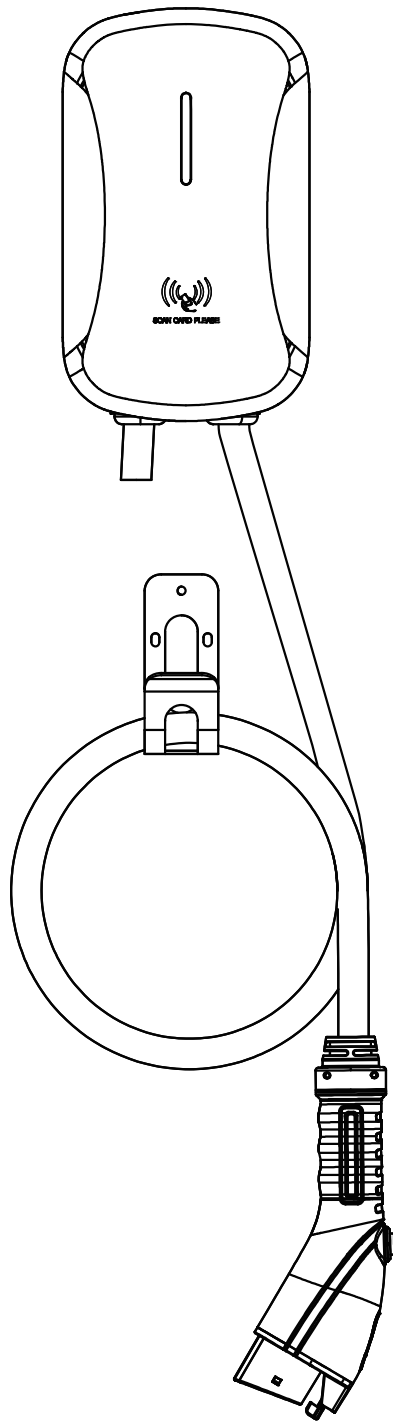




# **EV AC Charger Instruction Manual**

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**AC32~48A01HW-U**  
**User Manual**

## Catalogue

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## IMPORTANT SAFETY INSTRUCTIONS



**WARNING** – When using electric products, basic precautions should always be followed, including the following.

- a) Read all the instructions before using this product.
- b) This device should be supervised when used around children.
- c) Do not put fingers into the electric vehicle connector.
- d) Do not use this product if the flexible power cord or EV cable is frayed, has broken insulation, or any other signs of damage.
- e) Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indication of damage.
- f) This charging pile cannot be dismantled, repaired or modified by the customer.
- g) To reduce the risk of fire, connect only to a circuit provided 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/ NFPA70 National Electrical Code (USA).

### h) **WARNING**

#### **GROUNDING INSTRUCTIONS**

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.

- i) When any fault occurs, the product is prohibited to use, the user is prohibited to repair, must be sent to the after-sales maintenance or call the after-sales service for help.
- j) Risk of electric shock.



**SAVE THESE INSTRUCTIONS**

## CONCERNANT LA SÉCURITÉ CONSERVER CES



**AVERTISSEMENT:** Des mesures de précautions de base devraient être utilisées avec tous les produits électriques, y compris les mesures indiquées ici.

- a) lisez toutes les instructions avant d'utiliser ce produit.
- b) Ce dispositif devrait être supervisé lorsqu'il est utilisé autour des enfants.
- c) Ne mettez pas les doigts dans le connecteur du véhicule électrique.
- d) N'employez pas ce produit si le cordon d'alimentation flexible ou le câble EV est effiloché, a une isolation cassée, ou tout autre signe de dommages.
- e) N'utilisez pas ce produit si le boîtier ou le connecteur EV est cassé, fissuré, ouvert, ou montre toute autre indication de dommages.
- f) Cette pile de charge ne peut être démontée, réparée ou modifiée par le client.
- g) Pour réduire le risque d'incendie, branchez uniquement un circuit pour une protection contre les surintensités de circuit de branche conformément à la norme CSAC22.1-15 du Code canadien de l'électricité, partie 1 (Canada) ou à la norme NOM-001-SEDE Electrical installations (utility) (Mexique) ou à la norme ANSI/NFPA 70 du Code National de l'électricité (États-Unis).
- h) **CONSIGNES DE MISE À LA TERRE** Ce produit doit être raccordé à un réseau de mise à la terre, métallique et permanent, ou un conducteur de mise à la terre de l'appareil doit être ajouté au circuit et raccordé à la borne de terre de l'appareil ou au conducteur d'alimentation de l'appareil.
- i) Quand n'importe quel défaut se produit, le produit est interdit pour employer, l'utilisateur est interdit pour réparer, doit être envoyé à l'entretien après-vente ou appeler le service après-vente pour l'aide.
- J) Risque de choc électrique.



