Public Electric Vehicle Charging Station

CityCharge V2

Manual



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Chapter 1

INTRODUCTION

1.1 Purpose of the Manual

This manual provides information about the installation process of the public charging station CityCharge V2. This document is designed for engineers and electricians who possess a general knowledge of electrical installation.

1.2 Qualified Personnel

The product described in this document may be installed only by personnel qualified for the specific task in accordance with the relevant documentation, in particular, its warning notices and safety instructions. Qualified personnel are those who, based on their training and experience, can identify risks and avoiding potential hazards when working with this product.

1.3 Symbol Usage

Prohibited 

Indicates information about what is strictly Prohibited.

Danger 

Indicates information about safety practices which, if not followed, may result in serious injury or death.

Keep Note 

Indicates helpful information for installation or usage but does not contain personnel or equipment safety related information.

Provide good Grounding 

Indicates information about where good Earthing must be provided.

1.4 High Voltage Warning



Incorrect connections may cause electric shock.



Do not touch live electrical parts.



Improper connection of the equipment grounding conductor may result in electric shock. Consult a qualified electrician or service technician if you are in doubt as to whether the product is properly grounded.



It is recommended that your CityCharge V2 be installed by a licensed electrician. To avoid serious injury or death, installation must be in accordance with the manufacturer's installation instructions and comply with all local codes.

1.5 Important Safety Instructions



Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indication of damage.



Do not use this product if the EV cable is damaged, or there is any other sign of Charging station damage.



Read this manual carefully and make sure you understand the procedures before attempting to install this equipment. The purpose of this manual is to provide you with the information necessary to safely install and troubleshoot this unit. Keep this manual for future reference.

1.6 Additional Safety Information



Do not attempt to disconnect/modify or rewire any components inside the charging station. This will void the warranty and may cause the unit to fail.



This equipment is intended only for charging vehicles that do not require ventilation during charging. Please refer to your vehicle owner's manual for ventilation requirements.

1.7 Repair and Maintenance Clause



CityCharge V2 do not require routine maintenance, however, periodic inspections should be conducted to ensure that all parts remain in good working order and no damage exists. Do not attempt to disassemble, repair, or modify any components of the charging station. If there are any issues or need for repairs, contact EV ChargePlus support team.



Only licensed electricians can install or maintain the charging station. It is forbidden for general users to install or maintain it. Turn off the input power before performing any installation or maintenance of the charging station.



No modifications may be made to the interior of the charging station: Components, wiring, and hardware settings must remain as they are. If such changes are required, always contact EV ChargePlus team.

1.8 Definitions

AC - (Alternating Current): A charge of electricity that regularly changes direction.

kW - (Alternating Current): A charge of electricity that regularly changes direction.

A / mA - The strength of an electric current measured in amperes or milliamperes

kWh - A unit of energy equivalent to the energy transferred in one hour by one thousand watts of power. Electric car batteries are typically measured in kilowatt hours.

EVSE - (Electric Vehicle Supply Equipment): Infrastructure designed to supply power to EVs.

RCM - Residual Current Monitoring and means the monitoring of residual currents in electrical systems.

RCD - A residual current device monitors your wiring installation permanently to detect any leaking current.

Shutter Socket - Socket type which prevents inserting charging cable, while charging station is not activated.

Type A RCD - Type A RCDs detect residual sinusoidal alternating currents. Type A RCDs are suitable for general use and cover most of the applications in practice.

Type B RCD - Type B RCD are intended to be used for loads with three-phase rectifier, such as variable speed drives, PV system, EV charging station and medical equipment.

1.9 Moving, Transporting and Storage instructions

It is recommended to store the charging station indoors and in a non-humid environment, keeping it in its original packaging until it is ready to be installed. Storage temperature should be between –22 °F and +140 °F When moving or lifting the unit, always carry the unit by the enclosure, never attempt to lift, move, or carry the unit alone.

Chapter 2

PREPARATION

2.1 Site Selection

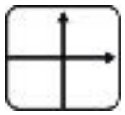
Selecting a site for EVSE installation will likely require consideration of a combination of factors. While every site is unique and every EVSE host has priorities for installation, common physical elements characterize every EVSE site design. Some of the most common design elements to look for:



Power Rating of Charging Station



Proximity to Power Distribution Box



Available Parking Space



Number of Sockets



Difficulty of Installation



Visibility of the Charger



Pedestrian Trip Hazard



Available Network Communications



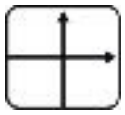
Integration to Charging Platforms



Power Rating of Charging Station - Connecting the charging station to a power source will require the evaluation of existing electrical capacity. Sometimes greater power charging stations are unnecessary for the selected location. Such as workplaces, where people tend to stay the whole workday and bigger power charging stations will not be beneficiating between charging station power and electrical system power, consider two parts: the electrical system at the location of the EVSE installation, and electrical cabinets, panels, and circuitry will need to accommodate the anticipated additional load.



Proximity to Power Distribution Box - Installing the Charging station close to the required power source reduces the need for cutting, trenching, and drilling to add new conduits to reach the EVSE. Additionally, the cost of installation can be reduced if the existing conduit has adequate capacity for EVSE.



Available Parking Space - In addition to standard parking space considerations, make sure to accommodate extra space for the charging station.



Number of Sockets - The most common and financially simple solution is to choose a charging station with two charging sockets. In this way, the ease of installation and saving on labor costs is favored.



Difficulty of Installation - Consider the simplest procedure for installation. Choose a location where the least amount of labor is required for installation. Ensure that access to the power cable and the EVSE interface remains easy.



Visibility of the Charger - The installation site should be chosen considering the visibility of the charger.



Pedestrian Trip Hazard - The charging station and charging cable must not interfere with pedestrians' paths or pose a tripping hazard.



Available Network Communications - Charging stations are much more with internet communication: mobile phone apps, payment solutions, charging reservations - all these functions are available with internet connectivity. When choosing a location for the charging station: make sure there is the possibility to share a network with the charging station. Charging stations usually accept all common communication types: Wi-Fi, LAN or GSM/4G.



Integration to Charging Platforms - Most charging stations have integrated payment solutions. Whether in the private or public sector, the charging station needs to communicate with the backend system to provide a payment gateway. We recommend using the Elios.Cloud platform for full user satisfaction.

2.2 Electrical Requirements



Be sure to follow the electrical installation instructions. Failure to do so may result in damage to the unit or personal injury.



For installation use Dedicated Two Phase 208-240VAC, 50/60 Hz.; Branch Breaker: Double pole; Circuit Conductors: Line 1, Line 2, Earth / Ground



Make sure that the ground resistance is not greater than 10 Ω.



Do NOT install the charging station with grounding wire attached.



Input for the charging station per local electrical safety code requirements:

40A Maximum Output Setting (**Default Factory Setting**): a DEDICATED CIRCUIT rated for 50A; 208-240 VAC, 50-60 Hz, Two Phase must be used.



32A Maximum Output Setting (Optional Setting): a DEDICATED CIRCUIT rated for 40A; 208-240 VAC, 50-60 Hz, Two Phase must be used.

