

This FAQ covers deta.e Charge Points

PIN Number

- Q: I do not have the pin number for my charge point
- The pin number can be found on page 3 of the instruction book
- Q: I do not have the instruction book or have the wrong instruction book
- Please send a clear photo of the QR code and serial number to technical@deta.co.uk and we can recover the pin number for your charge point

Unable To Connect to my charge point

- Q: I am unable to connect via Bluetooth to my charge point
- Please check that the serial number on the charge point matches that in the instruction book
 - Please try connecting to the charge point using a different mobile device
- Q: My Charge point is showing that it is already linked to another user
- Please send a clear photo of the QR code and serial number to technical@deta.co.uk and we will unlink the charge point from the other user

My Charge point is showing an error

- Q: My Charge point is showing PME fault
- PME error indicates that the supply voltage is either higher than 253V or less than 207V. The charge point will reset once the supply voltage returns to normal.
- Q: My Charge point is showing Lock Pin Error
- Please ensure that the plug is fully inserted into the charge point, if this fails please try using another charging cable