147 mm

210 mm

New Energy Vehicle Charging station Product manual

Please read this manual carefully before using the product

Introduction to Charging station

New Energy vehicle Charging station is a charging equipment developed to meet the needs of new energy vehicle charging, providing charging services for electric vehicles, the product is suitable for AC charging of electric vehicles in various scenarios such as residential parking garages, public parking lots, residential parking lots, enterprise parking lots, and other types of open air and indoor parking lots.

Shipping List

name	quantities	name	quantities
New Energy Vehicle Charging Station	1pcs	screws	5pcs
Manual an arrow	1pcs	certificate of conformity	1pcs
Expansion tube:6.5*L127 m	5pcs	Φ7.5mm screws (Sub-mark pole)	5pcs
Expansion tube:6.5*L103 m	5pcs	5X7.5R self-tapping screw (wall-mounted)	5pcs
5mT 25 Self-Tapping Screw (Sun Mount)	5pcs	PC ABS flame retardant material	

Note: Please check if the above items are included in the Sun-Mate installation.

Product Parameters

Pseudonim acid	New Energy Vehicle Charging station	American Standard
Output Current Range	0~32A	0~48A
Input Voltage	AC240V±15%	
Input Voltage Frequency	50/60Hz±1%5	
electrical insulation resistance	>2.0MΩ	
Standby power consumption	≤2W	
Leakage protection sensitivity	6mA(A), B	
Working environment temperature	-25℃~+55℃	
Storage ambient temperature	-40℃~+85℃	
safety protection	Emergency stop protection, over-voltage protection, under-voltage protection, short circuit protection, leakage protection, lightning protection, electromagnetic protection, overcharge protection, over-current protection	
protection class	IP66	
activation method	Plug & Play (optional), swipe card (optional), APP Bluetooth (optional), 4G (optional)	
status indicator	LED indicator	
display screen	4.3 inch LCD screen, digital tube screen	
Outline length	1m	
Shell material	PC ABS flame retardant material	

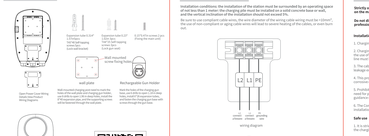
* Lists the energy vehicle charging station technical parameters

Lighting instructions

color	state of others	interval seconds	hidden meaning
blue (indoor)	constant blinking	1s	In network-standby
	zero bright	0s	Networked-Standby
greener	constant blinking	1s	Charging
	zero bright	0s	Charging-complete
violet (indoor)	zero bright	0s	2T16 Stream output of charging
	zero bright	2s	Grounding abnormality (CP disclosure)
red (indoor)	Flashes 3 times	2s	Emergency stop protection (display E32)
	Flashes 4 times	2s	Undervoltage protection (display E22)
	Flashes 5 times	2s	Overvoltage protection (display E23)
	Flashes 6 times	2s	Overcurrent protection (E4 displayed)
yellow (outdoor)	Flashes 2 times	2s	Leakage protection (display F45)
	Flashes 3 times	2s	Over-temperature protection (display E61)
	Flashes 5 times	2s	Relay failure (E42 displayed)

Note: LED models will display the relevant content on the screen.

Quick Installation



Installation Tutorial

Youtube search: sun-mate's installation wiring tutorial

Product Wiring Diagram

Installation precautions: the installation of the station must be surrounded by an operating space of not less than 1 meter; the charging pile must be installed on a solid concrete base or wall, and the base must be at least 10 cm above the ground level.

Be sure to use compliant cable wires, the wire diameter of the wiring cable wiring must be 1.0mm² the use of non-compliant or aging cable wires will lead to severe heating of the cables, or even burn out.

▲ Only professional electricians or professionally qualified personnel should operate it.

▲ Charging pile installation and wiring process, need the whole process of power off, do not operate with electricity, control box and other electrically charged parts to do a good job of safety protection and warning signs, in order to prevent the operator accidentally touched.

▲ The charging pile must be grounded, the grounding resistance shall not exceed 4Ω, and it must meet the voltage and current requirements, and the cables on the same side should be selected with the same specification.

Warning

Strictly observe all warnings and operating instructions on the machine and in the manual.

Do not disassemble the unit by non-authorized service professionals.

Installation and maintenance:

1. Charging pile installation and grid energization must be operated by professional personnel.

2. Charging pile installation of the power supply and wire to meet the product power requirements, the use of non-compliant power supply, cable, or wire can otherwise lead, fuse-core fire-to-cause power line must be reliably grounded.

