

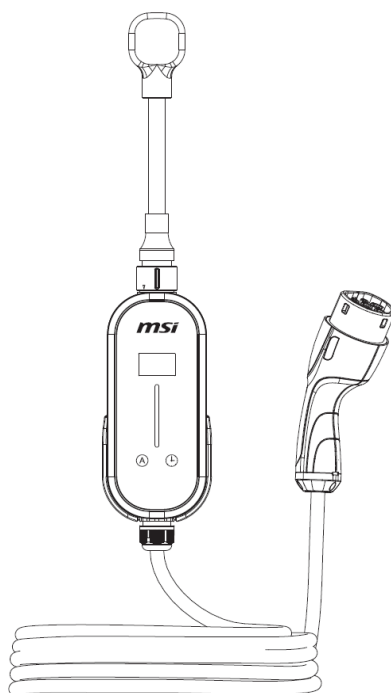
FOR FCC Model: MS-C808 40A
FOR CE/AU/NZ/JP/TH Model: MS-C808
32A,MS-C806 32A,MS-C806 16A,MS-C803 16A



Electric Vehicle AC Charger

EZgo Series

User Manual





Content

1. Warranty and Disclaimer	1
1.1 Copyright Statement	1
1.2 Disclaimer	1
1.3 Product Warranty	2
1.4 Scope not covered by warranty	2
2. Safety Instructions	4
2.1 Warnings	6
2.2 Precautions	7
3. Packing List	8
4. Product Specifications	9
4.1 Charging Power	10
4.2 Power Cord Specification	11
5. Installation Instructions	12
6. Operation and Settings	13
6.1 Dimensions (Unit:mm)	13
6.2 Product Introduction	13
6.3 Status Description of the Charger Indication Lights	14
6.4 Screen Instructions	15
6.5 Charging Function Settings	16
6.5.1 Current Setting	16
6.5.2 Time Setting	16
6.6 Manual Stop	17
7. Charging Instructions	17
8. Charger Standard Setting	19
9. Error Codes and Troubleshooting	22



1. Warranty and Disclaimer

1.1 Copyright Statement

- This manual and its illustrations are the copyrighted property of MSI. No part of the content may be reproduced, extracted, disclosed, or published without prior permission.
- Without prior written consent from MSI, this manual may not be added to, deleted from, reproduced, copied, modified, reprinted, translated, excerpted, publicly released, or distributed in either printed or electronic form.
- Unless otherwise agreed in writing, this partnership does not confer or transfer any patent rights, copyrights, trademarks, trade secrets, know-how, other intellectual property rights, or any other proprietary rights to any other party.

1.2 Disclaimer

- The Company reserves the right to make changes to this product without further notice.
- This manual is intended for operation or use of the product only.
- The content of this manual shall not be used as a substitute for any contractual conditions.
- The Company assumes no liability for the following :
- Losses beyond the scope of the prescribed remedies (such as personal time, business interruption, emotional distress, inconvenience, or travel delays).
- Expenses incurred as a result of the prescribed remedies (including towing, transportation, vehicle rental, service requests, telecommunications, shipping, or delivery).
- Liability for any loss or damage to data or software, or any issues related to service conditions.
- Malfunction or damage resulting from software installed by the user.
- Unless explicitly stated in the contract, the Company shall not be liable for any indirect, consequential, special, or punitive damages, nor for any claims brought by third parties.
- Any express or implied warranties, guarantees, or undertakings, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, or suitability for a specific application.



