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dé deWB11B05A

dé 11kW APP Wallbox EV Charger Instruction Manual

Model: deWB11B05A

1. INTRODUCTION

This manual provides essential information for the safe and efficient installation, operation, and maintenance of your dé 11kW APP Wallbox EV Charger. Please read this manual thoroughly before using the product and retain it for future reference. This charger is designed for electric vehicles with a Type 2 input (IEC 62196-2 standard) and supports both single-phase and three-phase vehicles.



Image 1.1: Overview of the dé 11kW APP Wallbox EV Charger and its components.

2. SAFETY INFORMATION

Important: Installation must be performed by a qualified electrician in accordance with all local and national electrical codes and regulations. Failure to do so may result in electric shock, fire, or serious injury.

- **Electrical Safety:** Ensure the main power supply is disconnected before any installation or maintenance.
- **RCD Type-B Protection:** The Wallbox is equipped with an RCD Type-B (AC 30 mA + DC 6 mA) for comprehensive protection against leakage currents, overcurrents, overvoltages, and undervoltages. This RCD provides effective protection for both the charger and the electric vehicle during the charging process.
- **Environmental Protection (IP54):** The charger has an IP54 rating, indicating protection against dust ingress and splashing water from any direction. It is designed for outdoor use and can withstand various weather conditions, including cold temperatures down to -25°C and heat up to 55°C.
- **Cable Integrity:** Regularly inspect the charging cable for any signs of damage. Do not use the charger if the cable or connector is damaged.
- **Children and Pets:** Keep children and pets away from the charging station during operation.

Chargement par tous les temps



Image 2.1: The dé Wallbox EV Charger is designed for all-weather use with IP54 protection, resistance to cold (-25°C), heat (55°C), and dust.

3. PACKAGE CONTENTS

Before installation, please verify that all items are present and undamaged:

- dé 11kW APP Wallbox EV Charger with integrated 5m Type 2 cable
- Wall mounting plate
- Cable holder
- RFID cards (x3)
- Mounting screws and anchors
- User Manual
- Cleaning cloths (x2)



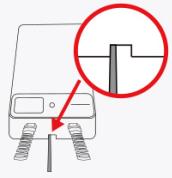
Image 3.1: Contents of the dé 11kW APP Wallbox EV Charger package.

4. SETUP

4.1 Wall Mounting

1. Turn the product over to locate the pre-installed wall mounting plate.
2. Press the elastic clips of the mounting plate to the left to release the limiting clips, then slide the mounting plate downwards.
3. With the raised side facing outwards, fix the mounting plate to the wall using expansion bolts. Ensure the plate is firmly installed.
4. Align the latch on the back of the Wallbox with the latch on the mounting plate and slide the Wallbox downwards until it clicks into place.

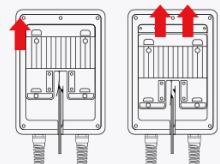
Comment retirer la boîte murale ?



1. Repérez le trou d'extraction en bas et insérez une tige longue et solide, comme un tournevis, jusqu'à ce qu'elle atteigne le collier de serrage élastique.

2. Appuyez doucement vers la gauche pour séparer les deux parties de la pince de limitation.

2



3. Tout en maintenant les pinces de limitation séparées, poussez la boîte murale vers le haut pour la retirer.

3

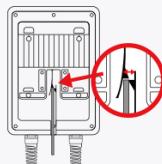


Image 4.1: Wall mounting instructions for the dé Wallbox EV Charger.

4.2 Electrical Connection

The Wallbox connects directly to a CEE 16A socket. Ensure your electrical installation is capable of supporting an 11kW three-phase load and is protected by appropriate circuit breakers and residual current devices.

Consult a qualified electrician for proper installation and wiring.