**CONSERVER CES INSTRUCTIONS**

## **For Both FCC & IC application:**

This device complies with Part 15 of the FCC Rules / Industry Canada licence-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.

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

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.

## **MPE Requirements**

To satisfy FCC / IC RF exposure requirements, a separation distance of 20 cm 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.

## Safety

The safety messages herein cover situations HBE is aware of. HBE cannot know, evaluate or advise you as to all of the possible hazards. You must be certain that any condition or service procedure encountered does not jeopardize your personal safety.

- Read and follow all warnings and instructions before installing and operating the charger.
- This charger should only be installed by a licensed electrician in accordance with all local codes and ordinances.
- This charger must be grounded through a permanent wiring system or an equipment-grounding conductor.
- Do not install or use this charger near flammable, explosive, harsh, or combustible materials, chemicals or vapors.
- Children should be supervised when around this charger.
- Do not insert fingers or foreign objects into the electric vehicle connector.
- Do not use the charger if the flexible power cord or EV cable is frayed, broken, or damaged, or if it fails to operate.
- Do not use the charger if the enclosure or the EV connector is frayed, broken or otherwise damaged, or fails to operate.
- Use 90 °C wire copper conductors or refer to local ordinances.
- Do not operate the charger outside its operating range.
- Incorrect installation and testing of the charger could potentially damage the vehicle's battery, components, and/or the charger itself.
- Handle the charger with care during transportation. Do not subject it to strong force or impact or pull, twist, tangle, drag or step on the equipment, to prevent damage to it or any components.
- Neutral must be bonded to Ground upstream at the transformer or panel for each separately derived system.

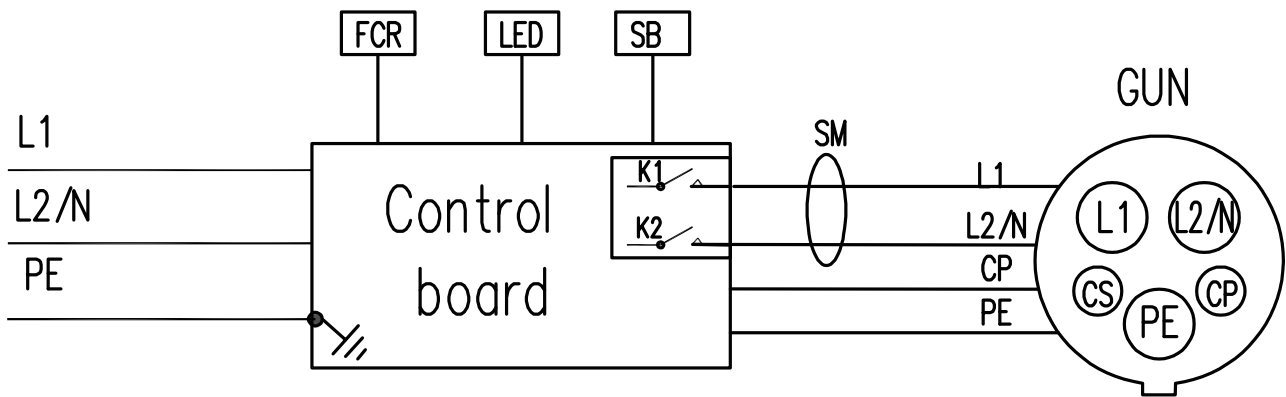
## 1. Brief Account

It is a wall-mounted AC charger, which is mainly used for AC charging of electric vehicles. It integrates charging control, human-computer interaction control, communication, metering functions. With enclosure rating type 4, it can work safely indoors and outdoors. It meets the charging needs of electric vehicles with different capacities.

