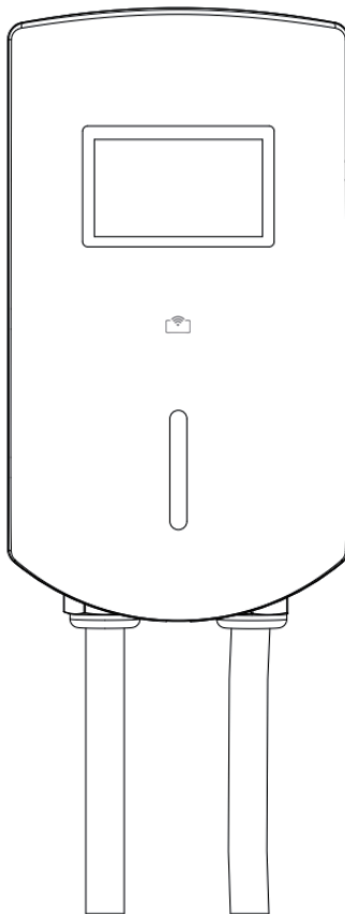


# Electric Vehicle AC Charger

## HW26 Series - User Manual





## WARNING

### 1. Important Safety Instructions

WARNING – This manual contains important instructions for Models:

HW26 series that shall be followed during installation, operation and maintenance of the unit.

- 1) Read all the instructions before using this product.
- 2) This device should be supervised when used around children.
- 3) Do not put fingers into the electric vehicle connector.
- 4) Do not use this product if the flexible power cord or EV cable is frayed, has broken insulation, or any other signs of damage.
- 5) Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indication of damage.
- 6) To reduce the risk of fire, connect only to a circuit provided branch circuit over-current protection in accordance with the CSA C22.1–15 Canadian Electrical Code, Part 1 (Canada) or NOM-001-SEDE Electrical installations (utility) (Mexico) or ANSI / NFPA 70 National Electrical Code (USA).

Circuit Breaker Options Table				
Output Amperage (A)	16A	32A	40A	48A
Circuit Breaker Options (A)	20A	40A	50A	60A

- 7) To avoid a risk of fire or electric shock, do not use this device with an extension cord.
- 8) Risk of electric shock. Do not remove cover or attempt to open the enclosure. No user serviceable parts inside. Refer servicing to qualified service personnel.



## WARNING

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:

This device may not cause harmful interference, and this device must accept any interference received, including interference that may cause undesired operation.

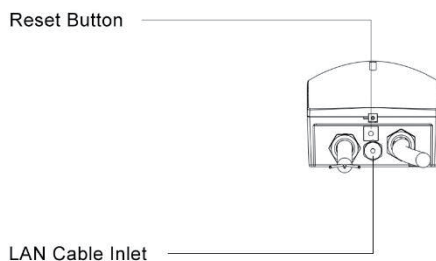
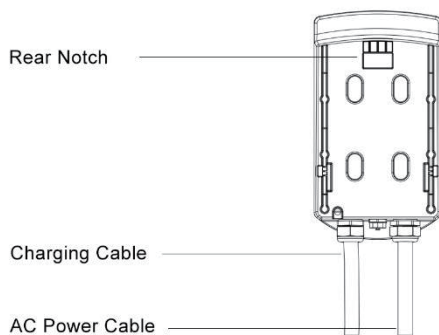
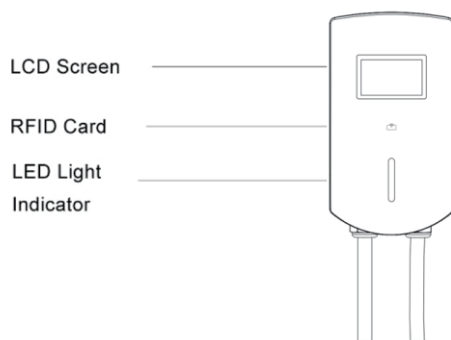
Caution: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the users authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