11kW Wallbox

Instant connection to CEE socket, Plug & Play
(CEE/11KW/16A/APP)

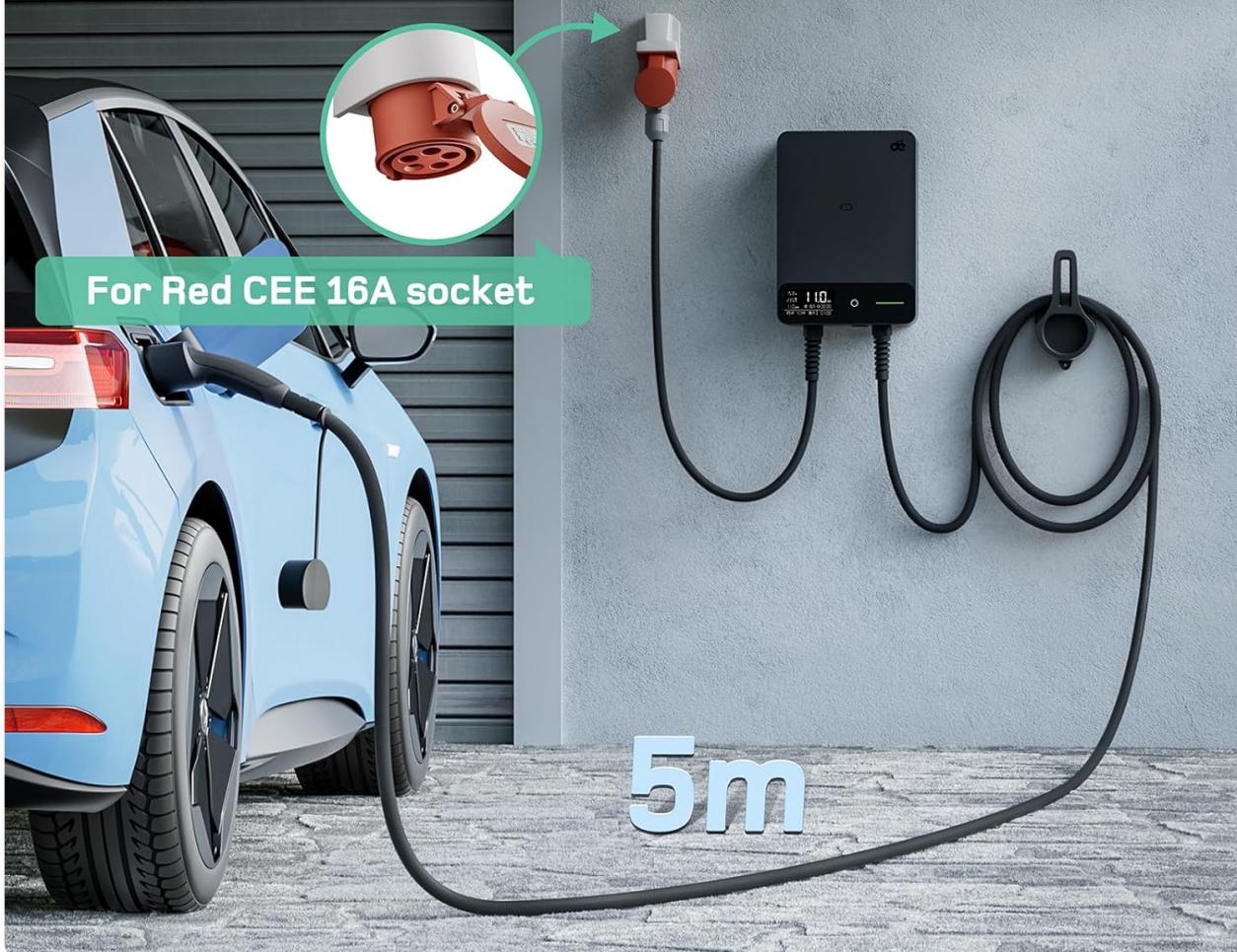


Image 4.2: The Wallbox offers instant connection to a CEE socket for plug-and-play operation.

4.3 App Installation and Initial Setup

The Tuya Smart app (available on Android and iOS) enables intelligent charging features. Download the app and follow the in-app instructions to connect your Wallbox to your home Wi-Fi network. This allows for remote control and monitoring.

5. OPERATING INSTRUCTIONS

5.1 Basic Charging

Once the Wallbox is installed and powered, simply connect the Type 2 charging cable to your electric vehicle. The charging process will typically begin automatically or can be initiated via RFID card or the app.

5.2 Adjustable Charging Current

You can adjust the charging current between 6A and 16A by pressing a button on the Wallbox. This allows you to control the charging speed according to your needs or available power supply.