## 2. Equipment Parameters

| Specifications                                                                                                                                                                                                           | Values                                                                                                                                                                          |       |        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|--------|
| Rated Current                                                                                                                                                                                                            | 7.6KW                                                                                                                                                                           | 9.6KW | 11.5KW |
|                                                                                                                                                                                                                          | 32A                                                                                                                                                                             | 40A   | 48A    |
| Input Voltage                                                                                                                                                                                                            | 120-250VAC                                                                                                                                                                      |       |        |
| Input Frequency                                                                                                                                                                                                          | 60Hz                                                                                                                                                                            |       |        |
| Output voltage                                                                                                                                                                                                           | 120-250VAC                                                                                                                                                                      |       |        |
| Charge Mode                                                                                                                                                                                                              | Optional: Bluetooth APP, RFID, Plug and Charge                                                                                                                                  |       |        |
| Communication Mode                                                                                                                                                                                                       | Optional: Bluetooth, Wi-Fi                                                                                                                                                      |       |        |
| Operating Temperature                                                                                                                                                                                                    | -30~+50°C                                                                                                                                                                       |       |        |
| Relative Humidity                                                                                                                                                                                                        | ≤95%                                                                                                                                                                            |       |        |
| Enclosure Rating                                                                                                                                                                                                         | TYPE 4                                                                                                                                                                          |       |        |
| Safety Design                                                                                                                                                                                                            | The protection of leakage; over-voltage protection; over current, under-voltage protection; full stop charging protection; short circuit protection; Overtemperature protection |       |        |
| Installation Mode                                                                                                                                                                                                        | Wall-mounted mode                                                                                                                                                               |       |        |
| Interfaces Count                                                                                                                                                                                                         | One inches cable (optional: □5m □7m □7.5m)                                                                                                                                      |       |        |
| Size                                                                                                                                                                                                                     | 10.67"x6.37"x3.82"(270.9 x 161.9 x 97mm)                                                                                                                                        |       |        |
| Operating Environment                                                                                                                                                                                                    | Outdoor , Indoor                                                                                                                                                                |       |        |
| Operating Occasion                                                                                                                                                                                                       | Residential charging                                                                                                                                                            |       |        |
| Certification Standards:UL 2594: 2022 Ed.3 Clause, CSA C22.2#280:2022 Ed.3, UL 2231-2:2012 Ed.2+R:15Dec2020 Clause, UL 50E: 2020 Ed.3 Clause, UL 991:2004 Ed.3+R:09Jun2010: Clause, UL 1998:2013 Ed.3+R:24Sep2018 Clause |                                                                                                                                                                                 |       |        |

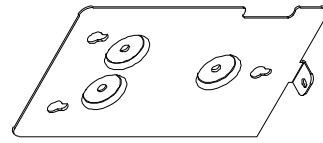
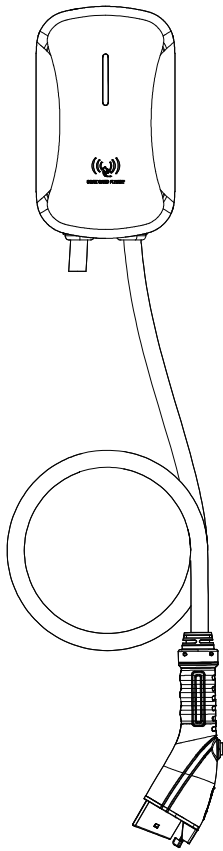
### 3. Schematic Diagram