WIFI module : Contains FCC ID:2AC7Z-ESPWROOM32D

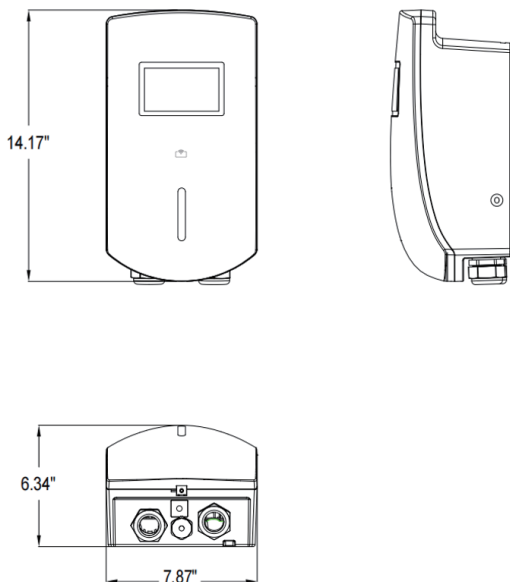
To satisfy FCC RF exposure requirements, a separation distance of 20cm or more should be maintained between the antenna of this device and persons during device operation. To ensure compliance, operations at closer than this distance is not recommended.

## 2. Basic Interface

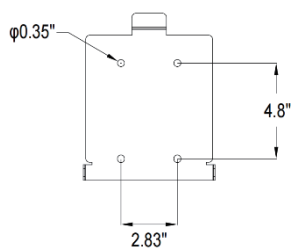


### 3. Dimensions

#### Enclosure



#### Wall-Mounted Bracket



## 4. Specifications

Model Number	HW26 Version
Rated Input Voltage	208/240VAC
Rated Input Current	16/32/40/48A
AC Power Frequency	60 Hz
Input Protection	UVP, OVP, RCD, SPD, Ground Fault Protection
Output Protection	OCP, OTP, Control Pilot Fault Protection
Output Interface	SAE J1772 AC Charging Connector
Storage Temperature	-40°F to 158°F
Operation Temperature	-22°F to 122°F
Relative Storage Humidity	95% RH Maximum
Relative Operation Humidity	95% RH Maximum
Network Connection	LAN Version / Wi-Fi Version/BT Version
Internet Function	10M / 100M
Wi-Fi Function	802.11 b/g/n
Cable Length	18ft Standard, (25ft Optional)
Protection Level	Type 3
Installation Type	Wall-Mounted
Altitude	≤6165 ft
Status Indication	Red, Green, Blue LED

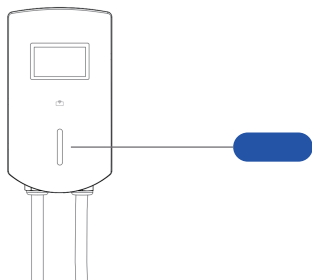
BT connection specification : Before you start, ensure you have:

Heycharge app installed on your phone: [www.heycharge.com/app](http://www.heycharge.com/app) and phone's Bluetooth is on.



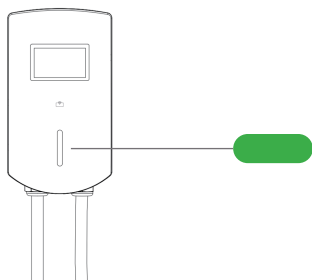
1. All app actions described below need to be done nearby to the charger while it is in your smartphone's Bluetooth coverage area.
2. It could take up to 10 seconds lag between tapping the button in the app and action taking effect on the charger hardware.

## 5. Status of the LED Indicator



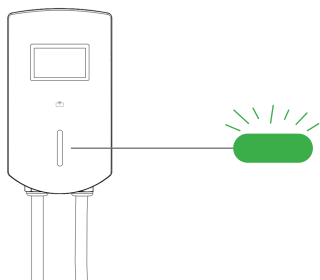
### **Standby - Solid Blue**

The blue light stays steady in standby mode.



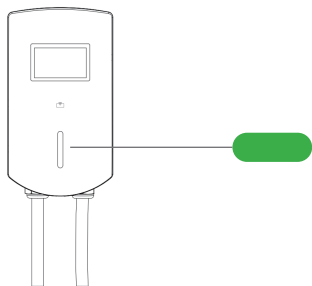
### **Waiting to Charge – Solid Green**

After the vehicle connector is connected to the vehicle inlet, the green light is constantly lit.