Câble de 10 m à partir de la wallbox

Plus long que nécessaire, rechargez votre voiture sans effort

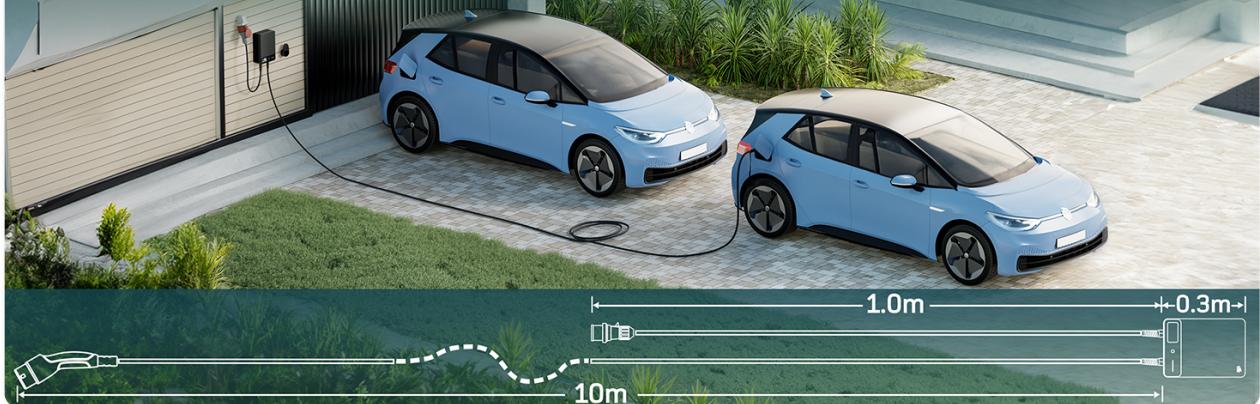


Image 5.1: User-friendly tactile controls for adjusting current and setting delayed charging.

5.3 Smart Charging with Tuya App

The Tuya Smart app provides advanced control over your charging sessions:

- **Scheduled Charging:** Set specific start and end times for charging, ideal for utilizing off-peak electricity rates.
- **Power Adjustment:** Remotely adjust the charging power.
- **Remote Start/Stop:** Initiate or terminate charging from anywhere.
- **Charge Log:** View historical charging data.

Télécommande via l'application "tuya smart".

Suivez votre activité de charge à tout moment et partout.



Image 5.2: Remote control via the Tuya Smart app allows monitoring and managing charging activity anytime, anywhere.

