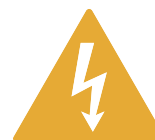




EV Charger INSTALLATION AND USAGE GUIDE



1.Safety Information.....	2-4
2.Specifications.....	5-8
3.Check Box Contents.....	9
4.Tools Needed.....	10
5.Installation Overview.....	11-24
Step 1: Download the APP (Smart Home Version)	11
Step 2: Download the OCPP Configuration Tool.....	11
Step 3: How is the EV Charger Powered.....	12
Step 4: Find a Place for the EV Charger.....	13
Step 5:Mark the Mounting Bracket Location.....	14
Step 6:Install the Mounting Bracket.....	14
Step 7: Install the Gun Cradle Beside the Charger.....	15
Step 8: Mount the EV Charger.....	15
Step 9a: Hardwired Instructions for Electricians.....	16-20
Step 9b: Plugged in Instructions for Electricians.....	21-24
Step 10:Complete Setup.....	24
6.Charging your Vehicle.....	25
7.Description of the Display.....	26
8.EV Charger LED Lights.....	27-28
9.Troubleshooting Tips.....	29
10.FCC.....	30
11.Maintenance and Repair.....	31
12.Service.....	31



IMPORTANT SAFETY INSTRUCTIONS SAVE THESE INSTRUCTIONS

Note de sécurité importante Enregistrer ces directives

INSTRUCTIONS PERTAINING TO A RISK OF FIRE OR ELECTRIC SHOCK!

Improper connection of the equipment- grounding conductor may result in a risk of electric shock, leading to death or serious injury. Recommends that installation be performed by a licensed electrician or other qualified professional in accordance with the regional electrical code where it is being installed to ensure the EV Charger is properly grounded. Do not modify the provided plug – if it will not fit the outlet, have a proper outlet installed by a licensed electrician or other qualified professional.

Instructions sur les risques d'incendie ou de choc électrique!

Un mauvais raccordement des fils de mise à la terre de l'équipement peut entraîner des risques électriques Choc entraînant la mort ou des blessures graves. Recommandation de pour adoption Électricien certifié ou autre professionnel qualifié conforme aux codes électriques régionaux Position de montage pour s'assurer que le chargeur de voiture électrique est correctement mis à la terre. Sans modification Si la fiche fournie ne convient pas à la prise, veuillez être fournie par un Électricien ou autre professionnel qualifié.

GROUNDING INSTRUCTIONS

Description de la mise à la terre

For Plugged-In Installation:

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

Pour les installations enfichables:

Ce produit doit être mis à la terre. En cas de panne ou de panne, la mise à la terre fournit un Chemin avec une résistance de courant minimale pour réduire le risque de choc électrique. Ce produit est Equipé de fils électriques avec conducteur de mise à la terre de l'équipement et fiche de mise à la terre. Fiches Doit être branché dans une prise appropriée et correctement installé et mis à la terre Toutes les lois et réglementations locales.

WARNING - Improper connection of the equipment-grounding conductor is able to result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product –if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

Avertissement-une mauvaise connexion des fils de mise à la terre de l'équipement peut entraîner Risque de choc électrique. Si vous avez des questions, consultez un électricien ou un réparateur qualifié Si le produit est correctement mis à la terre. Ne modifiez pas la fiche fournie avec le produit- S'il ne s'adapte pas à la prise, faites installer la prise appropriée par un électricien qualifié.

For Hardwired Installation:

This product must be connected to a grounded, metal, permanent wiring system, or an equipment-grounding conductor must be run with the circuit conductors and connected to the equipment grounding terminal or lead on the product.

Pour les installations câblées:

Ce produit doit être raccordé à un système de câblage métallique permanent mis à la terre, ou Le fil de mise à la terre de l'équipement doit fonctionner avec le fil du circuit et être connecté à Équipement Terminal de mise à la terre ou fil sur le produit.

IMPORTANT SAFETY INSTRUCTIONS SAVE THESE INSTRUCTIONS

Note de sécurité importante Enregistrer ces directives

INSTRUCTIONS PERTAINING TO A RISK OF FIRE OR ELECTRIC SHOCK

Instructions relatives aux risques Incendie ou choc électrique

- Read all the instructions before using this product.
 - This device should be supervised when used around children. Do not put fingers into the electric vehicle connector.
 - The EV Charger is intended for use with electric vehicles only. Specifically, it is intended only for charging vehicles not requiring ventilation during charging.
 - Do not use the EV Charger in any manner other than specified in this installation guide. Refer servicing to qualified service personnel.
 - Do not attempt to disassemble or repair any of the components of the EV Charger. There are no user serviceable parts inside.
 - Do not use this product if the flexible power cord or EV cable is frayed, has broken insulation, or any other signs of damage.
 - Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indication of damage.
 - Do not install the EV Charger in environments with explosive gas or vapors; nor where temperatures are outside its operating range of -22°F to 122°F (-30°C to 50°C).
-
- Lisez toutes les instructions avant d'utiliser ce produit.
 - L'utilisation de l'appareil autour des enfants doit être surveillée. Ne mettez pas vos doigts Connecteur pour véhicule électrique.
 - Le chargeur pour véhicules électriques est uniquement disponible pour les véhicules électriques. Concrètement, c'est... Uniquement pour les véhicules en charge qui ne nécessitent pas de ventilation pendant la charge.
 - Le chargeur de voiture électrique ne doit pas être utilisé de quelque manière que ce soit, sauf dans les cas spécifiés dans le présent document. Guide d'installation. Faites appel à du personnel de maintenance qualifié pour effectuer la maintenance.
 - N'essayez pas de démonter ou de réparer des pièces de votre véhicule électrique Chargeur. N'y a pas de pièces pouvant être réparées par l'utilisateur à l'intérieur.
 - N'utilisez pas ce produit si le cordon d'alimentation flexible ou le câble du véhicule électrique est usé ou cassé Isolation ou tout autre signe de dommage.
 - N'utilisez pas ce produit si le boîtier ou le connecteur EV est cassé, fissuré, ouvert ou endommagé Montrez tout autre signe de dommage.
 - N'installez pas le chargeur de voiture électrique dans un environnement contenant des gaz ou des vapeurs explosifs; Non...
- Températures en dehors de la plage de fonctionnement de -22°F à 122°F (-30°C à 50°C).

Improper moving or storage of the EV Charger may result in damage to the product that could result in a risk of fire or electric shock during subsequent use.

