We provide convenient charging services



EV Charger
User Manual



V1.0.2

Important Safety Instructions
Related To Risk Of Fire or Electric Shock

WARNING: When working with electrical products, basic precautions should always be followed. This manual contains important instructions for ANC-3212S,ANC-4012S,ANC-4812S models,and needs to be observed during installing, operating and maintaining.

1.Please read all instructions before using this product.

2.Use of this device around children should be done under supervision.

3.Do not stick your fingers into the EV connector.

4.Do not use this product if the flexible power cord or scooter cable is frayed, has torn insulation, or has any other damage.

5.Do not use this product if the housing or EV connector is broken, cracked, open, or otherwise damaged.

6.Indicate the ambient temperature grade: -30°C to 50°C.

7.Note the following or something similar: “To reduce the risk of fire, connect to a circuit providing the following function”. @ampere's maximum branch circuit overcurrent protection shall be in accordance with the National Electrical Code ANSI/NFPA 70, and Canadian Electrical Code Part 1 C22.1.

8.Disconnecting Means. For equipment rated more than 60 amperes or more than 150 volts to ground, the disconnecting means shall be provided and installed in a readily accessible location. The disconnecting means shall be lockable open in accordance with Art. 110.25 of the NEC.

SAVE THESE INSTRUCTIONS

Instructions de sécurité importantes relatives au risque d'incendie ou de choc électrique

AVERTISSEMENT :lors de l'utilisation d'appareils électriques, il convient de toujours respecter les mesures de sécurité élémentaires. Ce manuel contient des instructions importantes concernant les modèles ANC-3212S, ANC-4012S et ANC-4812S, qui doivent être respectées lors de l'installation, de l'utilisation et de l'entretien.

1) Veuillez lire toutes les instructions avant d'utiliser ce produit.

2. l'utilisation de cet appareil en présence d'enfants doit se faire sous surveillance.

3 Ne mettez pas vos doigts dans le connecteur EV.

4. n'utilisez pas ce produit si le cordon d'alimentation flexible ou le câble du scooter est effiloché, si l'isolation est déchirée ou s'il est endommagé de quelque manière que ce soit.

5. n'utilisez pas ce produit si le boîtier ou le connecteur EV est cassé, fissuré, ouvert ou autrement endommagé.

6 Indiquer la température ambiante : -30°C à 50°C.

7. notez la mention suivante ou une mention similaire : "Pour réduire le risque d'incendie, branchez l'appareil sur un circuit assurant la fonction suivante". La protection maximale contre les surintensités du circuit de dérivation de @ampere doit être conforme au Code national de l'électricité ANSI/NFPA 70 et au Code canadien de l'électricité, partie 1 C22.1.NFPA 70, and Canadian Electrical Code Part 1 C22.1.

8. Dispositifs de coupure. Pour les équipements d'une intensité nominale supérieure à 60 ampères ou d'une tension nominale à la terre supérieure à 150 volts, des dispositifs de coupure doivent être prévus et installés dans un emplacement facilement accessible. Ces dispositifs de coupure doivent pouvoir être verrouillés en position ouverte, conformément à l'article 110.25 du NEC.

Disjoncteur du panneau de service requis

Instrucciones de seguridad importantes relacionadas con el riesgo de incendio o descarga eléctrica

ADVERTENCIA: Al trabajar con productos eléctricos, se deben seguir siempre las precauciones básicas. Este manual contiene instrucciones importantes para los modelos ANC-3212S, ANC-4012S y ANC-4812S, y debe respetarse durante la instalación, el funcionamiento y el mantenimiento.

1.Lea todas las instrucciones antes de utilizar este producto.

2.El uso de este aparato cerca de niños debe hacerse bajo supervisión.

3.No introduzca los dedos en el conector EV.

4.No utilice este producto si el cable de alimentación flexible o el cable del scooter están deshilachados, tienen el aislamiento roto o presentan cualquier otro daño.

5.No utilice este producto si la carcasa o el conector EV están rotos, agrietados, abiertos o presentan cualquier otro daño.

6.Indique el grado de temperatura ambiente: -30°C a 50°C.

7.Anote lo siguiente o algo similar: "Para reducir el riesgo de incendio, conecte a un circuito que cumpla la siguiente función". La protección máxima contra sobreintensidades del circuito derivado de @ampere deberá ser conforme al Código Eléctrico Nacional ANSI/NFPA 70, y al Código Eléctrico Canadiense Parte 1 C22.1.

8.Medios de desconexión. En el caso de equipos con una intensidad nominal superior a 60 amperios o una tensión nominal a tierra superior a 150 voltios, se instalarán medios de desconexión en un lugar fácilmente accesible. Los medios de desconexión deberán poder bloquearse en posición abierta, de conformidad con el art. 110.25 del NEC.

GUARDE ESTAS INSTRUCCIONES

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1 ACRONYMS

S/N	Abbreviations	Description
1	EV PHEV	Electric vehicle, which can be a BEV (battery electric vehicle) or a PHEV (plug-in hybrid electric vehicle)
2	EVSE	Electric Vehicle Supply Equipment
3	kW	Kilowatt
4	A	Ampere (unit of current)
5	V	Volts (voltage unit)
6	Hz	Hertz (unit of frequency)
7	RFID	Radio frequency identification

2 SAFETY INSTRUCTIONS

In this manual, the following warning labels and precautions are used in the AC EV Charger :

WARNING

For use with Electric Vehicles.
Ventilation Not Required.
To avoid a risk of fire or electric shock, do not use this device with an extension cord.
This device is intended only for charging vehicles not requiring ventilation during charging.
THE SUITABILITY OF THE USE OF FLEXIBLE CORD IN ACCORDANCE WITH CE CODE, PARTI

CAUTION

To reduce the risk of electric shock,Connect only to properly grounded outlets.
Do not use this product if there is any damage to the unit.
Risk of electric shock, do not remove cover or attempt to open the enclosure. No user serviceable Parts inside,Refer servicing to qualified service personnel.



AVERTISSEMENT

Pour utilisation avec des véhicules électriques
Aucune ventilation requise
Pour réduire le risque de choc électrique ou d'incendie, ne pas utiliser de rallonge avec cet appareil
Ce dispositif est destiné au chargement des véhicules ne nécessitant pas de ventilation au cours du chargement
LA PERTINENCE DE L'UTILISATION DE CORDONS FLEXIBLES SELON LE CODE CE, PREMIERE PARTIE.

ATTENTION

Pour réduire le risque de choc électrique, brancher sur une prise correctement mise à la terre
Ne pas utiliser ce produit si l'appareil est endommagé
Risque de choc électrique. Ne pas retirer le couvercle ni essayer d'ouvrir le boîtier. Aucune pièce interne réparable par l'utilisateur. Confier tout travail d'entretien ou de réparation à un technicien qualifié.



