GONEO D3U serial
Level 2 AC EV Charging Wallbox

User Manual

IMPORTANT SAFETY INSTRUCTIONS

WARNING- When using electric products, basic precautions should always be followed, including the following. This manual contains important instructions for Models D3U-B40, D3U-B48, and D3U-B80 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. Indicate the ambient temperature rating, -30°C to 55°C.
7. **"CAUTION" and the following or equivalent:** "To reduce the risk of fire, connect only to a circuit provided with @ amperes maximum branch circuit overcurrent protection in accordance with the National Electrical Code, ANSI/NFPA 70, and the Canadian Electrical Code, Part I, C22.1."

   Note (@)

Model	Current Rating
D3U-B40	40A
D3U-B48	48A
D3U-B80	80A

CONSIGNES DE SÉCURITÉ IMPORTANTES

AVERTISSEMENT- Lors de l'utilisation de produits électriques, des précautions de base doivent toujours être suivies, y compris les suivantes. Ce manuel contient des instructions importantes pour les modèles D3U-B40, D3U-B48, et D3U-B80 qui doivent être suivies pendant l'installation, l'utilisation et la maintenance de l'unité.

1. Lisez toutes les instructions avant d'utiliser ce produit.
2. Cet appareil doit être surveillé lorsqu'il est utilisé à proximité d'enfants.
3. Ne mettez pas les doigts dans le connecteur du véhicule électrique.
4. N'utilisez pas ce produit si le cordon d'alimentation flexible ou le câble EV est effiloché, a une isolation cassée ou tout autre signe de dommage.
5. N'utilisez pas ce produit si le boîtier ou le connecteur EV est cassé, fissuré, ouvert ou montre toute autre indication de dommage.
6. Indiquez la température ambiante, de -30 ° C à 55 ° C.
7. **"MISE EN GARDE" et ce qui suit ou équivalent:** "Pour réduire le risque d'incendie, connectez uniquement à un circuit équipé d'une protection maximale contre les surintensités de circuit de dérivation de @ ampères conformément au Code national de l'électricité, ANSI / NFPA 70 et au Code canadien de l'électricité, Partie I, C22.1. "

   Noter (@)

Modèle	Note actuelle
D3U-B40	40A
D3U-B48	48A
D3U-B80	80A

CONTENTS

1. ABBREVIATIONS

S/N	Abbreviations	Description
1	**IEC**	International Electrotechnical Commission
2	**EV**	Electrical Vehicle, this can be BEV (battery EV) or PHEV (plug-in hybrid EV)
3	**EVSE**	Electric Vehicle Supply Equipment **[IEC61851-1]**
4	**OBC**	On-board charger (of an EV)
5	**kW**	Kilo Watt (unit of Power)
6	**A**	Ampere (unit of Current)
7	**V**	Volt (unit of Voltage)
8	**Hz**	Hertz (unit of Frequency)
9	**LCD**	Liquid Crystal Display
10	**LED**	Light-emitting Diode
11	**RFID**	Radio Frequency Identification
12	**CMS**	Central Management System, manages EVSE and has the information for authorizing users for using its EVSE.
13	**OCPP**	Open Charge Point Protocol A standard open protocol for communication between EVSE and a Central System and is designed to accommodate any type of charging technique. (www.openchargealliance.org)
14	**HMI**	Human-Machine Interface
15	**CCID**	Charging Circuit Interrupting Device
16	**GM/I**	Ground Monitor Interrupter
17	**GFCI**	Ground Fault Circuit Interrupter

2. SAFETY NOTES

2.1. Safety signs used

The following warning signs, mandatory signs and information signs are used in this manual, on and in the AC EV Charger.

Les panneaux d'avertissement, panneaux obligatoires et panneaux d'information suivants sont utilisés dans le manuel d'utilisation, sur et dans la station de charge EV:

CAUTION: Warning of electrical hazards.

This sign is intended to alert the user that severe personal injury or substantial property damage can result if the device is not operated as requested.

MISE EN GARDE: Avertissement de risques électriques.

Ce signe est destiné à alerter l'utilisateur que des blessures graves ou des dommages matériels importants peuvent survenir si l'appareil n'est pas utilisé comme demandé.

ATTENTION: Warning of a danger spot or dangerous situation.

This sign is intended to alert the user that minor personal injury or material damage can result, if the device is not operated as requested.

ATTENTION: Avertissement d'un point de danger ou d'une situation dangereuse.

Ce signe est destiné à alerter l'utilisateur que des blessures légères ou des dommages matériels peuvent survenir si l'appareil n'est pas utilisé comme demandé.

CAUTION: **Do not touch by hands in case of ESD.**

Indicates the possible consequences of touching electrostatically sensitive components.

MISE EN GARDE: En cas de décharge électrostatique, ne touchez pas à la main.

Indique les conséquences possibles du contact avec des composants sensibles à l'électricité statique.

No access for unauthorized persons.

Pas d'accès pour les personnes non autorisées.

Use protective footwear.

Utilisez des chaussures de protection.

Must wear a safety helmet.

Doit porter un casque de sécurité.

Indicates important texts, notes, or tips.

Représente un texte, une note ou un indice important.

2.2. Installation


Safety protection must be done when installing the EV Charger.

Une protection de sécurité doit être effectuée lors de l'installation de la station de charge EV.

- Installation must be carried out by personnel with professional qualification, otherwise there is a risk of electric shock.

