

User Manual

Preface

Thank you for purchasing a WOLFBOX product. Our equipment is manufactured to high standards and will provide 3 years of trouble-free performance if used in accordance with these instructions and properly maintained.

IMPORTANT

- Before operating or maintaining this equipment, please read this manual carefully and follow the instructions for installation and operation, paying special attention to safety warnings and precautions. Improper use of this product may result in product damage and personal injury and void the product warranty.
- Under no circumstances does compliance with the information in the instructions relieve the user of the responsibility to comply with all applicable codes and safety standards. This document describes the approval process. If you are unable to perform the steps described below, please contact us. We are not responsible for any damages resulting from custom installations or procedures not described in this document or from failure to comply with the recommendations.

WARNING

- This equipment should be installed by a licensed electrician only in accordance with all local codes and ordinances.
- This equipment must be grounded through the permanent wiring system or equipment grounding conductor, otherwise it may result in the risk of electric shock or fire.
- Children should be supervised when using this equipment.
- Do not insert fingers or foreign objects into the EV connector.
- Do not install or use this equipment near flammable materials, explosive, irritating or combustible substances, chemicals or vapors.
- Do not use this product if the flexible power cord or EV cable is frayed, has broken insulation, or any other signs 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.
- Use only 90° copper wire conductors.
- Do not operate this equipment outside operating temperature range of (-13°F~ 113°F) -25°C~ 45°C.
- Please install this equipment correctly. Improper installation and testing of the equipment may result in property damage, personal injury.
- Handle the equipment carefully during transportation. Do not use force, shock or pull, twist, wrap, drag or step on the equipment to avoid damage to the equipment or equipment parts.
- For NEMA plug-in versions, use only NEMA outlets (6-50 or 14-50). For your own safety, do not unplug the charger during charging.

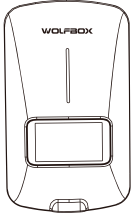
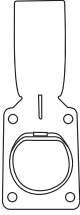



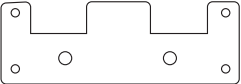

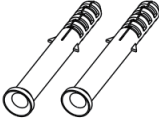

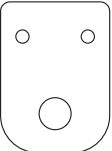
For use with electric vehicles.

Ventilation Not Required.

 **CAUTION**

To avoid the risk of fire or electric shock, do not use this equipment is used with extension cord.

Packing List

Electric Vehicle Supply Equipment		Connector Holder	
RFID Blocking Card		User Manual	
Amperage Label		Wall Mount Bracket	
Self-tapping Screw (11 PCS)		Plastic Expansion Tube (11 PCS)	
Machine screw (2 PCS)		Anti-theft locking piece	

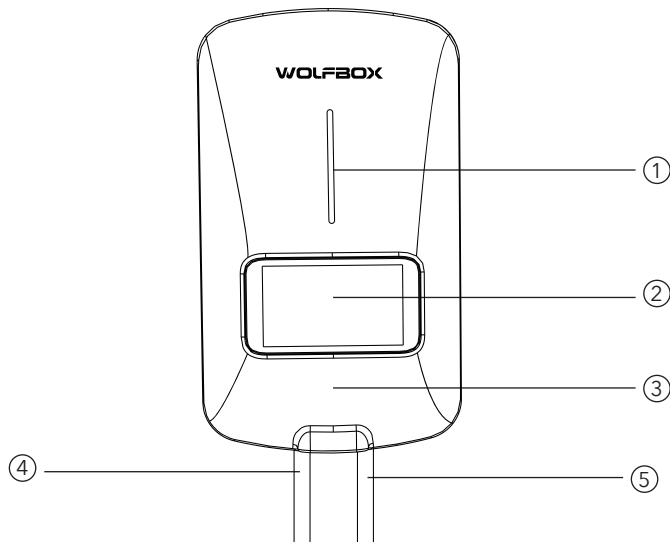
Other tools you may need :

- 1: Socket of NEMA 14-50 or socket of NEMA 6-50 or power supply for installing hardware circuitry
- 2: Drill
- 3: Pen
- 4: Hammer
- 5: Screwdriver

