



48A LEVEL 2 EV CHARGER
INSTALLATION & USER GUIDE



Proper Disposal:

Electric Avenue's Watti Home Gen2 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.

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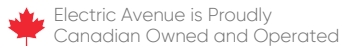


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IMPORTANT SAFETY INFORMATION

WARNING: This manual contains important instructions for installing and using the Watti Home Gen2 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 Home Gen2 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 Home Gen2 EV charger and adhere to all national and local building codes and standards.

Before installing or servicing the Watti Home Gen2 EV charger, consult with 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 it is not possible to perform an installation following the procedures provided in this document, contact Electric Avenue.

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.

NEED ASSISTANCE?



Electric Avenue Technical Support:
1-888-353-2283 ext. 4
support@goelectricave.com



IMPORTANT SAFETY INFORMATION

WARNING:

- 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.

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. Similarly, an equipment grounding conductor should accompany circuit conductors and be attached to the equipment grounding terminal or lead on the EV charger.

WARNING: Close monitoring advised if device is utilized in proximity to 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.

WARNING: It is always recommended to 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.

WARNING: Do not modify the NEMA 14-50 plug provided with the device. If it does not fit the outlet, have a proper outlet installed by a qualified electrician.



IMPORTANT SAFETY INFORMATION

WARNING: This charger is designed only for vehicles that are compatible with the SAE J1772 Level 2 charging standard.

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	16A	32A	40A	48A
Circuit Breaker Options	20A	40A	50A	60A
Rotary Switch Settings	0	1	2	3

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

CAUTION: If the plug-in option is utilized, the device shall be mounted at a maximum distance of 40 cm (1.3 ft) from a NEMA 14-50 receptacle.

CAUTION: Do not operate in conditions outside its operating range. The range of use for the Watti Home Gen2 EV charger is a maximum 95% relative humidity and between -40°C to 50°C (-40°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 Home Gen2 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.

CHARGER SPECIFICATIONS

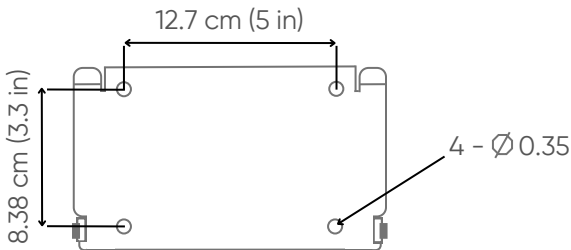
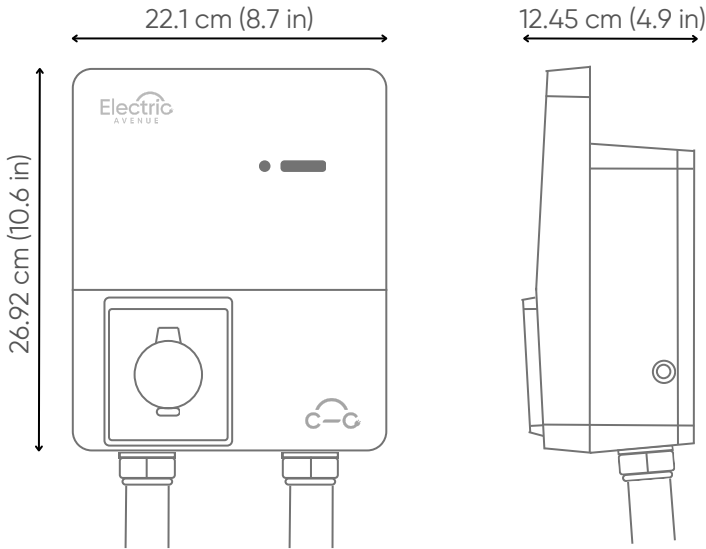
Model Numbers	EA-WHG248-18WIOPLBL / EA-WHG248-18WIOPLWH / EA-WHG248-25WIOPLBL / EA-WHG248-25WIOPLWH
Rated Input Voltage	200-240 VAC
Rated Output Voltage	16/32/40/48A (48A hardwired only)
AC Power Frequency	60 Hz
Input Protection	UVP, OVP, RCD (CCID20), SPD, Ground Fault Protection
Output Protection	OCP, OTP, Control Pilot Fault Protection
Output Interface	SAE J1772 AC Charging Connector
Operation Temperature	-40°C to 50°C (-40°F to 122°F)
Storage Temperature	-40°C to 70°C (-40°F to 158°F)
Relative Operation Humidity	Up to 95% non-condensing
Relative Storage Humidity	Up to 95% non-condensing
Network Connection	WIFI
WIFI Function	802.11 b/g/n
Cable Length	5.5 m (18 ft) / 7.6 m (25 ft)
Protection Level	NEMA 4X / IP65
Installation Type	Wall-Mounted / Universal Pedestal Mounted (sold separately)
Altitude	≤ 1999 m (6561 ft)
Status Indication	Red, Green, Blue LED

