

Electric Vehicle AC Charging Pile

USER MANUAL



Q6



CHARGE UP, DRIVE ON.



TRUST
INNOVATION
COURAGE
SUPPORT
COMPASSION

We appreciate your commitment to sustainability by choosing an electric vehicle, and we are here to simplify your EV experience. Thank you for choosing our QIAO Brand Ac Type 2 AC EV charging station/piles. We are proud your contribution to building a sustainable planet by switching to EVs. If you need any customer support, please feel free to contact us.



Contact Us:

✉ support@qiaocharger.com

☎ +1-844-984-1867

+86-189-2376-9556

🌐 www.qiaocharger.com

Manufacturer:

Shenzhen Qunchuang New Energy Co., Ltd

Address:

No.101,594 Xitian Road, Xitian Community,
Gongming Street,Guangming District, Shenzhen

Warranty Certificate

Order ID:



EN

This product is warranted for 2 years.Please keep the page as the warranty certificate.
Any questions,please contact us.

DE

Für dieses Produkt gilt eine Garantie von 2 Jahren. Bitte bewahren Sie die Seite als
Garantieschein auf. Wenden Sie sich bei Fragen bitte an uns.

FR

Ce produit est garanti 2 ans. Veuillez conserver cette page comme certificat de garantie. Pour
toute question, veuillez nous contacter.

IT

Questo prodotto è garantito per 2 anni. Conserva la pagina come certificato di garanzia. Per
qualsiasi domanda, non esitare a contattarci.

SP

Este producto tiene una garantía de 2 años. Conserva la página como certificado de garantía.
Si tienes alguna pregunta, no dudes en contactarnos.

Thank you for choosing our company's AC charging pile product. To ensure that you can safely and correctly use, operate, maintain, inspect, troubleshoot, and service this AC charging pile, we strongly recommend that you read and fully understand the contents of this user manual before use. During operation, please strictly follow the instructions in this manual to avoid unnecessary malfunctions or safety hazards. Additionally, for future reference, please keep this user manual in a safe and accessible place.

Contents

[01.]Safety Rules	5
[02.]Product Introduction	5
◦ Key Features	5
[03.]Installation	6
◦ Charging Pile Installation	6
◦ Holder Installation	8
◦ Install the APP and connect to the charging pile	9
[04.]Use	10
◦ Plug and Charge	10
◦ Scheduled Charging	11
◦ Adjust Current	12
◦ Share Device	12
◦ Export Charging Records	13
◦ Unbind Device	13
◦ Description Of Light Strip Control Logic	14
[05.]Appendix	15
◦ Precautions	15
◦ Other Problems And Explanations	16
◦ Troubleshooting Of General Faults	17
◦ Warranty Regulations	18

[01.] Safety Rules

- Disconnect the power supply before installing or replacing the EV charger to prevent electric shock.
- Securely connect and insulate all cables to avoid electrical faults, potential injuries, or fire hazards.
- Professional installation is essential. Only qualified technicians should install and connect the EV charger to the electrical grid.
- Inspect for damage: Even if an EV charger appears undamaged after a fall, it must be inspected by a qualified technician before reinstallation.
- Avoid water exposure: Do not wash the EV charger with water.
- Professional maintenance: Any safety-related malfunctions must be addressed by qualified technicians.
- Unauthorized modifications: The company is not liable for damages or injuries caused by unauthorized installations or modifications.
- Keep children away from electrical components.

[02.] Product Introduction

◦ Key Features

- This charging pile has an operation background monitoring system (only for connected devices).
- This charging pile has a dynamic human-computer interaction function and is equipped with LED status indication, so the charging process is clear at a glance.

- The charging pile is equipped with an embedded emergency stop mechanical switch, which can greatly increase the safety of equipment control.
- The charging pile has perfect system protection functions: overvoltage, undervoltage protection, overcurrent protection, short circuit protection, leakage protection, over temperature protection, lightning protection, and safe and reliable product operation.
- Data storage and fault identification.
- The Charging pile has power metering.
- The whole structure of the charging pile is rainproof and dust-proof, with Ip65 protection grade, suitable for indoor and outdoor use in a wide and flexible environment.
- The charging pile is easy to install, operate and maintain.
- The charging pile is safe against theft.