  L'installation doit être effectuée par du personnel qualifié, faute de quoi il y a un risque d'électrocution.
- It shall be installed in the place without violent vibration and impact, and placed vertically to facilitate ventilation.

  Il doit être installé à l'endroit sans vibrations et chocs violents, et placé verticalement pour faciliter la ventilation.
- It shall be installed on noncombustible materials, or there is a risk of fire.

  Il doit être installé sur des matériaux incombustibles, ou il existe un risque d'incendie.

- Do not drop any foreign objects, especially metal objects, into the inside of the Charger or there is a risk of fire.

  Aucun objet étranger, en particulier un objet métallique, ne doit être placé dans le chargeur sans risque d 'incendie.

- The lead nose of the Charger must be securely attached or there is a risk of damaging the equipment.
  Les fils du chargeur doivent être solidement connectés, faute de quoi le matériel risque d'être endommagé.

2.3. Maintenance


Personnel must always use protective footwear when maintenance work.
Le personnel doit toujours porter des chaussures de protection lors des travaux de maintenance.

- It is recommended that routine safety inspection visits to Charger be conducted at least once a week.
  Il est recommandé que le chargeur fasse l'objet d'un contrôle de sécurité au moins une fois par semaine.

- Do not put inflammable, explosive, or combustible materials, chemicals, combustible steam, and other dangerous goods near the Charger, otherwise there is a risk of fire.
  Il est interdit de placer des substances dangereuses telles que des matières inflammables, explosives ou inflammables, des produits chimiques, des vapeurs inflammables à proximité des chargeurs, faute de quoi il y a un risque d'incendie.

- Keep the charging adapter clean and dry and wipe with a clean, dry cloth if soiled. Do not touch the Charger with your hand when charged.
  Maintenir l 'adaptateur de charge propre et sec, en cas de saleté, et l' essuyer avec une toile sèche propre.Ne touche pas le chargeur avec la main.

2.4. Operation

- Strictly forbidden for minors or persons of restricted capacity to approach the Charger to avoid injury.
  Il est strictement interdit aux mineurs ou aux personnes dont la capacité de mouvement est limitée d'avoir accès au chargeur pour éviter les blessures.

- Forced charging is strictly forbidden when the electric vehicle or Charger fails.

  La charge forcée est interdite en cas de panne du véhicule électrique ou du chargeur.

- Electric vehicle can only be charged with the engine off and stationary. Do not charge in rainy and thunderous weather.

  Le véhicule électrique ne peut être rechargé que si le moteur est éteint et statique.Il ne faut pas recharger les jours de pluie et les orages.

- It is strictly prohibited to use the Charger when the charging adapter or charging cables are defective, cracked, worn, broken or the charging cables is exposed. If you find any, please contact the supplier in time.

  L'utilisation de chargeur est strictement interdite lorsque l'adaptateur de charge ou le câble de charge présente des défauts, des défauts, des défauts, de l'usure, de la rupture ou de la nudité.En cas de découverte, veuillez contacter le fournisseur en temps voulu.

3. STANDARDS COMPLIANCE

3.1. Standard(s) for safety

- Conformer to UL 2594, 2nd, Ed., Issue Date: 2016-12-21.

3.2. AC Level 2 Charging

- According to SAE J 1772, D3U (the maximum output current is 80 A) was designed for AC Level 2 charging wallbox.

3.3. Charging mode and connection

- According to IEC 61851-1, the Charging mode of D3U is Mode 3, and charging connection is the Case C.

Mode 3:

a method for the connection of an EV to an AC EV supply equipment permanently connected to an AC supply network, with a control pilot function that extends from the AC EV supply equipment to the EV.

Case C:

Connection of an EV to a supply network utilizing a cable and vehicle connector permanently attached to the EV charger.

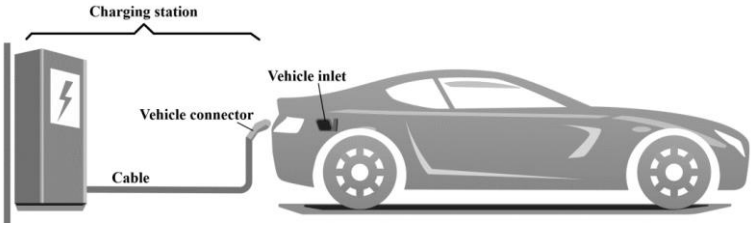
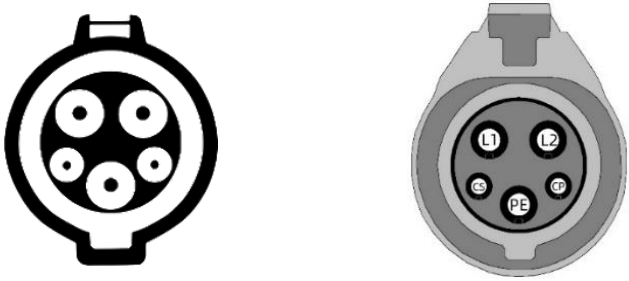


Fig. 3-1 Schematic diagram of CASE C connection

3.4. Charging interface

- The charging plug of D3U meet SAE J1772/IEC 62196-2, Type 1.
- D3U provide a Type 1 female plug with charging cable, it only charging an EV with a Type 1 charging socket (vehicle inlet).



