

## CONTENT

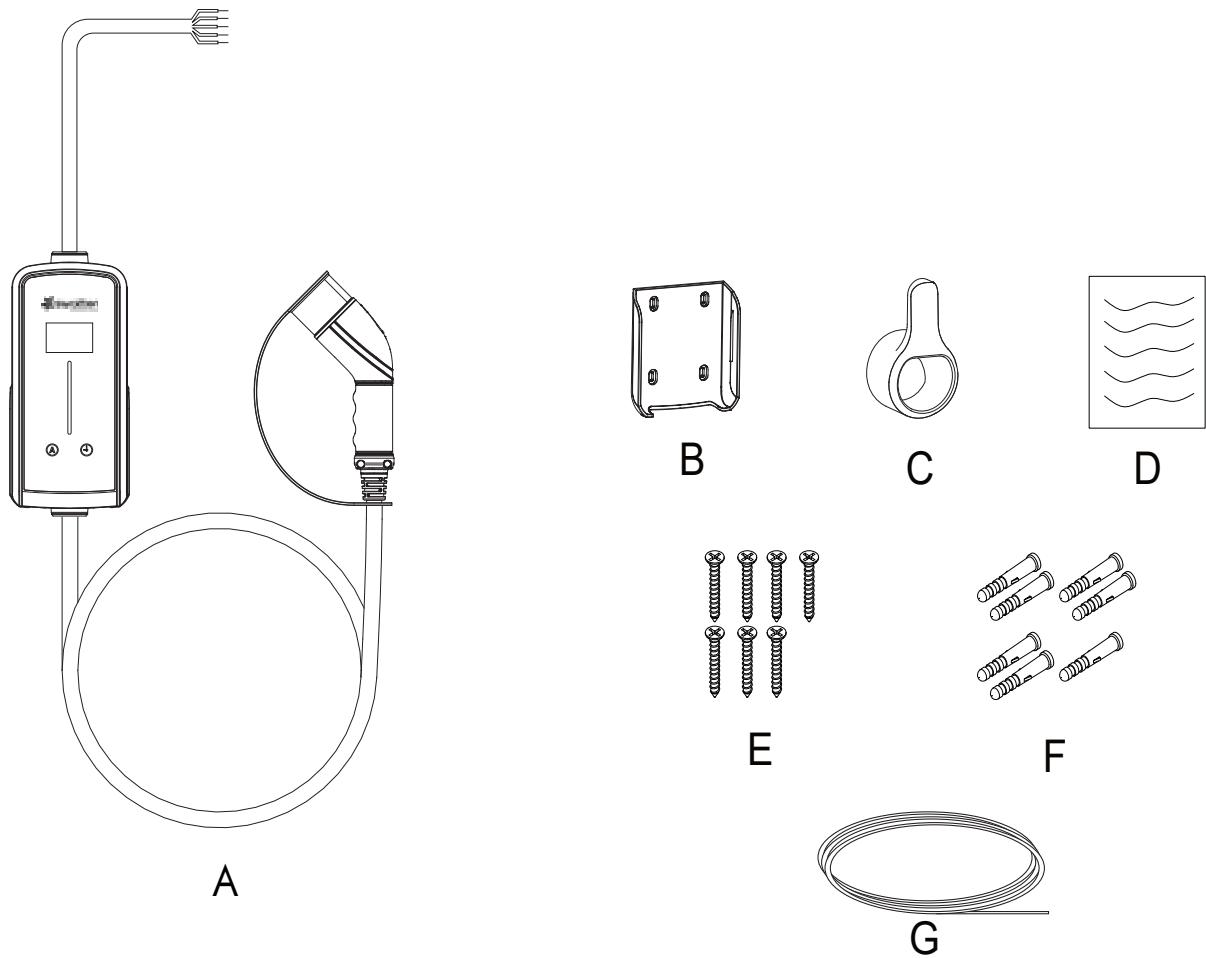
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- ⚠ Warning: Read this entire document and follow all warnings and instructions before installing and using the EV Charger. Install and use this product only within the specified operating parameters as instructed in the manual. Failure to comply can lead to property damage, injury, or death, and will void the Limited Warranty.
- ⚠ Warning: Do not use the EV Charger if any component appears to be broken, cracked, frayed, or show any indication of damage or defect. Please contact the Customer Support immediately.
- ⚠ Warning: The EV Charger is not user-serviceable, do not attempt to open, disassemble, repair, service, or modify the product. Please contact Customer Support if assistance is needed.
- ⚠ Warning: Always plug the EV Charger directly into the outlet with the supplied power adapter. Do not use extension cords, multi-outlet adapter, multi-plug, conversion plug or power strip to plug in the product.
- ⚠ Warning: Do not use private power generators as a power source for the EV Charger to charge vehicles.
- ⚠ Warning: Never disconnect the EV Charger's power adapter from the power outlet while the vehicle is still charging. Always stop the charging process, disconnect the charging handle from the vehicle, then disconnect the power adapter from the outlet.
- ⚠ Warning: Always inspect the outlet before plugging the EV Charger in and ensure all prongs of the power adapter are fully inserted into the outlet. The power adapter may overheat and cause damage or injury if it is not inserted properly. Do not plug the product into an outlet that appears damaged, loose, or worn.
- ⚠ Warning: Always connect the EV Charger into a power outlet that is properly grounded.
- ⚠ Warning: Do not expose the EV Charger to any flammable, explosive, or combustible materials/vapors.
- ⚠ Warning: Do not install or use the EV Charger near flammable, explosive, or combustible materials/vapors, or if exposed to severe rain, snow, thunderstorm, or any other inclement weather.
- ⚠ Warning: If possible, avoid installing the EV Charger in direct sunlight.
- ⚠ Warning: Handle all components of the EV Charger with care. Do not drop, drag, batter, twist, tangle, step on or exert strong force/impact on the EV Charger.
- ⚠ Warning: Do not allow moisture, water, or debris to enter the openings of the EV Charger, especially the outlet, connector or charging handle port.
