Electric
AVENUE

Watti
PRO

WATTI PRO 48A / 80A EV CHARGER
INSTALLATION & USER GUIDE

Proper Disposal:

Electric Avenue's Watti Pro EV charger is electronic and therefore may not be disposed of as part of unsorted domestic waste. Inquire with local authorities regarding proper disposal. Product materials are recyclable as marked.

Legal:

Any information in this manual may be changed without prior notice and does not represent any obligation on the part of the manufacturer. Any resulting damage due to disregard or actions contrary to the instructions in this manual is excluded from the product warranty. Images in this manual are for illustration purposes only and may differ from the delivered product.

Electric Avenue is Proudly Canadian Owned and Operated

TABLE OF CONTENTS

IMPORTANT SAFETY INFORMATION

WARNING: This manual contains important instructions for installing and using the Watti Pro EV charger. When using electrical products, always follow basic precautions, including the following.

Read and follow all safety warnings and instructions before installing and operating the Watti Pro EV charger.
Install and operate only as instructed. Failure to do so may lead to property damage, injury or death and will void the standard warranty.

Only allow licensed professionals to install, adjust or service the Watti Pro EV charger and adhere to all national and local building codes and standards.
Before installing or servicing the Watti Pro EV charger, consult with a licensed contractor, such as a licensed electrician, and allow a trained installation expert to ensure compliance with local building and electrical codes/standards, climate conditions, safety standards, and all applicable codes and ordinances. Inspect the charging station for proper installation prior to use.

IMPORTANT: Under no circumstances will compliance with the information in this manual relieve the user of their responsibility to comply with all applicable codes or safety standards. This document describes the most commonly used installation scenarios. If situations arise in which it is not possible to perform an installation following the procedures provided in this document, contact Electric Avenue. Ensure you have read and understand the charging instructions found in your vehicle's owner manual before attempting to charge your vehicle.

Electric Avenue is not responsible for any damages that may occur resulting from custom installations that are not described in this document or for any failure to adhere to installation recommendations.

IMPORTANT SAFETY INFORMATION

WARNING:
- DO NOT install or use this product near flammable, explosive, corrosive, or combustible materials, chemicals or vapours.
- DO NOT put fingers into the EV connector.
- DO NOT touch the charging connector terminal with any sharp metallic objects, in order to prevent damage.
- DO NOT use this product if the power cord or EV cable is frayed, has broken insulation, or shows any other indication of damage.
- 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 attempt to remove, open, disassemble, repair, tamper with, or modify the charger.
- DO NOT use this product with an extension cord.
- DO NOT put heavy objects on the charger, forcefully pull the charging cable or insert any foreign objects into the charging connector.

WARNING: This device must be grounded. Failure to ground the charging station can lead to risk of electrocution or fire. The charging station must be connected to a grounded, metal, permanent wiring system. Equivalently, an equipment grounding conductor shall be run with circuit conductors and connected to the equipment grounding terminal or grounding lead on the EV charger.

WARNING: This device should be supervised when used around children.

WARNING: To reduce the risk of fire, connect only to a branch circuit over-current protection device in accordance with the CSA C22.1–15 Canadian Electrical Code, Part 1 (Canada) or ANSI / NFPA 70 National Electrical Code (USA).

WARNING: Disconnect electrical power prior to installing the charging station.

WARNING: Risk of explosion. This device has arcing or sparking parts that should not be exposed to flammable vapors and is not suitable for use in hazardous locations. Do not install or use the charger near flammable, explosive, corrosive, or combustible materials, chemicals, or vapors.

IMPORTANT SAFETY INFORMATION

WARNING: 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.

CAUTION: Use appropriate protection when connecting to the main power distribution cable.

CAUTION: Type B, C or D breakers with the appropriate current rating should be installed in the upstream AC distribution box.

Circuit Breaker Options								
Output Amperage	13A	16A	20A	25A	32A	40A	48A	80A*
Circuit Breaker Options	15A	20A	25A	30A	40A	50A	60A	100A*

only on 80A models

CAUTION: The device shall be mounted at a height between 60 cm (2 ft) and 120 cm (4 ft) from the ground.

CAUTION: Do not operate in conditions outside its operating range. The range of use for the Watti Pro EV charger is a maximum 95% relative humidity and between -30°C to 50°C (-22°F to 122°F).

CAUTION: Avoid moisture or water in the charger. If there is water or moisture in the charger, immediately power off and notify a professional to carry out maintenance before next use.

CAUTION: Other than the charging cable, the Watti Pro EV charger contains no field serviceable parts. Do not attempt to repair or service any other part of the charger. If the charger requires servicing, please contact Electric Avenue support.

CAUTION: Always ensure that the charging cable is positioned so it is not stepped on, tripped over, or subjected to damage or stress.

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.

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 the receiver.
- Connect the equipment to 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: Any 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:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

INDUSTRY CANADA STATEMENT

This device complies with ISED's licence-exempt RSSs. 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.

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

This device is intended only for OEM integrators under the following conditions: (For module device use)
- The antenna must be installed and operated with greater than 20 cm between the antenna and users, and
- The transmitter module may not be co-located with any other transmitter or antenna.

As long as the two conditions above are met, further transmitter test will not be required. However, the OEM integrator is still responsible for testing their end-product for any additional compliance requirements required with this module installed.

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.
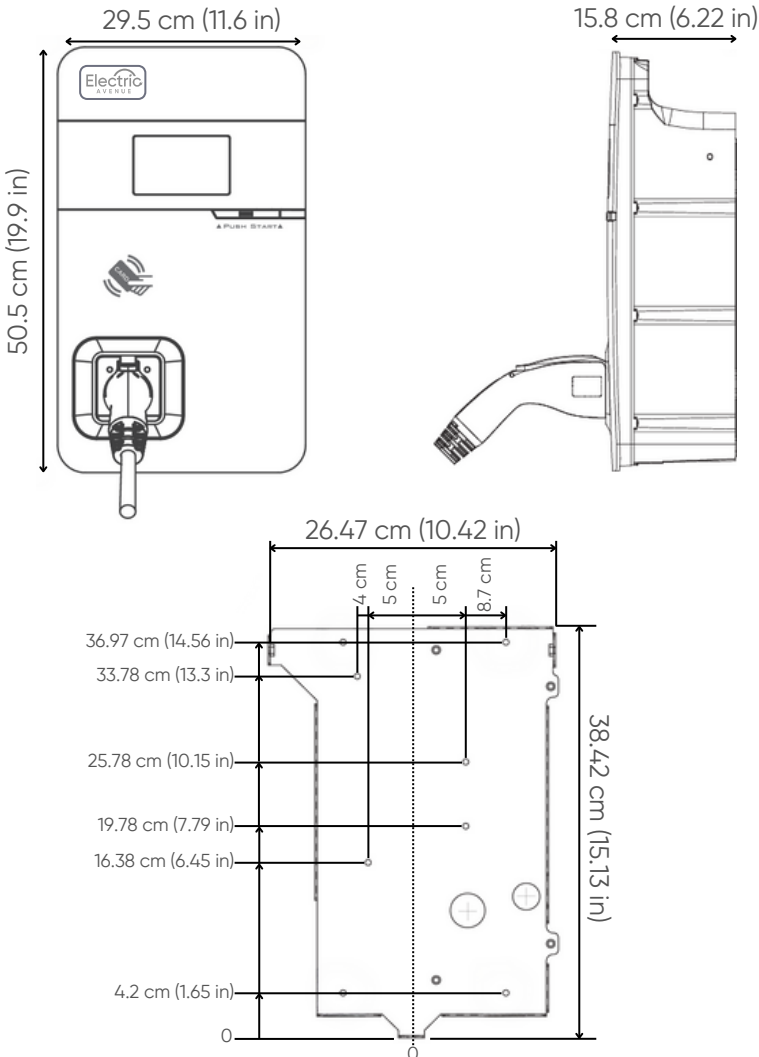
CHARGER SPECIFICATIONS:

Model Numbers: 48A Version	AXLU111001W1P1-RW, AXLU111001W1P4-RW, AXLU111001D1P1-RW, AXLU111001D1P4-RW
Model Numbers: 80A Version	AXLU191001W1PI-RW, AXLU191001W1P4-RW, AXLU191001D1PI-RW, AXLU191001D1P4-RW
AC Input Voltage	200-240 VAC / Single Phase
AC Output Current	48A Version: 6 A - 48 A 80A Version: 6 A - 80 A
AC Power Frequency	50 Hz/60 Hz
Input Protection	UVP, OVP, Surge protection, Ground fault
Output Protection	OCP, Control pilot fault, Residual current protection
Output Interface	SAE J1772 AC Charging Connector
Operation Temperature	-30°C to 50°C (-22°F to 122°F)
Storage Temperature	-40°C to 70°C (-40°F to 158°F)
Relative Operation Humidity	Up to 85% at 50°C non-condensing
User Authorization	RFID (ISO/IEC 14443A/B, ISO/IEC 15693, FeliCa™, Mifare), ISO15118
Network Connection	LAN Version / WiFi Version / 4G Version
Internet Function	10M / 100M Base-T
WiFi Function	802.11 b/g/n
2G/3G/4G Function	LTE, UMTS/HSPA(+), GSM/GPRS/EDGE
Protection Level	NEMA 4X / IP65
Cable Length	5 m (16.4 ft) / 7 m (23 ft)
Altitude	≤ 2000 m (≤ 656 ft)
Display	LED pilot lamp (Standard), 5-inch LCD (High-end)

GETTING STARTED

CHARGER DIMENSIONS

⚠️ **CAUTION:** Avoid placing the charger near hot objects or in high temperature locations. Place the charger away from dangerous substances such as flammable gases and corrosive materials.

29.5 cm (11.6 in)

50.5 cm (19.9 in)

15.8 cm (6.22 in)

26.47 cm (10.42 in)

4 cm

5 cm

5 cm

8.7 cm

36.97 cm (14.56 in)

33.78 cm (13.3 in)

25.78 cm (10.15 in)

19.78 cm (7.79 in)

16.38 cm (6.45 in)

4.2 cm (1.65 in)

0

38.42 cm (15.13 in)

0

GETTING STARTED
CHARGER COMPONENTS

FRONT

BACK WITH BRACKET
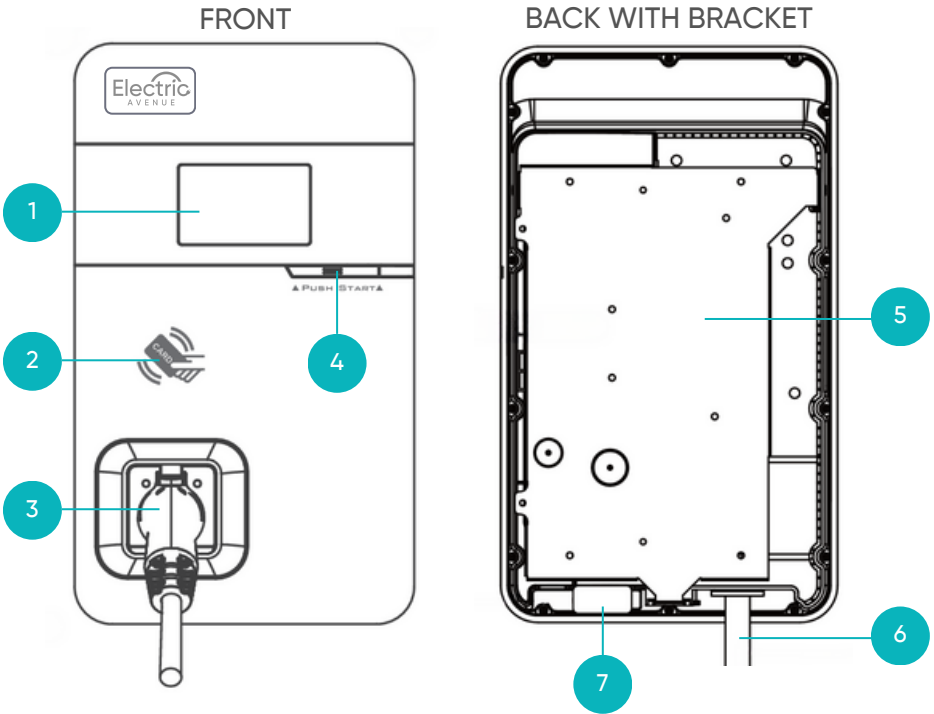
Charger Components:

1. Optional 5" LCD screen (CTEP compliant)
2. RFID sensor
3. J1772 charging connector and holster
4. LED indicator light

5. Wall-mount bracket
6. Charging cable inlet
7. AC power inlet

GETTING STARTED
CHARGER COMPONENTS

BACK WITHOUT BRACKET
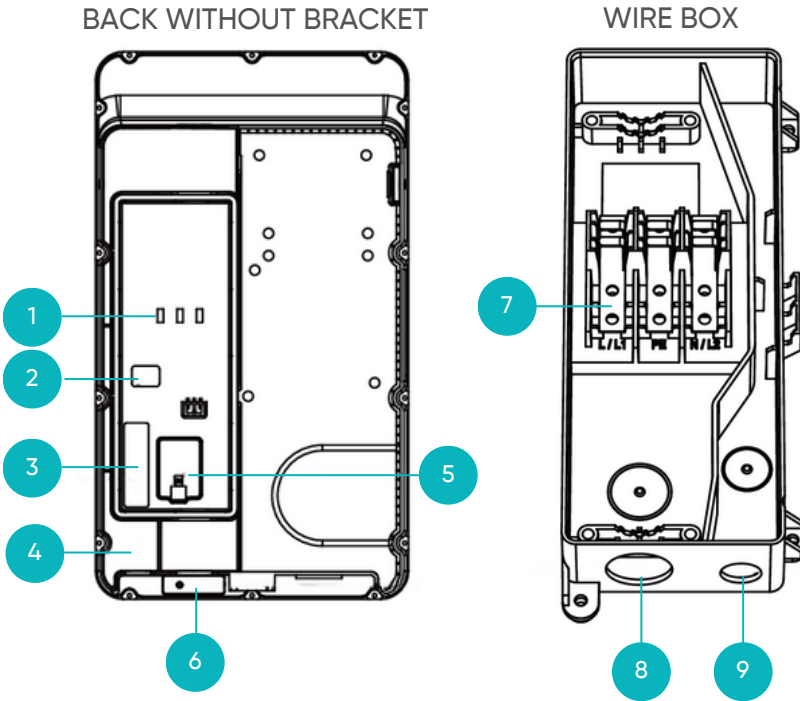
WIRE BOX

Charger Components:

1. Blade male connector
2. Power and grounding setting
3. Network and setting port
4. Ethernet inlet
5. 4G SIM card slot (select models)

6. AC inlet
7. Blade female connector
8. Wire box AC inlet
9. Wire box ethernet inlet

GETTING STARTED
BOX CONTENTS

(1)) Watti Pro
EV charger
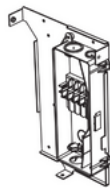
(1) Wall-mount bracket &
wire box

(1) Installation and user
guide

(1) Product certification

(4) Expansion screws

(4) M5 Self-tapping screws

48A Version: (5) M5 screws
80A Version: (5) M6 screws

(1) Torx/T30 L-wrench

(2) RFID cards

80A Version Only: (3) M6
ring type terminal

(1) Amperage reduction
label sheet

(1) Electric Avenue sticker

GETTING STARTED
TOOLS REQUIRED FOR INSTALLATION

Gather the following tools before beginning to install the Watti Pro EV charger:

1. Wire stripper
2. Crimpers for ring terminals
3. Voltmeter or digital multimeter
4. Level
5. Pencil or marker
6. Drill and drill bit
7. Phillips screwdriver
8. Ring terminal*
9. Slotted head screw driver
10. 1 inch liquid tight flexible NEMA 4 conduit
11. Stud finder (optional)
12. Laptop + RJ45 cable (optional)
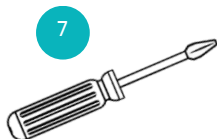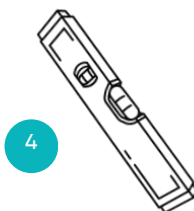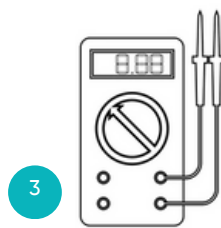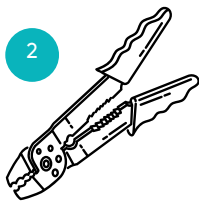
*48A Version: recommend type 14-5 for 6 AWG wire, and fixed by M5 slotted head screw.
Ring terminal is included with 80A models.

GETTING STARTED

SETTING THE OUTPUT CURRENT

⚠️ **WARNING:** Before adjusting the dip switch or rotary switch, ensure the input power is turned OFF.
Use a non-conductive object to set the dip switch.

The Watti Pro EV charger can support different maximum output currents by adjusting the rotary switch behind the front cover.

STEP 1

Determine the desired charging amperage with the owner. Set the amperage based on the electrical capacity and availability of space in the electrical supply panel.
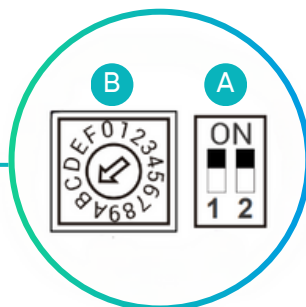
STEP 2

Access the rotary switch by unscrewing the (3) screws on the sides and bottom of the charger and removing the charger from the bracket.
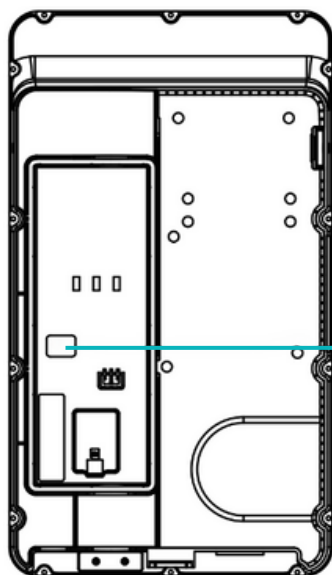
A Dip Switch

B Rotary Switch

GETTING STARTED

SETTING THE OUTPUT CURRENT

STEP 3

Set the power grid connection and grounding type

	Switch 1 (Power Grid Type)	Switch 2 (Grounding System)
ON	LN	IT
OFF	LL	TT-TN

Charger input terminal
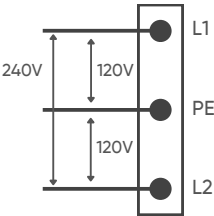
PLEASE NOTE:
The default value in North America is (LL / TT-TN).

If it is not the above standard grid type, please contact support@goelectricave.com or phone 1-888-353-2283 for assistance and confirmation.

STEP 4

Use a non-conductive object to adjust the switch. Set the rotary switch number based on the maximum output current in the table below. Once complete, reattach the cover using the (3) screws, ensuring they are secure.
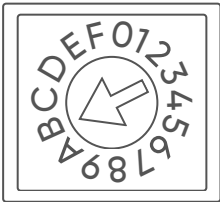
Rotary Switch Settings								
Rotary Switch Number	0	1	2	3	4	5	6	7
Maximum Output Current	Test Mode	6A	8A	10A	13A	16A	20A	25A

Rotary Switch Number	8	9	A	B	C	D	E	F
Maximum Output Current	30A	32A	40A	48A	Invalid	Invalid	80A*	Secondary Mode

On 48A models, 48A (B) is set as the default. On 80A models, 80A (E) is set as the default.
*80A option is only available on supported models.
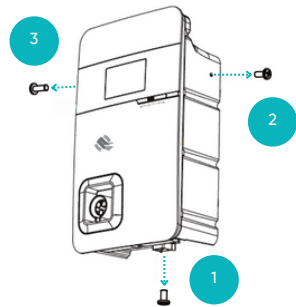
INSTALLATION

BEFORE YOU GET STARTED

WARNING: In areas with frequent thunderstorms, add surge protection at the service panel for all circuits. Ensure all power and ground connections, especially those at the breaker and bus bar, are clean and tight.

CAUTION: Not recommended to be installed in coastal environments with high humidity or high dust.

WALL-MOUNT BRACKET INSTALLATION REQUIREMENTS

Before installing the wall-mount bracket, confirm that the loading capacity of the wall can reach a weight of 40 kg.

When installing on a cement wall, use the included expansion screw to install the bracket and use a cement drill to drill holes on the cement wall (Ø8 mm) following the hole spacing.

When installing on a wooden wall, use the included M5 self-tapping screws to install the wall-mount bracket and use the wall-mount backplane to lock and install on the wall directly.

WATTI PRO EV CHARGER INSTALLATION REQUIREMENTS

To select the best location and position to install the wall-mount unit, first determine the parking position of the vehicle. It is important to ensure the charging connector can easily reach the vehicle's charging inlet.

The wall-mount unit should be located:
- In a well-ventilated area. Avoid installing in closed boxes or near to exothermic chargers.
- 1.2 meters or 4 feet above the floor.
- 250 mm (10 inches) from any obstacles to allow cables to loop around the wires and to allow related maintenance.

TESTING SIGNAL STRENGTH FOR WIFI AND 4G VERSIONS

It is recommended to conduct WIFI and 4G network signal tests before installing. It is recommended that the RSSI (Received Signal Strength Indication) value be higher than -65dBm. If it is close to or lower than -65dBm, it may result in a weak WIFI or 4G connection, or disconnection due to network interference in the area.

PLEASE NOTE: Only 2.4 GHz networks can be used.

INSTALLATION

MOUNTING THE CHARGER

⚠️ **WARNING:** In areas with frequent thunderstorms, add surge protection at the service panel for all circuits. Ensure all power and ground connections, especially those at the breaker and bus bar, are clean and tight.

⚠️ **CAUTION:** Not recommended to be installed in coastal environments with high humidity or high dust.

STEP 1

Remove the (3) screws on the charger in the order bottom-side-side to remove the wall-mount bracket from the charger.

STEP 2

Locate the (4) installation holes and use the bracket as a template to mark the locations on the wall with a pencil or marker.

If mounting on concrete, insert (4) sets of expansion bolts (M5X40mm) into the wall. Install the wall-mounted bracket on the cement wall.

If mounting on wood, insert (4) M5 self-tapping screws into the wall. Install the wall-mount bracket on the wooden wall.
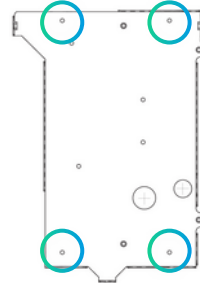
STEP 3

Install 1-inch liquid-tight flexible metal conduit at the AC power inlet.

Ensure the wire box is secured tightly to the wall-mount bracket.
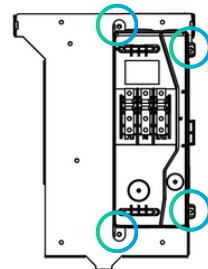
INSTALLATION
INSTALLING THE CHARGER

STEP 1

Install the AC power cord.