Planifier la consommation d'électricité Économiser les coûts

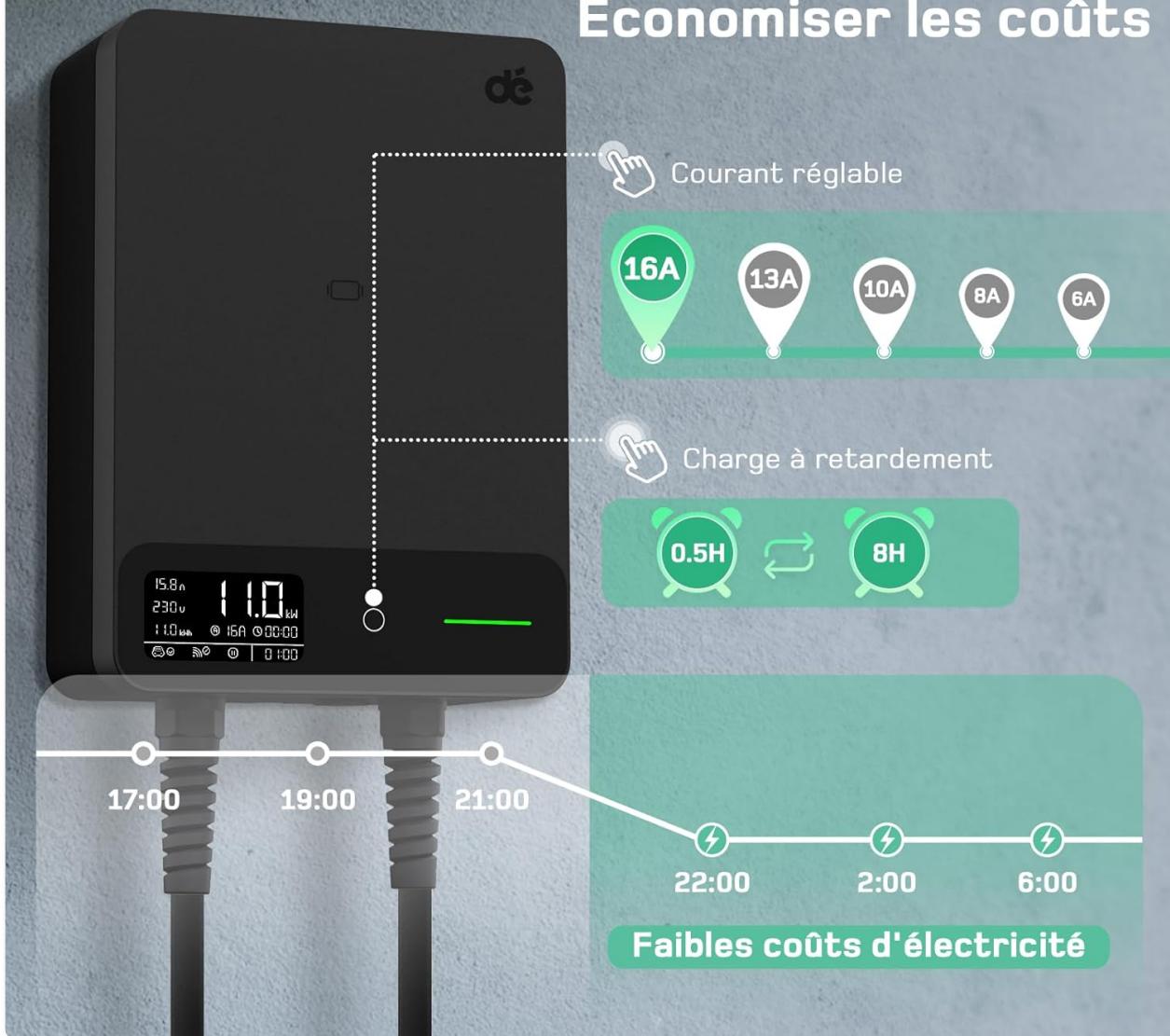


Image 5.3: Plan your electricity consumption to save costs by scheduling charging during off-peak hours.

5.4 RFID Card Usage

The Wallbox supports multiple RFID cards, allowing different family members to start or stop charging with a simple gesture. This enhances security and convenience.



Image 5.4: The charging station supports multiple RFID cards for convenient and secure access.

5.5 Understanding the LCD Display

The high-resolution LCD screen provides real-time information about the charging status:

- Real-time current (e.g., 15.8A)
- Real-time voltage and phases (e.g., 230V, with a '3' indicator for three-phase)
- Charging capacity (e.g., 11.0 kWh)
- Real-time power (e.g., 11.0 kW)
- Current level setting
- Scheduled charge timer
- Connection status to vehicle
- Wi-Fi status
- RFID status

Note: The real-time voltage displayed is the phase voltage (230V), not the line voltage (400V). When operating in a three-phase circuit, a small '3' symbol will appear above the 230V reading.

