



Eco Series

Eco Life

Eco Premium

MS-C802 48A,
MS-C802 32A

MSI Smart EV Charger User Guide

Safety Information

 ***Please read and follow these safety instructions carefully before installing, operating or performing maintenance on the EVSE.***

Risk of electric shock

Dangerous voltages and currents can occur during operation of the EVSE. Therefore, before carrying out any work on the EVSE, take the following protective measures:

- Only use the EVSE in dry locations.
- Do not touch the charging cable, connector pins, or the EVSE while your hands or feet are wet.
- Do not open the EVSE, except by qualified service personnel.
- Disconnect all electrical power prior to installing the EVSE. Failure to do so may result in electric shock, physical injury or damage to the electrical system and charging unit.
- Do not remove circuit protective devices or any other component until all electrical power is disconnected.
- Secure the working area against access by unauthorized persons.
- The EVSE 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 EVSE.
- Use a measuring instrument to check that there is no voltage.
- Use appropriate protection when connecting to the main power distribution cable.
- Do not use the device to charge or supply other devices.
- Do not touch the contact pins of the charging plug when operating.
- Do not use this EVSE if the flexible power cord or charging cable is frayed, the insulation is broken, or the device shows signs of damage.
- Damaged cables may only be replaced by electricians.
- Do not use this EVSE if the enclosure or the vehicle connector is broken, cracked, open, or shows any signs of damage.
- Only pull the charging cable out of the charging socket by the charging plug.

Risk of tripping

To avoid tripping hazards, ensure that the charging cable is hung on the holder supplied with the EVSE after use.

Repairs and maintenance

Any repair or replacement of components on the EVSE must only be carried out by qualified service personnel. Otherwise, the warranty may become void.

Safety labels

Replace any damaged or illegible safety labels on the EVSE.

Installation

The EVSE must only be installed by licensed electricians in accordance with all applicable local and national electrical codes and standards, in a location with non-restricted access.

Warning notices and symbols

Do not remove any warning notices, warning symbols, or other markings attached to the EVSE by MSI.

Duty of supervision

As the operator of the EVSE, you are responsible for the safety of the users and its proper use. Ensure that particularly vulnerable persons, especially children, maintain a sufficient safety distance from the EVSE and the charging cable. Consider emergency routes at the installation site.

Explosive atmosphere

Do not install the EVSE at potentially explosive atmosphere areas.

Emergency button

In case of a risk of electric shock, fire, or explosion, press the emergency button immediately. This will deactivate all input and output functions of the EVSE to ensure safety. Once the emergency button is pressed, the operator shall be informed and the EVSE shall not restart until the technician reset the EVSE.

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.

RF exposure statements

1. This Transmitter must not be co.located or operating in conjunction with any other antenna or transmitter.
2. This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body or nearby persons.

Initial Startup

After the installation is complete, follow the steps below to start up the EVSE:

1. Ensure the EVSE is properly installed and securely mounted.
2. Confirm that the emergency stop button is in the **released** position. If not, rotate once to release.
3. Turn on the AC power supply.
4. The LCD screen will display the startup animation and then show the current charging status.
5. Once the startup sequence is complete, the EVSE is ready for use.



Important

If the EVSE fails to start up, please check the power supply, wiring, and connections before contacting a qualified electrician or technician for assistance.

web address: www.msi.com

Verification

After completing the installation and initial startup, it is important to verify that the EVSE is functioning properly. Follow the steps below to perform a verification check:

1. Connect an electric vehicle to the EVSE and ensure that it is properly connected and charging.
2. Monitor the LCD screen on the EVSE to ensure that it is displaying the correct charging status and that there are no error messages.
3. Check the charging rate to ensure that it is consistent with the vehicle's specifications.
4. Test the emergency stop button to ensure that it interrupts the charging process as expected.
5. Verify that the AC power supply and wiring are properly installed and rated for the EVSE's electrical requirements.



Important

If any issues are found during the verification process, consult the user manual or contact technical support for further assistance. It is important to ensure that the EVSE is operating safely and correctly to prevent damage to the charger or the electric vehicle.

Operation

After the initial setup and verification, the EVSE is ready to use. To operate the EVSE, follow the steps below:

1. Connect your electric vehicle to the EVSE.
2. If you have an LCD display model, the screen will display the charging progress and any relevant information.
3. If you have a model with a camera, the camera will detect your license plate.
4. When the charging is complete, you will receive a notification and can disconnect your vehicle from the charging station.



Important

- *If you are using the EVSE for the first time, you need to register your user account or provide your payment information.*
- *If you encounter any issues using your EVSE, please feel free to contact our manufacturer support team for professional assistance and answers.*

Charging Procedures

1. Ensure that your electric vehicle is in park and the parking brake is engaged before beginning the charging process.
2. Connect the charging connector to your vehicle's charging port.
3. Follow the instructions on the screen to select the appropriate charging parameters.
4. Wait for the charging process to complete.
5. Disconnect the charging connector from your vehicle.
6. Return the charging connector to holster.

Troubleshooting

In the event of a problem or issue with the EVSE, refer to the troubleshooting guide below:

The EVSE does not start charging the EV.

- Check the connection between the EV and the EVSE. Ensure that the EV charging connector is properly plugged into the charging port of the EV.

The EVSE stops charging the EV before the battery is fully charged.

- Check the power source and make sure it is providing adequate power to the EVSE. Also, check the EV and charging cable for damage or issues that may be causing the charging to stop prematurely.

The EVSE is not providing any power.

- Check the power source and make sure it is functioning properly. Also, check the EVSE for any damage or issues that may be preventing it from providing power.
- Rotate the emergency stop button clockwise to return it to its original position. Make sure the button is not engaged, as it may interrupt the power supply.

System Status Indicators

Status	Indicator Light
Charging	Blue breathing
Backend CSMS Connected	Blue steady
AP Wifi/BT Connected	Blue steady
AP Wifi Broadcasting, Awaiting Connection	White breathing
Backend CSMS Searching	White breathing
AP Wifi/BT Connection Lost	White steady
Network Disconnected	White steady
Backend CSMS Disconnected	White steady
RFID Sensing Process	White/Blue flashing
RFID Authorization Successful	Green steady for 3 seconds, then back to blue/white
RFID Authorization Failed	Red steady for 3 seconds, then back to blue/white
Software Downloading	Orange steady
Software Updating	Purple steady
Insert Charging Connector	Green fast breathing
Remove Charging Connector	Green slow breathing
Charging Ended (Billing in Progress)	Blue breathing
Charging Complete (Standby)	Blue breathing

Maintenance

Proper maintenance can help ensure the longevity and optimal performance of the charging station. Here are some general maintenance guidelines to follow:

General Maintenance

- Regularly inspect the charging station for any visible damage or signs of wear and tear.
- Keep the charging station clean and free of debris or any foreign objects that could interfere with its operation.
- Ensure that the cables and connectors are not damaged, frayed or tangled.
- If you notice any issues or malfunctions with the charging station, please contact the support team immediately.

Replacement Parts

If any components or parts of the charging station need to be replaced, it is recommended to contact the manufacturer or authorized service provider to obtain genuine replacement parts. Using non-genuine parts can result in performance issues and safety hazards.

Recycling and Disposal

At the end of its useful life, it is important to dispose of the charging station in an environmentally responsible manner. Please follow the local regulations and guidelines for electronic waste disposal or recycling.

Regulatory Information

Wireless Radio Use

This device is restricted to indoor use when operating in the 2.4GHz, 5GHz, 6GHz frequency band.

Cet appareil doit être utilisé à l'intérieur.

당해 무선설비는 운용중 전파혼신 가능성이 있음.

この製品は、周波数帯域 2.4GHz, 5GHz, 6GHz で動作しているときは、屋内においてのみ使用可能です。

NCC無線設備警告聲明

工作頻率2.4GHz, 5GHz, 6GHz該頻段限於室內使用。

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Battery Information

European Union:



Batteries, battery packs, and accumulators should not be disposed of as unsorted household waste. Please use the public collection system to return, recycle, or treat them in compliance with the local regulations.

BSMI:



廢電池請回收

For better environmental protection, waste batteries should be collected separately for recycling or special disposal.

California, USA:



The button cell battery may contain perchlorate material and requires special handling when recycled or disposed of in California.

For further information please visit:

<http://www.dtsc.ca.gov/hazardouswaste/perchlorate/>

CAUTION: There is a risk of explosion, if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer.