Handle charger and packaging with care and avoid dropping it. When moving or lifting the EV Charger, always grasp the unit by the charging station enclosure. Never carry or lift the EV Charger by either the power cable or charging cord.

Store the EV Charger indoors and in its original packaging until it is ready to be installed. Storage temperature should be between -22°F to 176°F (-30°C to 80°C).

Un déplacement ou un stockage incorrect des chargeurs pour véhicules électriques peut endommager le produit, entraînant un risque d'incendie ou de choc électrique lors d'une utilisation ultérieure.

Manipulez le chargeur et l'emballage avec soin pour éviter de tomber. Lors du déplacement ou du levage Chargeur de voiture électrique, veuillez toujours saisir le boîtier de la borne de recharge. Jamais Transportez ou soulevez le chargeur de voiture électrique via un cordon d'alimentation ou un câble de charge.

Conservez le chargeur de voiture électrique à l'intérieur et dans son emballage d'origine jusqu'à ce qu'il soit prêt Installé. La température d'entreposage doit être comprise entre -22°F et 176°F (-30°C et 80°C).

Specifications

Electrical Characteristics	› Safety Rated: 32A Max › Single phase input: nominal voltage 208-240 VAC ~60 Hz › Power: 7.6 kW at 240 VAC	
Input Cable	› NEMA 14-50 or NEMA 6-50 Electrical Plug. Hardwired by › Hardwired by licensed electrician	
Output Cable & Connector	› 18 ft/5.5 m cable (25ft/7.5m optional) › SAE J1772 standard compliant › NACS Charging plug	
App	› Precision measurement of power, energy, voltage & current › Automated notifications: time-of-use in effect, start of charge, end of charge, unit offline, unit back online, car not plugged in by a set time	
Smart Grid Connectivity	› Built-in WIFI (802.11 b/g/n/2.4GHz) / Bluetooth Connectivity	
Firmware	› Over-the-air (OTA) upgradeable firmware	
Emissions Reduction	› Available via optional software upgrade	
Enclosure	› Dynamic LED lights show charging status: standby charging in progress, fault indicator, network connectivity › NEMA Enclosure Type4: Weatherproof, dust-tight › Quick-release wall mounting bracket included › Operating Temperature: -22°F to 122°F (-30°C to 50°C)	
Dimensions	› Main enclosure: 12.8in × 9.7in × 3.8in (326mm × 247mm × 97mm)	
Codes & Standards	› UL2594 compliant, UL2231 compliant, OCPP 1.6J, ISO15118, FCC Part 15 Class B, Energy Star	
Safety	› ETL Listed	
RFID	› Optional	
4G module	› Optional	
Warranty	› 2 years limited product warranty	

Specifications

Electrical Characteristics	› Safety Rated: 40A Max › Single phase input: nominal voltage 208-240 VAC ~60 Hz › Power: 9.6 kW at 240 VAC	
Input Cable	› NEMA 14-50 or NEMA 6-50 Electrical Plug. Hardwired by › Hardwired by licensed electrician	
Output Cable & Connector	› 18 ft/5.5 m cable (25ft/7.5m optional) › SAE J1772 standard compliant › NACS Charging plug	
App	› Precision measurement of power, energy, voltage & current › Automated notifications: time-of-use in effect, start of charge, end of charge, unit offline, unit back online, car not plugged in by a set time	
Smart Grid Connectivity	› Built-in WIFI (802.11 b/g/n/2.4GHz) / Bluetooth Connectivity	
Firmware	› Over-the-air (OTA) upgradeable firmware	
Emissions Reduction	› Available via optional software upgrade	
Enclosure	› Dynamic LED lights show charging status: standby charging in progress, fault indicator, network connectivity › NEMA Enclosure Type4: Weatherproof, dust-tight › Quick-release wall mounting bracket included › Operating Temperature: -22°F to 122°F (-30°C to 50°C)	
Dimensions	› Main enclosure: 12.8in × 9.7in × 3.8in (326mm × 247mm × 97mm)	
Codes & Standards	› UL2594 compliant, UL2231 compliant, OCPP 1.6J, ISO15118, FCC Part 15 Class B, Energy Star	
Safety	› ETL Listed	
RFID	› Optional	
4G module	› Optional	
Warranty	› 2 years limited product warranty	

Specifications

Electrical Characteristics	› Safety Rated: 48A Max › Single phase input: nominal voltage 208-240 VAC ~60 Hz › Power: 11.5 kW at 240 VAC
Input Cable	› Hardwired by licensed electrician
Output Cable & Connector	› 18 ft/5.5 m cable (25ft/7.5m optional) › SAE J1772 standard compliant › NACS Charging plug
App	› Precision measurement of power, energy, voltage & current › Automated notifications: time-of-use in effect, start of charge, end of charge, unit offline, unit back online, car not plugged in by a set time
Smart Grid Connectivity	› Built-in WIFI (802.11 b/g/n/2.4GHz) / Bluetooth Connectivity
Firmware	› Over-the-air (OTA) upgradeable firmware
Emissions Reduction	› Available via optional software upgrade
Enclosure	› Dynamic LED lights show charging status: standby charging in progress, fault indicator, network connectivity › NEMA Enclosure Type4: Weatherproof, dust-tight › Quick-release wall mounting bracket included › Operating Temperature: -22°F to 122°F (-30°C to 50°C)
Dimensions	› Main enclosure: 12.8in × 9.7in × 3.8in (326mm × 247mm × 97mm)
Codes & Standards	› UL2594 compliant, UL2231 compliant, OCPP 1.6J, ISO15118, FCC Part 15 Class B, Energy Star
Safety	› ETL Listed
RFID	› Optional
4G module	› Optional
Warranty	› 2 years limited product warranty