3. The cable of the charging pile must be firmly connected and insulated. Loose connection, bare wire and other phenomena are not allowed, and the wire core must not be exposed to the outside.

4. The product should be installed away from inflammable and explosive substances or dampness, corrosion chemicals, high-temperature environments and water sources, etc.;

5. Prohibit private dismantling, change the internal line of the product, such as product failure, the need for professional troubleshooting and maintenance (or maintenance under the guidance of professionals).

6. The Company shall not be liable for any safety accidents caused by unauthorized installation or alteration.

Safe use:

1. It is strictly prohibited to touch the charging gun plug or the inside of the charging socket, keep the charging gun plug dry and free of foreign matter.

2. Before charging, make sure the vehicle is turned off and the gun is firmly connected before starting charging.

3. It is strictly prohibited to plug and unplug the gun head charging, and the gun head before the completion of the charging process, in order to avoid the gun after disposing charging, so as to prevent irreversible damage to the charging pile and the car.

4. Avoid charging in thunder and rainy weather, and prohibit children from approaching the charging process to avoid danger.

5. In case of emergencies, such as water in the product, smoke and fire, the power supply should be cut off immediately.

Operating Instructions

Plug and Charge Operation Procedure

Insert the gun into the charging port in place to automatically charge (plugging the gun is charging, the light flashes green to indicate the start of charging), when the power battery is fully charged will automatically end the charging, such as the need to interrupt the charging, please through the operation of the charging gun.

Swipe card to start charging:

Swipe card to the station - Connect the charging gun - Swipe the card - Start charging (flashing green light) - Swipe to stop/swipe to settle - Unlock the vehicle and draw the gun - Kick charging. Note: This card is an important proof for providing charging service to customers, no loss function, please keep it properly.

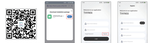
Scanning function operation flow

For detailed description of the code-sweeping function, please see APP Binding Operation

APP Operating Instructions

After the device is powered on, enter the Charging Pile Home Edition APP, you can bind the pile in the following two ways, see the following operations:

1. Download and install the "Charging Pile Home Edition" APP, scan the QR code to pop up the download interface, click "Download Download", wait for the pop-up "Install Tip" APP after downloading. After installation, use your email to register and log in, and go to the homepage



2.IOS version: Scan the code to download or enter the Apple Store, search for "TinyTalk", find the corresponding APP, install it, and then use your email to register and log in to enter the homepage

Way 1: Search for devices Bluetooth add

Click "Add new device" on click "+" in the upper right corner and select "Add device" to search for Bluetooth.

In the Bluetooth list, select the corresponding device's Bluetooth to start connecting, enter the pairing code and click confirm (factory default 123456). Bluetooth online represents the device binding success, return to the homepage to see the device.

Way 2: Scanning code to add

Click "+" in the upper right corner and select "Scan Device" - or click the scan button in the Bluetooth search interface scanner the device code.

After entering the add device interface, click "Scan QR code", then use your cell phone to scan the QR code displayed on the screen of the device or the QR code offered on the device shell (the screen will prompt "Successfully added" after the gun is plugged in), and follow the prompts to complete the addition of the device.

Connecting Bluetooth Enter the APP home page, click Add new device to start scanning nearby devices, and select the device you need to connect, follow the prompts to connect Bluetooth, the Bluetooth connection is successful, the device is displayed online on the homepage.

Connect WiFi Connect WiFi prerequisite need to connect Bluetooth, after connecting Bluetooth, click on the device to enter the device interface, click on the "Network Configuration" button, you need to connect to the WiFi (can only connect to 2.4G WiFi), and then enter the password to confirm the configuration can be (there will be a prompt that the WiFi configuration is successful, when you see the prompt, you can exit the interface, the device will automatically connect to the network).

Start mode (regular mode): Insert the charging gun gun into the charging port of the trolley, select the "Regular Mode" in the APP, and then click "Start Charging" on the interface that the charging is in progress, if you need to end the charging, click "End the Charging".

Starting mode (reservation): Insert the charging gun gun head into the charging port of the train, select the reservation mode (click on the drop-down symbol to switch to the reservation mode), then set the charging time and charging power, and then click "Start Reservation" to start the charging, and the interface of charging the interface displays the reservation indicates that the reservation charging setting is successful, and the charging will be automatically started when the time is up.

