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**SHOCKFLO**

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**SHOCKFLO**



## EV Charging Station Installation and user guide

Please read all instructions carefully before use.

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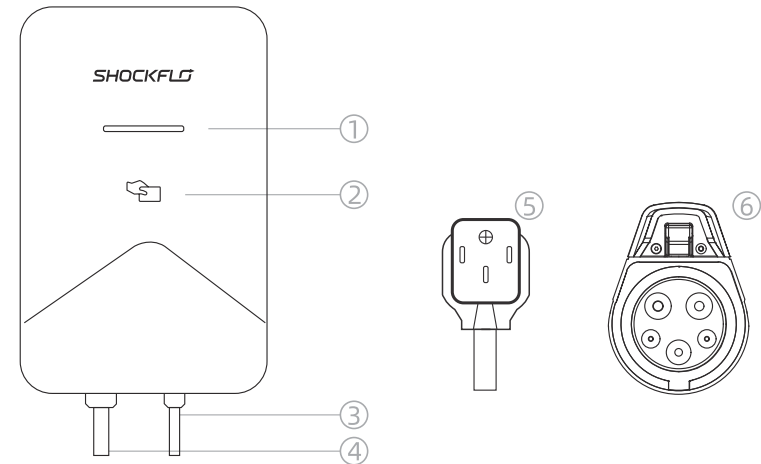
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Thank you for purchasing this ShockFlo charging station. Please read and follow all warnings and instructions before installing and operating the charger.

## **⚠ WARNINGS**

- 1.The device has a precise internal structure. If you have any questions, please contact our customer service at first time. Please don't take it apart without any professional technical support.
- 2.The equipment must be grounded.
- 3.This device should be supervised when used around children.
- 4.Do not put fingers into the electric vehicle connector.
- 5.This product is only used for electric vehicle charging.
- 6.Incorrect installation and testing of the equipment could potentially damage the vehicle's battery, components, or the equipment itself.
- 7.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.
- 8.Do not use this product if the flexible power cord or EV cable is frayed, has broken insulation, or any other signs of damage.
- 9.Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indication of damage.
- 10.Do not operate the equipment outside its operating temperature range of -22 to 131°F (-30 to 55 °C).
- 11.Do not soak the top of the charger connector in water.
- 12.Do not disconnect the plug when the electric car charger is working.
- 13.It is not recommended to use this device with extension cords or adapters.
- 14.Be aware of the risk of electric shock or burns.
- 15.The device does not contain any user-serviceable parts.

## 1. Product Overview



1. LED indicator light

2. Card swipe location

3. EV charging output cable

4. AC power input cable

5. NEMA 14-50 plug

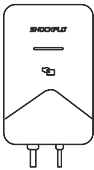



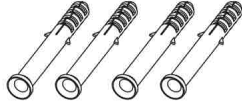


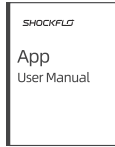

6. Type 1 connector

## 2. Product Specifications

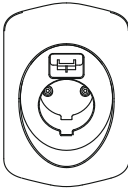



Item	Description
Product Model	• CS03 • CS04
Charging Standard For EV	Type 1(SAE J1772)
Nominal Voltage	240V AC 60Hz
Ac Power Output Rating	•Max 9.6 kW (CS03: 40 A) •Max 11.5 kW (CS04: 48 A)
Applicable Plug	NEMA 14-50P
Certification	ETL, FCC, Energy Star
Protection Grades	Type4 (IP65)
Length	Input Cable: 1.6 ft (0.5m)
	Output Cable: 23 ft (7m)
Operating Temperature	-22 to 131°F (-30 to 55 °C)
Supported Features	Switch current, schedule charging time, track charging data, etc
Several Ways To Start Charging	<ol style="list-style-type: none"> <li>1. Plug to play</li> <li>2. Activate by swiping</li> <li>3. Start immediately through the APP</li> <li>4. Make an appointment to start through the APP</li> </ol>
Several Ways To Stop Charging	<ol style="list-style-type: none"> <li>1. Automatic stop when fully charged</li> <li>2. Stop by swiping</li> <li>3. Immediately stop via APP</li> <li>4. Schedule a time stop through the APP</li> </ol>
APP Connection Method Support	WIFI (2.4GHz) & Bluetooth (5.0)
Charging Protection	Current-leakage Protection Over-heat Protection Lightning Protection Over-current Protection Under-current protection Over-voltage Protection Under-voltage protection Automatic Power-off Poor grounding detection Temperature chip fault detection Measurement chip fault detection Relay detection

## 3. Packaging List

Make sure that all parts are delivered according to the order.  
Check the packaging for the following parts.