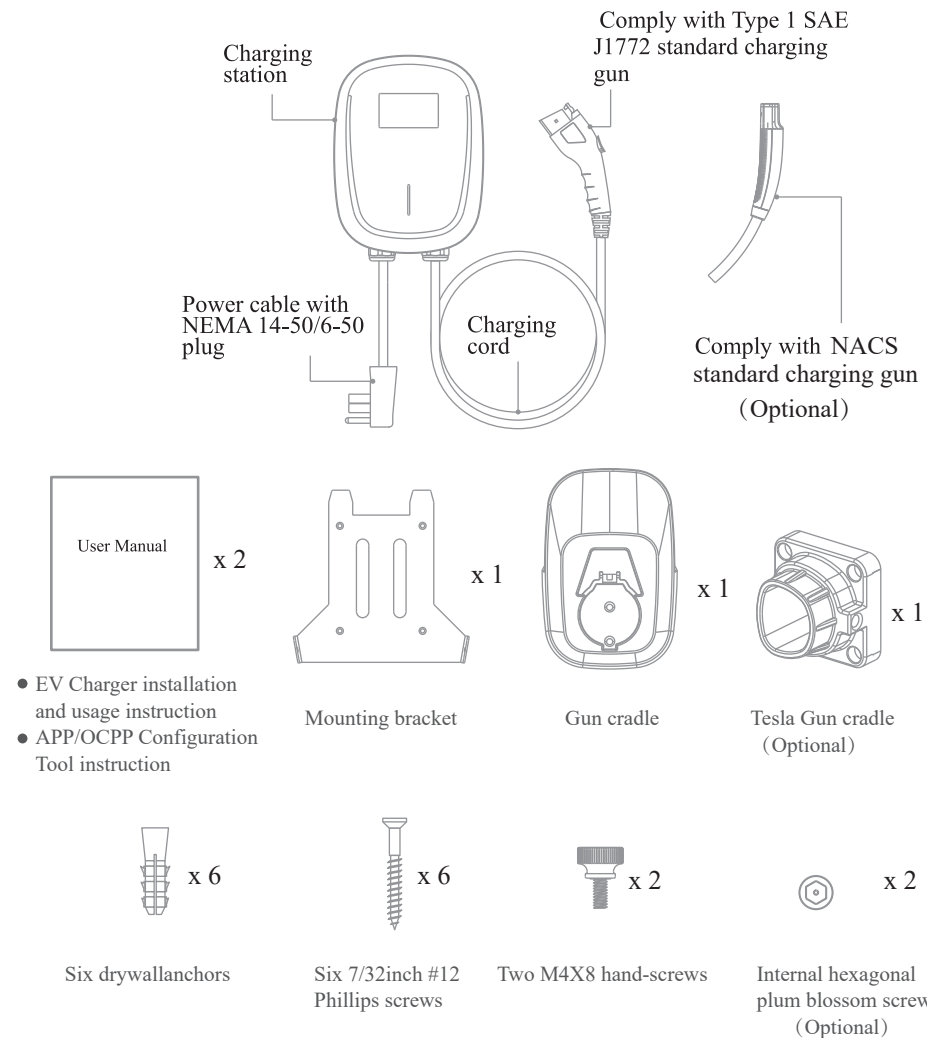


Specifications

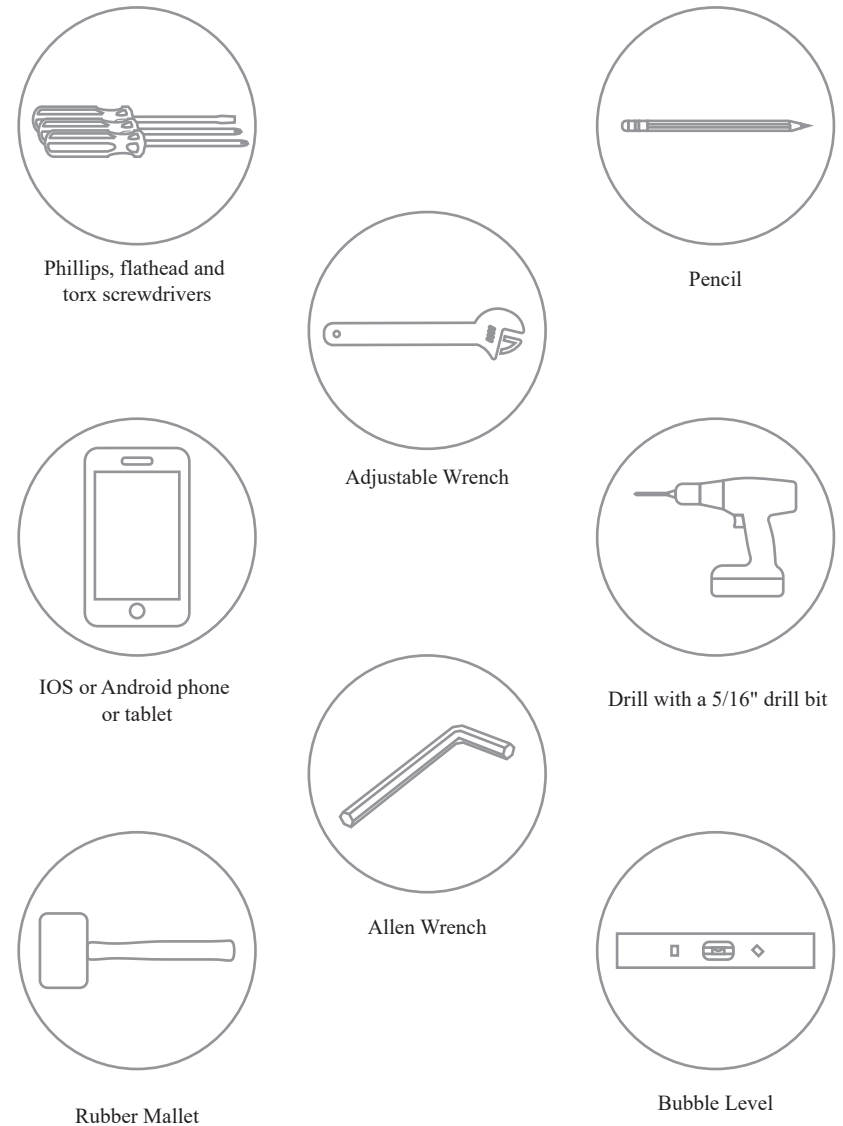
Electrical Characteristics	› Safety Rated: 80A Max › Single phase input: nominal voltage 208-240 VAC ~60 Hz › Power: 19.2 kW at 240 VAC
Input Cable	› Hardwired by licensed electrician
Output Cable & Connector	› 18 ft/5.5 m cable (25ft/7.5m optional) › SAE J1772 standard compliant › NACS Charging plug
App	› Precision measurement of power, energy, voltage & current › Automated notifications: time-of-use in effect, start of charge, end of charge, unit offline, unit back online, car not plugged in by a set time
Smart Grid Connectivity	› Built-in WIFI (802.11 b/g/n/2.4GHz) / Bluetooth Connectivity
Firmware	› Over-the-air (OTA) upgradeable firmware
Emissions Reduction	› Available via optional software upgrade
Enclosure	› Dynamic LED lights show charging status: standby charging in progress, fault indicator, network connectivity › NEMA Enclosure Type4: Weatherproof, dust-tight › Quick-release wall mounting bracket included › Operating Temperature: -22°F to 122°F (-30°C to 50°C)
Dimensions	› Main enclosure: 12.8in × 9.7in × 3.8in (326mm × 247mm × 97mm)
Codes & Standards	› UL2594 compliant, UL2231 compliant, OCPP 1.6J, ISO15118, FCC Part 15 Class B, Energy Star
Safety	› ETL Listed
RFID	› Optional
4G module	› Optional
Warranty	› 2 years limited product warranty



Your new EV Charger contains the following items. **If any of these items are missing or if you believe they've been damaged, call support immediately.**



Here are the tools you will need to install the EV Charger.