Chapter 3

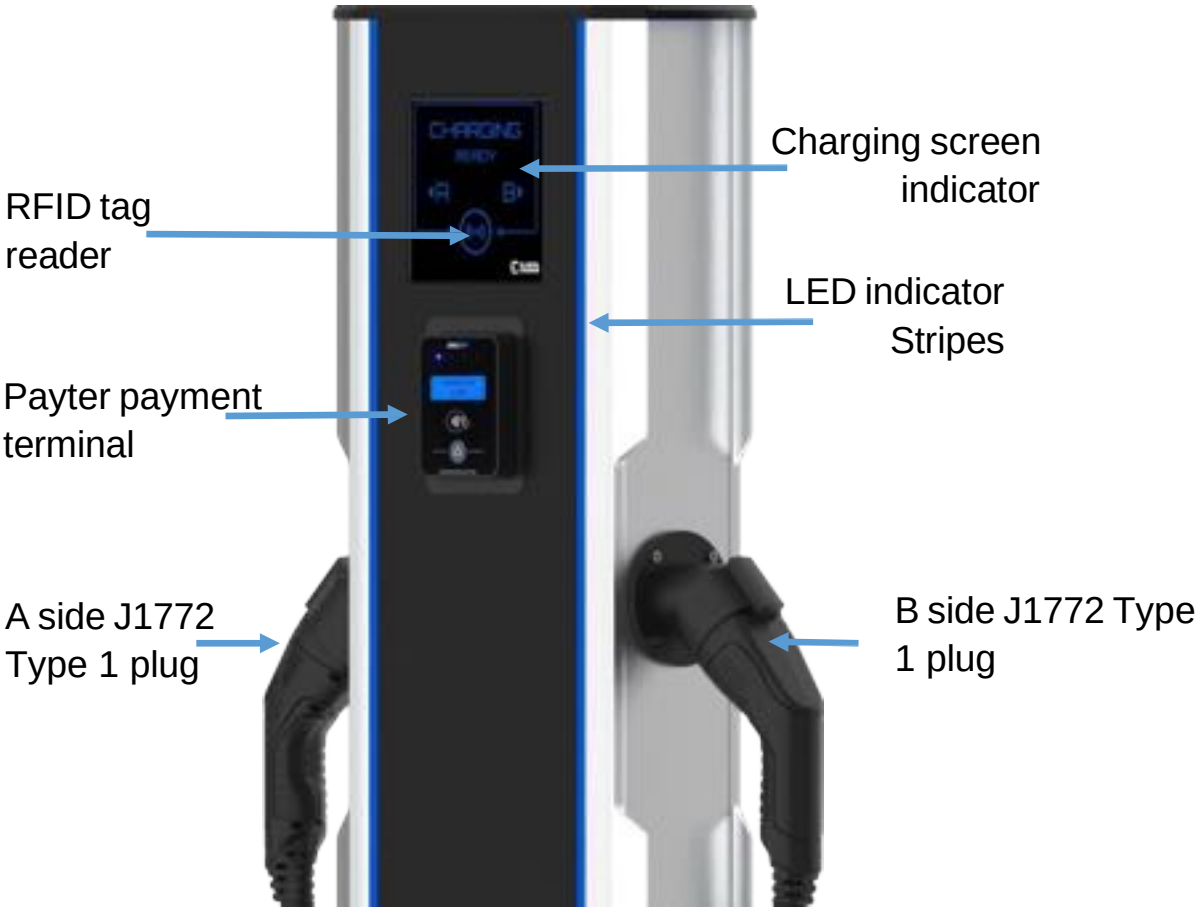
INSTALLATION

3.1 Charging Station Overview

CityCharge V2 is classified as a fast Mode 3 charging station with the ability to provide up to 2x40 Amps of current using two Type 1 charging plugs.

The bright animated LED screen and sidebars are visible even in the direct sunlight.

CityCharge V2 comes with many great features, such as: smart charging, dynamic load management, payment solution, back-end platform, short circuit protection, leakage current protection.



3.2 Charging Station Specifications

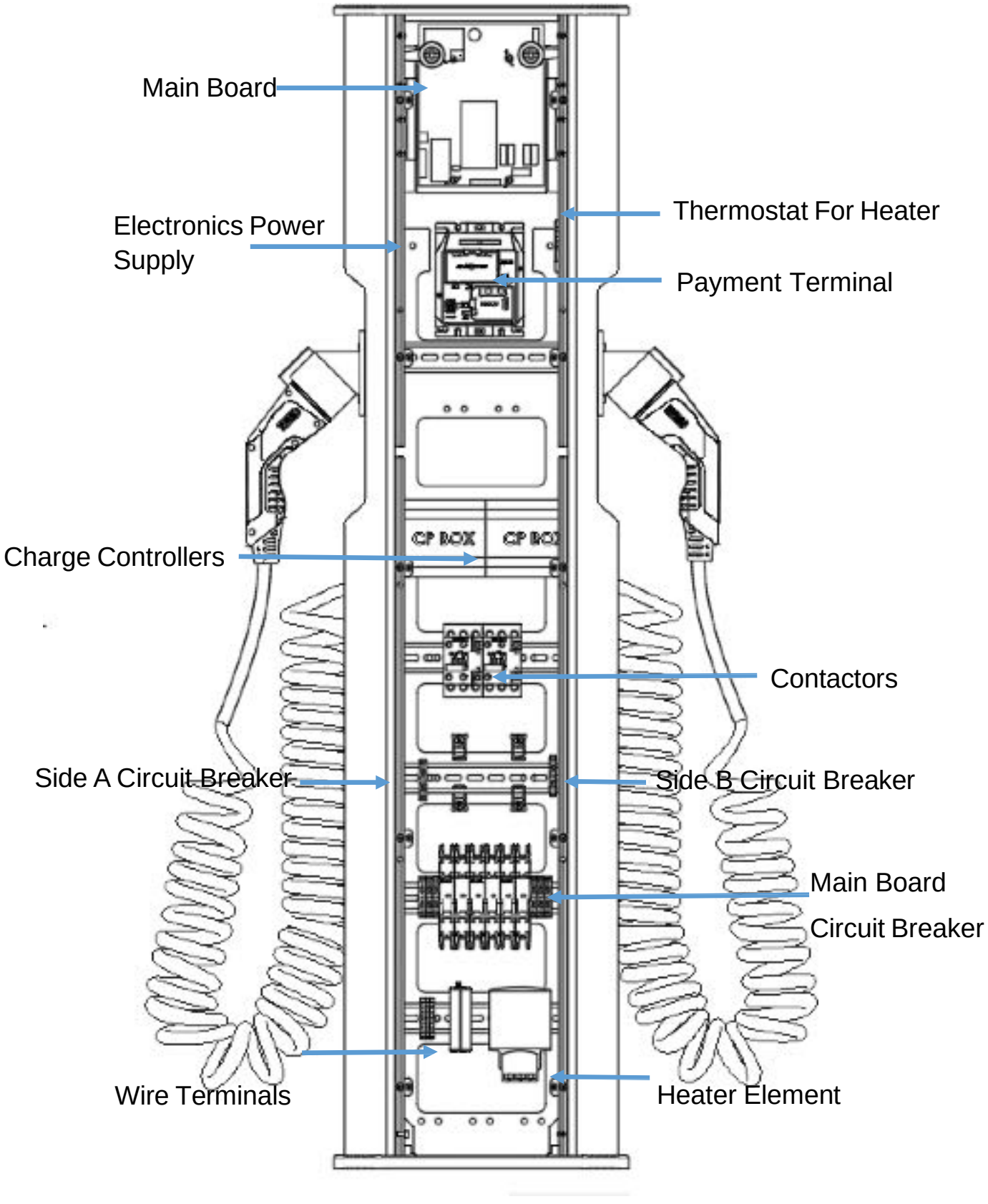
Charging Station CityCharge V2 technical specification:

Weight: **77 Lbs**
Dimensions: **5,9 x 13,7 x 53,9 inches**
Phase Count: **2**
Operating Voltage: **220 V/AC**
Maximum Power: **18,4 kW**
Impact protection rating: **IK10**
IP class: **IP54**
Temperature range: **-22 °F to +122 °F**
LED charging display: **YES**
Smart Energy Meter: **YES, UL approved**
RFID user control: **YES**
Internet communication: **YES**
Communication type: **LTE/LAN/Wi-Fi**
Dynamic Load Management: **Optional***
DC leakage detection: **YES**
RCD trip reset: **YES**
Payment terminal: **Optional***
Back-end management: **YES Elios.Cloud**
Mobile application: **YES**
UV resistant: **YES**
UL certificate: **YES**



* - Extra features, which are not present in standard unit configuration

3.3 Charger Internal Components (Standard)



3.4 Tools and Consumables for Installation

We recommend that you have these tools and consumables ready before you start installing the charging station:

Consumables:

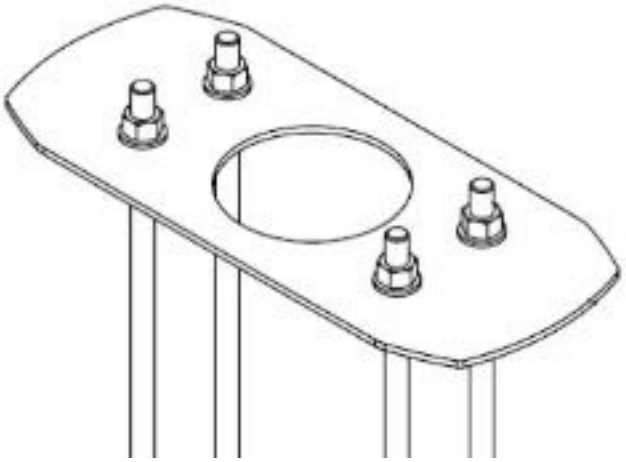
- 7-8 bags of concrete mixture
- Water

Tools needed:

- Shovel
- Concrete mixer
- 18 mm wrench
- Flat-head screwdriver
- Level

3.5 Mounting Pad Preparation

Remove the metal mounting plate from its packaging. Mount it with the threaded rods provided so that the rods protrude about 5 cm from the plate. (See picture below):



3.6 Concreting The Mounting Pad

The mounting plate should be set in concrete with a longer threaded side facing the ground.

The power supply cable must be led out through the hole Mounting Pad in the middle of the base.



The power supply cable must protrude at least 15 inches from the base of the Mounting Pad.

Note: The mounting base should be completely level: check the levelness with a leveler.