GETTING STARTED

CHARGER INTERFACE

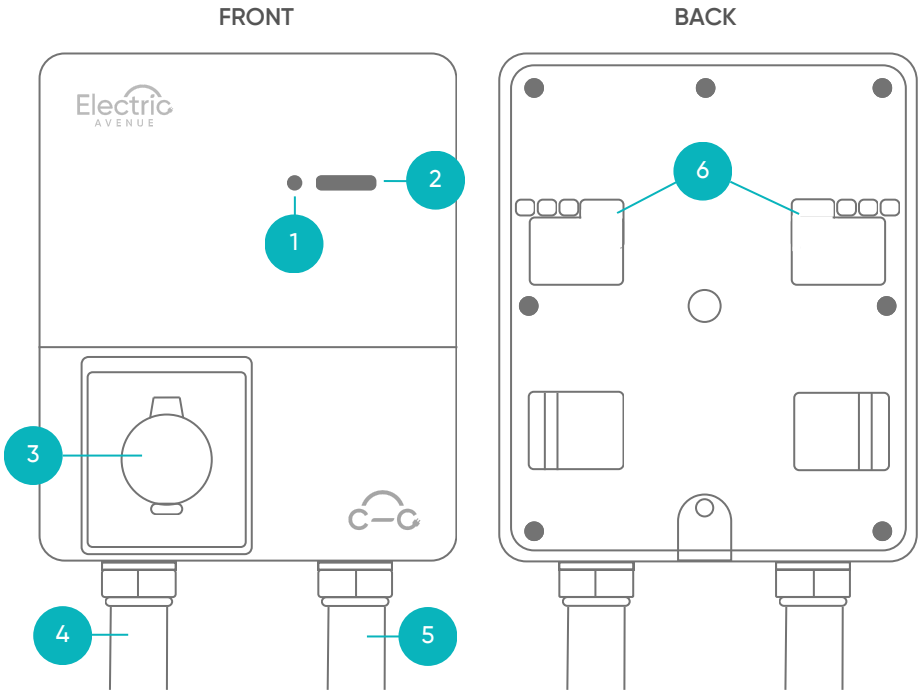


CAUTION: Avoid placing the charger near hot objects or in high temperature locations. Place the charger away from dangerous substances such as flammable gases and corrosive materials.



GETTING STARTED

CHARGER INTERFACE



Charger Interface Components:

- | | |
|---|---|
| 1. LED network indicator light (circle) | 4. NEMA 14-50 plug/Hardwired input |
| 2. LED status indicator light (bar) | 5. Charging cable |
| 3. Charging connector holster | 6. Rear notches to attach to mounting bracket |

GETTING STARTED

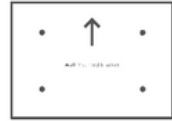
PACKAGE CONTENTS



(1) Watti Home Gen2 EV charger



(1) Installation and user guide



(1) Quick Start Guide with wall mounting template



(1) Mounting bracket



(4) M6 hexagonal expansion screws



(4) Screws and drywall anchors



(2) M5 anti-theft round head screws



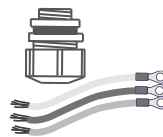
(1) Allen wrench



(1) Black flex conduit



(1) Amperage reduction label sheet



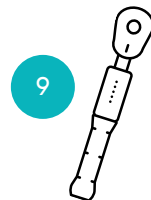
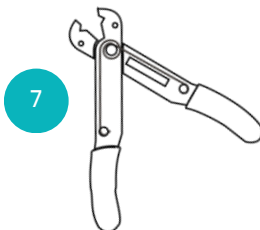
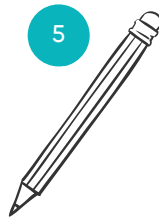
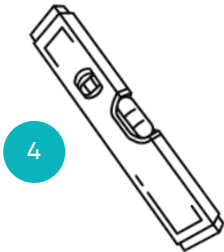
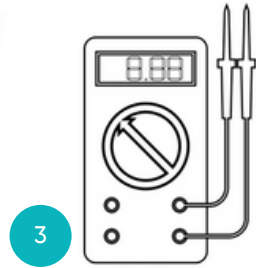
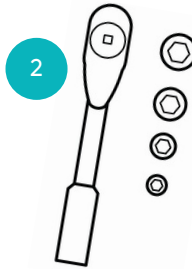
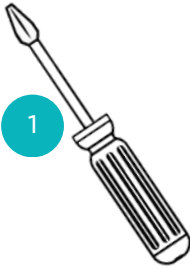
(1) Electrical hardwiring kit