Step 1: Download the APP (Smart Home Version)

Use your phone or tablet to check the signal strength of your WIFI network where the EV Charger will be installed. Low/no signal may require a WIFI extender for the Charger to work. Download APP onto your phone or tablet from the Apple App Store, from Google Play, create account and begin the setup process.



Step 2: Download the OCPP Configuration Tool

- Use your phone or tablet to scan below QR code.
 - Find “OCPP Config Tool” App, click “Download” to download the Tool to your phone or tablet and begin the configure process.
- Google Play 1 for China Download link
Google Play 2 for Out of China Download link



Step 3: How is the EV Charger Powered

Hardwired Installation See Step 9a

- EV Charger can supply a maximum charging current and corresponding selection of air switches.
- Please refer to the table below.

CAUTION: To reduce the risk of fire, connect only to a circuit provided with 100 amperes maximum branch circuit over current protection in accordance with the National Electrical Code, ANSI/NFPA 70 and the Canadian Electrical Code, Part I, C22.1.

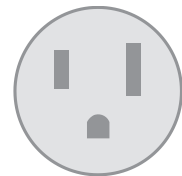
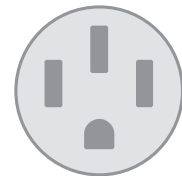
Thanks to reduce the risk of fire, connect only to a circuit provided with branch circuit over current protection in accordance with the CSA C22.1-15 Canadian Electrical.

Code, Part 1 (Canada) or NOM-001-SEDE Electrical installations (Utility) (Mexico) or ANSI NFPA 70 National Electrical Code (USA)

Dedicated Breaker	Charge Power @ 240V	
15A	2.9kW	12A
20A	3.8kW	16A
25A	4.8kW	20A
30A	5.8kW	24A
35A	6.7kW	28A
40A	7.7kW	32A
45A	8.6kW	36A
50A	9.6kW	40A
60A	11.5kW	48A
100A*	19.2kW	80A

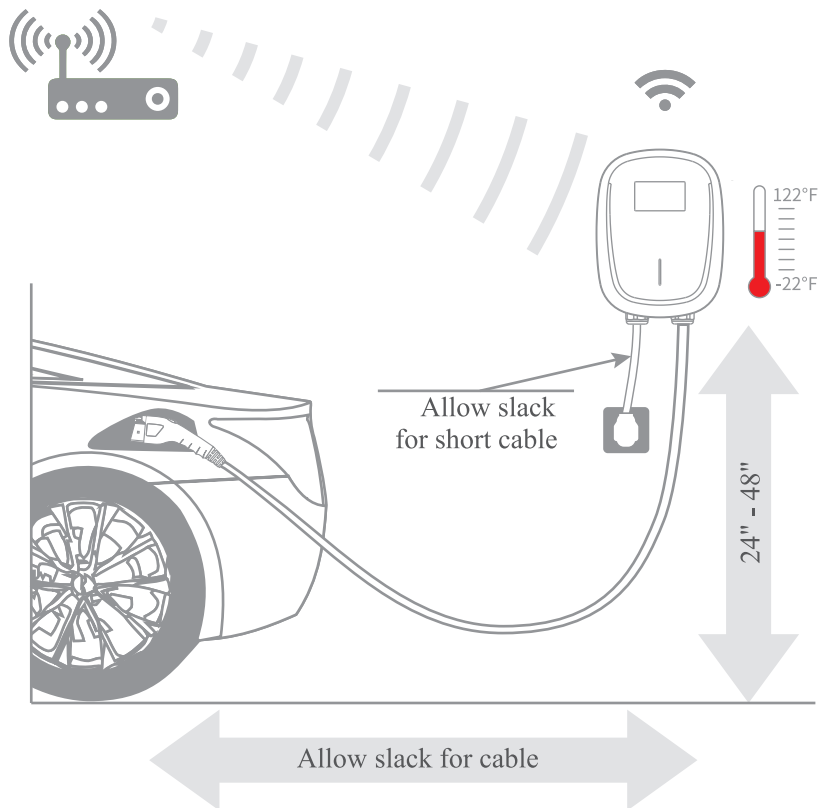
*This 100A circuit breaker shall be capable of being locked in the open position. The provisions for locking shall remain in place with or without the lock installed.

- Plugged-in installation See Step 9b.
- Requires a NEMA14-50R/6-50R receptacle outlet.

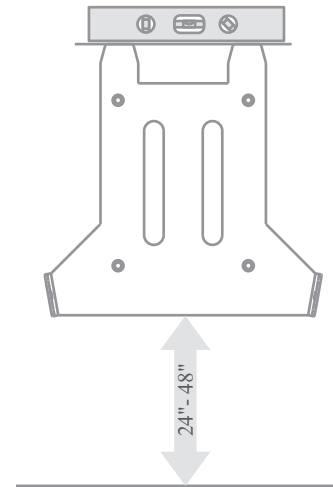


Step 4: Find a Place for the EV Charger

This device shall be mounted at a sufficient height from grade such that the height of the storage means for the coupling device is located between 24"(600 mm) and 48"(1.2 m) from grade; the distance from the vehicle allows slack for charging cable; temperatures are between -22°F to 122°F; the charger is within range of WIFI signal; and if plugged-in, the distance from the NEMA outlet allows slack for a short cable.

