

User Manual

Juno Electric Vehicle Supply Equipment

Legal Notice

This document is an integral part of the technical documentation and is protected by copyright. Without written consent, any use outside the strict limits of copyright law is prohibited. This also applies to files that are duplicated, translated, and photographed, and files that are stored and processed using electronic media. Any party who violates this provision will be liable for compensation claims!
The information presented in this guide is subject to change without prior notice.
The technical specifications indicated here do not constitute a contractual obligation.

In case of any doubt regarding a subject described or if you discover an error in this manual, please contact us.

Contents

1 Introduction 5
1.1 Function of this document 5
1.2 Target user 5
1.3 Version and revision history 5
1.4 Disclaimer 6
1.5 Copyright 6
2 Safety 7
2.1 General safety 7
2.2 Safety precautions 8
2.3 Safety symbols 11
3 Product overview 12
3.1 Unpacking list 12
3.2 Nameplate 13
3.3 External view 14
3.3.1 Wall-mounted EVSE 14
3.4 Charging connector types 15
3.5 Technical specifications 16
4 Installation 17
4.1 Preparation for installation 17
4.1.1 Installation tools 17
4.1.2 Spacing requirements 18
4.2 Installation procedure 19
4.2.1 Unpacking inspection 19
4.2.2 Before installing the EVSE 19
4.2.3 Installation 21
4.3 Check after installation 32
4.3.1 Clean up 32
4.3.2 Inspection 32
5 LED indicator status 33
6 Using instructions 35
6.1 Prerequisites 35
6.2 Charging process 35
6.2.1 Plug in and charge 35
6.2.2 Charging with RFID card 36
6.2.3 Charging with designated APP 38

7 Maintenance 47
7.1 Engineer qualifications 47
7.2 Preventive maintenance 47
7.2.1 Appearance check 48
7.2.2 Internal check 49
7.2.3 Functional check 49
7.2.4 Cleaning 50
8 Troubleshooting 51
9 Warranty 52
10 Compliance declaration 53

Abbreviations

AC	Alternating Current
EV	Electric Vehicle
EVSE	Electric Vehicle Supply Equipment
FCC	Federal Communications Commission
LED	Light Emitting Diode
NACS	North American Charging Standard
NEC	National Electrical Code
PPE	Personal Protective Equipment
RFID	Radio Frequency Identification

1 Introduction

1.1 Function of this document

This manual is only for the charging system, a type of equipment that charges Electric Vehicles (EVs). This manual tells you how to safely use the Electric Vehicle Supply Equipment (EVSE) indoors and outdoors.

1.2 Target user

This guide is for people who use the charging system to charge their electric cars with alternating current (AC).

1.3 Version and revision history

The version of this document is V 1.0.1 and the revision history is as follows.

Version	Date	Description
V 1.0.0	29th December 2025	Initial version
V 1.0.1	23rd March 2026	Updated Safety instructions, nameplate and temperature rating of wire

Table 1-1 Version of the user manual

1.4 Disclaimer

- This manual was carefully reviewed by experts before it was published. It will be updated regularly to include any necessary changes or additions.
- The information in this manual is for informational purposes only.
- This manual, related manuals, and warnings do not replace your responsibility to use common sense when working with the EVSE.
- Our company has done its best to make sure the manuals are accurate and up to date, but they are not responsible for any problems or damage that may come from using the information in them.
- Our company is not responsible for any direct, indirect, special, or consequential damages (including loss of profits) that may come from any errors or omissions in this manual. All our company's obligations are stated in the relevant contracts. Our company reserves the right to change this manual from time to time.
- Any changes to the EVSE, including but not limited to user-specific modifications to the EVSE (such as placing stickers, SIM cards, or using different colors), hereinafter referred to as "Customization", may affect the final product's user experience, appearance, quality, and/or lifespan.
- Our company is not responsible for any damage to or caused by the product "Customization" and is not responsible for any damage, losses, costs, or expenses resulting from the improper handling of the product.
- Contact your dealer for more information on "Customization" versus the default product.

1.5 Copyright

All rights reserved. The disclosure, duplication, distribution and editing of this document, or utilization and communication of the content are not permitted, unless authorized in writing. All rights, including rights created by patent grant or registration of a utility model or a design, are reserved.

2 Safety

IMPORTANT SAFETY INSTRUCTIONS

2.1 General safety

Before charging your EV, please read the safety rules and usage instructions in this chapter as failure to do so may result in safety hazards or device failure.
During the installation and connection of the Charger, it is imperative to comply with the legal acts or regulations set forth by the respective country.

- Only qualified electricians (our company certified partners) should install, operate, commission, and maintain the EVSE.
- All installation and wiring must be done when the AC cables are not energized. This means that the EVSE cannot be turned on during this process. This helps to prevent electrical accidents, short circuits, and electric shock hazards. It makes sure that the system is not turned on during risky procedures, which reduces the chance of fires during installation or maintenance.
- Do not use the EVSE:
  - Near explosives or flammable substances.
  - In or near water.
  - If it is visibly damaged.
- Do not clean the EVSE with running water or a pressure washer.
- Do not change or modify the EVSE unless our company has approved it.
- Do not wrap the cables around the EVSE while charging.
- Do not put the connector on the ground. Put it in its holder after charging.
- Only do things that are described in this manual or the related manual, and that you are qualified to do.
- Follow the safety rules and accident prevention rules for the EVSE and the area where it is used.
- Make sure the EVSE is used in the environmental conditions that are specified for it.
- Only qualified electricians (Our company certified partners) should install, operate, commission, and maintain the EVSE.
- All installation and wiring must be done when the AC cables are not energized. This means that the EVSE cannot be turned on during this process. This helps to prevent electrical accidents, short circuits, and electric shock hazards. It makes sure that the system is not turned on during risky procedures, which reduces the chance of fires during installation or maintenance.
- When handling electrical connections, always follow safety protocols, wear the necessary personal protective equipment (PPE), and use insulated tools.

- Follow the local rules and the instructions in this manual. If any requirements in this manual are not the same as the local rules, follow the local rules or the stricter of the two, as allowed by law.

2.2 Safety precautions



Be careful of electric shock hazard.

- Before using the equipment, please carefully read the attached documents carefully and familiarize yourself with all safety instructions and regulations.
- This product is designed and tested in accordance with international standards.
- This product can only be limited to its design purpose.
- This product is an AC charger that can charge electric powered vehicles (for example, an electric car) in indoor and outdoor areas.
- The installation, maintenance and repair of this product may only be performed by a trained electrician.
- Improper installation or maintenance may be dangerous to users of this product.
- Any installation and maintenance operations must be carried out under the condition of power failure.
- All parts of the product cannot be repaired by the user. Do not attempt to repair the charger yourself.
- Do not install this product in potentially explosive environments, areas with high electromagnetic radiation and areas susceptible to flooding.
- Ensure that this product is used only under proper operating conditions.
- Before storing or transporting this product, make sure that the main power supply has been disconnected.
- Do not use adapters or converting adapters.
- Do not use cable extension kits.
- Equipment for locations with non-restricted access.

The installer must always ensure that the installation of the charger complies with local regulations. Our company is not responsible for any damage that occurs if this product is shipped in packaging that is different from when the product was originally supplied. Please store this product in a dry environment, the storage temperature must be between -40°C and +85°C.