(a) Socket **(b) Plug**

Fig. 3-2 Schematic diagram of Type 1 interface

4. PRODUCT INFORMATION

4.1. General

Welcome to use Level 2 AC EV charger by our company.

4.1.1. Shape & dimensions

- The shape & dimensions of D3U shown as Fig. 4-1.

Fig. 4-1 The shape & dimensions of D3U

4.1.2. Block diagram

- D3U AC EV charging wallbox provides a 4.3-inch LCD screen version and a LED indicator version The block diagram of D3U AC EV charger is shown as Fig. 4-2.

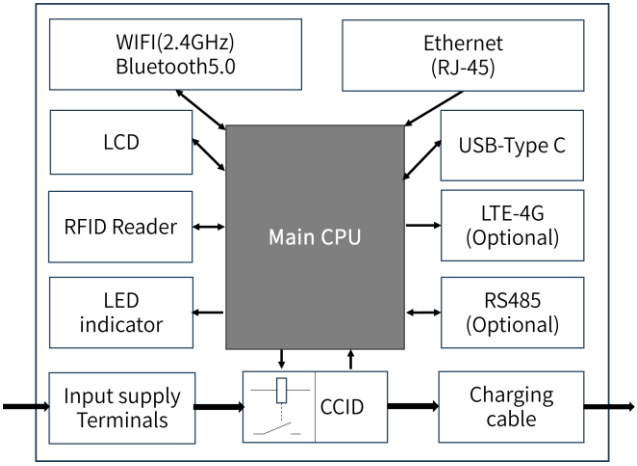


Fig. 4-2 Block diagram of GONEO

- It is widely used in various household electric vehicle charging in North America, as well as various chargers, parking lots, community garages and public electric vehicle charging places.

4.1.3. Model number definition

The model number definition of charger follows the rules as shown in Fig. 4-3.

D3U-B	□□	□
		Display A: With display B: Without display
		Rated output current 40: 40A 48: 48A 80: 80A
		D3U-B: Wallbox shell code

Fig. 4-3 Model number definition

4.2. Specifications

4.2.1. Electrical specifications

Model Number	D3U-B40	D3U-B48	D3U-B80
Rated Voltage	240V/208V (AC Level 2 Charging), 50/60Hz		
Rated Current	40A	48A	80A
Rated Power	9.6kW (@240VAC)	11.5Kw (@240VAC)	19.2kW (@240VAC)
Recommended Input cable	Cable: 3×8 AWG, copper.		Cable: 3×6 AWG, copper.
Charging interface	IEC 62196-2, Type 1 plug with 5m cable ***Note: That cord extension sets are not be used.***		

4.2.2. Functional description

Charging Mode	Mode 3
Charging Control	Remote: "APP-controlled" Local: "Plug-and-Play" or "Card-controlled"
Display Screen	4.3-inch LCD touch screen (display charging current, voltage, energy, charging time, state & fault information, etc.)
Indicator Lights	Multi-color atmosphere lights
Communication interface	WIFI (2.4GHz), Ethernet (RJ-45 interface), Bluetooth5.0, OCPP 1.6J Protocol, Modbus TCP
Communication interface (Optional)	4G Nano SIM card (LTE Cat 4, suitable for AT&T/ Verizon, LTE-FDD: B2/B4/B5/B12/B13/B14/B66/B71; WCDMA: B2/B4/B5).
Communication interface (Optional)	RS-485 with special communication protocol
Safety Protection	Surge protection, over temperature, over/under voltage, over current, ground protection
CCID built-in	Yes, CCID 20

4.2.3. Mechanical parameters

Mounting	Wall-mounted or pole-mounted (mounting pole is optional)
Net Weight	8.5kg
Dimension	H×W×D = 404mm × 284mm × 160mm
Color & Material	Black and Gray, PC
Enclosure rated	Type 4

4.2.4. Ambient conditions

Altitude	≤ 2000m
Storage temperature	-40 ~ 75℃
Operation temperature	-30 ~ 55℃ *
Relative humidity	≤ 98%RH, no water droplet condensation
Vibration	＜ 0.5G, no acute vibration and impaction
Installation location	Indoor or outdoor, good ventilation, no flammable, explosive gases

* When the charging station is powered on at temperatures below -20 ℃, the display screen may appear black, which is a normal phenomenon. After a period of power on (about 10 minutes), the screen can return to normal.

4.3. Nameplate

On the D3U shell, there is a nameplate identifying the model and specification of the charger, the content is shown as Fig. 4-4.

Fig. 4-4 Nameplate of D3U

5. INSTALLATION

5.1. Unpacking

5.1.1. Packing list

Package	Quantity
AC EV Charging station	1 pc
Empty socket	1 pc
RFID card	2 pcs
Wall-mounting accessories	1 set
User manual	1 pc
Quality certificate	1 pc

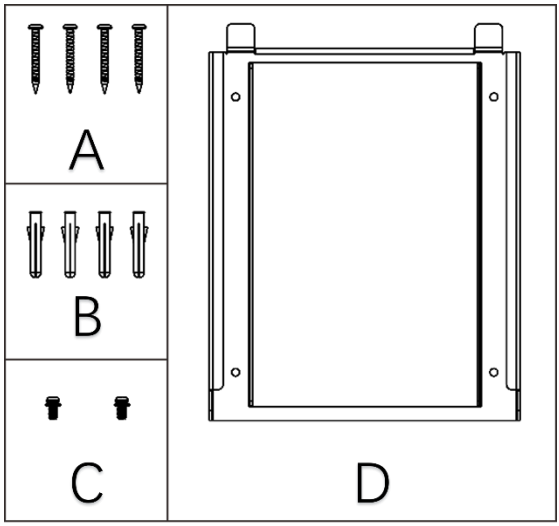


Fig. 5-1 Wall-mounting accessories

5.1.2. Inspection & confirm

When unpacking, please carefully confirm the following points:

- Whether the accessories are missing according to the packing list.
- Whether there is any damage during transportation.
- Whether the model and specification of the machine's nameplate are consistent with the order requirements.

