Charging cable cannot be removed

Eponet is not the operator of this infrastructure – it is the billing service provider. **In the event of technical faults, please always contact the operator or electrician who installed the system first.**

> Eponet is neither the operator, seller nor installation partner that can provide support for the charging stations. This means that we cannot help with technical problems such as a cable that cannot be removed.

We cannot help because every manufacturer has different characteristics and tips for dealing with problems. However, the following always applies if a cable cannot be unplugged: try to unlock the plug in the vehicle. Many vehicles have a button for this purpose to release the cable from the vehicle. If the cable is unlocked on the vehicle and can be unplugged, it can often also be unplugged at the charging station.

If this does not help, try locking and unlocking the vehicle. Unfortunately, this is not the same for every vehicle.

Many charging station manufacturers have their own troubleshooting guides.
If we find out about them, we will be happy to provide you with the link here without obligation.

Easee charging stations – cable cannot be removed:

Link to Easee help if the cable cannot be removed

grafik.png

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