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### Autel Maxi US AC W10-N14-H

# Autel MaxiCharger Home EV Charger User Manual

Model: Maxi US AC W10-N14-H

## 1. Introduction

Thank you for choosing the Autel MaxiCharger Home Electric Vehicle (EV) Charger. This Level 2 EVSE is designed to provide fast, efficient, and reliable charging for your electric vehicle at home. Featuring Wi-Fi and Bluetooth connectivity, a NEMA 14-50 plug, and a durable design suitable for indoor and outdoor use, the MaxiCharger offers a convenient and smart charging experience. This manual provides essential information for the safe and effective installation, operation, and maintenance of your new EV charger.

## 2. Safety Information

Please read all safety instructions carefully before installation and use. Failure to follow these instructions may result in electric shock, fire, or serious injury.

- Ensure the charger is installed by a qualified electrician in accordance with all local and national electrical codes.
- Do not attempt to open, disassemble, or modify the charger. There are no user-serviceable parts inside.
- Keep the charging cable and connector away from water, heat, and sharp objects.
- Do not use the charger if it is damaged, cracked, or shows any signs of malfunction.
- Always ensure the charging connector is fully inserted into the vehicle's charging port before initiating a charge.
- Disconnect power to the charger before performing any maintenance or cleaning.

## 3. Package Contents

Verify that all items listed below are included in your package:

- Autel MaxiCharger Home EV Charging Station with NEMA 14-50 Plug
- Separate Holster
- Wall Dock
- Screws
- Torx Screwdriver
- Wall Anchors
- Bottom Entry Power Conduit Plug
- Quick Reference Guide
- Packing List




Image: Autel MaxiCharger Home EV Charger, charging cable with separate holster, and a smartphone displaying the charging app interface.

## 4. Product Overview

### 4.1 Components and Features

The Autel MaxiCharger Home EV Charger is designed with user convenience and efficiency in mind. Key components include the main charging unit, the charging cable with a SAE J1772 connector, and a separate holster for cable management.

- **Sleek and User-Friendly Design:** Modern aesthetic with intuitive controls.
- **Fast and Efficient Charging:** Delivers up to 40 Amps for rapid charging.
- **Smart Connectivity:** Features Wi-Fi, Bluetooth, Ethernet cable, CAN, and RS485 for comprehensive control and monitoring.
- **RFID Capability:** Prevents unauthorized use, ensuring secure charging.
- **Separate Holster:** Provides flexibility for cable storage and organization.

- **Durable Construction:** NEMA 4X waterproof rating for reliable indoor or outdoor mounting.
- **Real-time Notifications and Reports:** Stay informed about your charging status and energy consumption.
- **LED Indicator:** Provides visual status of the charger's operation.
- **Dynamic Load Balancing (DLB):** Optimizes power distribution for efficient charging.




Image: A graphic illustrating the high-speed charging capability of the Autel MaxiCharger, indicating up to 40 Amps and 7X faster charging.




Image: The Autel MaxiCharger unit with callouts for Dynamic Load Balancing (DLB), various connectivity options (Wi-Fi, Ethernet, Bluetooth), real-time notifications, and an LED indicator.




Image: A visual demonstrating the broad compatibility of the MaxiCharger with various electric and plug-in hybrid vehicle brands.

## 5. Setup

### 5.1 Mounting the Charger

The MaxiCharger can be wall-mounted or installed on a pedestal (sold separately). Ensure the mounting location is secure, dry, and within reach of your NEMA 14-50 outlet and your vehicle's charging port.

- Select a suitable wall surface capable of supporting the charger's weight.
- Use the provided wall dock as a template to mark drilling points.
- Drill holes and insert wall anchors.
- Secure the wall dock using the provided screws.
- Carefully slide the MaxiCharger unit onto the mounted wall dock until it clicks securely into place.
- Install the separate holster for the charging cable in a convenient location near the charger.




Image: A graphic demonstrating the simple installation process, showing the wall mount being secured and the charger unit sliding onto it.

### 5.2 Electrical Connection

For NEMA 14-50 plug models, simply plug the charger into a dedicated 240V NEMA 14-50 receptacle. Ensure the circuit breaker for this outlet is rated appropriately (e.g., 50A breaker for 40A charging). For hardwired installations, professional electrical installation is required.

### 5.3 Initial Power-Up and App Connection

Once physically installed and connected to power, the charger will power on. Download the Autel Charge app from your smartphone's app store. Follow the in-app instructions to connect your charger via Wi-Fi or Bluetooth for smart control and monitoring.