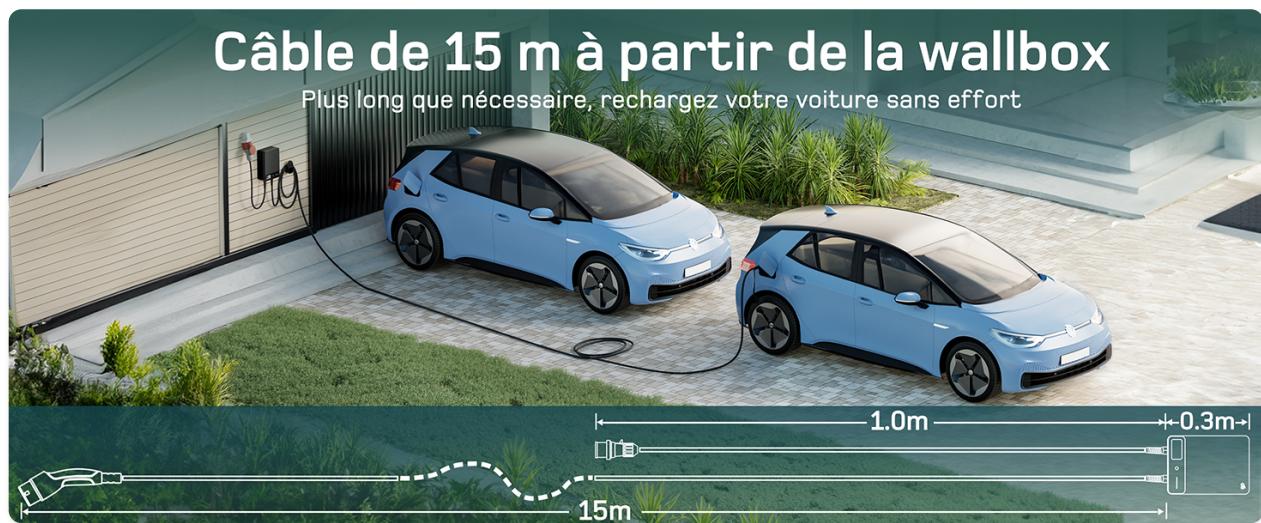


Image 5.5: The LCD screen provides all essential information at a glance.

6. MAINTENANCE

6.1 General Care

Clean the exterior of the Wallbox with a soft, damp cloth. Do not use abrasive cleaners or solvents. Ensure the charging cable and connector are free from dirt and debris before each use.

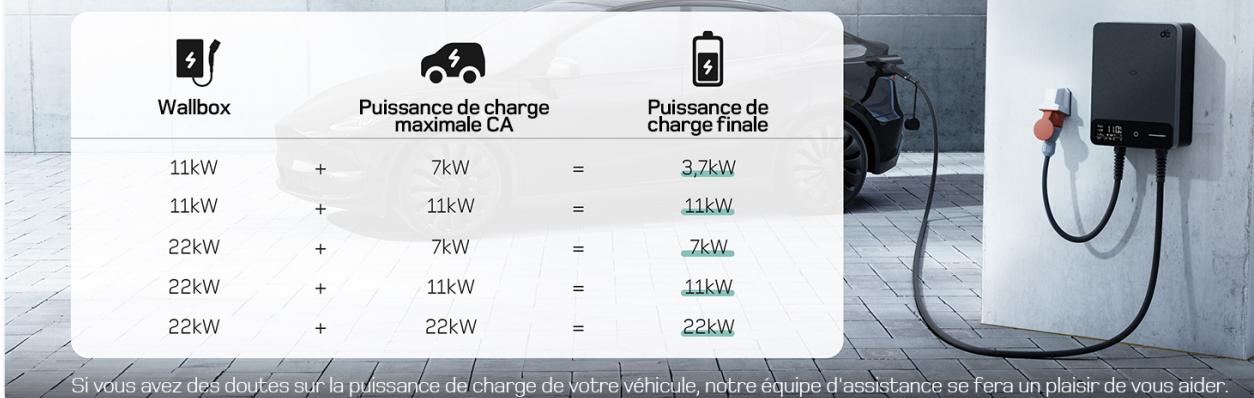
6.2 Removing the Wallbox

If you need to remove the Wallbox from its mounting plate:

1. Locate the extraction hole at the bottom and insert a long, solid rod, such as a screwdriver, until it reaches the elastic clamping collar.
2. Gently push to the left to separate the two parts of the limiting clip.
3. While keeping the limiting clips separated, push the Wallbox upwards to remove it.

Quelle est la puissance de charge maximale ?

Déterminée par la puissance de charge maximale CA du véhicule électrique et la puissance de la Wallbox/du chargeur.



Wallbox		Puissance de charge maximale CA		Puissance de charge finale
11kW	+	7kW	=	3,7kW
11kW	+	11kW	=	11kW
22kW	+	7kW	=	7kW
22kW	+	11kW	=	11kW
22kW	+	22kW	=	22kW

Si vous avez des doutes sur la puissance de charge de votre véhicule, notre équipe d'assistance se fera un plaisir de vous aider.

Image 6.1: Instructions for safely removing the Wallbox from its mounting.

7. TROUBLESHOOTING

If you encounter issues, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Charger not powering on	No power supply; tripped circuit breaker	Check power connection and circuit breaker. Consult an electrician if issues persist.
Charging not starting	Cable not fully connected; vehicle not ready to charge; RFID not recognized; app error	Ensure cable is securely connected. Check vehicle's charging status. Try RFID card again. Restart the Tuya Smart app.
Slow charging speed	Current setting too low; vehicle's maximum charging power; single-phase connection for a three-phase charger	Adjust current setting via Wallbox button or app. Verify your vehicle's maximum AC charging power. Ensure the Wallbox is connected to a three-phase supply if your vehicle supports it.
App connectivity issues	Weak Wi-Fi signal; incorrect Wi-Fi password; app malfunction	Ensure Wallbox is within Wi-Fi range. Re-enter Wi-Fi credentials in the app. Restart the app or Wallbox.