Risque d'électrocution

- Avant d'utiliser l'appareil, lisez attentivement les documents joints et Familiarisez - vous avec toutes les instructions de sécurité et les règlements;
- Ce produit est conçu et testé conformément aux normes internationales;
- Ce produit est limité au but pour lequel il a été conçu;
- Le produit est un chargeur AC qui peut charger des véhicules électriques (par exemple, des véhicules électriques) à l'intérieur et à l'extérieur.
- L'installation, l'entretien et la réparation de ce produit ne peuvent être effectués que par des électriciens formés;
- Une mauvaise installation ou un mauvais entretien peut être dangereux pour les utilisateurs de ce produit;
- Toute opération d'installation et d'entretien doit être effectuée en cas de panne de courant;
- L'utilisateur ne peut pas réparer toutes les pièces du produit. N'essayez pas de réparer le chargeur vous-même;
- Ne pas installer ce produit dans des atmosphères potentiellement explosives, dans des zones à rayonnement électromagnétique élevé et dans des zones sujettes aux inondations;
- Veiller à ce que ce produit ne soit utilisé que dans des conditions de fonctionnement appropriées;
- S'il vous plaît assurez - vous que l'alimentation principale est déconnectée avant de stocker ou de transporter ce produit;
- N'utilisez pas d'adaptateur ou d'adaptateur de conversion;
- N'utilisez pas de kit d'extension de câble;
- Équipement pour un accès illimité aux locaux.
- L'installateur doit toujours s'assurer que le chargeur est installé conformément à la réglementation locale.

Our company is not responsible for any damage that occurs if this product is shipped in packaging that is different from when the product was originally supplied. Please store this product in a dry environment, the storage temperature must be between -40°C and +85°C.

FCC 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.

ISED Caution:

This device complies with Innovation, Science and Economic Development Canada(ISED) license-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.

Cet appareil est conforme à la ou aux normes RSS exemptées de licence pour Innovation, Science et développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes: (1) ce dispositif ne peut pas causer d'interférence nocive, et (2) ce dispositif doit accepter toute interférence reçue, y compris les interférences pouvant causer un fonctionnement indésirable.

SAVE THESE INSTRUCTIONS

2.3 Safety symbols

Symbols	Meanings
	Electric hazard: This symbol indicates that there is a danger of electric shock. Failure to pay attention to the procedures, practices or improper implementation may cause injuries or death.
	Caution: This symbol indicates that there is a hazard that could damage the product.
	Warning: This symbol calls attention to an act or condition which CAN lead to serious personal injury or death if not avoided.
	Tips: This symbol indicates that the information is helpful or provides useful advice. It does not contain any information about danger or harm.
	Garbage disposal: This symbol indicates that the electrical and electronic equipment and their accessories should be disposed of separately from household waste.
	Grounding: This symbol indicates ground protection. Once the ground fails or there is no grounding, the EVSE will report faults and stop charging.

Table 2-1 Safety symbols

3 Product overview

3.1 Unpacking list

Please ensure that none of the components listed below are missing or damaged upon receipt of the EVSE.

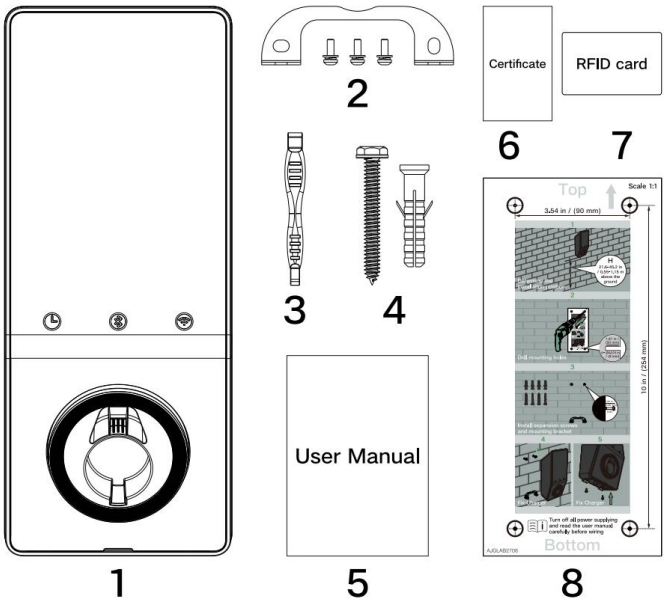


Figure 3-1 Unpacking list

Item	Quantity	Description
1	1	EVSE ×1
2	1	Mounting bracket ×1 M4 x 12mm screw ×3 (1 for standby)
3	1	Prying Tool ×1
4	1	M6 x 50mm self-tapping screw ×5 (1 for standby) Φ8 x 40mm plastic expansion tube ×5 (1 for standby)
5	1	User Manual ×1
6	1	Certificate ×1
7	1	RFID card ×2 (only for RFID version)
8	1	Positioning cardboard ×1

3.2 Nameplate

The following picture shows the nameplate for the EVSE. The nameplate is located on the corresponding devices.

The QR codes for user manual and APP charging are different. Please refer to the figure below.