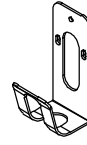
### 4. Shape Model Diagram



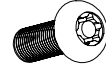
## 5. List



Mounting Bracket x 1



Hook x 1



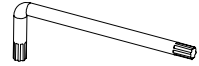
M3\*6 Screw x 1



Anchor x 6



Sheet Metal Screw x 6



Torx/T10  
L-wrench x 1

AC charger  
with charging cable

## 6. Product Installation

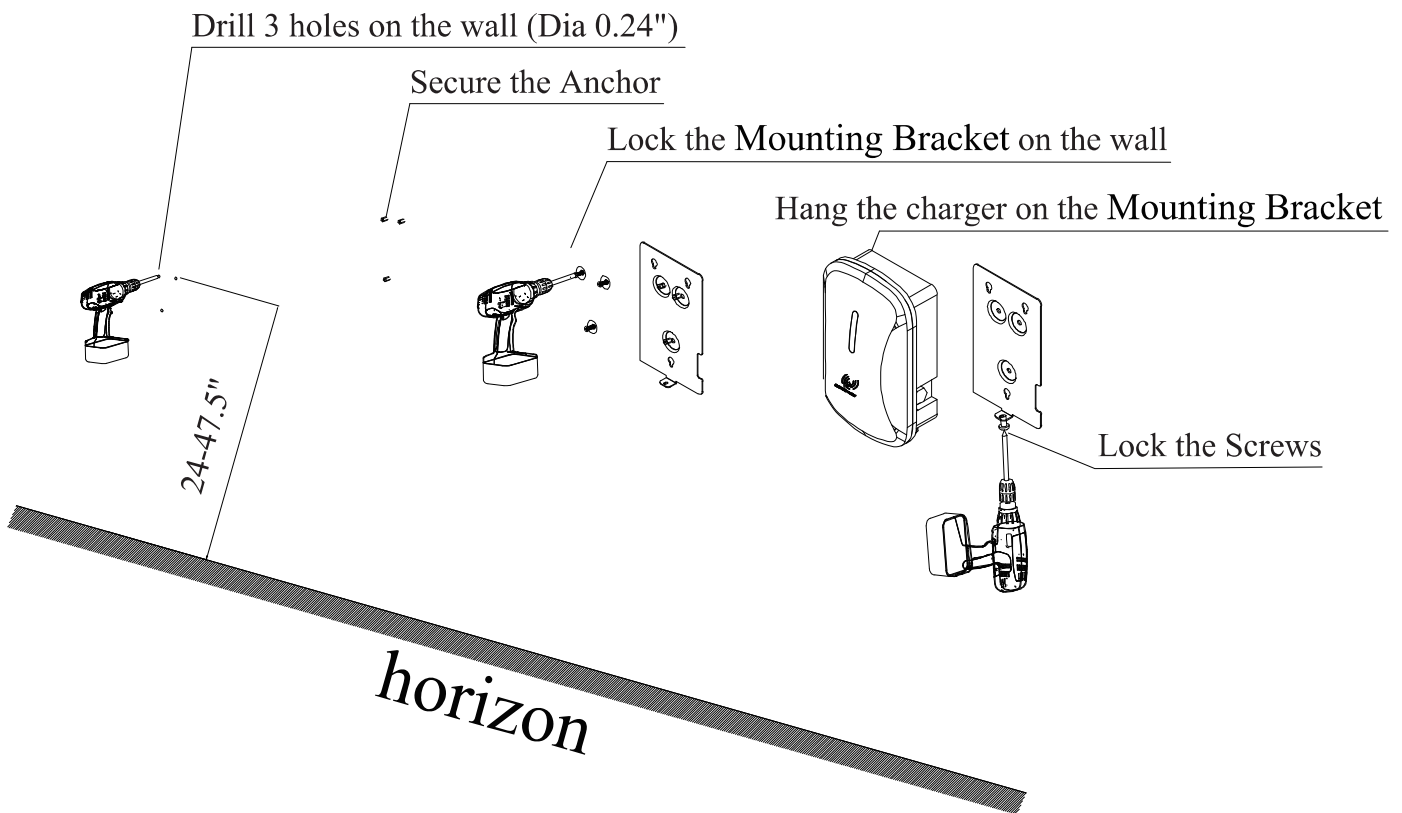
### 6.1 Recommended Tools for Installation:

32A Cable: 2\*8AWG + 1\*10AWG Power distribution: 2P 40A

40A Cable: 2\*8AWG + 1\*10AWG Power distribution: 2P 50A

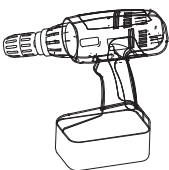
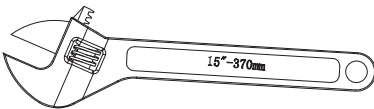
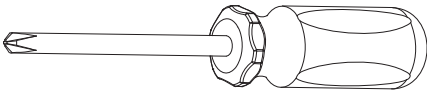
48A Cable: 2\*6AWG + 1\*8AWG Power distribution: 2P 60A

## 6.2 Basic Requirements for Mounting Bracket:



## 6.3 Preparing Installation Tools

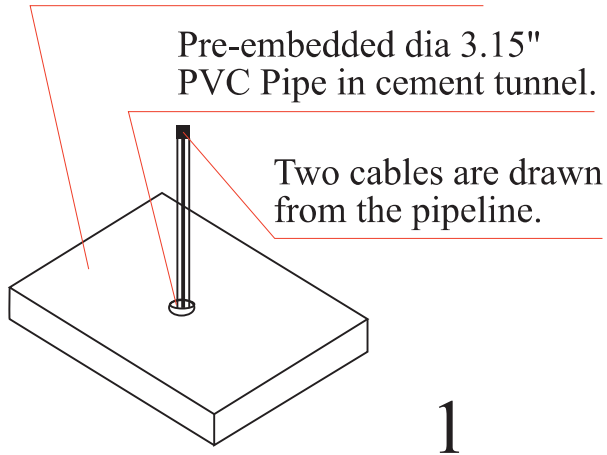
You may need the following tools during installation:

| Type                 | Picture                                                                              |
|----------------------|--------------------------------------------------------------------------------------|
| Power Drill          |   |
| Drill Bit 9/16"      |  |
| Drill Bit 5/16"      |   |
| Wrench               |  |
| Phillips Screwdriver |  |