Start (quantitative charging): Insert the charging gun gun into the charging port of the trolley, select the quantitative charging mode, click on the drop-down symbol to switch to the quantitative charging mode, click on the quantitative details to set the quantitative charging parameters (time limit, power limit, electricity limit), and then click on the "Start Charging" button to start the charging process, and the charging will be automatically ended, and then click on the start to start the charging.

Charging Settings: Current/Power: Enter the device details interface, click the Settings icon, then click "Current/Power" to enter the current/power setting interface, select the current or power setting mode, select the way you need to set, enter the limiting parameters, click OK, prompt the setup success message, and the charging setup parameter setting is complete.

General Troubleshooting

fault phenomenon	Possible causes	Treatment
No display and unresponsive to swipe card and scan code	Power not connected	Check whether the power mains is normal, whether the power switch is turned on, whether the wire connection is loose, and whether the wiring is correct.
Unable to start charging	Charge gun not connected properly	Unplug the charging gun properly, check the charging gun connection status, and ensure that the charging gun is fully inserted into the vehicle and locked the vehicle.
	Card does not support the charging card	Please use the correct card to swipe the card to start charging, or contact the card issuer to find out if the card is valid.
	Low Reputation	Improve the weight of the card, or contact the card issuer.
Charging current less than rated	Vehicle issues fail	It is normal for the charging current to drop when the vehicle's battery is almost full.
	Current limiting value	Check the current limiting value of the charging station and the vehicle, and ensure that the charging current is not set too low.
	ambient temperature too high	Turn down ambient temperature or move the charging station to a cooler place.
equipment outright fault alarm	emergency stop warning	Check the emergency stop button to ensure it is not pressed, and release the emergency stop button if it is pressed.
	grounding abnormal warning	Check the grounding wire to ensure it is connected and that the ground wire is in good condition.
	Overcharge/ Undercharge alarm	Check the battery status and the charging interface to ensure that the battery is in a normal state.
	Leakage alarm	Internal leakage or equipment life is the cause of the leakage alarm, please contact the manufacturer or the 24 hour after-sales hotline for inspection and repair. Do not use the equipment before the fault is repaired. Do not attempt to repair the equipment yourself, to avoid further damage or injury.
No current output after charging is complete	Fuse is not tripped or the circuit breaker is not tripped	Training will be carried out by professional electrical maintenance personnel.

* Fault Elimination Description: Sun-Mate's warranty, please refer to the "General Fault Handling" - If any gift card cover be crushed or damaged, please contact the customer service staff in time to obtain a new card. The Company reserves the right to modify the content and interpretation of the above guidelines at any time.

Warranty regulations

1. The warranty period of this product is 1 year. Please provide the proof of purchase for product warranty.
2. Charging equipment can enjoy the above related warranty terms except for the following problems:
Unable to provide the warranty certificate, or the content of the warranty certificate is inconsistent with the physical identification of the repaired commodity or altered; Unable to provide a valid invoice (exceeding the warranty period); Damage to the product caused by improper use, improper maintenance, improper manual and visual damage; Damage or failure caused by foreign body entry; damage caused by private dismantling; Damage caused by force majeure such as lightning, overvoltage, earthquake, fire, flood and other natural disasters; Damage caused by abnormal voltage, power surge fluctuation and damage; Human use of the equipment caused by water or other solution damage;
Damage caused by use of power sources or voltages other than those specified.
3. The product is not covered by the warranty period or are not covered by the warranty, we provide paid maintenance services.
4. only the above warranties, no other express or implied warranties (including the implied warranties of merchantability and suitability of a particular and applicable etc.), whether in contract, civil negligence, or other reports, the company is not responsible for any special (accessory or indirect) damages.
5. This guarantee is valid only within the territory of the People's Republic of China. (Note: excluding Hong Kong, Macao and Taiwan due to geographical restrictions).

Order number	
Fault description	
Your name	
Contact information	
Return address	

The warranty period of this product is 1 year, please keep the warranty copy properly, and use this page as the product warranty certificate. During the warranty period, it shall be repaired in accordance with the Warranty Regulations.

新能源汽车充电桩使用说明书尺寸：210 x147mm 材质：157g双铜 装钉方式：骑马钉（2颗钉子）

FCC Warnning:

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 againstharmful interference in a residential installation. This equipment generates, uses and can radiateradio frequency energy and, if not installed and used in accordance with the instructions, maycause harmful interference to radio communications. However, there is no guarantee thatinterference will not occur in a particular installation. If this equipment does cause harmfulinterference to radio or television reception, which can be determined by turning the equipmentoff and on, the user is encouraged to try to correct the interference by one or more of thefollowing 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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.