

[manuals.plus](#) /› [Autel](#) /› [Autel MaxiCharger Home 50 Amp Hardwired EV Charger Instruction Manual](#)

## Autel Maxi US AC W12

# Autel MaxiCharger Home 50 Amp Hardwired EV Charger Instruction Manual

[Overview](#)[Safety Information](#)[Setup](#)[Operation](#)[Maintenance](#)[Troubleshooting](#)[Specifications](#)[Warranty & Support](#)

## 1. OVERVIEW

The Autel MaxiCharger Home 50 Amp Hardwired EV Charger is a Level 2 electric vehicle supply equipment (EVSE) designed for efficient and intelligent charging of electric and plug-in hybrid vehicles. It offers advanced connectivity features and robust construction for reliable indoor and outdoor use.

### Key Features:

- Level 2 EV Charging:** Charges up to 9X faster than a Level 1 charger, with a power output range of 6 to 50 amps.
- Wide Compatibility:** Compatible with all EV and Hybrid Plug-in vehicles.
- Smart Connectivity:** Features Bluetooth, Wi-Fi, Ethernet, CAN, and RS485 for comprehensive control.
- Mobile App Control:** Manage charging, track usage, schedule sessions, and optimize for off-peak rates via the Autel Charge mobile app.
- Durable Design:** NEMA 4X protection rating ensures safe and reliable indoor and outdoor usage in various climates.
- Safety Certified:** CSA Certified to UL safety standards.

# High-Speed Charging

Gain roughly 37 miles of range per hour



**Image 1.1:** The Autel MaxiCharger Home connected to an electric vehicle, illustrating high-speed charging capabilities. The display shows charging progress and estimated range gain per hour.

# Powered by AI, Charge Easily.

Effortless Charging with AI-Powered Assistance



**Image 1.2:** The Autel MaxiCharger Home highlighting its broad compatibility with numerous electric and plug-in hybrid vehicle brands, ensuring versatile use.

## 2. SAFETY INFORMATION

**IMPORTANT: Before operating or maintaining this equipment, please read these instructions carefully. Pay extra attention to the safety warnings and precautions. Failure to use this product properly may cause damage and/or personal injury and will void the product warranty.**

