

# **User Manual**

# www.wolfbox.com

The information in this manual is subject to change without notice.



#### **Preface**

Thank you for purchasing WOLFBOX products. Our equipment is manufactured to high standards and will provide 3 years of trouble-free performance if used in accordance with these instructions and properly maintained.

# ! IMPORTANT

- Before operating or maintaining this equipment, please read this manual carefully and follow the instructions
  for installation and operation, paying special attention to safety warnings and precautions. Improper use of
  this product may result in product damage and personal injury and void the product warranty.
- Under no circumstances does compliance with the information in the instructions relieve the user of the
  responsibility to comply with all applicable codes and safety standards. This document describes the install
  process. If you are unable to perform the steps described below, please contact us. We are not responsible for
  any damages resulting from custom installations or procedures not described in this document or from failure
  to comply with the recommendations.

# **Safety Instructions**

The safety messages herein cover situations WOLFBOX is aware of. WOLFBOX cannot know, evaluate or advise you as to all of the possible hazards. You must be certain that any condition or service procedure encountered does not jeopardize your personal safety.



#### WARNING

- This equipment should be installed by a licensed electrician only in accordance with all local codes and ordinances.
- This equipment must be grounded through the permanent wiring system or equipment grounding conductor, otherwise it may result in the risk of electric shock or fire.
- · Children should be supervised when using this equipment.
- Do not insert fingers or foreign objects into the EV connector.
- Do not install or use this equipment near flammable materials, explosive, irritating or combustible substances, chemicals or vapors.
- Do not use this product if the flexible power cord or EV cable is frayed, has broken insulation, or any other signs of damage.
- Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indication of damage.
- Use only 90° copper wire conductors.
- Do not operate this equipment outside operating temperature range of -30°C~50°C(-22°F~122°F).
- Please install this equipment correctly. Improper installation and testing of the equipment may result in property damage, personal injury.
- Handle the equipment carefully during transportation. Do not use force, shock or pull, twist, wrap, drag or step on the equipment to avoid damage to the equipment or equipment parts.
- For NEMA plug-in versions, use only NEMA outlets (NEMA 14-50). For your own safety, do not unplug the charger during charging.
- THE SUITABILITY OF THE USE OF FLEXIBLE CORD IN ACCORDANCE WITH CE CODE, PART I.

For use with electric vehicles.

Ventilation Not Required.



#### **CAUTION**

To avoid the risk of fire or electric shock, do not use this equipment is used with extension cord.

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# 1 GENERAL INTRODUCTION

# 1.1 Packing List

Electric Vehicle Supply Equipment	WCL/BDX	Connector Holder	
RFID Blocking Card (2 PCS)	RFID card	User Manual	User Manual
Amperage Label	Amperage Label	Wall Mount Bracket	
Self-tapping Screw M6*50mm (2PCS) M4*40mm (5PCS)		Machine screw M4*6mm(3 PCS)	
Plastic Expansion Bolts M10(2PCS) for M6 screws M6(5PCS) for M4 screws	- Ann	Management card	Management card

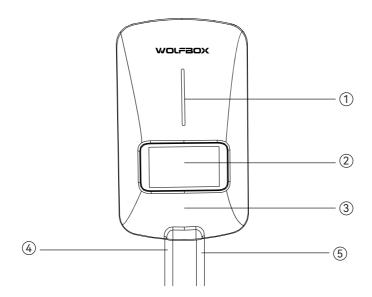
Other tools you may use and need to prepare for yourself:

- 1: Socket of NEMA 14-50 or power supply for installing Hardwired circuitry
- 2: Drill
- 3: Pen
- 4: Hammer
- 5: Screwdriver

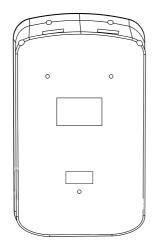
# **CAUTION**

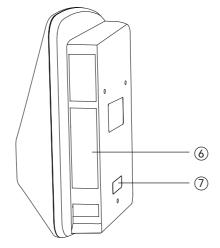
- Connector holder and installation accessories only apply to the product model provided with this product.
- The list above does not necessarily include all tools required for installation. We recommend that you read through the installation process and gather the tools you need before installing