Note: The mounting pad should be flush with the ground. If the installation is taking place on brick tiles, then the mounting pad should be flush with the top of the brick tile. See installation examples below:







3.7 Power Supply Cable Introduction

The power supply cable must be run to the bottom of the hole. The cable should be protected by the corrugated PVC pipe. The diameter of the pipe should not exceed 4 inches. Ensure that both the corrugated PVC pipe and the power supply cables are perpendicular to the mounting surface.

3.8 Ethernet Cable Introduction (Optional)

If the charging station is selected with the LAN option, a UTP Ethernet cable with RJ45 connectors must be installed along with the power supply cable. The Ethernet cable should be long enough to reach the main board. Leave at least 6,5 feet of the UTP cable protruding from the mounting plate.



For maximum UTP cable protection, use separate corrugated PVC pipes for UTP cable.

3.9 DLM Data Cable Introduction (Optional)

For the dynamic load management system, use a UTP Ethernet cable for data transmission between the charger and the energy meter located on the main power distribution panel. For secure cable entry into the charger, use a corrugated PVC conduit to protect the UTP cable.

3.10 Charging Station unpacking

The charging station is packed in a cardboard box. Store the charging station in an environment that is not too humid until the day of installation.

After removing the charging station from the packaging, keep the cardboard box for the entire warranty period in case the charging station needs to be sent in for repair.

Standard package includes:

- Charging Station CityCharge V2 - 1 pcs.
- Mounting metal pad - 1 pcs.
- M12 x 400 threaded rods - 4 pcs.
- M12 Nut - 8 pcs.
- RFID tag - 4 pcs.
- Electrical enclosure key

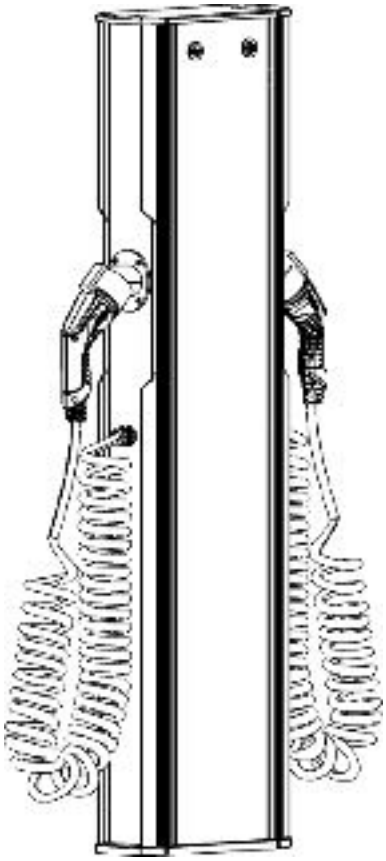
If option Dynamic Load Management for Home selected:

- Smart energy meter - 1 pcs.
- Smart energy meter cables for connection - 1 pcs.

If option Dynamic Load Management for Business selected:

- Smart energy meter - 1 pcs.
- Smart energy meter cables for connection - 1 pcs.
- Current measuring transformers - 3 pcs.

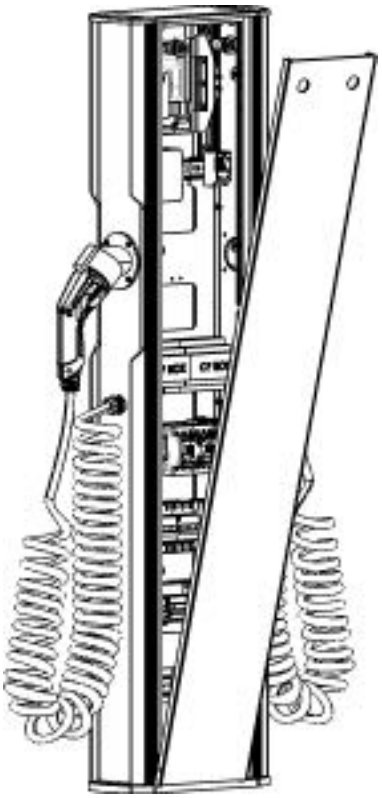
3.11 Charging Station Installation



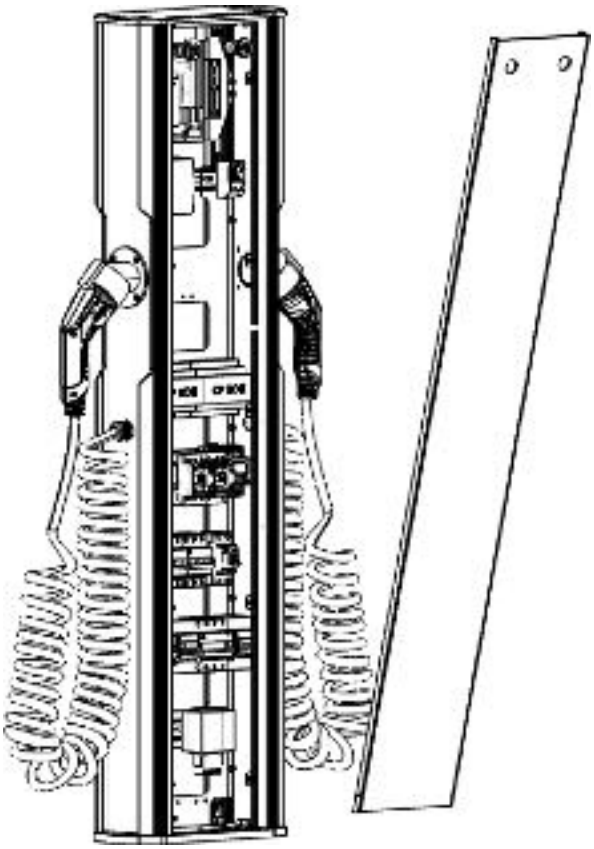
1. Remove the charging station from the packaging and place it vertically on a smooth, flat surface.