GETTING STARTED

TOOLS REQUIRED FOR INSTALLATION

Gather the following tools (not included) before beginning to install the Watti Home Gen2:

1. Phillips screwdriver
2. Socket wrench (optional)
3. Voltmeter or digital multi-meter
4. Level
5. Pencil or marker
6. Drill and drill bit
7. Wire stripper (for hardwired installation)
8. Stud finder (optional)
9. Torque wrench (optional)



GETTING STARTED

SETTING THE DESIRED OUTPUT CURRENT

The Watti Home Gen2 EV charger can support different maximum output currents by adjusting the rotary switch behind the front cover. The switch is set to position 2 (40A output) by default.



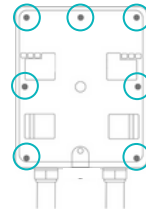
WARNING: Amperage adjustments should only be performed by a qualified electrician.

STEP 1

Determine the desired charging amperage based on the service size and the head room determined in the electrical load calculation. Set the amperage based on the electrical capacity and breaker size.

STEP 2

Using a Phillips screwdriver, access the rotary switch by removing the (7) captive screws on the back of the charger and opening the front cover. Take caution when opening as the front and back are connected via a ribbon cable.



STEP 3

Use a non-conductive object to adjust the switch. Set the switch setting number based on the maximum output current in the table below.



Rotary Switch Settings				
Switch Setting Number	0	1	2	3
Maximum Output Current	16A	32A	40A	48A*

**Your charger is pre-configured to 40A by default.*

If setting to 48A, a hardwired installation is required, see page 13.

STEP 4

Reattach the cover using the (7) screws, ensuring they are secure.

INSTALLATION

MOUNTING THE CHARGER



WARNING: It is always recommended to 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.



THERE ARE TWO INSTALLATION OPTIONS:

Option A: NEMA Plug-In Installation detailed on page 13.
Option B: Electrical Hardwired Installation detailed on page 15.

If the device will be electrically hardwired, perform the steps on page 15 before securing the charger to the wall.

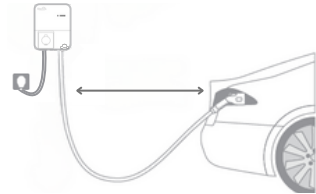
STEP 1

Select an appropriate mounting location within 40 cm (1.3') of a NEMA 14-50 receptacle or within 20" of your hardwired junction box (hardwired installation).

Ensure the owner has chosen a mounting location that allows slack for the charging cable to reach the vehicle's charging inlet while still providing slack.

The device must be anchored into 2" x 4" studs, a solid wall of concrete/brick or a properly reinforced drywall surface using drywall anchors (supplied).

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

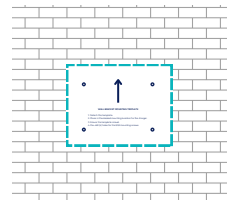


Note: A plug-in outdoor installation requires an outdoor-rated, weather-resistant electrical outlet.

STEP 2

Place the mounting template (found in the Quick Setup Guide) over the selected location. Ensure the template is level before drilling holes for the mounting screws.

Pre-drill the (4) mounting holes. Remove the mounting bracket template.



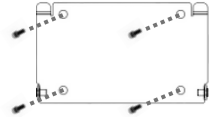
INSTALLATION

MOUNTING THE CHARGER

STEP 3

Place the mounting bracket on the wall, aligning the screw holes with the pre-drilled holes.

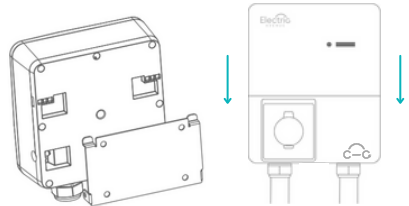
If mounting to brick or concrete, use the (4) hexagonal expansion screws to secure the wall-mounted bracket to the wall.



If mounting to drywall, use the (4) anchors and (4) drywall screws to secure the bracket to the wall and studs. Ensure the bracket is level before tightening.

STEP 4

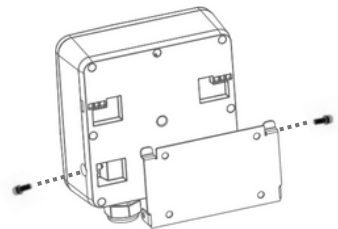
Align the rear notches of the charger with the wall-mounted bracket, and guide the charger over the notches. Gently press and slide the charger downward to secure the charger into the bracket.



