

User manual



EV Charge pile (48A)

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Package Verification

- 1 x Electric Car Charge pile
- 1 x Wall-mounted shelf
- 1 x Charging gun socket
- 1 x User Manual
- 1 x L-shaped box wrench
- 1 x NFC card
- 16 x Screws
- 12 x Expansion pipes



Disclaimer

- The user manual provides crucial instructions for installing and operating this product. Prior to any operations, it is essential to thoroughly read the user manual to comprehend the correct usage of the device. After reading, please retain the user manual for future reference.
- The specifications and other information in this manual have been verified for accuracy and completeness at the time of publication. Nevertheless, due to ongoing product improvements, this information may be subject to change without prior notice.
- We disclaim responsibility for customized installations or programs not detailed in the user manual, and we cannot be held accountable for any damages resulting from not adhering to the recommendations outlined in the user manual.
- Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment..

Safety Information



IMPORTANT SAFETY INSTRUCTIONS SAVE THESE INSTRUCTIONS

INSTRUCTIONS PERTAINING TO A RISK OF FIRE OR ELECTRIC SHOCK!

- It is recommended to have electrical outlets for your charger installed by a licensed and qualified electrician. To avoid serious injury or death, the installation must comply with the provisions of the National Electric Code (NEC) and all local codes. In cases of any conflict between the local codes and the NEC, local codes shall take precedence.
- This product must be connected to a grounded, metal, permanent wiring system, or an equipment grounding conductor must be run with the circuit conductors and connected to the equipment grounding terminal or lead on the product.
- DO NOT DROP the charger or coupler.
- If the output plug separates from the charger module or the charge coupler, **DO NOT ATTEMPT TO REPAIR THE CABLE YOURSELF.** Contact us for assistance.
- When using your charger, always follow basic precautions, including the following:
 - Read warnings on the charger cord label before operating the charger for the first time.
 - Read all instructions in this guide before using this charger.
 - Do not insert fingers into the electric vehicle connector.

- Do not use this product if the flexible power cord or EV cable is frayed, has broken insulation, or shows any other signs of damage.
- Never use the charger with an extension cord.
- Never use the charger with any AC adapter.
- **Shock hazard** --Ensure the plug is fully inserted into the wall outlet to avoid exposed blade surfaces.
- Supervise children when in the vicinity of the charger while plugged in.
- Handle the equipment with care during transportation. Do not subject it to strong force or impact or pull, twist, tangle, drag or step on the equipment, to prevent damage to it or any components.
- Keep the product in a clean, low humidity environment, avoid moisture or water.
- **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.
- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

CAUTION

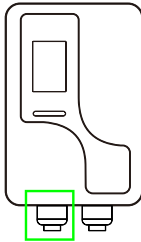
To reduce the risk of fire, connect only to a circuit with branch circuit over-current protection rated at 50 A in accordance with the CSA C22.1-15 Canadian Electrical Code, Part 1 (Canada) or ANSI / NFPA 70 National Electrical Code (USA).



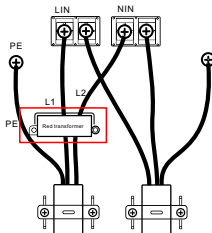
The input/output voltage of this product is dangerously high, posing a risk to human life safety. When installing, repairing, and maintaining the product, please strictly adhere to all warnings and operating instructions provided in the user manual, as well as comply with all applicable local, regional, and national laws and regulations.

Hardwired Installation (6AWG wire is Recommended)

1. Remove the charger cover by unscrewing the rear screws with appropriate screwdriver.
2. Loosen the cable gland, then insert the AC input cable into it. Guide the L1 and L2 through the red transformer, ensuring the length is suitable for the subsequent installation of wire terminals. Finally, tighten the cable gland securely..

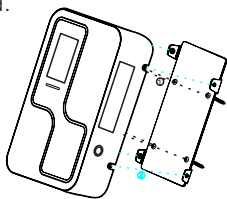


3. Loosen the screws and, referring to the silk markings on the board, secure the wire terminals (L1, L2, PE) in their respective positions (LIN, NIN, PE). Complete the installation by reattaching the cover.



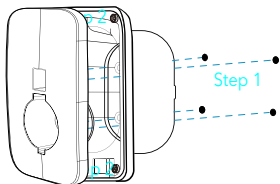
Wall-mounted Installation

1. Align the Wall-mounted shelf with the holes in the wall, insert the expansion pipes, and secure it to the wall using the provided screws.
2. Put the charger on the self, align it with the holes on both sides, and fasten it to the shelf using the expansion pipes and screws provided.