2. Open the service doors of the charging station by opening the two locks on the back of the charging station.

3. Use the supplied key to release these two locks. Turn the key clockwise until the key can no longer be turned.

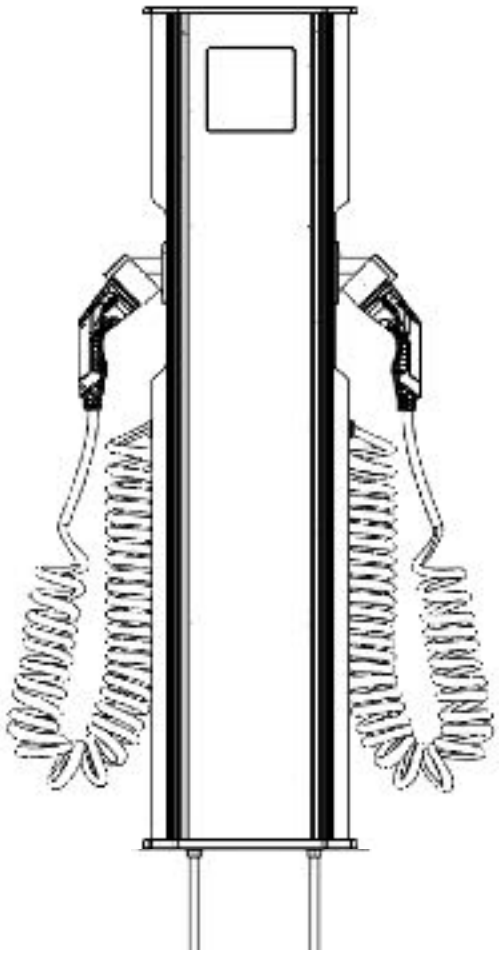


4. After the locks are released, tilt the service doors back by holding them by the top of the doors.



5. Lift the service doors from the charger.

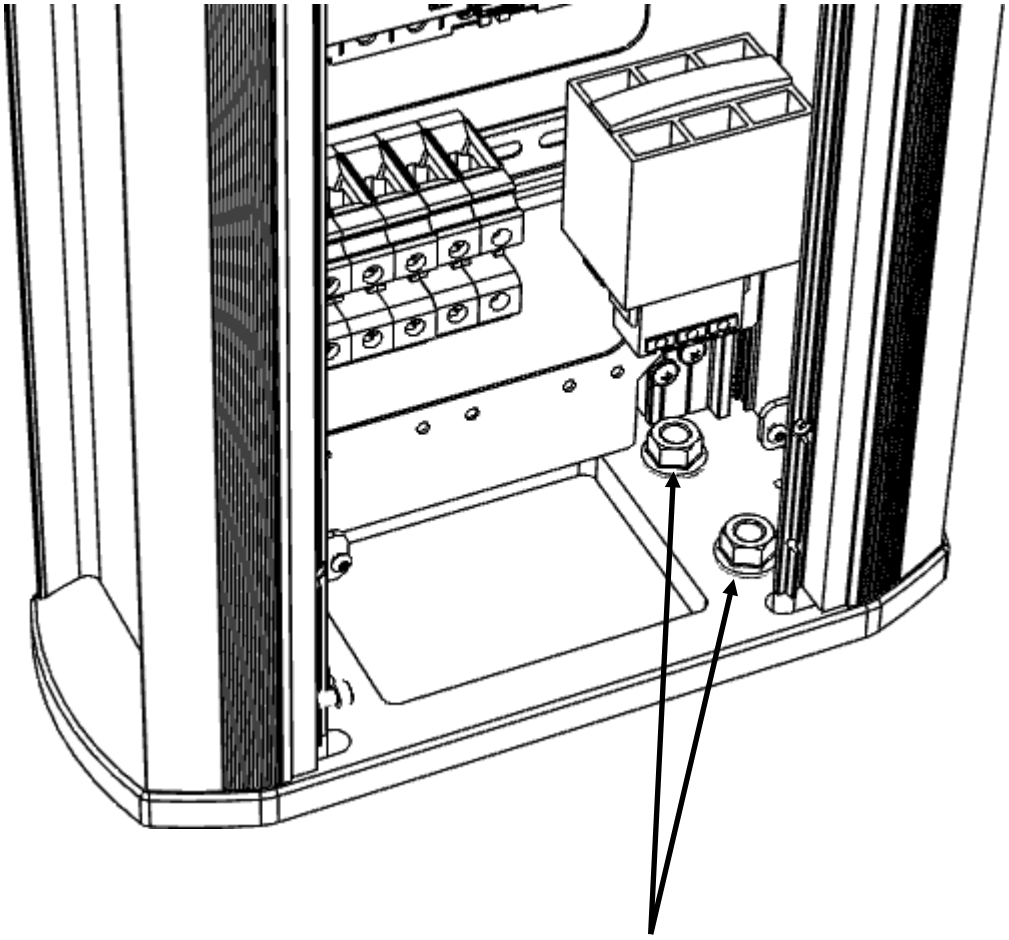
6. Lean the charger service door against the charging station, while the installation is taking place



7. Loosen the nuts from the charging station bracket with an 18 mm wrench.

8. Place the charging station on the mounting plate and secure it with the nuts. Lightly tighten the nuts with an 18 mm wrench.

9. Check that the charging station is level vertically and horizontally.



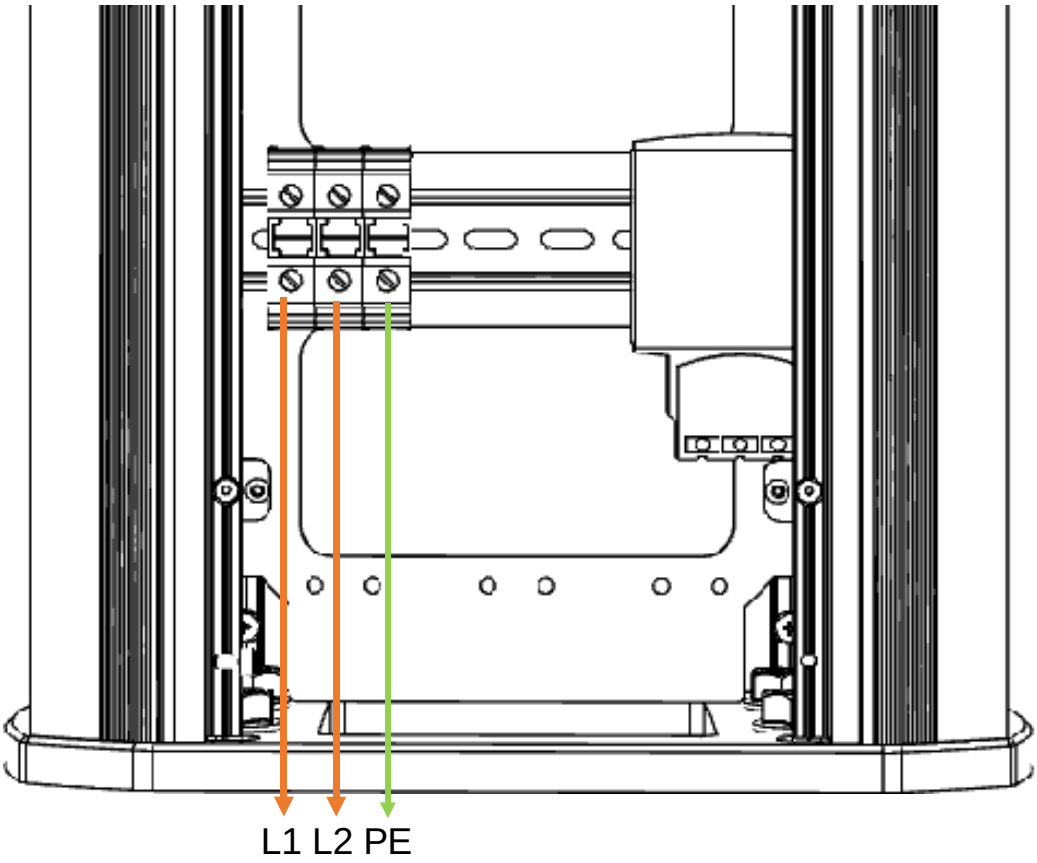
10. Tighten down 4x bolts using an 18 mm wrench. Use the tightening force of 60 Nm.

11. If the charging station appears slightly vertically or horizontally skewed, it is possible to level out the charging station by using stainless steel washers between the charging station and the mounting pad.

Note: When using washers to level out the charging station, make sure you are using stainless steel washers. Otherwise, the washers will rust out eventually - leaving the charging station insecure.

3.12 Power Supply Connection

Danger: Before connecting the power cable, make sure that no current flows through the cable Power Supply.



Connect Power Supply Cable two phases L1; L2; to two separate wire terminals. (Grey color wire terminal)

Connect the Power Supply Cable Earth wire (PE) to the green-yellow wire terminal.

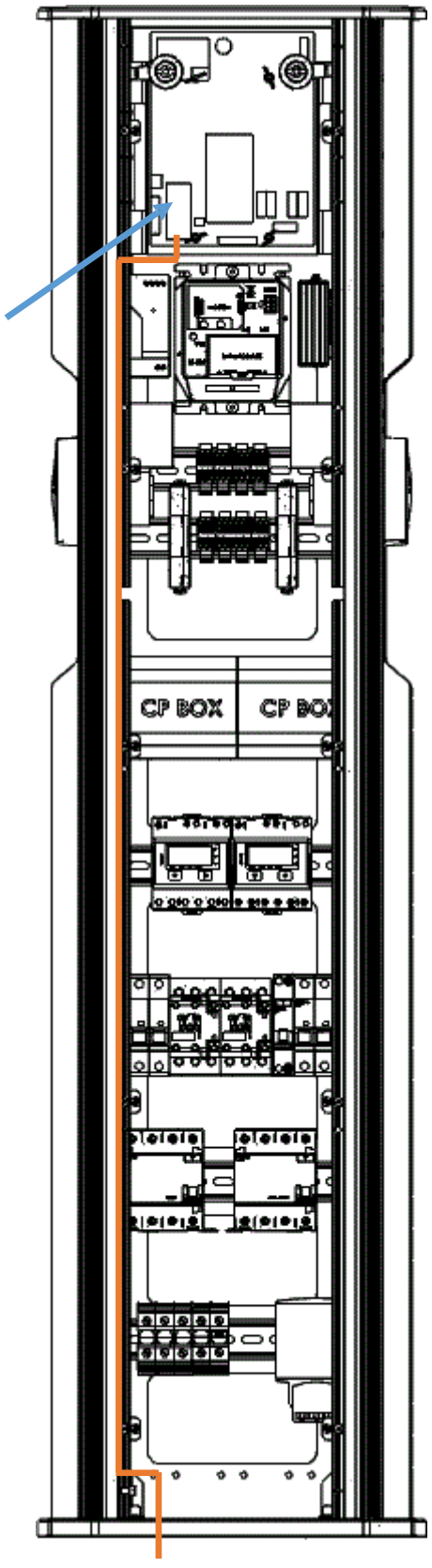
Make sure the service doors are grounded through the separate green-yellow wire.

3.13 LAN Cable Connection (optional)

Danger: Before connecting the LAN cable, make sure that no current flows through the cable Power Supply.

If the CityCharge V2 charging station is equipped with a LAN option, make sure you follow these procedures to route the cable correctly in the charging station.

Connect the LAN cable here RJ45



1. When routing the UTP LAN cable, make sure that the cable does not touch the heating element, which is located on the bottom right side of the charging station. Secure the cable with cable ties. Route the cable near the left side of the charging station as shown in the figure (orange line).

2. Be careful that the cable does not interfere with the operation of circuit breakers, RCD, or station cable locks. Use cable ties to securely fasten.