#### 1.2 Product Overview



- 1. Indicator Light
- 2. Display Screen
- 3. RFID Reader
- 4. Current Inlet Cable
- 5. Charging Cable



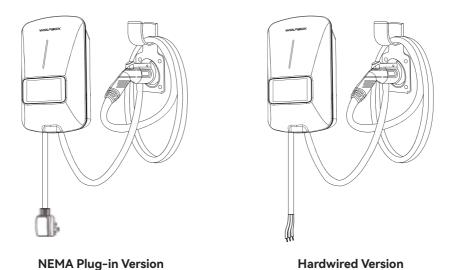


- 6. Product Labels
- 7. Amperage Labels

# 1.3 Indicator light Description

Working status		Indicator status	
Ctondby Mode	Connected to a mobile device	Solid orange	
Standby Mode	Connected to a mobile device	Solid blue	
	An EV is connected	Solid blue	
Charging Mode	Charging in progress	Flowing blue	
	Charging complete	Solid green	
Charging Interruption	Error occurs	Solid red	

# 1.4 Overall Drawing



# 2 INSTALLATION GUIDE(REFERENCE)

# ! IMPORTANT

Please follow all applicable codes and regulations and obtain permits to complete electrical work as required.

#### 2.1 Location

- 1. Mount the unit on a vertical surface that will support its weight (e.g., a finished wall). The maximum weight of this product is approx 10.5kg.
- 2. Keep this equipment installed in allowing wire bending tolerance within the scope of the position.
- 3. Place the charger in a position that is not easily damaged.

## 2.2 Positioning

A 50A or higher current fuse is recommended for installation circuits of the E40 model.

A 60A or higher current fuse is recommended for installation circuits of the E50(48A) model.

A 70A or higher current fuse is recommended for installation circuits of the E50 model.

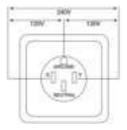
# ! IMPORTANT

In Canada, a NEMA plug-in installation is only allowed with a 50 amp circuit.

Higher amperage connections are also available for this product. See all applicable codes for circuit breaker and wire sizing requirements. Field terminals are rated to 105°C and accept up to 6 AWG (16 mm²) wire.

Circuit Rating	Max Load	Estimated Range per Hour	Plug-In	Hardwire
80 A	50 A	45miles/72km	no	yes
70 A	50 A	45miles/72km	no	yes
60 A	48 A	44miles/70km no y		yes
50A	40A	37miles/60km	yes	no

2. For NEMA plug-in installations, determine the type of plug purchased, NEMA 14-50 plug.

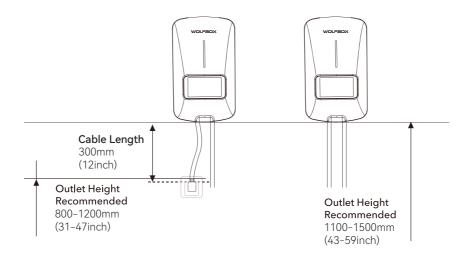


14-50

- 3. Ensure that the electrical panel supports 240V dedicated circuits and new dedicated non-GFCI bipolar disconnects in accordance with local regulations.
- 4. The recommended installation height is between 1100mm(43inch) and 1500mm(59inch). For NEMA plug-in installations, the NEMA should be at least 460mm (18inch) off the ground adjacent to the charger mounting location, but make sure both are positioned within the adjustable range of the wire. Within the adjustable range of the cord.



- The suitability of the use of flexible cord in accordance with CE code, part I, rule 4-012, is to be determined by the local inspection authority having jurisdiction.
- The input power cable length is 300mm (12 inches) (According to the National Electric Vehicle Charger Electrical Code).



## 2.3 Current Line Description

#### **Ground Requirements**

- The charger must be connected to the earthing metal permanent wiring system. Equipment grounding
  conductor must be run with circuit conductor, and connect to the equipment grounding terminal or lead on
  the charger.
- The grounding conductor shall be grounded to earth at the service equipment or, when supplied by a separately derived system, at the supply transformer.
- Ensure that a grounding conductor that complies with all applicable codes is properly grounded to earth at the service equipment, when supplied by a separate system, at the supply transformer.
- Neutral is not used to power the charger but must be properly connected to ground, at the panel transformer, to provide necessary voltage reference relative to ground.