Model Name

16A Model : MS-C802 16A

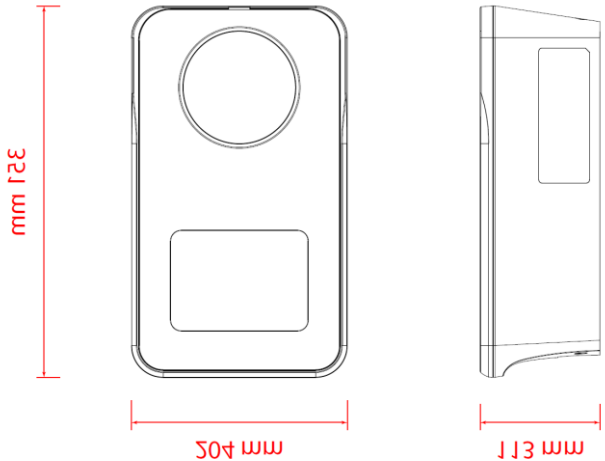
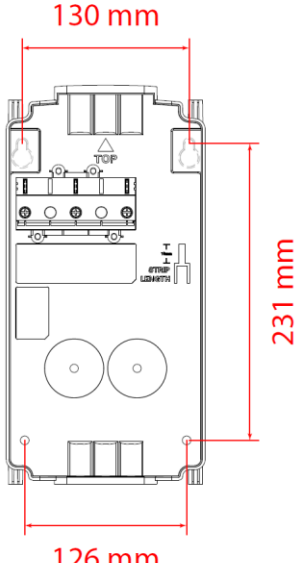
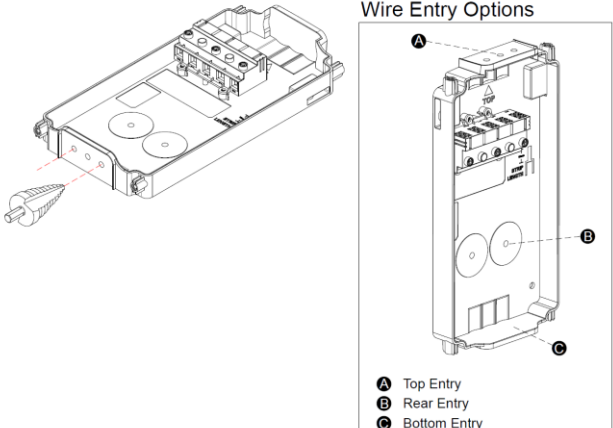
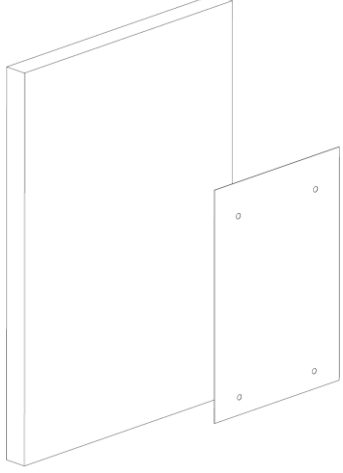
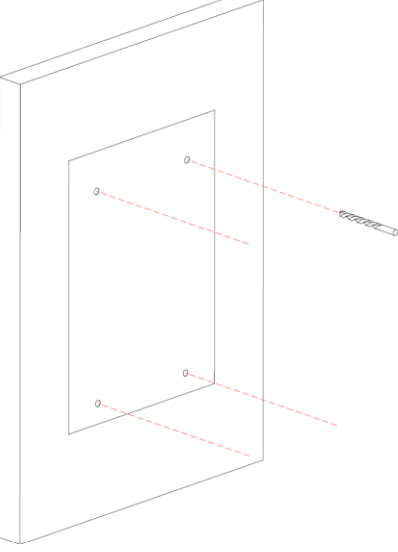
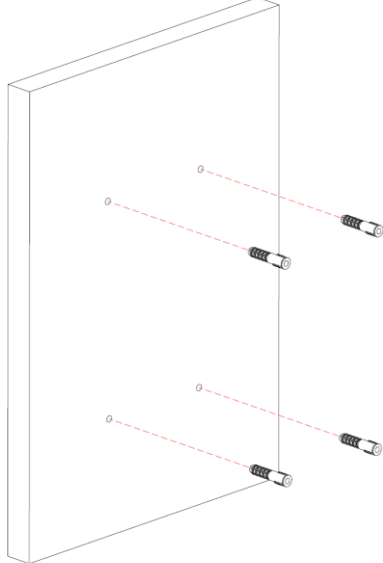
32A Model : MS-C802 32A

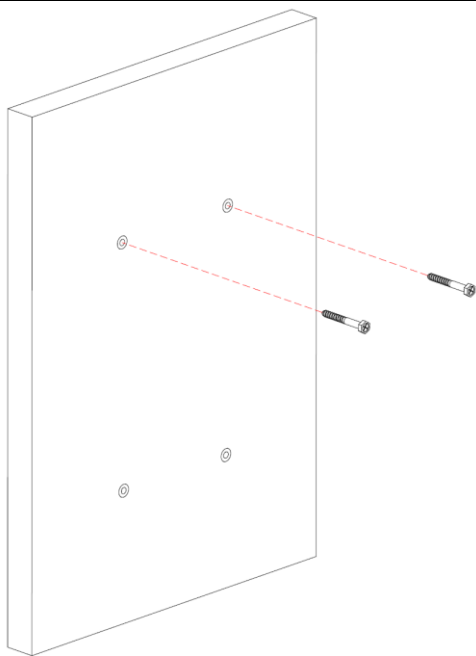
48A Model: MS-C802 48A

Specifications		
Model	MS-C802 48A, MS-C802 32A	MSI Smart EV Charger
Input Rating	200-240V~, 50/60Hz,	
Input Connection	Single phase: L, L2/N,PE	
Output Power	3.5kW / 7kW / 13.2kW (current:220V)	
Charging Interface	Type1 (SAE J1772) / Type 2 (IEC 62196-2) / NACS	
Charging Gun Length	5m / 7.5 m	
Dimension(L*W*H)	H 351 * W 204 * D 113 mm	
Weight	3.5 kg	3.6 kg
Color	Front: Pure White / Wooden / Green	
	Back: Pure White / Gray White	
Certification	IEC 61851-1、IEC 62893-3、IEC 62196-1、 NTEP/CTEP(Precision<1%) IEC 62196-2 Energy Star EN 17186:2019 UL 2594、UL2231、UL1998	
User Interface		
User Authentication	Mobile App	Mobile App
	RFID Card (option)	RFID Card / QR Code (option)
Display	LED Circle Lighting	LED Circle Lighting
		5-inch Screen
Communication		
Network Interface	NFC	NFC
	LAN	LAN
OCPP	1.6J/2.0.1	
Others	-	RS 485
Protection		
Ingress Protection	IP55	
Enclosure Protection	IK08	
Electrical Protection	OVP / OCP / OPP / OTP / UVP / RCD / SPD	
RCD	CNS / IEC regulation requires external and certified RCDS	
RCM	Built-in	
Environment		
Operating Temperature	-30 - 50 °C	
Cooling	Natural Cooling	
Humidity	<95% relative humidity, non-condensing	

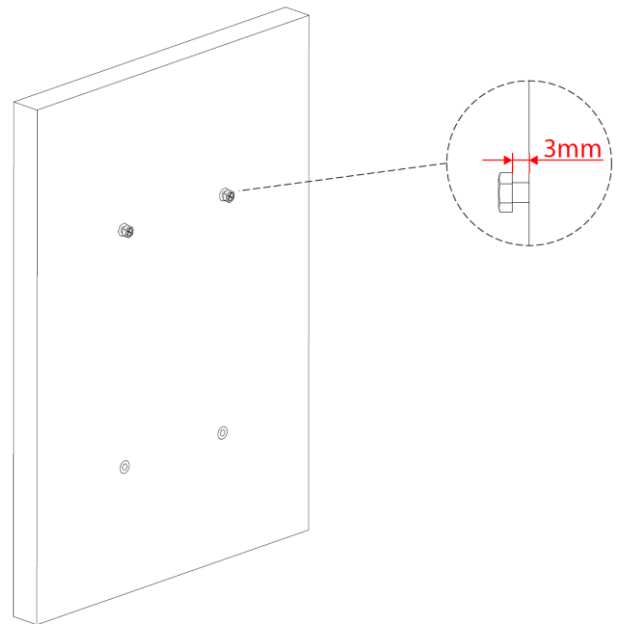
Altitude	Up to 2,000m
Installation	Wall Mount