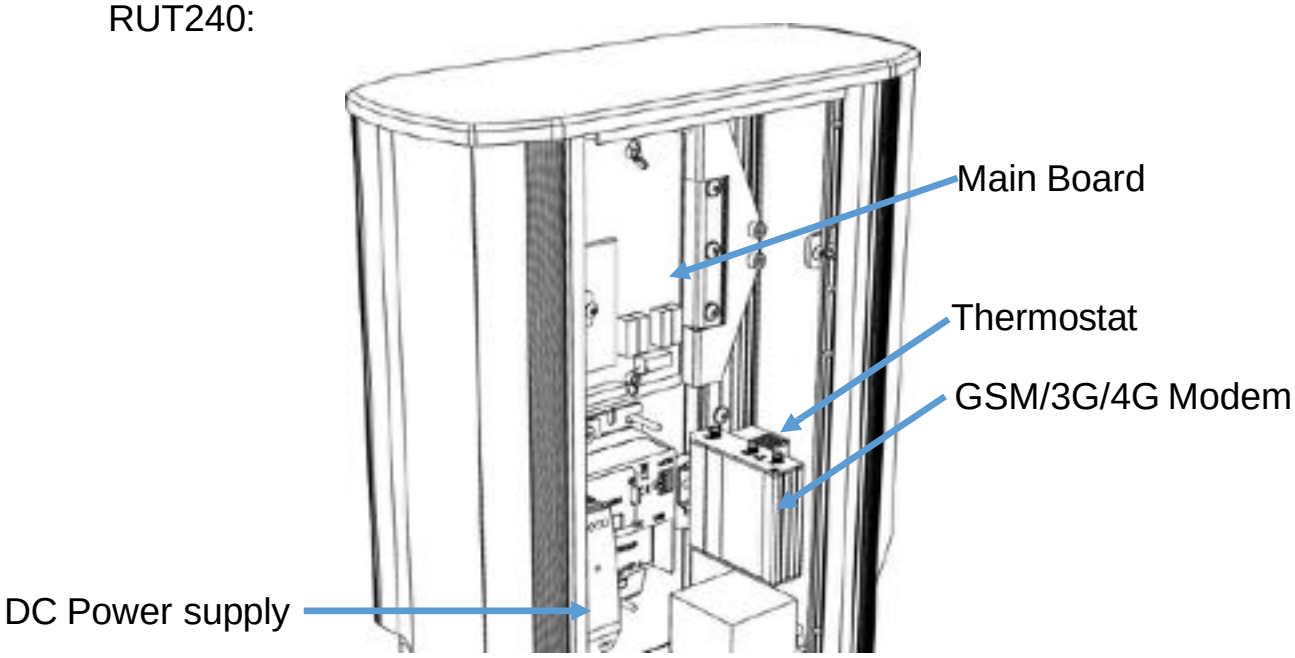
3. Connect the UTP Ethernet cable using RJ45 connector to the connector located on the charger Main-board.

4. Make sure that the device which provides internet to the charging station (router) works in DHCP mode, and the charger will be given access to the internet.

3.14 GSM Modem Settings and Setup (optional)

The CityCharge V2 charging station supports multiple communication types: LAN, Wi-Fi, GSM/3G/4G. The charging station can be in-stalled in a remote place and has a good communication speed via mobile network GSM/3G/4G communication.

If CityCharge V2 with GSM/3G/4G option is selected, the additional equipment will be installed in the charging station: Modem Teltonika RUT240:



The RUT240 modem is a compact industrial 4G (LTE) router equipped with 2x Ethernet ports and Wi-Fi:

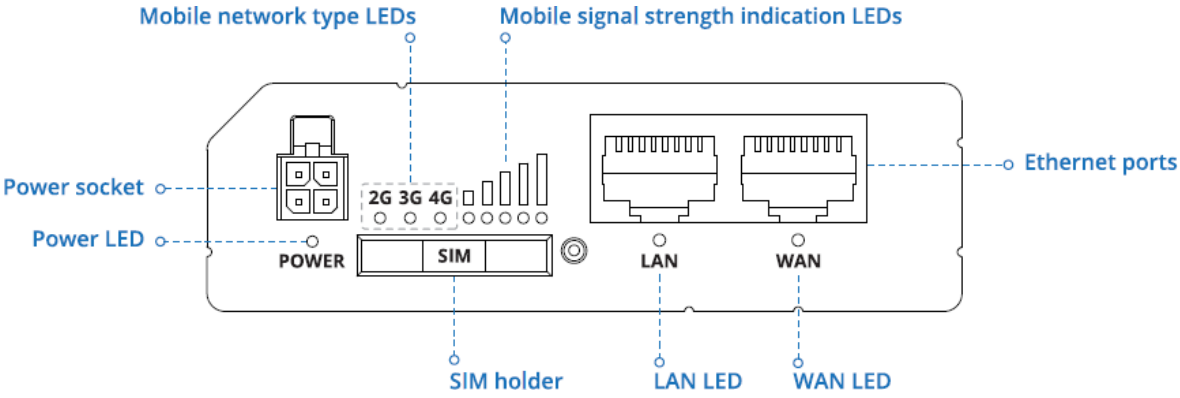


To set up the station for operation with GSM/3G/4G communication, the SIM card must be inserted into the modem:

1. Using sharp object push SIM card tray release button.
2. Take out the SIM card tray.
3. Put the SIM card into the tray.
4. Push SIM card tray into the modem.



Make sure that: The SIM card does not have PIN not set. SIM card should have up to 200 megabytes data allowance per month.

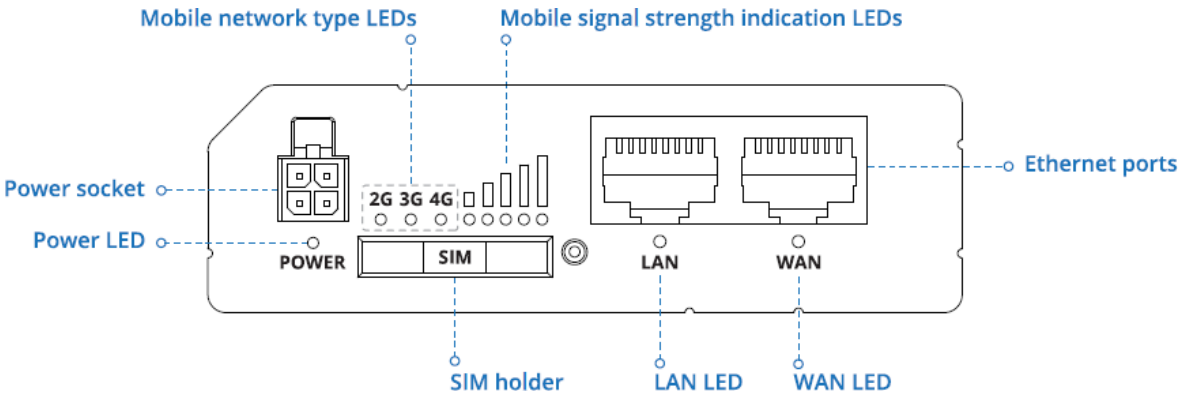


Successful insertion of the SIM card and communication should be confirmed by the LEDs indicating cellular signal strength and cellular type. The modem will flash to indicate which mode it is operating in: 2G/3G or 4G LED.

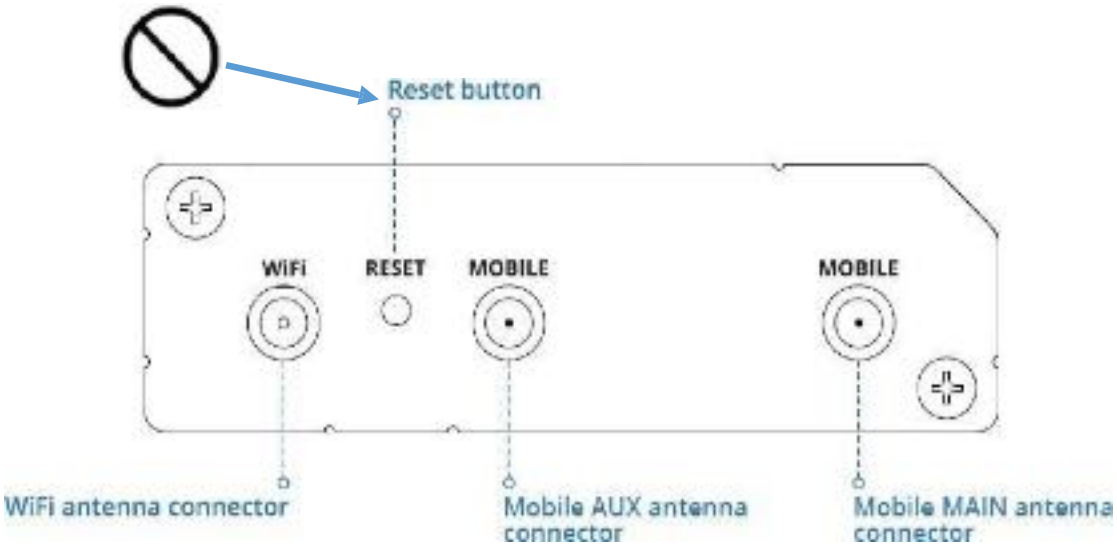
3.15 Alternative LAN Connection

The charging station, which is equipped with a GSM/3G/4G communication modem, can alternatively be connected via an Ethernet/ LAN cable.