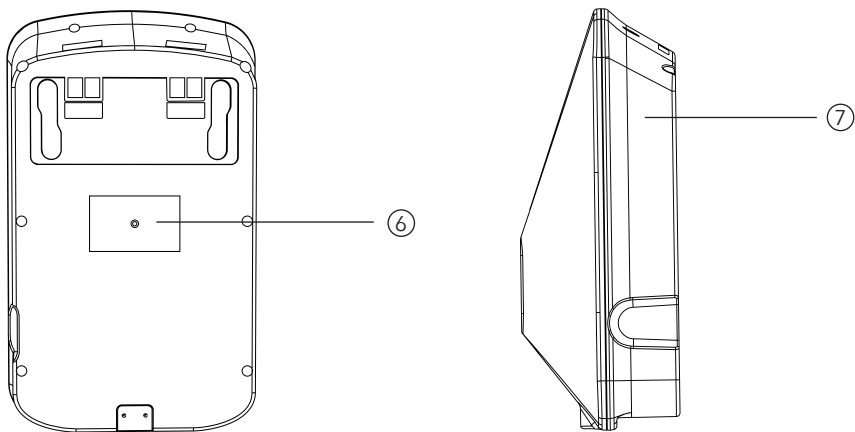
 CAUTION

- Holster and installation accessories only apply to the product model provided with this product.
- The list above does not necessarily include all tools required for installation. We recommend that you read through the installation process and gather the tools you need before installing.

Product Overview



1. Lighting
2. Display Screen
3. RFID Reader
4. Current Inlet Cable
5. Charging Cable

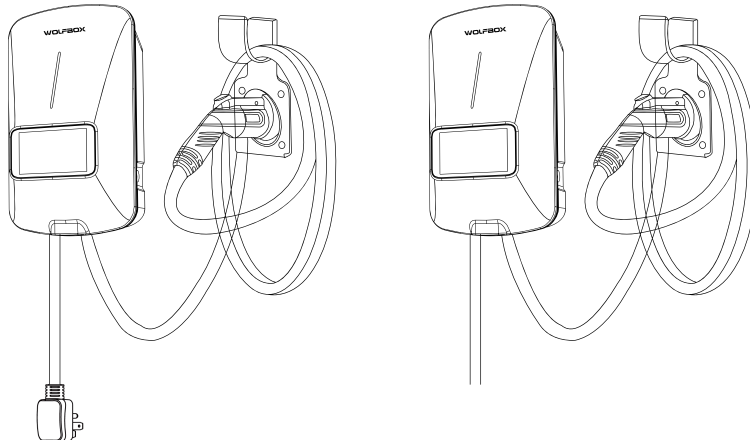


6. Product Labels
7. Amperage Labels

Lighting Indicators

Working status	Indicator status
Standby mode -not connected to the network	Light orange long bright
Standby mode - connected to the network	Light blue long bright
Charging mode - charging in progress	Light blue flowing light effect
Charging mode - charging completed	Long green light
Failure	Red flashing

Overall Drawing



Installation Guide (Reference)

IMPORTANT

Please follow all applicable codes and regulations and obtain permits to complete electrical work as required.

Location Planning:

1. Mount the unit on a vertical surface that will support its weight (e.g., a finished wall). The maximum weight of this product is approx 10.5kg .
2. Keep this equipment is installed in allowing wire bending tolerance within the scope of the position.
3. Place the charger in a position that is not easily damaged.

Locate

1. Determine the required charging amperage and whether a hardwired circuit is required for the desired circuit rating. Select based on the power capacity in the panel, the desired charge rate and whether the user prefers NEMA plug-in or hardwired installation

Circuit Rating	Max Load	Estimated Range per Hour	Plug-In	Hardwire
50 A	40 A	30 miles/48 km	yes	yes
40 A	32 A	25 miles/40 km	yes	yes

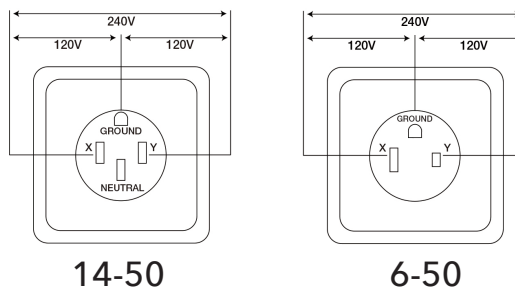
IMPORTANT

In Canada, a NEMA plug-in installation is only allowed with a 50 amp circuit.