The cross-sectional area of the three power cords should be 6 AWG for 48A and 2 AWG for 80A . The power cord should be fully crimped and connected with ring terminals. The ring terminals should be attached to the wire box with M5 screws, with a tightening torque of 40 kg-cm.
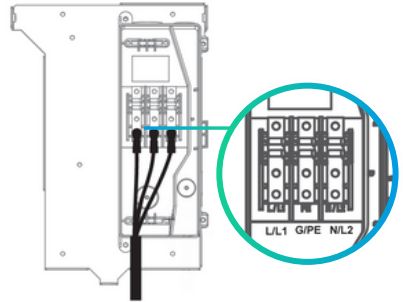
Refer to the label on the wire box for the correct positions:

L/L1, GND/PE, and N/L2 (from left to right)

STEP 2

Ensure the power supply type and grounding type are set.

Refer to page 13/14 for settings.

The default power supply and grounding type is (LL / TT-TN) for North America.

The default output current is 48 A or 80 A, depending on the model of charger.
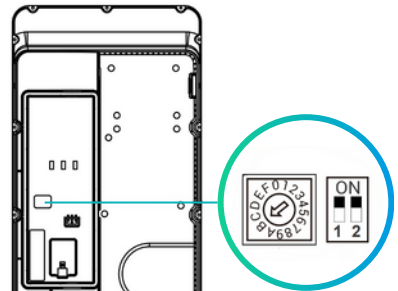
NEED ASSISTANCE?

Electric Avenue Technical Support:
1-888-353-2283
support@goelectricave.com

INSTALLATION
INSTALLING THE CHARGER

STEP 3

Installation and setting of the network cable.

Ensure the waterproof plug is removed from the ethernet inlet at the bottom of the wire box. Feed the RJ45 network cable into the wire box through the ethernet inlet.
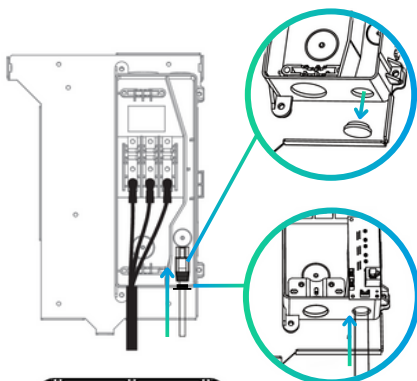
STEP 4

Installation of the network cable.

Connect the RJ45 network cable to the charger's network port.

Important: The network cable needs to be connected to the correct socket.
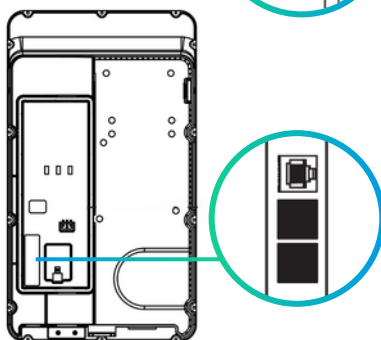
STEP 5

Installation of the SIM card.
(only applicable for 4G models)

Important: Confirm that the SIM card password has been removed prior to installation, as the charger post does not support SIM cards with passwords.
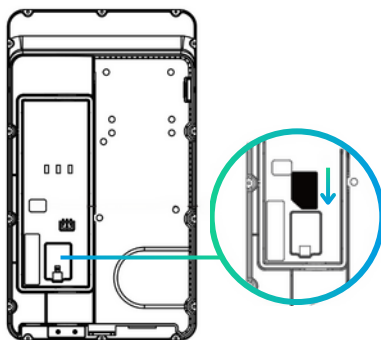
INSTALLATION
INSTALLING THE CHARGER

STEP 6

See page 22 for the Charger Setting instructions before attaching the wall-mount bracket to the charger.

Align the charger equipment in a horizontal direction, so that the AC connector of the equipment can be inserted into the conductive spring plate of the wire box.

Apply pressure to the equipment, so that the three screw holes of the equipment align with the three holes of the wall-mounted bracket.

Tighten the previously removed screws in the order of bottom-side-side, with a tightening torque of 30 kg-cm.
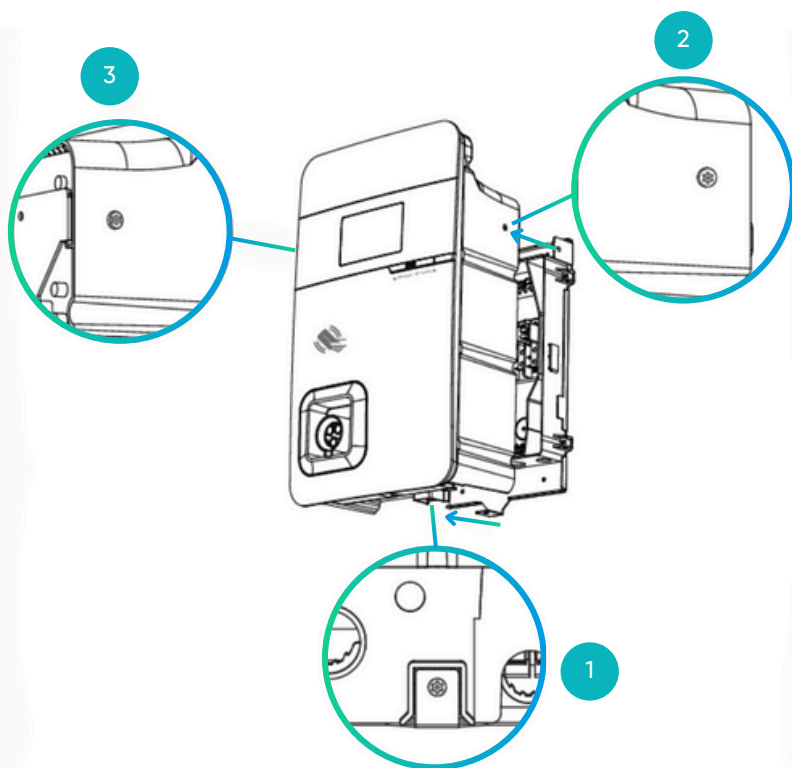
INSTALLATION
INSTALLING THE CHARGER

STEP 7

Power on the charger and set the settings. See page 22 for the Charger Setting Instructions.

Once the settings are complete, make sure to press "SET" to save, then turn the supply power off before proceeding to step 8.

Electric box
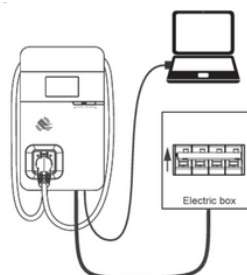
STEP 8

Remove the (3) screws on the charger in the order bottom-side-side. Pull the RJ45 network cable out of the wire box, then fully remove the network cable.

If the charger will be hardwired to the internet, repeat steps 3 and 4 then skip to step 10 on page 21.

If the charger will be offline or connected to WIFI, reinstall the waterproof plug in the ethernet inlet and proceed to step 9.
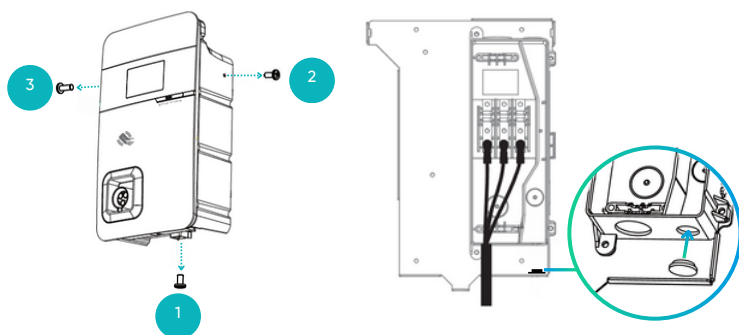
STEP 9

Reinstall the charger. Align the (3) screw holes of the charger with the (3) holes of the wall-mounted bracket, then tighten in the order bottom-side-side, with a tightening torque of 30 kg-cm.

INSTALLATION
INSTALLING THE CHARGER

STEP 10

Installation of the charging gun wiring.

Wrap the charging gun wire around the equipment (about two turns), so that the charging gun wire will not hang down to the ground. Once the wrapping is done, insert the charging gun head into the hole of the charging gun holster on the front panel of the machine to complete the installation of the equipment.
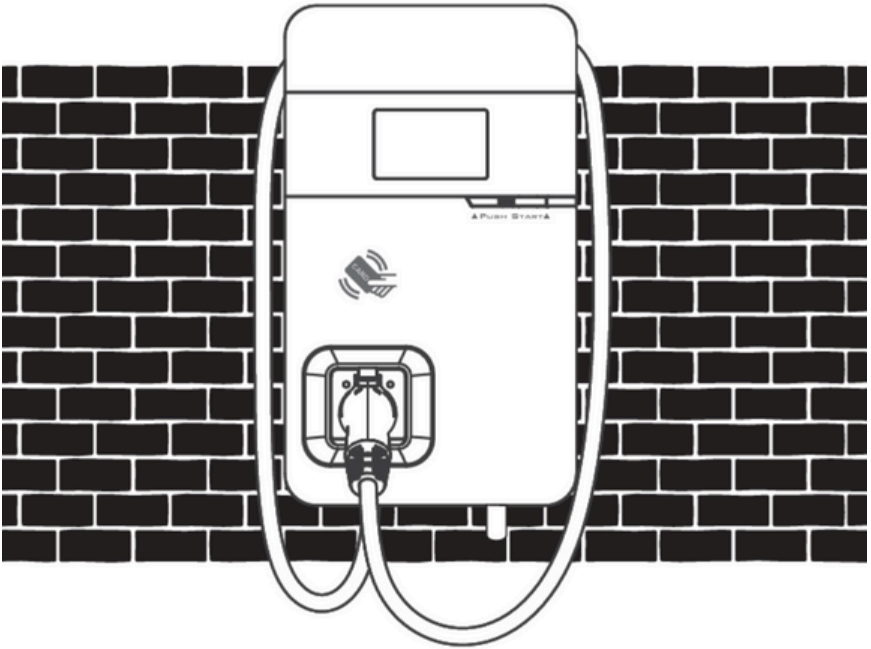
NEED ASSISTANCE?

Electric Avenue Technical Support:
1-888-353-2283
support@goelectricave.com

CHARGER SETTINGS
BACKEND ACCESS OPTIONS

HOTSPOT ACCESS

This method allows you to connect to access the Watti Pro settings using its built-in WIFI hotspot. The charger must be powered on and its hotspot must be available (access point enabled).

Use a smartphone or laptop to connect to the hotspot network, much like connecting to any other Wi-Fi network. Once connected, you can set all charger settings. This option is particularly user-friendly and convenient for avoiding powering off the charger, removing the charger from the bracket and avoiding using additional hardware.
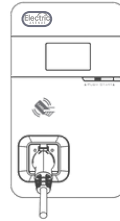
PLEASE NOTE: Once the charger's access point has been closed and it has been changed to "Station" to join another WIFI network, the charger's original hotspot will no longer be available for access.

RJ45 ACCESS

For those who prefer a more stable, wired connection, setting up your Watti Pro using an RJ45 cable is ideal.