- ⚠ Warning: Do not plug the EV Charger into an outlet if it is submerged in water or covered in snow. If the product is already plugged in, turn off the breaker before unplugging the power adapter.
- ⚠ Warning: Do not touch the connectors of the EV Charger power adapter or control box with your fingers or other objects, including wire, tools, or needles. Do not fold any component of the product by force or damage it with sharp objects. Do not insert foreign objects into the product.
- ⚠ Warning: Install and mount the EV Charger in a position so it does not hang from the power outlet. The power outlet and adapter are not designed to support the weight of the EV Charger.
- ⚠ Warning: Hang the EV Charger's charging cable on the supplied hook in a location that prevents obstruction of pedestrians, pets, vehicles, or other objects. Position it in such a way to prevent damaging or stressing the components. Do not subject the charging cable to excessive forces or impact, such as closing a garage door or driving over it.
- ⚠ Warning: Operation of the EV Charger may affect the functionality of medical or implantable electronic devices, such as implantable cardiac pacemakers or implantable cardioverter defibrillators. Prior to using the product, consult with the electronic device manufacturer regarding potential effects that charging may have on such electronic devices.
- ⚠ Warning: Take care in cleaning the EV Charger. It is recommended to unplug the EV Charger from the outlet first prior to cleaning. Use a soft cloth slightly dampened with water or mild detergent to clean the surface of the EV Charger.
- ⚠ Warning: The EV Charger has a built-in automatic RCD reset function.
- ⚠ Warning: Do not use the EV Charger if the ambient temperature is outside of its operating temperature range of -22°F to 122°F (-30°C to 50°C).
- ⚠ Warning: Store the EV Charger at a clean dry location with ambient temperature between -40°F and 185°F (-40°C and 85°C).
- ⚠ Warning: The product features overheating protection with temperature control unit in the control box.
- ⚠ Warning: The EV Charger is compatible with the IEC62196 specifications and can be used to charge battery electric and plug-in hybrid vehicles with IEC62196 charging ports.
- ⚠ Warning: Do not allow children to install or use the EV Charger. Children should be supervised when they are in the vicinity of the product during its operation.