Ensure the screw holes on both sides of the charger align with the screw holes on both sides of the mounting bracket.

STEP 5

Insert and tighten the (2) M5 anti-theft screws on both sides of the charger to secure it in place.



Mounting the Charger Complete.

INSTALLATION

NEMA PLUG -IN INSTALLATION (OPTION A) 16A-40A OUTPUT



RISK OF SHOCK: Turn off the supply breaker to the outlet. Do not restore power to the outlet until installation is complete. Failure to follow these instructions could result in shock or electrocution.



WARNING: Do not modify the NEMA 14-50 plug provided with the device. If it does not fit the outlet, have a proper outlet installed by a qualified electrician.



WARNING: This device must be grounded. Improper connection of the equipment-grounding conductor can result in electrical shock or fire hazard. Check with a qualified electrician if you are not sure whether the product is properly grounded.



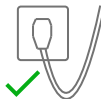
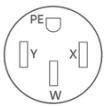
CAUTION: Ensure that the wire type, diameter, current rating, and temperature rating comply with the local electrical standards and requirements in your local area.

STEP 1

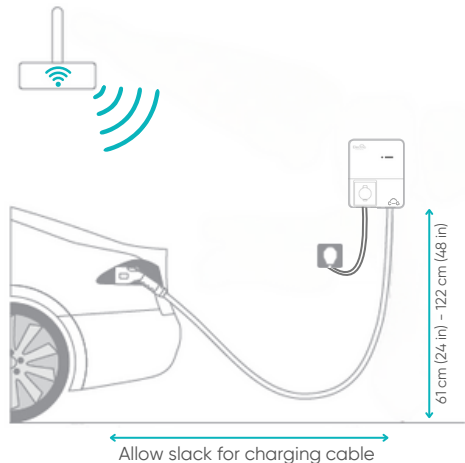
Turn off the supply breaker to the outlet before wiring the outlet. Wire a NEMA 14-50 outlet to a dedicated dual pole 50A circuit breaker.

Install the outlet at a maximum distance of 40 cm (1.3') from where the charger shall be mounted.

Install the outlet with the ground facing up.



Allow slack for NEMA 14-50 plug cable



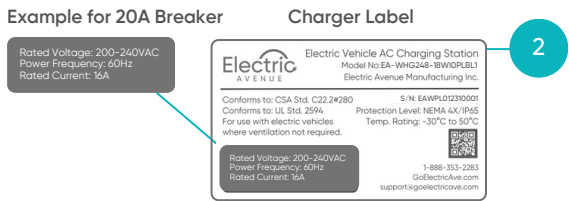
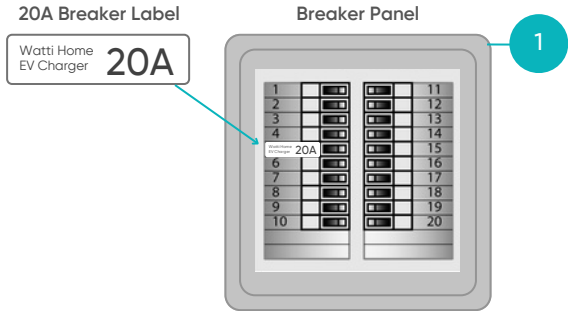
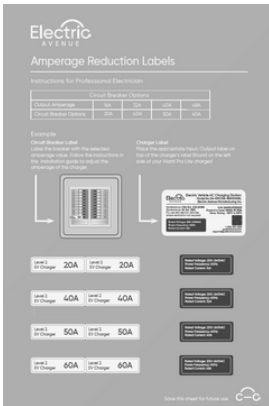
INSTALLATION

NEMA PLUG-IN INSTALLATION (OPTION A)

STEP 2

Using the Amperage Reduction Labels sheet, included in the box with your charger:

- 1 Affix the supplied white amperage label with the appropriate breaker rating to the circuit in the panel.
- 2 Affix the corresponding black label over the charger's product label, found on the left side of the charger.



STEP 3

Once the outlet is installed and the charger is securely mounted, insert the NEMA 14-50 plug into the outlet. Then, restore power to the breaker and allow the charger to run through the boot-up cycle.



INSTALLATION

ELECTRICAL HARDWARE INSTALLATION (OPTION B) REQUIRED FOR 48A OUTPUT



RISK OF SHOCK: Disconnect electrical power prior to installing the charging station. Do not restore power until installation is complete. Failure to follow these instructions could result in shock or electrocution.