Your browser does not support the video tag.

Video: An official installation guide for the Autel MaxiCharger NEMA Plug model, demonstrating the steps for mounting and initial setup.

## 6. Operating Instructions

## 6.1 Starting a Charge

1. Ensure the charger is powered on and connected to your home network via the Autel Charge app.
2. Open your vehicle's charging port.
3. Firmly insert the MaxiCharger's connector into your vehicle's charging port. A click indicates a secure connection.
4. The charger will typically begin charging automatically. You can also initiate or stop charging via the Autel Charge app.
5. If RFID is enabled, tap your RFID card against the charger's sensor to authorize charging.




Image: A smartphone screen showing the Autel Charge app interface, displaying charging statistics and remote control capabilities.




Image: A user interacting with the Autel MaxiCharger, demonstrating the use of an RFID card for charging authorization.

### 6.2 Using the Autel Charge App

The Autel Charge app provides advanced control and monitoring features:

- **Remote Start/Stop:** Control charging sessions from anywhere.
- **Schedule Charging:** Set preferred charging times to take advantage of off-peak electricity rates.
- **Adjust Max Charge Current:** Modify the charging amperage to suit your vehicle or home electrical capacity.
- **View Charging History:** Access detailed reports on energy consumption, cost, and duration.
- **Real-time Status:** Monitor charging progress, power, and energy delivered.

## 7. Maintenance

Regular maintenance ensures the longevity and optimal performance of your MaxiCharger.

- **Cleaning:** Wipe the charger and cable with a soft, damp cloth. Do not use abrasive cleaners or solvents. Ensure the

charger is unplugged before cleaning.

- **Cable Inspection:** Periodically inspect the charging cable and connector for any signs of wear, damage, or fraying. If damage is found, discontinue use and contact support.
- **Firmware Updates:** Keep the Autel Charge app updated to receive notifications for new firmware versions for your charger. Install updates as recommended to ensure optimal performance and security.
- **Storage:** When not in use, store the charging cable neatly on its holster to prevent kinks or damage.

## 8. Troubleshooting

If you encounter issues with your MaxiCharger, refer to the following common troubleshooting steps:

| Problem | Possible Cause | Solution |
|---|---|---|
| Charger not powering on. | No power from outlet; tripped circuit breaker. | Check the NEMA 14-50 outlet and reset the circuit breaker if tripped. Ensure the plug is fully inserted. |
| Charging not starting. | Connector not fully inserted; vehicle not ready to charge; RFID not authorized; app issue. | Ensure the connector is firmly seated. Check vehicle's charging settings. Tap RFID card if required. Restart the Autel Charge app. |
| Slow charging speed. | Amperage setting too low; vehicle limitation. | Adjust the max charge current in the Autel Charge app. Verify your vehicle's maximum charging rate. |
| Wi-Fi/Bluetooth connectivity issues. | Out of range; incorrect password; network interference. | Move closer to the Wi-Fi router. Re-enter Wi-Fi password in the app. Ensure 2.4GHz network is used. |

If the problem persists after trying these steps, please contact Autel customer support.

## 9. Specifications

| Feature | Detail |
|---|---|
| Model Number | Maxi US AC W10-N14-H |
| Input Voltage | 240 Volts |
| Max Output Current | Up to 40 Amps |
| Connector Type | SAE J1772 |
| Connectivity | Wi-Fi, Bluetooth, Ethernet cable, CAN, RS485 |
| Product Dimensions | 13.22 x 7.36 x 3.35 inches |
| Item Weight | 22 pounds |
| Mounting Type | Wall mount or floor using a pedestal mount |
| Waterproof Rating | NEMA 4X (Indoor/Outdoor) |

| Feature | Detail |
| --- | --- |
| Included Batteries | 1 CR2032 (included) |

## 10. Warranty and Support

Autel provides comprehensive support for its products.

- **Warranty:** The Autel MaxiCharger Home EV Charger typically comes with a 3-year warranty. Please refer to your purchase documentation for specific warranty terms and conditions.
- **Customer Support:** For technical assistance, troubleshooting, or warranty claims, please contact Autel Energy customer support. You can find contact information on the official Autel website or through the Autel Charge app.
- **Online Resources:** Additional resources, FAQs, and updated manuals may be available on the Autel Energy website.




Image: Visual representation of product certifications and support details, including CSA safety, Energy Star rating, Reddot design award,

24-hour support, and a 3-year warranty.

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