For issues not listed here, please contact customer support.

8. SPECIFICATIONS

Feature	Specification
Brand	dé
Model	deWB11B05A
Manufacturer	deAccessories
Charging Power	11 kW

Feature	Specification
Input/Output Voltage	400 Volts (AC)
Current Rating	16 A (Adjustable 6A-16A)
Connector Type	Type 2
Cable Length	5 meters
Protection	RCD Type-B (AC 30 mA + DC 6 mA), IP54
Item Weight	4.98 Kilograms
Package Dimensions	43.2 x 32.7 x 22.5 cm
Operating Temperature	-25°C to 55°C

8.1 Charging Power Scenarios

The actual charging power depends on both the Wallbox and your vehicle's maximum AC charging capability:



Image 8.1: Maximum charging power is determined by the lower of the Wallbox or vehicle's capacity.

If you have doubts about your vehicle's charging power, our support team will be happy to assist you.

9. COMPATIBILITY

This dé 11kW APP Wallbox EV Charger is compatible with BEV/PHEV vehicles conforming to the Type 2 (IEC 62196-2) standard. Examples include:

- Tesla (Model Y/3/S/X)
- Audi (Q3/Q4/Q5/E-Tron/...)
- Volvo (XC40/XC60/XC90/...)
- Renault (Twingo/Kangoo/...)
- Fiat (500e/...)
- MG (MG4/MG5/...)
- Volkswagen (ID.3/ID.4/ID.5/...)
- BMW (X1/X3/iX/i4)

Note: This product is **NOT** compatible with Renault Zoe, Smart EQ, Dacia Spring, and BMW i3.



Image 9.1: Compatibility with Type 2 BEV/PHEV vehicles.

10. WARRANTY AND SUPPORT

Your dé 11kW APP Wallbox EV Charger comes with a standard manufacturer's warranty. Please refer to the warranty card included in your package for specific terms and conditions. For technical support, troubleshooting assistance, or warranty claims, please contact your retailer or the manufacturer's customer service.

For further assistance, please visit the manufacturer's website or contact their support channels.

Related Documents - deWB11B05A

	<p><u>dé 7kW Wallbox User Guide: Installation, Setup, and Operation</u></p> <p>Comprehensive user guide for the dé 7kW Wallbox EV charging station. Learn how to install, connect, set up Wi-Fi, use the mobile app, and troubleshoot issues for your electric vehicle charger.</p>
	<p><u>User Guide for dé 11kW Mobile Wallbox</u></p> <p>A comprehensive user guide for the dé 11kW Mobile Wallbox, covering quick start, operating instructions, LED screen information, icon indicators, error codes, specifications, FAQ, installation steps, inlet cable connection, Wi-Fi setup, and troubleshooting.</p>
	<p><u>dé 7kW Portable EV Charger User Guide - Quick Start, Specifications, and Operation</u></p> <p>Comprehensive user guide for the dé 7kW portable EV charger. Includes quick start instructions, operating procedures, connection status, technical specifications, LED error codes, FAQ, and safety precautions for electric vehicle charging.</p>
	<p><u>dé 7kW Wallbox User Guide: Installation, Setup, and Operation</u></p> <p>Comprehensive user guide for the dé 7kW Wallbox EV charging station. Learn how to install, connect, set up Wi-Fi, use the mobile app, and troubleshoot issues for your electric vehicle charger.</p>

	<p>User Guide for dé 11kW Mobile Wallbox</p> <p>A comprehensive user guide for the dé 11kW Mobile Wallbox, covering quick start, operating instructions, LED screen information, icon indicators, error codes, specifications, FAQ, installation steps, inlet cable connection, Wi-Fi setup, and troubleshooting.</p>
	<p>Liste de Vérification des Facteurs Internes VOVO pour Siège de Bidet</p> <p>Guide interne détaillé de vérification et de dépannage pour les sièges de bidet VOVO, couvrant le remplacement du câble LED et l'installation du bidet.</p>