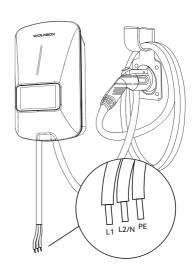


#### **DANGER: RISK OF SHOCK.**

Disconnect the 240V power vac. Do not turn on the power until you are sure the installation is complete. Failure to following this instruction may result in electric shock or electrocution.

#### 2.4 Hardwired Installation

For this version installation, please follow all applicable codes and regulations and obtain permits to complete electrical work as required.



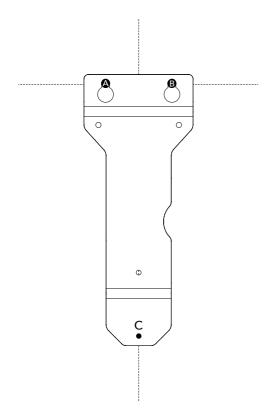
# 2.5 NEMA Plug-in Installation



#### **WARNING**

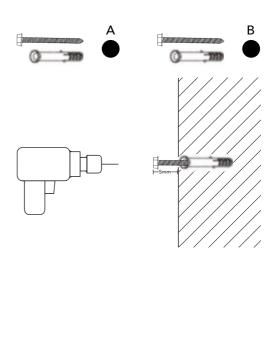
To avoid the risk of fire or electric shock, do not use this product with an extension cord.

 Find the ideal installation location for the device. Note: The installation position should ensure that the NEMA cable is properly bent and cannot be over-stretched.

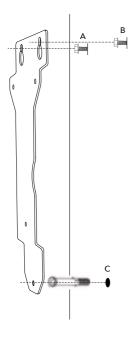


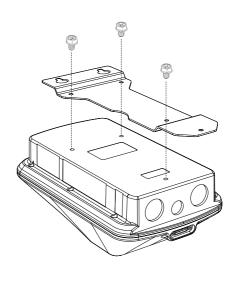
 To use the wall mount bracket, first confirm the top two holes on the wall, corresponding to points A and B. Then drill holes in points A and B, and place M10 expansion bolts and M6\*50mm screws.

Note: About 5mm length of M6 screws should be reserved for placing the device.

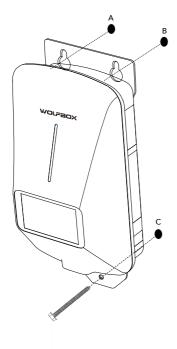


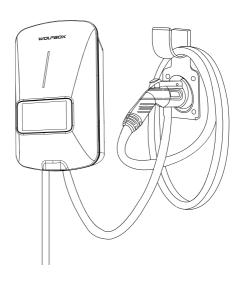
- Place the bracket on the screws at points A and B to confirm and mark the position of point C.
   Then drill a hole at point C and put in the expansion bolt.
- 4. Use **M4\*6mm** screws to fix the bracket on the back of the Electric Vehicle Supply Equipment.





- 5. When the EVSE and bracket are combined, place them on screws A and B. And use **M4\*40mm** screw through point C to fix the device on the wall.
- 6. Install the EV connector bracket in place using M6 expansion bolts and M4\*40mm screws. Note: The connector Holder should be located within the flexible range of the cable.



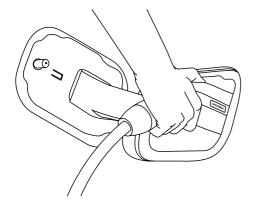


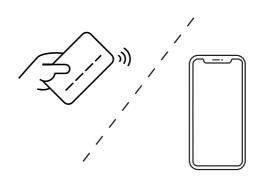
## **3 INSTRUCTIONS FOR USE**

# 3.1 Charging Steps

Note: Ensure that the equipment is properly connected to the power supply.