1.3 Product Warranty

- Charging station products shipped with the original manufacturer's barcode are covered under the original hardware warranty.
- Hardware components covered include the PCB board, wireless network card, central processing unit (CPU), memory, screen, 4G/LTE communication module, and Bluetooth module. Warranty coverage is determined based on the original product serial number or barcode.
- The software modules of charging station products are also warranted based on the product serial number/barcode from the original manufacturer.
- Pre-installed software is covered under the terms of the End User License Agreement (EULA) or the specific software licensing agreement.
- Customers should contact the respective software vendors directly for any issues related to the software.
- Product warranty terms may vary depending on the country or region where the warranty service is provided and where the product was purchased.
- Our charging stations are covered by a limited warranty in Taiwan. Other products are subject to regional limited warranty terms based on the country or region of purchase.
- For warranty confirmation, please contact the retailer from whom you purchased the MSI product.
- Cross-regional purchases made through online platforms (e.g., Amazon, Newegg, Lazada, Shopee) are subject to the limited warranty terms provided in the country or region where the transaction is processed by the respective online retailer.

1.4 Scope not covered by warranty

- Damage caused by accident, misuse, abuse, or force majeure events (including but not limited to lightning, power surges, earthquakes, fires, floods, and other natural disasters), improper use (including failure to follow instructions or warnings), poor maintenance, improper packaging, negligence, incorrect installation or testing, operational errors by users, or tampering with the product's serial number/barcode (including re-attached, forged, altered, or damaged barcodes that render the warranty



period unidentifiable).

- Damage resulting from external factors, such as the use of non-MSI accessories or components, power supply abnormalities, data communication system failures, vehicle impact, improper or intentional misuse by personnel, inadequate protective conduits, high-dust environments, or insufficient grounding.
- Modifications, alterations, repairs, or any services performed by unauthorized third parties that result in product damage.
- Accessories, devices, or equipment not originally bundled with the product or not provided by MSI.
- Loss or corruption of data, software programs, or removable storage media.
- Repositioning or dismantling of the product, its accessories, or installation equipment.
- Consumable and wear-and-tear items, such as batteries, screws, charging gun cables, charging connectors and holders, enclosures, outer covers, emergency stop buttons, wall brackets, and pedestals.
- Products or components for which local warranty cards, registration numbers, or purchase receipts (as issued by the MSI online store) cannot be provided, or where the serial number or label has been defaced, removed, or the product is reasonably determined by MSI to be stolen.
- Products not purchased through the MSI online store or not shipped under an official order, as well as products rented or displayed by third parties.
- Damages caused by the shipping carrier.
- Issues related to hardware or software incompatibility.
- Costs associated with installation, removal, or setup services.



2. Safety Instructions

 **WARNING** Describes potential high-risk hazards that may cause serious injury, equipment damage, or compromise personal safety.

 **CAUTION** Provides important reminders and alerts to keep users aware and focused, helping to prevent oversight or negligence.

 **Notice** Provide supplementary details for the relevant procedures or steps.

 **WARNING** Please read all important safety instructions and the charging instructions in your vehicle owner's manual before attempting to install, operate, or maintain your electric vehicle.

- It is recommended that this product be installed, commissioned, and serviced by an Authorized Contractor or "Electrician" with a valid electrical license.
- Hazardous voltages and currents may be present during operation of the charging station. Proper safety precautions must be taken before performing any operation on the equipment.
- Install the charging station in accordance with local electrical safety codes and building regulations, and in locations with unrestricted access.
- Damage resulting from improper installation or testing is not covered under warranty.
- Disconnect all power sources before installing, servicing, or cleaning the charging station. Failure to do so may result in electric shock, personal injury, or damage to the electrical system and charging equipment.
- Do not remove any circuit protection devices or internal components before disconnecting all power.
- The charging station is intended for use only in dry environments.
- A safe and permanent grounding system must be implemented for the installation.
- Before disassembling the unit, use appropriate measuring instruments to confirm the absence of voltage.
- All cables connected to the power supply must be properly insulated.
- Do not touch the charging connector pins during operation.