C802 Quick Installation Guide

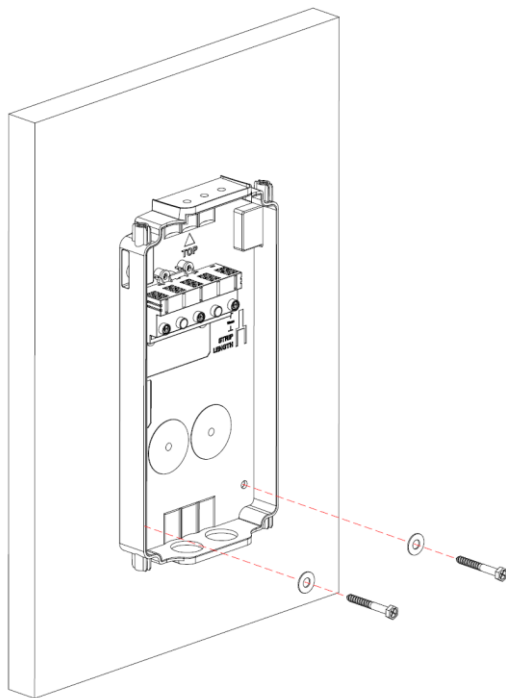
Step1  321 mm 105 mm 113 mm	Step2  130 mm 231 mm 126 mm
Step3  Wire Entry Options - A Top Entry - B Rear Entry - C Bottom Entry	Step4 
Step5 	Step6 



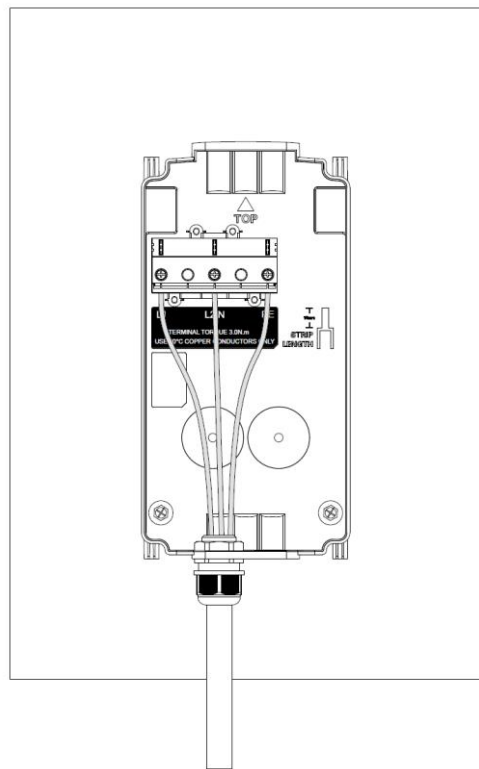
Step7



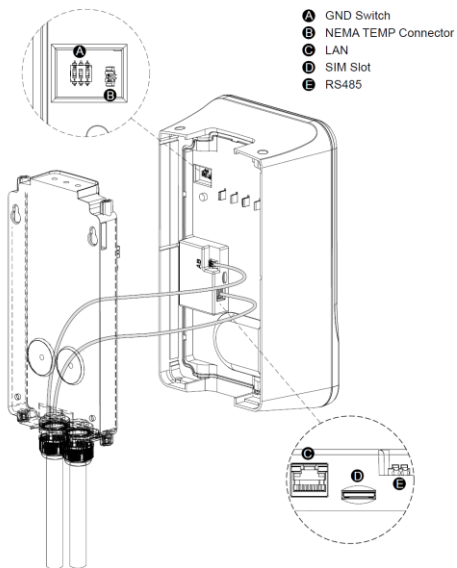
Step8



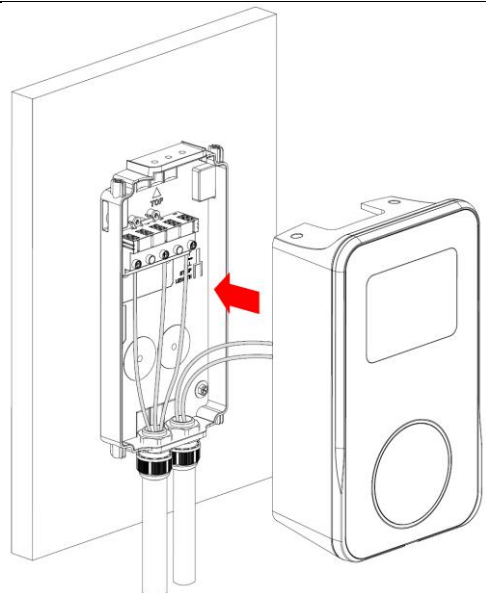
Step9



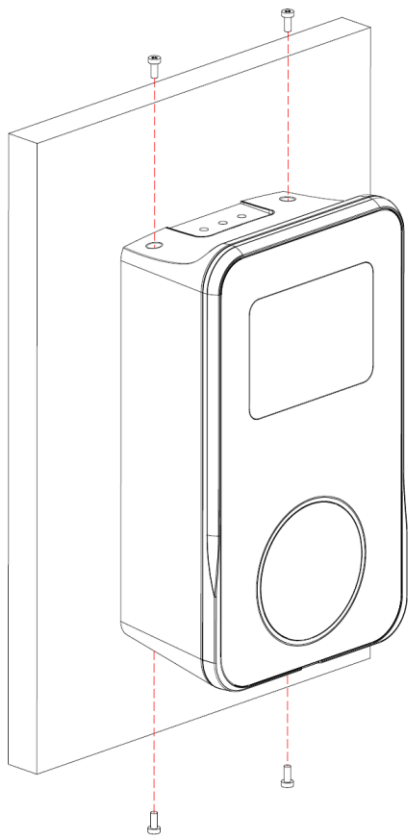
Step10



Step11



Step12



Step13

msi

MSI aConnect

User Manual

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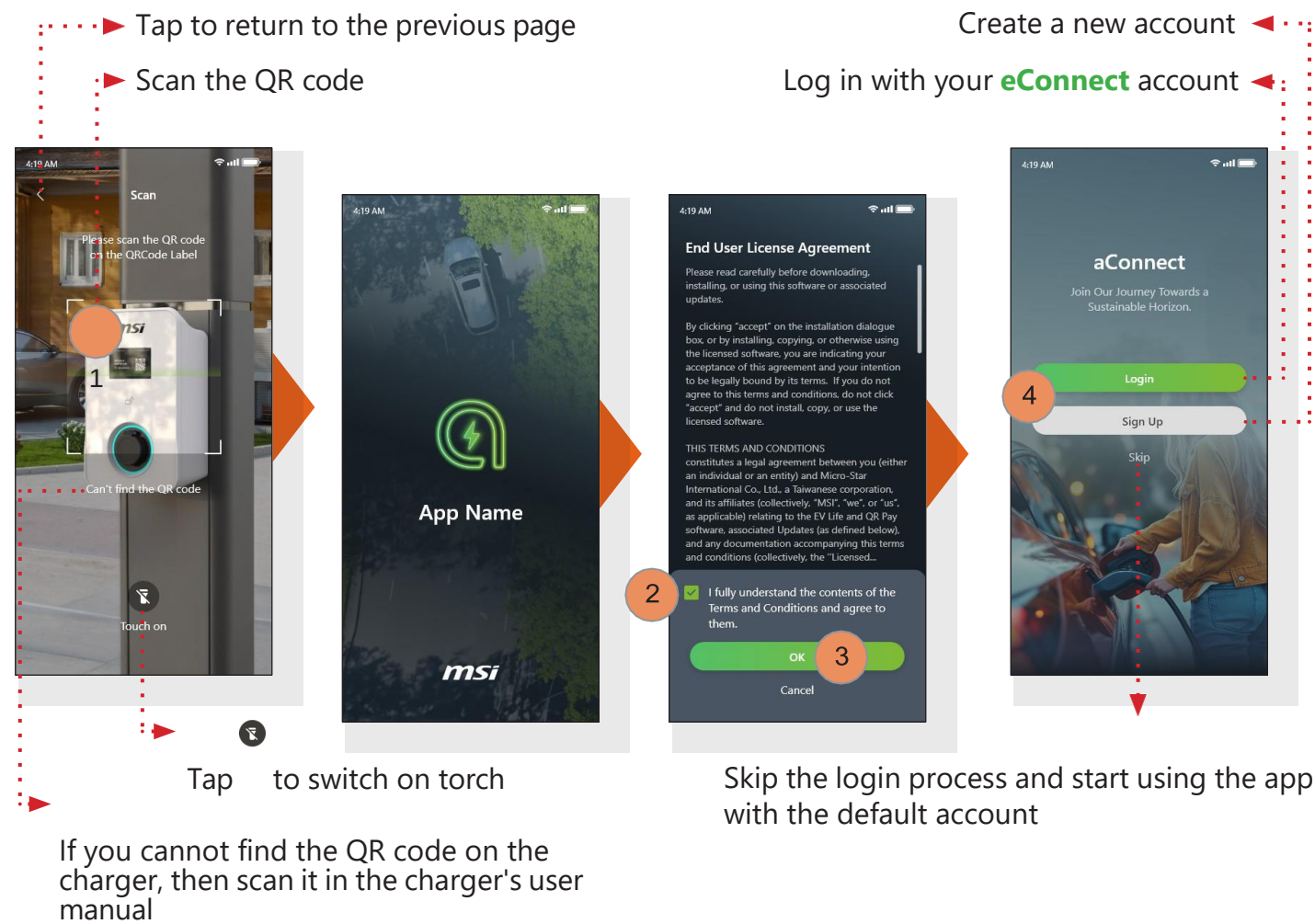
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Chapter 1: Getting Started

With **aConnect**, you can connect to chargers, manage and configure your personal settings and chargings all in the same app.