WARNING: This device must be grounded. Improper connection of the equipment-grounding conductor can result in electric shock or fire hazard. Check with a qualified electrician or serviceman if you are not sure the device is properly grounded.



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



CAUTION: Ensure that the wire type, diameter, current rating, and temperature rating comply with the local electrical standards and requirements in your local area.

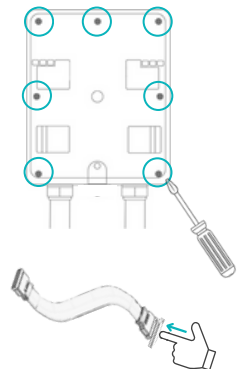
STEP 1

For safe use of electricity, install a dedicated dual pole circuit breaker according to the desired output. The circuit breaker must be switched OFF before wiring the charger. See page 4 for breaker sizes.

STEP 2

Using a Phillips screwdriver, open the charger by removing the (7) captive screws on the back of the charger and opening the front cover. Take caution when opening as the front and back are connected via a ribbon cable.

Remove the ribbon cable from the end to disconnect the front cover from the back of the charger. Press on the connector and pull to release.

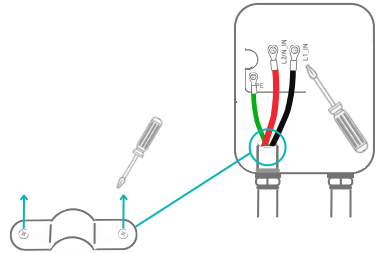


INSTALLATION

ELECTRICAL HARDWIRE INSTALLATION (OPTION B)

STEP 3

Unscrew the NEMA 14-50 plug connections (L1, L2, PE) from the terminals.

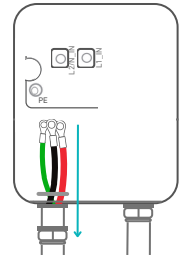


STEP 4

Unscrew the cable clamp and remove.

STEP 5

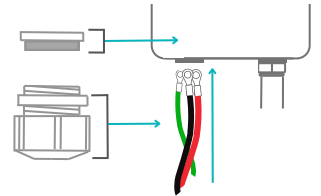
Unscrew the strain relief connector and slide the NEMA 14-50 terminal lugs out of the opening. Remove the rest of the connector.



STEP 6

Insert the hardwire electrical cable terminal lugs through the cable opening.

Unscrew the provided strain relief connector and slide the metal lock nut and rubber gasket over the terminal lugs (inside the device).



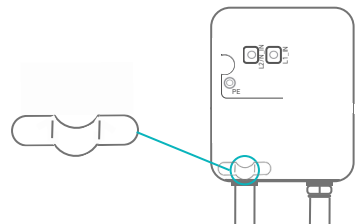
Slide the threaded end of the strain relief connector over the electrical cables outside the device and through the opening.



Loosely screw the metal lock nut to the threaded end of the connector.

STEP 7

Place the bottom side of the cable clamp (provided) loosely under the electrical cable, where the top cable clamp was initially screwed in.



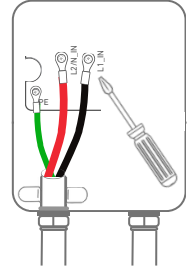
INSTALLATION

ELECTRICAL HARDWIRE INSTALLATION (OPTION B)

STEP 8

Terminate the electrical hardwire cable according to the following layout (**Tension: 10-13kgf.cm/8.68-11.28lbf.in**):

- L1 to L1_IN
- L2 to L2/N_IN
- PE to PE

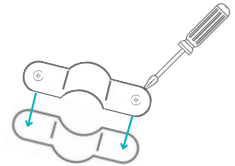


STEP 9

Fully tightening the metal lock nut to the threaded end of the connector, inside the charger (**Tension: 23-30kgf.cm/19.96-26.04lbf.in**). Fully tighten the rest of the strain relief connector, outside the charger (**Tension: 50-65kgf.cm/43.40-56.42lbf.in**).

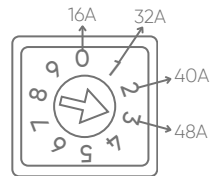
STEP 10

Place the top of the cable clamp over the electrical cable and tighten the screws on both sides to secure it to the bottom clamp.



STEP 11

With a non-metallic flat head object, adjust the rotary switch setting according to the desired output current. Refer to page 10 for directions.



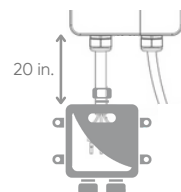
STEP 12

Reconnect the ribbon cable. Listen for a click to ensure the proper connection is made. Secure the front cover to the back of the charger with the (7) screws provided.