Connect the cable between the charger's Ethernet port and your laptop. Once linked, access the charger's configuration interface through a web browser by entering the default IP address provided in the manual. This setup is especially useful for changing configurations or when updating firmware, offering an alternate method once the hotspot has been closed.
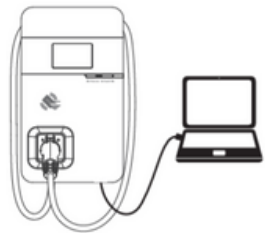
PLEASE NOTE: Once the charger's access point has been closed and it has been changed to "Station" to join another network, the only method to access the charger settings is through RJ45.

CHARGER SETTINGS

ACCESSING THE BACKEND: HOTSPOT

STEP 1

Find the charger hotspot in your list of networks. It is a combination of the Model Name and Serial Number of the charger.

STEP 2

Select the hotspot SSID and enter the password. The password is the Serial Number followed by the Model Name (including the 1P1). Once connected, the network will show connected, no internet.
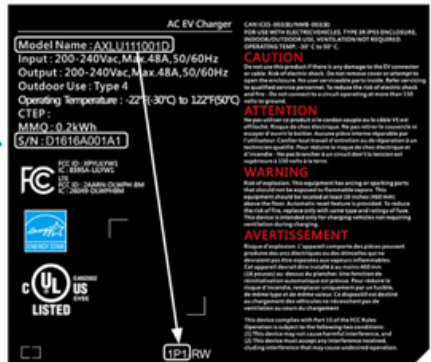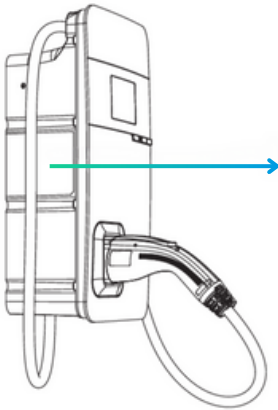
Example:
Hotspot SSID: **AXLU111001D1P1** D1616A001A1
Hotspot password: D1616A001A1**AXLU111001D1P1**
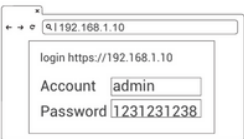
STEP 3

Open a browser and enter IP address **192.168.1.10** to log into the setup page. Log in with the following credentials:

Account: admin
Password: 1231231238

📢 If you receive a security warning, click "Advanced" at the bottom then click "Proceed anyway"

CHARGER SETTINGS

ACCESSING THE BACKEND VIA RJ45 *(Ethernet Cable)*

WARNING: Turn OFF the supply breaker to the charger before proceeding.
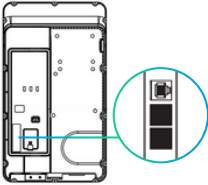
STEP 1

Connect the RJ45 cable from a laptop to the charger's RJ45 port.
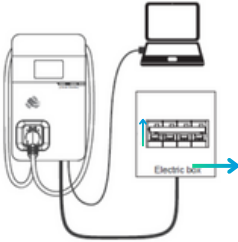
STEP 2

Re-install the charger on the mounting bracket and turn the supply breaker back ON
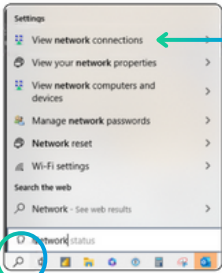
STEP 3

Set the laptop's IPV4 static IP:
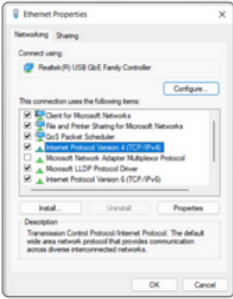On the laptop, search for and select "View Network Connections".
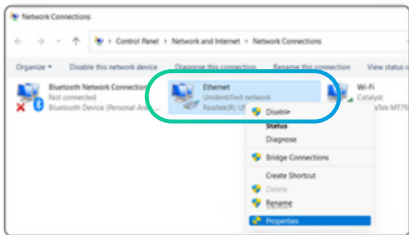
STEP 4

In the Network Connections settings window, right-click "Ethernet" and then click "Properties".

CHARGER SETTINGS
ACCESSING THE BACKEND VIA RJ45 *(ETHERNET) Cable*

STEP 5

In the Ethernet Properties window, double click on "Internet Protocol Version 4 (TCP/IPv4)" and then click "Properties".

STEP 6

In the Configuration window, select "Use the following IP address"

Enter the following into the IP address field and Subnet Mask field:

IP Address: 192.168.1.1
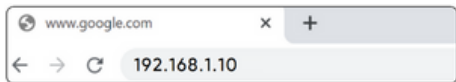**Subnet Mask: 255.255.255.0**

Once complete, click "OK".

STEP 7

Open a browser and enter IP address **192.168.1.10** into the address bar to log into the setup page.

Log in with the following credentials:

Account: admin
Password: 1231231238

If you receive a security warning, click "Advanced" at the bottom then click "Proceed anyway"
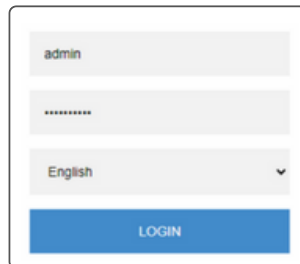
CHARGER SETTINGS

TIME SETTING

AUTOMATIC TIME SETTING

The time will be set automatically when the charger connects to the internet. North America Time Server: time.windows.com
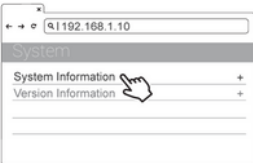
PLEASE NOTE: Firewall and network environment and use of VPNs may influence the time server connection.
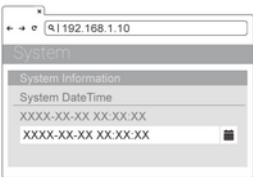
MANUAL TIME SETTING
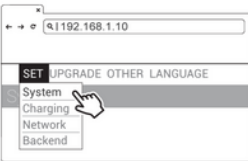
STEP 1

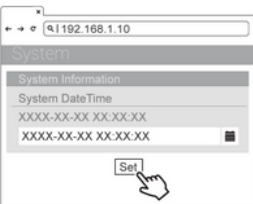Select "SET" at the top of the webpage to enter the settings page. Click "System"

STEP 2

Click "System Information"

STEP 3

Click "System DateTime"
Click the calendar icon on the right to select the current date and time.
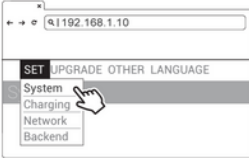
STEP 4

Click SET and wait until the setting completion window appears.
- For a hardwired network connection, restart the charger.
- For a WIFI network connection, continue to WIFI setup on page 29.
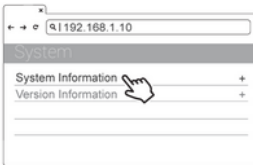- For a 4G network connection, continue to 4G Setup on page 30.

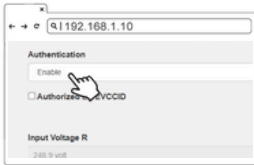# CHARGER SETTINGS

UNIQUE QR CODE SETTING

STEP 1

Select "SET" at the top of the webpage to enter the settings page. Select "System".
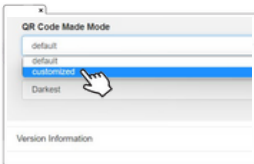
STEP 2

Select "System Information".

STEP 3

Set the Authentication field to "Enable".

STEP 4

Scroll to locate "QR Code Made Mode", click the drop down arrow and select "Customized".

STEP 5

In the QR Code Content field, copy and paste the URL previously provided by Electric Avenue, which can be found in your New Account Onboarding Email. This URL is unique to your charger.

Example URL format: https://cp.goelectricave.com/public/cs/XXXX

After you update the settings, click "SET" and wait until the setting completion window appears.

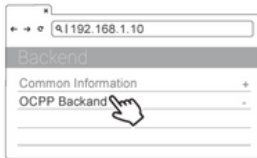## CHARGER SETTINGS

CENTRAL SYSTEM SETUP
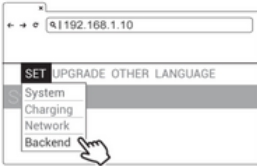
STEP 1

Select "SET" at the top of the webpage. Select "Backend" to enter the backend settings page.
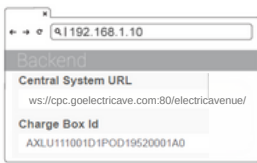
STEP 2

Select "OCPP Backend" to enter the OCPP settings.

STEP 3

Scan the QR code to the left with a mobile device camera to open the Central System URL in your browser.

PLEASE NOTE: no webpage will open, but the URL will be available to copy and paste from your browser's address bar for step 4.
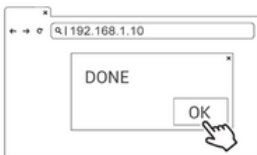
STEP 4

In the Central System URL field, copy and paste the Central System URL from Step 3, above, or manually enter the URL below. Ensure the URL is entered correctly.
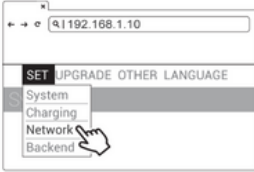
Central System URL:
ws://cpc.goelectricave.com:80/electricavenue/

STEP 5

After completion, click "Set" and wait until the setting completion window appears and click "OK" to finish the setting.
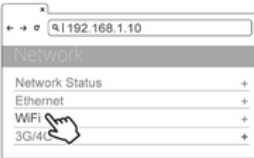
CHARGER SETTINGS

WIFI SETUP

STEP 1

Select "SET" at the top of the webpage to enter the settings page. Select "Network" to enter the network settings page.

STEP 2

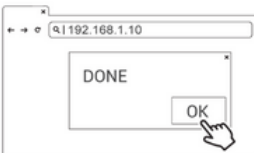Select "WIFI" to enter the WIFI settings page.

STEP 3

Set the WIFI Mode to "Station" and enter the WIFI SSID name and the WIFI password.

Once WIFI mode has been changed to "Station", the charger's original hotspot will no longer be available for access.

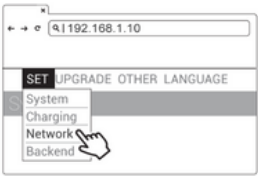### STEP 4

After completion, click "Set" and wait until the setting completion window appears and click "OK" to finish the setting.

CHARGER SETTINGS

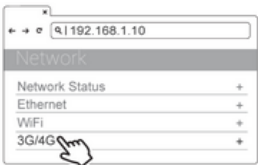## 4G SETUP *(for optional 4G models)*

⚠️ **CAUTION:** Before 4G setup, ensure the SIM card password has been removed prior to installation. This charger does not support SIM cards with passwords.

STEP 1

Select "SET" at the top of the webpage to enter the settings page. Select "Network" to enter the network settings page.
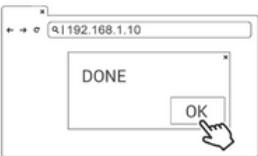
STEP 2

Select 3G/4G to enter the 4G settings.

STEP 3

Set the mode to "Enable". Enter the Carrier APN (provided by the SIM card carrier).