- Do not use the charging station during severe weather conditions affecting the vehicle or charging system.
- If there is any visible damage to the charging station housing, vehicle connector, power cables, or insulation, do not use the station.
- In the event of a suspected electric shock, fire, or explosion hazard, immediately press the emergency stop button, shut down all power to the station, and notify the administrator. Do not resume operation until qualified personnel have inspected and resolved the issue.
- Do not touch the charging cable, connector pins, or charging station with wet hands or feet.
- Do not open, disassemble, repair, or modify the charging station yourself. For any issues, please contact your authorized contractor or customer service.
- Do not use the charging station to charge or power any non-EV devices.
- Do not install the charging station in areas where explosive atmospheres may be present.



CAUTION Read and follow the instructions below when operating the charging station.

- Unauthorized personnel must not enter the work area.
- Damaged cables must be replaced by qualified and certified maintenance personnel.
- After charging, ensure the charging gun is securely returned to the wall mount.
- Do not pull the charging cable with force. After use, hang it on the cable bracket to prevent tripping hazards, damage, or being stepped on or crushed by wheels.
- All repairs or replacements must be performed by the original manufacturer or an authorized contractor. Unauthorized servicing may void the warranty.
- Do not remove any warning labels or safety markings from the charging station.
- Fire extinguishers must be available on-site for emergency situations.
- To protect the rights of both parties, video record the entire unpacking process to verify that all accessories are present.
- Ensure a safe distance between the charging station and



the power system, and take into account emergency evacuation routes during installation. Extra supervision is required in areas accessible to children to prevent injury.

- Do not insert fingers or sharp objects into the charging plug or connector.

2.1 Warnings

- Applicable to electric vehicles only.
- Do not use the product if the unit or cable is damaged in any way.
- Do not use the product if the cable of electric vehicle is damaged in any way.
- Please read this manual before use.
- Do not remove the protective case or attempt to open the housing. No user-serviceable parts inside.
- This equipment contains internal arcing or sparking parts. Do not expose to flammable vapors. Install at least 46 cm above the ground.
- This device is suitable only for vehicles not requiring ventilation during charging.
- Failure to follow these warnings may result in fire, electric shock, injury, or death.
- Do not use with extension cords, power strips, adapter plugs, or damaged/loose/worn outlets.
- Ensure the socket is properly grounded.
- Do not use if you, the vehicle, or the charger are exposed to heavy rain, snow, thunderstorms, or other severe weather.
- If it rains during charging, prevent water from running down the cable into the socket or port.
- Never use if the socket is submerged in water or covered in snow.
- Discontinue use if the device is defective, cracked, worn, or broken.
- Do not attempt to open, disassemble, repair, or modify the charger. Contact customer service for repairs.
- Avoid force, impact, pulling, twisting, or stepping on the charger or cable.
- Do not store or use in sunken areas or low-lying ground.
- Always protect from moisture, water, or foreign objects.

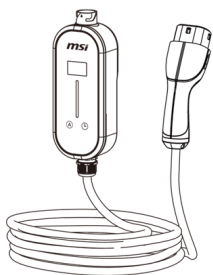
- Do not insert objects or use sharp tools on any part of the charger.
- Keep the cable away from walkways, vehicles, or any obstruction.
- Portable chargers may affect implanted medical devices. Consult your device manufacturer before use.
- Do not clean with detergents. Use a dry or slightly damp cloth only.

2.2 Precautions

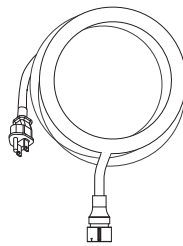
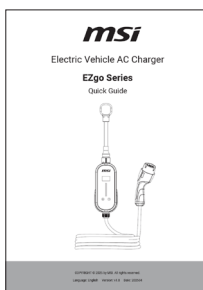
- Do not use a personal generator as a charging power source.
- Do not operate the portable electric vehicle charging station at temperatures outside of the operating range of -30°C to +50°C.
- Please store the portable electric vehicle charging station in a clean and dry place with a temperature between -35°C and +80°C.