3 STANDARDS

3.1 Safety Standard

UL 2594 UL 2231 UL 1998 UL991

3.2 Radio Frequency Standards

47CFR Part 15 (2020)
ANSI C63.4 (2014)
ICES-003 Issue 7: October 2020

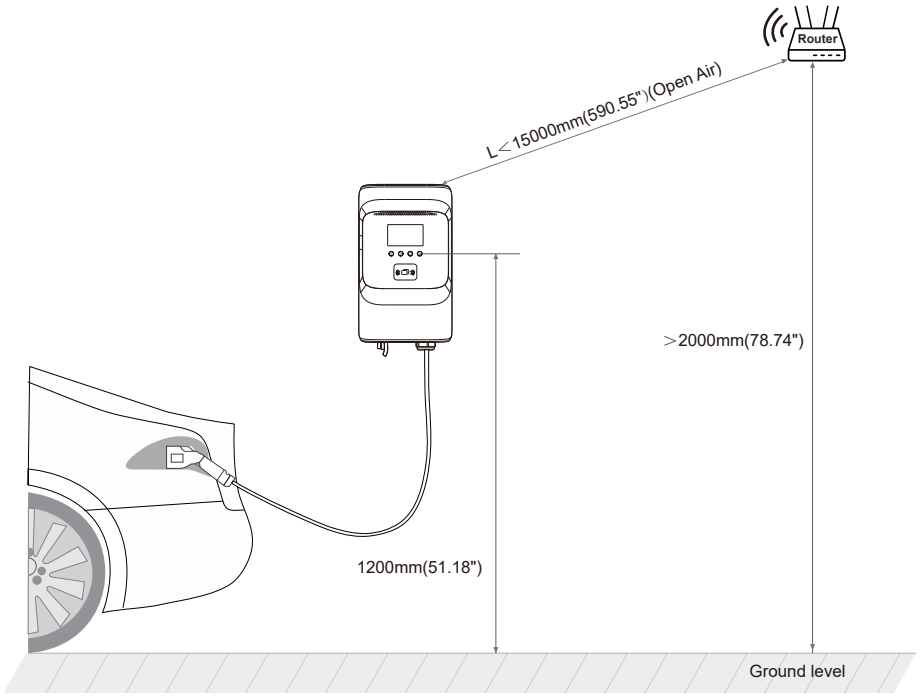
3.3 Energy Star Standard

ENERGY STAR® Program Requirements for Electric Vehicle Supply Equipment (EVSE) Version 1.0, 1.1 and 1.2

3.4 Prerequisites for router signal

Before installation,always check your specific EV charger's manual for exact distance requirements and ensure the location has strong Wi-Fi signal strength for optimal smart features as following:

- Ensure the distance between the router and the charger itself is less than 15M.
- Ensure there are no physical barriers or sources of signal interference between the charger(s) and the wireless router.
- Ensure the charger’s connections do not surpass the 2.4Ghz wireless router's maximum client capacity.(Log in to the router's management interface to check.)



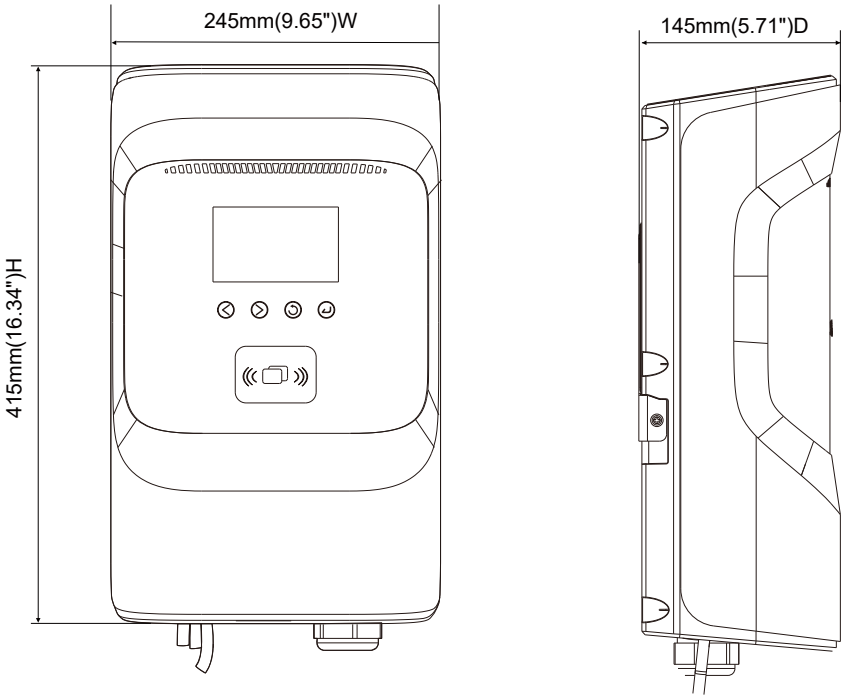
4 PRODUCT INFORMATION

4.1 Type

Welcome to our AC EVSE

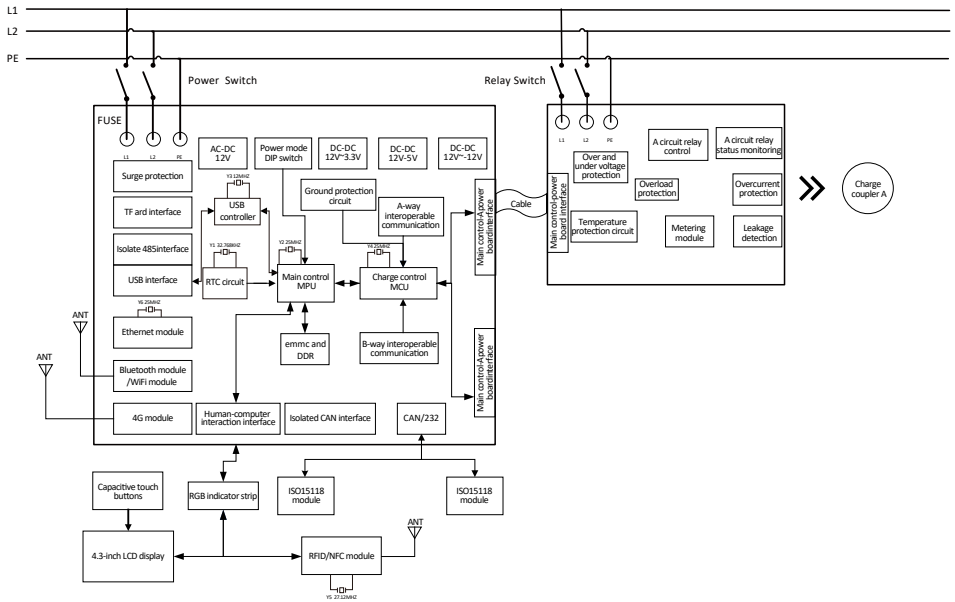
4.1.1 Shape and Size

The shape and size of the AC EVSE is shown in the figure below

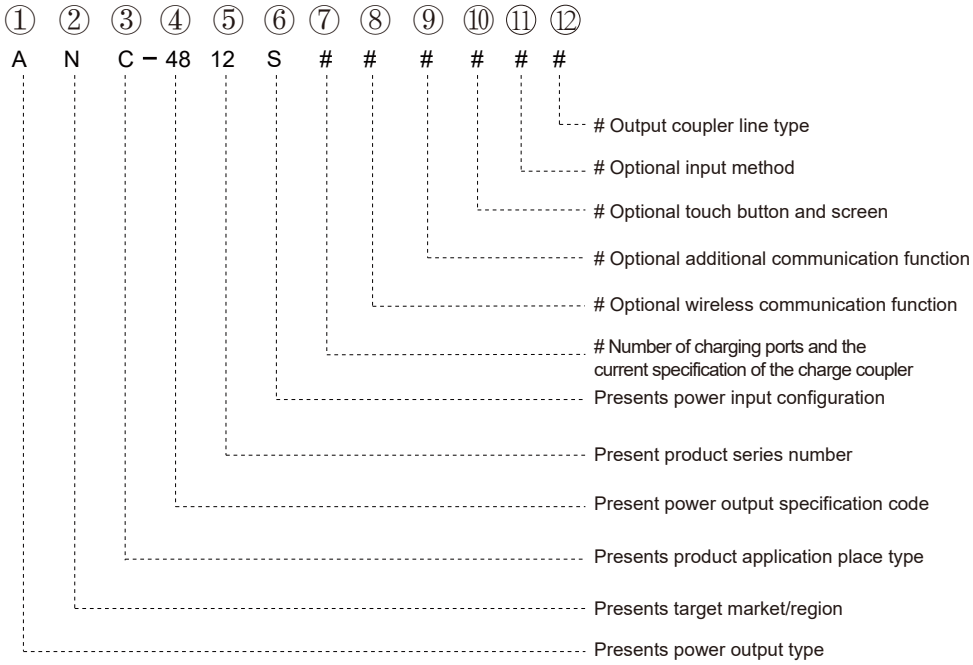


4.1.2 Block Diagram

The block diagram of EVSE is as follows



4.1.3. Model definition



Description of Model Number

1.One capital X for the type of power output that can be supported.