STEP 4

After completion, click "Set". Wait for the setting completion window to appear. Click "OK" to finish the setting. Refresh the page, it should now show RSSI, and the Network Connection "Status" should show "Connected."
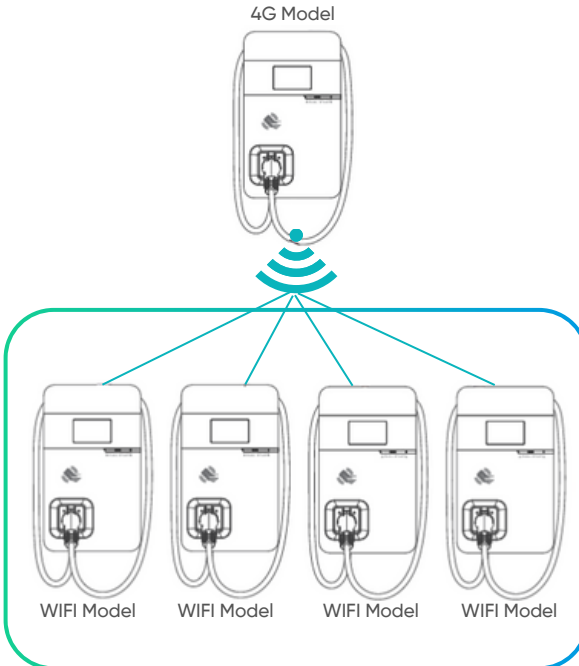
CHARGER SETTINGS
4G SHARING SETUP

4G Sharing allows a 4G charger's capabilities to provide internet access to nearby WIFI chargers to achieve smart charging in a remote areas.

When you enable this feature, the 4G charger uses its cellular data connection to create a small local wireless network. This allows nearby WIFI chargers to access the internet via the 4G device's cellular data connection. By functioning as an access point, the 4G charger allows nearby WIFI chargers to recognize and connect to it as they would to a standard WIFI network. See the diagram below.

> Please Note: Due to the limitation of the WIFI modules, a group can be composed of up to five chargers (1 4G device + 4 WIFI devices).
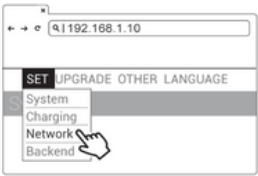

4G Model

WIFI Model   WIFI Model   WIFI Model   WIFI Model

CHARGER SETTINGS

4G SHARING SETUP *(for using a 4G model to share a WIFI network with nearby WIFI models)*
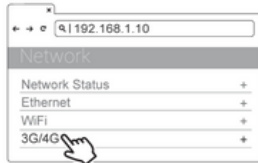
CAUTION: Before 4G setup, ensure the SIM card password has been removed prior to installation. This charger does not support SIM cards with passwords.

STEP 1

Start by setting up the 4G charger using one of the methods described on page 22 to access the backend.

Select "SET" at the top of the webpage. Select "Network" to enter the network settings page.
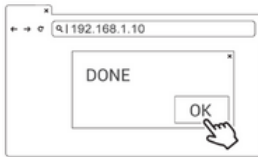
STEP 2

Select "3G/4G" to open the 4G settings.

STEP 3

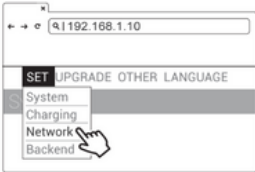Set the mode to "Enable". Enter the Carrier APN (provided by the SIM card carrier).

STEP 4

After completion, click "Set". Wait for the setting completion window to appear. Click "OK" to finish the setting. Refresh the page, it should now show RSSI, and the Network Connection "Status" should show "Connected."
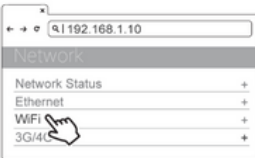
CHARGER SETTINGS

4G SHARING SETUP *(for using a 4G model to share a WIFI network with nearby WIFI models)*

STEP 5

Select "SET" at the top of the webpage. Select "Network" to enter the network settings page.

STEP 6

Select "WIFI" to enter the WIFI settings page.
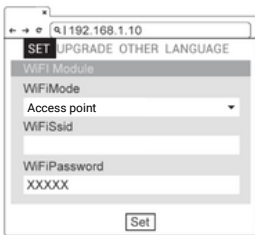
STEP 7

Set the WIFI Mode to "Access Point" and clear the contents of the WIFI password cell. This will set the password of the 4G hotspot to be the [Serial Number][Model Name] of the 4G charger.

Ensure "WIFI Broadcast SSID" is set to broadcast and DHCP Server is enabled.
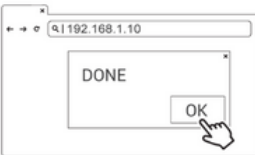
STEP 8

After completion, click "Set". Wait for the setting completion window to appear. Click "OK" to finish the setting.
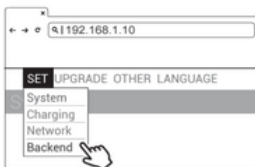
STEP 9

Select "SET" at the top of the webpage. Select "Backend" to enter the backend settings page.

CHARGER SETTINGS

4G SHARING SETUP *(for using a 4G model to share a WIFI network with nearby WIFI models)*
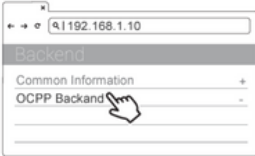
STEP 10

Select "OCPP Backend" to enter the OCPP settings.
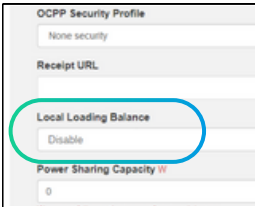
STEP 11

Set the Local Loading Balance to "Disable".
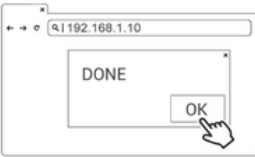
STEP 12

After completion, click "Set". Wait for the setting completion window to appear. Click "OK" to finish the setting.

The 4G charger is now configured to share a Wi-Fi network with up to four nearby chargers! Next, configure the Wi-Fi chargers to connect to the newly available 4G hotspot.

STEP 12

Follow the steps on page 29 to connect the nearby WIFI chargers to the WIFI network provided by the 4G charger.

Please note: If the 4G hotspot password was left blank during setup, the password will be [Serial Number][Model Name] of the 4G charger.

ex: D2228A095A0AXLU111001W1P1

CHARGER SETTINGS
CHECKING SIGNAL STRENGTH (WIFI/4G)

After restarting the charger, check the connection signal strength. The RSSI (Received Signal Strength Indication) should be higher than-65dBm. If the value is lower, you may experience a weak WIFI signal connection or disconnection. The cause could be interference.

STEP 1

Connect the RJ45 cable to the charger.
Connect the RJ45 cable to the notebook.

STEP 2

Change the IP address on a laptop computer by accessing the network card settings.
Change the TCP / IP automatic IP to fixed IP.

IP Address: 192.168.1.1
Subnet Mask: 255.255.255.0

STEP 3

Open a browser and enter IP address **192.168.1.10** to log into the setup page.

Log in with the following credentials:

Account: admin
Password: 1231231238

STEP 4

Select "SET" at the top of the webpage to enter the settings page. Select "Network" to enter the network settings page.

CHARGER SETTINGS
CHECKING SIGNAL STRENGTH (WIFI/4G)
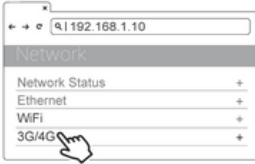
STEP 5

Select WIFI or 3G/4G to enter the settings for your network configuration.

The Wi-Fi network must be a 2.4 GHz network.
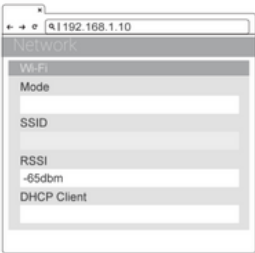
STEP 6

Check the RSSI field to ensure the signal strength is higher than -65dbm.

PLEASE NOTE: If the signal strength is not strong enough, a wireless access point, such as a WIFI booster/extender, is recommended, and may be required.

Charger Settings Complete! Your charger should now be connected to the Central System and ready to charge.

NEED ASSISTANCE?

Electric Avenue Technical Support:
1-888-353-2283
support@goelectricave.com

CHARGER SETTINGS
LOCAL LOAD BALANCE MODE *(offline only)*

When facing the backend connection restrictions, the function of Local Load Balancing allows the charger to achieve smart charging and avoid exceeding electrical loads.

Through the Local Load Balance function, chargers can be set as one Primary and up to four Secondaries (Clients), linking all the chargers according to their current status through the Primary and adjusting the maximum output of each Secondary dynamically. See the diagram below.

Please refer to page 46 for alternate networking configuration options.

Please Note: Due to the limitation of the load capacity of the controller, a group can be composed of up to five chargers (1 Primary + 4 Secondaries).
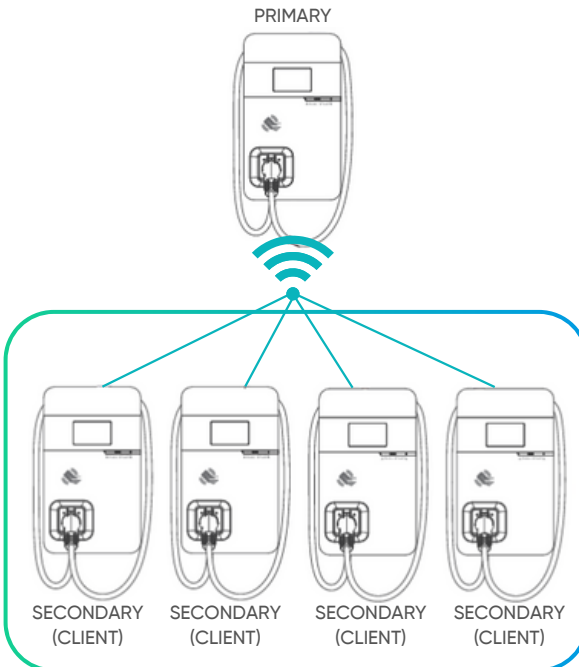
PRIMARY

SECONDARY
(CLIENT)

SECONDARY
(CLIENT)

SECONDARY
(CLIENT)

SECONDARY
(CLIENT)

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*

⚠️ **WARNING:** Turn OFF the supply breaker to the charger before proceeding.

HARDWARE CURRENT LIMITING

Set the rotary switch of the primary to the default value B (48 A).

If the local mains power system does not support 48A, adjust according to the size of the local power load.

The primary will output current according to the set power level.

For details on adjustment, refer to the Maximum Output Current chart on page 14.

PLEASE NOTE: It is recommended that the chargers be hardware derated to 80% of the supply breaker rating using the rotary dial.
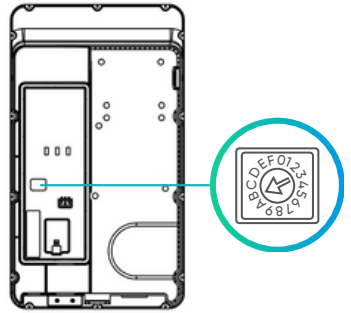
CONNECT TO THE CHARGER BACKEND

Connect to the backend via RJ45 and log into the Backend Configuration page.

See page 24 for full details.

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*

> If the charger still has the default factory settings, it can be used as the primary without additional setup.
>
> If other settings have already been completed on the charger, follow the primary setup below.

OPTIONAL FACTORY RESTORE
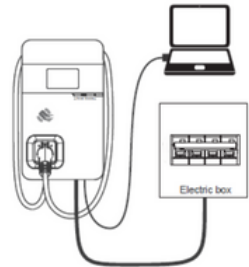
In some situations when the charger has been pre-configured for other installation types, it may be best to reset the charger to factory default before proceeding.

From the home screen, select "SET" and then click "System" from the drop down menu.

Click the "+" symbol next to "System Information" and place a check in the box "Factory Default Configuration".

Once complete, click "Set" at the bottom of the page.