3. Packing List

A**B**

NEMA 14-50 NEMA 5-15

**C****D****E**

msi EVSE	
MSI LIMITED WARRANTY CARD	
Serial Number	
Date of Purchase	
Name	
Telephone Number	
E-mail	

No	Item	Quantity
A	Ezgo charger	1
B	Power cord NEMA 14-50 / NEMA 5-15	2
C	Carrying bag	1
D	Quick Guide	1
E	Warranty Card	1

4. Product Specifications

Item	Hardware Specifications	
Specifications	Rated current Rated voltage	CE Specs: Three-phase 16A 380-415V, 11kW (Max) Single-phase 16A 200-240V, 3.5kW (Max) Single-phase 32A 200-240V, 7.3kW (Max) UL Specs: Single-phase 40A 100~140V, 4.4kW (Max) Single-phase 40A 200~240V, 9.6kW (Max) TW Specs : Single-phase 32A 100~140V, 3.5kW (Max) Single-phase 32A 200~240V, 7.3kW(Max)
	AC Power Frequency	50/60Hz(±3Hz)
	Charging method	Plug and Charge
	Display	LCD
Dimensions	Size	298mm (246.7mm without plug) 105.8mm x 53mm
	Weight	4.2kg
Status Indicator	LED light indicator	Power status (visible when charging)
Power supply	AC input	For Industrial Use /For I residential Use
	Output	16A or 32A or 40A (max.)
Connector/ Socket	Type1/ Type2/ NACS Cable Length:UL 5 / 7.5 / 10M(Options)	
Protection	Over Temperature Protection、Over Voltage Protection、 Over Current Protection、Under Voltage Protection、 Ground Fault、Surge Protection、Control Pilot fault、 Residual Current Protection	
Environmental Conditions	Protection	IP66
	Relative Operation Humidity	5%-95% relative humidity
	Altitude	≤2000m
	Operation Temperature	-30℃ ~ +50℃ (-22°F~+122°F)
	Storage Temperature	-30℃ ~ +50℃ (-22°F~+122°F)



4.1 Charging Power

The charging time may vary depending on the voltage and current of the power source. It is also influenced by ambient temperature and the vehicle's battery temperature. If the battery temperature is outside the optimal range, the system will pre-condition the battery (by heating or cooling) before or during charging.

To estimate the time required to fully charge the battery (from approximately 0% to 100%), use the following formula:

Charging time (hours) =

Battery capacity (kWh) ÷ Charging power (kW)

Be advised that variations in charging equipment or adapters may lead to differences in current and power output, which in turn may change the overall charging duration.

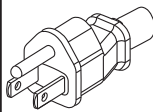
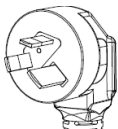
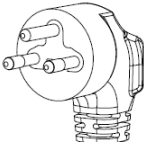
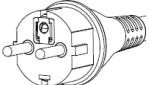
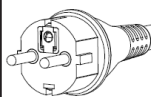
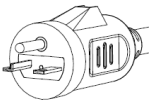
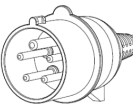
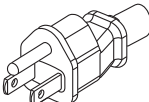
Charging Power Reference Table

Adapter	Current	Power at 220 volts	Power at 400 volts
Europe Type F (CEE7/7)	12A	2.86kW	Not supported
Thailand Type O	12A	2.86kW	
US NEMA 14-50	40A	8.8kW	
Taiwan NEMA 14-50	32A	7.04kW	
AU /NZ 10A	8A	1.76kW	
AU 15A	12A	2.64kW	
Korea Type E+F (CEE7/7)	16A	3.52kW	11.07kW
European Industrial 16A Red	16A	3.52kW	
European Industrial 32A Blue	32A	7.04kW	
			Not supported

Adapter	Current	Power at 200 volts	Power at 400 volts
Japan	16A	3.2kW	Not supported
Adapter	Current	Power at 110 volts	Power at 220 / 400 volts
Taiwan Type B	12A	1.32kW	Not supported
US NEMA 5-15	12A	1.32kW	Not supported

4.2 Power Cord Specification

This portable EV charger is compatible with the following dedicated power cords, designed for standard household outlets in various countries. Suitable plug adapters can be purchased separately, if needed.