Power output type	AC Power	DC power	Multi-mode: AC & DC compatible
Code	A	D	M

2. One capital X represents the market area code where the product can be placed.

Market/ Region	Europe	Americas	UK	China	Japan	Korea	Russia
Code	E	N	U	C	J	K	R

3. One X capital letter represents the product product application place type.

Application type	Portable Charger mode 2	Household/Home-use	Commerical- use
Code	P	H	C

4. Two-digit XX/three-digit XXX digital representation: product power output specification.

Power output	Max output current supported at hardware			
	16A	32A	40A	48A
Code	16	32	40	48

5. two-digit XX stands for: product series number, following the following principles.

Upgrade from 01-99 according to product development plan.

6. One uppercase X for supported power input methods.

Power input method	Single Phase	Three phases	Multi- input: Single-phase & three-phase co-existence
Code	S	T	M

7. Two capital letter XX + Two number XX, means the number of charging ports and the current specification of the charge coupler, which are defined as follows.

SG16	Single charge coupler 16A 1*16A
SG32	Single charge coupler 32A 1*32A
SG40	Single charge coupler 40A 1*40A
SG48	Single charge coupler 48A 1*48A

8. A # capital letter represents the optional wireless communication function, the range is A-Z, defined as follows.

A	LAN+WiFi+BLE+Cellular	K	Cellular
B	LAN+WiFi+BLE	L	BLE+Cellular
C	LAN+WiFi+4G+Cellular	M	WiFi+BLE
D	LAN+BLE+Cellular	N	WiFi+Cellular
E	LAN+WiFi	P	WiFi+BLE+Cellular
F	LAN+BLE	Q	Plug&Play
G	LAN+Cellular	R	LAN+WiFi+BLE+Cellular+POS(Nayax)
H	LAN	S	LAN+WiFi+BLE+POS(Nayax)
I	WiFi	T	LAN+WiFi+Cellular+POS(Nayax)
J	BLE		

9. One uppercase * stands for Additional communication functions, ranging from A to Z, defined as follows.

A	USB+RS485(LB)+CAN+RS232+PLC	M	USB+RS485+CAN+RS232+PLC
B	USB+RS485(LB)+RS232+PLC	N	RS485(LB)+CAN+RS232
C	USB+CAN+RS232+PLC	P	RS485(LB)+RS232+PLC
D	USB+RS232+PLC	Q	RS485(LB)+CAN
E	USB+RS485(LB)+CAN	R	RS485(LB)+RS232
F	USB+RS485(LB)	S	CAN+RS485(LB)+PLC
G	USB+CAN	T	CAN+RS232
H	USB	U	RS232+PLC
I	USB+RS485(LB)+CAN+RS232+PLC	V	RS485(LB)
J	USB+RS485(LB)+RS232+PLC	W	CAN
K	USB+CAN+RS232	X	RS232
L	USB+RS232	Y	Without Additional Communication Module

10.One digit # represents: touch button and screen option, range 0-3, defined as follows.

0	Without touch key+screen	2	Without touch key+Without screen
1	With touch key+screen	3	touch key+Without screen

11. One digit # represents the input method option, the range is 0-9 ,defined as follows:

0	Hardwired via pigtail	4	NEMA5-15
1	NEMA14-50	5	Schuko TypeE/F 16A
2	NEMA6-50	6	CEE 16A/5P（Three phases）
3	NEMA6-20		

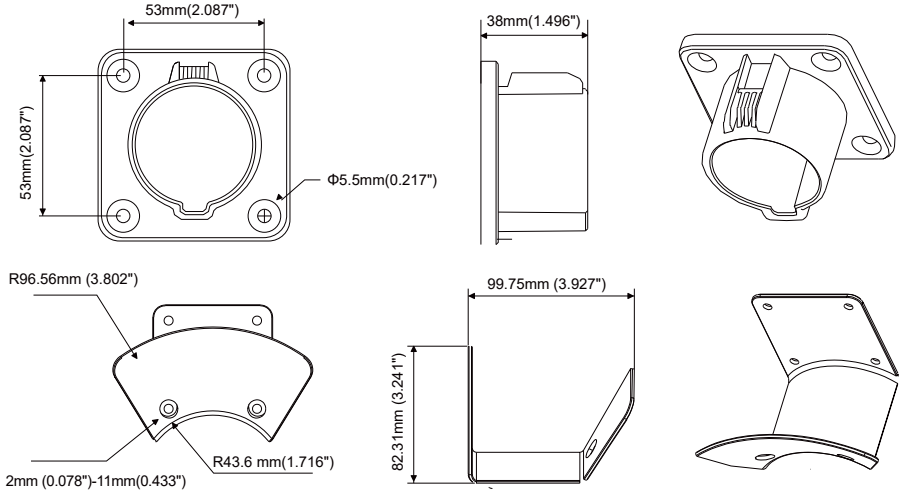
12.The two digits XX represent: the output gun line type, which is defined as follows.

0	NC	5	Type 2 Socket with Shutter(T2S)
1	SAE 1772	6	GBT(AC)
2	NACS	7	GBT(DC)
3	Type2 Cable	8	CCS1
4	Type2 Socket	9	CCS2

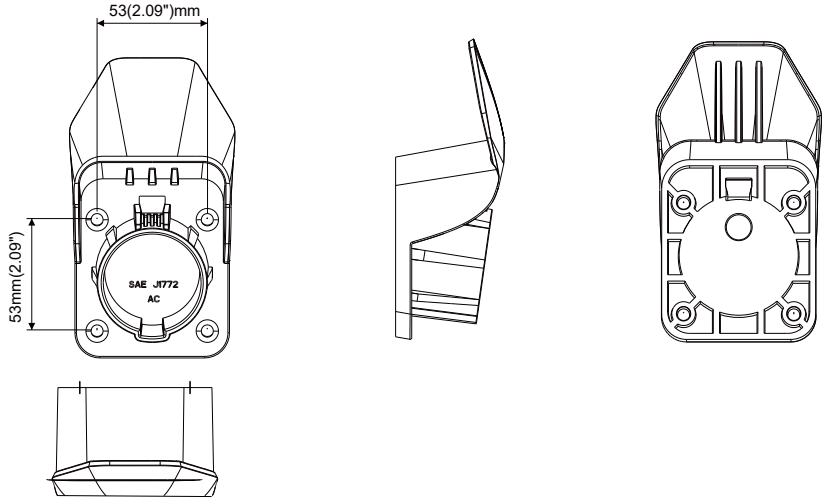
4.2 Empty Seat

- ▷ The AC EVSE is equipped with an American standard car-side charging connector.
- ▷ When the EVSE is in standby mode, insert the car end charging connector into an empty seat to protect the car end charging connector.
  Use the mounting screws to fix this empty socket in place next to the EVSE.