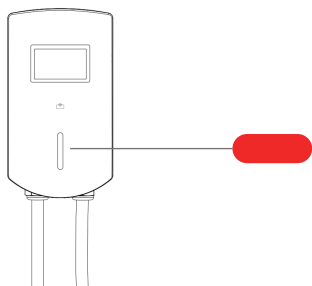
### **Charging in progress – Green Blinking**

The green light flashes while charging



## **Charging finished – Solid Green**

The green light stays steady while the charging is completed. And it will return to the standby state after pulling out the charging connector for 10 seconds.



## **Fault – Solid Red**

The red light is lit while fault. Please refer to "8.3 Error and Warning Messages" for detailed information

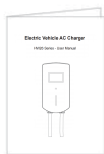


## 6. Packing List

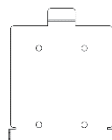
Check the box to ensure you have this installation guide and these parts:



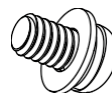
1



2



3



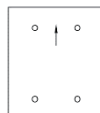
4



5



6



7

No.	Product Name	Quantity	Description
1	AC Charger	1	With attached input power cable
2	User Manual	1	Please read carefully before use
3	Wall-Mounted Bracket	1	For mounting the charger to the wall/structure
4	M5 Round Head Screws	2	For securing the charger to the Mounting Bracket
5	M6 Hexagonal Expansion Screws	4	For installing the Mounting Bracket to the wall/structure
6	RFID Card (optional)	2	Control the charger start/stop.
7	Corrugated Mounting Template	1	For easy drilling of 4 screws holes for wall-mounted bracket.

Note: Please contact us if you are missing any of the parts in the list.

## 7. Installation Instructions

### 7.1 Safety Requirements

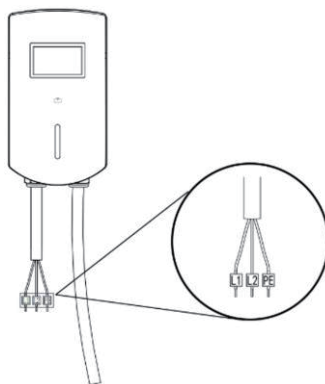
#### GROUNDING INSTRUCTIONS

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

**WARNING** – Improper connection of the equipment-grounding conductor is able to result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

### 7.2 Wiring

For safe use of electricity, please add circuit breaker protection in the input part of charging pile. Connect the L1 lead to the grid L1, connect the L2 lead to the grid L2, connect the PE lead to the grid PE.



## 7.3 Tools required

Tools required before installing the Wall-Mounted charger, gather the following tools:

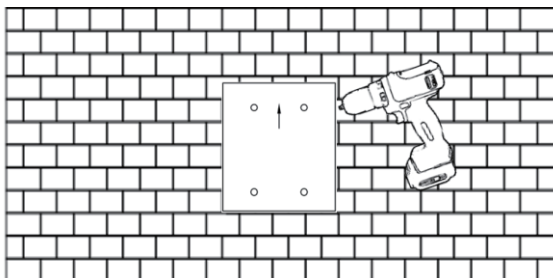
1. Wire stripper
2. Crimpers
3. Phillips screwdriver
4. Adjustable Wrench
5. Voltmeter or digital multi-meter (for measuring AC voltage at the installation site)
6. Level
7. Drill

“This device shall be mounted at a sufficient height from grade such that the height of the storage means for the coupling device is located between 2 feet (600 mm) and 4 feet (1200 mm) from grade.”

