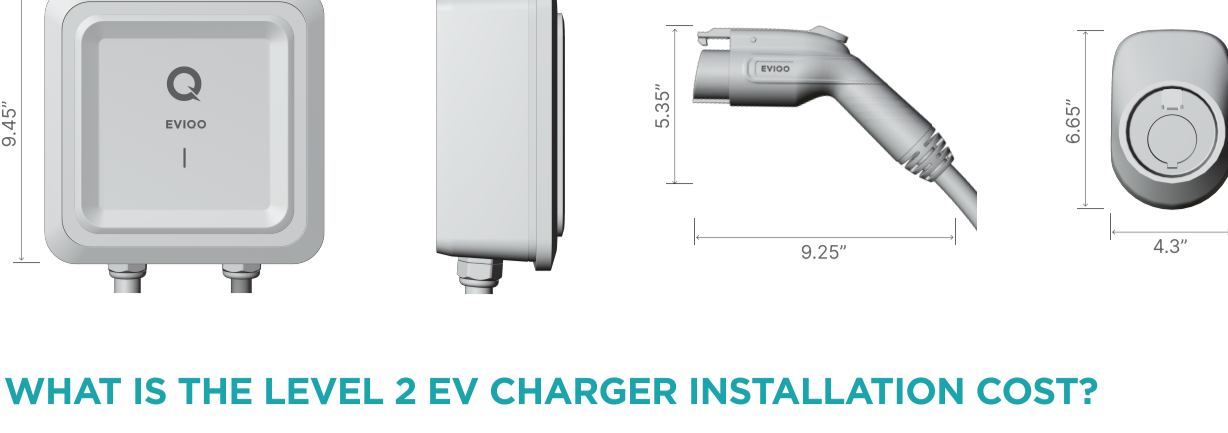


Frequently Asked Questions

Every month we compile a list of the most commonly asked questions and provide answers to enhance your user experience

STRAIGHTFORWARD INSTALLATION



1.1. WHAT IS THE LEVEL 2 EV CHARGER INSTALLATION COST?

The EVIQO Smart EV charger is a hassle-free Plug & Play unit that doesn't need electric installation. It includes a generous 3.1' input cable with a NEMA 14-50 plug. Just plug it into the NEMA 14-50 outlet and you're ready to charge. By default EVIQO EV charger is preset for plug-in use and operates at 40A, providing approximately 38 miles of range per hour. If you require 48A for faster charging (around 46 miles of range per hour), you'll need to hardwire the EV charger. To switch from 40A to 48A, use the dip switch located inside of the device. Should you need our help to find you a licensed electrician - our installation concierge will be happy to help you.

1.2. WHAT IS THE LEVEL 2 EV CHARGER POWER REQUIREMENTS?

The circuit with the appropriate NEMA 14-50 outlet is required if the EVIQO EV charger is used as a plug-in version with 40A. Install the outlet with the ground prong facing up. If hardwired installation is chosen and the user wishes to increase the maximum output of the charger to 48A, a 60A dedicated circuit is required.

1.3. CAN THE NEMA 14-50 PLUG BE REMOVED TO BE DIRECTLY HARDWIRED?

Absolutely! For a hardwired installation, please remove the original input power cable with NEMA 14-50 plug and hardwire EVIQO level 2 EV charger. Please consult with the licensed electrician. Should you need our help to find one - our installation concierge will be happy to help you.

1.4. WHAT IS INCLUDED IN THE BOX?

- ✔ Level 2 EV Charger with 25' output cable and 3.1' input cable with NEMA 14-50 plug
- ✔ Holster
- ✔ x2 Mounting Templates (for the EV charger and for the holster)
- ✔ x2 Wall-Mounted Brackets (for the EV charger and for the holster)
- ✔ Mounting Set (Expansion and Anti-Theft Screws, additional spare screws)
- ✔ Allen Wrench
- ✔ Installation Guide

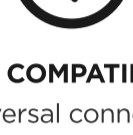
1.5. AFTER HAVING AN OUTLET INSTALLED BY A CERTIFIED ELECTRICIAN, AM I ABLE TO INSTALL THE UNIT MYSELF, OR IS IT STILL NECESSARY TO CALL AN ELECTRICIAN FOR INSTALLATION?

If you have a NEMA 14-50 outlet at your home, all you have to do is plug in the EVIQO Smart EV Charger and enjoy the charging.

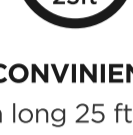
PRACTICAL BENEFITS



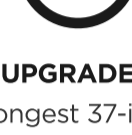
ADJUSTABLE AMPERAGE
Dip switch inside the device and app slider



100% COMPATIBILITY
Universal connector SAE J1772 fits any car



CONVENIENT
Extra long 25 ft cable. Forget about extenders



UPGRADED
Longest 37-inch Input Cable

2.1. HOW CAN I ADJUST THE AMPERAGE?

The maximum output is set on the dip switch located inside the device.