Simply plug the Ethernet/ LAN cable into the WAN port on the modem. WAN LED should light up and start flashing, indicating that communication has started.



DO NOT press the "reset button" on the modem. CityCharge V2 is shipped fully configured for use. Pressing the "Reset" button will erase all configuration settings.



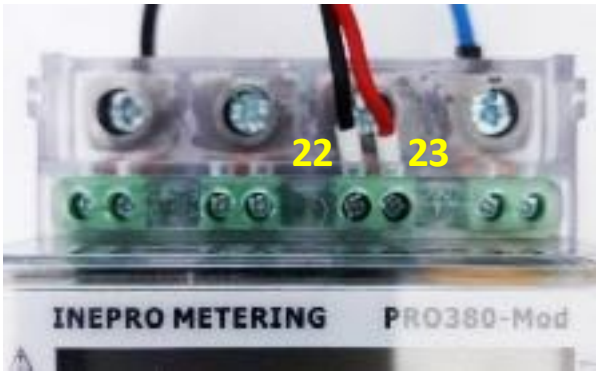
3.16 Dynamic Load Management Wiring (optional)

Danger: Before connecting the Dynamic Load Management UTP cable, make sure that no power is flowing through the Power Supply cable. Turnoff the power to the Charging Station

Dynamic Load Management (DLM) requires additional wiring between the smart energy meter and the charging station. Use the standard UTP Ethernet cable for the dynamic load management system:

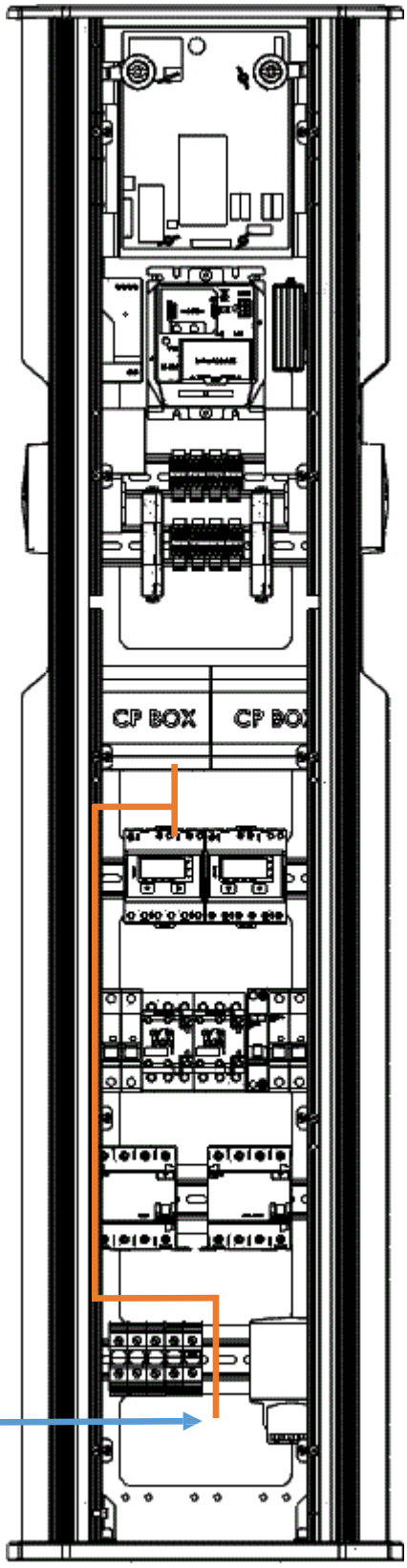
1. Install the given Smart Energy meter in your building power distribution box.

2. Connect Smart Energy meter data line 22 to the charging station Black Wire and data line 23 to Red Wire.



Connect Two data wires to the red and black wire terminals:





Chapter 4

INITIAL STARTUP

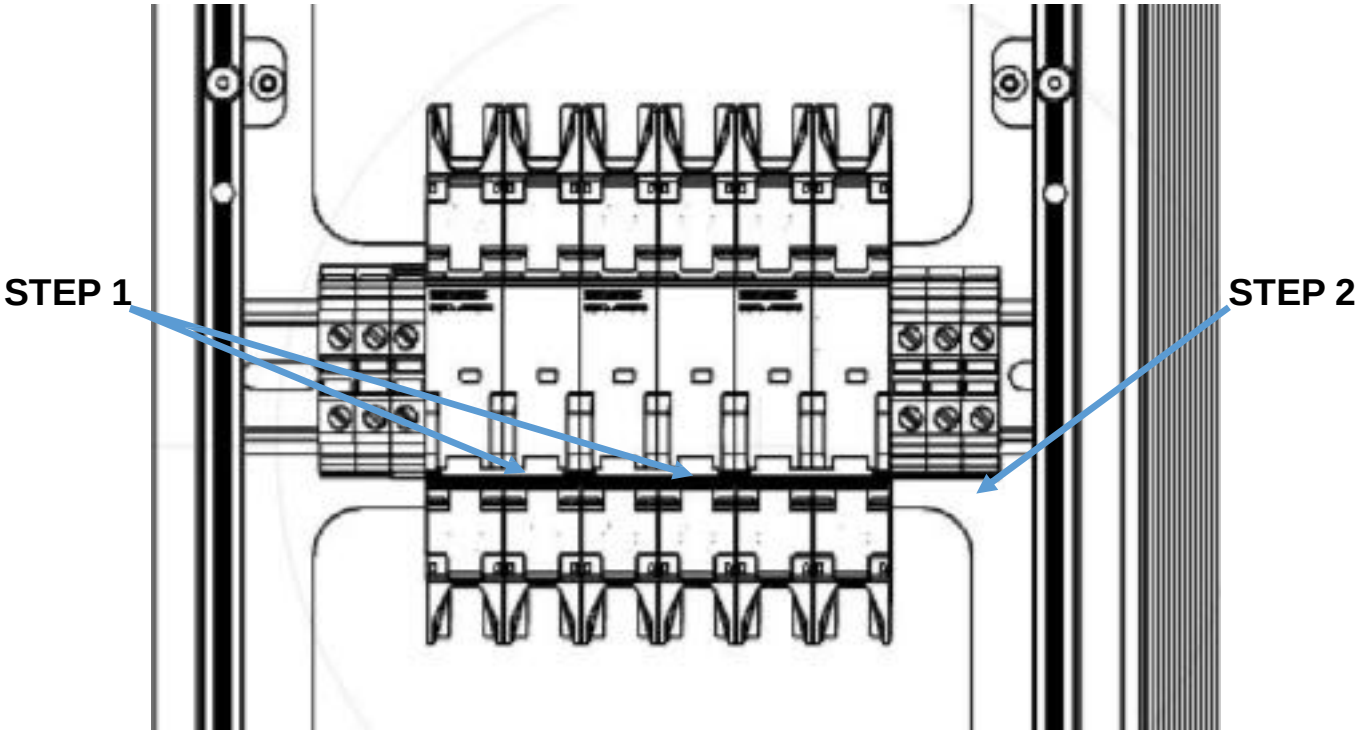
4.1 First Time Start-Up

STEP 1: Turn on both A and B side circuit breakers.

STEP 2: Turn on electronics circuit breaker.

STEP 3: Closer service doors.

STEP 4: Wait at least 5-10 min. for charger to boot-up.



4.2 Charger Boot Sequence

Charging station CityCharge V2 The first start-up can take up to 10 min.

After turning on the charging station, leave it on. Do not turn off the charging station until the charger screen displays the message "Ready". There is a possibility that the charging station is initiating a software update process, which can be disrupted by switching it off immediately.

If the charger has been installed correctly and all necessary circuit breakers have been turned on - then the charger should immediately illuminate the white "Elinta Charge" logo in the lower right corner of the screen. As shown below:



When the charging station decides to download the latest software version, the blue circle will "run in circles" until the download and installation process is complete. Usually, this process takes after a re-boot or power failure. Normally, this step is skipped during the first boot-up.



The blue frame around the screen should be constantly lit. If the frame around the screen is blinking, it means that the charger has lost communication with the server.



After these steps, the charging station should glow a constant color. The charging station screen will display "Ready". At this point, it is possible to use the charging station to charge the EV.