[03.] Installation

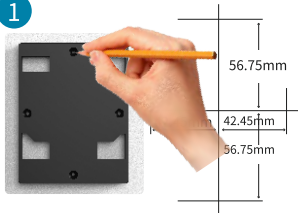
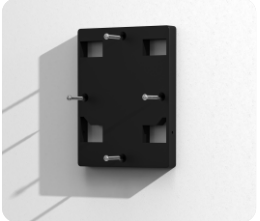
◦ Charging Pile Installation

Installation Environment Requirements:

- The charging pile is an indoor and outdoor general charging pile, which meets the IP65 protection level and can be installed in open spaces.
- Please ensure that the ambient temperature is within the range of - 30 °C~+ 50 °C.
- The altitude of the installation site shall not be higher than 2000 meters.
- There should be no violent vibration, inflammables and explosives near the installation site.
- The installation site should not be located in low-lying areas or areas prone to water accumulation.

- The pile body must be supported by a wall. If there is no wall support, it is recommended to use a special floor bracket for installation and fixation.
- When installing the pile body, please ensure the pile body is vertical.

Charging Pile Installation:

1  The charger bracket is flush-mounted to the wall at the marked screw hole positions.	2  Drill a 6mm hole into the wall at the marked position to a depth greater than 40mm.
3  Insert the rubber stopper vertically so that the surface of the stopper is flush with the wall.	4  The fixing screw is screwed vertically to the end.
5  Hang the charging pile on the bracket.	6  Installation complete.

◦ Holder Installation

1



Mark Positions

2



Drill holes on the wall

3



Install the wall anchors

4



Install Back Cover

5



Install Front Cover

6

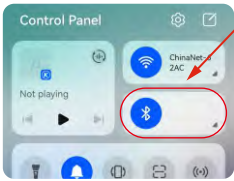
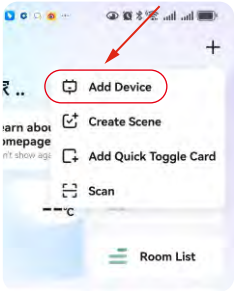


Complete



Before fastening the front cover,
Make sure the back cover is securely
mounted with screws.

◦ Install the APP and connect to the charging pile

Before your start: If the charging pile has been bound to other devices, please remove the original binding first. (Turn to "Unbind Device" on page 13 for more details.)	1  Turn on Wifi on your phone and connect (supports 4G network, not 5G network).	2  Turn on Bluetooth on your phone.
3  Make sure the charging station is plugged in or connected to a power source.	4  Smart Life -QR Code Download Scan the QR code above with your phone to install "Smart Life". Open the APP to complete account registration and permission authorization.	5  Click the "+" button and select "Add Device".
6  Find the device on the mobile app.	7  Enter wifi password.(Make sure that both the phone and the charging pile are connected to the same Wi-Fi) .	8  Connection successful

[04.] Use

◦ Plug and Charge

1



Make sure the charging station is plugged in or connected to a power source.

2



Insert the charger vertically to the bottom and lock it when you hear a click.

3



During charging, the green light flashes and the screen displays voltage/current/power in real time.

4



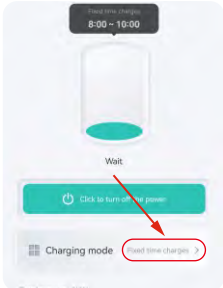
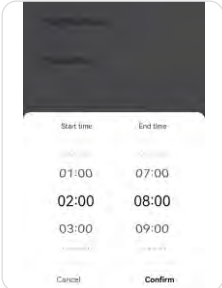
After fully charged: Unlock the car or press the button on the gun to cut off the power.

5



Remove the connector and store it in the Charging Holder.

