

Commercial Dual-Port Pedestal AC Charger User Manual



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1. IMPORTANT SAFETY INSTRUCTIONS

CAUTION

Please read all Important Safety Instructions as well as charging instructions in your vehicle owner's manual before attempting to charge your electric vehicle. Failure to do so can result in death or severe injury. Save this user manual for future reference. There are many safety features built into the charger. Read all the safety information and warnings in this manual to avoid any risks or hazards and risks associated with using this charger.

WARNING

When using electric products, basic precautions should always be followed. This manual contains important instructions, including the following, which must be followed during installation, operation and maintenance.

- Do not install or use the charger near flammable, explosive, corrosive, or combustible materials, chemicals, or vapors.
- Turn off the input power of the charger before performing any maintenance on the charger.
- The device is designed only for vehicles that are compatible with the SAE J1772 or NACS Level 2 charging standard.
- Do not use the charger if it is defective, or if it appears cracked, frayed, broken, or damaged.
- Do not attempt to open, disassemble, repair, tamper with, or modify the charger. Contact our Customer Service department if you have any questions or require the replacement or repair of any parts.
- Do not use the charger when either you, the vehicle or charger is exposed to severe rain, snow, or other severe weather.
- When transporting the charger, handle it with care and do not drag or step on the device.
- Do not touch the charging connector terminal with any sharp metal objects, in order to prevent damage. Do not forcefully pull the charging cable, damage it with sharp objects, or place fingers or insert foreign objects into any part of the charging connector.
- Risk of explosion. This device has arcing or sparking parts that should not be exposed to flammable Vapors.
- Risk of electric shock. Do not remove the cover or attempt to open the enclosure of this device. There are no user-serviceable parts inside. Contact a qualified service company if you require any service repairs.
- To reduce the risk of fire, connect only to a circuit provided with 100 amperes maximum branch circuit over current protection in accordance with the national Electrical Code, ANSI/NFPA70, and the Canadian Electrical Code, Part I, C22.1.

- This charger should be installed, adjusted, and serviced by a qualified electrician or a person familiar with the construction and operation of this type of charger and the dangers involved. Failure to observe this precaution could result in damage to the charger, or even severe injury or death.
- Incorrect installation and testing of the charger could potentially damage either the vehicle's battery and the charger. This type of damage is not covered by our warranty policy.
- Ensure that the charging cable is well-positioned during the charging process, to avoid the cable getting stepped on, tripped over, or subjected to damage or stress.
- Do not use this charger with a frayed charging cable having damaged insulation or any other sign of damage.
- Ensure that the wire type, diameter, current rating, and temperature rating comply with the local electrical standards and requirements in your local area.
- Before starting the installation, turn off all power.
- For permanently connected equipment, protective grounding and bonding terminals-field wiring terminals for connection of equipment-grounding conductors are identified by: "G," "GR", "GND", "Ground", "Grounding" or the ground symbol, either on a wiring diagram provided on the unit, or a marking on the wiring diagram attached to the unit.
- This device should be supervised when used around children.
- Do not put fingers into the electric vehicle connector.
- **The device is not to be lifted or carried by either the flexible cord or the EV cable.**

2. FEDERAL COMMUNICATION COMMISSION INTERFERENCE STATEMENT

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.

Le présent appareil est conforme aux règles de FCC. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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 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.



FCC CAUTION

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.



RADIATION EXPOSURE STATEMENT

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 façon à ce que la population ne puisse y être exposée à une distance de moins de 20 cm. Installer les antennes de façon à ce que le personnel ne puisse approcher à 20 cm ou moins de la position centrale de l'antenne.

La FCC des États-Unis stipule que cet appareil doit être en tout temps éloigné d'au moins 20 cm des personnes pendant son fonctionnement.

3. INDUSTRY CANADA STATEMENT

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 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.

RADIATION EXPOSURE STATEMENT

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

A DECLARATION D'EXPOSITION AUX RADIATIONS

Cet équipement est conforme aux limites d'exposition aux rayonnements Industry Canada établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à plus de 20 cm entre le radiateur et votre corps.

REGION SELECTION:

Limited by local law regulations, version for North America does not have region selection option.

IMPORTANT NOTE:

In the event that these conditions cannot be met (for example certain laptop configurations or co-location with another transmitter), then the Canada authorization is no longer considered valid and the IC ID can not be used on the final product. In these circumstances, the OEM integrator will be responsible for re-evaluating the end product (including the transmitter) and obtaining a separate Canada authorization.