Higher amperage connections are also available for this product. See all applicable codes for circuit breaker and wire sizing requirements. Field terminals are rated to 105°C and accept up to 6 AWG (16 mm²) wire.

Circuit Rating	Max Load	Estimated Range per Hour	Plug-In	Hardwire
80 A	50 A	37 miles/60 km	no	yes
70 A	50 A	37 miles/60 km	no	yes
60 A	48 A	36 miles/58 km	no	yes

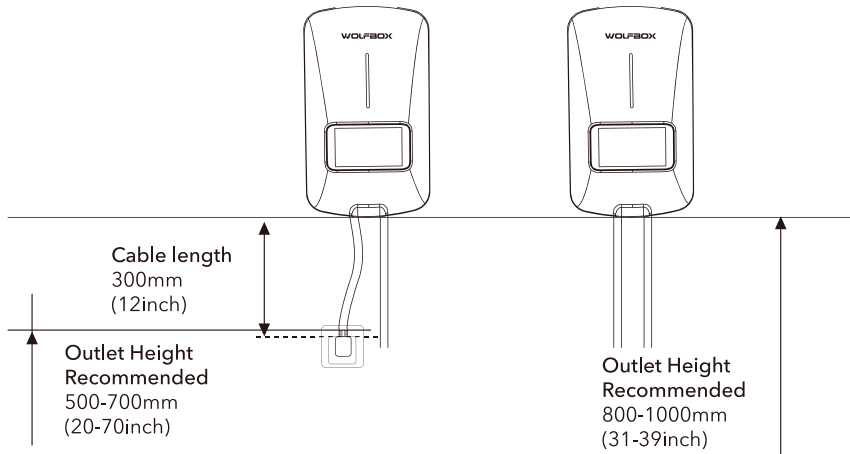
2. For NEMA plug-in installations, determine the type of plug purchased, NEMA 6-50 or 14-50 plug.



3. Ensure that the electrical panel supports 240V dedicated circuits and new dedicated non-GFCI bipolar disconnects in accordance with local regulations.
4. The recommended installation height is between 500mm(20inch)and 700mm(70inch). For NEMA plug-in installations, the NEMA should be at least 460mm (18inch) off the ground adjacent to the charger mounting location, but make sure both are positioned within the adjustable range of the wire. Within the adjustable range of the cord.

CAUTION

- The suitability of the use of flexible cord in accordance with CE code, part I, rule 4-012, is to be determined by the local inspection authority having jurisdiction.
- The input power cable length is 300mm (12 inches) (According to the National Electric Vehicle Charger Electrical Code).



Current Line Description

Grounding requirements

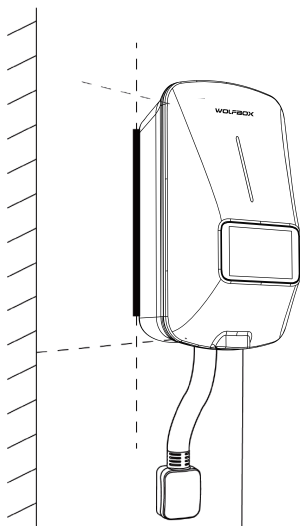
- The charger must be connected to the earthing metal permanent wiring system. Equipment grounding conductor must be run with circuit conductor, and connect to the equipment grounding terminal or lead on the charger.
- Comply with the specifications of the grounding conductor must be on the service equipment, if provided by a separate system, must be grounded on power supply transformer.
- When provided by a separate system, ensure compliance with all applicable scope of the grounding conductor on power supply transformer at the right.
- Neutral point is not to provide electricity for the charger, but it must be right at panel transformer connected to the ground, to provide necessary relative to the reference voltage.

Installation steps



DANGER: RISK OF SHOCK.