1.1 Downloading aConnect



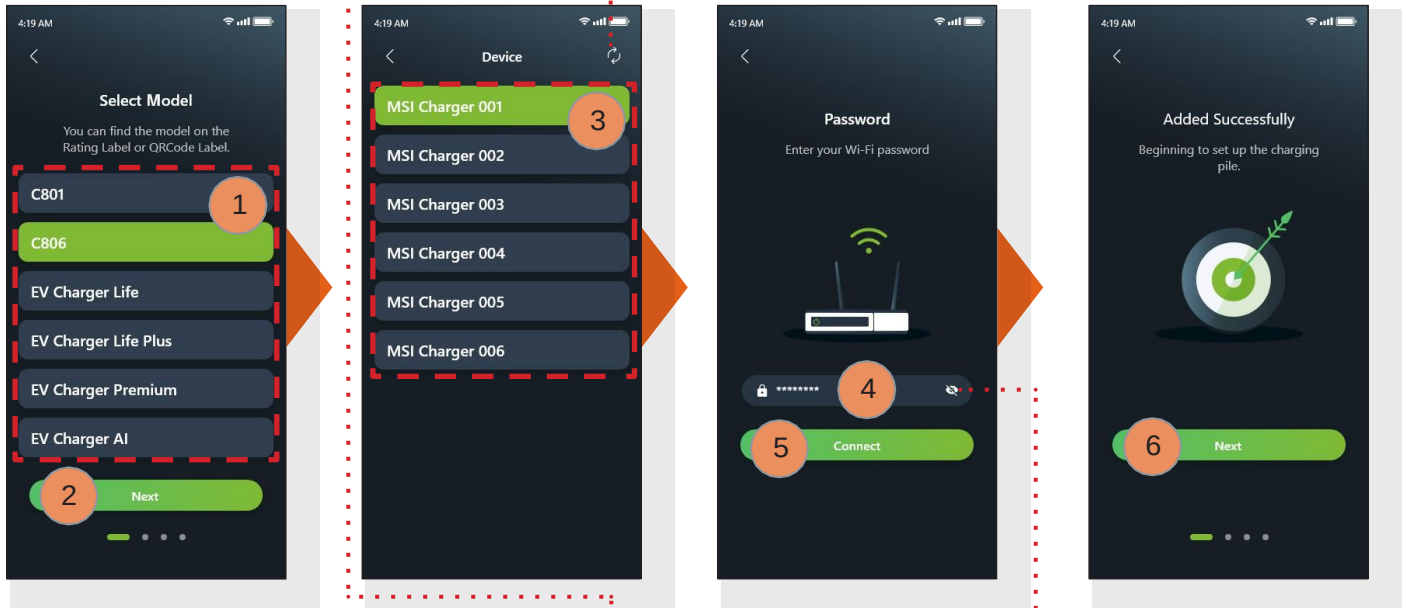
1.2 Connecting to a charger

aConnect enables you to connect via Wi-Fi to XP01 Life Plus, XP01 Premium, and XP01 AI chargers or via Bluetooth connect to C801, C802, C806, and XP01 Life chargers. Follow the steps in this section to connect to a charger.

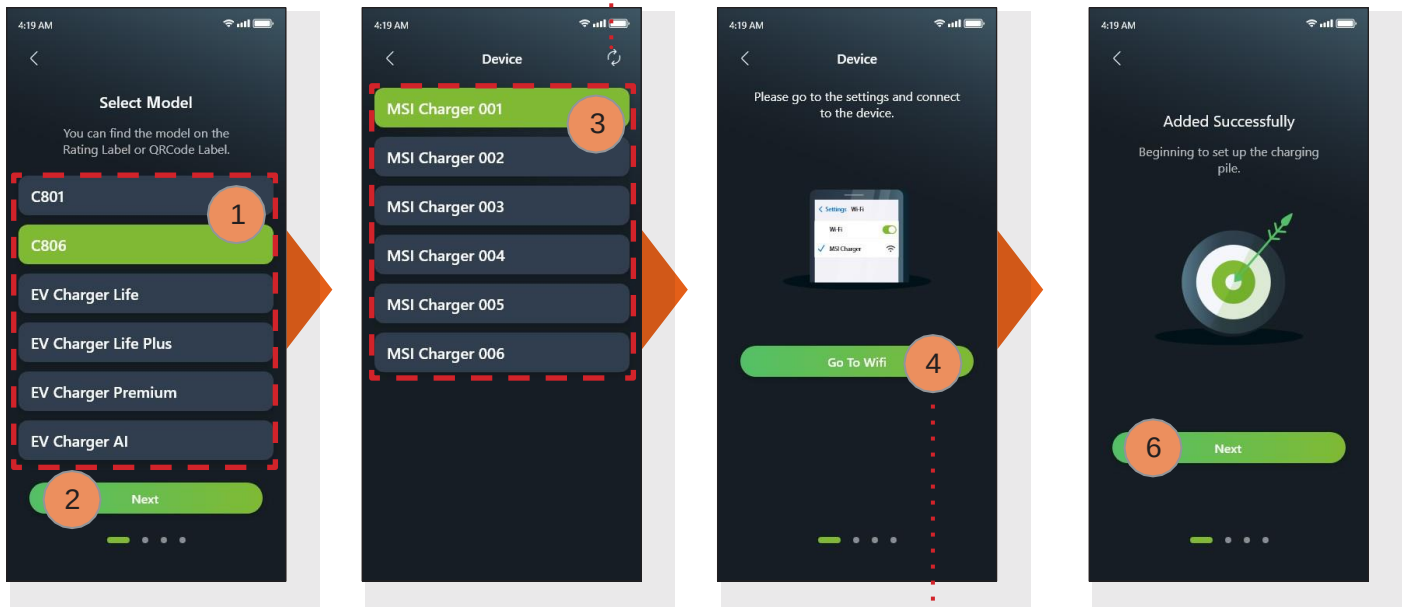
1.2.1 Connecting via Wi-Fi:

🔄 Refresh the Device view

Android



iOS

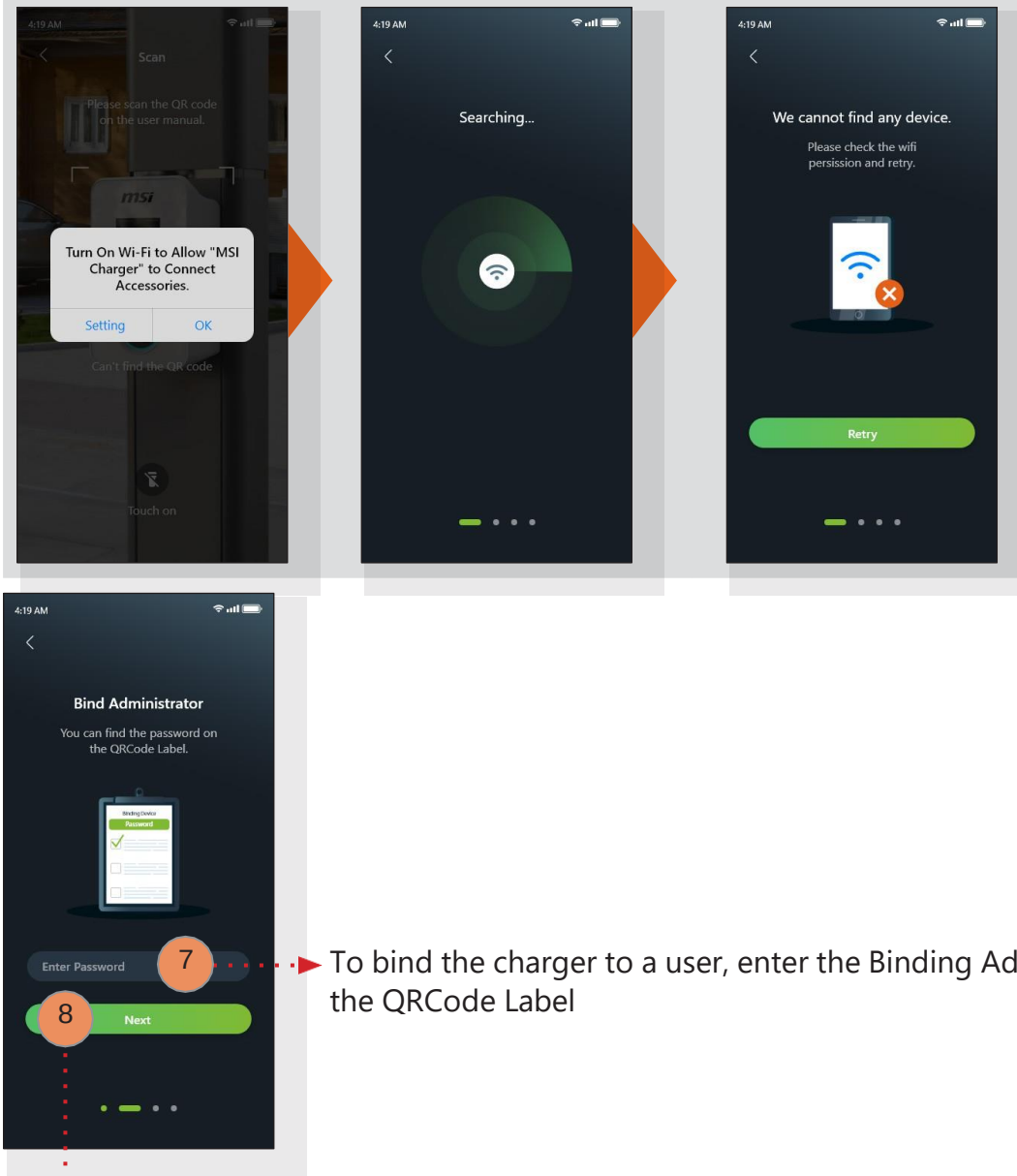


5 Select the charger in the list of **Wi-Fi > NETWORKS** and enter the access password at the prompt

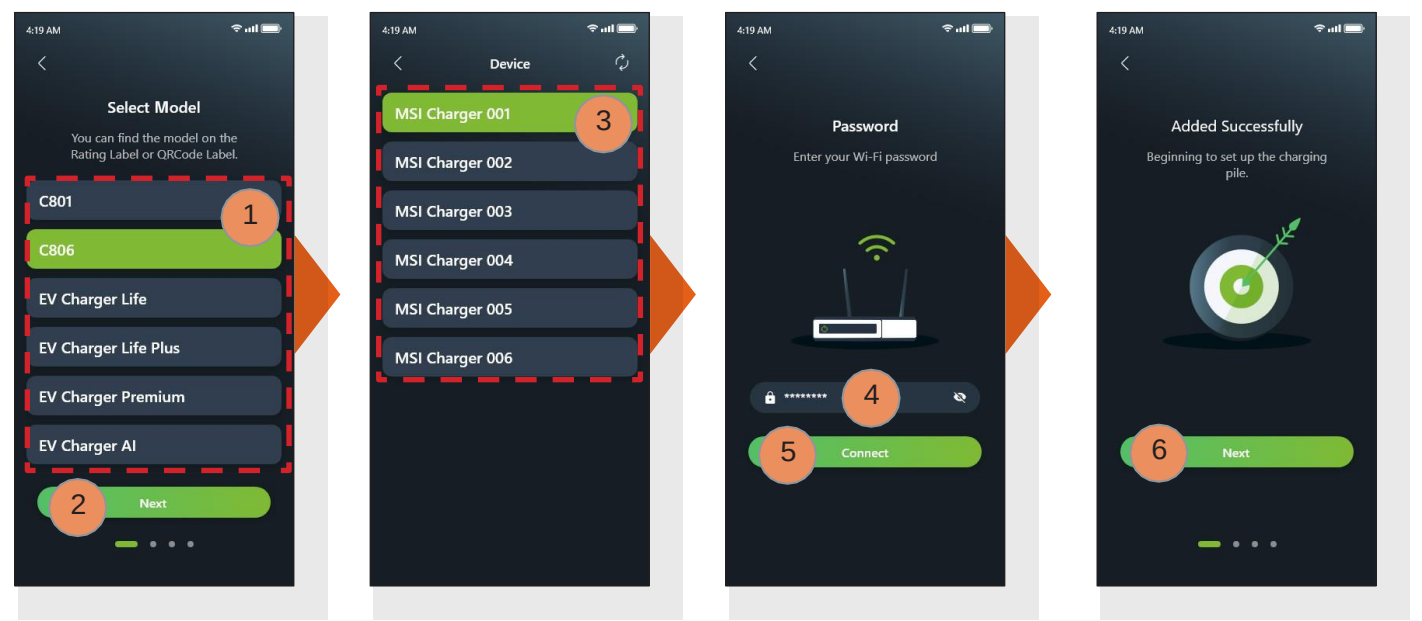
Tap 🗨 to unhide the password as you type

Notes:

- If you are unable to connect to the charger, ensure that you are within 10m from the charger and Wi-Fi is enabled on your portable device. Tap on **Retry** at the prompt and try again.



1.2.2 Connecting via Bluetooth:



Notes:

- If you are unable to connect to the charger, ensure that you are in the close proximity of the charger and Bluetooth is enabled on your portable device. Tap on **Retry** at the prompt and try again.

The first screenshot shows a 'Scan' screen with a QR code and a 'Turn On Bluetooth' dialog box. The second shows a 'Searching...' screen with a Bluetooth icon. The third shows a 'We cannot find any device.' screen with a 'Retry' button.

The 'Bind Administrator' screen shows a 'Enter Password' field and a 'Next' button. Red dotted lines with arrows point from the 'Enter Password' field and the 'Next' button to the text below.

To bind the charger to a user, enter the Binding Administrator password from the QRCode Label

Continue configuring the charger settings

1.3 Selecting the connection mode

To configure the charger settings, you need to select an appropriate connection mode. If the charger is for personal use only, then you can connect to it directly in Offline Mode over Bluetooth or in Online mode over Wi-Fi, LTE, or Ethernet depending on the charger model.

If the charger is for community use, then you need to connect to it only in Online Mode over Wi-Fi, LTE, or Ethernet.

The following charger models support Offline Mode only:

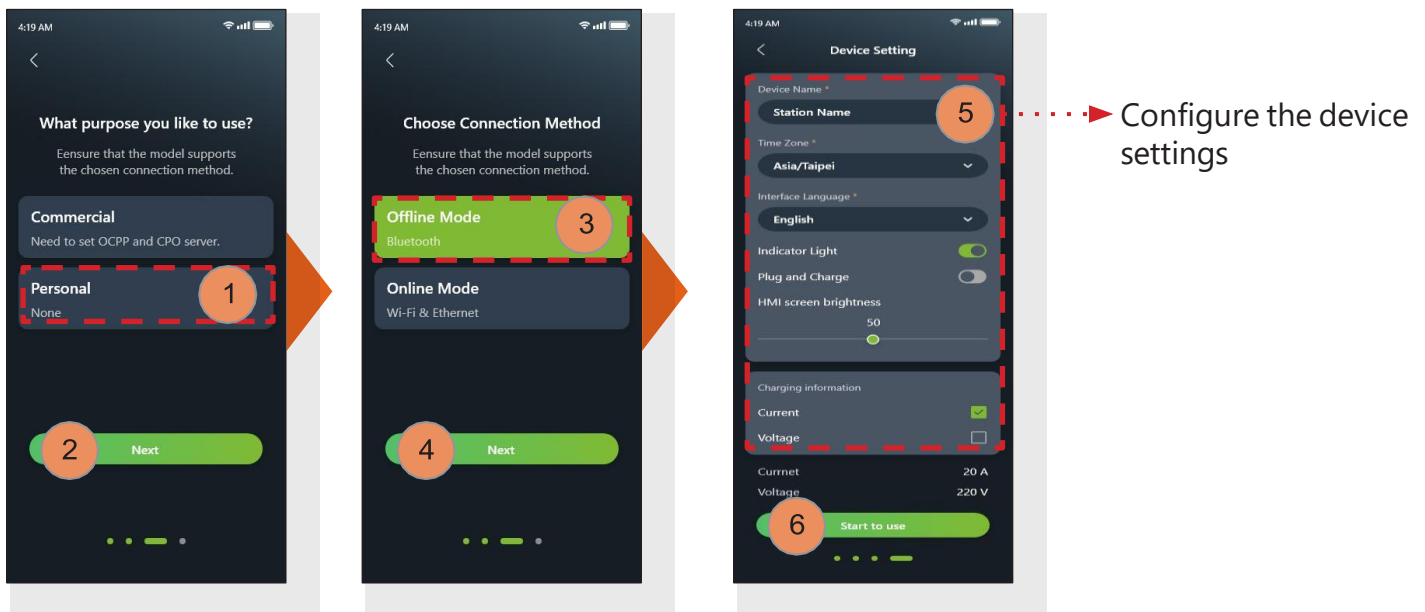
- C806
- XP01 Life

The following charger models support both Online and Offline Modes:

- XP01 Premium
- XP01 AI
- XP01 Life Plus
- C801 & C802

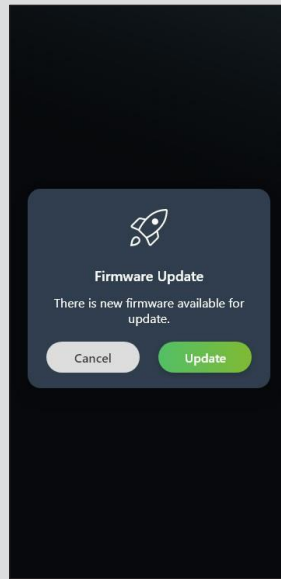
1.3.1 Connecting in Offline Mode (personal use only):

Chargers connected via Bluetooth only



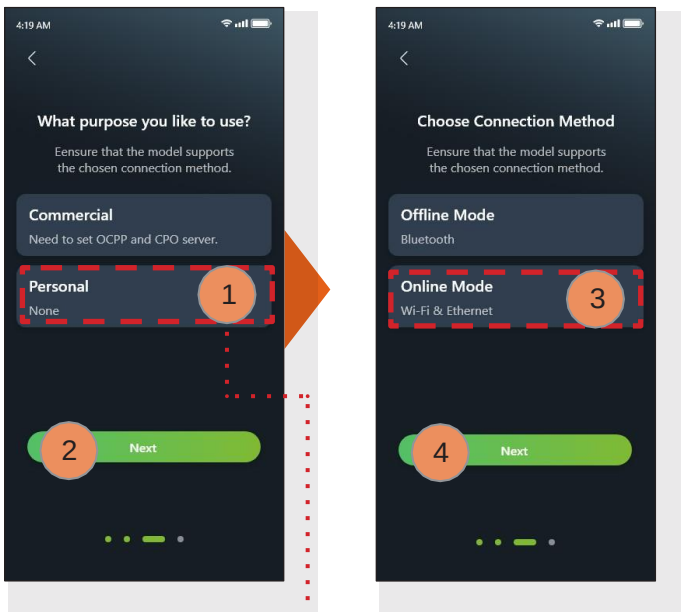
Notes:

- After configuring the charger settings, you are prompted to update the firmware. Tap on **Update** to upgrade firmware or tap on **Cancel** to skip the firmware upgrade.



1.3.2 Connecting in Online Mode (personal use only):

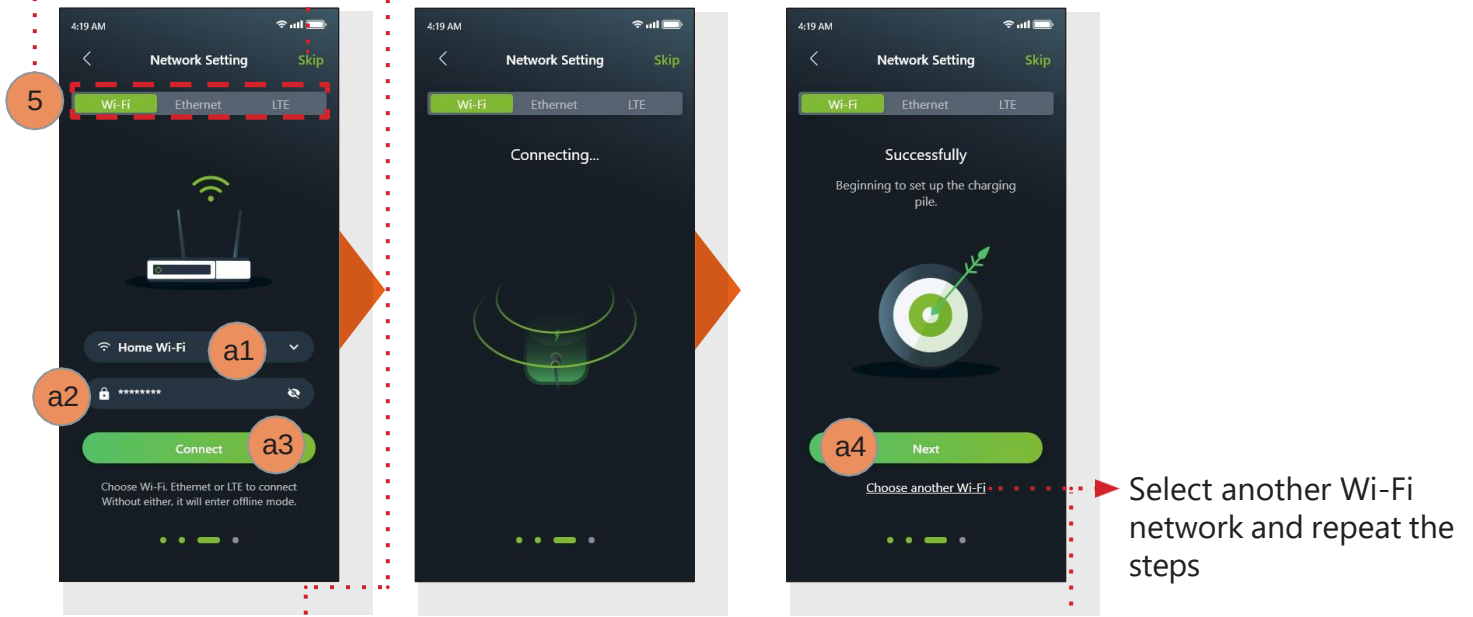
Chargers connected via Wi-Fi only



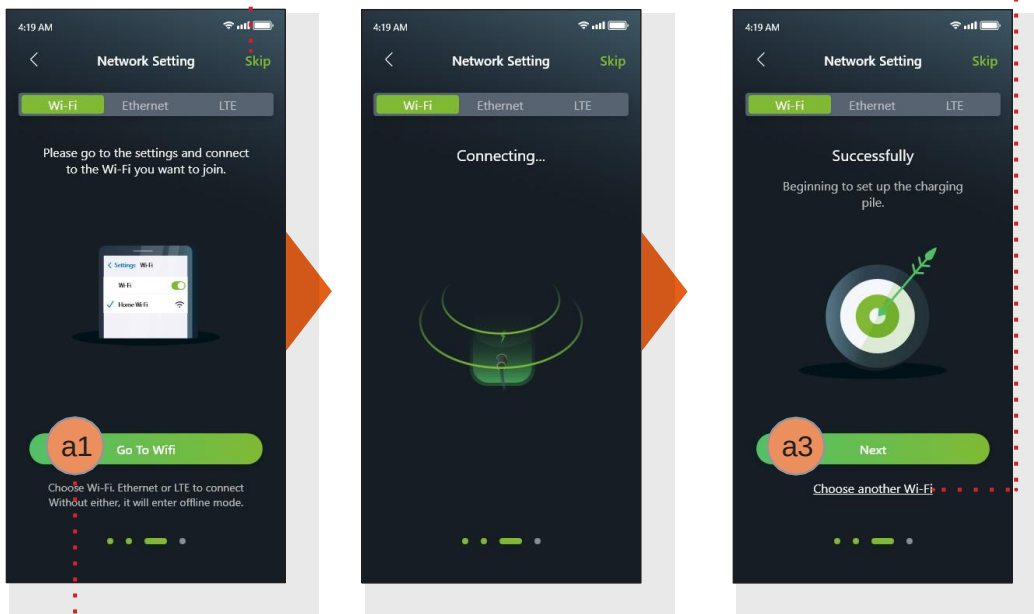
- Charger usage is prompted only if you connect a charger via Wi-Fi. If you connect a charger via Bluetooth, then skip to step 3.