US	US / Taiwan	AU (15A / 10A)	Thailand	Korea
NEMA 5-15	NEMA 14-50	Type I	Type O	Type E+F
				
Europe	Japan	European Industria	European Industria	Taiwan
Type F	JWDS 0033	16A	32A	Type B
				

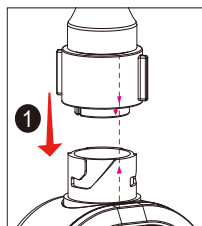


5. Installation Instructions

- ⚠ WARNING** Ensure that the socket is correctly and reliably grounded.
- ⚠ CAUTION** Before each use, check the power cord for any damage.
- Images are for reference only. Power cable specifications are subject to the actual contents of the shipment.

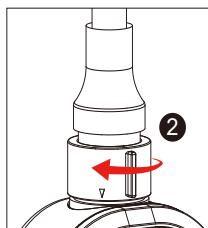
STEP 1.

Align the triangular mark on the power cord with the corresponding mark on the charger.



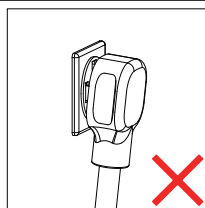
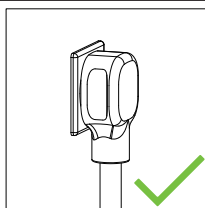
STEP 2.

Rotate the connector clockwise until it is completely secured. A "click" sound indicates that it is locked in place.



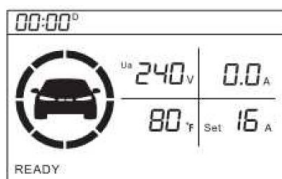
STEP 3.

Insert the power cord into the outlet and wait for the Ezgo charger to start.



STEP 4.

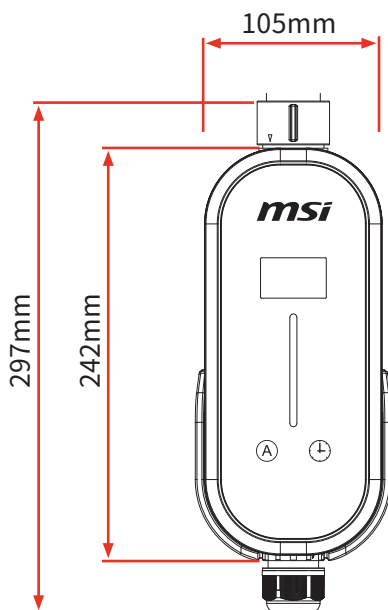
After activation, the screen will turn on and display the Home screen.