- ▹ If any damage or missing parts are found, please do not start the machine, and contact the supplier as soon as possible.
- ▹ Please keep the packing box and packing materials 1 month for future handling.
- ▹ The paper packaging is recyclable.

5.2. Prepare

- When transporting or moving the EV charger, pay attention to the following points to ensure product safety:
  - ▹ This product is electrical equipment. It should be handled with care to avoid violent vibration and impact.
  - ▹ The charger shall not be transported by dragging the charging connector and the charging cable.
- To ensure the long-term stable operation of the product, it is recommended to avoid installing chargers in extreme weather as far as possible, especially low or high ambient temperature may affect the installation effect due to thermal expansion and cold contraction.
- The electrical power supply receptacle (NEMA 14-50R) must be prepared.
- Space requirement: When the charger is fixed on the wall, the minimum space requirements are shown in Fig. 5-2.

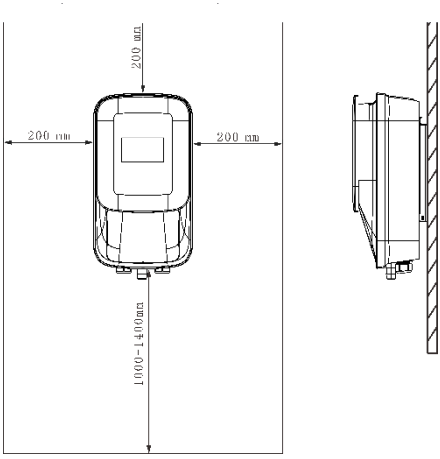


Fig. 5-2 Minimum space requirements for wall mounting

- It is suggested that the charger should be installed in a place with good ventilation, no direct sunlight and shelter from wind and rain. To ensure good ventilation condition, you should mount the charger vertically and leave enough space.
- Tools for installation

Prepare the following tools at least before installing the AC EV Charging Wallbox.

No.	Tools' Name	Schematic Picture	Main Uses
1	Multimeter		Check the electrical connection and measure the voltage
2	Electric Impact drill		Drill fixing holes in the wall
3	Wrench		Fastening bolt
4	Diagonal plier		Cut the cable
5	Wire stripper		Peeling cables
6	Crimping plier		Pressed cable terminal
7	Cross screwdriver		Fastening screw
8	T10 Torx screwdriver		Fastening screw

5.3. Installation steps

Install the D3U on the wall follow the steps as below.

5.3.1. Drill fixing holes

As the Fig. 5-3 shown, drill 4 mounting holes of 6mm diameter and 50mm depth at the appropriate height, spaced 150mm×160mm apart, and secure the mounting accessories to the

wall with the expansion screw which contain in package.

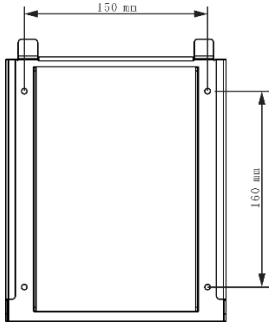


Fig. 5-3 Install the accessories on the wall

5.3.2. Fix the Wall-hanging accessories and wallbox

First, put the expansion tube B into the hole made in the wall,

then use the matching screws A to fix the mounting attachment D on the wall,

hang the wallbox, and tighten the left and right screws C to tighten it.

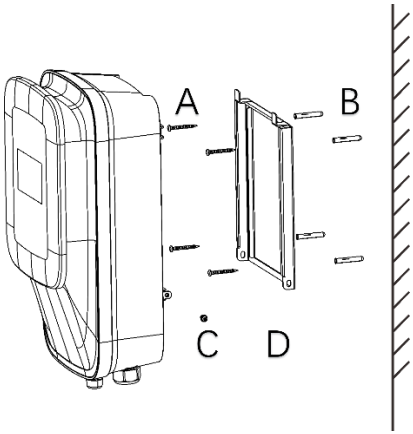


Fig. 5-4 Fix the wall-hanging accessories

5.3.3. Open the cover

- Use a tool to pry off the decorative cover

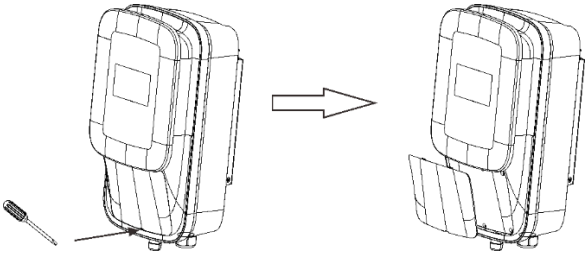


Fig. 5-5 Open decorative cover

- Use a screwdriver to remove the screw and open the wiring cover

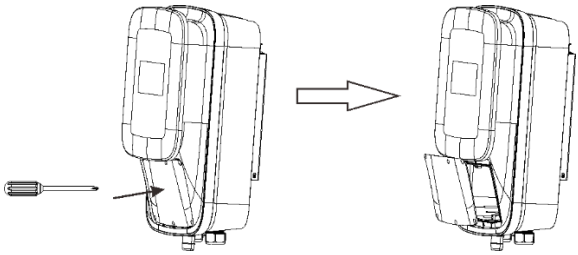


Fig. 5-6 Open wiring cover

5.3.4. Wiring

- Pass the prepared power cable through the input cable interface, connect each cable to the input terminals according to the terminal label L1, L2, and GND as shown in Fig. 5-7.