Disconnect the 240V power vac. Do not turn on the power until you are sure the installation is complete. Failure to follow this instruction may result in electric shock or electrocution.

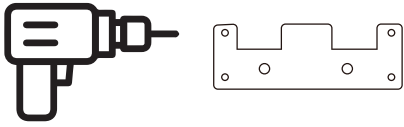


WARNING

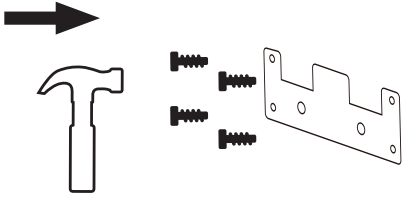
To avoid the risk of fire or electric shock, do not use this product with an extension cord.

1. Find the ideal installation height of the equipment

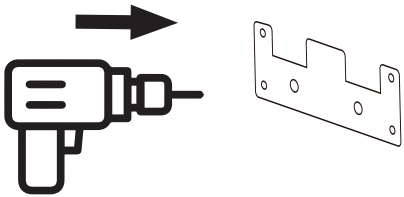
- ① On a suitable wall surface. Draw a vertical line for confirming the equipment position.
- ② Plug the NEMA cable into the outlet and place the charger on the center of the vertical line, making sure the NEMA cable is slightly bent and not stretched.
- ③ Mark a horizontal line about 1/4 of the way down from the top of the equipment.
- ④ Unplug the equipment.



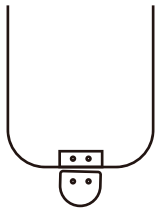
2. Align the bottom of the bracket with the above horizontal line and punch holes in six positions around the bracket.



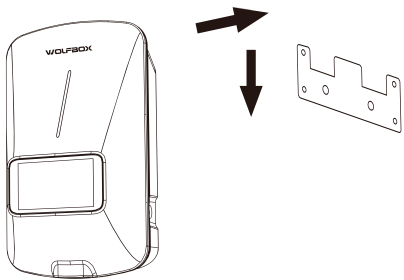
3. Hammer expansion bolts into the wall.



4. Screw on the self-tapping screws to fix the back plate on the wall



5. Lock the anti-theft locking plate to the back of the equipment with machine screws.



6. Install the equipment on the bracket.

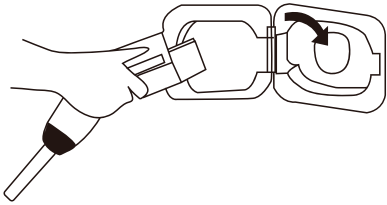
7. Secure the anti-theft locking piece to the wall.

8. Place the connector holder in a suitable place

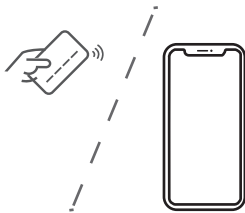
Note: The connector holder should be positioned within the bendable range of the wire.

Instructions for use

1. Ensure that the equipment is properly connected to the power supply.



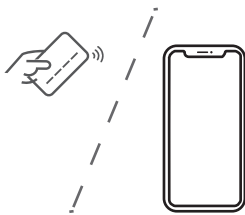
2. Insert the connector into the vehicle power port.



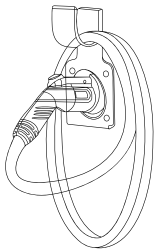
3. Start charging by swipe RFID card or use APP.

CAUTION

Do not disconnect the connector during charging. Otherwise there is a risk of damage to the connector or Electric Vehicle Supply Equipment.



4. End of charging by swipe RFID card or use APP.



5. Unplug the connector and put it back in place.

Fault description

Note: When the red light flashes, it indicates a malfunction.