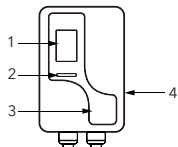
Charging Gun Socket Installation

1. **Step 1:** The installation height is 1.2m from the ground. Begin by punching holes in the wall, inserting the expansion pipes. Align the base of the gun socket with the holes in the wall, then secure it to the wall using the provided screws.
2. **Step 2:** Cover the front cover fix it to base of the gun socket using the screws provided.

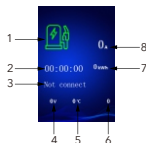


Product instructions

1. LCD screen
2. LED status bar
3. Card reader
4. Power on/off key

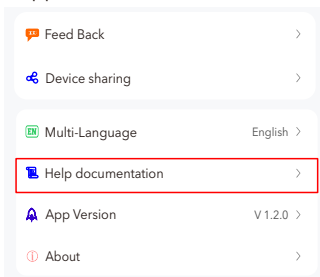


- | | |
|--------------------|------------------|
| 1. Status Icon | 2. Charging time |
| 3. Status | 4. Voltage |
| 5. PCB Temperature | 6. AC frequency |
| 7. Power | 8. Current |



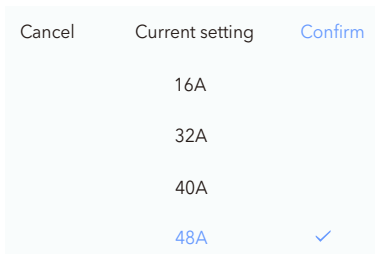
Adjust Rated Current

1. Register and log in to the EV pile app, read the 'Help documentation' available within the app.



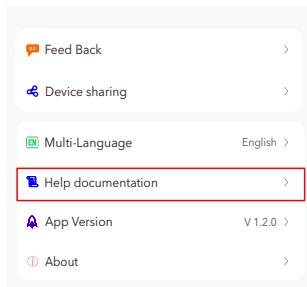
2.Current setting:

- Click on "Current setting" located in the lower right corner of the device page to access the current setting page.
- The default output current of the charger is 48A. You can choose from 4 different current levels, namely 48A, 40A, 32A, and 16A.



NFC card use

1. Register and log in to the EV pile app, read the 'Help documentation' within the app, and proceed to bind the charging pile















2. Equipment binding card:

- Click on "⋮" in the upper right corner of the device page to then enter the card binding page.
- You can add up to 10 card numbers to the list;
- Click the Add button to enter the card binding guide page, follow the prompts, and bring the card close to the card reader area on the right side of the charging pile.



3. After successfully completing all the steps mentioned above, insert the charging gun into your car, then swipe the NFC card, and charging will start automatically.

LED and LCD screen instructions

Functional status	Functional status				LCD Screen	
	Light (Red)	Light (Blue)	Light (Green)	Error (Yellow)	Icon	Status
Original status	Flicker	Flicker	Flicker	Flicker		
Standby	On	Off	Off	Off		Not connect
Plug, No Charging	On	On	Off	Off		Connected
Charging	On	On	Flicker	Off		Charging
Charging finished	On	On	On	Off		Charging end
Communication error (abnormal voltage of CP)	On	On	Off	On		Control pilot fault
Over voltage protection	On	Off	Off	Flicker		Over voltage
Under voltage protection	On	Off	Off	Flicker		Under voltage
Over current protection	On	Flicker	Flicker	Off		Over current
Leakage protection	On	Flicker	Flicker	On		RCD abnormal
Over-temperature protection	On	On	On	On		Over temperature
Ground protection	On	Off	On	On		Ground fault
Relay short protection	On	Flicker	Off	On		Relay short

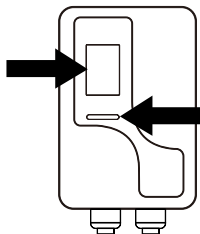
Specification

Model	TBAC3111USH-LJK
Standard	US
Power	11.5KW
Input Voltage	200~240V AC
Output Voltage	200~240V AC
Input frequency	50/60Hz
Output current	16A/24A/32A/40A/48A adjustable
Rated residual operating Current	CCID20
Over temperature Protection	≥95℃
Mean time between failure	MTBF≥30000h
Charging start mode	Plug and play, RFID, APP
App	Support
Relative humidity	5%~95% No condensation
Maximum altitude	2000m
Life time of connector	≥10000 times
Operating temperature	-30℃ - +50℃
Storage temperature	-40℃ - +85℃
Cable length	6 meters (Customizable)
Wiring method	Enter and out at the bottom
Communication	RS485/WIFI/BLE/4G Optional
Connector type	SAE J1772 Type1
Power Plug	NEMA 14-50
Weight	1.8 Kg (cable not included)
Color	White/Black/Dark Grey
Host dimension	296*200*89 mm
Waterproof	Charging Connector Type3,Host Type4
Explosionproof	Ik08

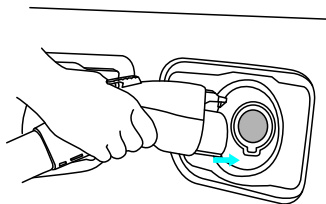
Charging Your Vehicle

Note: Ensure that the car is parked and the engine is turned OFF.