## 7.4 Wall-Mounted Bracket Installation

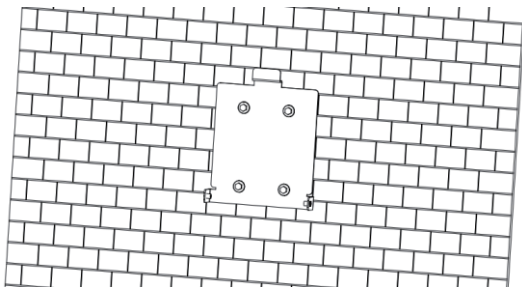
### STEP 1

**Drill 4 Screw Holes** with a diameter of 0.32” and a depth of 2.05” by using our mounting template.



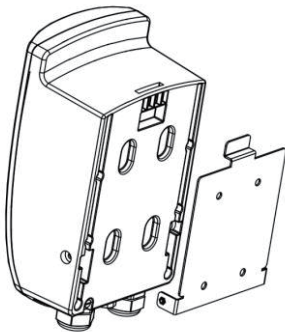
## STEP 2

**Use 4 sets** Hexagonal Expansion Screws to secure the wall-mounted bracket on the wall.



## STEP 3

**Align** the rear notch of charger with the wall-mounted bracket and fit the screw holes of the right and left side.



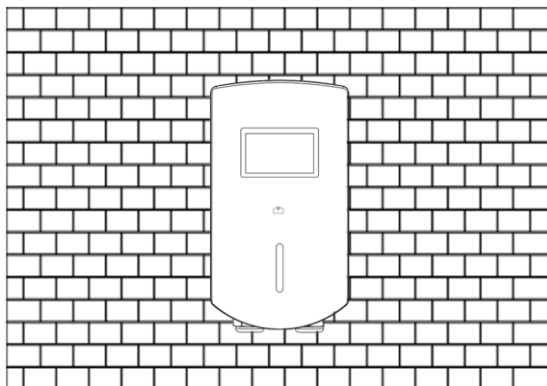
## STEP 4

**Tighten** two M5 screws to complete the installation.



## STEP 5

**Overall** outlook picture after installation:



## 8. Operating Instructions

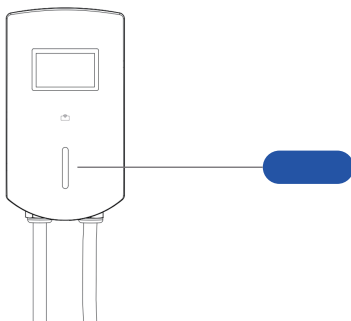
### 8.1 Operating Procedures

- User authorization
- Connect to Vehicle Charging Inlet
- Charging Message
- Charging completed

### 8.2 Operating Steps

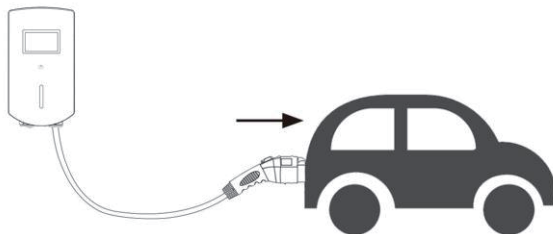
#### STEP 1

**Standby Mode:** After power-on, blue light (READY), green light (CHARGE) and red light (FAULT) all lit. Enter standby mode and the blue light (READY) is steady on.

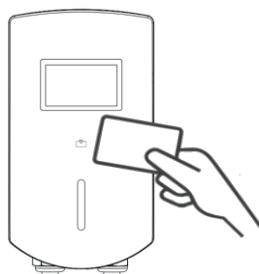


**STEP 2**

**Connect the vehicle to the charger:** Please plug the charging connector into the vehicle charging inlet and charger inlet. When you tap the RFID card first, it needs to complete the insertion of the charging connector within 120 seconds, otherwise you need to tap the RFID card again.

**STEP 3**

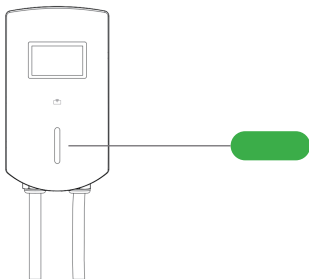
**Tap the RFID Card:** Tap the RFID card to start the charging



## STEP 4

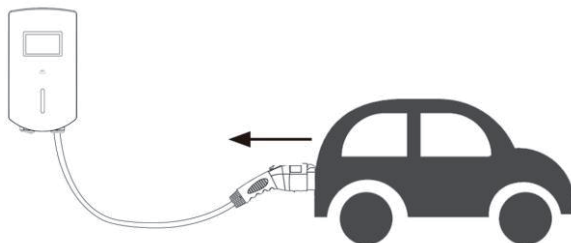
**Charging:** The green light (CHARGE) turns to flash automatically charging is in process.