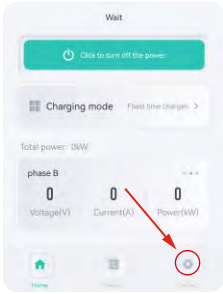
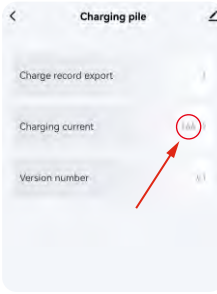
◦ Scheduled Charging

1  Make sure the charging station is plugged in or connected to a power source.	2  Insert the charging connector into the vehicle's charging port.	3  Click on the device on the mobile phone APP to enter the charging interface.
4  Select the charging mode as "Scheduled charging".	5  Set the "Start Time" and "End Time". ▲ Note: the start time and end time cannot be the same.	6  Charging: Green light flashes; After fully charged: Automatically cut off the power, green light stays on.

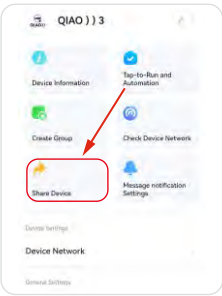
Check charging records:

- During charging, you can check the voltage, current, power, etc. on the charging pile screen;
- After charging, you can check the charging records on the home page of the APP - Records.

◦ Adjust Current

1  Click the device to enter the main interface and Click "Settings"	2  Click "Charging Current"	3  Adjust the current according to demand,click "Confirm."
---	--	---

◦ Share Device

1  Click the device on the mobile phone APP to enter the charging interface	2  Click the "Edit" button in the upper right corner	3  Click "Share Device",Choose who you want to share with,Click "Confirm".
--	---	---

◦ Export Charging Records

1

Click on the device to enter the main interface and Click on "Settings".

2

Select "Charge Record Export".

3

Enter your email address and select a time period, click "Confirm."

◦ Unbind Device

1

Click on the device to enter the main interface and Click the "Edit" button in the upper right corner.

2

Click "Remove Device".

3

If you are sure you want to delete the device and data, please click "Confirm."

◦ Description Of Light Strip Control Logic

Column	Status	Charging pile status	LED status	Remarks
1	Normal	Standby	Blue light is always on	
2		Ready to Charge	Green light is always on	Charger not started
3		Charging	Green light flashes (500ms on, 500ms off)	Charger started charging
4		Charging completed	Green light is always on	The vehicle is fully charged or stops charging when the charging completion condition is reached, and the charger is not unplugged
5	Fault	Emergency stop fault	The red light is always on	In case of fault, the red light flashes for 200ms on and 200ms off
6		Ungrounded fault	The red light flashes twice every 5s	
7		CP error fault	The red light flashes 3 times every 5s	
8		Overcurrent fault	The red light flashes 4 times every 5s	
9		Overvoltage fault	The red light flashes 5 times every 5s	
10		Undervoltage fault	The red light flashes 6 times every 5s	
11		Breaker adhesion fault	The red light flashes 7 times every 5s	
12		Leakage fault	The red light flashes 8 times every 5s	
13		Overtemperature fault	The red light flashes 9 times every 5s	
14		Meter fault	The red light flashes 10 times every 5s	
15		Other faults	The red light is on for 1000ms and off for 1000ms	

[05.]

Appendix

◦ Precautions

- The power supply used must be consistent with the requirements of this equipment, and the three core power cord must be reliably grounded.
- Please strictly follow the design parameters and use conditions during use, and do not exceed the threshold value in this user manual, otherwise the equipment may be damaged.
- Please do not change the specification of electrical components, and do not change the internal circuit or graft other circuits.
- After the charging pile is installed, if the charging pile cannot be started normally after the equipment is powered on, please check whether the power wiring is correct.
- The equipment has limited dust-proof and water-proof capacity. Pay attention to anti-static, moisture-proof and water-proof during use. If the equipment has entered water, power off immediately and stop using.
- The device has limited anti-theft function. Please install it in a safe and reliable environment.
- Please do not plug or unplug the charging gun during charging to avoid irreversible damage to the charging pile and the car.