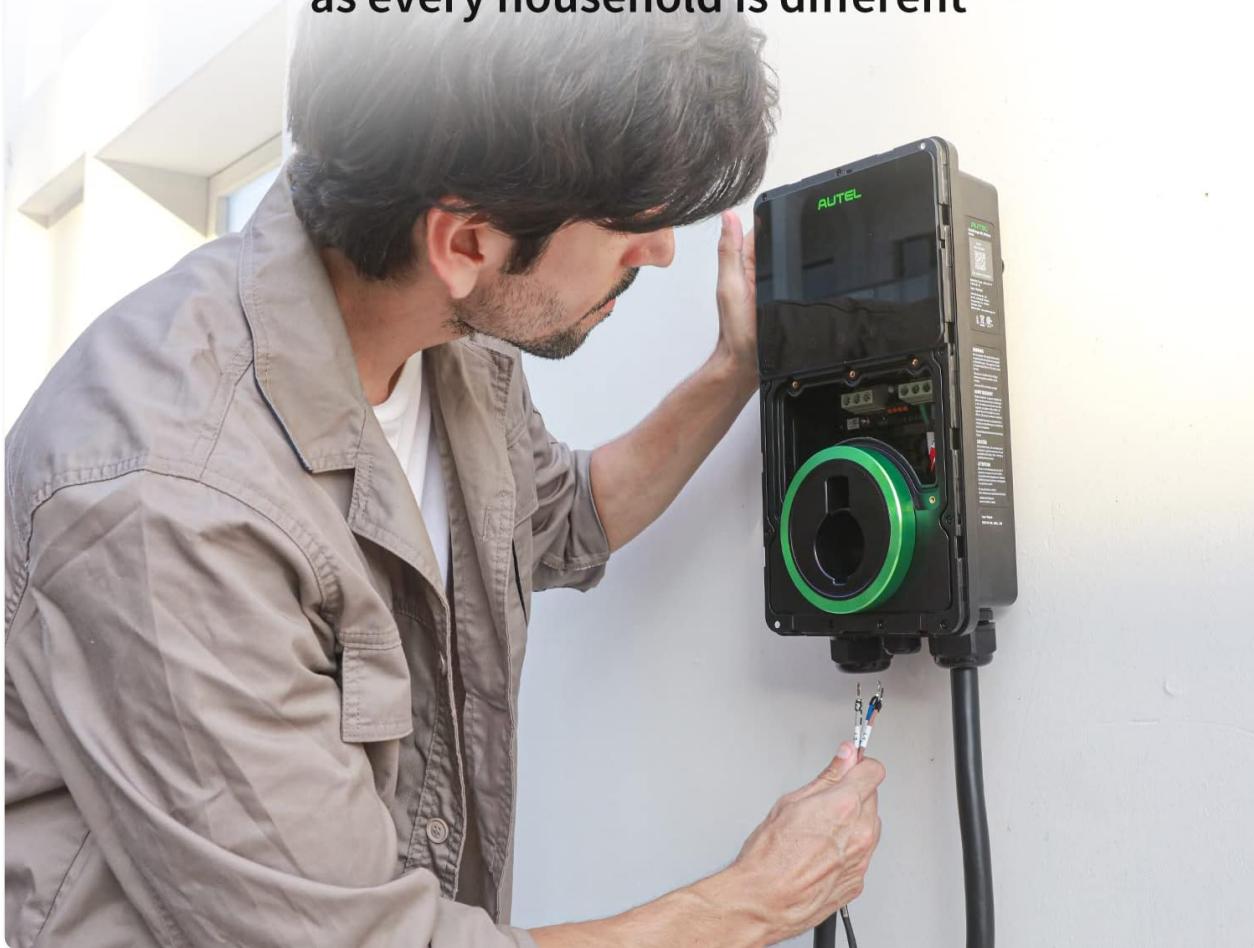
### General Safety Warnings:

- This equipment should only be installed by a licensed electrician in accordance with all local codes and ordinances.
- This equipment must be grounded through a permanent wiring system or an equipment-grounding conductor.
- Do not install or use this equipment near flammable, explosive, harsh, or combustible materials, chemicals or vapors.
- Children should be supervised when around this equipment.
- Do not insert fingers or foreign objects into the electric vehicle connector.

- Do not use the equipment if the flexible power cord or EV cable is frayed, broken or otherwise damaged, or fails to operate.
- Use 90 °C wire copper conductors only.
- Do not operate the equipment outside its operating temperature range of -40 to 131 °F (-40 to 55 °C).
- Incorrect installation and testing of the equipment could potentially damage the vehicle's battery, components, and/or the equipment itself.
- Handle the equipment with care during transportation. Do not subject it to strong force or impact or pull, twist, tangle, drag or step on the equipment, to prevent damage to it or any components.

## Painless Installation

**We recommend using a certified electrician  
as every household is different**



**Image 2.1:** An exploded view of the Autel MaxiCharger Home, emphasizing its internal safety features, including a 20mA CCID for protection against overvoltage.

# NEMA 4 Enclosure

- Built for indoors and outdoors installation
- Stays protected from all of the elements



**Image 2.2:** The Autel MaxiCharger Home shown in an outdoor setting during rain, illustrating its NEMA 4X enclosure designed to withstand various weather conditions and protect against environmental elements.

## 3. SETUP AND INSTALLATION

Installation of the Autel MaxiCharger Home requires a licensed electrician to ensure compliance with all local codes and safety standards. The charger is designed for hardwired installation.