- ✔ 0 - 16A limit
- ✔ 1 - 32A limit
- ✔ 2 - 40A limit (default settings)
- ✔ 3 - 48A limit

For everyday use, the EVIQO app conveniently features an amperage slider on the main page. You can effortlessly adjust the amperage with precise 1A increments in a single swipe.

2.2. ARE LEVEL 2 EV CHARGERS UNIVERSAL?

EVIQO Smart EV Charger features a J1772 universal connector compatible with all EVs and PHEVs in Northern America (Tesla cars require separate adaptors).

2.3. HOW FAST ARE LEVEL 2 EV CHARGERS?

EVIQO level 2 EV charger operates at 240 volts and can deliver from 6 to 48 Amps.

- ✔ 48 Amps (11.5 kW): Charging at this level can offer about 35-60 miles of range per hour, and it's suitable for those who want faster charging capabilities.
- ✔ 40 Amps (9.6 kW): This is a default setting providing around 30-50 miles of range per hour and is a good balance between charging speed and compatibility with most residential electrical systems.

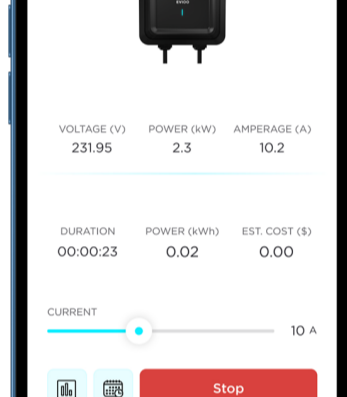
2.4. WHAT IS THE LENGTH OF THE EV CHARGER INPUT CABLE?

EVIQO EV chargers come with extra long 37-inch input cable, which is x3 longer than the standard 12-inch input cable. This longer cable provides you with more flexibility in charger placement. For instance, if your NEMA 14-50 outlet is positioned close to the ground, our extended cable allows you to install the charger at a comfortable height.

2.5. HOW TO HANDLE THE CABLE MANAGEMENT OF EVIQO SMART EV CHARGER PROPERLY?

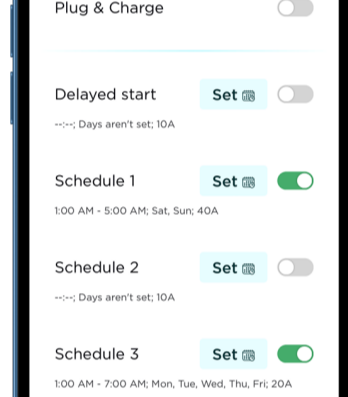
EVIQO's distinct enclosure design, with a wider front side and an inclined rear part, allows for cable storage on top of the device. EVIQO is also equipped with a holster for hassle-free cable storage. The construction enables simultaneous cable storage on both the EVIQO Smart EV Charger and the included holster.

SMART FEATURES



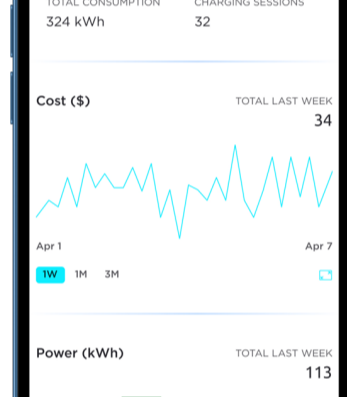
TRACK

power, time and cost in real time



SCHEDULE

your charging during the most affordable rates



MONITOR

charge history, consumption and costs

PLUG & CHARGE

plug in for automatic charging at preset amperage

SMART TIPS

avoid conflicts of schedules, copy electricity plans periods and more

STAY INFORMED

with notifications and smart reminders

3.1. WHAT SMART FEATURES ARE AVAILABLE IN THE EVIQO APP?

Using the EVIQO app, you have the flexibility to establish up to three schedules with your preferred charging speed settings. You can also configure your electricity plans and monitor both power consumption and associated costs. If you're uncertain about regular charging times, there's a Delayed Start function available for one-time scheduled starts with no defined end time. Adjusting the amperage is straightforward with a dedicated slider. By default, the charger is in Plug & Charge mode, simplifying the process - just connect the plug, and charging begins automatically. The app even offers smart tips (schedule overlaps, offers to set schedule using off peak rates etc) along with convenient reminders (like plugging in before a scheduled session and providing session summaries).