Plug the charging cable into the charging station and the other end into the electric vehicle. Activate the charging station by swiping an RFID tag on the screen. The charging cable will be locked, and charging will begin. The color of the charging station LED stripes will change. Swipe again to end the charging process.



Chapter 5

SETTINGS AND TESTING

5.1 Dynamic Load Management Setup online (optional)

Log in to your administrative elios.cloud website:

1. Go to the Stations tab.
2. Select the station whose power you want to regulate.
3. Go to the Edit tab.
4. At the bottom of the page, configure these settings:



Balance Mode - how charger balances power: If selected: **None** - the charger does not balance between its sockets but maintains the current on fixed value. **Local** - as opposed to **None Mode**, balances the charger's outputs (sockets). **Dynamic Master** - One charger power balance depending on building power consumption. **Local Dynamic Slave** - uses Local Dynamic Master settings (to different charger) multiple chargers can balance depending on building power consumption.

Minimum current (station) - minimum amperage which is allowed to use by the station.

Maximum current (station) - maximum amperage which is allowed to use by the station.

Minimum current (socket) - minimum amperage which is allowed to use by the socket.

Max current (Socket) – maximum amperage provided to the socket.

Max current (Dynamic input) – power input circuit breaker's nominal current.

Max current (Dynamic reserve) – reserve current left for buildings appliances.

Max current (Dynamic capacity) – Total amperage available for the chargers.



In this example, the charging station may use the power that:
Building power (32 A) - **Dynamic reserve** (13 A) = max. 19 A.

But the maximum current at an outlet is 16 A.

The maximum power that the charging station puts out is 16 A.

If the house uses 10 A, then: 32-13-10 = 9 A. The car is charged at 9 A. If the power is less than the minimum power (socket), the charger will not work at all.

5.2 Payment Solution Using the Payter (optional)

CityCharge V2 charging stations can accept payments in two ways:

- Via the evcharging.cloud app using a credit card.
- With the Payter contactless payment terminal.

The CityCharge V2 can be selected with a Payter contactless payment terminal located at the front of the charging station, just below the screen.

Payter Contactless

The Payter payment terminal accepts all contactless payment cards as well as NFC mobile phones.



5.3 Using The Payter Payment Terminal



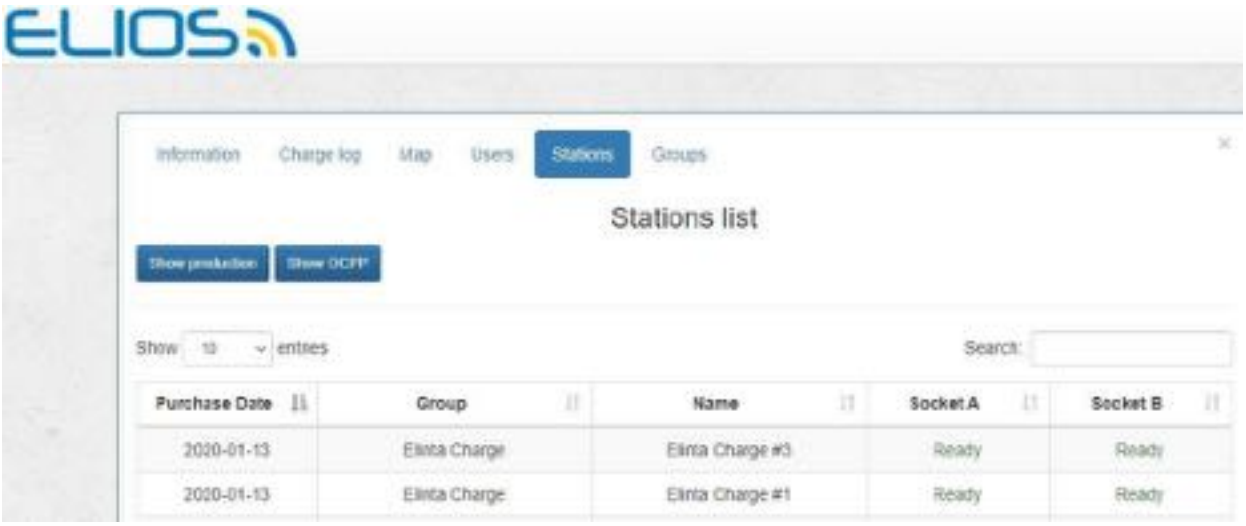
1. LED indicators
2. Status Display Blue Backlight
3. Contactless Symbol
4. Triangle Button

To start charging: connect the EV to the charging station. Take your contactless payment card and place it on the contactless symbol (3). The LED indicator (1) will light up and a beep will be heard. Remove the contactless card from the reader. The charging station locks the charging cable, and the charging process begins. To end the charging process: Place your contactless payment card on the contactless symbol (3) again. The indicator LED (1) lights up and a beep is heard. The charging process is stopped, and the cable is unlocked. The payment card is charged with the amount corresponding to the time the EV was charged.

5.4 Setting Up the Price Rules for Payter

To set up the price for the charging service, you need to set the price parameters:

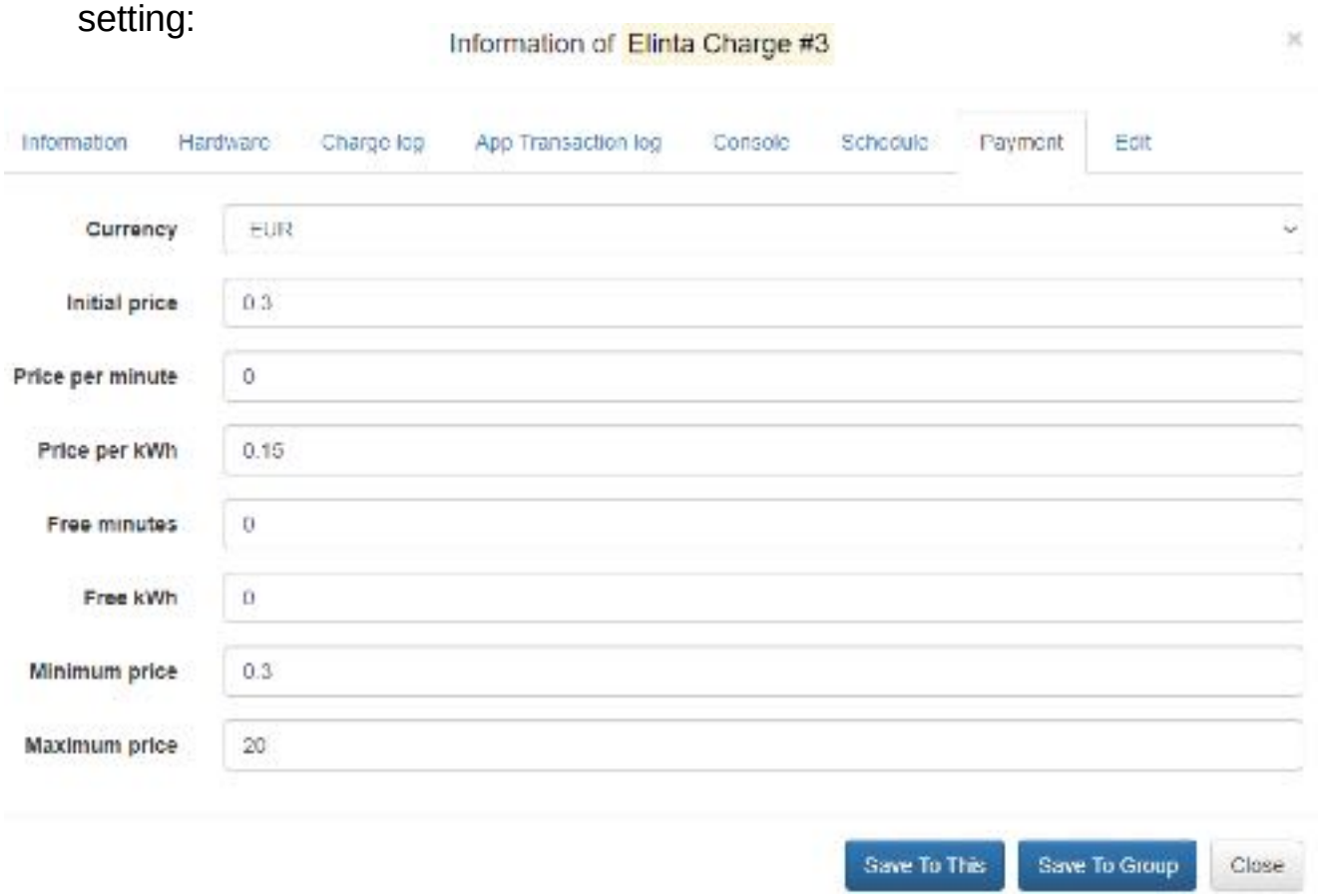
1. Open the web browser and go to: elios.cloud.
2. Log in to the Elios platform with your username and password.
3. Navigate to the "Stations" tab:



4. From the list of the charging stations, select one which will be set up for receiving payments.
5. Navigate to the “Payment” tab:



6. The payment tab will open with all available settings for the price setting:



Currency - The currency in which the client will be charged.