- 1. Insert the connector into the vehicle power port.
- 2. Start charging by swipe RFID card or use the App.

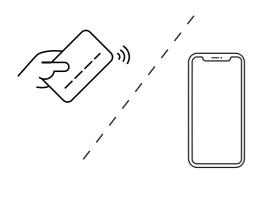


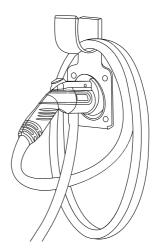




Do not disconnect the connector during charging. Otherwise, there is a risk of damage to the connector or Electric Vehicle Supply Equipment.

3. End of charging by swipe RFID card or use the App. 4. Unplug the connector and put it back in place.





# 3.2 About Management Card

When the EV charger cannot connect to the App, you're going to need this card.

#### **Usage Method:**

Swipe the management card in the RFID reader area and the EV charger will prompt "Reset action in progress"; After 10 seconds, EV charger will prompt "Confirm reset". At this point, swipe the management card again. When the EV charger prompts "reset complete", it means that the Wi-Fi function of the EV charger has been reset.

NOTE: If the fault persists, please contact us.

# 3.3 Fault Description

Note: When the red light flashes, it indicates a malfunction.

Fault code	Failure Cause	Exclusion suggestion
E1	Metering communication error	Contact the after-sales service team for this fault
E2	Under-voltage alarm	Consult your local electric service to confirm that the voltage in this area is stable. If it is below 175V, this error will Appear
	Over-voltage alarm	I. If the voltage exceeds 265Vac for a short time, wait for the grid to return to the normal voltage range by itself
E3		Consult your local electric service to confirm that the voltage in this area is stable. If it is higher than 265V, this error will Appear
		1. Immediately disconnect the power distribution box
E4	Ground fault	Check whether the equipment input/output line grounding is normal, and whether the input L/N is connected in the normal order
		3. Exclude the above problems, re-energize
		1. Immediately disconnect the power distribution box
E5	Over current protection	Check whether there is low impedance or short circuit between the two lines of the output line of the device
		3. Exclude the above problems, re-energize
	Permanent overcurrent protection	1. Immediately disconnect the power distribution box
E6		Check whether there is low impedance or short circuit between the two lines of the output line of the device
		3. Exclude the above problems, re-energize
	Leakage protection	1. Immediately disconnect the power distribution box
E7		Check if the device output line is broken or has low impedance or short circuit to ground
		3. Exclude the above problems, re-energize
E8	Over temperature protection	Check the environment in which the equipment is installed, verify that there is no other heat generating equipment next to it, and ensure that the ambient temperature is below 45°C (113°F)
E9	RFID failure	Contact the after-sales service team for this fault
E10	Relay failure	Contact the after-sales service team for this fault
	Memory failure	Confirm that the battery of the electric vehicle is fully charged
E11		The charging settings of the EV and the EV Charger do not match. You need to change the charging settings on the vehicle side
		The EV fails to receive the current from the charging post in time. You need to plug and unplug the EV Connector again.
E12	Clock exception	Contact the after-sales service team for this fault

<sup>\*</sup> If you have any questions, please contact the after-sales team.

#### **4 WOLFBOX EV APP**

# 4.1 App Download

1.Scan the QR code below to download the "WOLFBOX EV" App to your mobile device. For IOS users, you will be redirected to the App Store; For Android users, you will be redirected to the Google Play.







2. After downloading, open the "WOLFBOX EV" and register.

# 4.2 Sign Up and Log In

#### 1. Sign Up:









Step 1

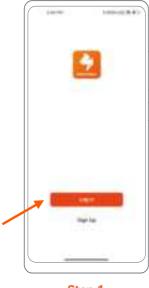
Step 2

Step 3

Step 4

- Step 1: Open the "WOLFBOX EV" App and select "Sign Up".
- Step 2: Enter your cell phone number or email to get the verification code.
- Step 3: Confirm you receive a verification code from "WOLFBOX EV" and fill it out.
- Step 4: Set up your login password.

#### 2. Log In:





Step 1

Step 2

Step 1: Open the "WOLFBOX EV" App and select "Log In".