## BOX CONTENTS



Check the box to make sure you have all the components listed below (Picture 1).  
If any parts are missing, please contact Customer Service Department.



Picture 1.

### Inside the boxes you'll find:

A. Charger station/control box\* 1

B. Wall-mount bracket\* 1

C.Charging handle holster and cable holder\* 1 D.User manual\* 1

E.M4\*30 countersunk head tapping screws\*7  
(for "E" and "F")

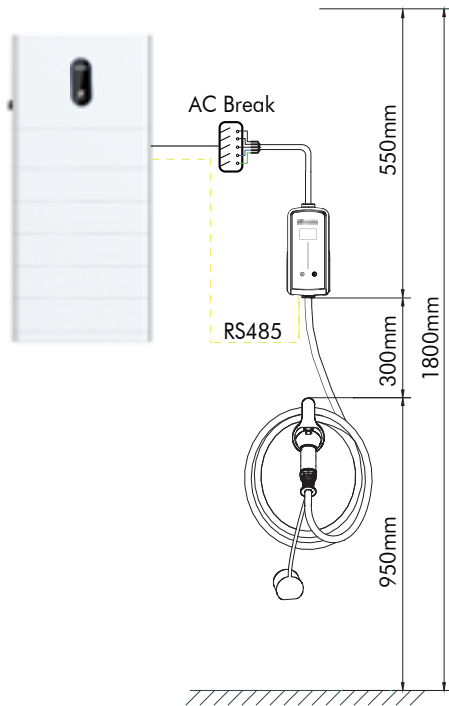
F.M6\*30 plastic expansion wall plugs screw\*7 anchor (for "E" and "F")

G.10M RS485 communication cable\*1(only for all-in-one machine)

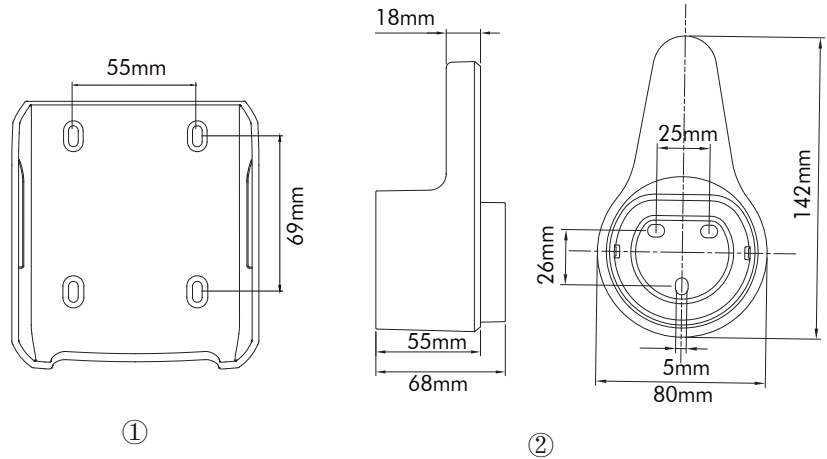
## INSTALLATION GUIDE

For the recommended installation height of the EV Charger, please refer to Picture 2.

Locate the outlet you wish to wall-mount your EV Charger on. The wall-mount bracket should be installed based on the measurements (in millimeters) shown below (Picture 3).



Picture 2.



Picture 3.

- ①. Wall-mount bracket (**item B**) screw position
- ②. Charging handle holster and cable holder (**item C**) screw position

### STEP 1

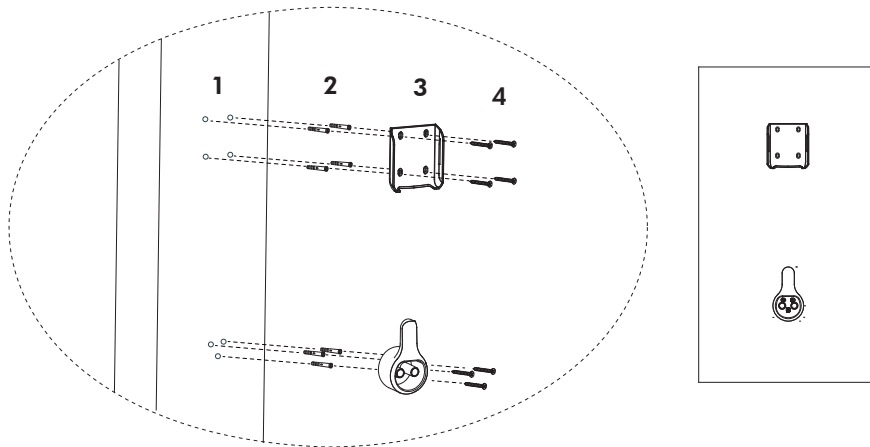
Based on the measurements in Picture 3, drill two pilot holes for the wall-mount bracket and two pilot holes for the cable hook.