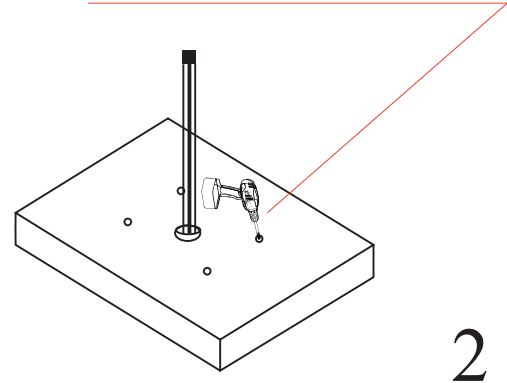
## 6.4 Pedestal Installation Requirements:

Picture: Height, width, foundation installation diagram

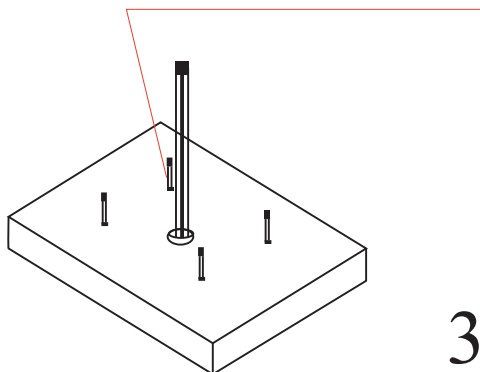
Build a cement pier on the ground(15.74"\*11.82"\*7.87").



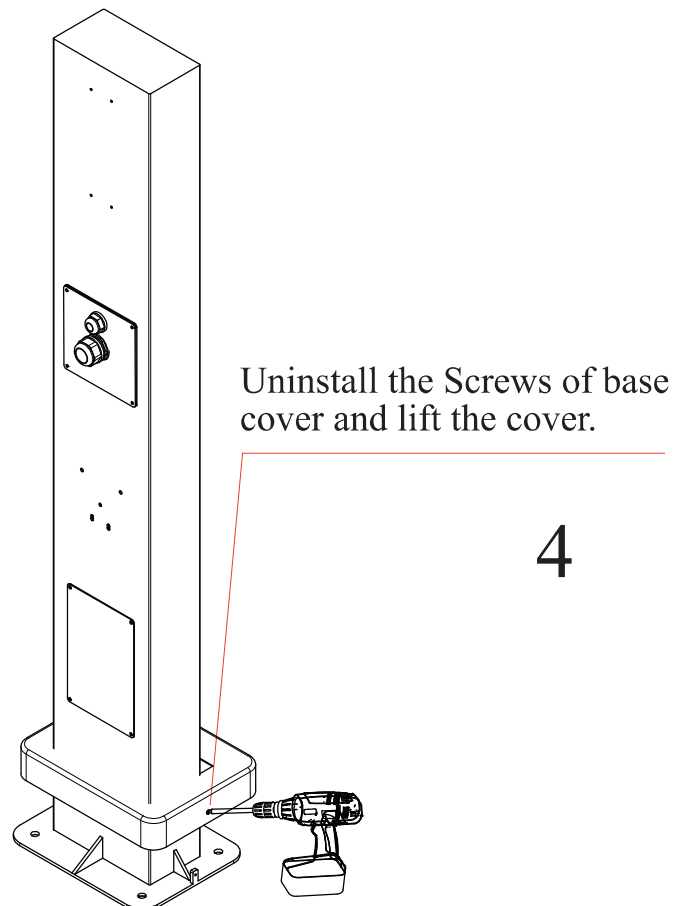
Drill 4 holes in the cement pier(4-dia0.55") Drill a hole that is 4.73" deep.



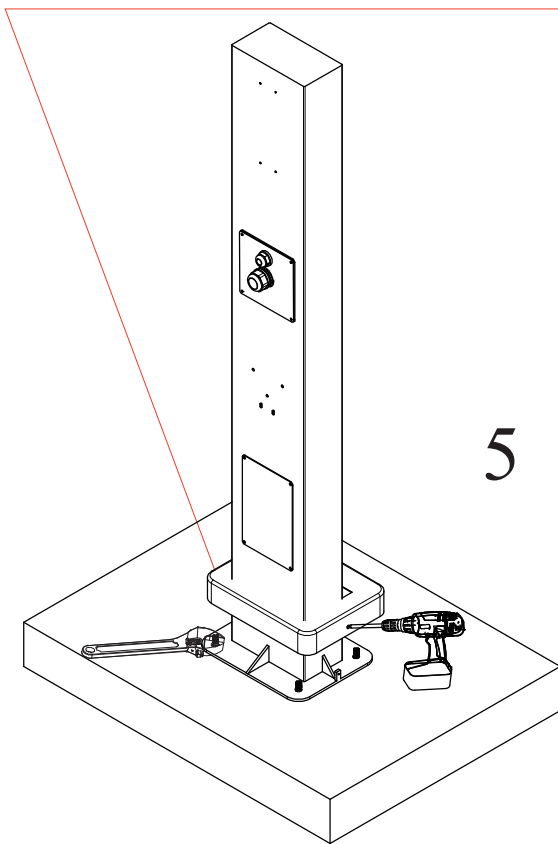
Drive Anchor into the cement pier.