Step 2: Read and check the relevant agreements, then enter your account number and password to log in.

## 4.3 App Connection

Note: If App can't connect the EV charger. Please use the management card.

Use of management card: Swipe the management card in the RFID reader area and the EV charger will prompt "Reset action in progress"; After 10 seconds, EV charger will prompt "Confirm reset".

At this point, swipe the management card again. When the EV charger prompts "reset complete", it means that the Wi-Fi function of the EV charger has been reset.

## 1. Preparation Before Connection

#### Preparations For EV charger:

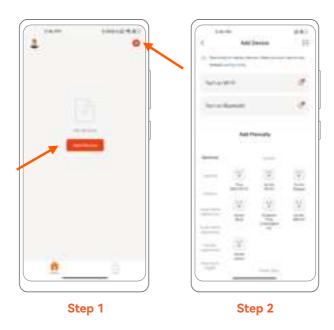
- 1.1 Ensure that the Wi-Fi signal in the environment is 2.4GHz.
- 1.2 Make sure the Bluetooth module is not in a dormant state (if no connection is made within 3 minutes after the EV Charger is powered on, the Bluetooth module will go into a low power mode and will need to be repowered to wake up the Bluetooth module).

**Tips:** For environments with poor or no network:

- 1. If the environment of the network is poor, you can try to open a hot spot, with a hot spot connected to the app can be realized to control the charging station, but some of the functions may not be able to enjoy.
- 2. If the App has been connected, you can realize the app control pile through Bluetooth. But the charging record and some functions can't be enjoyed.
- 3. If there is no network in the environment, there is no way to connect the app, you can only swipe the charging card to realize.

#### **Preparations For Mobile Device:**

1.3 Ensure that the mobile device is in a network-connected environment.

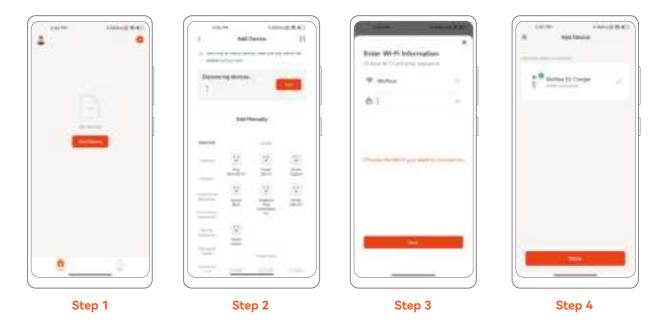


Step 1: Click "Add Device" on the main page or "+" in the upper right corner to add a device.

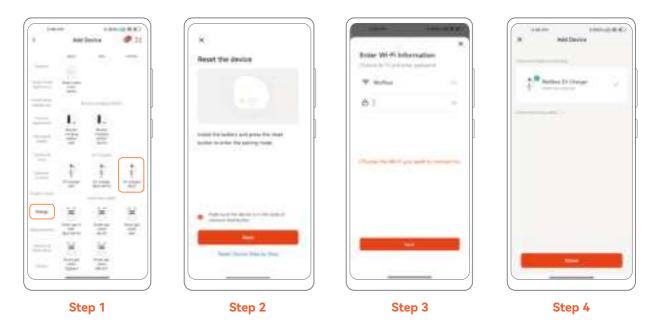
Step 2: On the "Add Device" page, follow the prompts to confirm that "Wi-Fi" and "Bluetooth" are turned on. Including Application permissions and cell phone system Bluetooth.

#### 2. Add Devices

2.1 Automatically Add Device



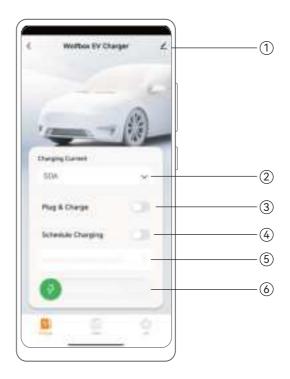
- Step 1: Click "Add Device" on the "Home" page or "+" in the upper right corner and then jump to the page of "Add Devices".
- Step 2: Click "Add" and select the device "WOLFBOX EV charger".
- Step 3: Confirm the Wi-Fi information and connect.
- Step 4: After successfully connecting, click "Done" and jump to "Charge" page.
- 2.1 Add the Device Manually



- Step 1: In the "Add Device" interface, pull down and find "Energy", select "EV charger (BLE)".
- Step 2: Ensure that the EV charger is in a network-connected environment. (When the charging equipment is connected to the internet, a light in pale blue color will remain illuminated.)
- Step 3: Confirm the Wi-Fi information and connect.
- Step 4: After successfully connecting, click "Done" and jump to "Charge" page.