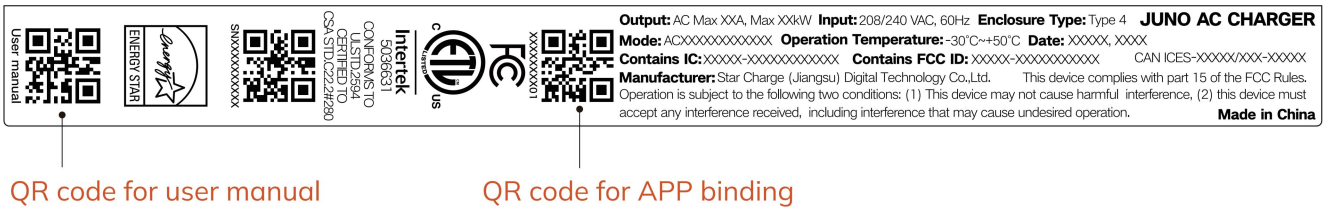


Figure 3-2 Nameplate

3.3 External view

3.3.1 Wall-mounted EVSE

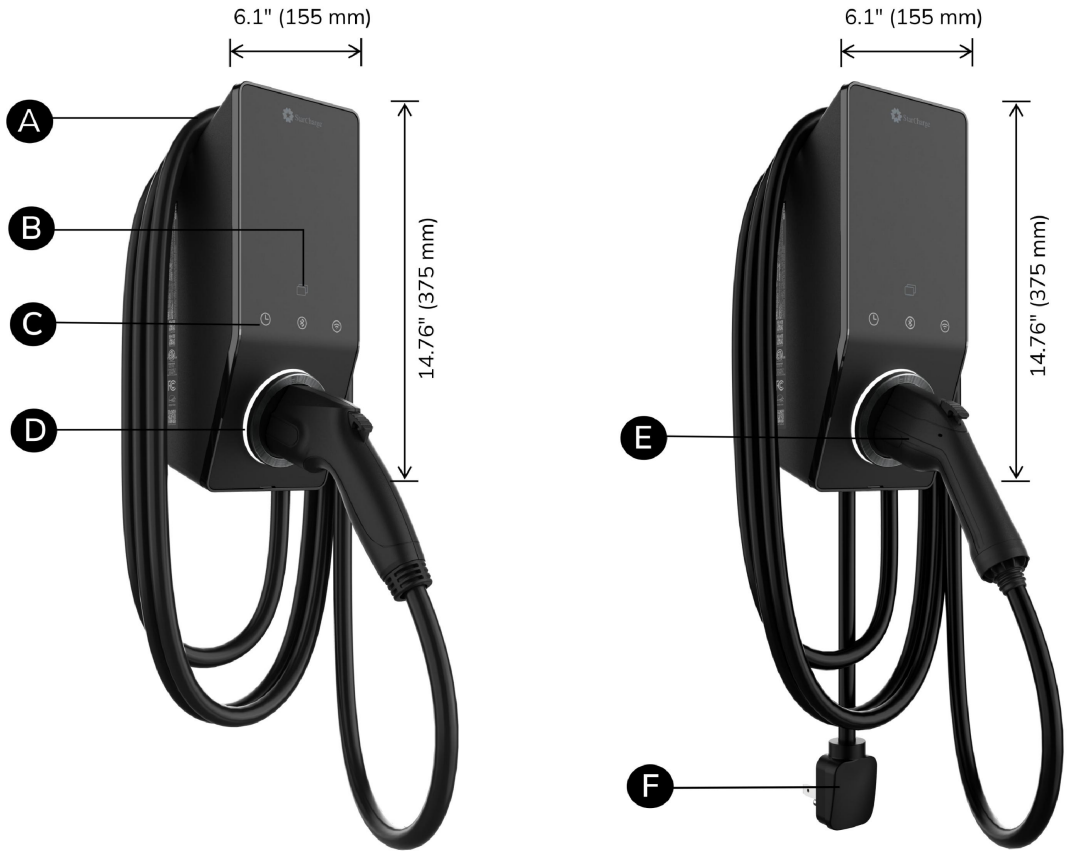


Figure 3-3 Wall-mounted EVSE

A	Cable winding trough	D	LED ring
B	RFID reader (optional)	E	Charging connector
C	Area for LED icons	F	NEMA plug (optional)

Part	Name	Description
A	Cable winding trough	To place the charging cable when it is not used.
B	RFID reader (optional)	To read the information from a RFID card to start or stop the charging process.
C	Area for LED icons	To indicate the status of some functions, like Bluetooth or network status.
D	LED ring	To indicate the status of the EVSE, like standby or charging status.
E	Charging connector	To connect the EVSE to the EV.
F	NEMA plug (optional)	To provide input power.

Table 3-1 External component functions

3.4 Charging connector types

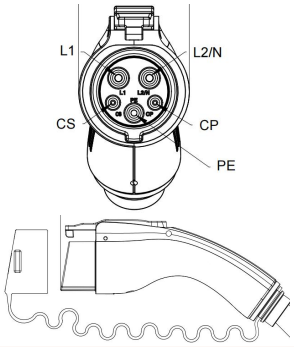
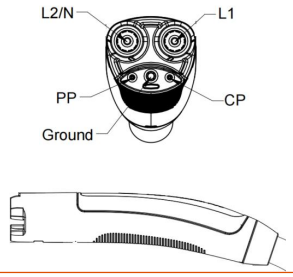
	Our company can deliver EVSE with Type 1 connectors on the charging cables. The length of the charging cable outside of this EVSE is 24.61' (7.5 m).
	Our company can deliver EVSE with NACS connectors on the charging cables. The length of the charging cable outside of this EVSE is 24.61' (7.5 m).

Table 3-2 Charging connector types

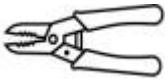
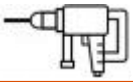
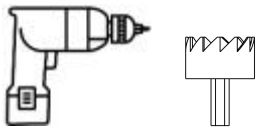
3.5 Technical specifications

AC power supply	208Vac/240Vac, AC single-phase (L1+L2+PE)
Rated input current	NEMA plug: 40A Hard wire: 50A
Rated output current	NEMA plug: 40A (choose from 40A, 36A, 32A, 28A, 24A, 20A, 16A, 12A, 8A, 6A) Hard wire: 50A (choose from 50A, 45A, 40A, 35A, 30A, 25A, 20A, 15A, 10A, 6A)
Rated Input/output voltage	208Vac/240Vac±10%
Rated power (max.)	NEMA plug: 9.6kW Hard wire: 12kW
Rated frequency	60 Hz
Operating temperature	-30℃～+50℃
Altitude	≤ 9842.52' (3000 m)
Charging cable length	24.61' (7.5 m)
Weight	≤13.2lb (6.0kg)
Dimensions (H×W×D)	14.76"×6.1"×4.69" (375m×155mm×119mm)

4 Installation

4.1 Preparation for installation

4.1.1 Installation tools

Tool type	Name	Purpose	Picture
Power cable preparation	Electrician knife	Stripping of insulating layers	
	Wire stripping pliers	Stripping of insulating layers	
	Crimping pliers	Crimping of pin terminals	
	Crimping pliers	Crimping of ring terminals	
Installation tool	Percussion drill	Drilling	
	Combination wrench (full set)	Installing& removing nuts or drilling holes	
	Screwdriver (PH2)		
	Screwdriver (SL2)		
	Torx screwdriver (full set)		
	Electric torque screwdriver (with full set of PH screw bit, Torx screw bit and SL screw bit)		
	Hammer	Knocking	
Measurement tool	Spirit level	Horizontal measurement	
	Tape measure	Distance measurement	
Marking tool	Maker pen	Position making	

Note: The above tools shall be selected based on the actual situations on site.

4.1.2 Spacing requirements

Maintain sufficient clearance around the EVSE for future maintenance. Refer to Figure 4-1 for the required clearances when installing the EVSE near a wall or obstacle.
Unit: in/mm

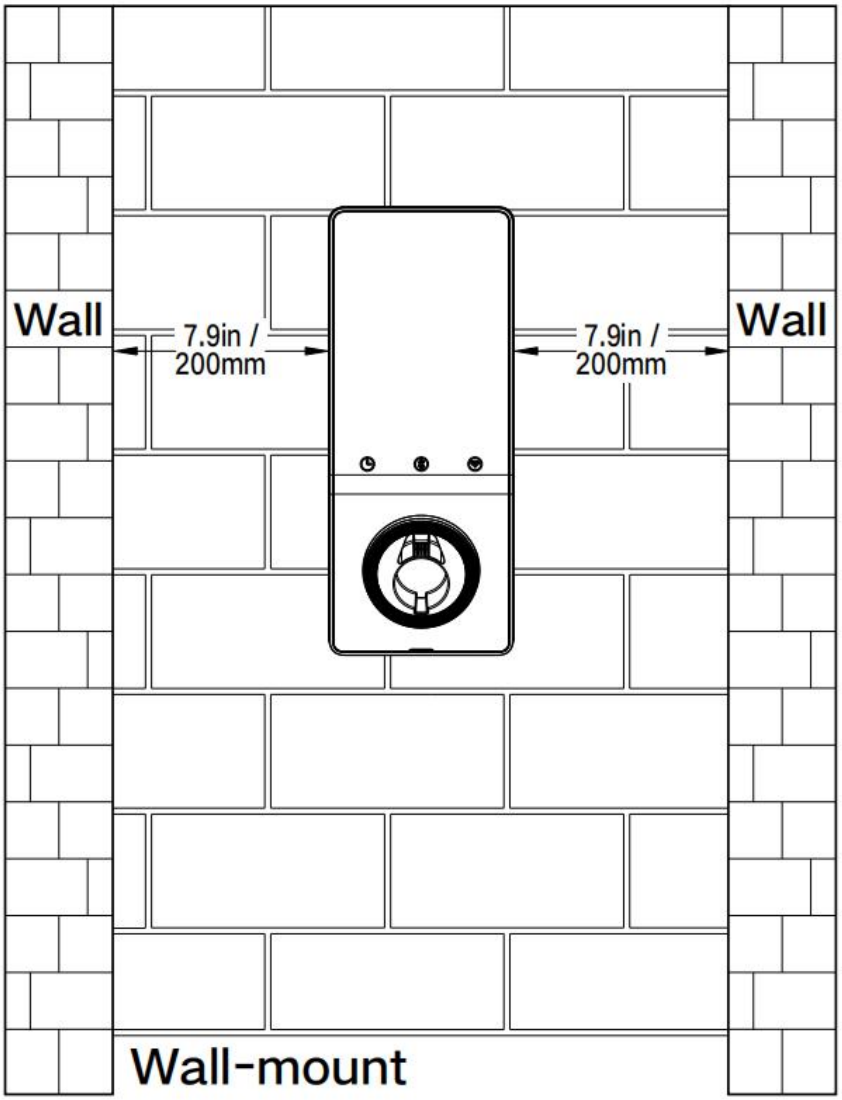


Figure 4-1 Wall mounting maintenance

4.2 Installation procedure

4.2.1 Unpacking inspection

Upon unpacking, inspect the following:

- Verify the packing list quantity matches the actual quantity of equipment.
- Check the equipment nameplate for accurate information.
- Ensure all accompanying documents are present.
- Confirm all accessories are included.
- Inspect the equipment for any signs of damage, such as dents, bumps, or stains.