### Installation Steps:

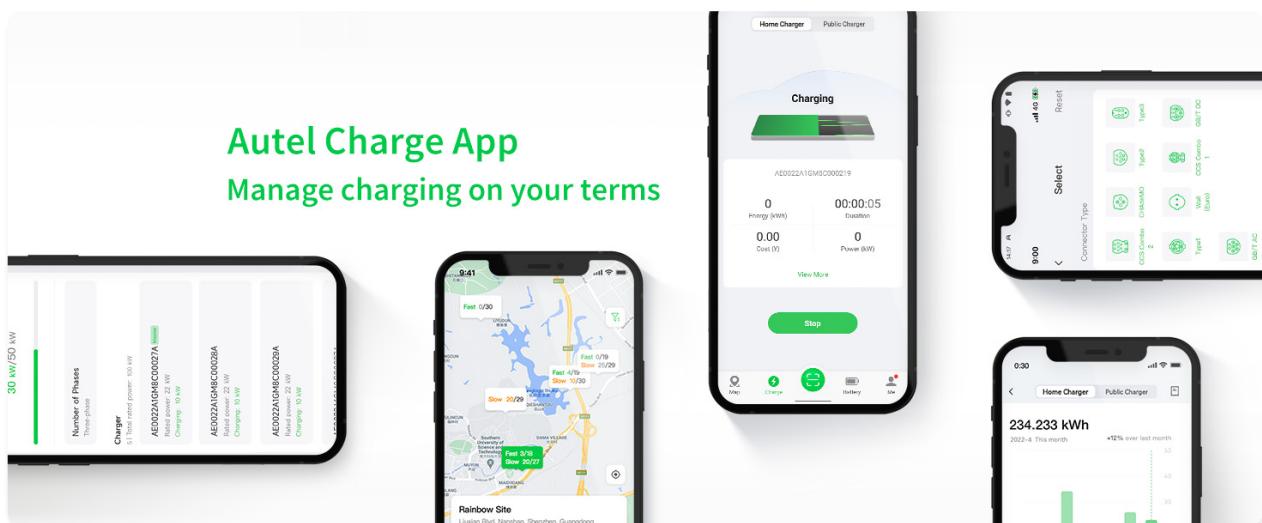
- 1. Mounting the Charger:** Secure the provided wall mount bracket to a suitable surface. The charger then slides onto this bracket.
- 2. Wiring:** A licensed electrician will connect the AC input cable to your electrical panel, ensuring correct amperage settings (20A to 50A, depending on your circuit). The charger comes with amperage labels for the electrical panel.
- 3. Power On:** Once wired, turn on the power at your electrical panel.
- 4. App Configuration:** Download the Autel Charge app, bind the charger, and configure settings such as Bluetooth, Wi-Fi, and charging preferences.

# Stay Safe

Equipped with a 20mA CCID  
(charge current interrupting device)  
to protect you from overvoltage



**Image 3.1:** A professional electrician performing the installation of the Autel MaxiCharger Home, emphasizing the ease of the process when handled by a certified expert.



**Image 3.2:** A visual representation of the four key steps for installing the Autel EV charger, highlighting the process from mounting the bracket to connecting to the electrical panel.

**Video Guide:**

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**Video 3.1:** This video provides a detailed guide on the installation process of the Autel EV charger, demonstrating each step for a smooth setup.

## 4. OPERATION

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The Autel MaxiCharger Home offers intuitive operation through its physical interface and the comprehensive Autel Charge mobile app.

### Starting a Charge:

1. Ensure the charger is powered on and connected to your home network (Wi-Fi or Ethernet).
2. Plug the J1772 connector into your electric vehicle's charging port.
3. Initiate charging via the Autel Charge app or by using an RFID card (if configured).

### Using the Autel Charge App:

The advanced Autel Charge mobile app allows you to:

- Track charging sessions and electricity usage.
- Manage charging schedules to take advantage of off-peak electricity rates.
- Monitor charge status in real-time.
- Remotely start, stop, and optimize charging.
- Utilize Smart AI Charging for seamless support and recognition.

# Manage your Charger with the Free Autel Charge App



Schedule charge times



Monitor your electricity usage



See your charge status in real-time



**Image 4.1:** The Autel Charge app interface on a smartphone, demonstrating its capabilities for scheduling, monitoring, and real-time status updates of the EV charging process.



**Image 4.2:** Multiple screenshots of the Autel Charge app, showcasing its user-friendly interface for comprehensive management of EV charging, including energy statistics and scheduling options.