- If the red light (FAULT) is lit, plug the vehicle connector again.
- If red light is still lit, please refer to "Error and Warning Messages"



## STEP 5

**Charging Finished:** When the charging is finished, the green light (CHARGE) is constantly lit, please remove the plug,







## 8.3 Fault and Warning Message

Status	Red	Remark
Input OVP	1 flash followed by 3 sec pause	Auto Recover
Input UVP	2 flashes followed by 3 sec pause	Auto Recover
Output OCP	3 flashes followed by 3 sec pause	Auto Recover
OTP	4 flashes followed by 3 sec pause	Auto Recover
RCD Abnormal	5 flashes followed by 3 sec pause	Auto Recover
Ground Fault	6 flashes followed by 3 sec pause	Auto Recover
Control Pilot Fault	7 flashes followed by 3 sec pause	Auto Recover
MCU Self-Test Fail	Constantly Bright	Contact Customer Service
RCD Self-Test Fail	Constantly Bright	Contact Customer Service
Relay Self-Test Fail	Constantly Bright	Contact Customer Service
RCD Abnormal Stop Charging	Constantly Bright	Contact Customer Service
Output OCP Stop Charging	Constantly Bright	Contact Customer Service
OTP Stop Charging	Constantly Bright	Contact Customer Service

## 9. Maintenance and Repair

### •9.1 Daily Maintenance

- Please keep the charger clean and keep the charge in a clean area with low humidity. Do not install it in an environment near the sea, with high oil, high humidity or high dust.
- Avoid moisture or water in the charger. If there is water or moisture ingress into the charger, it is necessary to immediately power off to avoid immediate danger, and notify the professional personnel to carry out maintenance before next use.
- If there is any damage or dirt on the vehicle connector, charging cable, or vehicle connector holder, please contact the maintenance personnel immediately.
- Please use the charger properly. Do not hit or press hard on the case. If the case is damaged, please contact a professional technician.
- Avoid placing the charger near hot objects and at high temperature locations and away from dangerous substances such as flammable gases and corrosive materials.
- Do not place external objects or heavy objects on the charger to avoid danger.

### 9.2 Warranty and Maintenance

- The warranty period for this charger is three years.
- After the event of any repair or maintenance under the warranty period, if there is no purchase to extend the warranty service, Joint Technology shall provide a three-month warranty period for any subsequent paid repair work.
- During the warranty period for any malfunction caused by normal use according to the User Manual (to be determined by certified maintenance technicians of Joint Technology), the product shall be repaired free of charge. Except for the following situations, the charger shall be subject to the above warranty terms:
  1. The warranty certificate cannot be provided or the contents of the warranty certificate are modified or inconsistent with the label indication of the repaired product.
  2. Those who are unable to provide valid proof of purchase.
  3. Those who exceed the manufacturer's specified warranty period.
  4. Those who damage the product due to not following the product service instruction for use, maintenance and storage.

5. Damage or malfunction caused by foreign object entering.
  6. Unauthorized repair, disassembly or modification.
  7. Damage caused by force majeure (such as lightning, excessive voltage, earthquake, fire, flood, etc.).
  8. Malfunction and damage caused by other unavoidable external factors. Malfunction and damage caused by improper use of equipment, such as water or other solutions entering into the equipment.
  9. Malfunction and damage caused by the grid power supply and voltage which is not specified for use with the charger equipment.
- The above guarantees shall be made solely, and no other express or implied warranties shall be made (including the implied warranties of merchant ability, particular and applicable reasonableness and adaptability, etc.) whether in the contract, civil negligence, or other aspects, the Company shall not be responsible for any special, incidental or consequential damages.

#### FCC Statement:

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.

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.

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

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

#### RF exposure warning:

This equipment complies with 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.