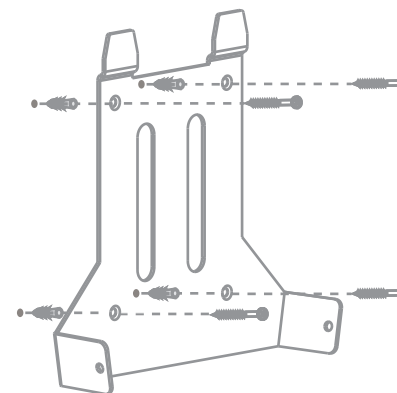


Step 5: Mark the Mounting Bracket Location



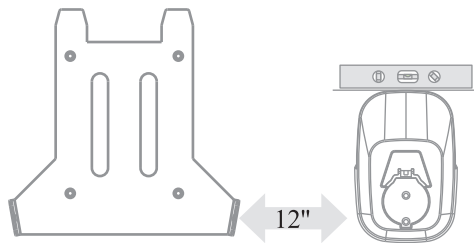
On the plasterboard / drywall where the charger will be installed, use a bubble level to **draw a horizontal line** where the top of the EV Charger will sit on the wall ensuring it is mounted at a sufficient height from grade such that the height of the storage means for the coupling device is located between 24"(600 mm) and 48" (1.2 m) from grade and allows slack for the NEMA cable if it will be plugged in. Then, align the top of the mounting bracket to the line and **mark the 4 mounting holes**.

Step 6: Install the Mounting Bracket



For each mark, drill a 5/16" hole in the wall. Use a Rubber Mallet to tap in the 4 drywall anchors. Install the bracket with 4 Phillips screws into the anchors.

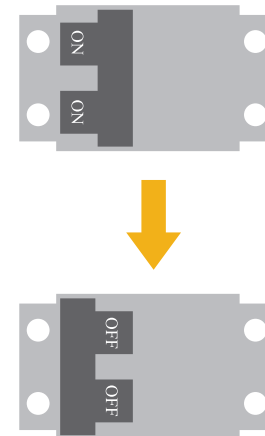
Step 7: Install the Gun Cradle Beside the Charger



Use a bubble level to **draw a horizontal line** at least 12" away from the mounting bracket at the height you'd like the cradle beside your EV Charger. Holding the gun cradle up to your line, mark the top two and bottom mounting holes of the gun cradle.

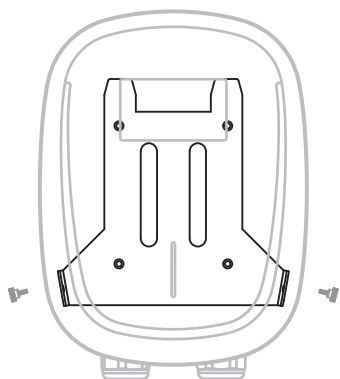
If install the gun cradle on the wall or on the power distribution cabinet or board, drill a 5/16" hole in the wall for each mark. Use a Rubber Mallet to tap in 2 drywall anchors (4 dry wall anchors if NACS Tesla Gun cradle). Install the gun cradle with 2 Phillips screws (4 Phillips screws if NACS Tesla Gun cradle) into the anchors.

Step 9a-1: Hardwired Instructions for Electricians



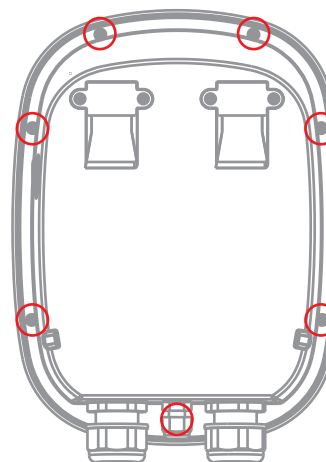
A licensed electrician or other qualified professional can follow these **instructions to hardwire the EV Charger to a breaker. If you plan to power your EV Charger with a NEMA 14-50R/6-50R receptacle outlet, skip to Step 9b.** First, turn off the dedicated dual-pole breaker that will power the EV Charger.

Step 8: Mount the EV Charger



Use the 2 M4X8 hand-screws (Or Internal hexagonal plum blossom screw) to install the EV Charger on the mounting bracket.

Step 9a-2: Hardwired Instructions for Electricians

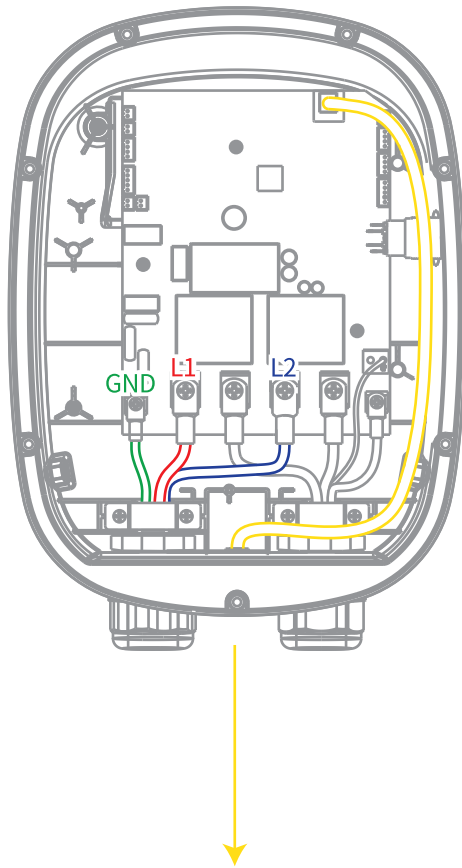


From the back of the EV Charger, use the Allen wrench to remove the 7 screws to detach the front cover. Use Adjustable wrench to remove waterproof joint.

CAUTION: there's a cable connecting the cover to the circuit board in the Charger. To remove the cable, gently grab the cable bundle and pull it away from the circuit board.

Step 9a-3: Hardwired Instructions for Electricians

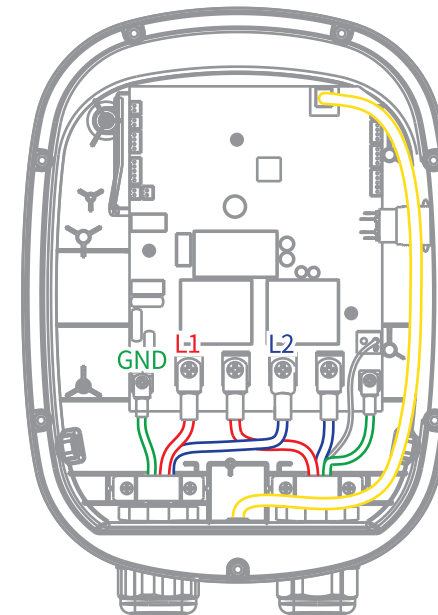
Unscrew the screws for terminals L1, L2, and GND, to remove the NEMA cable wires.



