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WISSENERGY WB10-Mode C-11KW

WISSENERGY 11kW Type 2 EV Wall Charger Instruction Manual

Model: WB10-Mode C-11KW

1. Introduction

This manual provides essential information for the safe and efficient installation, operation, and maintenance of your WISSENERGY 11kW Type 2 EV Wall Charger. Please read this document thoroughly before attempting to install or use the device. Proper adherence to these instructions will ensure optimal performance and longevity of your charging station.

2. Safety Information

Important Safety Instructions:

- Installation must be performed by a qualified electrician in accordance with all local and national electrical codes.
- Do not attempt to open, disassemble, or modify the charging station.
- Ensure the power supply is disconnected before any installation or maintenance.
- Keep children and pets away from the charging area during operation.
- Do not use the charger if the cable or plug is damaged.
- The charger is designed for electric and hybrid vehicles with a Type 2 connector. Do not use with incompatible vehicles.

This WISSENERGY EV Wall Charger conforms to CE, RoHS, and TÜV certifications. It includes built-in protection against overcurrent, overvoltage, undervoltage, leakage, and overheating, ensuring a safe charging experience.

3. Package Contents

Verify that all items are present in the package:

- WISSENERGY 11kW EV Wall Charger Unit (with integrated 6m Type 2 cable)
- Mounting Kit (screws, wall anchors, cable holder)
- User Manual

4. Product Overview

The WISSENERGY 11kW Type 2 EV Wall Charger is a robust and efficient charging solution for your electric vehicle. It features a 16A three-phase power output and a generous 6-meter charging cable for convenience.



The WISSENERGY EV Wall Charger features a 6-meter cable, providing ample reach for charging your electric vehicle.



The WISSENERGY Type 2 EV Charging Station is designed for wall mounting, offering a sleek and integrated look.



The Type 2 female plug is compatible with European standard IEC62196-2 vehicles. The cable is made of 99.95% pure copper with a durable TPU material for abrasion resistance and flexibility.



With an IP66 waterproof rating, the WISSENERGY EV Wall Charger is protected against dust and powerful water jets, suitable for all weather conditions.

5. Setup and Installation

The WISSENERGY EV Wall Charger is designed for wall mounting and can be installed both indoors and outdoors due to its IP66 rating. Professional installation by a certified electrician is mandatory to ensure compliance with electrical safety standards and proper three-phase wiring.

Installation Steps:

1. **Site Selection:** Choose a suitable wall location, considering the 6-meter cable reach to your vehicle's charging port. Ensure the mounting surface is sturdy enough to support the charger's weight.
2. **Power Disconnection:** Turn off the main power supply at the circuit breaker before beginning any electrical work.
3. **Mounting the Bracket:** Use the provided mounting kit to securely attach the wall bracket to the chosen location.

4. **Electrical Connection:** Connect the charger to a dedicated 3-phase, 16A electrical circuit. Ensure correct wiring for live, neutral, and ground connections as per local regulations.
5. **Mounting the Charger:** Secure the charger unit onto the mounted bracket.
6. **Cable Management:** Use the included cable holder to neatly store the charging cable when not in use.
7. **Power Restoration:** Once installation is complete and all connections are secure, restore power to the circuit.



The charger unit measures approximately 30cm in height and 17cm in width, featuring a 6-meter charging cable for convenient installation.

6. Operating Instructions

Operating the WISSENERGY EV Wall Charger is straightforward:

1. **Connect to Vehicle:** Take the Type 2 charging plug and insert it firmly into your electric vehicle's charging port.
2. **Initiate Charging:** The charger will automatically detect the vehicle and begin the charging process. The integrated light bar on the charger unit will indicate the charging status (e.g., solid green for charging, flashing for standby/error).
3. **Monitor Charging:** You can monitor the charging progress through your vehicle's dashboard or mobile application, if available.
4. **End Charging:** Once charging is complete, or if you wish to stop charging, simply press the release button on the charging plug (if your vehicle has one) and disconnect the plug from the vehicle.
5. **Store Cable:** Return the charging cable to its holder to prevent damage and maintain a tidy charging area.

7. Maintenance

Regular maintenance ensures the longevity and safe operation of your WISSENERGY EV Wall Charger:

- **Cleaning:** Periodically wipe the charger unit and cable with a soft, damp cloth. Do not use abrasive cleaners or solvents. Ensure the unit is dry before use.
- **Cable Inspection:** Regularly inspect the charging cable and plug for any signs of wear, cuts, cracks, or damage. If any damage is found, discontinue use immediately and contact customer support.
- **Connection Check:** Ensure all electrical connections remain secure. If you notice any loose connections, contact a qualified electrician.
- **Environmental Protection:** The IP66 rating protects against dust and water jets. However, avoid prolonged exposure to extreme weather conditions if possible.

8. Troubleshooting

If you encounter issues with your WISSENERGY EV Wall Charger, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Charger not starting	No power supply; Cable not fully inserted; Vehicle not ready to charge.	Check circuit breaker; Re-insert cable firmly; Check vehicle's charging status.
Charging interrupted	Power fluctuation; Vehicle fault; Overheating protection activated.	Check power supply stability; Consult vehicle manual; Allow charger to cool down.
Light bar indicates error	Internal fault; Connection issue.	Disconnect and reconnect; If error persists, contact customer support.
Slow charging speed	Vehicle limitation; Power supply issue.	Verify vehicle's maximum charging rate; Ensure stable 3-phase power supply.

If the problem persists after attempting these solutions, please contact WISSENERGY customer support for further assistance.

9. Specifications

Feature	Specification
Brand	WISSENERGY
Model Number	WB10-Black-Mode C-11KW
Product Type	Wall-mounted charging station
Color	Black
Power Output	11 kW
Amperage	16 A
Input Voltage	240 Volts (3-phase connection required for 11kW)
Connector Type	Type 2 (IEC 62196-2 standard)
Cable Length	6 meters

Feature	Specification
Compatible Devices	Electric and hybrid vehicles with Type 2 connector
Protection Rating	IP66 (Dust tight and protected against powerful water jets)
Certifications	CE, RoHS, TÜV
Components Included	Wallbox

10. Warranty and Support

Warranty Information: For detailed warranty terms and conditions, please refer to the product packaging or visit the official WISSENERGY website. Keep your proof of purchase for warranty claims.

Customer Support: If you have any questions, require technical assistance, or need to report an issue, please contact WISSENERGY customer service. Contact details can typically be found on the product packaging or the manufacturer's official website.

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Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

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