4.2.2 Before installing the EVSE

Before installing your EVSE, be sure to obtain any required permits and/or approvals in accordance with applicable codes, regulations, and ordinances for electrical installations.

(1) Preparation

Before getting started, carefully remove the EVSE from the packaging, check the product nameplate to identify the model of your EVSE.

(2) Location

- For the placement of your EVSE, consider your regular parking spot, the location of your car's charge port, and the length of the charging cable.
- For secure mounting, it is important to install your EVSE on a vertical wall stud or a solid wall.

Note: Ensure that there is enough slack in the charging cable to avoid applying tension to the cable or its connections.

1) For a grounded, cord connected product:

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

2) For a permanently connected product:

GROUNDING INSTRUCTIONS

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.

(3) NEMA outlet installation

When installing a NEMA 14-50 outlet, be sure the ground pin is facing down as shown in Figure 4-2. If you already have a NEMA outlet, ensure that:

- It complies with local electrical codes
- It has a designated circuit breaker and electrical wiring that are dimensioned appropriately

Note: Switch off the circuit breaker of the electrical outlet before installing your EVSE.

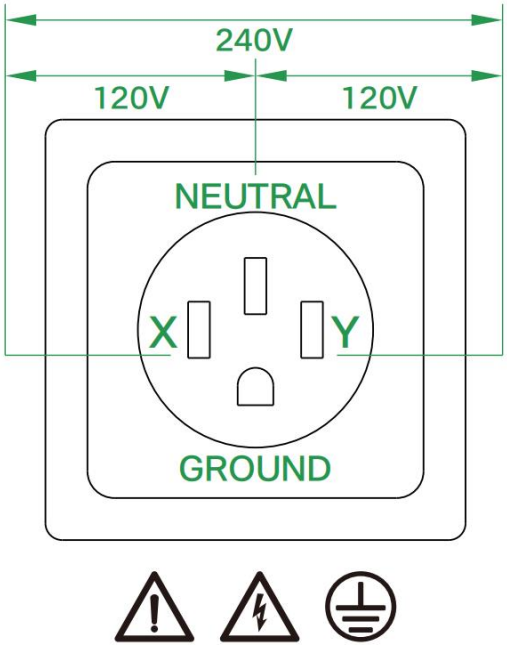


Figure 4-2 14-50R 240V/50A “RV” outlet

(4) Important recommendations

- Keep in mind that the power supply cable length is limited to 23.6in (60cm).
- Ensure the electrical panel supports a 240V dedicated circuit with a new, dedicated two-pole circuit breaker.

To reduce the risk of fire, connect only to a circuit with a branch circuit over-current protection of 50A in accordance with ANSI/NFPA 70, National Electrical Code (Canada).

4.2.3 Installation

4.2.3.1 Installation of the NEMA plug-in EVSE

The general assembly drawing of the NEMA plug-in EVSE is shown in Figure 4-3.

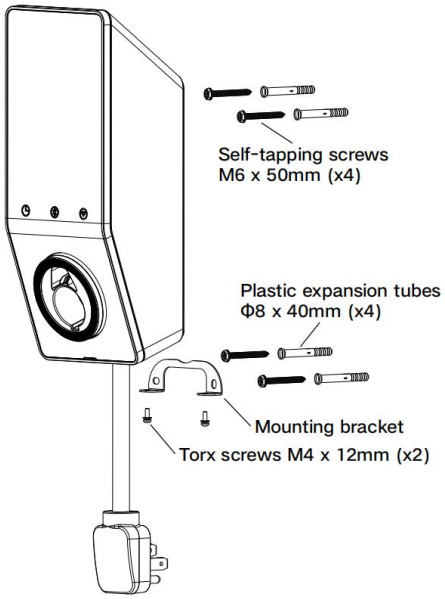


Figure 4-3 General assembly drawing of the NEMA plug-in EVSE

(1) Confirm the installation position of the EVSE. The recommended height from the bottom of the EVSE to the ground is 21.6in – 45.2in (0.55m – 1.15m). Users may also determine the installation height based on actual installation scenarios as shown in Figure 4-4.

Note: After EVSE installation, make sure the plug can be inserted into the NEMA outlet.

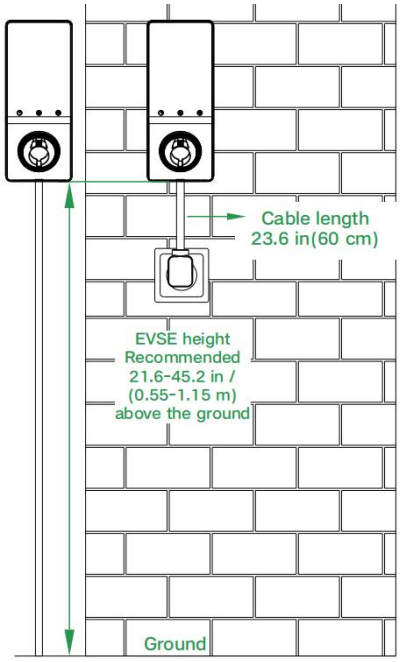


Figure 4-4 Confirm installation position

(2) Place cardboard on the selected position then mark four holes on the cardboard using a marking pen as shown in Figure 4-5.

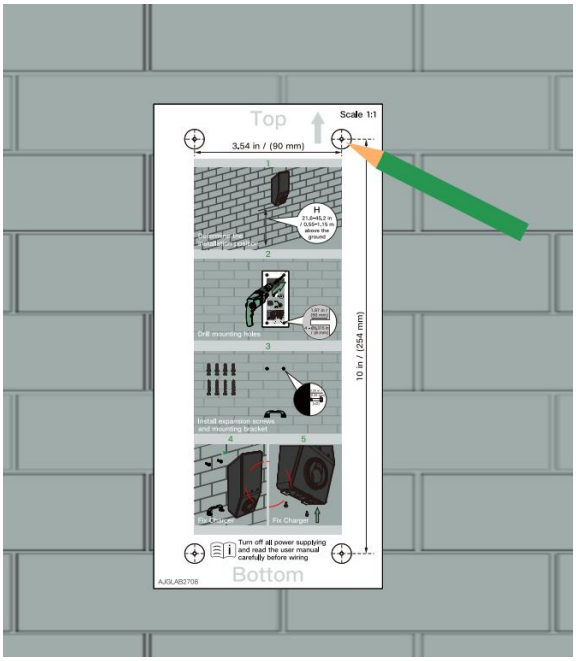


Figure 4-5 Mark the installation holes

Note: For the EVSE with rear cable entry, mark the positions of the mounting holes as well as the location of the rear cable entry hole. The rear cable entry hole is positioned at the pre-cut circular hole on the positioning cardboard. Peel off the pre-cut paper piece to trace the circular hole and mark the rear cable entry opening accordingly as shown in Figure 4-6.