NOTE IMPORTANTE:

Dans le cas où ces conditions ne peuvent être satisfaites (par exemple pour certaines configurations d'ordinateur portable ou de certaines co-localisation avec un autre émetteur), l'autorisation du Canada n'est plus considérée comme valide et l'ID IC ne peut pas être utilisé sur le produit final. Dans ces circonstances, l'intégrateur OEM sera chargé de réévaluer le produit final (y compris l'émetteur) et l'obtention d'une autorisation distincte au Canada.

4. Status Description of the Charger Indication Lights

4.1 Status indicator lights

Status		
Charging Status Indicator Light	Standby	Solid Blue
	Insert gun not charged/Charging complete	Solid Green
	Charging	Flash Green
	Failure	Solid Red

4.2 Fault indicator light

Fault code	Status	Fault code	Status
00000001	Emergency stop status	00001000	Relay failure
00000002	Ground fault	00002000	Failure of arrester
00000004	Overvoltage fault	00010000	Leakage self-inspection failed
00000008	Under voltage fault	00020000	Relay BIT failed
00000010	Failure of access control	01000000	Connection status of charging connector
00000020	Meter failure		
00000040	Over-temperature fault	02000000	State of AC contactor
00000080	Communication failure of communication board	04000000	Charging interface electronic lock status
00000100	CP fault	08000000	CC Status
00000200	Overcurrent fault	10000000	CP Status
00000800	Electric leakage fault	20000000	

5. Safety Requirements

- Read this user manual thoroughly and make sure to review all local building and electrical codes before installing the AC charger. A qualified technician should install the AC charger according to the user manual and local safety regulations.
- Use appropriate protection when connecting to the main power distribution cable.
- Select and install the appropriate circuit breaker as required by local regulations.
- Disconnect switch for each ungrounded conductor of AC input shall be provided by others in accordance with the National Electric Code, ANSI/NFPA 70.
- Verify that the Wall Connector is properly grounded. The ground connection must be bonded in the upstream power supply for proper operation. Check all physical connections, including the wire box terminals, electric panel(s), and wire box. In residential power supplies, check the bond between ground and neutral at the main panel. If connected to a step-down transformer, contact the transformer's manufacturer for direction on how to bond the ground connection.

6. Installation Steps

STEP1: Mainpart Installation/ Network Configuration.

As shown in Figure 1, please use the positioning paper, to drill four 0.47in diameter holes at corresponding positions of the cement pile with a drill. Screw down the nuts and spacers of the expansion bolts, put the main body of the charging station onto the cement pile, and open the door of the operation area at the lower part of the station; let the 4 expansion screws go through the holes correspondingly; make sure that the cable is threaded through the hole in the middle of the base; and lock the nuts and spacers tightly.

* (Optional) Use Ethernet for Communication: Pass the Ethernet cable through the hole along with hardwire cable, connect Ethernet cable to the port. (Figure 2)

* (Optional) Use 4G for Communication: Insert Micro SIM card in the slot to access 4G net. (Figure 2)

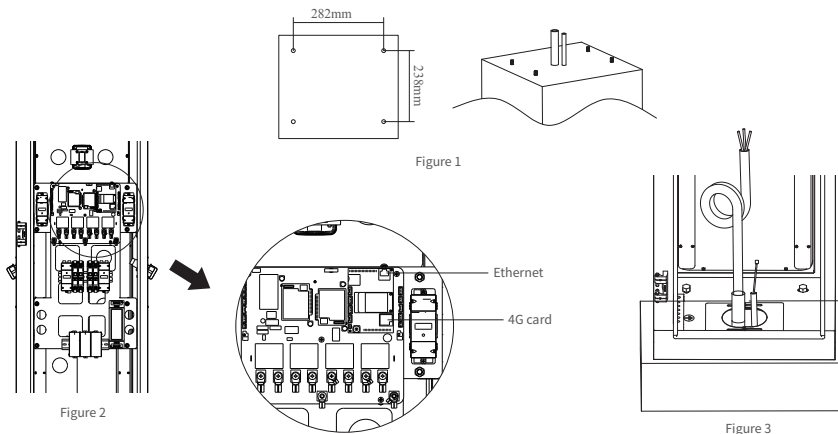
STEP2. Output Cable Management

After the main body installation is completed, loosen the screw in the hose clamp, attach the cables to the retractor, then fasten the screws securely.

- For correct cable management, make sure there is no loop and little sag between the charging station and the retractor hose clamp.
- The hose clamp should not be moved once it is clamped onto the cables. Do not try to pull or force the hose clamps into another position. If repositioning is required, remove the hose clamp completely and repeat the steps above.