Ethernet Cable as shown

Step 9a-4: Hardwired Instructions for Electricians

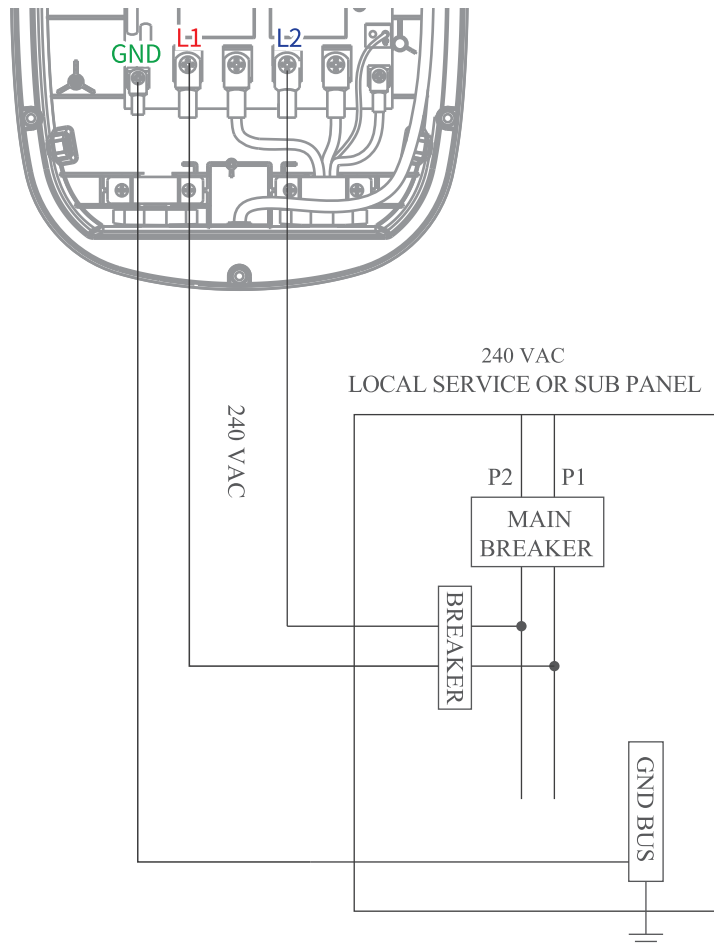
Unscrew the screws to remove the clamp securing NEMA cable. Then, remove the NEMA cable from the assembly. Finally, unscrew the nut holding the cable gland in place and remove it from the assembly.



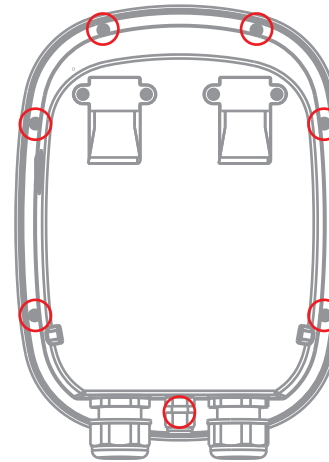
Without an ammeter

Step 9a-5: Hardwired Instructions for Electricians

Using 1-1/4" conduit and proper fittings for the connections, use copper conductor only, 105 °C, 6 AWG for setting 32A/40A/48A/80A rating from both phases of the breaker along with a ground/earth lead into the EV Charger assembly. Put the phase 1 lead into terminal L1, the phase 2 lead into terminal L2, and the ground into terminal GND and secure them with the screws, applying a tightening torque of 1.2 Nm.

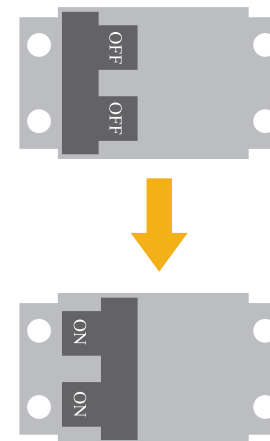


Step 9a-6: Hardwired Instructions for Electricians

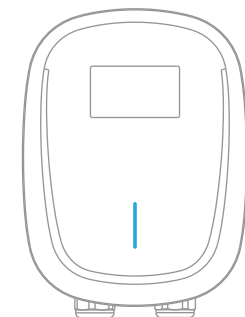


Gently reattach the cable to the cover and the circuit board. Then, from the back of the EV Charger, use the Allen wrench to replace the 7 screws to reattach the front cover.

Step 9a-7: Hardwired Instructions for Electricians



Turn on the breaker and ensure that the power light on the front of the EV Charger is illuminated.



Step 9b-1: Plugged in Instructions for Electricians

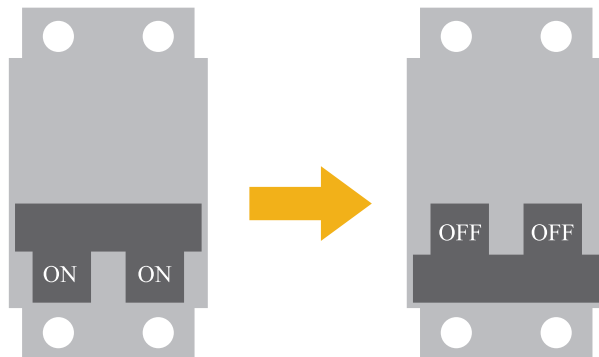


If a NEMA 14-50R receptacle outlet is not already at the EV Charger location, a licensed electrician or other qualified professional can follow these instructions to install one. First, turn off the dedicated dual-pole breaker that will power the EV Charger.

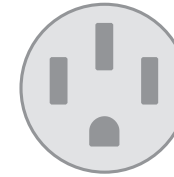
The installation instructions shall contain statements indicating that the EVSE shall be installed with the power supply cord managed so that it cannot contact the floor once the EVSE is installed and plugged into the outlet.