Optional 1



Optional 2



4.3 Specification

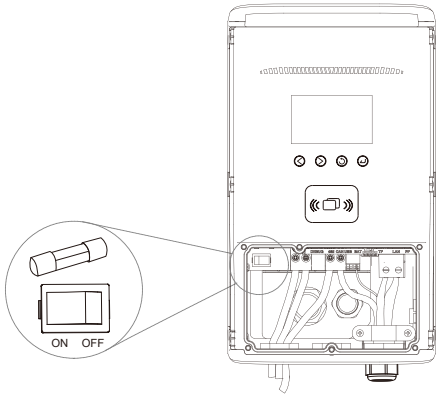
American Standard AC Charging Post Series							
Category	Specifications & Parameters						
	Model	Rated input/output voltage	Rated input current	Rated output current	Max power	Charge Coupler	Option
Power Specification	ANC-3212S	Level 2, 208/240VAC 50/60Hz	32A	32A	7.68kW	SAE J1772 TYPE1/NACS 32A	Optional
	ANC-4012S	Level 2, 208/240VAC 50/60Hz	40A	40A	9.6kW	SAE J1772 TYPE1/NACS 40A	Optional
	ANC-4812S	Level 2, 208/240VAC 50/60Hz	48A	48A	11.52kW	SAE J1772 TYPE1/NACS 48A	Optional
Input Cord	Hardwired via pigtail： L1/L2/GND						
Input Cord	Type 1(SAE J1772) or NACS						
Communication	LAN(RJ-45)						
	WIFI 2.4G						Optional
	BLE 5.0						Optional
	4G CAT 4						Optional
	USB(type A)						Standard
	RS-485						Optional
	CAN						Optional
Protocol Version	OCPP 1.6J						
	OCPP 2.0.1						Optional
User Interface	4.3-inch LCD Screen						
	RGB LED light bar						
Power Meter	On-board power meter						

User Authentication	Plug & Play		
	RFID		
	APP		
	NFC Contactlss reader(POS payment)		Optional
Protection Function	CCID20		
	Over Voltage /Under Voltage / OverCurrent /OverLoad /Ground Fault /Over-temp /Surge Protection/ Fault/Self-test		
Environmental	IP/IK Protection	Type 4, IK10	
	Operating Temperature	-30 ~ 50℃	
	Storage Temperature	-40 ~ 75℃	
	Humidity	Up to 95%, non-condensing	
	Altitude	≤2000m	
	Cooling Method	Natural Cooling	
Mechanical	Net Weight	13-14 lbs(32A)/ 15-16 lbs(40A)/ 17-18lbs(48A)	
	EV Charger	D145mm(5.71") * W245mm(9.65") * H415mm(16.34")	
	Cable Length	18 Ft or Customization	
Regulation	Safety Regulations	ETL（UL2231,UL2594,UL1998,UL991）	
	Metering & Billing	CTEP	
	Energy Efficiency	Energy Star	
	Wireless Certificate	FCC,IC	
Warranty		2 years	

5 OPERATE

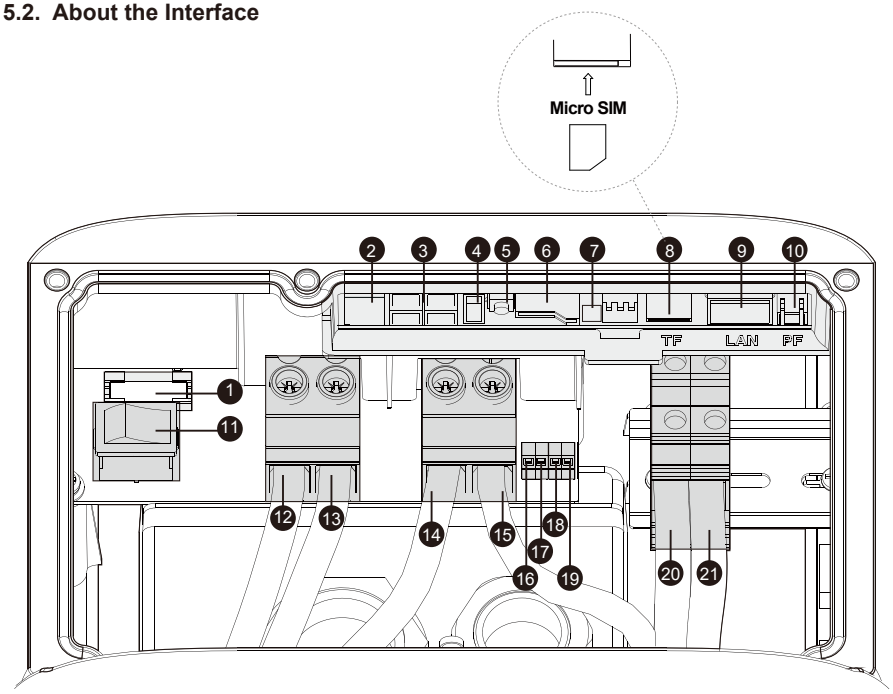
5.1. Switch

1. Check and make sure the mainboard power switch is off and that the fuse is there and installed. As shown below.



2. Turn on the power to this product, turn on the power switch on the mainboard; observe whether the boot interface of the product is normal.

5.2. About the Interface



The DIP switch settings determine the charging current per this chart, no reboot required

1 2 3 ▾ ON	1 2 3 ▾ ON	1 2 3 ▾ ON	1 2 3 ▾ ON	1 2 3 ▾ ON	1 2 3 ▾ ON	1 2 3 ▾ ON	1 2 3 ▾ ON
16A	24A	32A	40A	48A	48A	48A	48A

Circuit breaker (amps)	Max output (amps)	Power output at 240 volts (kW)
60	48	11.5
50	40	9.6
40	32	7.6
30	24	5.7
20	16	3.8

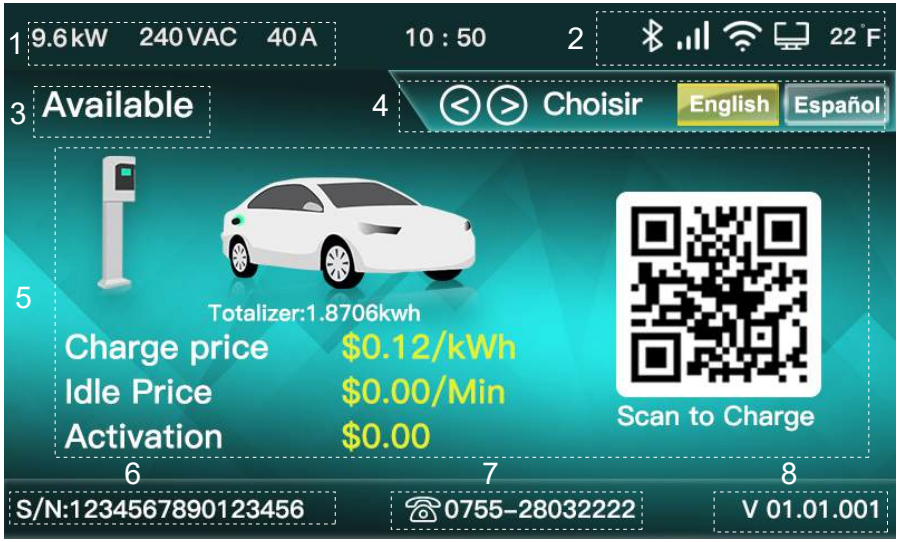
EV Charging stations are considered continuous loads per the NEC because they are able to pull maximum current for > 3 Hours.
(Replace "breakers" with "a 60 Amp branch circuit is required.")
(editors note: A branch circuit is the rating of both the breaker AND the wire ampacity.)