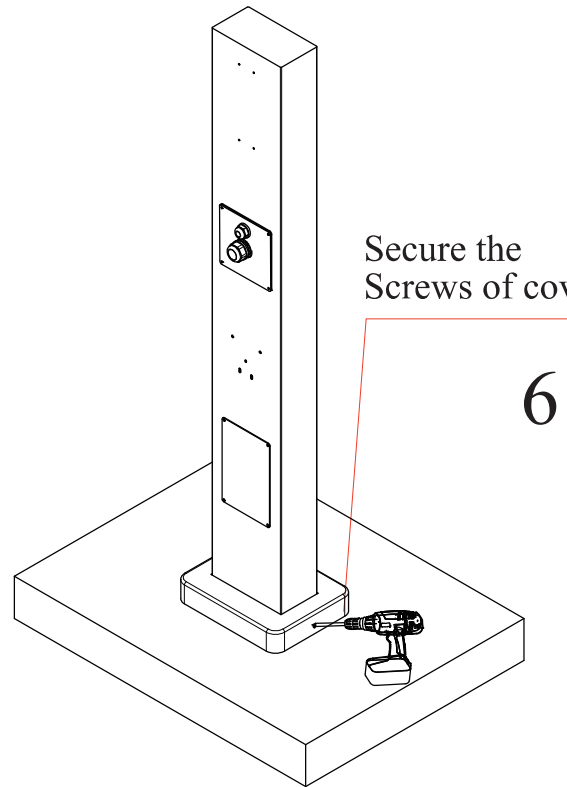
Uninstall the Screws of base cover and lift the cover.



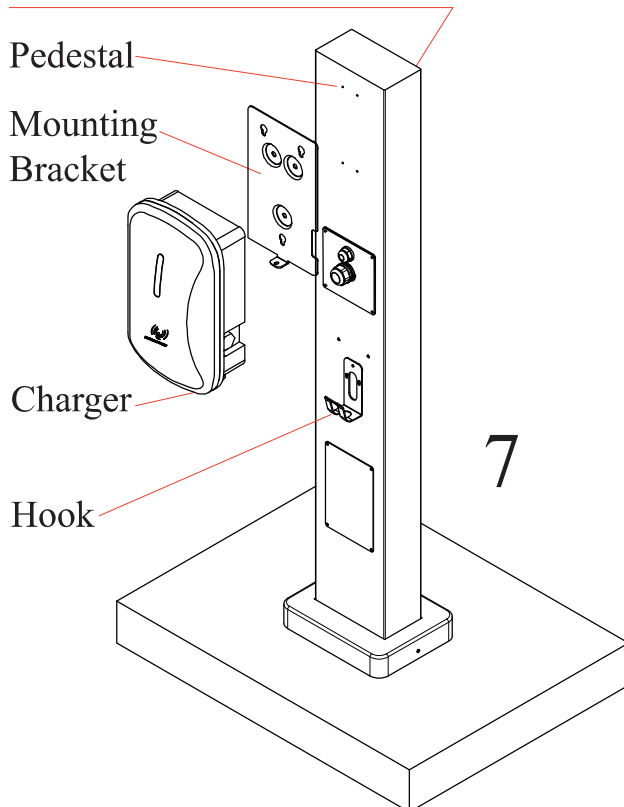
Aligned the Screws of pedestal with the ones in cement pier and tight them.