STEP 13

Install the appropriate electrical conduit or armored cable from the electrical supply panel to a junction box or disconnect. Place the junction box or disconnect within 20 in. of the bottom left-hand corner of the charger.



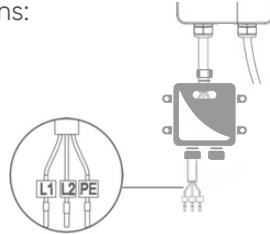
INSTALLATION

HARDWIRE INSTALLATION (OPTION B)

STEP 14

Hardwire the charger leads to the electrical supply panel. To complete the wiring, make the following connections:

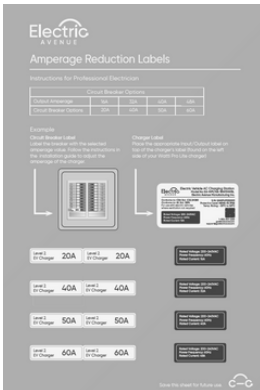
- Connect the L1 lead to the grid L1
- Connect the L2 lead to the grid L2
- Connect the PE lead to the grid PE



STEP 15

Using the Amperage Reduction Labels sheet, included in the box with your charger:

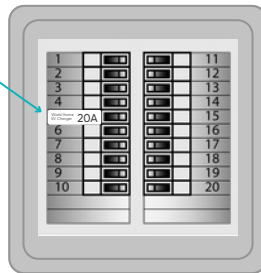
- 1 Affix the supplied white amperage label with the appropriate breaker rating to the circuit in the panel.
- 2 Affix the corresponding black label over the charger's product label, found on the left side of the charger.



20A Breaker Label



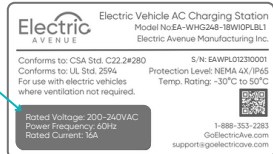
Breaker Panel



Example for 20A Breaker

Rated Voltage: 200-240VAC
Power Frequency: 60Hz
Rated Current: 16A

Charger Label



Hardwired Installation Complete.

OPERATING THE CHARGER

CHOOSING THE CHARGE MODE

The Watti Home Gen2 EV charger can support two different modes of charging, through the free Electric Avenue mobile app, or simply Plug and Play (default):

MOBILE APP MODE



To utilize the mobile app as your mode of charging, your charger must be connected to the internet via WIFI. Utilizing the Electric Avenue app allows you to start, stop and schedule charging sessions. Users have access to personalized charging data and energy insights.



Customize charging sessions

Enable Smart Charging to create custom charging schedules and preferences. Specify start and end times, set a target kWh charge, and monitor electricity costs by setting your peak and off-peak electricity rates.



Status updates and alerts

Monitor the status of your charging session and turn on notifications to receive alerts. If the session has stopped for any reason, utilize the remote troubleshooting features to quickly resolve the fault.



Access to charging data

Effortlessly monitor your vehicle's energy consumption in real-time, view historical charging sessions, and gain valuable insights into your home and public charging habits.



Public charging network map

When you're on the go, quickly and easily find public charging stations near your destination using the map feature within the app.

PLUG AND PLAY MODE



Plug and Play mode is an offline mode of charging. Simply put, the user plugs in their EV, and the charger delivers power.

- No network connection required
- No user authentication required to charge

Note: In Plug and Play mode you will not have the ability to track data or export personalized usage reports.

INSTALLATION

CONNECT TO WIFI VIA ELECTRIC AVENUE INSTALL APP



Follow these steps to connect your new Watti Home Gen2 to your home WIFI network in order to be able to use the Electric Avenue mobile app.

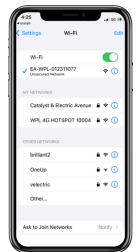
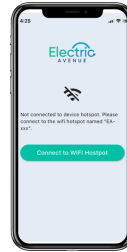
STEP 1

Download the **Electric Avenue Install** app for iOS or Android:



STEP 2

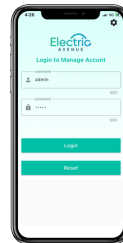
Open the Install app and click "Connect to WIFI Hotspot". Select the WIFI hotspot called "EA-WPL-XXXXXXXX", which will match the S/N on the side of your device.



STEP 3

Return to the Install app and refresh the page. Login to manage the account.

Username: admin
Password: admin



STEP 4

In the WIFI settings, tap the WIFI SSID field, then select your desired network.

Fill in the WIFI password and click "Submit".



INSTALLATION

CONNECT TO WIFI VIA ELECTRIC AVENUE INSTALL APP




The Watti Home Gen2 supports 2.4GHz WIFI networks only.