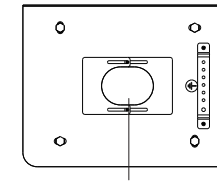
The hose clamp is prohibited for use on other cables.



STEP3: Electrical Connection of Charging Stations

Use cold pressed terminal and heat shrinkable tubes to connect the wires to the terminal block, as shown in Figure 5.

Close the hole as tight as possible by adjusting the inlet protection plate, and use foam sealant to seal it if needed.



The entrance of the input wire

Figure 4

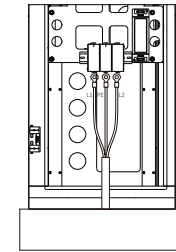


Figure 5

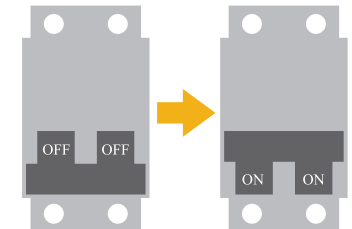
Insert the charging connector into the connector holder on the front side of the EV charging station.

STEP4. Energized Test

Insert the charging gun into the simulation device or car, turn on the air circuit-breaker and confirm the charger is charging properly.

Your EV charger now is ready to charge your vehicle.

* The air switch needs to meet the requirements of UL489 standard.



7. Operating Instructions

Floodlight

The charger has night mode. The light can be automatically triggered by photocell sensor.

When the surrounding environment becomes dark and the light is unclear, the illuminated sign will light up until dawn.

Automatically light up the floodlight when the PIR sensor detects proximity movement.

- When motion detected, it 100% light up;

- When no movements, it only 30% light up;

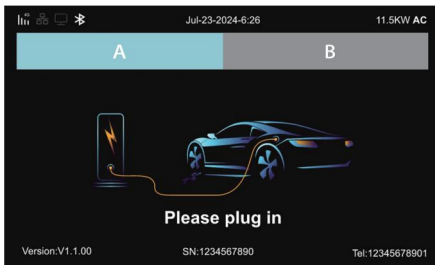
After 1 hour without any movements, it will totally turn dark, 0% light up.

LCD SCREEN: USER INTERFACE



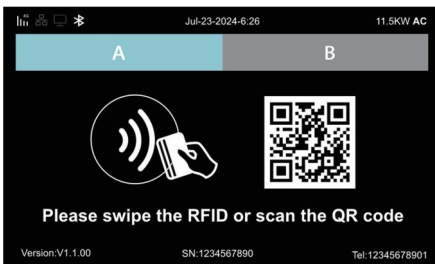
1. Booting

Display the EV charger serial number and service contact number.



2. Remind to plug in the gun for charging

Remind to insert the charging gun.



3. After plug in the gun, prompted to scan the QR code

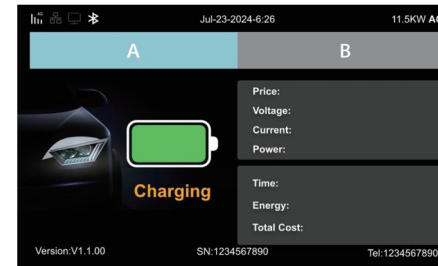
Status 1: Plug in gun A, prompt to scan code A.

Status 2: Plug in gun B, prompt to scan code B.



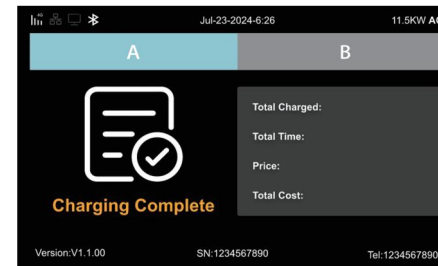
4. Successful startup, charging is about to begin

After scanning the code, the charging station start to charge.



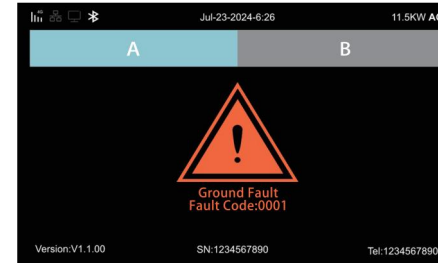
5. Charging

Display information on price, voltage, current, power, etc.



6. Charging Complete

After pulling out the charging gun from EV, screen displays the data of this charging, to check invoice.



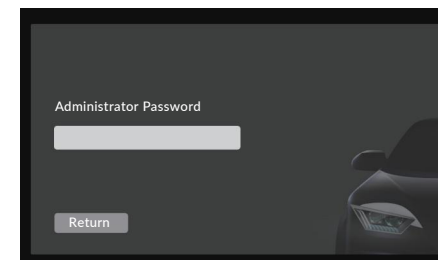
7. Failures Occur

The status of the charger appears “!” Error message and error code appear, check the error code to understand the error situation.