- ▶ Select the network connection method: Wi-Fi (a), Ethernet (b), or LTE (c)
- ▶ Tap **Skip** to skip Wi-Fi and configure Ethernet or LTE settings instead

Wi-Fi connection (Android) (a)



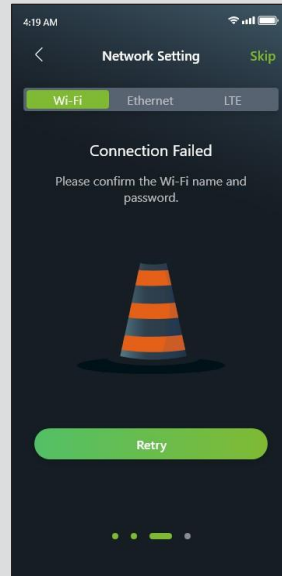
Wi-Fi connection (iOS) (a)



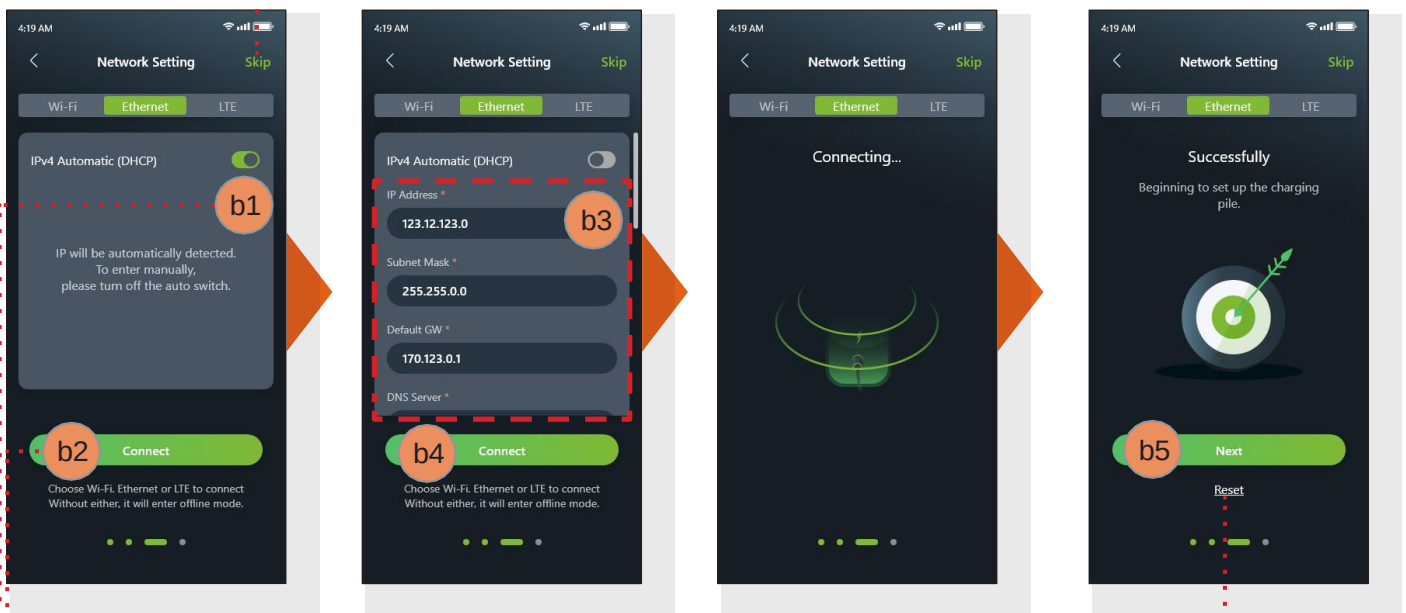
- a2 Select the charger in the list of **Wi-Fi > NETWORKS** and enter the access password at the prompt

Notes:

- If Wi-Fi connection fails, confirm the Wi-Fi network name & password. Tap on **Retry** at the prompt and try again.



Ethernet connection (b)



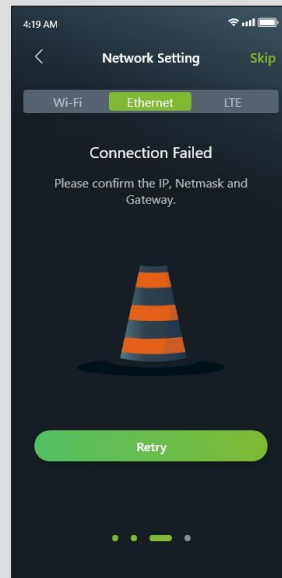
- ▶ If you have enabled DHCP, then skip to step **b5**
- ▶ Enable **IPv4 Automatic (DHCP)** to obtain network parameters automatically or disable DHCP and configure network parameters manually

Reset Ethernet settings and repeat the steps ◀

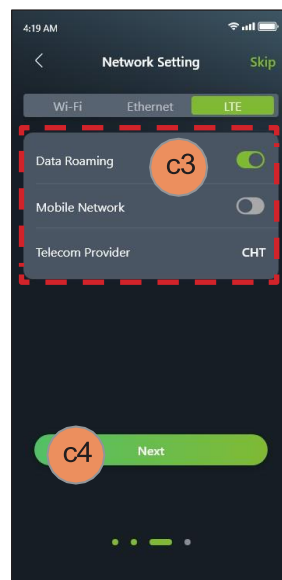
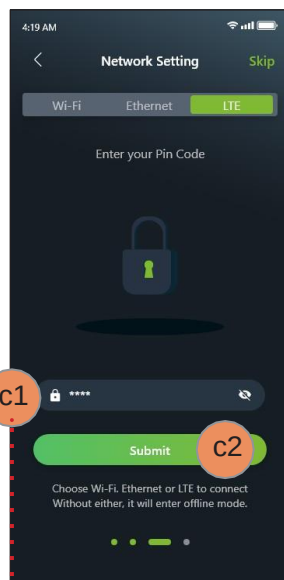
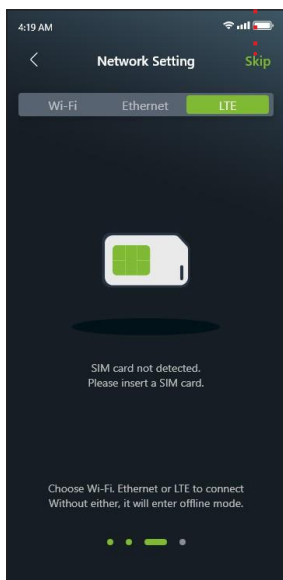
- ▶ Tap **Skip** to skip Ethernet and configure LTE or Wi-Fi settings instead

Notes:

- If Ethernet connection fails, confirm the connection parameters. Tap on **Retry** at the prompt and try again.



LTE connection (c)

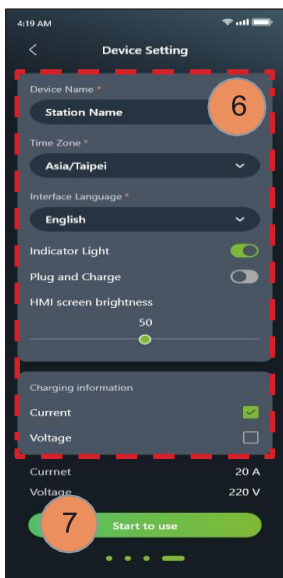
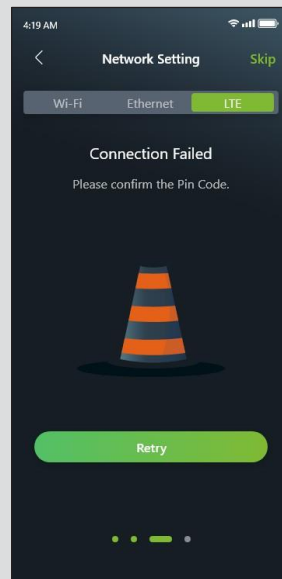


- ▶ Enter the SIM card's pin code (if necessary)
Tap  to unhide the pin code as you type

- ▶ Tap **Skip** to skip LTE and configure Wi-Fi or Ethernet settings instead

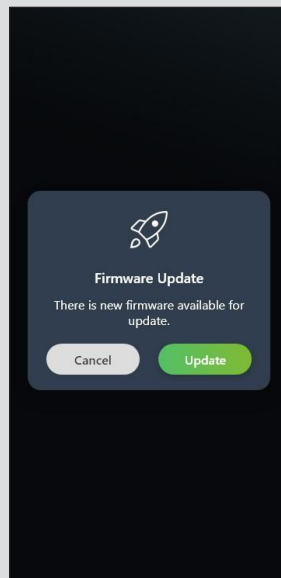
Notes:

- If you want to connect via other network options or connect to the pile in Offline Mode, tap on **Skip**.
- If LTE connection fails, confirm the Pin Code. Tap on **Retry** at the prompt and try again.