## 4.4 App Function

#### 1. Charge Page (Idle State)



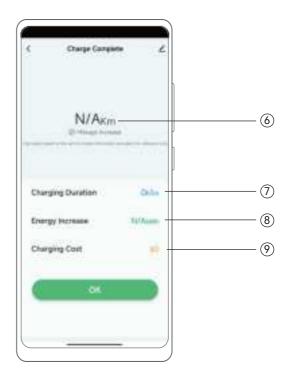
- 1 Information: Device information, share device, FAQ and feedback, remove device, etc.
- 2 Charging Current: Select the output current level of EV charger.
- ③ Plug and Charge Mode: After enabling this mode, the EV charger can directly charge the vehicle without requiring an unlock, which may pose certain security risks to your product. Please confirm.
- (4) Scheduled Charging: Set the start and end times for scheduled charging.
- (5) Reminder of booking charging mode and Set the start time and end time for scheduled charging.
- (6) Connector prompt, Sliding charge indicator, Charge mode indication.

#### **Important Note:**

You cannot activate both the 'Plug & Charge' mode and the 'Scheduled Charging' mode simultaneously. You can select the charging mode that best suits your needs.

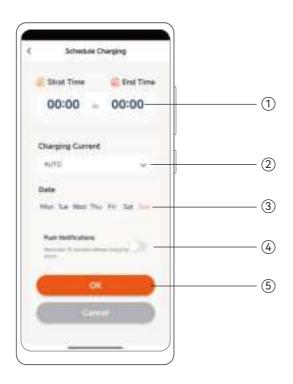
#### 2. Charge Page (Charging Status) & Charge Settlement





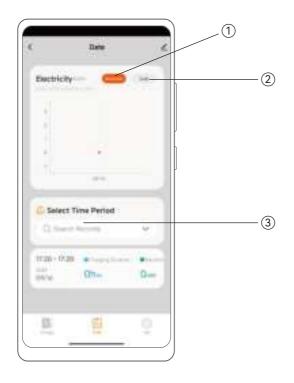
- 1 Current Charging Duration.
- 2 Current charging power.
- ③ Current Charging Data: Voltage, Current, and Temperature of the EV charger.
- 4 Increased data: power and mileage (for reference only).
- (5) End charging.
- 6 The mileage increased of this charge (for reference only).
- The duration of this charge.
- 8 The increased power of this charge (for reference only).
- 9 The electricity charge used for this charging (for reference only).

#### 3. Schedule Charging



- 1 Schedule charging start and end time.
- ② Set charging current size (Defaults to AUTO).
- ③ Set charging date (Monday to Sunday).
- 4 Enable Push Notification Before Charging Starts.
- (5) Save or cancel the relevant settings for scheduled charging.

#### 4. Data



- 1 Electric: Select to view the amount of power consumed by charging (for reference only).
- (2) Cost: Select to view the amount of money consumed by charging (for reference only).
- ③ Select Time: Select the start time and end time to check the data within the time period.