<b>Charging Station</b> 	<b>Wall Bracket</b> 	<b>A Screw (M5X40) 4PCS</b> 
<b>B Screw (M4X12)</b> 	<b>Wall Anchor (6X40) 4PCS</b> 	<b>Key-card</b> 
<b>Installation Guide</b> 	<b>App User Manual</b> 	<b>Amperage Labels</b> 

## Charger Holder

<b>Holder</b> 	<b>K Screw(M3.5X30) 3PCS</b> 	<b>C Screw(M3X6) 2PCS</b> 	<b>Wall Anchor(6X30) 3PCS</b> 
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## 4. Installation Instructions

### (1) Required Tools



① Hammer



② Electric Drill



③ Pencil

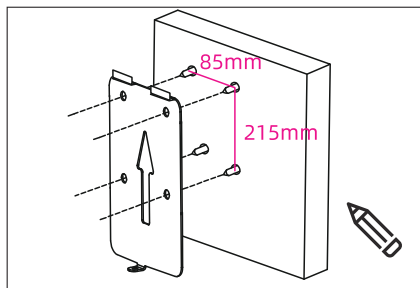


④ Screwdriver

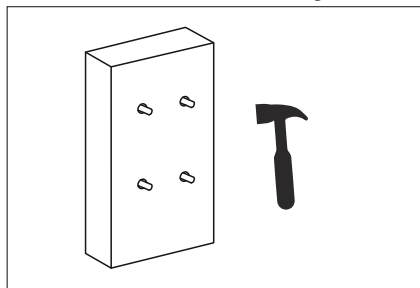


⑤ Wrench

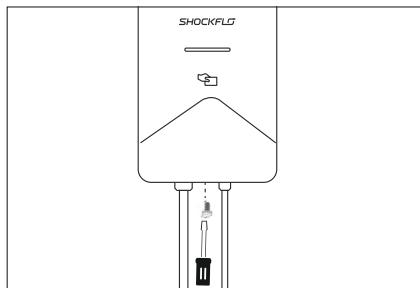
### (2) Installing the Charger



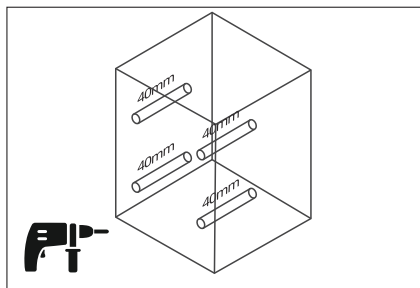
① Attach the wall bracket to the wall, and mark 4 fixing points with a pencil. It is recommended to install it within 1.3-1.6 meters from the ground.



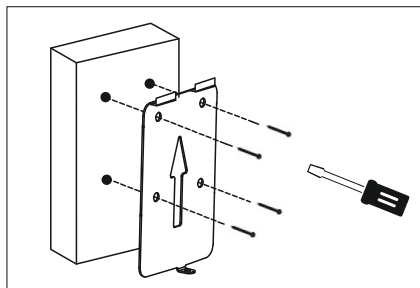
③ Insert the wall anchor vertically into the holes until it is flush with the wall surface.



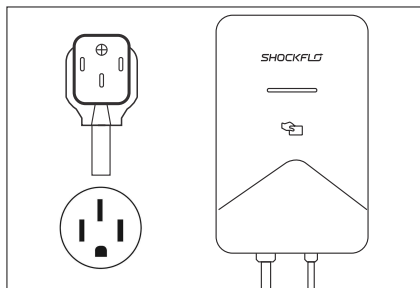
⑤ After hanging the charging station on the wall bracket, tighten the B screw to lock the device and bracket.



② Drill  $\Phi 6$ mm holes at the marked position, and the depth must be greater than 40mm.