Initial price - The price which the client will be charged just for connecting to the charging station.

Price per minute - The cost of each minute spent charging.

Price per kWh - The cost of each kWh used.

Free minutes - If the price per minute is set, then the free minutes can be set. The client will be charged the standard “price per minute” rate when all the free minutes run out.

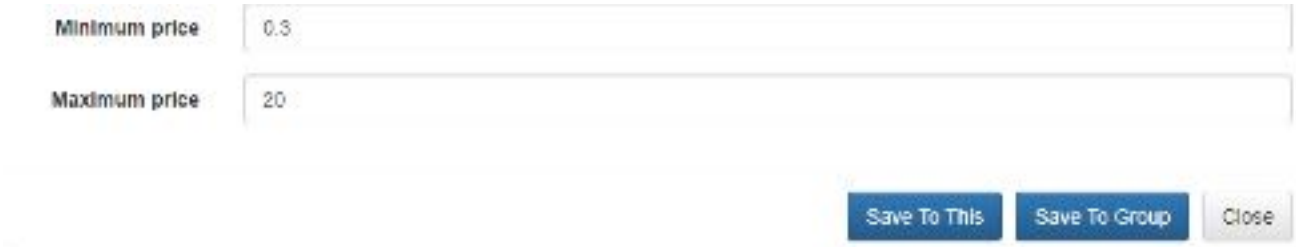
Free kWh - If the price per kWh is set, then the free kWh can be set to charge the client for each kWh additional used.

Minimum price - The absolute minimum price that the client will be charged no matter how much time or kWh was used.

Maximum price - The absolute maximum price that the client will be charged no matter how much time or kWh was used.

Note: Do not set the maximum price too high. There are restrictions on the credit cards on how much money it can be charged when using the RFID/contactless method.

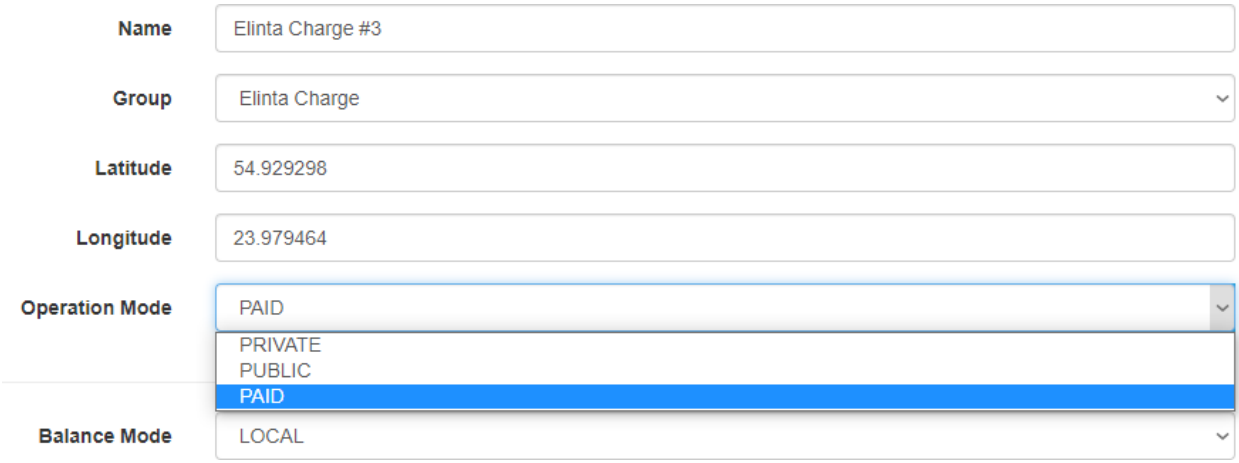
7. Save the changed settings with the "Save to this" button or alternatively, if you want to save the same settings for all chargers in the same group, with the "Save to group" button.



8. Lastly, the charging station needs to be set as "paid" so it can use the settings you made earlier. Navigate to the "Edit" tab.



9. In the “Edit” find the “operational mode” and select “paid”.



10. Click the "Save" button at the bottom of the page to save the settings. Now each user will be charged for using the charging station.

Chapter 6

TROUBLESHOOTING

The table below lists the most common solutions to problems:

Charging station CityCharge V2 Troubleshooting Table			
#	Problem	Possible cause	Troubleshooting
1	Charging station not functioning. Screen shows nothing.	No power to charging station. Or RCD /MCB triggered.	Open charging station service doors. Check that none of the circuit breakers or residual current circuit breakers have tripped. Check upstream power supply. Power may have failed in the upstream control panel.
2	The charger screen is working, but one side of the LED stripes are not lit.	One side of the charger RCD / MCB triggered.	Open the service doors of the charging station. Check that none of the circuit breakers or residual current circuit breakers have tripped.
3	Charging station can be activated, but the charging process does not start.	Cable not plugged in all the way. Car doors open, car not locked, or key in ignition.	Check that the cable is securely connected to the car and the station. Check that car is locked, and key is not in ignition switch.

4	Can't stop charging. The cable is locked.	The charger has lost communication with the server, or the wrong RFID tag used to stop.	Check if the charger screen frame is constantly lit or flashing (slowly). The slow flashing means communication to the server has been lost. If the red dot appears on the screen after trying to stop charging, it means that an incorrect RFID tag is being used.

Charging station CityCharge V2 Troubleshooting Table			
#	Problem	Possible cause	Troubleshooting
5	The charging station keeps losing a connection to the server.	Bad signal/ connection.	Depends on the selected communication. The problem could be a poor signal from Wi-Fi or GSM. Check the signal strength. If the signal on Wi-Fi is too weak, set a Wi-Fi booster.
6	When attempting to start the charge, the station shuts down.	Faulty EV charging cable or electric vehicle.	A faulty EV charging cable or EV outlet may be responsible for triggering RCD. If the charger does not have an automatic RCD reset, RCD should be reset manually.
7	The charging process takes a long time	Reduced charging current	If the charging station power appears reduced compared to previous use, it may be due to reduced power. Check the charger configuration. If possible, try the charging station with a different EV. If the problem persists, contact EV ChargePlus technical support team.

8	The charging station flashes red. EV cannot be charged.	The charging station has an error.	Cheque the charging station's charging log. Try restarting the charging station. If the problem persists, contact EV ChargePlus support team.

Chapter 7

WARRANTY

7.1 Warranty Rules and Conditions

1. EV ChargePlus guarantees the high quality of the CityCharge V2 charging station, and it will repair or replace, free of charge, defects that occur due to the manufacturer's error during the warranty period. All warranty terms apply in accordance with consumer protection laws.
2. Before using the product, read these warranty terms carefully and make sure you comply with them. Keep the invoice or check as proof of purchase during the warranty period of the device.
3. EV ChargePlus provides a 36-month warranty from the date of purchase.
4. Up to 60 months (total) of warranty coverage is available at an additional charge.
5. All non-functioning chargers (or parts) are considered the property of EV ChargePlus and must be returned to EV ChargePlus when replacement chargers (or parts) come in for replacement.
6. The warranty is valid when installed by a certified electrician who has installed the charger in accordance with these installation instructions.

7.2 Warranty Does Not Apply:

1. For installation work: Power cable routing, equipment installation, station installation.
2. If the unit is not installed in accordance with the manufacturer's operating instructions.
3. For parts whose service life depends on the intensity of operation (fuses, seals, and other natural wear parts) unless the manufacturer and/or seller is responsible for the failure of these parts.
4. For glass, plastic/aluminum housing, and signs of natural wear of its parts.

5. For damage caused by unauthorized acts, incidents, vandalism.
6. For damage caused by factors beyond the control of the manufacturer and/ or the seller.
7. For damage caused by natural disasters.

7.3 Not Included into The Warranty:

1. Periodic maintenance.
2. User training on how to use the product.
3. Equipment replacement, modification when equipment is being changed due to changing operating conditions (integration or changing components).
4. Fixing Faults in the power input circuit.

7.4 In Case of Breakdown

1. Turn off the charging station and do not use it.
2. Note the serial number of the station from the sticker. The label is located behind the service doors on the bottom of the station.
3. Contact the EV ChargePlus technical service @ (609) 233-0747 or salesusa@evchargeplus.com.
4. When registering a fault, have the serial number of the charging station, the device name, and a detailed description of the fault ready.

7.5 Final Thoughts

1. If you have any questions about the use or installation of the charging station, please contact the company that installed the unit or EV ChargePlus technical support team.
2. This document does not limit the rights of the consumer to the warranty if the purchased product (device) is of poor quality.