



Wall Mounted-AC EV Charging EV11000

User manual V1.0



User Manual



1. When installing and using, the charging pile should be kept away from flammable, explosive, irritating gas materials or chemicals;
2. Children should not approach or use the charging pile during the charging process to avoid injury;
3. Please keep the charging gun head clean and dry, if it is dirty, please wipe it with a clean dry cloth, and it is strictly forbidden to touch the charging gun core with your hands when it is charged;
4. This product must be grounded, if it fails or is damaged, it can reduce the risk of electric shock;
5. Do not try to disassemble, repair, or modify the charging pile, if you have maintenance or modification needs, please contact the staff, improper operation may cause electric shock, equipment damage, water leakage, leakage, etc.;

Dear customer,

if you are in any problems with our products, Please feel free to contact us by scan the code or Email us to get professional worry-free technical support & Customer Service immediately

We always do our best to maintain the interests of each customer and hope you get the most benefit from us!

Scan the QR code below to get FREE-technical support



afterservice@oscal.hk

FCC ID:2A98M-EV11000

FCC Caution:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance 20cm between the radiator and your body: Use only the supplied antenna.



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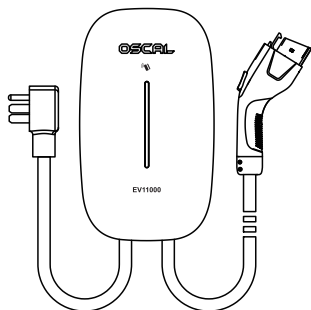
Manufacturer: Shenzhen Doke Communication Co., Ltd

Address: 1301-1302, 13th Floor, Block B, WeiDongLong Business Building, Meilong Road
2113, Longhua District, ShenZhen, P. R. C

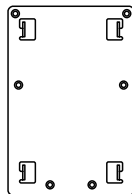
Package Contents

After the AC charging pile has been delivered, open the package and check the following items:

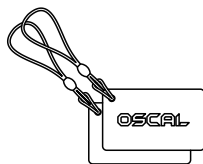
1. Visually inspect the appearance and check whether the AC charging pile was damaged through impact during transportation. If there is any damage, please immediately notify the carrier.
2. Compare what is present against the following bill of materials, and check whether the models of the accompanying accessories are complete and correct. If it is found that the accessories are missing or the models do not match, a field record should be made promptly, and our company's customer service should be contacted immediately;



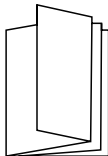
The main unit of the charging pile + the charging gun