Fault Code	Failure Cause	Fault Code	Failure Cause
E1	Metering communication error	E7	Leakage protection
E2	Under-voltage alarm	E8	Over temperature protection
E3	Over-voltage alarm	E9	RFID failure
E4	Ground fault	E10	Relay failure
E5	Over current protection	E11	Memory failure
E6	Permanent over-current protection	E12	Clock exception

Trouble shooting

Fault code	Failure Cause	Exclusion suggestion
E1	Metering communication error	Check that the network connection is correct and reliable
E2	Under-voltage alarm	Consult your local electric service to confirm that the voltage in this area is stable. If it is below 175V, this error will appear
E3	Over-voltage alarm	1. If the voltage exceeds 265Vac for a short time, wait for the grid to return to the normal voltage range by itself
		2. Consult your local electric service to confirm that the voltage in this area is stable. If it is higher than 265V, this error will appear
E4	Ground fault	1. Immediately disconnect the power distribution box
		2. Check whether the equipment input/output line grounding is normal, and whether the input L/N is connected in the normal order
		3. Exclude the above problems, re-energize
E5	Over current protection	1. Immediately disconnect the power distribution box
		2. Check whether there is low impedance or short circuit between the two lines of the output line of the device
		3. Exclude the above problems, re-energize
E6	Permanent over-current protection	Please seek professional repair or contact the after-sales service team for this fault
E7	Leakage protection	1. Immediately disconnect the power distribution box
		2. Check if the device output line is broken or has low impedance or short circuit to ground
		3. Exclude the above problems, re-energize
E8	Over temperature protection	Check the environment in which the equipment is installed, verify that there is no other heat generating equipment next to it, and ensure that the ambient temperature is below 45°C (113°F)
E9	RFID failure	Please seek professional repair or contact the after-sales service team for this fault
E10	Relay failure	Please seek professional repair or contact the after-sales service team for this fault
E11	Memory failure	Please seek professional repair or contact the after-sales service team for this fault
E12	Clock exception	Please seek professional repair or contact the after-sales service team for this fault

NOTE: If the fault persists, please contact us.

After-sales information



IMPORTANT:

You are responsible for the proper installation and maintenance of the Electric Vehicle Supply Equipment.

Out of scope warranty

1. Improper site preparation or maintenance, improper installation, cosmetic damage such as scratches and dents, or normal deterioration.
2. Abuse, vandalism, damage or other problems caused by accident, misuse or negligence (including, but not limited to, physical damage caused by vehicle impact), or use of the Electric Vehicle Supply Equipment in a manner other than that specified in the applicable WOLFBOX documentation.
3. Damage to the Electric Vehicle Supply Equipment caused by software, interfaces, components, supplies or any other products not supplied by WOLFBOX.
4. Damage caused by failure to install, alter, disassemble, modify or relocate Electric Vehicle Supply Equipment in accordance with the installation guidelines.
5. Damage caused by extreme electrical surges, extreme electromagnetic fields, or other causes beyond control.

In addition: The Electric Vehicle Supply Equipment warranty will not apply if the original identification markings of your Electric Vehicle Supply Equipment (e.g., serial number and logo) are damaged, altered or removed.

WOLFBOX shall not be liable for any direct, indirect, incidental, special, punitive or consequential damages, including, arising out of or in connection with your purchase or use of a Electric Vehicle Supply Equipment or inability to use Electric Vehicle Supply Equipment, under any theory of liability, whether in an action in contract, strict liability, tort (including negligence including negligence) or other legal or equitable theory, even if WOLFBOX knew or should have known of the possibility of such damages. In no event will WOLFBOX's cumulative liability for all claims relating to the Electric Vehicle Supply Equipment exceed the price you paid for the Electric Vehicle Supply Equipment. The limitations set forth herein are intended to limit WOLFBOX's liability and shall apply to any failure of the essential purpose of the limited remedy.

Promise

We are committed to giving customers the best product experience and after-sale service.

WOLFBOX warrants your Electric Vehicle Supply Equipment to be free from defects in material or workmanship when used under normal operating conditions for a period of three (3) years from the date of original purchase (warranty period).

If, during the warranty period, your Electric Vehicle Supply Equipment becomes defective due to a breach of warranty, WOLFBOX will repair or replace the Electric Vehicle Supply Equipment at its option during the warranty period.

NOTE: If you encounter a problem that cannot be handled, you can contact our after-service personnel or customer service staff for help.

Brand Information

WOLFBOX

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Email: support@wolfbox.com

Business time: 6AM-12AM, 1PM-8PM EST(GMT-4)

The final interpretation right belongs to WOLFBOX