OPTIONAL CHARGER FIRMWARE UPDATE

In order to ensure optimal functionality, all chargers in the load share must be running a minimum of the below firmware as of 03-27-2024:

- AXLU111001W1P1 (LAN/WI-FI) V0.65.40.1111.P1
- AXLU111001D1P1 (LAN/4G/WI-FI) T9.65.40.1111.P1

STEP 1

Scan the QR to be taken to our Firmware Downloads
Password: EA03272024

CHARGER SETTINGS

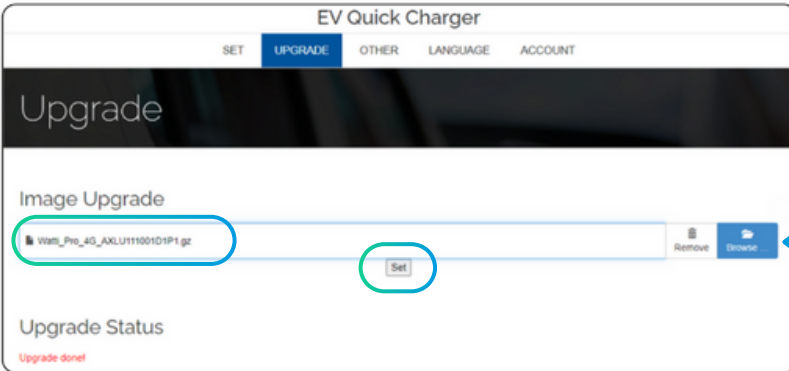## LOCAL LOAD BALANCE MODE *(offline only)*

OPTIONAL CHARGER FIRMWARE UPDATE

STEP 2

From the home screen, click "UPGRADE". Then, click "Browse" and upload the firmware file saved in the previous step.

Finally, click "Set".

Please note, the upgrade can take up to 10 minutes

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*

PRIMARY CHARGER SETUP

STEP 1

Set the Primary charger to access point mode. From the home screen, select "SET", then select "Network". Click the "+" symbol next to WIFI.
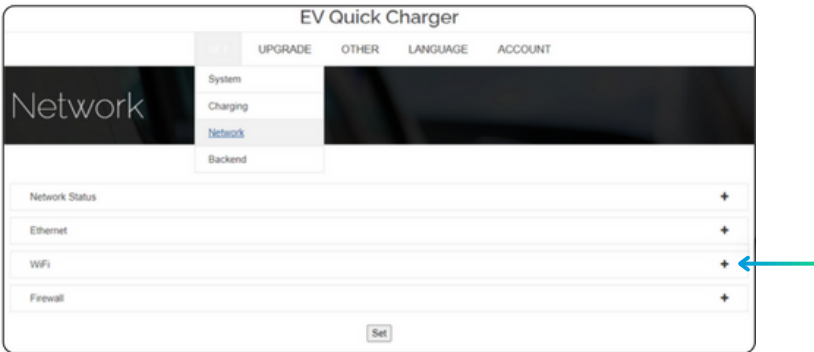
STEP 2

From the WIFI configuration menu, select the "Mode" drop down menu, and click "Access Point".

Password: Set your desired SSID password for connecting to the primary charger.

Ensure "WIFI Broadcast SSID" is set to broadcast and DHCP Server is enabled.
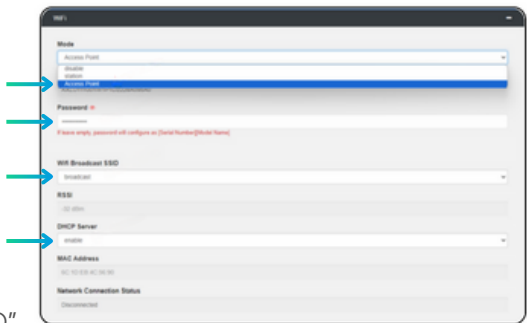
Click "SET" at the bottom of the page.

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*

PRIMARY CHARGER SETUP

STEP 3

Set the backend to the server. From the home screen, select "set", then select "backend". click the "+" symbol next to OCPP Backend.
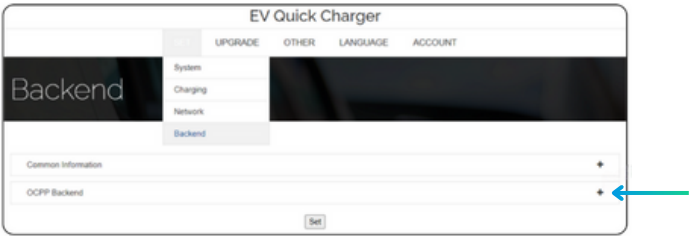
STEP 4

Open the OCPP backend configuration menu, and set "Local Load Balancing" to "Server".

Enter the "Power Sharing Capacity" in Watts for the circuit (see quick reference chart below).

Once complete, click "SET" at the bottom of the window.
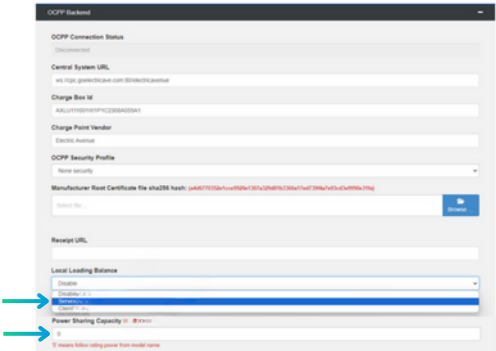
POWER SHARING QUICK REFERENCE CHART

	12A	16A	20A	25A	30A	32A	40A	48A
208V	2496	3328	4160	5200	6240	6656	8320	9984
240V	2880	3840	4800	6000	7200	7680	9600	11520

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*

CHARGER SESSION AUTHENTICATION OPTIONS

Authentication must be set for each charger in the load share if the same charging session authentication type is required.

The Watti Pro has two authentication options when operating in offline load balancing mode: **Plug and Play** (charging sessions will start automatically), and **RFID** authentication (requires an RFID to authenticate the initiation of a charging session).

The default mode is RFID. To change the mode, follow the steps below.

OPTION 1: PLUG AND PLAY (NO AUTHENTICATION)

STEP 1

From the home screen select "SET" then "System". Click the "+" symbol next to "System Information".
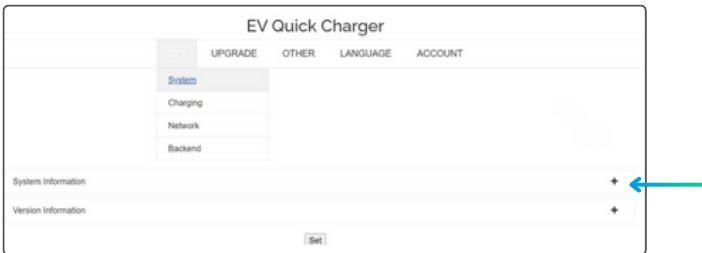
STEP 2

Select the "Authentication" drop down menu and select "Disable".

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*

CHARGER SESSION AUTHENTICATION OPTIONS

OPTION 2: RFID Authentication

STEP 1

From the home screen select "SET" then "System". Click the "+" symbol next to "System Information".

STEP 2

Under the "Authentication" drop down, leave it set to "Enable".

STEP 3

From the home screen select "SET" then "Charging". Click the "+" symbol next to "Charging Configuration".

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*

CHARGER SESSION AUTHENTICATION OPTIONS

OPTION 2: RFID Authentication

STEP 4

In the "Local White Card0" field, enter your 8 digit RFID hex code provided on the back of your RFID card.

You can add a maximum of 10 RFID cards per charger.

For a card to work on multiple chargers, it must be programed into each charger.

If no value is entered in the the Local White Card fields, and "Authentication" is set to "enable", any RFID card will work to start a charging session.

Charging Configuration

Max Charging Energy kWh

0

'0' means unlimit

Max Charging Current amp

0

'0' means unlimit

Max Charging Duration minutes

0

'0' means unlimit

Local White Card0

BD36B15A

Local White Card1

A6A6CE9C

Local White Card2

Local White Card3

Primary setup is complete!
You may now turn off the supply breaker and remove the ethernet cable from the charger.

NEED ASSISTANCE?

Electric Avenue Technical Support:
1-888-353-2283
support@goelectricave.com

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*

⚠️ **WARNING:** Turn OFF the supply breaker to the charger before proceeding.

SECONDARY (CLIENT) CHARGER SETUP

Before you begin:
- Ensure that the number of secondaries (clients) does not exceed 4.
- There must be no walls or obstructions that affect communication between the primary and secondaries.
- It is recommended to place the primary in the middle of all the stations to ensure the best signal strength.
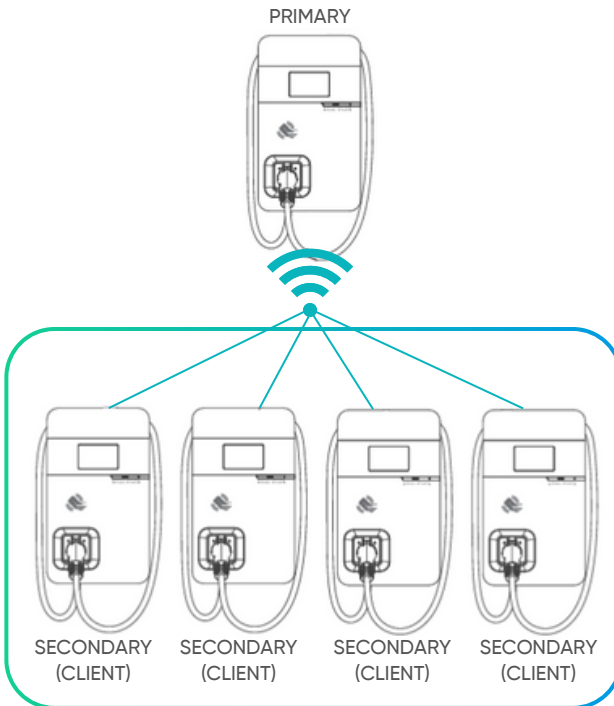
PRIMARY

SECONDARY (CLIENT)   SECONDARY (CLIENT)   SECONDARY (CLIENT)   SECONDARY (CLIENT)

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*
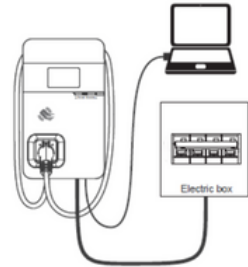
SECONDARY (CLIENT) CHARGER SETUP
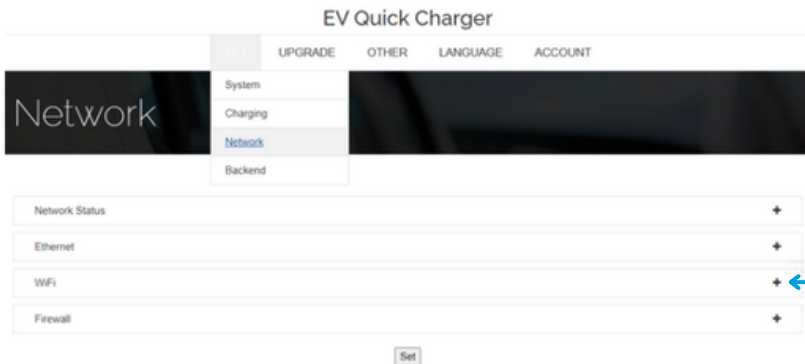
STEP 1

With the supply breaker off, connect the ethernet cable to one of the secondary units. Turn the breaker back on and log into the Backend Configuration page.

See page 24 for full details.

STEP 2

From the home screen, click "SET" and then click "Network". Click the "+" symbol next to "WIFI" to open the WIFI configuration window.

