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Autel Maxi US AC W12

Autel Home Smart EV Charger Instruction Manual

Model: Maxi US AC W12 | Brand: Autel

1. Introduction & Overview

The Autel Home Smart Electric Vehicle (EV) Charger is a state-of-the-art Level 2 charging station designed for efficient and convenient home charging. Capable of delivering up to 50 Amps at 240 Volts, it significantly reduces charging times for your electric vehicle. This charger is built for both indoor and outdoor installation, featuring robust construction to withstand various environmental conditions.

Key features include Wi-Fi and Bluetooth connectivity, allowing for smart control and monitoring via the Autel Charge App. The 25-foot cable provides ample reach for flexible parking. This manual provides detailed instructions for safe and effective use of your Autel EV Charger.



The Autel Home Smart EV Charger and its accompanying mobile application.

2. What's in the Box

Upon unpacking your Autel Home Smart EV Charger, please ensure all the following components are present:

- Autel Maxi US AC W12 EV Charger Unit
- 25-Foot Charging Cable with J1772 Connector
- Wall Mounting Bracket (Steel)
- Mounting Screws and Wall Anchors
- Bottom Port Cap (for hardwired installations)
- User Manual & Installation Guide

For a visual overview of the package contents, please refer to the video below:

Video: Unboxing the Autel Home Smart EV Charger, showing all included components.

3. Setup

3.1 Pre-installation Considerations

The Autel Home Smart EV Charger requires a dedicated 240V circuit with appropriate amperage (up to 50A). Due to the electrical requirements, professional installation by a licensed electrician is highly recommended to ensure safety and compliance with local electrical codes.

3.2 Physical Installation

The charger can be installed both indoors and outdoors, thanks to its NEMA 4 protection, which safeguards it against various elements like rain and snow.



The charger's NEMA 4 enclosure ensures durability for both indoor and outdoor use.

The installation process typically involves:

1. Marking the drill points on the wall using the mounting bracket as a template.
2. Drilling pilot holes and inserting wall anchors.
3. Securing the mounting bracket to the wall.
4. Wiring the charger unit to the electrical supply (this step must be performed by a licensed electrician).
5. Attaching the charger unit to the mounted bracket.

For detailed installation steps, please watch the official installation videos:

Video: Step-by-step guide for installing the Autel EV Charger.

Video: Another detailed installation video for the Autel EV Charger.

3.3 App Setup & Connectivity

The Autel Charge App allows you to remotely control and monitor your EV charging. Download the app from your device's app store.



Remotely control your EV charging with the Autel Charge App.

Follow these steps to connect your charger to the app:

1. Open the Autel Charge App and create an account or log in.

2. Follow the in-app instructions to connect your charger via Bluetooth.
3. Once connected via Bluetooth, configure the Wi-Fi settings within the app to enable remote access.
4. Set your desired charging parameters, such as maximum charge current and charging schedules.

For a visual guide on app setup and scheduling, refer to these videos:

Video: Overview of the Autel Charge App features and remote control.

Video: How to schedule charging sessions using the Autel Charge App.

4. Operating Instructions

4.1 Basic Charging

Once the charger is installed and connected to the app, charging your EV is simple:

1. Ensure your EV is parked within reach of the 25-foot charging cable.
2. Open your vehicle's charging port.
3. Insert the J1772 connector firmly into your vehicle's charging port.
4. The charger will typically begin charging automatically, or you can initiate it via the Autel Charge App.



High-speed charging provides approximately 37 miles of range per hour at 50 Amp.

4.2 Smart Features

Leverage the smart capabilities of your Autel charger for optimized charging:

- **Remote Control:** Start or stop charging sessions from anywhere using the Autel Charge App.
- **Scheduling:** Set specific times for charging to take advantage of off-peak electricity rates, reducing your charging costs.
- **Monitoring:** Track real-time charging status, energy consumption, and cost directly from the app.
- **RFID Function:** For added security and access control, the charger supports optional RFID cards to start/stop charging.



Optional RFID functionality provides secure access to your charging station.

The charger is compatible with all EV and Plug-in Hybrid Vehicles, ensuring broad usability.



The Autel EV Charger is compatible with a wide range of electric and plug-in hybrid vehicles.

5. Maintenance

To ensure the longevity and optimal performance of your Autel Home Smart EV Charger, follow these maintenance guidelines:

- **Regular Cleaning:** Periodically wipe down the charger unit and cable with a soft, damp cloth to remove dust, dirt, or debris. Avoid using harsh chemicals or abrasive cleaners.
- **Cable Inspection:** Regularly inspect the charging cable and connector for any signs of wear, damage, or fraying. If any damage is observed, discontinue use and contact customer support.
- **Connector Care:** Keep the J1772 connector clean and free of moisture. Store the connector properly in its holster when not in use to protect it from the elements.

The charger undergoes rigorous reliability tests to ensure its durability in various conditions.

Video: Autel MaxiCharger AC Reliability Test, demonstrating its robust design.

6. Troubleshooting

If you encounter issues with your Autel Home Smart EV Charger, try the following troubleshooting steps:

- **Charger Not Powering On:** Ensure the circuit breaker connected to the charger is in the ON position. Check all electrical connections (professional electrician recommended for this).
- **Charging Not Initiating:** Verify that the J1772 connector is fully and securely inserted into the vehicle's charging port. Check the Autel Charge App for any error messages or to manually start the charging session. Ensure

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