NO	Name	functions	Specification
1	Fuse	Safety Protection	5*20，250VAC，10A
2	Debug serial port Download interface	Not open	
3	RS-485 interface	Undeveloped	
4	USB interface	Undeveloped	
5	Reset button	Press the button for 5 seconds to clear WiFi SSID and Press the button for 10 seconds for factory recov	
6	TF card holder	Undeveloped	
7	4G Debug	Not open	
8	SIM card interface	Internet connection	
9	Ethernet interface(RJ45)	Internet connection	100Mbps
10	PF pulse interface	Meter calibration	Optocoupler output, external pull-up resistor
11	Power	Power Configuration Switch	
12	Input L1	Power input	AC 208/240V 50/60Hz
13	Input L2	Power input	
14	Input GND	Power input	
15	Cable GND	Power output	
16	PP signal	Input	For NACS Connector
17	CP signal	Input	
18	12V Power Output	output	For NACS Connector
19	NTC signal	Input	For NACS Connector
20	Cable L2	Power output	Depending on input
21	Cable L1	Power output	Depending on input

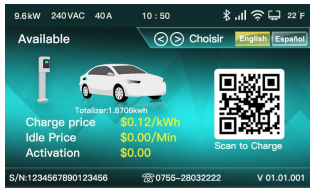
6 FEATURES

6.1 User Interface & Control

Take the ready state screen as an example to illustrate the meanings of common elements in the user interface interaction interface.



1. The electrical parameters are displayed in the upper left corner of the status bar, and the order from left to right is: charging power, voltage level, and rated current.
The charging power is calculated by multiplying the grid voltage and the rated current. The voltage level is automatically detected as "208VAC"or "240VAC"when powering on. Rated current can be set by dial switch. For details on dial settings, please refer to the interface introduction and instructions. .
2. The upper right corner of the status bar displays network communication parameters. From left to right, there are Bluetooth, 4G, WIFI, Ethernet and Fahrenheit icons in the charger. The Bluetooth icon only appears when a Bluetooth module is installed. If the 4G module is not installed, it is a gray lowlight icon, and if the 4G module is installed normally, it is a white high-light icon. WIFI is a gray lowlight icon if not connected, and a white high-light icon when WIFI is properly set up and successfully connected . Ethernet is a gray low-light icon if communication with the router is not established, and white high-light icon when successfully established. The temperature inside the stake has a white highlighted icon, it's dynamic, and it's displayed in degrees Fahrenheit.
3. Status prompts vary as per different language and different status.
4. Language switching prompt is unique to the "Ready "screen . When you touch the button below , you can switch between English and Spanish . Currently , these are the only two languages available.
5. The main interface displays different content under each status.
6. Charging pile SN code -the unique code assigned at the time of delivery. The client can modify it through the server, but the uniqueness of the modification cannot be guaranteed.
7. After-sales service telephone.
8. Software Version No.

Status	Display Description	LED Description	Current Status Interactive Functions
Power on		No operation is recommened at this stage	No operation is recommended
Available		Green Always On	1. Enter to the available page after the boot up finished; 2. Touch the button to switch language; 3. If there is no operation, the screen will dim automatically in 3 minutes; 4. Screen can be wake up through either of following ways: touch button, insert the coupler, scan the code, tap the card, or other platform inter-action
Start Charge (Insert the coupler and tap the card or app scan)		The green light is flashing fast.	1. Start charging through RFID card, QR code scanning or APP, If charging coupler not plugged, it will notify for charging couplerplugging as shown left; 2. The interface will stay for 1 minute, if the user does not insert the plug within 1 minute, it will return to the standby mode, the waiting time can be modified in the remote server.
			1. The user plugs in the coupler and jumps from standby to a page that prompts the user to initiate charging; 2. This state will wait for the user to initiate charging; 3. the user removes the charging coupler and returns to the standby page.

Charging coupler plugged , but car not ready		blue light slow flash	1. After inserting the coupler and starting charging, the S2 switch inside the car is not closed, and it is not ready for charging, will jumps to the car not ready page; 2. Enter the charging page when the car is ready; 3. If you unplug the charging cable at this time, the battery will return to the standby page.
Charging		Blue is always on	1. Enter the charging page after successfully starting charging; 2. Actively end charging in this state (tap card, APP, platform remote control), will jump to the settlement interface; 3. In this state, the tip of the coupler is loose, (pull out the plug), will jump to the abnormal settlement interface.
Complete		Purple is always on	1. After the charging is completed normally, enter the charging completion settlement page; 2. Unplug the plug and return to the standby screen.
Fault		Unrecover-able fault: red is always on Recoverable fault - slow flashing red	1. If an abnormality occurs in the non-charging state, jump to the fault prompt page; 2. Recoverable faults: undervoltage, overvolt-age, overtem- perature, leakage, short circuit, overcurrent, ground fault; 3. Non-recoverable faults: CP voltage abnormality, instrument failure, relay adhesion; 4. If the fault is resolved, return to the interface before the fault was reported.

Settlement Fault		Unrecover-able fault: steady red Recoverable fault - slow flashing red	1. If an abnormality occurs during charging, enter the fault settlement page; 2. Recoverable faults: undervoltage, overvoltage, overtem-perature, leakage, short circuit, overcurrent, ground fault, etc; 3. Non-recoverable faults: CP voltage abnormality, instrument failure, relay adhesion, abnormality of functional modules, etc; 4. Unplug the plug in this state, if the fault is not resolved, it will enter the fault prompt page; if the fault is resolved, it will return to the standby page.
Abnormal settlement		Purple slow flash	1. The plug is loose in the charging state, or is pulled out by external force to enter the settlement page of the connection and disconnection of the coupler head; 2. Hold for 1 minute and return to the standby page; 3. Re-plug the plug, you need to restart the charging process.
Reserved	 	Green slow flash	1. The user selects the electric pile in the APP, and enters the reserved page after operating the scheduled charging; 2. Only reserved users can start charging; 3. When non-re- served users start charging, it will prompt that the electric pile has been reserved; 4. After the scheduled time is exceeded, if the customer is not present for use, it will automatically return to the standby page.

System update		yellow slow flash	1. Perform remote OTA in standby state, in this state, there will be a percentage figure to show upgrading process . Download the firmware until complete, then it will confirm and check the content of the upgrade package; 2. When the download is complete and the verification is successful, it will enter the upgrade success state; 3. During the download process, if the network is disconnected or the verification fails after the download is complete, it will enter to upgrade failure state; 4. After the upgrade is complete, the firmware version number in the bottom right corner will be updated.
System Update Succeeded		Yellow slow flash	1. After the firmware OTA update is successful, jump to the upgrade success page; 2. After waiting for 10 seconds, turn on the power pile and restart.
System Update Failed		Yellow slow flash	1. If the upgrade fails, enter the upgrade failure prompt page; 2. Wait for 10 seconds and return to the state before the firmware upgrade.
System Update Failed		Steady yellow	1. In the standby state, will enter to out of service state when receive " stop use"command from the server; 2. Return to the standby state when receive " recover to use" command from server.