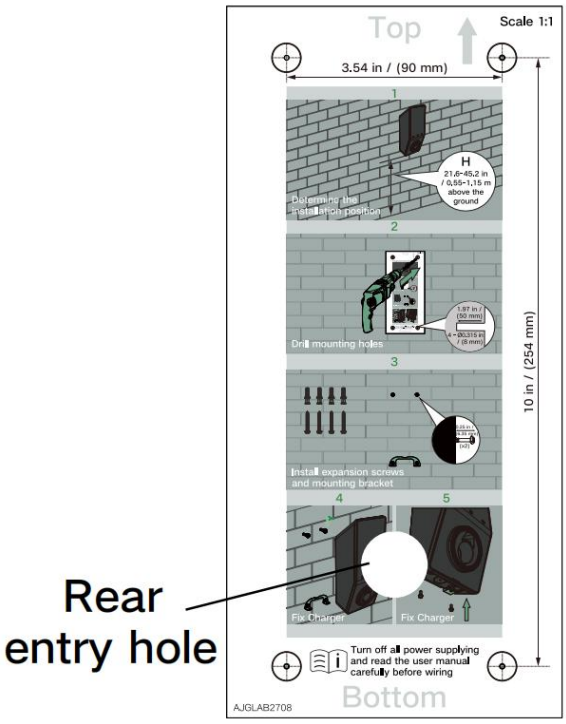


Figure 4-6 Mark the rear entry hole

(3) Drill 4 holes with a diameter of 0.3in (8mm) and a depth of 2in (50mm) on the wall using an impact drill, install Φ0.3 x 1.6in (Φ8 x 40mm) expansion tubes in 4 holes. as shown in Figure 4-7.

(4) Insert the self-tapping screws into the top two expansion tubes. Ensure the flange end of the top two self-tapping screws is approximately 0.25in (6.35mm) away from the wall. Secure the mounting bracket to the wall using two self-tapping screws through the two lower screw holes as shown in Figure 4-8.

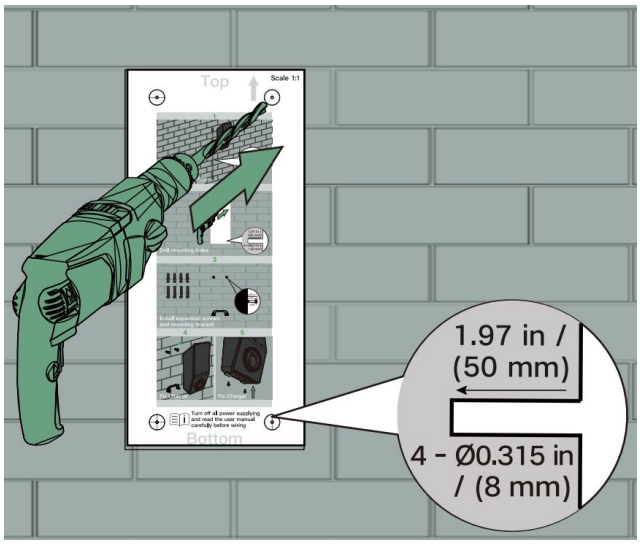


Figure 4-7 Drill the installation holes

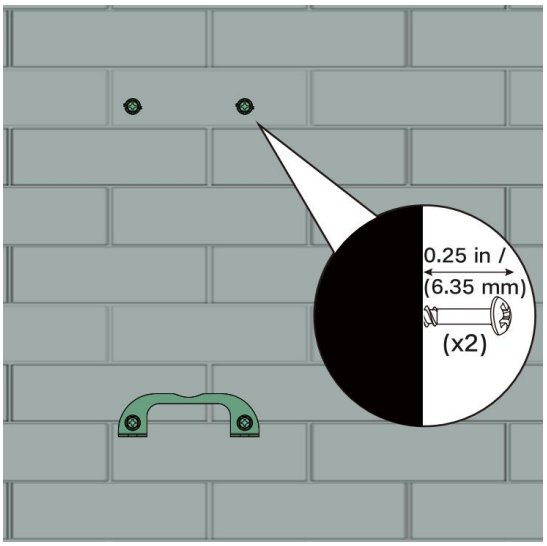


Figure 4-8 Install mounting bracket

(5) Hang the EVSE on the top two extended screws. as shown in Figure 4-9.

(6) Secure the EVSE to the mounting bracket using two M4 Torx screws. The recommended torque for the screws is 2.0 N·m.

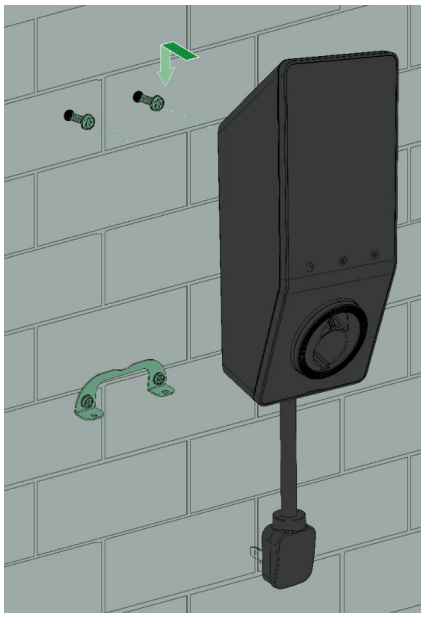


Figure 4-9 Hang the EVSE

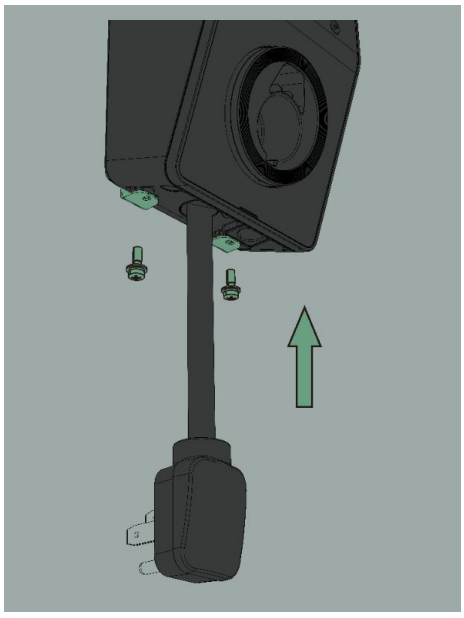


Figure 4-10 Fix the EVSE

(7) Insert the plug into the NEMA outlet to complete the installation as shown in Figure 4-11.

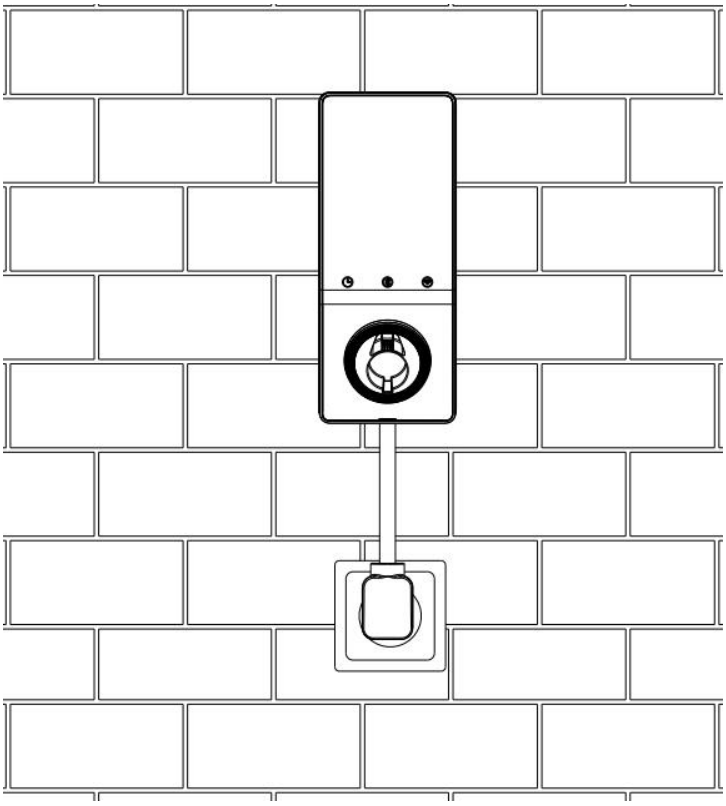


Figure 4-11 Complete the installation

4.2.3.2 Installation of the Hardwired EVSE

The general assembly drawing of the NEMA plug-in EVSE is shown in Figure 4-12.