3.2. HOW TO PROPERLY CONFIGURE THE DEVICE?

EVIQO Smart EV Charger requires wifi connection in order to use the device remotely. In order to connect it to the WIFI, please turn on Bluetooth on your mobile phone and connect to the charger. After the EV charger is powered up for the first time, you have a 15-minutes window to configure the device and connect it to the EVIQO app. After expiry, please restart the device and continue configuring. Once you configure the EV charger for the first time, it might start updating for the latest firmware version, so please be patient and let it finish the process before initiating the first charging. It may take up to 10 minutes.

3.3. WHAT IS THE RECOMMENDED PROCEDURE FOR ENDING OR STOPPING A CHARGING SESSION?

There's a STOP button on the main page of the EVIQO app. We recommend using it to stop the charging session. In addition, you can just manually unplug the connector from the car.

3.4. DOES THE APP HAVE THE CAPABILITY TO MANAGE MULTIPLE USERS?

Yes, the admin user can invite the additional users with different roles (admin, staff, member) and different user permissions.

3.5. WHAT SHOULD I DO IF I MISS THE SCHEDULED START TIME FOR CHARGING?

Arriving later than planned is common, and the EVIQO Smart EV Charger accommodates this. If you happen to miss your scheduled start time (whether it's a Schedule or Delayed Start), don't stress. Charging will automatically commence if you plug in your vehicle later, as long as it's within the designated time frame.

SAFETY AND PROTECTION



4.1. IS THIS EV CHARGER CERTIFIED AND SAFE TO USE?

Yes, EVIQO Smart EV Charger is certified and safe to use. The EV charger is UL compliant, ETL, Energy Star, FCC certified. These certifications ensure that the charger meets strict safety standards, environmental guidelines, and electromagnetic interference requirements, making it a reliable and secure choice for your electric vehicle charging. Additionally, these certifications make the EV charger eligible for various rebates and incentives, such as tax credits, reduced installation costs etc., which can vary depending on your location. If you require assistance in finding available incentives, our customer support representative will be happy to help you.

4.2. IF I CHOOSE TO SET UP THE EVIQO SMART EV CHARGER OUTDOORS, CAN IT WITHSTAND RAIN AND SNOW? WILL IT FUNCTION PROPERLY IN COLD WEATHER?

EVIQO Smart EV Charger meets water- and dust-proof international standards IP66 (Ingress Protection) and NEMA 4 (National Electrical Manufacturers Association) rating for protection level.

Both these protection levels mean that the EV Charger is protected against high-pressure water jets from any direction. It can withstand heavy rain, splashing, and hose-directed water without allowing liquid to enter the enclosure. It is also completely protected against the entry of dust and other solid particles. These ratings are crucial for ensuring the reliability and safety of electrical and electronic equipment in challenging conditions.

The EV charger is freeze-proof. We carefully tested all the EV chargers before shipping. All EV Chargers operate reliably under cold & freezing conditions. The Charger's safe operating temperature ranges from -22°F to 122°F (-30°C to 50°C).

4.3. WHAT IS THE DIFFERENCE BETWEEN UL AND ETL CERTIFICATES? WHY IS IT IMPORTANT?

UL and ETL are both designated as Nationally Recognized Testing Laboratories (NRTLs). NRTLs provide a crucial role in independently certifying the safety and quality of EV chargers. UL is responsible for not only developing the testing standards but also conducting the tests based on those standards. On the other hand, ETL conducts tests according to UL standards.

In summary, when contemplating installations permitted by the National Electric Code, it is crucial to ensure that the EV charger is certified by either ETL or UL to meet the necessary safety and quality standards.

4.4. WHAT STANDARDS ARE COMPLIANT?

EVIQO Smart EV Charger holds an ETL certificate, complies with the UL 2594 standard, holds FCC certification and bears the ENERGY STAR label. These certifications collectively represent major international safety and quality standards.

4.5. WHAT SAFETY FUNCTIONS ARE AVAILABLE IN EVIQO EV CHARGERS?

EVIQO Smart EV Charger effectively detects all possible errors of EV charger operation: Overcurrent, Current Leakage, Overvoltage, Undervoltage, Overheat, Surge Protection, Relay Fault Detection, Control Pilot Fault Detection, Voltmeter Fault Detection, Ground Wire Disconnection. If any of these errors occur, you will receive an immediate notification via the EVIQO app on your smartphone. Simultaneously, you will observe a corresponding Red LED charging indicator flashing on the charger's front panel. Each error is associated with a specific number and interval of Red LED flashes, which are detailed on page 21 of the included Installation Guide for your reference.

Still have questions?

Contact Professional Technical Assistance via Amazon.

We are based in the US and available 24/7. Average answer time: 12h.