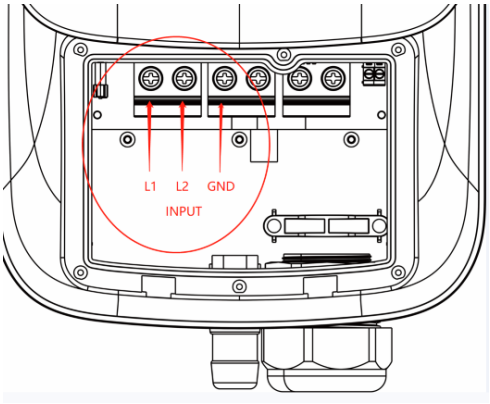


Fig. 5-7 Wiring

5.3.5. Installation of 4G charging station

If you purchase a 4G version charging wallbox, insert the 4G NANO SIM card to the SIM card socket. The installation steps are as follows:

a) Make sure there is no AC power input to the charging wallbox.

b) Open the wiring cover of the charging wallbox with screws.

And you will see the SIM slot.

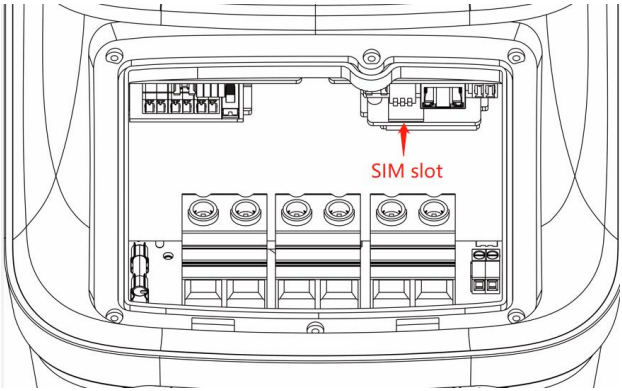


Fig. 5-8 4G SIM slot of the charging wallbox

c) Insert the 4G NANO SIM card to the SIM card slot. And then reset the wiring cover of the charging wallbox with screws.

5.4. Empty socket

D3U AC EV charger config a type 1 charging connector. When the charger is in standby state, please plug the charging plug in the empty socket to protect the charging plug.

Please use expansion screws to fix this empty socket at a suitable position beside the Charging Station.

Fig. 5-10 Empty socket

6. OPERATION

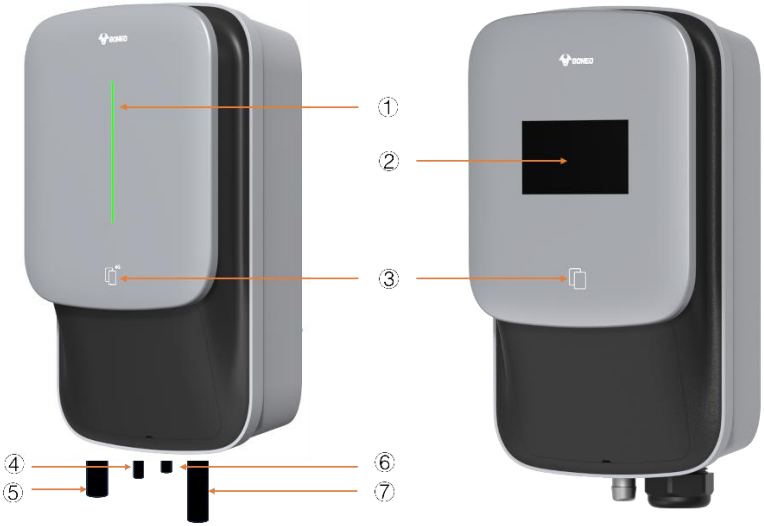
6.1. Power on

After the charger has been installed and confirmed, switch on the power supply. The light and screen lights up and the charger switches to standby state.

6.2. Human-Machine Interface

6.2.1. Overview

As shown in Fig. 6-1, D3U is configured with multiple human-machine interfaces.



①	LED indicators	⑤	Input cable
②	LCD screen	⑥	Communication cable
③	RFID reader	⑦	Charging cable
④	Ethernet interface		

Fig. 6-1 HMI of D3U

6.2.2. LED indicator

The LED indicator on the panel is used to indicate the status of the charger and the various combinations of indicators are described as below.

No.	Indicator Color	Indicator Status	Connotation
1	Blue	ON	Standby status (Network not connected)
		Twinkle	Standby status (Network connected)
		OFF	Power off
2	Green	Slow twinkle	Connected to an EV
		Fast twinkle	Start charging status
		ON	Charging status
3	Red	Twinkle	System failure
		OFF	No fault

6.2.3. LCD screen

D3U config a 4.3-inch LCD touch screen, which is mainly used to display various status information and set parameters of the charger shown as Fig. 6-2.