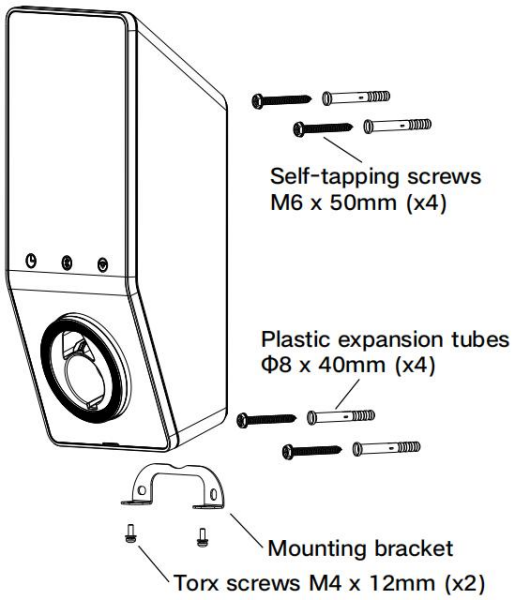


Figure 4-12 General assembly drawing of the Hardwired EVSE

For the first four steps of hardwired EVSE installation, refer to section 4.2.3.1 Installation of the NEMA plug-in EVSE.

Note: The EVSE with cable entry supports both rear entry and bottom entry. Before installation, determine the direction of cable entry, as the installation steps differ for the two entry methods; before installation and wiring, carefully read the instructions on the laser etching and labels on the front cover.

EVSE Rear Entry Wiring:

(1) Insert a prying tool into the bottom of the face cover to lift it from the base, then remove the clips around the cover. Remove the entire cover in a vertical position with the EVSE as shown in Figures 4-13 and 4-14.

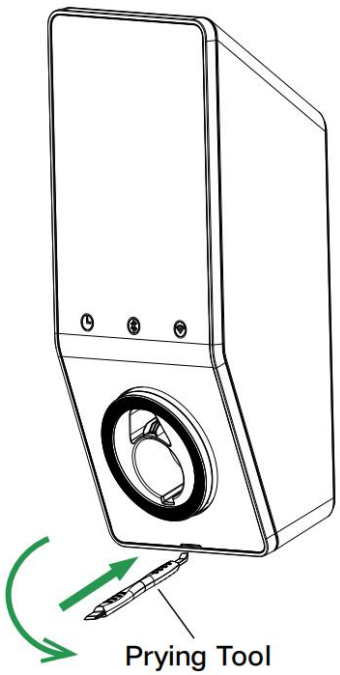


Figure 4-13 Use prying tool

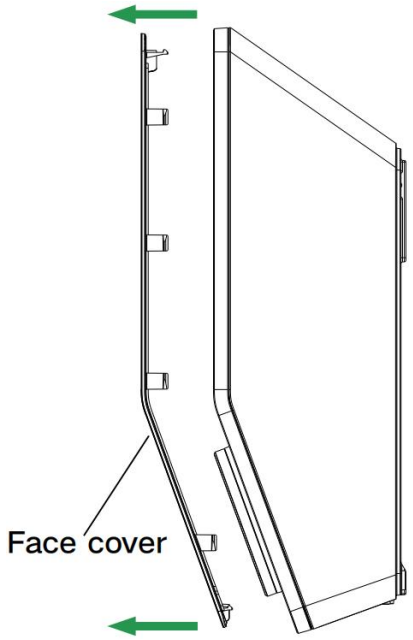


Figure 4-14 Remove the face cover

(2) Loosen three captive screws on the access cover (these are anti-loosening screws; only loosen them, do not remove them from the cover). Flip the access cover upwards to the top, where it can be secured in place as shown in Figures 4-15 and 4-16.

Note: During operation, be cautious to avoid injury from the access cover falling.

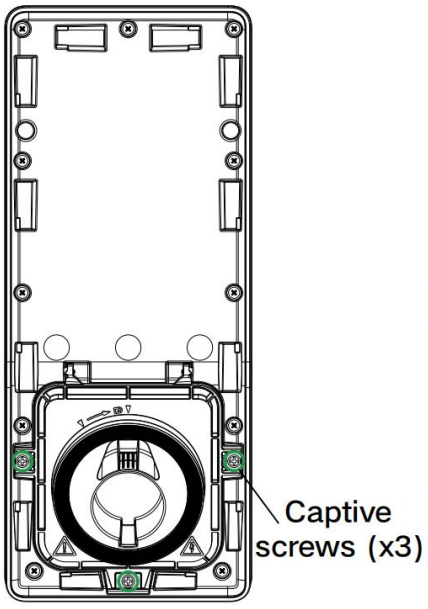


Figure 4-15 Remove the captive screws

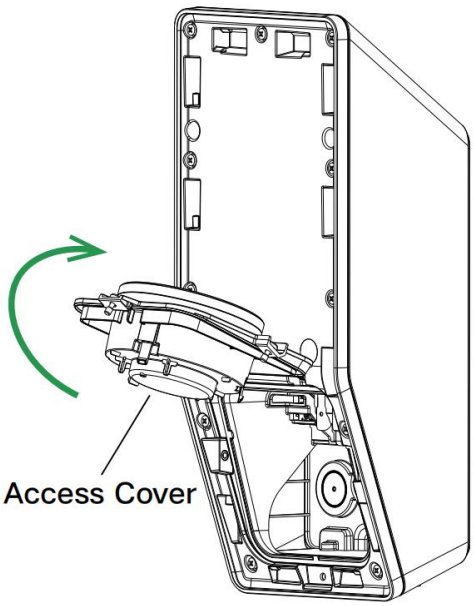


Figure 4-16 Flip the access cover upwards

(3) Remove the pre-installed plug from the rear power cable hole, replace it with a 3/4 inch hose fitting, and secure it firmly. Install the power cable as shown in Figure 4-17 and 4-18.
Note: Since the conduit fitting is not included in the package, you need to prepare it before installation.