6.2 Configure WIFI Network

Follow the steps below to configure the Wi-Fi network settings for your EV charger (applicable to both mobile phones and computers):

Step 1: Connect to the EV charger Hotspot

- Power on the EV charger. After successful startup, it will broadcast a Wi-Fi hotspot starting with “EVSE”.
- On your mobile phone or computer's Wi-Fi settings, locate and select the hotspot beginning with "EVSE".
- Enter the default connection password: "88888888" (eight 8s).
- If the hotspot is not found, try restarting the EV charger or waiting a moment (maximum wait time is 10 minutes).

Step 2: Access the Configuration Interface

- Once connected:
- Open a web browser (Chrome or Edge recommended).
- Enter the IP address "192.168.88.206" into the browser address bar and press Enter.
- On the login page, enter:
  Username: "user"
  Password: Locate the four-digit password on the product label of your EV charger.
- Click Login.

Step 3: Configure Target Wi-Fi Network

- After successful login, click on "Networking Setting" in the menu.
- Find the WiFi SSID setting field on the configuration page.
- Select or enter the name (SSID) of your target home/office Wi-Fi network.
- In the WiFi password setting field, enter the correct password for this target network.
- Click the "Save" button.
- Upon successfully saving, the EV charger will attempt to connect to your configured target Wi-Fi network.

6.3 Operation Guide

1. Charging Preparation:

A. Find the EV charger product in the idle standby state, park the car, turn off the vehicle, and make the electric car in a chargeable state.



B. If choosing to use the APP: You can download the APP according to the prompts, and register an account according to the prompts.



C. If choosing to use the an RFID card: contact the operator to obtain an RFID card; the Residential Charger is equipped with an RFID card in the box.



2. To Connect The Charging Connector

Open the cover of the car charging socket, and connect the charging cable to the car socket . Make sure the connection is successful.



3. Start Charging

A. Plug and charge
The charging mode is configured as plug and charge, when step 2 is completed, the car is ready to start charging.



B. Tap card to start
Put the RFID card close to the card-tapping area to start charging by tapping the card, and tap the card again during the charging process to end the charging.



C. APP start and stop
Use the APP to scan the QR code to start charging, or connect to the electric pile through the Bluetooth of the mobile phone to start charging.



4. Charging:

During the charging process, the EV charger screen will display the charging voltage, charging current, charging time,



5. End Charging:

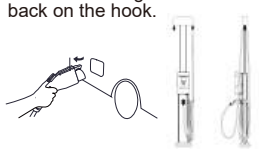
A. Through charging, the car owner can take initiative to end the charging through tap RFID card or stop on APP or can be stopped through the car terminal for plug-and-play charging situation.



B. After the car is fully charged, it can automatically end the charging.



C. After the charging is completed, please pull out the charging coupler and put it back to the empty coupler-holder and hang the cables back on the hook.



6. Order Settlement:

After the charging is completed, the display screen will display the charging power and charging cost. The order settlement will be completed on the APP or platform. Private piles and non-charging EV charger will display the charging power.



7. Abnormal Situation:

In any state, if there is abnormal prompt on the screen and the light bar, please stop charging and disconnect the charging cable from the socket on the car.



6.4 Troubleshooting

When a fault occurs, the charger will automatically shut down to protect itself.The fault information and processing methods are as follows.

Fault Code	Error Name	Possibility Solution
0x00	Power Meter Failure	The meter communication was lost.Please contact your local representative of the manufacturer or after-sales service.
0x01	Over Current Failure	There is an overload on the EV side.Please contact your local representative of the manufacturer or after-sales service.
0x02	Under Voltage	The voltage on the power input is not sufficient.Please contact your local representative of the manufacturer or after-sales service.
0x03	Over Voltage	The maximum voltage onthe power input is too high.Please contact your local representative of the manufacturer or after-sales service.
0x04	L1 Relay Close Failure	1. Examine the relay contact. 2. If necessary,Please contact your local representative of the manufacturer or after-sales service.
0x05	L2 Relay Close Failure	1. Examine the relay contact. 2. If necessary,Please contact your local representative of the manufacturer or after-sales service
0x06	L1 Relay Open Failure	1. Examine the relay contact. 2. If necessary,Please contact your local representative of the manufacturer or after-sales service.
0x07	L2 Relay Open Failure	1. Examine the relay contact. 2. If necessary,Please contact your local representative of the manufacturer or after-sales service.
0x08	RelayTemperatureFailure	There is a deviation in the temperature self-inspection of the relay.Please contact your local representative of the manufacturer or after-sales service.
0x09	L1 L2 Temperature Failure	There is a deviation in the temperature self-inspection of the relay.Please contact your local representative of the manufacturer or after-sales service.
0x0A	Relay Over Temperature	He internal temperature of relay is too high. 1. Do a check of the operation temperature on the product label. If the ambient temperature is too high, the EVSE will decrease the output current automatically. 2. If it is necessary, install the EVSE in an environment with a lower ambient temperature. 3. Do the procedure that is described for the problem 'the AC input voltage is too high'. 4. If you can not solve the problem, do not use the EVSE. Contact your local company representative or after-sales service.
0x0B	L1 L2 Over Temperature	The internal temperature of cable is too high. 1. Do a check of the operation temperature on the product label. If the ambient temperature is too high, the EVSE will decrease the output current automatically. 2. If it is necessary, install the EVSE in an environment with a lower ambient temperature. 3. Do the procedure that is described for the problem 'the AC input voltage is too high'. 4. If you can not solve the problem, do not use the EVSE. Contact your local company representative or after-sales service.

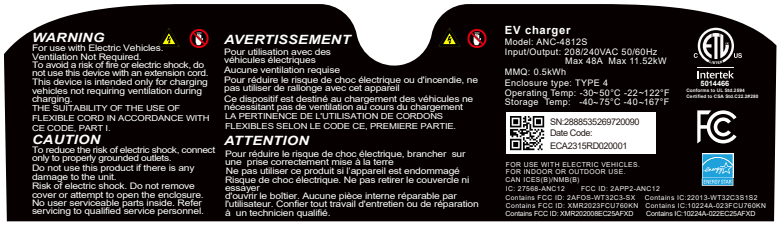
0x0C	Leak Current Failure	There is residual current(20mA AC) in the charge circuit.Current leaks into the ground. 1. De-energize the EVSE. 2. Please contact your local company representative or after-sales service.
0x0D	Leak Current Check Failure	Leakage detection equipment is damaged, Please contact your local company representative or after-sales service.
0x0E	OverLoadFailure	There is an overload on the EV side.Please contact your local representative of the manufacturer or after-sales service.
0x0F	CP Vol Failure	The CP Voltage is abnormal.Please contact your local representative of the manufacturer or after-sales service.
0x010	NACS Over Temperature	The internal temperature of NACS cable is too high. 1. Do a check of the operation temperature on the product label. If the ambient temperature is too high, the EVSE will decrease the output current automatically. 2. If it is necessary, install the EVSE in an environment with a lower ambient temperature. 3. Do the procedure that is described for the problem 'the AC input voltage is too high'. 4. If you can not solve the problem, do not use the EVSE. Contact your local company representative or after-sales service.
0x011	NACS PP Vol Failure	The PP Voltage contact is detected too high or low value.Please contact your local representative of the manufacturer or after-sales service.
0x20	Flash Failure	There is an inconsistency between Flash writing and reading. 1.Clear the flash data. 2.If necessary,Please contact your local representative of the manufacturer or after-sales service.
0x21	EEPROM Failure	1.Please try to power cycle. 2.If necessary,Please contact your local representative of the manufacturer or after-sales service.
0x23	Power Loss	1.Please confirm whether the power is on. 2.If necessary,Please contact your local representative of the manufacturer or after-sales service.
0x24	Ground Failure	PE missing or swap neutral and phase. 1.The EVSE is not earthed correctly or neutral and phase wires are swapped. 2.If necessary,Please contact your local representative of the manufacturer or after-sales service.
0x26	RTC Failure	1.Try to configuring the network and OCPP server. 2.If necessary,Please contact your local representative of the manufacturer or after-sales service.
0x30	Screen Failure	The internal boards of the EVSE fail to communicate with screen. 1.Check if the connection of screen in the EVSE. 2.If necessary,Please contact your local representative of the manufacturer or after-sales service.
0x40	Reader Failure	The internal boards of the EVSE fail to communicate with RFID reader. 1.Check if the connection of reader in the EVSE. 2.If necessary,Please contact your local representative of the manufacturer or after-sales service.
0x41	Network Failure	The network was disconnected with Wifi/Ethernet/4G.Please check the network connection status refer to the network configuration guide. If necessary,Please contact your local representative of the manufacturer or after-sales service.