External fixing plate



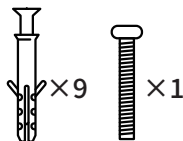
EV charging cards * 2



User Manual



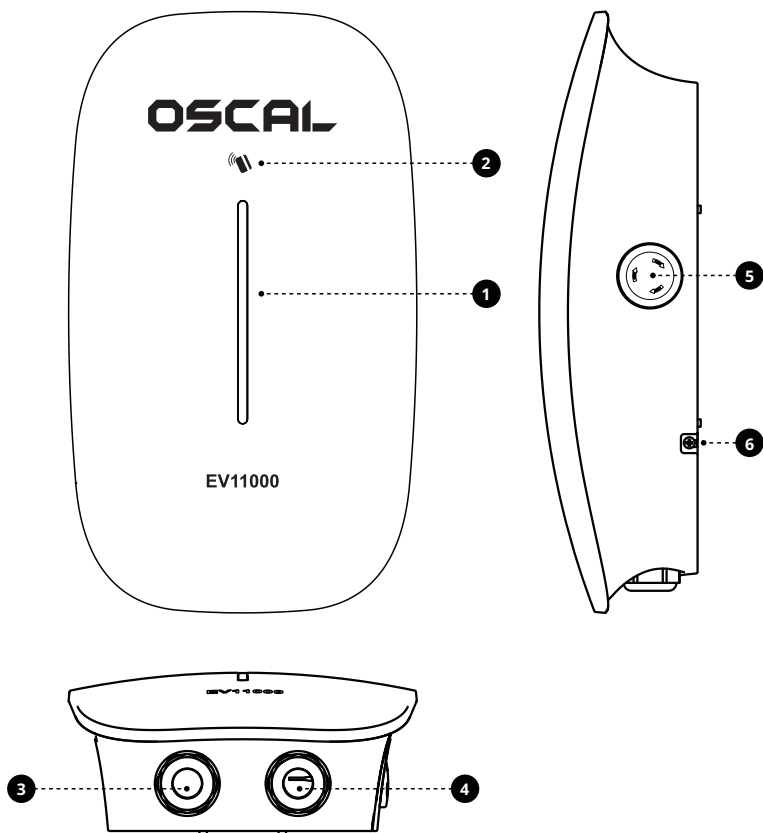
Gun seat



Screw

Serial number	Packaging materials	Quantity
1	Main unit + charging gun	1
2	External fixing plate	1
3	EV charging card	2
4	User Manual	1
5	Gun seat	1
6	Screw	9+1

Product introduction



① Indicator light

② Card swiping area

③ Power input port

④ Power output port

⑤ Emergency Stop button

⑥ Anti-disassembly screw

Parameter Specifications

Basic Information

Product model	EV11000
Product name	Wall Mounted-AC EV Charging
Case material	PC+ABS
Device dimensions	L * W * H: 380 * 220 * 100 mm
Installation method	Wall-mounted
Installation components	Wall-mounted backplate: (L * W * H) 180 * 120 * 2 mm
Net weight of the device	Approximately 5.30 kg
Length of the charging gun cable	5 m

Electrical information

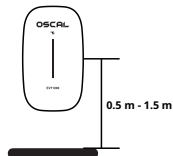
Input voltage	240V AC (L1+L2+PE)
Input frequency	60Hz
Output power	11KW Max
Rated output voltage	240V AC±15% (L1+L2+PE)
Rated current	48A

Environmental information

Applicable scenarios	Can be used indoors or outdoors
Operating temperature	-30°C~50°C
Operating humidity	5% - 95% without condensation
Operating altitude	≤2000 m
Protection level	Pile body IP65, gun head IP54, gun head coupling IP55
Flame retardant grade	UL94-V0
MTBF	100,000 hours

Safety design

Emergency stop protection, grounding protection, leakage protection, overvoltage protection, undervoltage protection, overcurrent protection, overtemperature protection, Short-circuit protection, lightning protection, rain protection



The Product's input and output cables and the charging gun should all be stored at a height of 0.5 m to 1.5 m above the ground;



The charging pile should not be installed in low-lying, overly damp areas or locations where water accumulation is likely to occur;



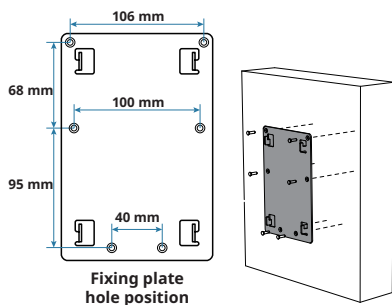
The charging pile should not be installed in areas subject to intense vibrations or in areas where flammable and explosive substances are present;



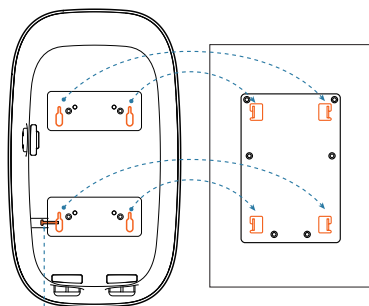
The charging pile should be installed in a clean, tidy, and well-ventilated area;



The horizontal distance from the installation position of the charging pile to the parking space > 0.5 m;

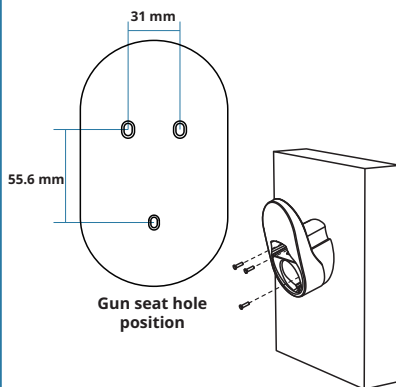


1. Install the wall-mounted fixing plate: Mark the position on the wall and drill 6 installation holes with a 6 mm drill bit; Tap the 6 * 60 mm plastic expansion tube into the installation holes, and fix the wall-mounted fixing plate on the wall with the matching M4 screws locked into the expansion tubes;