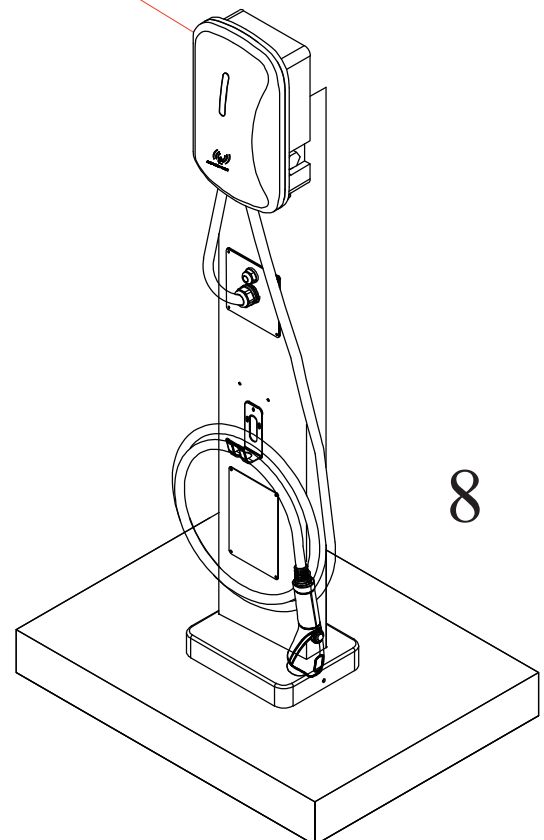
Secure the Screws of cover



Assemble the Mounting Bracket and Charger in sequence

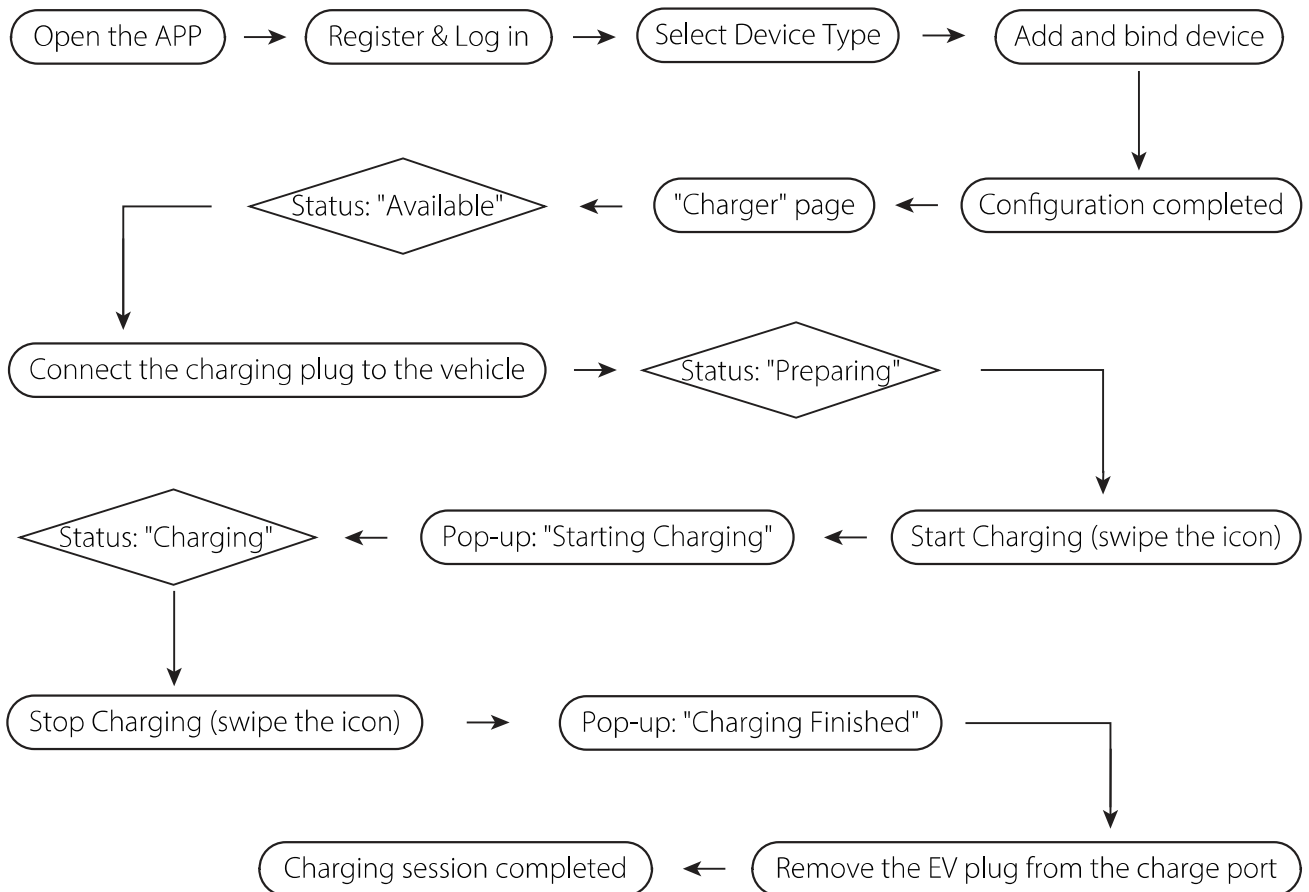


Accomplish



## 7. Charging Operation Flowchart

### 7.1. APP Control



### 7.2 Commission EV Charger

1. Download “EVive Charger” app from Apple App Store or Google Play Store.
2. Open APP and register user account.
3. Log in → Enter “All Devices” page → Enable phone Bluetooth.
4. Tap switch icon in “All Devices” page → Select charger type “HBES”.
5. Tap “+” icon (bottom-right) → Enter “Pair Devices” page to add devices.
6. Tap Bluetooth scan icon (top-right) to refresh device list.
7. Select charger → Input “000000” in pop-up → Confirm “OK”.
8. Pop-up: “Name Your Charger” → Set name → Tap “Done”; Skip → Tap “Skip”.
9. Enter Wi-Fi configuration page: Select Wi-Fi → Enter password → Tap “Join”; Tap “Manual SSID” for custom network → Tap “Join”.

10. Wi-Fi connected → Auto-jump to “All Devices” page.
11. Connect the charging plug to the vehicle → Enter “Charger” page; Tap device → Enter “Charger” page → Connect the charging plug to the vehicle.
12. Status changes: “Available” → “Preparing”.
13. Swipe “Start Charging” button → Pop-up: “Starting Charging” (Status changes: “Preparing” → “Charging”).
14. Swipe “Stop Charging” button → Pop-up sequence: “Stop Charging” → “Charging Finished” → Remove the EV plug from the charge port (Status changes: “Charging” → “Available” ).

## 7.3 Instruction for Using RFID Cards

1. Connect Charging Coupler: Insert Charging Coupler into the car's charging port, making sure Charging Coupler is fully inserted and you hear a "click" sound, indicating a secure connection.
2. Card swiping to start: Place the card in the swiping position. When you hear the prompt sound, it indicates that the charging is ready. If you don't hear the prompt sound, please swipe your card again.
3. Start charging: After hearing the prompt sound, remove the card and charging begins. During the charging process, you can leave, but need to pay attention to the charging time to avoid being unattended for a long time.
4. Charge Ending: After the charging is completed, the charging station will emit a prompt sound. If it needs to be prematurely ended when charging, you can stopped it by swiping the card.
5. Unplug Charging Coupler: After hearing the charging end prompt sound, unplug Charging Coupler. Check that the plug is dry, clean and properly stored.

## 8. Operation

### 8.1 Powering on

- Ensure that the charger is installed according to the instructions in this manual.
- Ensure that all the screws are tightened to the correct torque after the wiring is completed and that there is no loosen screws at the terminal blocks.