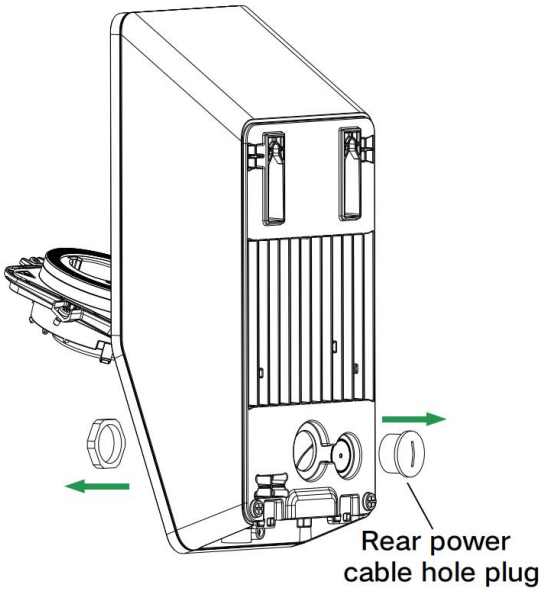


Figure 4-17 Remove the rear hole plug

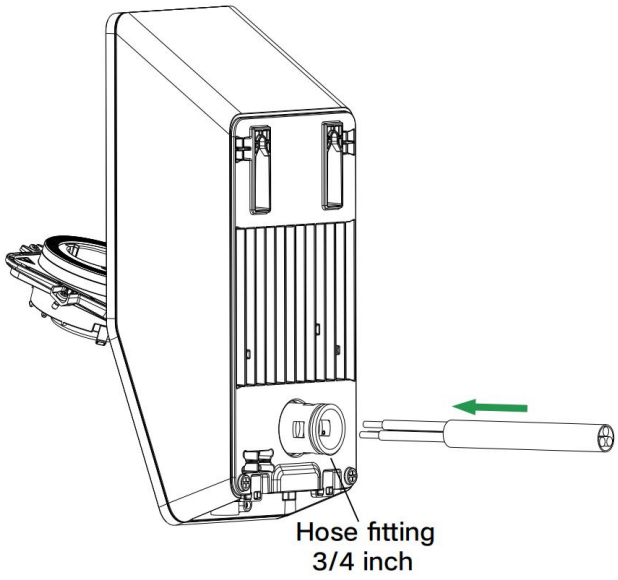


Figure 4-18 Install hose fitting (3/4 in)

(4) Hang the EVSE on the top two extended screws. Secure the EVSE to the mounting bracket using two M4 Torx screws. The recommended torque for the screws is 2.0 N·m as shown in Figures 4-9 and 4-10.

(5) Connect the power cable to the power terminal on the mainboard through the front wiring window. The power terminal is a quick-connect type. After stripping the power cable as required, lift the terminal clamp button, insert the power cable into the terminal, and then press down the clamp button to secure the wire as shown in Figures 4-19 and 4-20.

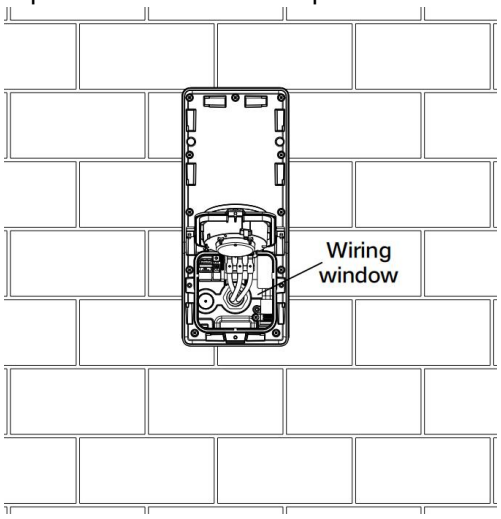


Figure 4-19 Wiring

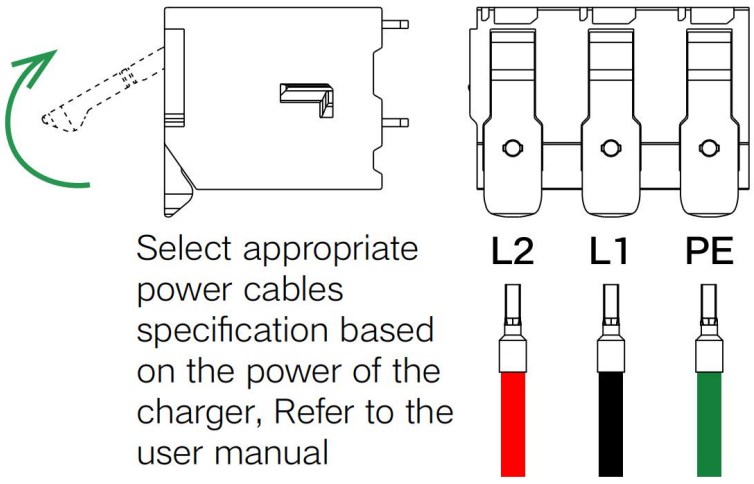


Figure 4-20 Wiring terminal

Note: If the power cable uses solid core wire, it can be directly connected to the terminal after stripping, the stripping length for the solid wire must be 0.71~0.79in (18-20mm). If the power cable uses stranded wire, a suitable pin-type terminal must be crimped onto the wire end before connecting it to the power terminal, the length of the selected pin-type terminal must also be 0.71~0.79in (18-20mm), pin-type terminals need to be crimped using a professional tool to ensure reliable crimping.

Refer to the table below to select the appropriate electrical wires based on different powers.

Cable name	Model	Remarks
Inlet power cable	• 9.6kW: 2 x 6AWG+8AWG (PE) 90℃ copper wire • 11.5kW: 2 x 4AWG+8AWG (PE) 90℃ copper wire	• Stranded copper cables are highly recommended for this application. • If stranded cable is used, it is necessary to crimp the terminals. • Pin-type Terminal Recommendation: 4AWG-KST E25-18 or equivalent model 6AWG-KST E16-18 or equivalent model 8AWG-KST E10-18 or equivalent model • If solid wire is used, there is no need to crimp the terminals. Wire selection is at the discretion of the user.

(6) Check if the waterproof strip for the wiring compartment is installed evenly, then flip down the access cover and fasten three M4 screws. The recommended torque for the screws is 1.5 N·m as shown in Figures 4-21 and 4-22.

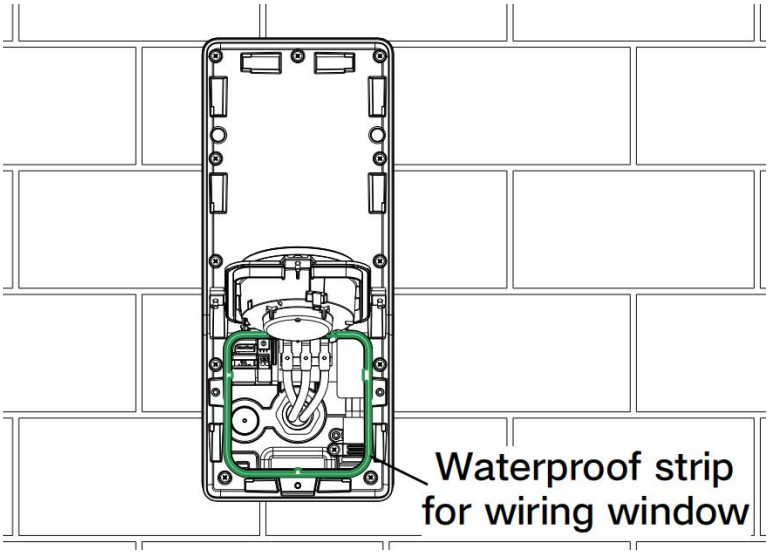


Figure 4-21 Check the waterproof strip

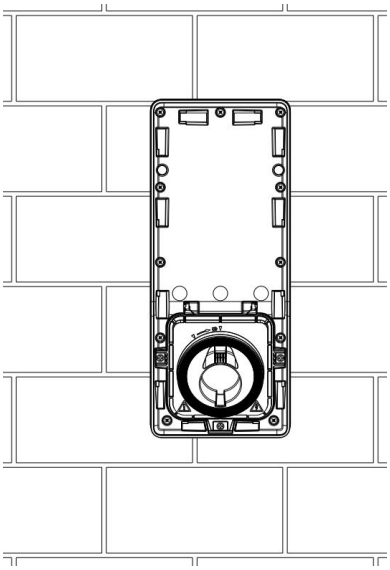


Figure 4-22 Fix the access cover

(7) Install the face cover in a vertical position with the EVSE and fasten the clips around as shown in Figure 4-23.