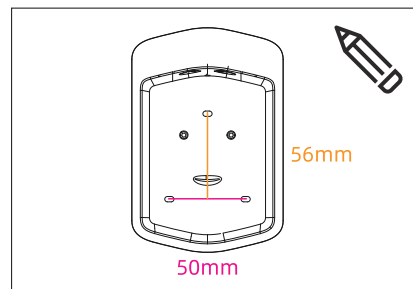


④ Align the holes of the wall bracket with the wall anchor on the wall, and tighten 4 A screws until they reach the end.

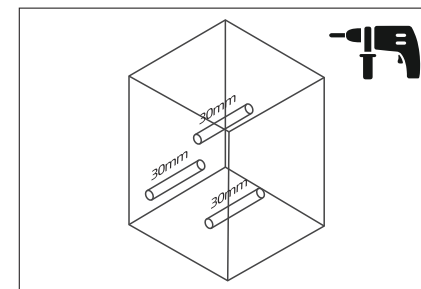


⑥ Plug in the plug into the NEMA14-50R socket to start using it.

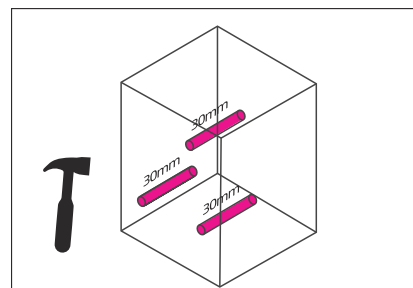
### (3) Installing the Holder



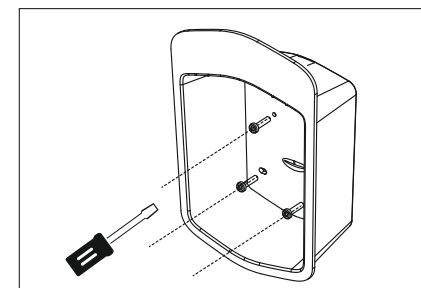
① Attach the base of the holder to the wall at the appropriate location, and mark 3 fixing points.



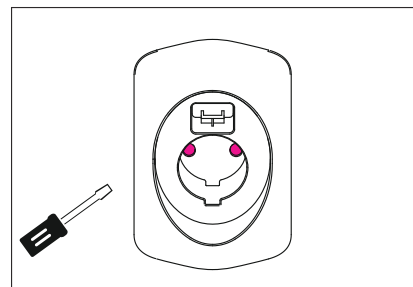
② Drill  $\Phi 6$ mm holes at the marked positions, and the depth greater than 30mm.



③ Insert the wall anchor vertically into the holes until it is flush with the wall surface.

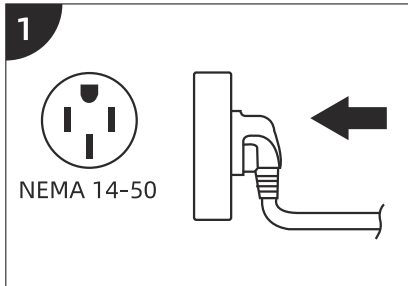


④ Align the holes of the bottom shell with the wall anchor on the wall, and tighten 3 K screws until they reach the end.

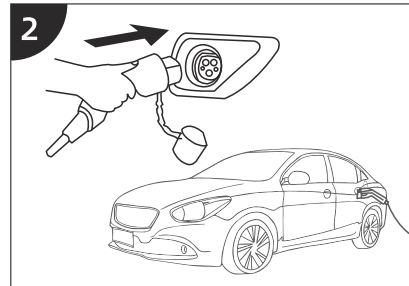


⑤ Snap the front cover and bottom shell of the holder together and tighten with C screws.

#### (4) Charging Steps



NEMA14-50 plug is connected to the power supply;



The charging connector is connected to the charging port of the electric vehicle;

**3**  
Charging starts, and the green light flashes; (the way to start charging: plug and play / swipe card to start charging / APP control to start charging / APP scheduled time to start charging);

**4**  
When the charging is completed, unplug the plug from the car; (the way to end the charging: stop charging by vehicle/ stop charging by swiping card/stop charging by APP control/stop charging at APP scheduled time)