Place the M6\*30 plastic expansion wall plugs screw anchors (**item F**) over each hole and firmly tap it in until it's flush with the wall. If you do not require wall anchors, please skip this step and proceed directly to Step 2.

### STEP 2

Line up the wall-mount bracket (**item B**) and screw in the two M4\*30 countersunk head tapping screws (**item E**).

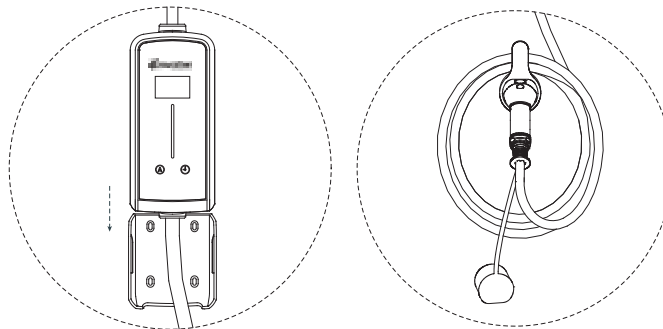
Line up the charging handle holster and cable holder (**item B**) and screw in the remaining two M4\*30 countersunk head tapping screws (**item E**). (See Picture 4)



Picture 4.

### STEP 3

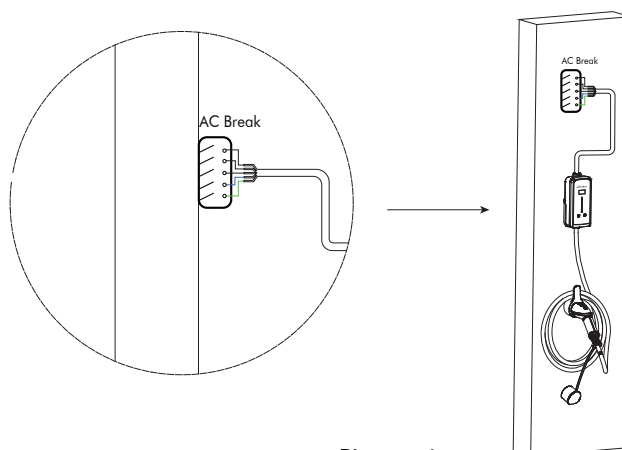
Install the EV Charger (**item A**) on the wall-mount bracket (**item B**), and wrap the cable to your desired length on the charging handle holster and cable holder (**item C**). (See Picture 6)



Picture 5.

### STEP 4

Plug the adapter into the wall outlet and wait for the EV Charger (**item A**) to power on.



Picture 6.

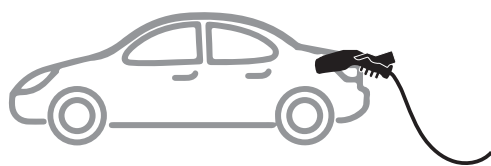
# CHARGING YOUR VEHICLE

## STEP 1

Plug the adapter into the wall outlet and wait for the EV Charger (**item A**) to power on.

## STEP 3

Insert charging handle into the vehicle. Wait for the delayed charging time to end, and EV Charger start will charging automatically.



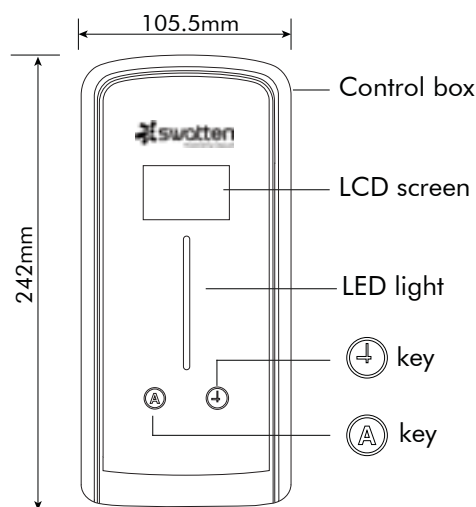
Warning

We DO NOT recommend using a third-party adapter. Our's 2-year product warranty does not cover any damage caused by improper use or external electric faults.