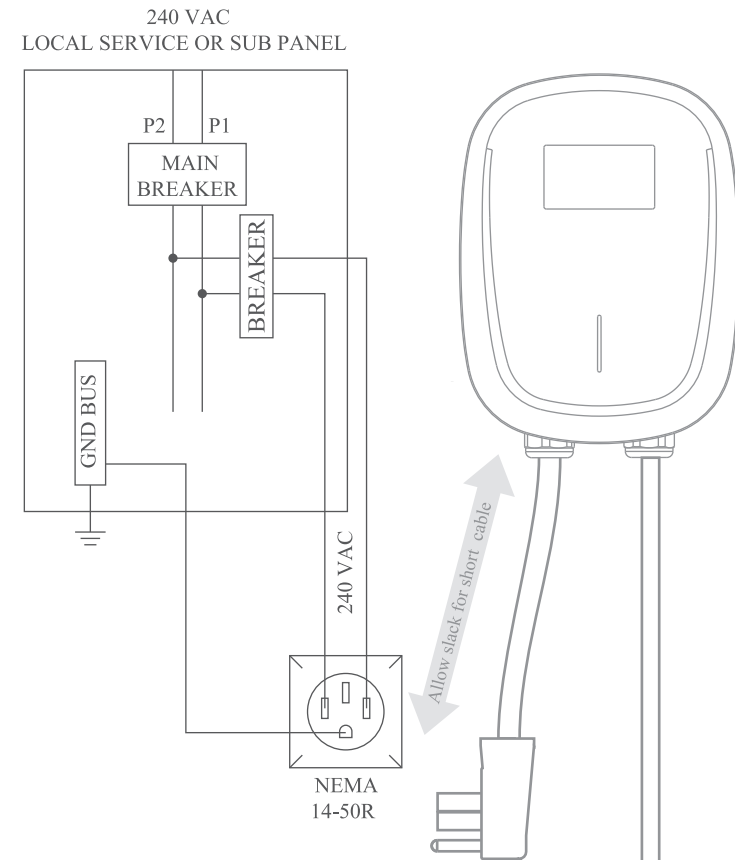
If a NEMA 6-50R receptacle outlet is not already at the EV Charger location, a licensed electrician or other qualified professional can follow these instructions to install one. First, turn off the dedicated dual-pole breaker that will power the EV Charger.



Step 9b-2: Plugged in Instructions for Electricians



Install a NEMA 14-50R receptacle outlet with the ground facing downward ensuring the distance between the NEMA outlet and the EV Charger allows slack for a short cable. Bring leads from both phases of the breaker along with a ground/earth lead to the outlet and connect them. **Neutral is not required.**

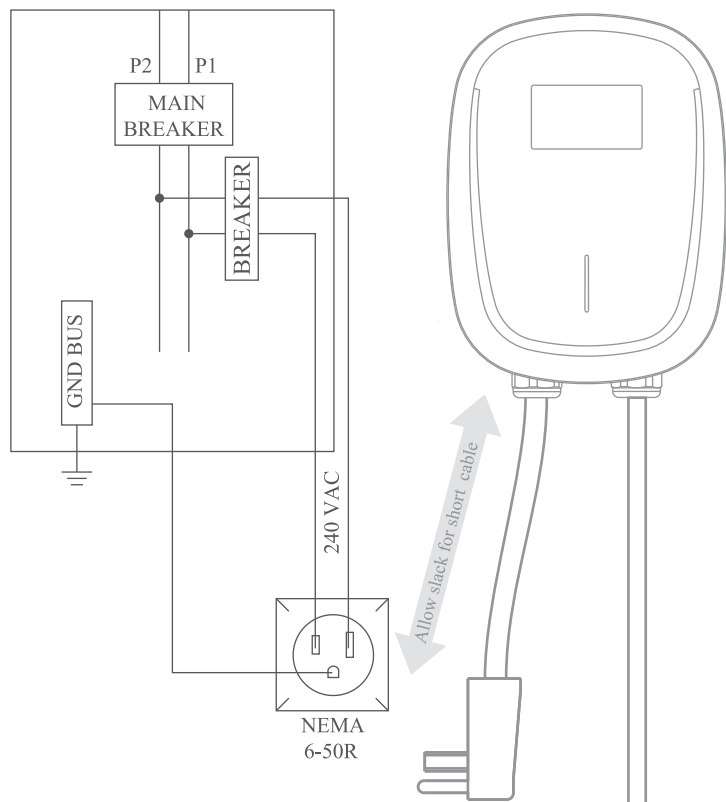


Step 9b-3: Plugged in Instructions for Electricians

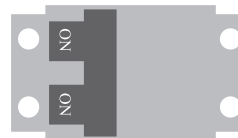


Install a NEMA6-50R receptacle outlet with the ground facing downward ensuring the distance between the NEMA outlet and the EV Charger allows slack for a short cable. Bring leads from both phases of the breaker along with a ground/earth lead to the outlet and connect them. **Neutral is not required.**

240 VAC
LOCAL SERVICE OR SUB PANEL

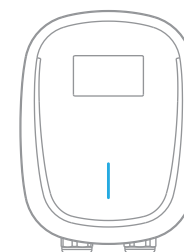


Step 9b-4: Plugged in Instructions for Electricians



Plug in the NEMA 14-50P/60-50P plug from the EV Charger into the receptacle outlet.

Turn on the breaker and ensure that the power light on the front of the EV Charger is illuminated.



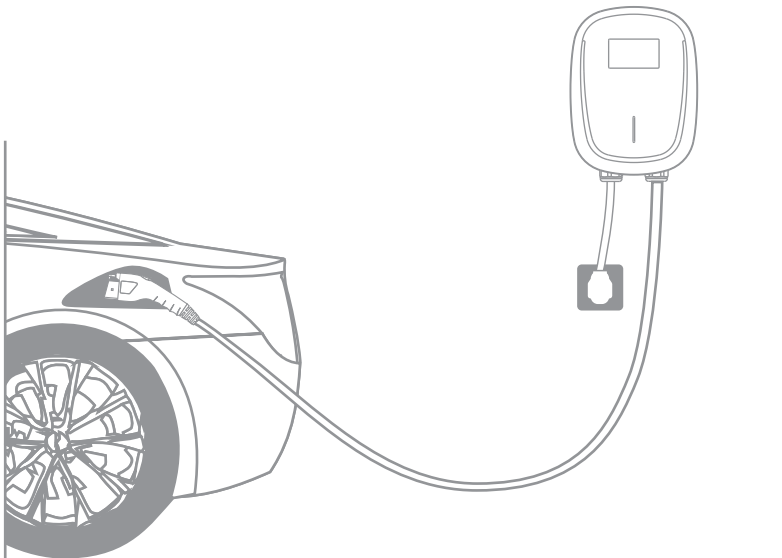
Step 10: Complete Setup

- Your EV Charger is now ready to charge your vehicle.
- Factory setting: Base on the maximum EV charger capacity that the car system will accept.
- Default factory setting of charging mode is Plug and Play.
- To raise or lower the charge rate to match your breaker size and to take advantage of the numerous other features through APP or OCPP Configuration Tool, follow the corresponding steps in User Instruction Manual to make changes.