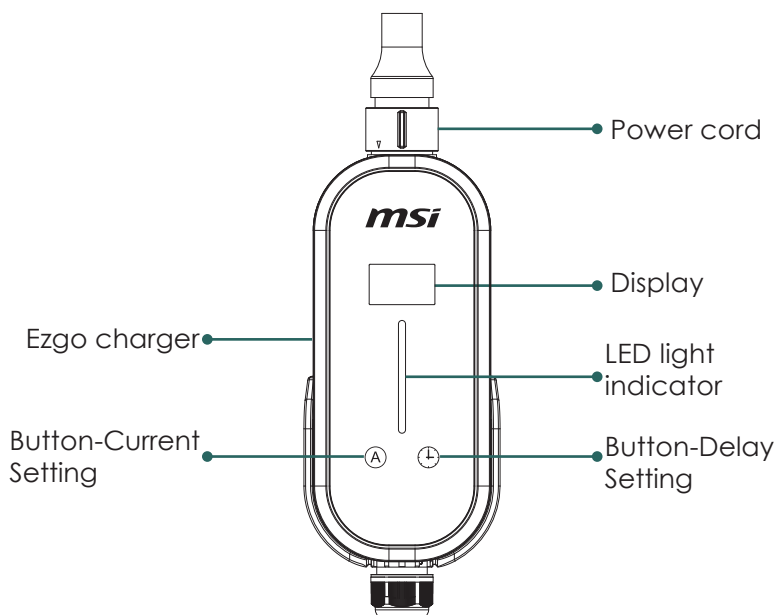
6. Operation and Settings

6.1 Dimensions

Unit:mm



6.2 Product Introduction





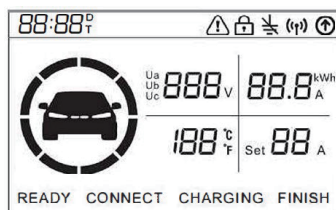
6.3 Status Description of the Charger Indication Lights

LED Status Indicator	Description
Blue light up sequentially	Ready
Blue (Flicker)	Standby
Blue (Flashing)	plugin
Blue lights flow	Charging
Blue (Constantly Bright)	Finish (Billing)
Red (Constantly Bright)	Alarm status



- ⚠ If this icon appears on the screen, it indicates that the charger is not properly grounded. The system will automatically switch to standby mode after 3 seconds.

6.4 Screen Instructions



Icon	Description	Icon	Description
88:88°	Delay time	Ua Ub Uc 888 V	When connected to a three-phase power source, the screen will cycle through the voltages of phases A, B, and C.
88:88°	charging time	E 88 V	Error codes (E01–E20) are displayed alongside the alarm icon. Please refer to the error code table for detailed descriptions.
⚠	Warning	88.8 kWh	Energy(kWh)
🔒	Screen lock	88.8 A	Current (A)
⚡	Ungrounded	188 °C °F	Charger Temperature
📶	Connected to APP	Set 88 A	Current Setting
🔄	Updating system		

Status	Description
READY	The charger is ready to charge.
CONNECT	The plug is connected to the vehicle.
CHARGING	Charging
FINISH	Charging completed



6.5 Charging Function Settings

6.5.1 Current Setting

CAUTION Settings cannot be changed during charging.

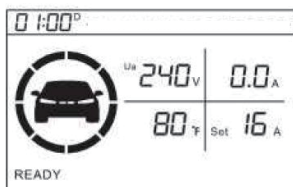
CAUTION The maximum current is subject to socket limitations in different countries. Settings above 16A may be unavailable due to local socket regulations.

When the charger is in the "READY" state, press the "Current Setting" Button to adjust the charging current.

The cycling current sequence is:

8A → 12A → 16A → 24A → 32A → 40A.

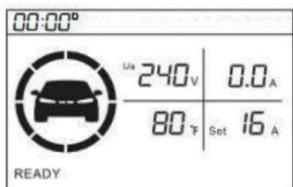
After selecting the desired current, press and hold the "Current Setting" Button for 3 seconds to confirm. Once the plug is connected to the vehicle, the charger will start charging at the selected current.



When you press "Current Setting" Button to select the charging current, the indicator will start flashing.

6.5.2 Time Setting

To set the charging time, press the "Time Setting" Button . Each press increments the delay by one hour. After selecting, press and hold the "Time Setting" Button for 3 seconds to confirm.



When you press "Time Setting" Button to select the charging current, the indicator will start flashing.

6.6 Manual Stop

If you need to manually stop charging during operation, please follow the steps below:

- ① Press and hold "Current Setting" Button  for 3 seconds.
- ② Release "Current Setting" Button , then wait approximately 1 second.
- ③ Press and hold "Current Setting" Button  again for 3 seconds to confirm stopping the charging process.