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*

SECONDARY (CLIENT) CHARGER SETUP

STEP 3

From the WIFI configuration menu, click the "Mode" drop-down arrow and select "Station".

In the SSID field, click the scan button and select the model number of the Primary station that was set to Access Point mode in the previous section of this guide.

In the Password field, enter the password you created during the primary unit configuration. Refer to page 37 if needed.

Once complete, click "SET" at the bottom of the page.

STEP 4

Refresh your browser until the "Network Connection Status" shows "Connected".

This can take several minutes. If it fails to show connected, check your SSID network and password again.

Make a note of the "Gateway Address". This is the IP address of the primary unit and will be used in the next step. It will be required for all secondary units to point to.

The typical default gateway IP is 192.168.10.10

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*

SECONDARY (CLIENT) CHARGER SETUP

STEP 5

Set the backend to "Client"

From the home screen, click "SET" and then "Backend". Click the "+" symbol next to OCPP Backend.
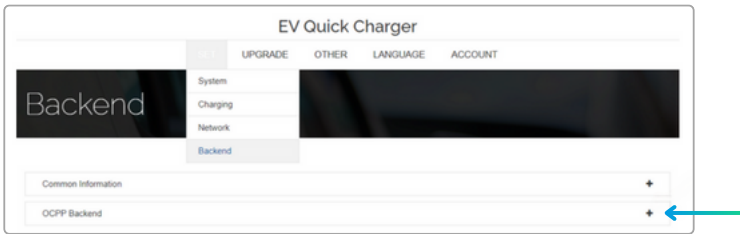
STEP 6

From the OCPP backend configuration menu, set "Local Load Balancing" to "Client".

Under "Power Sharing Server IP" enter the IP address recorded from the previous step: 192.168.10.10.

Once complete, click "SET" at the bottom of the page

PLEASE NOTE: If local load balancing does not appear to function as intended, please verify with Electric Avenue that the appropriate firmware version is downloaded on your charger(s).

Secondary (Client) setup is complete! Repeat Steps 1-6 for each additional secondary charger (to a max. of 4)

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*
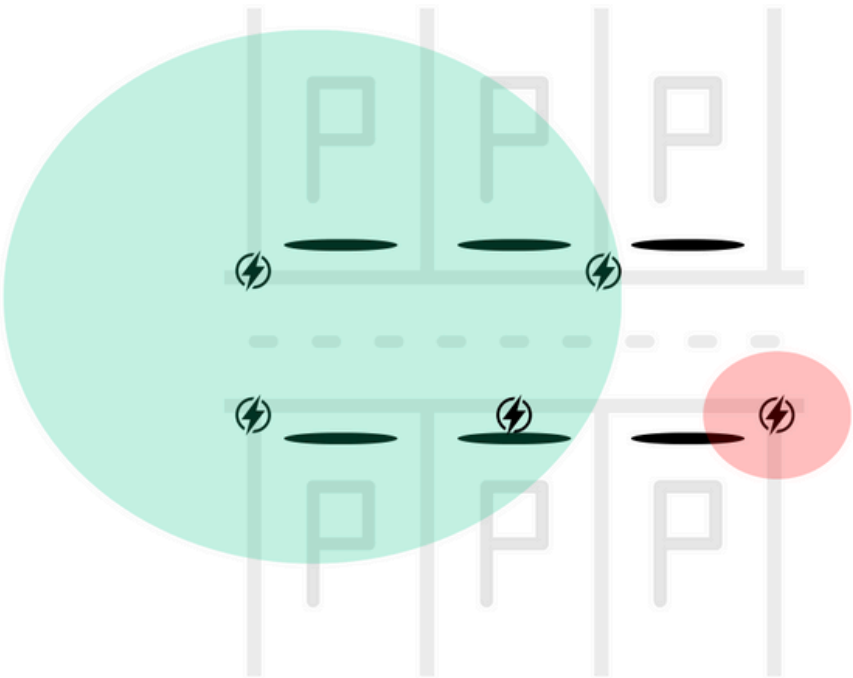
ALTERNATE NETWORKING OPTIONS

If wireless coverage is an issue from the Primary charger to a Secondary unit, alternate networking configurations are available using standard networking equipment.

Networking configuration options:
1. Hardwired Ethernet Switch
2. Wireless Access Point
3. Wireless Repeater

CHARGER SETTINGS

LOCAL LOAD BALANCE MODE *(offline only)*

ALTERNATE NETWORKING OPTIONS

Option 1: Hardwired Ethernet Switch

| PRIMARY (SERVER) | SECONDARY (CLIENT) | SECONDARY (CLIENT) | SECONDARY (CLIENT) | SECONDARY (CLIENT) |

Option 2: Wireless Access Point
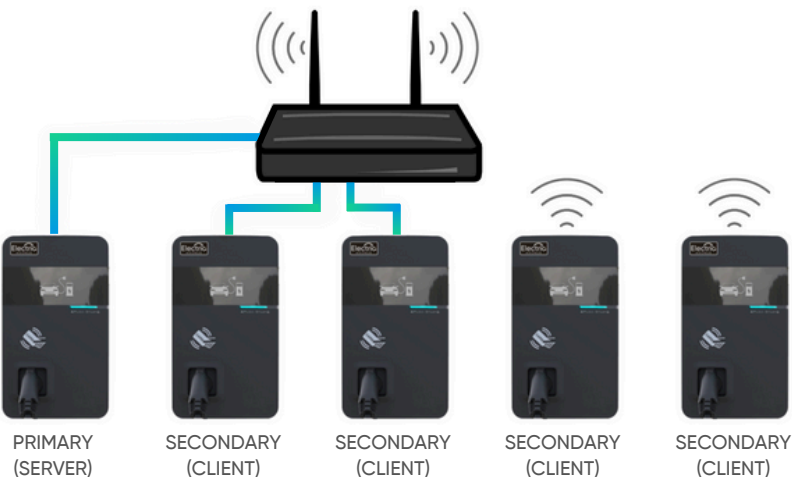
| PRIMARY (SERVER) | SECONDARY (CLIENT) | SECONDARY (CLIENT) | SECONDARY (CLIENT) | SECONDARY (CLIENT) |

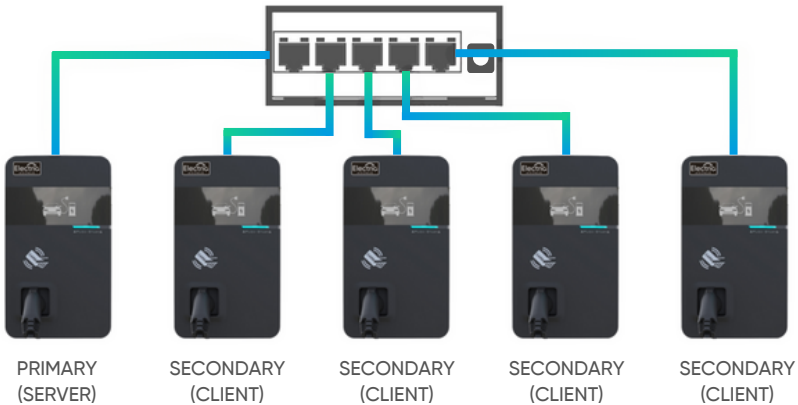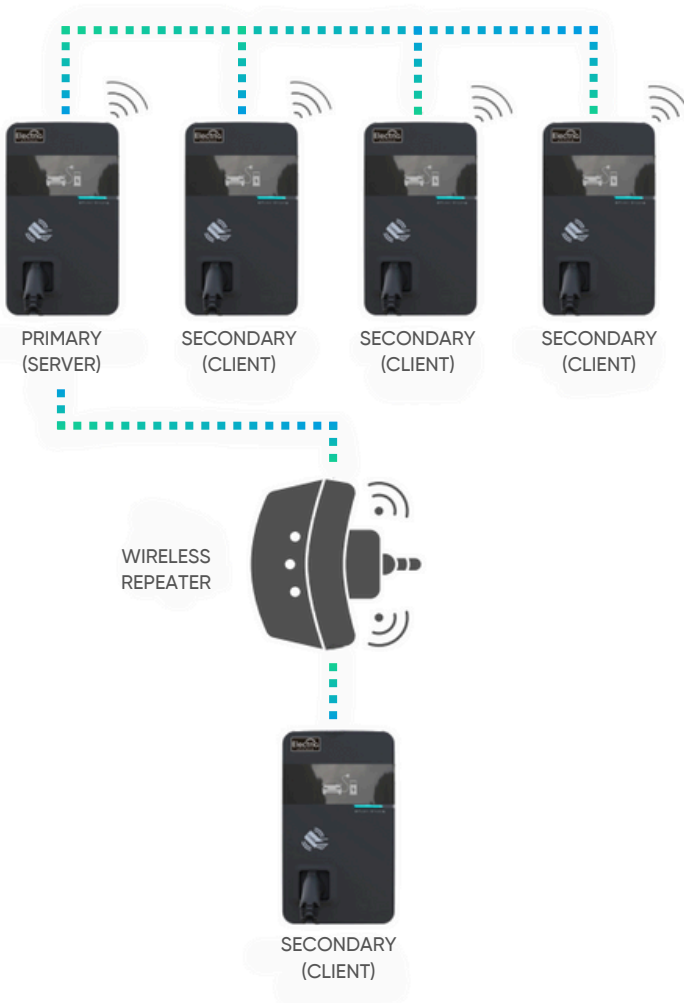# CHARGER SETTINGS
LOCAL LOAD BALANCE MODE *(offline only)*
ALTERNATE NETWORKING OPTIONS

Option 3: Hardwired Ethernet Switch

PRIMARY
(SERVER)

SECONDARY
(CLIENT)

SECONDARY
(CLIENT)

SECONDARY
(CLIENT)

WIRELESS
REPEATER

SECONDARY
(CLIENT)

OPERATING THE CHARGER
OPERATING AS PLUG AND CHARGE
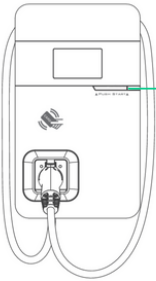
Standby - Green Light

Wait to see the standby light show STEADY GREEN. When the charger is not operated for 120 seconds, it will enter sleep mode.

When the machine is a connected to the backend, the standby light remains GREEN, and it becomes SLEEP GREEN when the machine enters sleep mode.

When the machine is not connected to the backend, the standby light remains YELLOW, and it becomes SLEEP YELLOW when the machine enters sleep mode.

Press the button to wake up the charger.

If the charger model includes the 5" LCD screen, the screen will illuminate.

Connect to the vehicle

Plug the charging connector into the vehicle charging port.
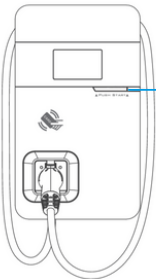
Waiting for Charging - Blue Light

After the vehicle connector is connected to the vehicle inlet, the CHARGE light is constantly lit.

Charging - Blue Light Flashing

The CHARGE light flashes while charging.

Fault - Red Light Flashing

Refer to Error and Warning Messages on page 57 for detailed information.

OPERATING THE CHARGER

RFID PROGRAMMING

To associate the included RFID cards to your Electric Avenue account, or to set up additional RFID cards and/or FOBs within the Electric Avenue app, follow the instructions below.

Need more RFIDs cards? Purchase packages of 10, 25 or 100 RFID cards and keychain FOBs through our website at goelectricave.com.

STEP 1

Download the Electric Avenue app for iOS or Android and create your user account, following the steps within the app.