#### 5. LED Indicators

Normal Light Status	Status Indication Explanation
Low-brightness Blue	The charging station is powered on, the charging connector is not inserted into the car, and the APP is not connected to WiFi and Bluetooth;
High-brightness Blue	The charging station is powered on, connected to the charging port of the car, and the APP is not connected to WiFi and Bluetooth;
Low-brightness Cyan	The charging station is powered on, the charging connector is not inserted into the car, and the APP is connected to Wifi or Bluetooth
High-brightness Cyan	The charging station is powered on, connected to the charging port of the car, and the APP is connected to Wifi or Bluetooth
Solid Green	Charging is complete, the car terminal actively disconnects
Blinking Green	Charging is in progress
Blinking Yellow	The OTA upgrade is in progress. (The progress can be views on SHOCKFLO APP)

#### 6. Troubleshooting and Service

Malfunction Light Status	Status Indication Explanation	Troubleshooting	Recovery Scenarios After Troubleshooting
Red light flashes 1 time	Leakage	Occurs during charging, please check whether the charging cable is damaged; Occurs during standby, try to power off for 10 seconds and power on again. If the fault persists, contact customer service	After eliminating the problem, you need to unplug the plug and reconnect the power supply, and the device will be back to normal after restarting
Red light flashes 2 times	Abnormal vehicle interaction	Occurs when the connector is not connected to the vehicle, try to power off for 10 seconds and then power on again. If the fault persists, contact customer service; Occurs when the connector is connected, check the vehicle charging port or contact our customer service	After troubleshooting, restore by itself
Red light flashes 3 times	Over-voltage	Check power outlet voltage, contact local power center or electrician to check	After troubleshooting, restore by itself
Red light flashes 4 times	Under-voltage	Check power outlet voltage, contact local power center or electrician to check	After troubleshooting, restore by itself
Red light flashes 5 times	Over-current	Contact Customer Service	After eliminating the problem, you need to unplug the plug and reconnect the power supply, and the device will be back to normal after restarting
Red light flashes 6 times	Poor grounding	Check power outlet voltage, contact local power center or electrician to check	After troubleshooting, restore by itself

Malfunction Light Status	Status Indication Explanation	Troubleshooting	Recovery Scenarios After Troubleshooting
Red light flashes 9 times	Over-heating	Contact Customer Service	After troubleshooting, restore by itself
Red light flashes 10 times	Temperature chip failure (missing or abnormal data measuring chip temperature)	Place the device at room temperature for a period of time, try to power off for 10 seconds and then power on again. If the fault persists, contact customer service	After eliminating the problem, you need to unplug the plug and reconnect the power supply, and the device will be back to normal after restarting
Red light flashes 11 times	Metering chip failure (missing or abnormal measurement of voltage, current and electricity data)	Try to power off for 10 seconds and power on again. If the fault persists, contact customer service	After eliminating the problem, you need to unplug the plug and reconnect the power supply, and the device will be back to normal after restarting
Red light flashes 12 times	Leakage protection function self-test is abnormal	Try to power off for 10 seconds and power on again. If the fault persists, contact customer service	After eliminating the problem, you need to unplug the plug and reconnect the power supply, and the device will be back to normal after restarting
Red light flashes 13 times	Relay sticking	Try to power off for 10 seconds and power on again. If the fault persists, contact customer service	After eliminating the problem, you need to unplug the plug and reconnect the power supply, and the device will be back to normal after restarting
Red light flashes 14 times	Card reader chip failure	Try to power off for 10 seconds and power on again. If the fault persists, contact customer service	After troubleshooting, restore by itself
Red light flashes 15 times	Under-current	Contact Customer Service	After eliminating the problem, you need to unplug the plug and reconnect the power supply, and the device will be back to normal after restarting

Note: If you unplug the charger connector during the charging process, the app will record an abnormal vehicle interaction. If the charging can proceed normally, there is no need to worry.

## 7. Compliance

FCC regulatory conformance:

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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

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

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such changes or modifications to this unit could void the user's authority to operate the equipment.

RF Exposure

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## 8. Using the Key-Card

1. The key-card can be bound and unbound to the charging station through the SHOCKFLO APP.
2. This card makes it easy to start or stop charging by swipe the card location of the charging station.
3. This card belongs to the holder and cannot be reported as lost, please keep it carefully.
4. The card and charging station are matched one-to-one and cannot be used with other devices.

## 9. Using the SHOCKFLO App

1. Scan the QR code below to download the SHOCKFLO app from the Google Play or App Store.
2. Open the SHOCKFLO app and select a desired function to star.
3. More information about the app, please refer to the APP user manual.



<https://www.shockflo.com/ev-station-sevice.html>