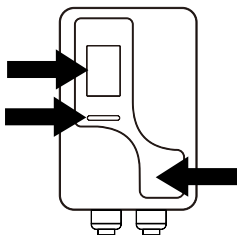
1. Connect the power, the red light will turn on, indicating that the charger is receiving AC power and is ready for use. You can set the charging current through the screen.



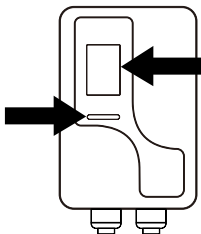
2. Plug the Charging gun into your vehicle's charging outlet until it clicks. Once latched, the charge coupler will not disengage until the release button is manually pressed. The red and blue light will turn on, indicating a successful connection, and the system is ready for charging.



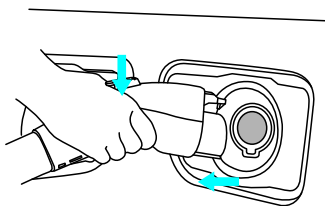
3. Charging begins by swiping your card. Power will be delivered according to the vehicle's demand. While charging, the red and blue light on, green light flicker. You can check the vehicle charging information on the screen.



4. When the vehicle is fully charged, the Green light will stay solid, and the LCD screen will display a fully charged icon and 'Charging end' status. Your vehicle has a "dashboard gauge" that can verify full charge status, refer to the vehicle owner's manual to locate the gauge on your dashboard.

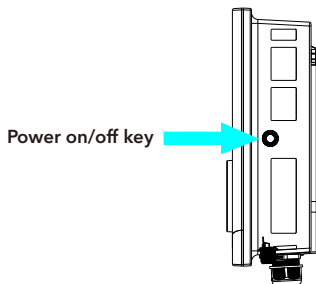


5. Disconnect the charger when the charging is completed by pressing the release button on the charge coupler and removing it from the vehicle.



note:

Press the button to turn on the charging pile; Press the button to cut off the power supply of the charging pile



Troubleshooting

Please consult this troubleshooting guide for potential solutions to common errors or difficulties that may arise when charging your vehicle.

Problems	Possible Causes	Solutions
Charging Indicator does not illuminate	No power to the charger.	<ol style="list-style-type: none">1. Check the circuit breaker and other circuit loads.2. Try another outlet.3. Ensure that the charger module is fully inserted into the wall outlet.
	Charger internal failure	Contact us for assistance.
Vehicle will not charge	Vehicle is not in a state to accept any charge.	Verify that the vehicle charge timer is set to permit charging. Refer to the vehicle owner's manual for charge timer instructions.
	Communication error.	<ol style="list-style-type: none">1. Ensure the connection between charger and vehicle.2. If the condition persists contact us for assistance.3. Disconnect the charger module from the wall outlet, then reconnect it.
Over/Under voltage	AC input voltage out of range.	<ol style="list-style-type: none">1. If the voltage is over 264Vac or under 180Vac for a short time, wait for the grid recover to the normal voltage range.2. If the condition persists contact us for assistance.
Over current	AC input current out of range.	<ol style="list-style-type: none">1. Disconnect the Leakage/over current protection switch of the distribution box.2. Check if there is a low impedance connection between tow cables of output.3. If the condition persists contact us for assistance.

Problems	Possible Causes	Solutions
Over temperature	The temperature of the Charger internal is too high.	<ol style="list-style-type: none"> 1. Temperature is too high. The charger will restart charging when it cools down. 2. Check if there are heating devices nearby, and ensure that the charger in the environment of which temperature is below 55°C.
	House/socket wiring may be faulty.	<ol style="list-style-type: none"> 1. Have a qualified electrician inspect the wall outlet and adapter. 2. If the condition persists contact us for assistance.
Leakage protection	Abnormal sensor for detecting leakage current.	<ol style="list-style-type: none"> 1. Disconnect the Leakage/over current protection switch of the distribution box. 2. Check whether the output cables is damaged or has a low impedance connection to ground. 3. After troubleshooting the above issues, reset the distribution box and restart the charger. 4. If the condition persists contact us for assistance.
Ground protection	Abnormal grounding of input or output	<ol style="list-style-type: none"> 1. Disconnect the Leakage/over current protection switch of the distribution box. 2. Check if the grounding of the input/output cables of the charger is normal. 3. After troubleshooting the above issues, reset distribution box and charger. If the condition persists contact us for assistance.