STEP 5

The network indicator light (circle) will begin to blink green once connected to WIFI, and the Install app will show "WIFI Connected":

 WIFI Connected

If the WIFI connection is unsuccessful, the network indicator light (circle) will flash red and then remain solid blue, indicating it is offline. The install app will show "WIFI Not Connected":

 WIFI Not Connected

If the WIFI indicates it is still not connected, check your password and try again.



STEP 6

Once connected to the WIFI, the charger will proceed to connect to the Electric Avenue Central System. The network indicator light (circle) will become solid green (may take up to 2 minutes), indicating that the charger has successfully established a connection to the Electric Avenue Central System.

Continue to page 22 and follow the steps to download and add your Watti Home Gen2 to the Electric Avenue app.



WIFI Connection Complete.

OPERATING THE CHARGER

OPERATING WITH THE ELECTRIC AVENUE APP



WARNING: 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.



WARNING: Close monitoring is advised when this device is utilized in proximity to children.



CAUTION: Do not hit or press hard on the enclosure. If the case is damaged, please contact a professional technician.



CAUTION: Do not put heavy objects on the charger.



CAUTION: Do not forcefully pull the charging cable, damage it with sharp objects, or place fingers or insert foreign objects into any part of the charging connector.



CAUTION: This charger is designed only for vehicles that are compatible with the SAE J1772 Level 2 charging standard.



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



To use the Electric Avenue app to manage your Wattt Home Gen2 charger, ensure your charger is connected to a stable 2.4GHz WIFI network. Complete networking steps on page 20 before proceeding to download the Electric Avenue app.

OPERATING THE CHARGER

DOWNLOAD THE ELECTRIC AVENUE APP



The Watti Home Gen2 EV charger can only be added to ONE Electric Avenue app account. If multiple individuals wish to utilize the same charger, they must download the app and log into the same account.

STEP 1


Download the **Electric Avenue** app for iOS or Android.



STEP 2

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

STEP 3

In the Electric Avenue app, tap the QR code icon  in the bottom menu. Scan the QR code sticker found on the right side of the charger, or enter the charger's ID # manually (4-character code) found directly below the QR code on the sticker.

When prompted, enter **PIN 0799**.



NEED ASSISTANCE?



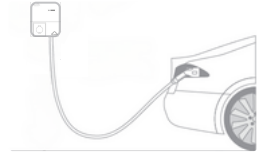
Electric Avenue Technical Support:
1-888-353-2283 ext. 4
support@goelectricave.com

OPERATING THE CHARGER


OPERATING WITH THE ELECTRIC AVENUE APP

STEP 1

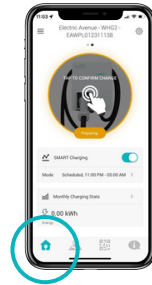
Connect your vehicle by plugging the charging connector into your vehicle's charging inlet.



STEP 2

In the Electric Avenue app, tap the Home Charging icon  to see your home charger.

Your app will display an orange circle around the image of the charger to indicate it is preparing for charging. Tap to begin charging (if authentication is enabled)



STEP 3

During charging, the status indicator light (bar) on the front of the charger will flash green.

In the Electric Avenue app, you can monitor the status of your charging session.

If the light is red (Fault), disconnect and reconnect the charging connector to your vehicle. If the light is still red, refer to the Troubleshooting Tips on page 29.

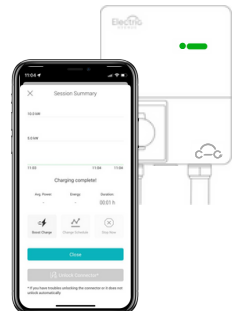


STEP 4

When charging is complete, the status indicator light (bar) will display solid green.

Press the button on the connector and disconnect the charging connector from your vehicle's charging inlet.

In the Electric Avenue app, you can view your charging session data.



OPERATING THE CHARGER

OPERATING AS PLUG AND PLAY (NON-APP BASED)



WARNING: 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.



WARNING: Close monitoring is advised when this device is utilized in proximity to children.



CAUTION: Please use the charger properly. Do not hit or press hard on the enclosure. If the case is damaged, please contact a professional technician.



CAUTION: Do not put heavy objects on the charger.



CAUTION: Do not forcefully pull the charging cable, damage it with sharp objects, or place fingers or insert foreign objects into any part of the charging connector.



CAUTION: This charger is designed only for vehicles that are compatible with the SAE J1772 Level 2 charging standard.