◦ Other Problems And Explanations

◦ Line Problems

The minimum incoming cable of each charging pile is 3 * 6 square meters, and the length shall not exceed 40 meters. If the length exceeds 40 meters, please select 3 * 10 square meters.

The 32A equipment uses the C60 air switch, and the 16A equipment uses the C40 air switch.

◦ About The Condition Cf Starting Charging Without Current

There is a battery icon on the upper right of the display interface. If it is gray, it indicates that the S2 switch of the vehicle is not closed. The charging pile waits for the S2 switch of the vehicle to close. If it does not close for a long time, please try to power on the vehicle without ignition.

◦ Overvoltage And Undervoltage

The lower right corner of the equipment shows overvoltage or undervoltage. Please check the circuit. The voltage may be too high or too low. Use a multimeter to measure the voltage at the incoming line of the equipment, and then measure the voltage at the incoming line of the distribution box.

◦ Leakage Alarm

If leakage is displayed on the device screen, it may be the vehicle leakage or the screws at the equipment incoming line are not tightened. First check whether the equipment incoming line is firmly connected. If not, please change a vehicle to charge and try.

◦ In Case Of Any Abnormality During Use, Please Refer To "Troubleshooting Of General Faults"

If you still cannot troubleshoot a certain fault, please cut off the power supply of the charging pile and contact our customer service center.

◦ Troubleshooting Of General Faults

Fault Phenomenon	Possible causes	Processing method
Charge pile LED or display screen does not light up	The power supply is not well connected	Check whether the incoming power line is energized and whether the power switch is closed
	Circuit breaker trip	The charging pile has the leakage tripping function, which requires opening the side switch cover and closing the circuit breaker switch
	Equipment damage	Please contact the customer service center for maintenance
Unable to start charging	The charging gun is not fully connected meet	Check whether the charger is firmly connected to the vehicle socket and ensure that the charger is plugged into the bottom of the socket
	Card and charging pile are not matching	Please use the correct card to charge. If the card is lost, please contact the customer service center for a replacement
	Card and charging pile are not matching	Turn the emergency stop switch in the direction indicated by the emergency stop button to make the emergency stop switch return to normal
Charging current is less than rated value	Equipment failure or vehicle approaching full load	When the vehicle battery is nearly fully charged, the charging current will drop, which is a normal condition. If not, please contact the customer service center for maintenance
Equipment on failure lamp	Fault lamp flashes	Contact the customer service center for maintenance
	The fault lamp is always on	Contact the customer service center for maintenance

(In case of any change in product dimensions and parameters, the latest information of our company shall prevail without further notice)

◦ Warranty Regulations

- The warranty period of this product is 2 years. At that time, please provide the purchase certificate as the product warranty certificate.
- During the warranty period, the faults not caused by human activities (judged by the official staff of the company) under the condition of normal use according to the instructions shall be repaired.
- Except for the following problems, charging equipment can enjoy the above related warranty terms:
 - The warranty certificate cannot be provided, or the contents on the warranty certificate are inconsistent with the physical identification of the repaired goods or altered;
 - Failure to provide valid invoices;
 - The warranty period specified by the manufacturer is exceeded;
 - Damage caused by failure to use, maintain and store the product in accordance with the requirements of the user manual;
 - Damage or failure caused by foreign matters entering;
 - Damage caused by dismantling by a person who is not responsible for three guarantee repair;
 - Damage caused by force majeure (such as lightning, high voltage, earthquake, fire, flood and other natural disasters);
 - Failure and damage caused by other unavoidable external factors;
 - Damage caused by water entering the equipment or other solutions due to improper use;
 - Damage caused by using power supply and voltage other than those specified.
- For products beyond the warranty period or not within the scope of the warranty, we provide paid maintenance services.
- The above warranty is only made, and no other express or implied warranty is made (including the implied warranty of marketability, rationality and adaptability of a particular application, etc.). The Company will not be responsible for any special occasional or indirect damages, no matter in the contract, civil negligence or other aspects.

FCC Warning

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.