#### 5. Set



- 1) Temperature Unit: Select units in °C or °F
- 2 Cost Unit: Currency type setting
- ③ Vehicle Information: Whether to display vehicle information
- (4) Range unit setting: Select units in km or Miles
- (5) Indicator Light Switch: Turn on or turn off the EV charger lights

# **Other Setting**

#### 1. Share Device







Step 1

Step 2

Step 3

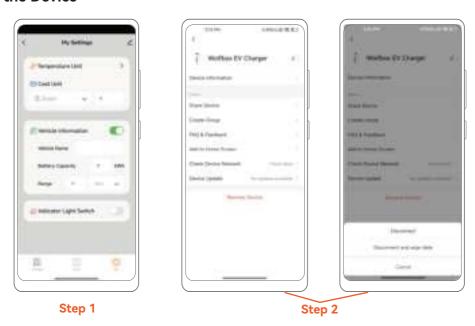
- Step 1: Click the " \_\_\_ " in the upper right corner of the "Set" page.
- Step 2: Click "Share Device" to enter "Add Sharing" page.
- Step 3: Click "Add" to share the device by entering the other user's WOLFBOX EV account or by other means (SMS, email, copy link, etc.).
- Note: (1) The maximum number of user shares is 19.
  - ② Shared users also need to download "WOLFBOX EV".

#### 2. Setting Shared User Privileges (Remove Sharing & Privilege Duration)



- Step 2: Enter to view the users who have been shared.
- Step 3: Select the user you want to change the privilege to cancel the sharing and the privilege duration.

#### 3. Remove the Device



- Step 1: Enter the "Set" page and click " 🖍 " in the upper right corner.
- Step2: Disconnect:Disconnect from EV charger.

  Disconnect and wipe data: The device will be restored to factory Settings and removed from the device list.

#### **5 AFTER-SALES INFORMATION**



You are responsible for the proper installation and maintenance of the Electric Vehicle Supply Equipment.

## 5.1 Out of Scope Warranty

- 1. Improper site preparation or maintenance, improper installation, cosmetic damage such as scratches and dents, or normal deterioration.
- 2. Abuse, vandalism, damage or other problems caused by accident, misuse or negligence (including, but not limited to, physical damage caused by vehicle impact), or use of the Electric Vehicle Supply Equipment in a manner other than that specified in the Applicable WOLFBOX documentation.
- 3. Damage to the Electric Vehicle Supply Equipment caused by software, interfaces, components, supplies or any other products not supplied by WOLFBOX.
- 4. Damage caused by failure to install, alter, disassemble, modify or relocate Electric Vehicle Supply Equipment in accordance with the installation guidelines.
- 5. Damage caused by extreme electrical surges, extreme electromagnetic fields, or other causes beyond control.

In addition: The Electric Vehicle Supply Equipment warranty will not Apply ifs the original identification markings of your Electric Vehicle Supply Equipment (e.g., serial number and logo) are damaged, altered or removed.

WOLFBOX shall not be liable for any direct, indirect, incidental, special, punitive or consequential damages, including, arising out of or in connection with your purchase or use of a Electric Vehicle Supply Equipment or inability to use Electric Vehicle Supply Equipment, under any theory of liability, whether in an action in contract, strict liability, tort (including negligence including negligence) or other legal or equitable theory, even if WOLFBOX knew or should have known of the possibility of such damages. in no event will WOLFBOX's cumulative liability for all claims relating to the Electric Vehicle Supply Equipment exceed the price you paid for the Electric Vehicle Supply Equipment. The limitations set forth herein are intended to limit WOLFBOX's liability and shall Apply to any failure of the essential purpose of the limited remedy.

#### 5.2 Promise

We are committed to giving customers the best product experience and after-sale service.

WOLFBOX warrants your Electric Vehicle Supply Equipment to be free from defects in material or workmanship when used under normal operating conditions for a period of three (3) years from the date of original purchase (warranty period).

If, during the warranty period, your Electric Vehicle Supply Equipment becomes defective due to a breach of warranty, WOLFBOX will repair or replace the Electric Vehicle Supply Equipment at its option during the warranty period.

NOTE: If you encounter a problem that cannot be handled, you can contact our after-service personnel or customer service staff for help.

#### 5.3 Brand Contact Details

**WOLFBOX** 

Tel: +1 833 369 1616 Email: EV@wolfbox.com

Business time: 6AM-12AM,1PM-8PM EST(GMT-4)

The final interpretation right belongs to WOLFBOX

# Check us out here! We have professional customer service!







E-mail: EV@wolfbox.com Phone: +1 833 369 1616