If you have been notified of the above warning notification but still proceed with a third-party adapter, make sure that the charging handle is pulled out before you conduct Step 1. Before moving to Step 3, please also make sure to set the charging amperage lower than the maximum rated power of the third-party adapter. Refer to page 6 and page 9 for more information.

# OPERATION AND CONTROL

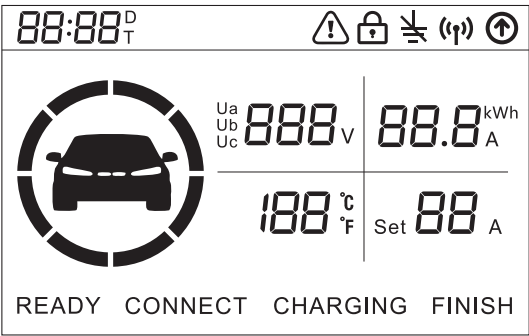
## 1. Control panel



LED light status description

LED light status	Description
Blue light one by one	Ready
Blue light flashing	The charging handle is not plugged in during the scheduled session.
Blue light Breathing	The charging handle is plugged in during the scheduled session.
Blue light flowing	Charging
Blue light constant	Charging is completed
Red light constant	Alarm state

2. LCD Screen.

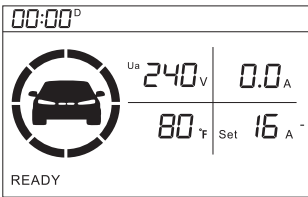


Icons	Functions
$88:88^D$	Time Delay
$88:88_T$	Charging time
	Alarm
	Screen locked
	Ungrounded
	App connected
	Upgrading

Icons	Functions
$U_a, U_b, U_c$ $888^V$	ABC three-phase voltage will be displayed alternately when connected to three-phase power
$888^V$	Appears together with the alarm icon, E01~E20 description see page 8
$88.8^{kWh}_A$	Charged Capacity
$88.8^A$	Charging current
$188^{°C}_F$	Control box temperature
Set $88^A$	Set current



Status	Description
READY	Ready Status.
CONNECT	The charging handle is connected to the vehicle.
CHARGING	Charging status.
FINISH	Charging complete.

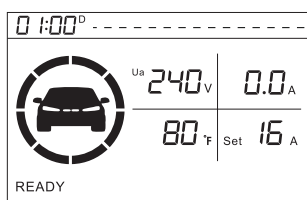
**3. Charging current setting.** When the EV Charger enters into the "READY", you can press the button to select a charging current. Once the charging current is selected, press and hold the button for 3 seconds to confirm the option. If you have selected 16A, the EV charger will start to charge your car at 16 Amps when the charging handle is inserted into the vehicle.






You will see flashing here when you press the button to choose a charging current.



**4. Charging delay setting.** Press the  button to schedule the charging start time (each time you press the button, the charging time will be postponed by one hour). Once you have selected the start time that you want, press and hold the  button for 3 seconds to confirm the setting.



You will see flashing here when you press the  button to choose the charging delay time.

**7. Force-stop charging.** If you want to stop charging during the charging session, you can press and hold the  button for 3 seconds and press and hold the  button again for 3 seconds to confirm. When the charging stops, the LCD display will show "FINISH".