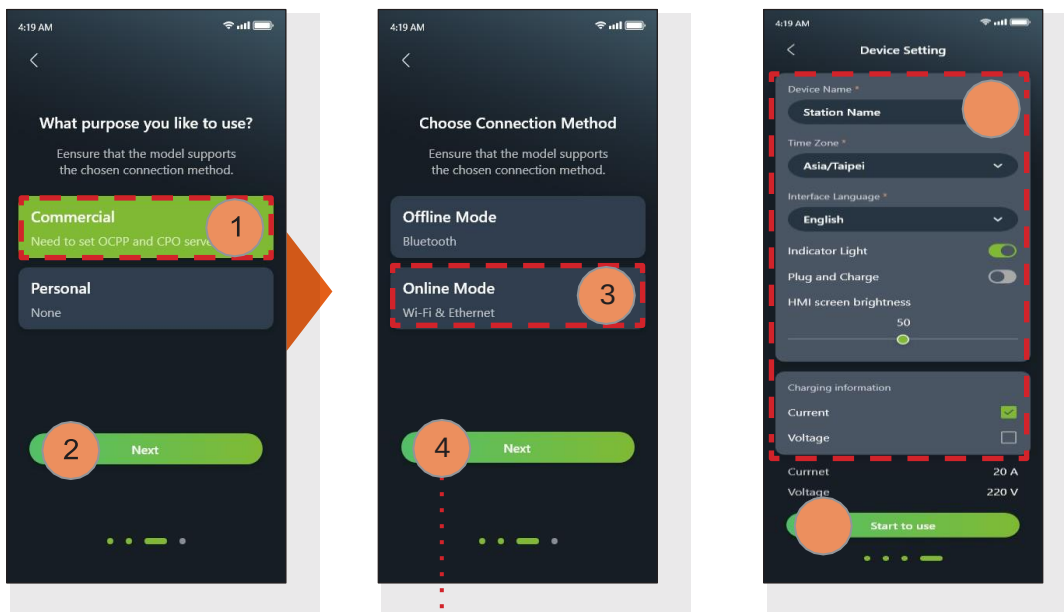


Notes:

- After configuring the charger settings, you are prompted to update the firmware. Tap on **Update** to upgrade firmware or tap on **Cancel** to skip the firmware upgrade.

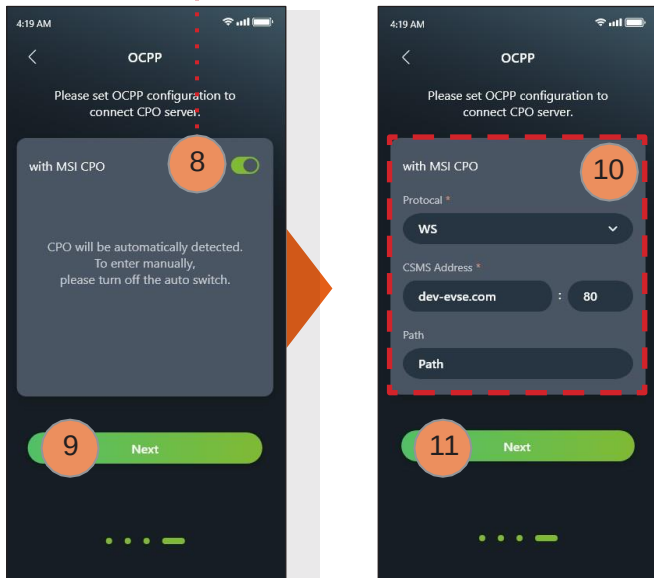


1.3.3 Connecting in Online Mode (commercial use only):



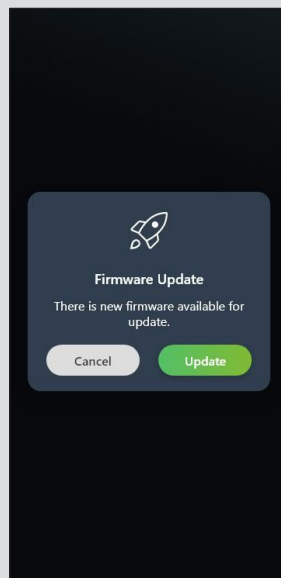
- 5 For selecting the network connection method and configuring the related settings, refer to the "1.3.2 Connecting in Online Mode (personal use only):" section step 5

► If you enable MSI CPO option, then skip **step10~step11**

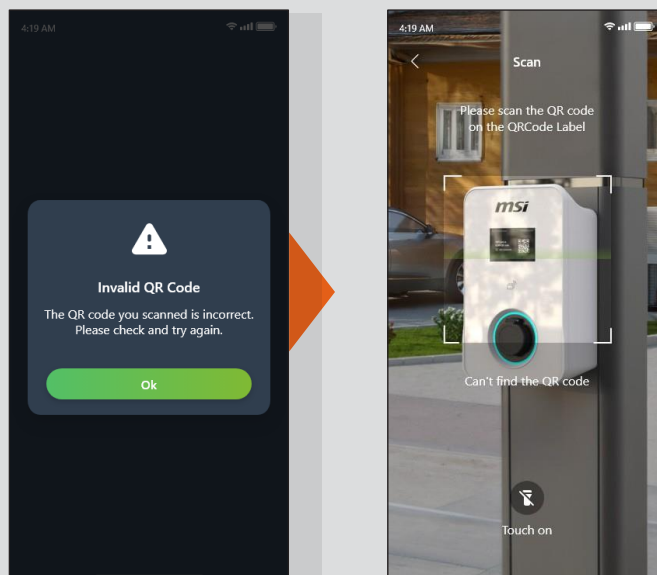


Notes:

- After configuring the OCPP settings, you are prompted to update the firmware. Tap on **Update** to upgrade firmware or tap **Cancel** to skip the firmware upgrade.

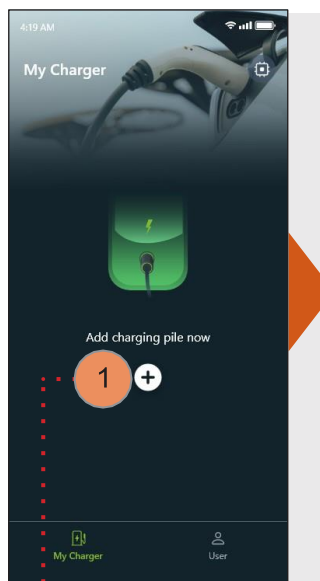


- If you receive the "Invalid QR Code" popup, then tap **OK** at the prompt and scan the QR code again on the charger.

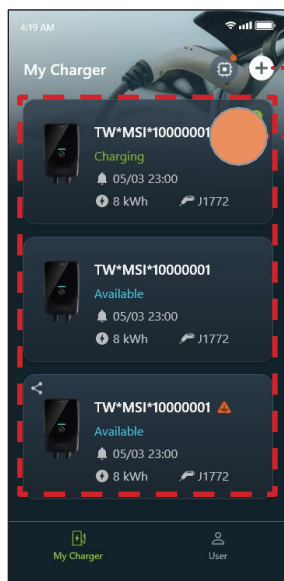


Chapter 2: Using personal chargers

2.1 Adding a charger and charging your EV

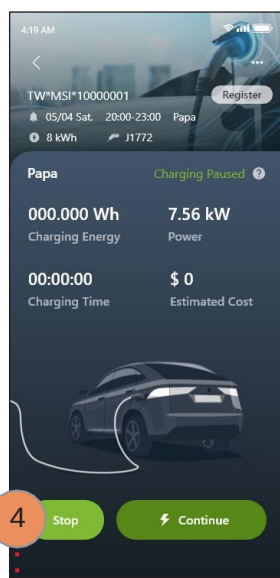
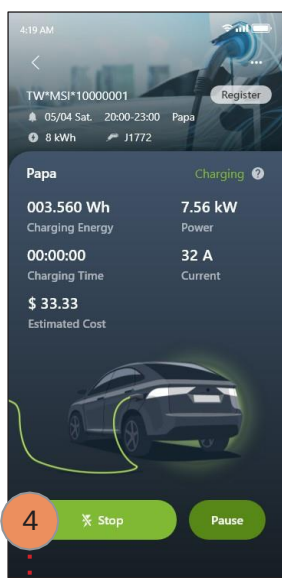


▶ Add a new charger

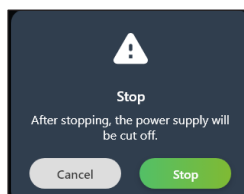


▶ Add more chargers

▶ Select an available charger that you want to use for charging your EV



▶ Tap **Stop** again at the prompt to complete charging.



Unplug the charging gun from your EV.

▶ Plug the charging gun into the EV's charging port, then tap **Start Charging**. While charging, tap **Pause** to pause charging and **Continue** to proceed with charging.