Icons or instructions in each display area

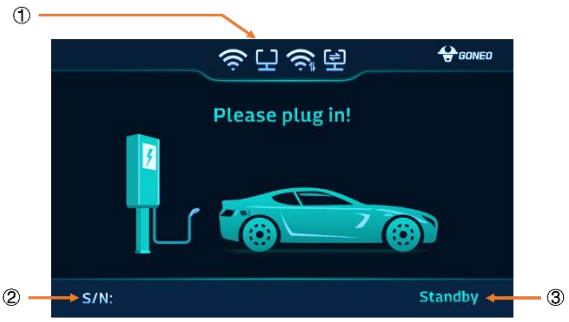


Fig. 6-2 Display of icons and instructions

In Fig. 6-2, there are three areas to display icons or instructions, with the specific meanings as follows:

NO. Area ①	Icon	Connotation
1	No icon	Off-line or no network

2		Connect to router via WIFI
3		Exchange data with CMS via WIFI
4		Connect to router via Ethernet
5		Exchange data with CMS via Ethernet
6		Connect to internet via 4G
7		Exchange data with CMS via 4G
Area ②		
8	S/N: 88888888888888	The serial number of the charging station
Area ③		
9	Standby	Current state of the charging station
10	Connect successful	Charging connector is properly connected to EV
11	Charging	Charging state
12	Charging finished	Finished, please follow the instructions on the screen
13	Failure to start	Failure to start, please follow the instructions on the screen
14	System failure	Fault state, please follow the instructions on the screen
15	System upgrading	Upgrade state, please follow the instructions on the screen

As shown in Fig. 6-3, the LCD screen displays 4 types picture in normal charging process.

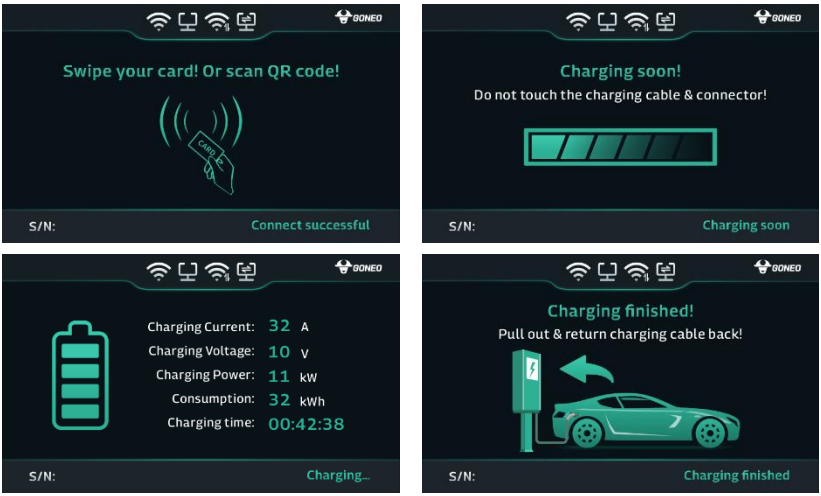


Fig. 6-3 Display of normal charging

If the charging process fails or the equipment fails, the picture displayed on the LCD screen is shown in Fig. 6-4.

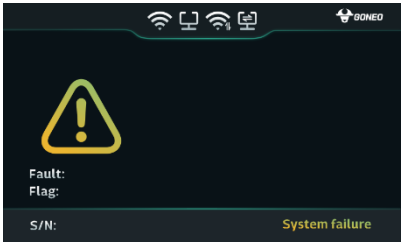
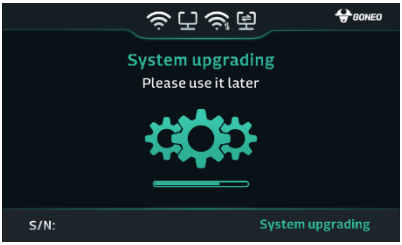


Fig. 6-4 Display of fault state

- System upgrading and reservation status are shown in Fig. 6-5.



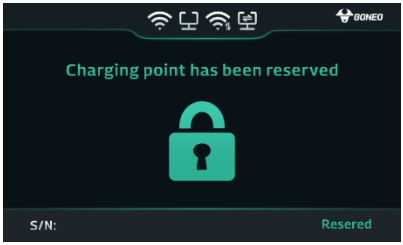


Fig. 6-5. Display of system upgrade

6.2.4. RFID reader

In general, the charger is equipped with RFID card reader as standard, and the charging process can be started and stopped by using the RFID card (shown as Fig. 6-6) configured with the host. The special customized card swiping function is not separately described here.

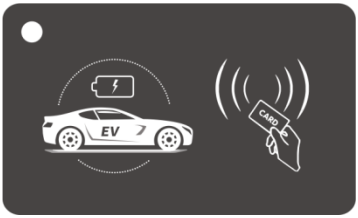


Fig. 6-6 RFID card

6.3. Config the parameters

6.3.1 Config parameters Via offline configuration page

Taking the configuration of charger parameters by laptop as an example, it is introduced as follows (the method of setting parameters by mobile phone is similar and will not be repeated):

- **Step 1: connect to WiFi hotspot**

Keep your laptop in a state where it can connect to WiFi hotspots. Within ten minutes after power on, the charger provides a WiFi hotspot as the access entrance for parameter configuration. Connect a WiFi hotspot with a name is like "M3C-12345678" in the "WiFi network" of the laptop. It is no password to connect the hotspot.