## FAULT CODE AND TROUBLESHOOTING

Code	Fault name	Action
E01	CP Signal Error	Please contact the Customer Service Department.
E02	Overvoltage	Unplug the adapter from the outlet, and then plug it back in. If the problem persists, please contact the Customer Service Department.
E03	Undervoltage	Unplug the adapter from the outlet, and then plug it back in. If the problem persists, please contact the Customer Service Department.
E04	Overcurrent	Unplug the charging handle from the vehicle, and then plug it back in. If the problem persists, please contact the Customer Service Department.
E05	Leakage	Unplug the charging handle from the vehicle, and then plug it back in. If the problem persists, please contact the Customer Service Department.
E07	Ungrounded	Use a grounded outlet.
E08	Adapter Overheating	Please check if the adapter is properly plugged in the power outlet. Replace it with a new power outlet if it is worn out. If the problem persists, please contact the Customer Service Department.
E09	Control Box Overheating	Wait for the device to cool down and it will automatically resume charging. If the problem persists, please contact the Customer Service Department.
E10	MCU Overheating	Wait for the device to cool down and it will automatically resume charging. If the problem persists, please contact the Customer Service Department.
E11	Relay Failure	Unplug the adapter from the outlet, and then plug it back in. If the problem persists, please contact the Customer Service Department.
E13	Output power limit	Wait for the device to cool down and it will automatically resume charging. If the problem persists, please contact the Customer Service Department.
E14	Relay Self-check Failure	Unplug the adapter from the outlet, and then plug it back in. If the problem persists, please contact the Customer Service Department.
E15	Leakage Self-Check Failure	Unplug the adapter from the outlet, and then plug it back in. If the problem persists, please contact the Customer Service Department.
E16	Grounding Self-Check Failure	Use a grounded outlet.
E17	Lack of phase B	Check phase B of the power.
E18	Lack of phase C	Check phase C of the power.
E19	L and N reversed	Swap the L and N wiring of the outlet.
E20	Three-phase unbalance	Please check the input power.

## PRODUCT SPECIFICATIONS

Type Designation	SIECS-4KW	SIECS-11KW
Adapter	EUROPE PLUG	TYP165
Input Voltage	230Vac	400Vac
Output Current	16A	16A
Max. Output Power	4kW	11kW
Output Voltage	230V/400Vac	
Input Frequency	50Hz or 60Hz	
Control Box Material	PC+PBT. Flame retardance UL94: 5VA	
Charging Port Type	IEC 62196 (Type2)	
Handle Material	PC+PBT. Copper, silver-plated	
Cable Material	Copper + TPU	
Total Length	20ft (6 meters) with charging handle installed	
Impact Resistance	Able to withstand 3.3ft (1 meter) free fall drop and 4,409 lbs (2,000kg) vehicle crush test without critical damage.	
LED Indicator	Red/blue	
LCD display	1.8 inch LCD screen	
Operating Temperature	-22°F ~ 122°F (-30°C ~ 50°C)	
Working Humidity	5%~95% without condensation	
Working Altitude	<1.24 miles (2,000 meters)	
Control Box Enclosure Type	IP66	
Operating Environment	Indoor/outdoor	
Cooling Method	Natural cooling	
Multiple Protection	Over-voltage protection, Under-voltage protection, Overheating protection, Over-current protection, Leakage protection, Grounding protection, Lightning protection, Fire and flame protection, Waterproof, Dust proof, Antistatic protection	
Safety Standard	CE, RoHS	
Control Box Dimensions	9.53 x 4.15 x 2.66 inch (242 x 105.5 x 67.5mm)	
Charging Handle / Connector Life Cycle	10,000 insertion/removal events (no load)	
Dynamic Load Balancing	Optional	
Communication	RS485	