Factory setting: Base on the maximum EV charger capacity that the car system will accept. You can raise or lower this rate through the APP or OCPP Configuration Tool.

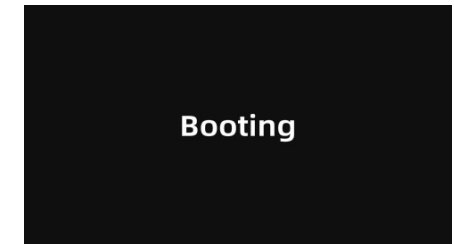
Default factory setting of charging mode is Plug and Play. If it is smart home charger, to switch to APP mode, please refer to APP instruction. If it is commercial charger (OCPP version), switch the mode through the OCPP Configuration Tool in the phone or tablet.

To start charge the vehicle, open the port door and plug the EV Charger gun into the port. You will see the charge light on the EV Charger switch to solid green when it is connected to the vehicle. It will begin flash green, as the vehicle charges. Additionally, most EVs have indicator lights on the dashboard to let you know that you are charging. Do not attempt to drive your vehicle while the charge cable is connected to your vehicle.



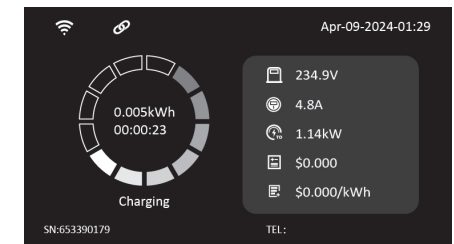
Boot Screen

-The screen display interface when the charger is powered on.



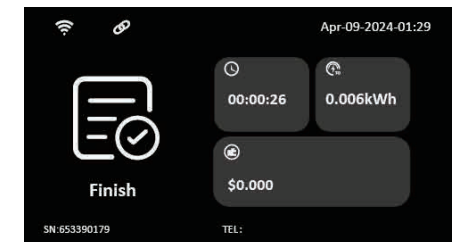
Charging Screen

- Real-time charging status;
- Voltage;
- Power;
- Charging duration;
- Real-time cost.



Transaction Information Screen

- When the charging finish, the screen will show you the transaction details.



Error Screen

-Contact us if you see an error.



Power	
Off	Charger does not have power
Solid Blue	Charger has power
Charge	
Off	Idle Mode
Flash Green	Charging Mode
Solid Green	Pre-Charge Mode
Wi-Fi	
Off	Not connected to WIFI network
Soft white	Connected to the WIFI network

CAUTION: Do not touch and use this product when in case of failure. It is required to disconnect the power supply or have it handled by professionals.

Fault	
Red light always on	Reset switch failure.
Red light flashing every 3 seconds (once)	Input voltage is too high If plugged in, check that the NEMA14-50P or NEMA6-50P is plugged in securely. Check the supply breaker in your breaker panel for damage and replace if necessary. If issue persists, contact Support.
Red light flashing every 3 seconds (twice)	Input voltage is too low If plugged in, check that the NEMA14-50P or NEMA6-50P is plugged in securely. Check the supply breaker in your breaker panel for damage and replace if necessary. If issue persists, contact Support.
Red light flashing every 3 seconds (three times)	Output over current Unplug from car. Disconnect charger from power. Confirm there is no visible damage or foreign material in the EV gun. Return power to charger. If issue persists, contact Support.
Red light flashing every 3 seconds (four times)	Charger has exceeded nominal temperature. Ensure the charger is installed where ambient temperatures will not exceed 122°F (50°C). If issue persists, contact Support.
Red light flashing every 3 seconds (five times)	Current leakage. Unplug from car. Disconnect charger from power. Confirm there is no visible damage or foreign material in the EV gun. Return power to charger. If issue persists, contact Support.
Red light flashing every 3 seconds (six times)	Charger is not grounded Ensure that the EV Charger is properly wired and grounded. Check the line and neutral connections, as they may be reversed in the adapter or outlet. Unplug and reboot EV charger. If issue persists, contact Support.
Red light flashing every 3 seconds (seven times)	CP line not properly connected.
Red light flashing every 3 seconds (eight times)	Relay fused in position Disconnect from power immediately. Contact Support.

The APP is not finding my EV Charger after I've installed it.

- Ensure the Charger has power:
 - Check for a green power light.
 - Check the EV Charger is wired properly.
 - Check that the breaker powering the EV Charger is turned on.
- Ensure your phone can connect to the EV Charger.
 - Check your phone's Bluetooth is on.
- Try power cycling the breaker to which the EV Charger is connected.
- Try restarting the APP.
- Try rebooting your phone.

My vehicle is not responding or charging.

- Ensure that the latch on the EV charging cable handle is locked into place. If the handle is not latched securely, the vehicle will not charge. If the latch is pressed down during charging, charging automatically stops.
- Ensure that the vehicle is not set up to begin charging at a specific time of day.



The EV Charger contains

This device complies with Part 15 of the FCC Rules / Industry Canada license-exempt RSS standard (s). 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.

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.

This equipment complies with CAN ICES-003(BNMB-003(B).

To satisfy FCC / IC RF exposure requirements, a separation distance of 20cm or more should be maintained between the antenna of this device and persons during device operation.

To ensure compliance, operations at closer than this distance is not recommended.

L ' émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d ' Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L ' exploitation est autorisée aux deux conditions suivantes :

1. L ' appareil ne doit pas produire de brouillage;
2. L ' appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d ' en compromettre le fonctionnement.

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

Maintenance and Repair

Always ensure that after charging, the charging cable is wrapped around the Wall Connector. Regularly inspect the Wall Connector and charging cable for signs of damage. If damage is found, contact service.

The Wall Connector contains no user-serviceable components. If the unit is not operating correctly, contact service.

Wipe the outside of the wall Connector, the charging cable, and the connector end of the charging cable with a clean dry cloth to remove any accumulation of dust and dirt.

 **WARNING:** Turn off input power at the circuit breaker before cleaning the Wall Connector.

 **WARNING:** Do not use cleaning solvents, scouring, powder, or any type of abrasive pad to clean the wall connector, its charging cable, or the vehicle's charging port.

 **CAUTION:** To reduce the risk of electrical shock or equipment damage, do not allow liquid to enter the wall Connector while cleaning it.

Service

Need more assistance? Contact the Customer Service:

+86 0592-7263768

*****@*****.com.cn