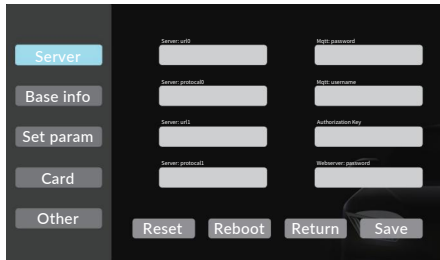
In the 4G icon position on the screen, click 3 times in a row within 1 second, after the “beep” sound, the screen can automatically jump to the system administrator login interface.

LCD SCREEN: ADMINISTRATOR INTERFACE



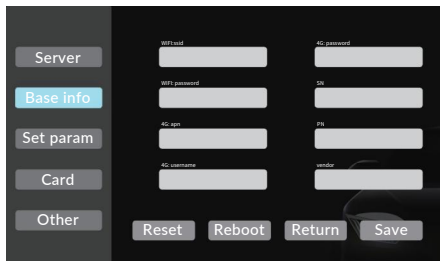
1. Password Verification

Click on the password entry box and use the on-screen numeric keypad to enter the administrator password.



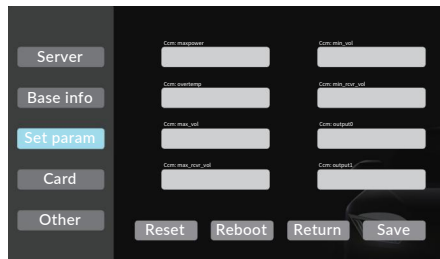
2. Server settings

Fill in the relevant information in the input box and save.



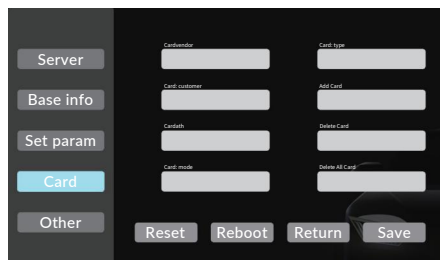
3. Basic Information Settings

Set up the network on this screen.



4. Parameter Settings

Set up the parameters on this screen.



5. Card Settings

Set up the card-related items on this screen.

8. MAINTENANCE AND REPAIR

8.1 Daily Maintenance

Please keep the charger clean and keep the charger in a dean area with low humidity. Do not install it in an environment near the sea, with high oil, high humidity or high dust.

- 1.Avoid moisture or water in the charger. If water or excess moisture gets into the charger, immediately power off the charger to avoid immediate danger. Proceed to contact the appropriate maintenance personnel before the next use.
- 2.If there is any damage on the vehicle connector, charging cable, or vehicle connector holder, please contact the maintenance personnel immediately.
- 3.Please use the charger correctly. Do not hit or press hard on the case if the case is damaged, please contact a professional technician.
- 4.Avoid placing the charger near hot objects and at high temperature locations and away from dangerous substances such as flammable gases and corrosive materials.
- 5.Do not place external objects or heavy objects on the charger to avoid danger.

! WARNING: Turn off input power at the circuit breaker before cleaning the charger.

! WARNING: Do not use cleaning solvents, scouring, powder, or any type of abrasive pad to clean the charger, its charging cable, or the vehicle's charging port.

! CAUTION: To reduce the risk of electrical shock or equipment damage, do not allow liquid to enter the charger while cleaning it.

8.2 Warranty and Maintenance

- 1.The warranty period for this charger is 2 years and covers parts only.
- 2.During the warranty period, if any malfunction is caused by regular use in accordance with the user manual and service instructions, the parts shall be repaired free of charge. Except for the following situations, the charger shall be subject to the above warranty terms:
 - Unable to provide valid proof of purchase.
 - Product that is out of warranty.
- 3.Those who damage the product due to not following the product service instruction for use, maintenance and storage.
- 4.Damage or contamination caused by the entry of foreign objects.

- 5.Unauthorized repair, disassembly or modification.
- 6.Damage caused by force majeure (such as lightning, excessive voltage, earthquake, fire, flood, etc.)
- 7.Malfunction and damage caused by other unavoidable external factors. Malfunction and damage caused by improper use of equipment, such as water or other solutions entering into the equipment.
- 8.Malfunction and damage caused by the grid power supply and voltage which is not specified for use with the charger equipment.

9. Service

Need more assistance? Contact Customer Service.

+86-592-6092028

info@realsee.net

<https://www.realseecharger.com>