- Ensure that there is no copper wire or debris left inside the charger before switching on the electrical power to the charger.
- Once all electrical connections are safely made, switch on the power to the circuit from the circuit breaker and wait for the power supply to come on. There will be a series of self-checks. Make sure that the charger works correctly and safely.

#### **WARNING**

Be careful when working with electricity.

### 8.2 Use of Reset Button

If the charging pile becomes inoperable due to network issues or customer-related errors during the process of binding and unbinding, the following procedures can be undertaken to reset it: Press the reset button three or more times within a 5-second interval. The factory settings will only be successfully restored when the charging pile's indicator light remains on for 5 seconds and then off for 1 second.

#### **Warm Reminders:**

1. Please read the operation instructions and precautions carefully.
2. Before charging, check whether the charging connector is firmly in contact with the charging interface and whether the indicator works well.
3. During the charging process, do not forcibly pull out the charging connector. Forcibly pulling out the charging connector may cause fire at the connector, resulting in safety accidents.
4. To stop charging in advance, swipe the “Stop Charging” icon before pulling out the charging connector.

## **9. User Maintenance Instructions**

The maintenance of AC charging pile is relatively simple. During operation, attention should be paid to ventilation and heat dissipation and keep the environment clean. There should be no explosive dangerous medium in the air, nor any gases sufficient to corrode metal and destroy insulation. The charger should be installed in a stable place without violent vibration or turbulence. Before the device is put into operation for the first time after transportation, or when it is put into operation again after a long-time outage, the whole charger should be checked. In addition to checking the wiring according to the drawings, it is also necessary to check whether the components are loose or fall off, whether the connection is strong, whether the contact is good due to transportation and other reasons.

## **10. Instructions of Packing, Handling, Transportation and Storage**

- 10.1 Package: Charging Station product weight 17.2lb (7.8KG) (including outer box)  
Dimensions: 30.31" x 16.14" x 10.63" (770x410x270 mm).
- 10.2 The transportation can be by car, vessel or aircraft.
- 10.3 During transportation, attention should be paid to sunscreen and civilized loading and unloading, avoiding violent vibration and impact.
- 10.4 Products stored in Class I environment and stored for more than 6 months are recommended to be re-tested and can only be used if they are qualified.