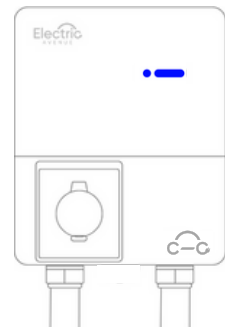


CAUTION: Always ensure that the charging cable is positioned so it is not stepped on, tripped over, or subjected to damage or stress.

STEP 1

Standby Mode:

After being powered on, during boot-up, the charger will flow through a series of network indicator lights and status indicator lights before remaining constantly blue to indicate the charger is in standby mode and ready to use.



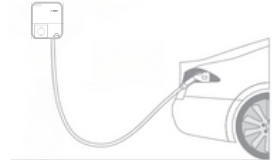
OPERATING THE CHARGER

OPERATING AS PLUG AND PLAY (NON-APP BASED)

STEP 2

Connect Your Vehicle:

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

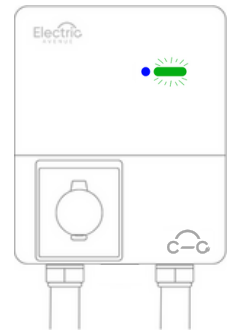


STEP 3

Active Charging:

During charging, the status indicator light (bar) will blink green.

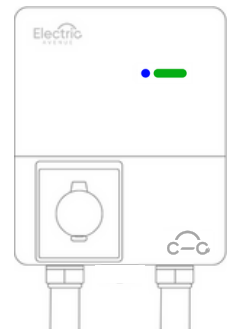
If the light turns red (Fault), disconnect and reconnect the charging connector to your vehicle. If the light is still red, refer to the Troubleshooting Tips section on page 29.



STEP 4

Charging Complete:

When charging is complete, the status indicator light (bar) will display solid green. Press the button on the connector and disconnect the charging connector from your vehicle's charging inlet.



NEED ASSISTANCE?








Electric Avenue Technical Support:
1-888-353-2283 ext. 4
support@goelectricave.com






OPERATING THE CHARGER

LED INDICATOR LIGHT MEANINGS

NETWORK INDICATOR LIGHT (CIRCLE)

Offline	Connecting to WIFI	Connected to WIFI	Connected to central system	Connection Failed
				
Solid Blue	Flashing Blue	Flashing Green	Solid Green	Solid Red

STATUS INDICATOR LIGHT (BAR)

Standby: Waiting to Plug In	Initiating Charge: Communicating with Vehicle	Charging In Progress	Charging Complete	Fault (Variations)
				
Solid Blue	Solid Green	Flashing Green	Solid Green	Flashing Red

NEED ASSISTANCE?



Electric Avenue Technical Support:
1-888-353-2283 ext. 4
support@goelectricave.com

OPERATING THE CHARGER

ERROR AND WARNING MESSAGES

Fault Status	Red Status Indicator Light (bar)
Voltmeter fault	1 flash followed by 3 sec pauses
Control pilot fault	2 flashes followed by 3 sec pauses
Input UVP	3 flashes followed by 3 sec pauses
Input OVP	4 flashes followed by 3 sec pauses
OTP	5 flashes followed by 3 sec pauses
OCP	6 flashes followed by 3 sec pauses
Ground fault	7 flashes followed by 3 sec pauses
Relay fault	8 flashes followed by 3 sec pauses
RCD abnormal	9 flashes followed by 3 sec pauses
RCD self-test fault	10 flashes followed by 3 sec pauses

NEED ASSISTANCE?



Electric Avenue Technical Support:
1-888-353-2283 ext. 4
support@goelectricave.com

OPERATING THE CHARGER

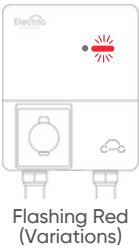
TROUBLESHOOTING TIPS

Network Connection Failed



If the LED network indicator light (circle) is solid red (connection failed notification), it means the network connection to the charger has been lost. Reboot the WIFI access point or network switch. If the error persists, contact your network service provider.

Charging Connection Fault



If the LED status indicator light (bar) is flashing any variation of red (fault notification), it means the charger is reporting a fault. In some cases, a reboot will resolve the fault. Reboot the charger by unplugging and re-plugging the NEMA 14-50 plug, by flipping the supply breaker, or by pressing reboot directly in the Electric Avenue app. Refer to page 28 for more information on Errors and Warning Messages. If the error persists, contact Electric Avenue Support.

Charging Not In Progress



When initiating a charging session, if the LED status indicator light (bar) does not transition from solid green (initiation of a charging session: communicating with the vehicle) to flashing green (indicating charging in progress), unplug the connector from the vehicle and restart the session.

NEED ASSISTANCE?



Electric Avenue Technical Support:
1-888-353-2283 ext. 4
support@goelectricave.com

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