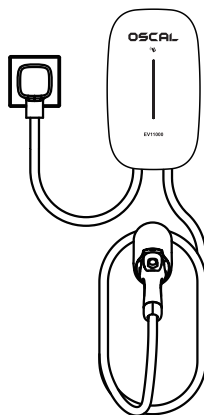


2. Secure the charging pile with the installed sheet metal onto the fixing plate on the wall; Secure it tightly downward and lock the anti-disassembly screw from the side;

2. Secure the charging pile with the installed sheet metal onto the fixing plate on the wall; Secure it tightly downward and lock the anti-disassembly screw from the side;



3. Install the charging gun seat: Confirm the position of the gun seat, mark the screw hole positions on the wall with a pen, and drill holes for installation with a 6 mm drill bit (The charging gun should be stored at a height of 1 m to 1.5 m above the ground).



4. Output end: Insert the charging gun into the gun seat and neatly arrange the cable; Input end: Connect the input wire to the lower end of the air switch where the incoming wire is located;

(1) Inspection before operation

Before operation, please carefully check and ensure the following: The AC charging pile is installed in a location and position that is convenient for operation and maintenance;

The AC charging pile is correctly connected to the accessories and installed securely;

The protective switch selection at the AC inlet terminal is reasonably suited (the use of an air switch with a rating of more than 40A is recommended);

Input wiring: The ground wiring and live wiring should be connected correctly and not reversed;

(2) Powering on the device

Confirm that all the above pre-operation inspection items meet the requirements;

Close the protective switch at the AC inlet terminal to start powering on;

Powering on the AC charging pile: There is approximately a 5-second power-on self-check time;

After the power-on self-check is completed, observe the status of the LED indicator light;

(3) Indicator light display



Steady blue light
Idle state



Steady green light
Charging completed



Power-on self-check
Blue - Green - Blue - Red - Off
Flashing in sequence



Slowly pulsing blue light
The gun is inserted normally or waiting for a reservation



Slowly pulsing green light
Charging state



Flashing red light
Pile body malfunction



Steady blue light
The APP is connected to the mobile phone and successfully connected to the network



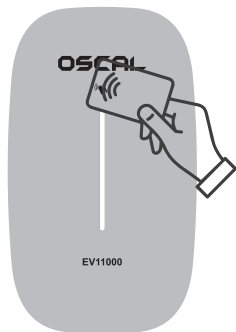
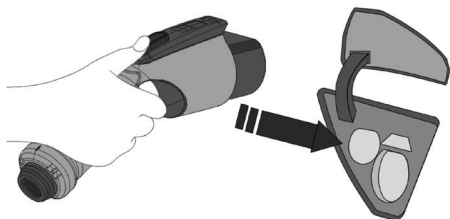
Steady cyan light
The APP is connected to the mobile phone but not connected to the network



Steady white light
The APP is not connected to the mobile phone

(1) Charging connection

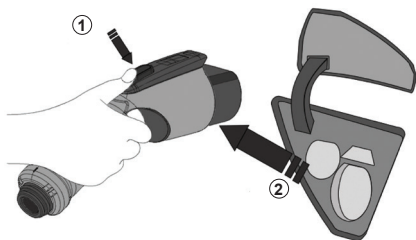
After parking the electric vehicle, the car owner takes the charging gun from the pile and inserts it into the charging socket of the electric vehicle. Please carefully check whether the charging gun is inserted firmly in place to ensure a reliable connection;

**(2) Charging control, card swiping**

In the card swiping area of the device panel, maintain a distance between the card and the card swiping area of less than 2 mm for a period of about 3 seconds to charge the electric vehicle;

(3) Finished charging

When the charging pile is in a working state or the charging is finished, you can press the button on the handle and directly unplug the gun to end the charging; Charging the vehicle;

**(4) Emergency Stop button use**

When you press the Emergency Stop button, the charging pile stops working immediately; To resume using the charging pile: Unscrew the Emergency Stop button, power off and restart the charging pile, and the charging pile should return to its normal operational state