## LIMITED WARRANTY INFORMATION

### Limited Warranty for the EV Charger

- a. Our company offers a limited warranty for a period of 2 years to the original purchaser at retail of the EV Charger. This limited warranty is not transferrable and is only available in the Europe. Our company warrants this product will conform to our published specifications in effect as of the date of shipment and be free from material defects in material and workmanship.
- b. We warrant that we shall perform all services using personnel of required skill, experience and qualifications and in a professional and workmanlike manner in accordance with generally recognized industry standards for similar services.
- c. Except for the warranty provided in section (a), we make no warranty or condition whatsoever with respect to the EV Charger, including, any warranty or condition of merchantability, fitness for a particular purpose or title; whether express or implied by law, course of dealing, course of performance, usage of trade or otherwise.
- d. This limited warranty does not cover any defects or damage caused by normal wear, misuse, improper installation, external electric faults, improper service or maintenance, abuse, negligence or accident, including but not limited to:
  - Failure to follow the instructions and warnings outlined in the user manual supplied with the EV Charger.
  - Cosmetic damage such as scratches, chips, dents and cracks.
  - Abuse, vandalism, damage or other defects caused by accidents, misuse or negligence.
  - Disassembly or modification or repair of the EV Charger by an unauthorized party.
  - Damage, alteration, removal, or anything that renders the EV Charger's serial numbers to be illegible.
  - Damage to the EV Charger caused by hardware or software not supplied by our company.
  - Damage from extreme power surge, electromagnetic field or any acts of nature.
  - Any other causes beyond the control of our company.
- e. This limited warranty is void if the product is used after you give us such notice of defect; misused; subject to careless handling; is modified in any way; or has suffered physical damage or is repaired by anyone other than the factory or its authorized representative; or the defect arises because you failed to follow our oral or written instructions as to the storage, installation, commissioning, use or maintenance of the products.
- f. If the product is found to be defective in material or workmanship during the warranty period, our company will either repair or replace the product at its option, provided that any products are returned to our company at the Purchaser's expense and in accordance with the Warranty Claims Procedure Policy below. At the discretion of our company, the repair parts and/or replacement products may either be new or reconditioned. The repair or replacement EV Charger will be warranted for the remainder of the original warranty period.
- g. Our company makes no warranty other than this limited warranty and expressly excludes any implied warranty including any warranty for incidental or consequential damages, including any liability under any theory of law whether contract, tort or otherwise, even if our company has been informed of the possibility of such damages. All claims related to the EV Charger will not exceed the price you paid for the product. Your statutory rights are not affected.
- h. THIS IS YOUR SOLE AND EXCLUSIVE LIMITED WARRANTY. THE REMEDIES SET FORTH IN THIS WARRANT AND IN THE WARRANTY CLAIMS PROCEDURE POLICY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. NO ONE IS AUTHORIZED TO ALTER, MODIFY, AMEND, OR EXTEND THIS WARRANTY OR MAKE ANY OTHER WARRANTY ON BEHALF OF OUR COMPANY. NO WARRANTIES APPLY AFTER THE WARRANTY PERIOD HAS EXPIRED. YOUR STATUTORY RIGHTS ARE NOT AFFECTED.

### WARRANTY CLAIMS PROCEDURE POLICY - How to Submit a Warranty Claim

1. If you believe you have a defective EV Charger during the warranty term, contact Customer Service and provide the following written information:
  - A detailed description of the defect or problem you are experiencing with the EV Charger.
  - The model number and serial number of the EV Charger.
  - Proof of original purchase.
  - Your contact information and return shipping address.
  - If warranty repair is deemed necessary, please complete and detach the Warranty Card on page 12 with all required information.
2. Our company representative will troubleshoot the EV Charger and determine if there is a defect with the product and whether it is covered under this warranty.
3. If the defect with your EV Charger is determined by our company to be covered by this warranty within the warranty term, please complete and detach the Warranty Card on page 12 and include the card when returning your EV Charger.
4. You are responsible to package the EV Charger and all its original components either in its original box or packaging that provide the EV Charger an equivalent level of protection as its original packaging and forward the unit together with proof of purchase and Warranty Card to the location which will be provided by our Customer Service. You will assume risk of any loss or damage to the EV Charger during shipment to our company.
5. If our company determines the defective EV Charger is covered under this warranty, we will repair or replace the product and ship it back to you with a shipping carrier of our choice, at no charge to you.
6. If any EV Charger is determined by our to be ineligible for warranty service or falls outside the scope of this warranty, we will offer to repair or replace the product at your expense upon your approval, at our company's prevailing parts and labour rates. Return shipping will also be arranged at your expense upon your approval.

WARRANTY CARD

Customer Information

Full Name: \_\_\_\_\_

Phone/Mobile Number: \_\_\_\_\_

Return Address: \_\_\_\_\_

Email: \_\_\_\_\_

Product Information

Model: \_\_\_\_\_

Purchase Date (YYYY/MM/DD): \_\_\_\_\_

Serial Number: \_\_\_\_\_

To be Completed by Repair Center:

Repair Date	Repair Center Name	FaultDescription & Repair Repair	Completion Date	Repair Center Stamp





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