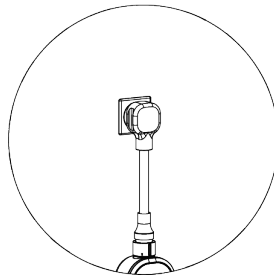
When the charging has been successfully stopped, the LCD display will show the message: "FINISH Charging Completed".

7. Charging Instructions

 **WARNING** Using non-genuine parts, such as the power cord or adapter, may compromise product performance or safety and will void the warranty.

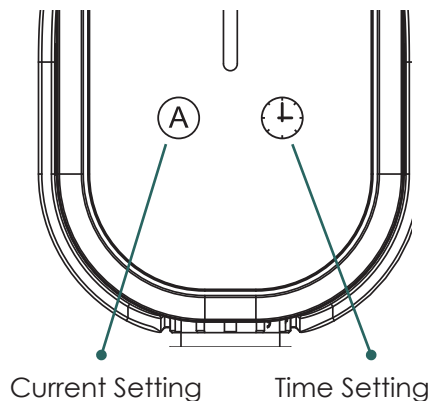
STEP 1.

Plug the power cord into the socket and wait for the charger to power on.



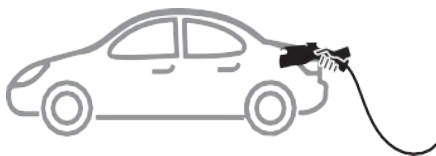
STEP 2.

Adjust the charging current and delay time as required. For setup instructions, refer to Steps [6.5.1](#) and [6.5.2](#) on page 16.



**STEP 3.**

Plug the charging connector into the vehicle.

**STEP 4.**

When the vehicle has finished charging,

- ① Once charging is completed, unplug the charging connector from the vehicle.
- ② Tidy the charging cable and store the connector safely to prevent damage or tripping. Disconnect the power supply if the charger will not be used for an extended period.

User Manual**Video of Installation**

8. Charger Standard Setting

APP Settings

- This quick guide applies to the MSI EZgo model.
- Before connecting, scan the QR code to download the aConnect app and complete the registration to activate it.



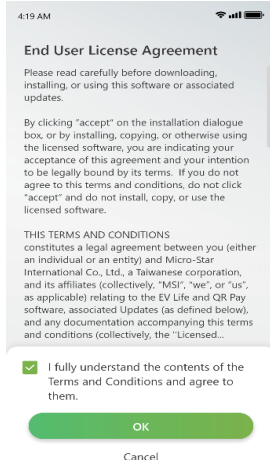
 **Notice** Ensure that Bluetooth is enabled on your mobile phone.

STEP 1.

Open the "aConnect"  app to connect to the charger.

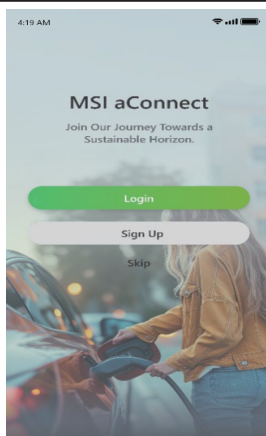
STEP 2.

Read the user agreement, then press "OK" to proceed.

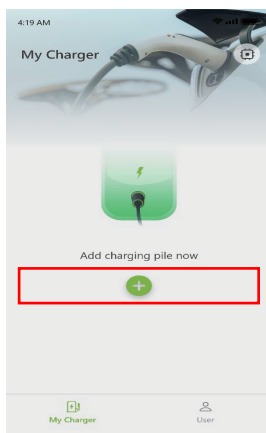


**STEP 3.**

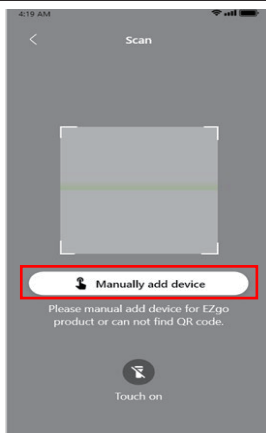
Register or log in to your account. To register later, press "Skip". If you are already logged in, you may skip this step.