# Smart AI Charging

## Smart Recognition, Seamless Support



**Image 4.3:** An illustration of the Smart AI Charging feature, depicting an EV charging at home with voice commands for controlling and monitoring the charging process.

### Video Guides:

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**Video 4.1:** This video provides an overview of the Autel MaxiCharger AC, showcasing its features and benefits for home EV charging.

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**Video 4.2:** A short video highlighting the features of the Autel Home Smart EV Charger, including its up to 50 Amp charging capability.

## 5. MAINTENANCE

The Autel MaxiCharger Home is designed for durability and minimal maintenance. Regular checks can help ensure optimal performance and longevity.

### General Maintenance Tips:

- **Regular Inspection:** Periodically inspect the charger and cable for any signs of physical damage, fraying, or wear. Ensure the connector is clean and free of debris.
- **Environmental Protection:** The NEMA 4X protection rating allows for safe indoor and outdoor use. However, avoid prolonged exposure to extreme conditions beyond the specified operating temperature range (-40 to 131 °F / -40 to 55 °C).
- **Proper Handling:** Always handle the charging cable and connector with care. Avoid subjecting them to strong force, impact, pulling, twisting, tangling, dragging, or stepping on them.
- **Software Updates:** Keep the Autel Charge app and charger firmware updated to benefit from the latest features and performance improvements.

## Video Guide:

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**Video 5.1:** This video demonstrates the reliability testing of the MaxiCharger AC, showcasing its durability under various conditions.

## 6. TROUBLESHOOTING

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If you encounter issues with your Autel MaxiCharger Home, refer to the following common troubleshooting steps. For persistent problems, contact Autel support.

### Common Issues & Solutions:

- **Charger Not Powering On:**
  - Check the circuit breaker at your electrical panel to ensure it hasn't tripped.
  - Verify that the charger is correctly wired and all connections are secure (requires a licensed electrician).
- **Charging Not Initiating:**
  - Ensure the charging cable is fully inserted into the vehicle's charging port.
  - Check the Autel Charge app for any error messages or to manually start the charging session.
  - Confirm that the vehicle is ready to accept a charge.
- **Wi-Fi/Bluetooth Connectivity Issues:**
  - Ensure your Wi-Fi network is 2.4GHz, as many smart devices require this frequency.
  - Restart your home router and the EV charger.
  - Try re-pairing the charger with the Autel Charge app via Bluetooth.
  - Check for any special characters in your Wi-Fi network name or password, which can sometimes cause connection problems.
- **Charging Speed Lower Than Expected:**
  - Verify the amperage setting in the Autel Charge app. It should be configured to 80% of your circuit breaker's rating (e.g., 40A for a 50A circuit).
  - Ensure your vehicle is capable of accepting the desired charging rate.

## 7. SPECIFICATIONS

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Feature	Detail
Manufacturer	Autel
Model	MaxiCharger Home 50A EV Charger
Item Model Number	Maxi US AC W12
Item Weight	22.4 pounds
Product Dimensions	19 x 9 x 10 inches
Amperage	50 Amps
Wattage	12 KW
Output Voltage	240 Volts
Special Features	Autel Charge app enables remote start, stop, monitoring and scheduling, Bluetooth, Ethernet, Specially designed for Indoor or Outdoor use, Wi-Fi
Exterior	Painted
Color	Dark Gray
Operating Temperature Range	-40 to 131 °F (-40 to 55 °C)
Protection Rating	NEMA 4X (Rainlight)
Certifications	CSA Certified to UL safety standards
Cable Length	25-Foot
Connector Type	J1772 Universal Charging Cable

## 8. WARRANTY & SUPPORT

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### Warranty Information:

The Autel MaxiCharger Home EV Charger comes with a **three-year limited warranty**. Please retain your proof of purchase for warranty claims.

### Customer Support:

For technical assistance, warranty claims, or any product-related inquiries, please refer to the online service section within the Autel Charge app or visit the official Autel Energy website: [www.autelenergy.com](http://www.autelenergy.com).