Smart Life APP

Scan the QR code with a mobile device and download the Smart Life APP

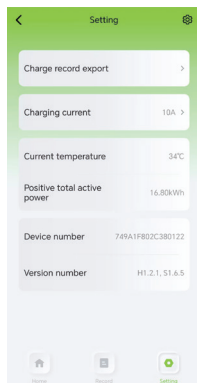
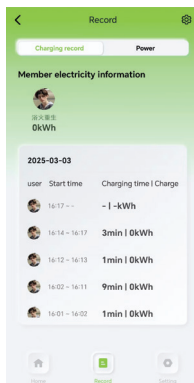
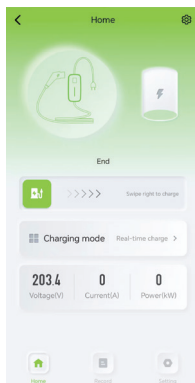
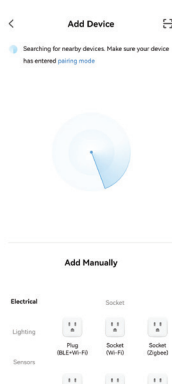
WIFI	Connecting the charging pile	Turn on the mobile device's WIFI → Download and open the "Smart Life" APP → Turn on the mobile device's Bluetooth → Add a Bluetooth device in the APP → Search for the charging pile → Select the found charging pile → Enter the WIFI password → Complete
	Disconnecting the charging pile	APP Home Page → "Settings" menu in the upper right corner of the interface → Remove Device → Disconnect
	APP Function	Remotely start/stop charging, schedule charging, switch current, charging capacity, charging duration
	WIFI signal	Home Page → "Settings" menu in the upper right corner of the interface → Device Information → Signal Strength

Connection Interface: Search for and connect to the device through the Smart Life APP.

Control Interface: The interface displays the current status of the charging pile and the operating parameters of the device. You can remotely start and stop the charging.

Charging Record Interface: You can view the historical charging records of the charging pile

Parameter Setting Interface: Set or view the maximum charging current of the charging pile, and view information such as the current temperature and power consumption.





Can't find EV11000 or can't establish a connection?

1. The device's Bluetooth is turned off, or it is out of the communication range (10 meters).
2. The device is already connected to another device and needs to be forcefully disconnected from that device. (Push the Emergency Stop button → Place the charging card in the card swiping area → The charging pile initially responds with three beeps, and then sounds one beep after a 3-second pause → The disconnection is successful)

Other issues?

1. For APP remote control, it is necessary to ensure that the charging pile is connected to the network;
2. When resuming charging after having stopped the charging midway through the APP, you need to manually unplug and plug the charging gun head to resume;
3. When setting the charging current through the APP, you need to first stop the charging; additionally, the charging current cannot be set during the charging process;
4. The APP can set immediate charging and scheduled charging;

Safety precautions

1. When installing and using the charging pile, it should be kept away from flammable, explosive, combustible gas materials or chemicals;
2. Children should not approach or use the charging pile during the charging process to avoid injury;
3. In case of rainy and thunderous weather, please charge with caution;
4. Use of the charging pile when the charging gun or charging cable has defects, cracks, wear, breakage, or the charging cable is exposed is strictly prohibited. If any such situation exists, please notify the staff immediately;
5. Please keep the charging gun head clean and dry. If it is dirty, wipe it with a clean dry cloth. Touching the charging gun core with your hand during a charge is strictly prohibited;
6. When an emergency or abnormal situation occurs during use, you can immediately press the Emergency Stop button to cut the supply of all power;
7. During the charging process, driving the vehicle is prohibited. Charging can only be carried out when the vehicle is stationary. For hybrid electric vehicles, please turn off the engine before charging;
8. Do not use the Product outside the temperature range of -30°C to +50°C;
9. The Product must be grounded. If a fault or damage occurs, grounding can provide a circuit with the minimum resistance needed to reduce the risk of electric shock;
10. Do not attempt to disassemble, repair, or modify the charging pile. If there is a need for repair or modification, please contact the staff. Improper operation may cause electric shock to personnel, equipment damage, water leakage, leakage, etc.;
11. The use of adapters or converters is prohibited.
12. The use of extension cords is prohibited.

Disclaimer

Before use, please read and fully understand the contents of the User Manual of the Product to ensure correct use. After reading, please store the User Manual in a safe place for future reference. Failure to operate the Product properly may cause serious injury to yourself or others, or result in damage to the Product and property damage. By using the Product, you confirm your understanding, acknowledgment, and acceptance of all the terms and conditions of this document. The user bears complete liability for his/her own actions and all consequences arising therefrom. OSCAL is not liable for any damages caused by the user's failure to use the Product in accordance with the User Manual.

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