0x43	4GFailure	Check if the module is loose or damaged.
0x44	Wifi Failure	Check if the module is loose or damaged.

7 INSTALL

7.1 Label

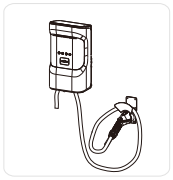
On the EVSE shell, there is a nameplate identifying the charger model and specifications, the content of which is as follows.



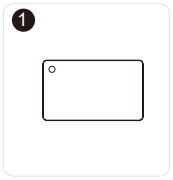
7.2 Package

7.2.1 Packing List

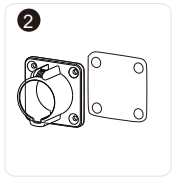
Optional 1



AC charger



RFID card
(1pcs)



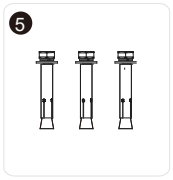
Coupler holder
(1pcs)



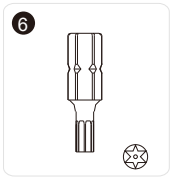
Cord holder
(1pcs)



Torx self-tapping screws (8pcs)
Rubber Plug Expansion Tube (8pcs)



Expansion screw
(3pcs)



Electric drill bit
(1pcs)

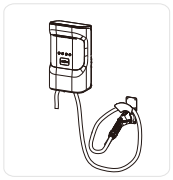


3-hole waterproof connector
BN-M32-25 (1pcs)

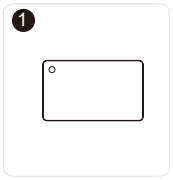


3-hole waterproof connector
BN-M25-18 (1pcs)

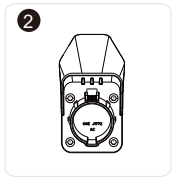
Optional 2



AC charger



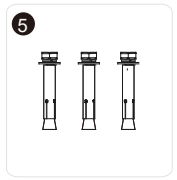
RFID card
(1pcs)



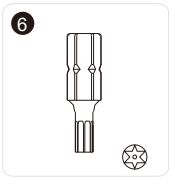
Coupler holder
(1pcs)



Torx self-tapping screws (8pcs)
Rubber Plug Expansion Tube (8pcs)



Expansion screw
(3pcs)



Electric drill bit
(1pcs)



3-hole waterproof connector
BN-M32-25 (1pcs)



3-hole waterproof connector
BN-M25-18 (1pcs)

7.2.2 Check and Confirm

When unpacking, please confirm the following points carefully: According to the packing list, whether the accessories are complete.
Whether there is any damage during transportation.
Whether the model and specification on the nameplate of the machine are consistent with the order requirements.

- If any damaged or missing parts are found, please do not start the machine and contact the supplier as soon as possible.
- Please keep the box and packaging materials for 1 month for future disposal. Paper packaging is recyclable.

7.3 Preparation

In order to ensure the long-term stable operation of the product, it is recommended to avoid the following installation problems.

- This product is an electrical device. Handle with care and avoid severe vibration and shock.
- EVSE cannot be transported by dragging the charging connector and charging cable.
- EVSE cannot be used in extreme weather, especially when the ambient temperature is too low or too high, which will affect the use of EVSE.

It is recommended to install EVSE in a ventilated and cool place away from direct sunlight and rain. To ensure good ventilation, you should install the EVSE vertically with enough space. Installation tools Before installing AC EVSE, you should at least prepare the following tools.



Multimeter



Electric impact drill
(D8mm+D6mm)



Wrench（10mm）



Wire strippers



AWG23-7
Tube terminal
crimping pliers



Phillips screwdriver
（D5mm）



Electric batch
(with plum blossom hole T20.T25 bit)



Marker pen



Utility knife



Anti-static bracelet



Heat coupler



Rubber hammer

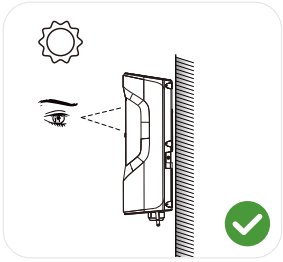
7.4 Installation Steps

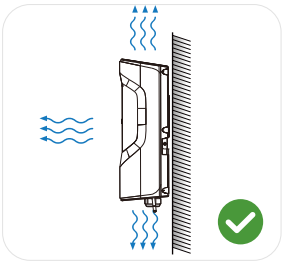
Location Requirements

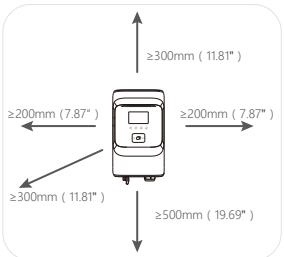


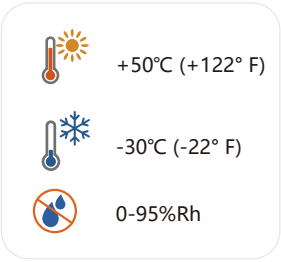


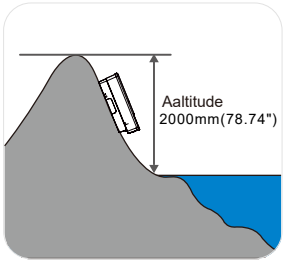


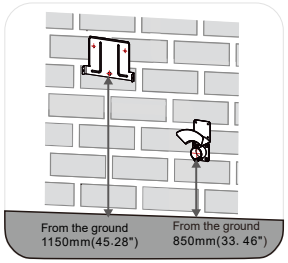




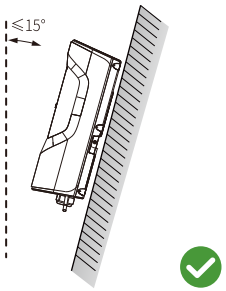


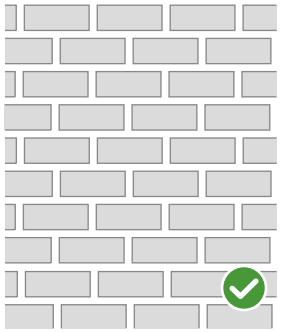


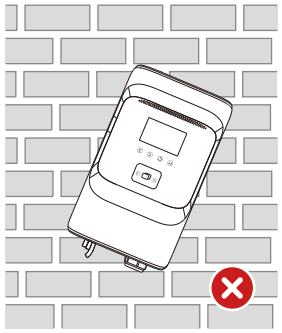




Angle Requirements

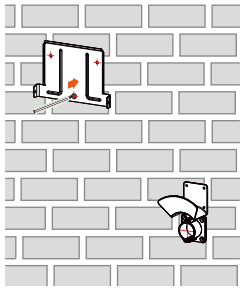




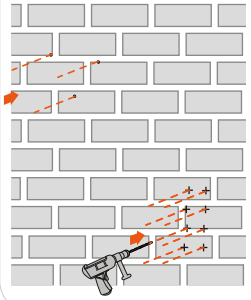


Wall-mounted Installation Steps

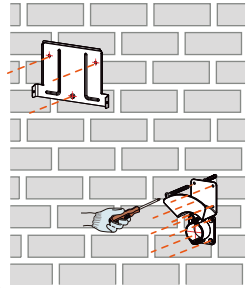
1 Install the wall-mounted version and trace holes on the wall.



