does the app say Charging paused?](#)
- [What is load balancing and why can it affect charging?](#)

## 1.18 Disposal and recycling

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Do not dispose of the charge point, cable, connector, electronic components, or packaging in general household waste where electrical or electronic waste recycling rules apply.

At end of life:

1. Stop using the charge point.
2. Arrange safe isolation and removal by a competent person.
3. Follow local waste electrical and electronic equipment requirements.
4. Recycle packaging materials where local services allow.
5. Contact PlugStream Support if you need guidance on disposal routes for the product or replacement parts.

## 1.19 Warranty and support

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Correctly installed PlugStream hardware is covered by the warranty stated at the point of sale and in the applicable warranty documentation.

For current public warranty guidance, see [PlugStream Warranty Policy](#).

Warranty coverage may be affected by:

- unauthorised modification
- incorrect installation
- unsuitable upstream protection
- physical damage
- water ingress caused by incorrect installation or damage
- use of unapproved adapters or extension leads
- removal of labels, safety markings, or rating plates

For help, contact PlugStream Support:

- Email: [support@plugstream.co.uk](mailto:support@plugstream.co.uk)
- Phone: 0300 180 0403
- Support site: <https://support.plugstream.co.uk>

## 1.20 Related support articles

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- [Safety Instructions](#)
- [Charging Modes](#)
- [LED Statuses](#)
- [What is Charger readiness in the MyPlugStream app?](#)
- [How to Install a PlugStream Charge Point](#)