Fig. 6-6 Connect the WiFi in Windows OS

- **Step 2: login to setting**

Enter 192.168.4.1 in the address bar of Google Chrome or Microsoft Edge, you can access the EVSE CONFIGURATION shown in Fig. 6-7, and Microsoft IE cannot access this IP address.

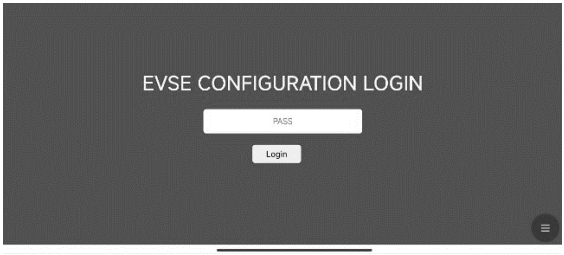


Fig. 6-7 Login of EVSE CONFIGURATION

- **Step 3: Config your EV Charger**

Enter the correct login password to enter the page shown in Fig. 6-8. The factory default password is **12345678**. Please change the password upon your first login. As shown in Fig. 6-8 set the parameters on this page.

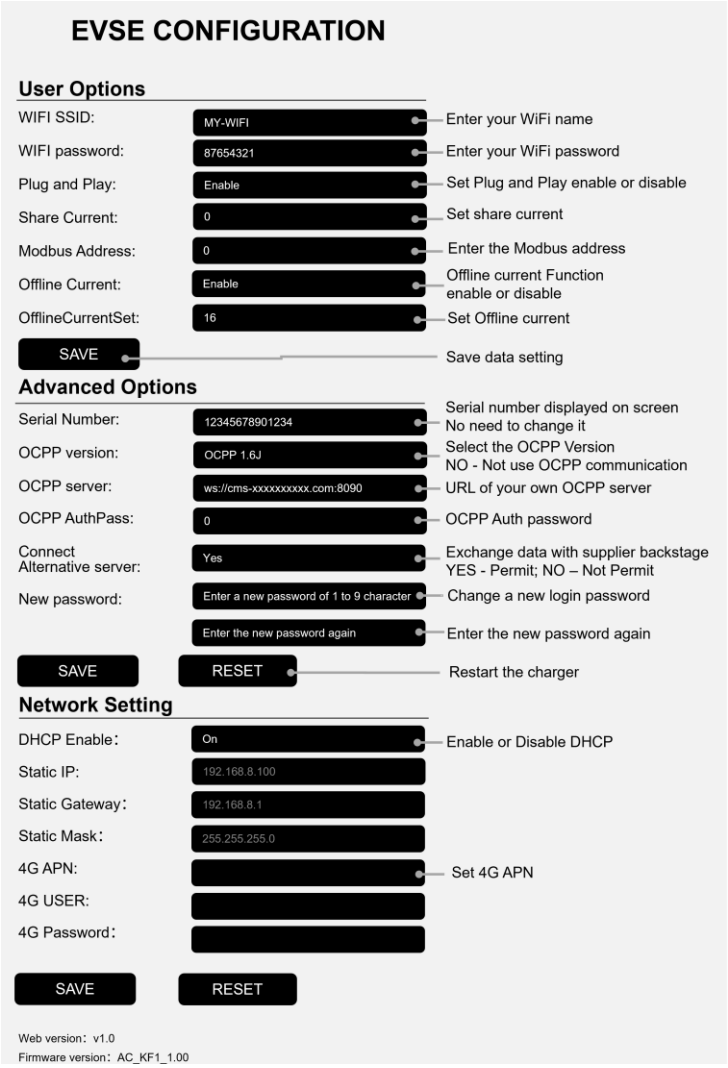


Fig. 6-8 Set parameters to config the EV charger

After setting, click the "SAVE" button to save the settings, and click the "RESET" button to restart charger for settings take effect. Enter your WiFi name and password in the page. After it takes effect, the charger can access Internet via your WiFi.

6.4. Start Charging

- Park your EV into place, turn off, and put the EV under braking.

- Pick off the charging connector form empty socket of EV charger.
- As shown in Fig.6-9, plug the charging connector into the AC charging socket of the EV.

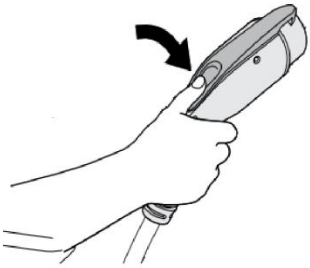


Fig. 6-9 Plug into EV socket

- For the charging control mode of "Plug-and-Play" the charging will start automatically after EV connector plug in.
- For the charging control mode of "Card-controlled" or "APP-controlled", you can control charging process by swipe RFID card or APP after charging connector plug in.

▹ If you want to scan QR code on the screen to start charging, please download and install the **Goneo EV Charger** APP on your smart phone.

▹ For Android phone, search "**Goneo EV Charger**" in Google Play Store or scan the QR code on the right to install APP.

GET IT ON Google Play

▹ For iPhone, search **"Goneo EV Charger"** in APP Store or scan the QR code on the right to install APP.

Download on the App Store

▹ The user manual of APP please refer to the FAQ of APP.