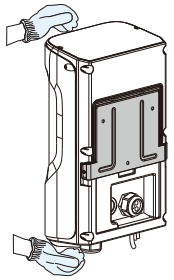
2 Punch holes in the wall.



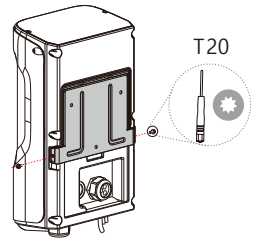
3 Install Wall Mounts, Hanging Plates and Empty Blocks.



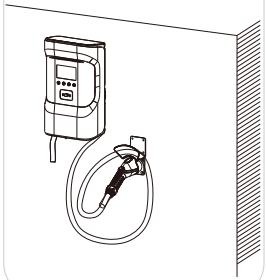
4 Install piles on the wall.



5 Set screw.

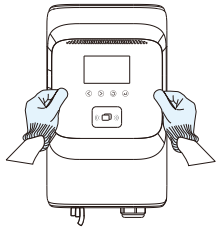


6 Schematic diagram of the completion of the installation pile.

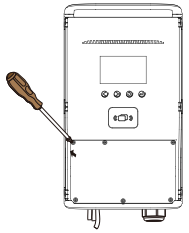


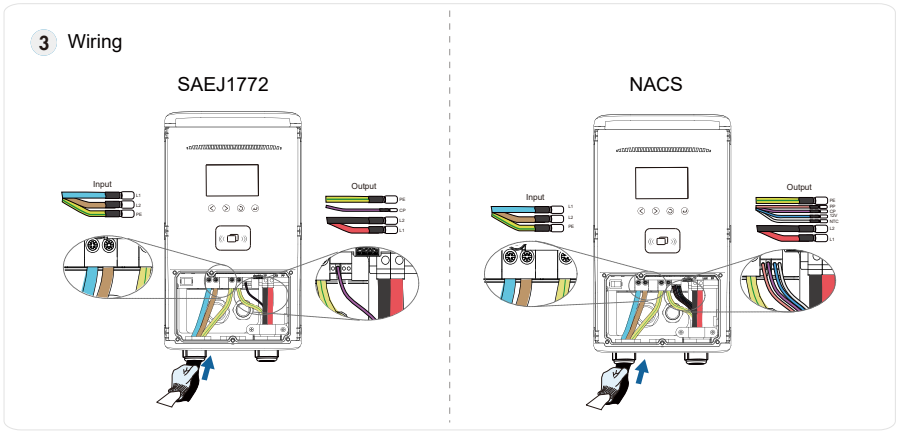
Product Wiring

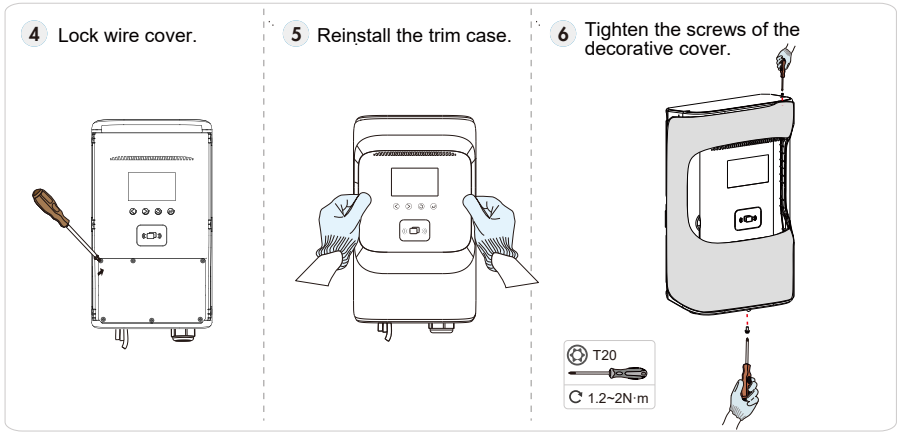
1 Remove the decorative shell.



2 Remove the wiring cover.







7.5 Grounding Instructions

Grounding Instructions
This product must be connected to a grounded, metallic, permanent wiring system, or an equipment ground wire must be run with the circuit conductor and connected to the equipment ground terminal or conductor on the product.
The ground conductor must run with the circuit conductors and be connected to the equipment ground terminal or conductor on the product.

Input	L1 L2 PE
Output(SAEJ1772)	PE CP L2 L1
Output(NACS)	PE PP CP 12V NTC L2 L1
Crimp Terminal Specifications	E10-18 E6018 E1508 E10-12
Installation Tool Specifications	Diameter 3mm (0.1181”) flat-blade screwdriver Diameter 5mm (0.1968”) flat-blade screwdriver Diameter 5mm-6mm Phillips screwdriver
Input cable requirements	48A Wire gauge:L*2(6AWG)+PE(10AWG) or above
Wiring tightening torque	1.5~3N.m

7.6 Maintain

To ensure the long-term stable operation of the device, please perform regular (usually monthly) maintenance on the device according to the operating environment.
(a)Equipment is maintained by professionals.
(b)Check if the equipment is well grounded and safe.
(c)Check whether there are potential safety hazards around the EV charger, such as whether there are high-temperature, corrosive, or flammable and explosive items near the charger.
(d)Check whether the connection points of the input terminals are in good contact and whether there is any abnormality. Check other wiring points for looseness.

Warranty

1. The scope of the warranty refers to the product itself.
2. The warranty period is 24 months. During the warranty period, if the product fails or is damaged under normal use (determined by the company's technicians), the company will repair it free of charge.
3. The starting time of the warranty period is the production date of the product.
4. Even within the warranty period, if the following conditions occur, a certain maintenance fee will be charged.
Equipment failure caused for not operate according to the user manual.
Equipment damage caused by fire, flood, abnormal voltage, etc.
Equipment damage caused by abnormal function of the product.
Equipment damage caused by the entry of foreign objects.
Equipment damage caused by other human-made external factors.
5. The service fee shall be calculated according to the actual cost. If there is any other contract, this contract shall prevail.
6. During the warranty period, please be sure to keep this card and show it to the maintenance personnel.
7. If you have any questions, please contact the agent or our company directly.

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.

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 radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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.

Les antennes installées doivent être situées de facon à ce que la population ne puisse y être exposée à une distance de moin de 20 cm. Installer les antennes de facon à ce que le personnel ne puisse approcher à 20 cm ou moins de la position centrale de l’ antenne.
La FCC des éltats-unis stipule que cet appareil doit être en tout temps éloigné d’au moins 20 cm des personnes pendant son functionnement.

GROUNDING INSTURCTIONS

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