STEP 2

Within the Electric Avenue app, tap the hamburger menu in the upper left corner and select "RFID Cards", and then "Add RFID Tag".
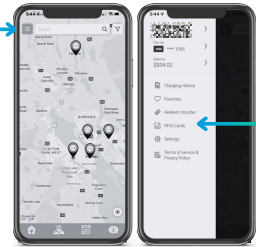
STEP 3

Tap "Scan QR Code" and scan the QR code displayed on the screen on the front of the charger, or enter the 4-digit alphanumeric EVSE ID manually (provided by Electric Avenue).

NOTE: RFID setup can be done on <u>any</u> networked OCPP Electric Avenue charger.
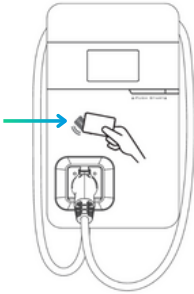
OPERATING THE CHARGER
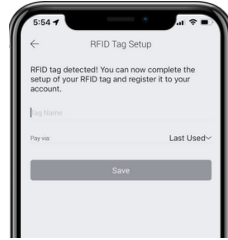## RFID PROGRAMMING

STEP 4

Tap the RFID Card or FOB directly on the RFID card icon on the front of the charger.

STEP 5

In the app you will be prompted to enter a name for your RFID and select your payment method from the drop down menu. Once finished, tap "Save".

> Once an RFID has been added to a user account, the RFID can be used to initiate a charging session on any public charger within our network.

OPERATING WITH RFID

STEP 1

Connect your vehicle by plugging the charging connector into your vehicle's charging inlet.
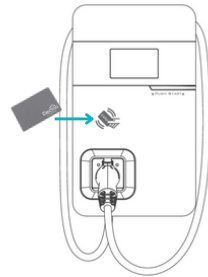
STEP 2

Tap the RFID card or FOB directly on the RFID icon on the front of the charger. A green check mark will show up on the screen after an RFID is authorized and the standby light will FLASH GREEN.

STEP 3

When charging is complete, remove the charging cable and place the connector back in the charger's holster.

OPERATING THE CHARGER

OPERATING WITH THE MOBILE APP

The free Electric Avenue mobile app allows users to find available chargers on the map, add payment methods, and use their account to control start, stop or scheduling charging sessions on any available Electric Avenue commercial charger.
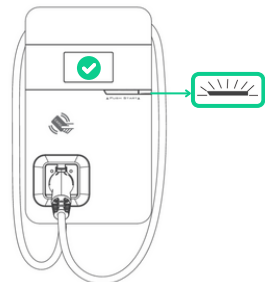
App functionality is only available for chargers that are connected to the Electric Avenue central system and have an Enterprise Software subscription.

To purchase an Enterprise Software subscription, visit GoElectricAve.com

DOWNLOAD THE ELECTRIC AVENUE APP

STEP 1

Download the Electric Avenue app for iOS or Android.

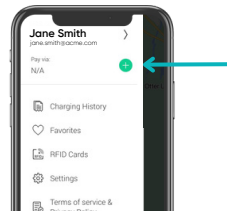Download on the App Store

GET IT ON Google Play

STEP 2

Follow the steps to create your user account within the app.

STEP 3

Add a payment method.

Tap the hamburger menu in the top left corner and tap the green circle beside Pay via: N/A to add a credit card to your account for your payment method.

OPERATING THE CHARGER
OPERATING WITH THE MOBILE APP

App functionality is only available for chargers that are connected to the Electric Avenue central system and have an Enterprise Software subscription.

STEP 1

In the Electric Avenue app, tap the QR code icon in the center of the bottom menu, and scan the QR code displayed on the screen on the front of the charger, or enter the 4-digit alphanumeric EVSE ID manually (found on a sticker below the charger's indicator light).

STEP 2

In the Electric Avenue app press 'Start Charging'.

STEP 3

Connect your vehicle by plugging the charging connector into your vehicle's charging inlet.

STEP 4

The session is already initiated and the vehicle will begin to charge automatically. During charging, the status indicator light will flash blue.

If the light is red (Fault), disconnect and reconnect the charging connector to your vehicle. If the light is still red, refer to the Errors and Warning Messages on page 61.
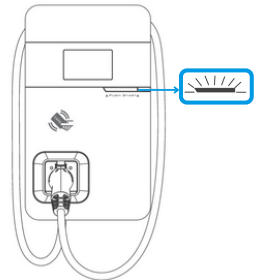
STEP 5

When charging is complete the app will alert you.

To disconnect the charger from your vehicle, press the button on the connector and return the gun to the holster on the front of the station.

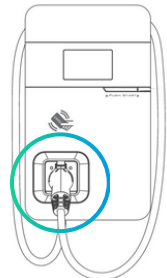# OPERATING THE CHARGER

LED INDICATOR LIGHT MEANINGS

CHARGER STATUS	BLUE	GREEN	RED
Initial	Constantly Bright White		
Idle Backend Connected Sleep		Breath	
Idle Backend Connected		Constantly Bright	
Idle Backend Disconnected Sleep		Breathing (Yellow)	
Idle Backend Disconnected		Constantly Bright (Yellow)	
Authorize RFID Authorization Pass		Flicker 3 seconds	
Authorize RFID Authorization Fail			Flicker 3 seconds
Handshaking	Constantly Bright		
Charging	Flicker		
Terminate	Constantly Bright		
Complete	Constantly Bright		
Maintenance Upgrade		Flicker (Yellow)	
Reservation		Flicker	

NEED ASSISTANCE?

Electric Avenue Technical Support:
1-888-353-2283
support@goelectricave.com

OPERATING THE CHARGER

SCREEN INSTRUCTIONS AND STATUS CODES

Status Code

Ethernet connected with internet

Ethernet NOT connected

Ethernet connected with internet

WIFI connected with internet

WIFI NOT connected

WIFI connected without internet

4G connected with internet

4G NOT connected

4G connected without internet

Backend Online

Backend Offline

STATUS CODE TABLE

STATUS CODE	DESCRIPTION
011004	RCD/CCID self-test fail
011009	Output relay welding
011010	Output relay driving fault
011021	WiFi module broken
011036	Rotary switch fault
012200	System input OVP
012203	System input UVP
012212	System input drop
012216	System output OCP
012223	System ambient/inlet OTP

OPERATING THE CHARGER

SCREEN INSTRUCTIONS AND STATUS CODES

012233	RCD/CCID trip
012241	WIFI module communication fail
012242	3G/4G module communication fail
012243	RFID module communication fail
012254	Fail to create share memory
012255	CSU initialization failed
012256	Ground Fault
012257	MCU self-test Fault
012262	Syetem output Circuit Short
012344	Meter IC communication timeout
012345	Pilot negative error
013607	CSU fimrware update fail
013622	Disconnected from Internet through Ethernet
013623	Disconnected from Internet through WIFI
013625	Disconnected from AP through WIFI
023703	Pilot fault

OPERATING THE CHARGER

ERROR AND WARNING MESSAGES

STATUS	RED	NOTES
Input OVP	One flash followed by a 3-sec pause	Measure the input voltage to see if it is higher than 275V
Input UVP	Two flashes followed by a 3-sec pause	Measure the input voltage to see if it is lower than 160V
Output OCP	Three flashes followed by a 3-sec pause	When the charging current on the vehicle shows overloaded, disconnect the charging gun and try to initiate charging again. If the error persists, contact your vehicle's service department to identify the issue.
OTP	Four flashes followed by a 3-sec pause	If the temperature of the charger is abnormal, turn off power to the charger to allow it to cool before powering it on again. If the error persists, stop using and power off the charger immediately, and contact Electric Avenue Support.
RCD Abnormal	Five flashes followed by a 3-sec pause	Disengage the charging gun and try the operation again. If the error persists, contact Electric Avenue Support.
Ground Fault[1]	Six flashes followed by a 3-sec pause	Confirm the grounding status[1]
Control Pilot Fault	Flicker	When communication between the vehicle and charger is abnormal, disengage the charging gun and engage again. If the error persists, contact Electric Avenue Support.
MCU Self-Test Fail	Constantly Bright	Contact Electric Avenue Support.
RCD Self-Test Fail	Constantly Bright	Contact Electric Avenue Support.
Relay Self-Test Fail	Constantly Bright	Contact Electric Avenue Support.
RCD Abnormal Stop Charging[2]	Constantly Bright	Contact Electric Avenue Support.[3]
Output OCP Stop Charging[2]	Constantly Bright	Contact Electric Avenue Support.
OTP Stop Charging	Constantly Bright	Contact Electric Avenue Support.[3]

OPERATING THE CHARGER
ERROR AND WARNING MESSAGES

*1 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, electrical 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.

*2 Withdrawing and plugging back in the charging gun can exit this stopcharging mode.

*3 If this stop-charging mode is frequently triggered, please contact customer service for technical solutions.

NEED ASSISTANCE?

Electric Avenue Technical Support:
1-888-353-2283
support@goelectricave.com

MAINTENANCE AND REPAIR

Keep the charger clean and install it in a clean area with low humidity. Do not install the charger in an environment with high amounts of oil, humidity, or dust.

- Avoid moisture or water in the charger. If water or excess moisture gets into the charger, immediately power off the charger to avoid danger. Contact maintenance personnel before using the charger again.
- If there is any damage or dirt on the vehicle connector, charging cable, or vehicle connector holder, contact maintenance personnel immediately.
- Always use the charger correctly. Do not hit or press hard on the case. If the case is damaged, contact a professional technician.
- Avoid placing the charger near hot objects and in high-temperature locations.
- Keep the charger away from dangerous substances such as flammable gases and corrosive materials.
- Do not place external objects or heavy objects on the charger.

WARRANTY

Electric Avenue offers a three (3) year limited warranty in the event a defect occurs with an Electric Avenue EV charger. Electric Avenue guarantees that EV chargers shall be free of manufacturer defects. The warranty is applicable to the original purchaser only and is non-transferable. This warranty will be void if any original parts have been changed or any attempt to repair a non-working EV charger has been made by anyone other than authorized Electric Avenue personnel. This warranty is void if the EV charger was used in a manner other than the specified operating range or was used in an application not intended for the EV charger. This warranty is void if the EV charger is altered or modified.

Warranty Exclusions:
- Damage or rendered non-functional because of power surges, lightning, earthquake, fire, flood, pest damage, abuse, accident, misuse, negligence, or failure to maintain the product or other event beyond Supplier's reasonable control or not arising from the normal operating condition.
- Cosmetic or superficial defects, dents, marks, or scratches after use.
- Components that are separate from the product, ancillary equipment, and consumables, such as door key, RFID card, air filter, fuse, cable, wires, and connectors.
- Damage because of modifications, alterations, or disassembling which were not preauthorized in writing by Supplier.
- Damage due to the failure to observe the applicable safety regulations governing the proper use of the product.
- Installed or operated not in strict conformance with the documentation, including without limitation, not ensuring sufficient ventilation for the product as described in the Supplier installation instructions.

If a defect occurs during the warranty period, the unit(s) or parts must be returned in accordance with the return policy. A copy of the original invoice or other proof of purchase must accompany the returned unit(s) or parts. Electric Avenue reserves the right to repair or replace, at our option, any defective EV charger within the warranty period. Electric Avenue is under no obligation to repair or replace EV chargers that have components blown out by use of excessive loads or input conditions beyond the stated range of the EV charger specification.

To file a warranty claim, contact Electric Avenue support by phoning 1-888-353-2283 or send a detailed email to support@goelectricave.com.

Always Be Charging