6.5. Normally stop charging

- The charger will automatically stop when the electric vehicle is fully charged.
- For the charging control mode of "Plug-and-Play", press the unlock button of the remote key of the electric vehicle, the vehicle will stop charging (requires the support of the electric car), the charging will stop automatically.
- For the charging control mode of "Card-controlled", you can stop charging by swipe your RFID card again, when EV is in charging.
- For the charging control mode of "APP-controlled", click the stop button on your APP, the charging will stop.
- When the charging is end, please unplug the charging plug and plug into the empty socket.

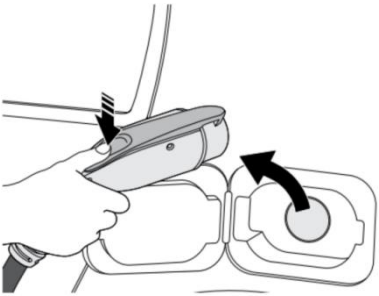


Fig. 6-14 Unplug the charging plug

6.6. Abnormally stop charging

- Forced fault stop: A fault stop initiated by the onboard charger of vehicle.
- Automatic fault stop：A fault stop initiated by the charger.

7. FAULT HANDLING AND MAINTENANCE

7.1. Fault Handling

The charger is automatically protected in the event of the fault. The fault information and handling methods are as follows.

RED LED indicator	Fault code	Handling method
● 1×slow, 1×fast	**Fault code 11:** CP voltage anomaly	● Check the connection of charging plug and socket. ● Disconnect and reconnect the charging plug.
● 1×slow, 3×fast	**Fault code 13:** Undervoltage input	● Check whether input plug is reliably connected. ● Check whether the input voltage is abnormal.
● 1×slow, 4×fast	**Fault code 14: Overvoltage input**	● Check whether the input voltage is abnormal.
● 1×slow, 5×fast	**Fault code 15:** Over-temperature protection	● Check whether the charger is covered or installed in a high temperature environment.
● 1×slow, 6×fast	**Fault code 16:** Metering fault	● Power off and restart the device.
● 1×slow, 7×fast	**Fault code 17:** Leakage protection	● Check whether the charging plug, charging cable and EV socket are damaged or wet. ● Power off, disconnect and reconnect the charging plug and restart.
● 1×slow, 8×fast	**Fault code 18:** Output shortage	● Check whether the charging plug and its cables are damaged or wet.
● 1×slow, 9×fast	**Fault code 19:** Output overcurrent	● Check whether the charging connector is correctly connected. ● Check whether the OBC is normal. ● Check the set of output maximum current.
● 2×slow, 3×fast	**Fault code 23:** Relay sticking	● The device is damaged and needs to be returned to the factory for repair.
● 2×slow, 4×fast	**Fault code 24:** CCID sensor fault	● The sensor is damaged and needs to be returned to the factory for repair.
● 2×slow, 5×fast	**Fault code 25:** Ground fault	● Charger is not grounded; input power socket and input plug need to be checked.

7.2. Maintenance

To ensure the long-term stable operation of the equipment, please maintain the equipment regularly (usually every month) according to the operating environment.

a) The equipment is maintained by professionals.

b) Check whether the equipment is well grounded and safe.

c) Check whether there are potential safety hazards around the charging pile, such as whether there are high temperature, corrosion or inflammable and explosive articles close to the charger.

d) Check whether the join point of the input terminal is in good contact and whether there is any abnormality. Check whether other terminal points are loose.

8. Moving and Storage

8.1. Moving

To avoid damage to the product，do not have severe vibration or impact during transportation.

8.2. Storage

If the product is not used immediately after purchase, and short-term or long-term storage is required, the device should be stored in a dry, well-ventilated indoor place, ignoring high temperature, humidity, dust, and metal powder environments.

WARRANTY AGREEMENT

1. The scope of warranty refers to the product itself.
2. The warranty period is 12 months. During the warranty period, the company will repair the product free of charge in case of failure or damage (determined by the company's technical personnel) under normal use.
3. The starting time of warranty period is the date of product manufacture.
4. Even in the warranty period, a certain maintenance fee will be charged in case of the following situations.
   ① Equipment failure caused by not following the user's manual.
   ② Equipment damage caused by fire, flood, abnormal voltage, etc.
   ③ Equipment damage caused by using the product for abnormal functions.
   ④ Equipment damage caused by foreign matter entering.
   ⑤ Equipment damage caused by other human external factors.
5. The service fee shall be calculated according to the actual cost. If there is another contract, the contract shall prevail
6. Please be sure to keep this card and show it to the maintenance personnel during the warranty period.
7. If you have any questions, please contact the agent or our company directly.

After sales service center

For Both FCC & IC application:

This device complies with Part 15 of the FCC Rules / Industry Canada licence-exempt RSS standard(s). 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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

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

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 teleGONEO 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.

MPE Requirements
To satisfy FCC / IC RF exposure requirements, a separation distance of 20 cm 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.

Les antennes installées doivent être situées de facon à ce que la population ne puisse y être exposée à une distance de moin de 20 cm. Installer les antennes de facon à ce que le personnel ne puisse approcher à 20 cm ou moins de la position centrale de l' antenne.
La FCC des éltats-unis stipule que cet appareil doit être en tout temps éloigné d'au moins 20 cm des personnes pendant son functionnement.

We provide customers with all-round technical support.

Any change or upgrade without prior notice!