**STEP 4.**

Press the "+" button to add a charger.

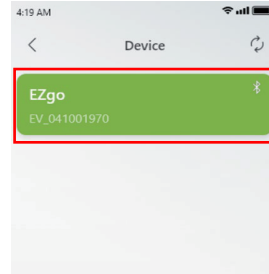
**STEP 5.**

Press the "Manually add device" to configure the connection.



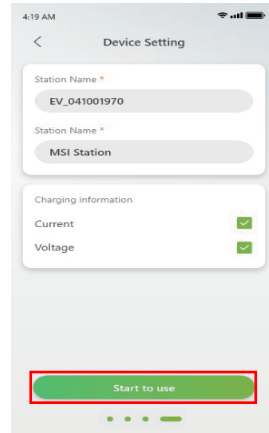
STEP 6.

Ensure that the serial number is correct. Then, verify that Bluetooth is enabled on your phone and select the device to initiate the connection.



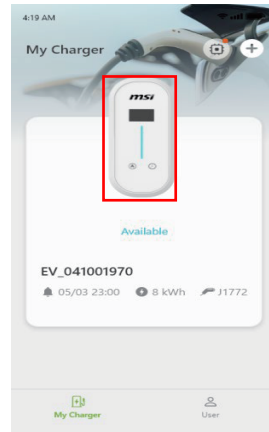
STEP 7.

After connecting, press "Start to Use" to begin using the charger.



STEP 8.

When the setup is complete, select the device to begin operation.





9. Error Codes and Troubleshooting

Code	Description	Solution
E01	Control Pilot Fault	Contact Customer Service.
E02	Over Voltage Protection	Check that the voltage is correct.
E03	Under Voltage Protection	Check that the voltage is correct.
E04	Over Current Protection	(1) Please unplug the charging cable and try again. (2) Turn off or reset the charger. If the issue cannot be resolved, contact Customer Service.
E05	Residual current protection	(1) Turn off or reset the charger. (2) Ensure the plug and cable is damaged.
E07	Ground fault	Please confirm the grounding system.
E08	Temperature fault	Allow the charger to cool down. If the issue cannot be resolved, contact Customer Service.
E09	Temperature fault	Allow the charger to cool down. If the issue cannot be resolved, contact Customer Service.
E10	Temperature fault	Allow the charger to cool down. If the issue cannot be resolved, contact Customer Service.
E11	Relay fault	Turn off or reset the charger. If the issue cannot be resolved, contact Customer Service.
E13	Limit output power	Allow the charger to cool down. If the issue cannot be resolved, contact Customer Service.
E14	Relay self-test Fault	Turn off or reset the charger. If the issue cannot be resolved, contact Customer Service.

E15	RCD self-test Fault	Turn off or reset the charger. If the issue cannot be resolved, contact Customer Service.
E16	Ground self-test Fault	Please confirm the grounding system.
E17	Loss of phase on L2	Check that the voltage is correct.
E18	Loss of phase on L3	Check that the voltage is correct.
E19	L/N Reversed	Swap the L and N connections in the socket.
E20	Three-phase unbalance	Check that the voltage is correct.

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.

Notice:

Any changes or modifications not expressly approved by the party responsible for compliance could void your 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.

The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm (8inches) during normal operation.

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-0003.

Le présent appareil est conforme aux CNR d'Industrie 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, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radio électrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet appareil est conforme aux limites d'exposition aux rayonnements de la IC pour un environnement non contrôlé. L'antenne doit être installée de façon à garder une distance minimale de 20 centimètres entre la source de rayonnements et votre corps.

L'utilisateur ne doit pas être co-localisé ni fonctionner conjointement avec une autre antenne ou autre utilisateur.