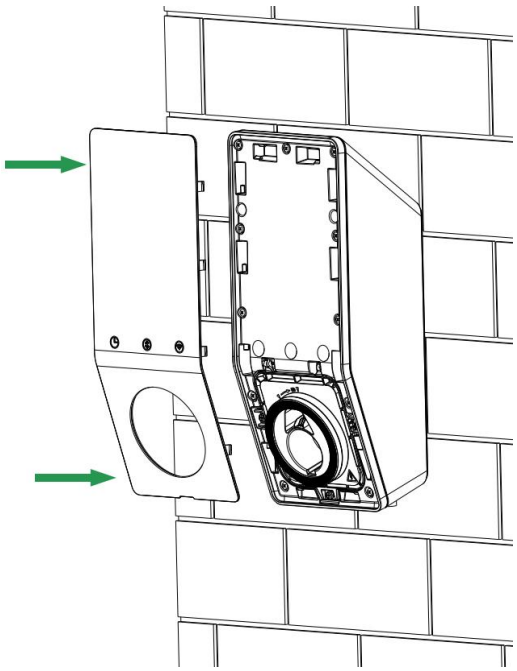


Figure 4-23 Reinstall the face cover

(8) Insert the charging connector into the connector holder to complete the installation as shown in Figure 4-24.

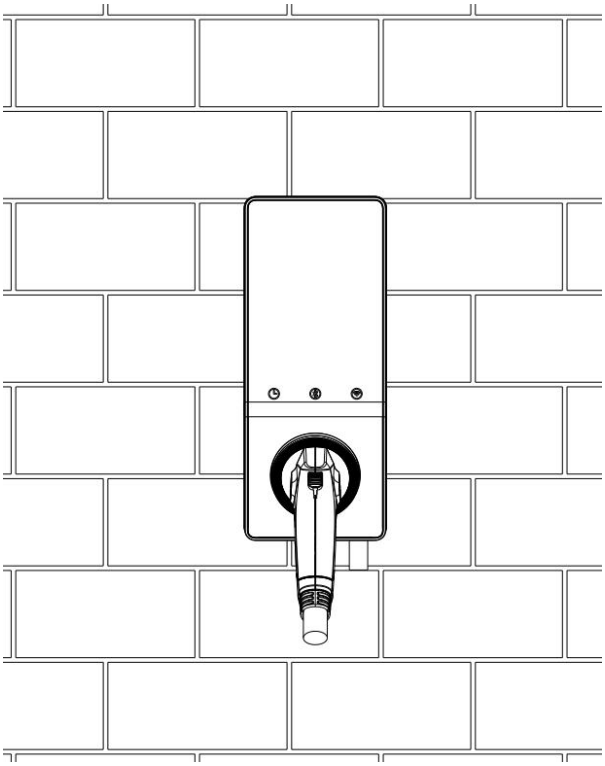


Figure 4-24 Complete the installation

4.2.3.3 EVSE bottom entry wiring

(1) Remove the face cover by using a prying tool and flip the access cover upwards to the top, where it can be secured in place as shown in the Figure 4-13, 4-14, 4-15 and 4-16.

(2) Use a hole saw to create an opening in the center of the bottom of the EVSE. The diameter of the opening should be Φ1.09 in (27.8 mm) as shown in Figures 4-25 and 4-26.

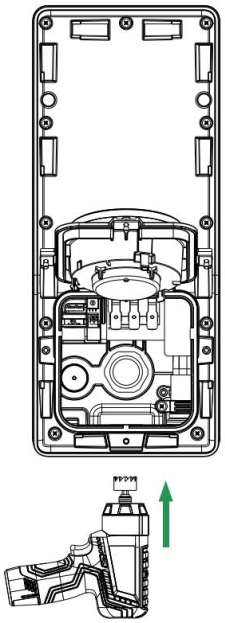


Figure 4-25 Bottom drilling

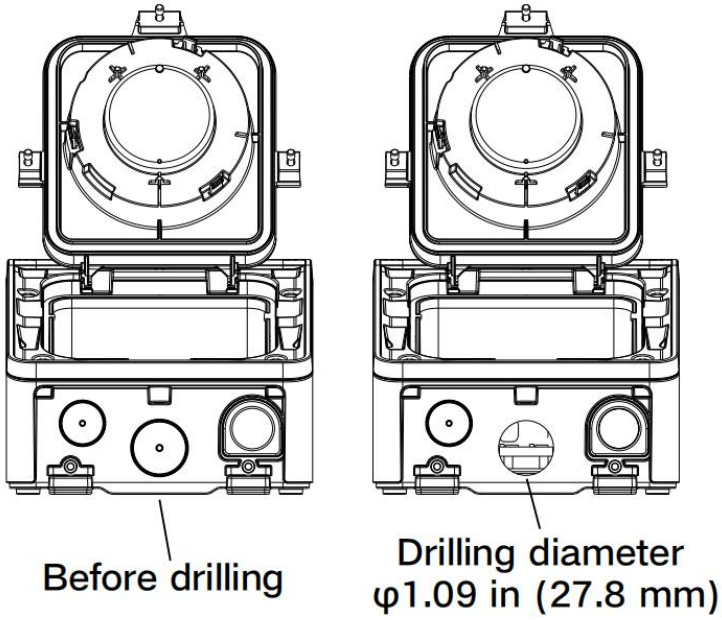


Figure 4-26 Drilling diameter Φ1.09 in (27.8 mm)

(3) Install a 3/4-inch hose fitting at the bottom opening and secure it firmly as shown in Figure 4-27.

Note: Since the conduit fitting is not included in the package, you need to prepare it before installation.

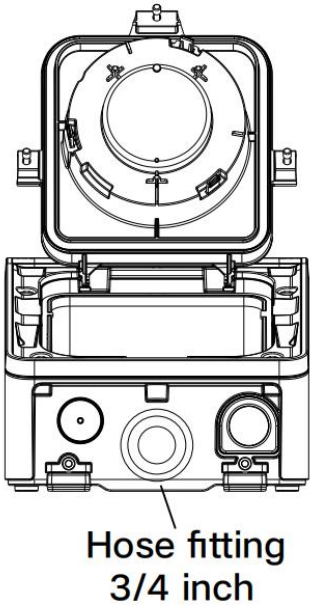


Figure 4-27 Install hose fitting (3/4 in)

(4) Pass the power cable from the bottom through the hose fitting into the wiring window as shown in Figures 4-28 and 4-29.

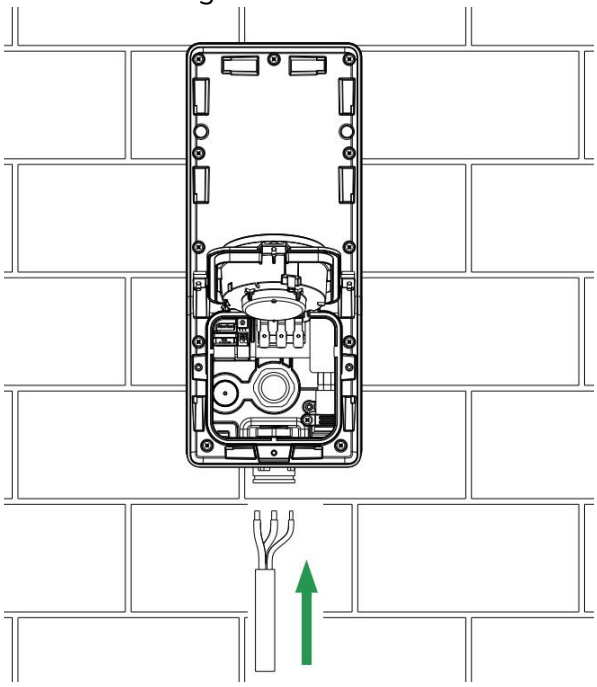


Figure 4-28 Install power cable

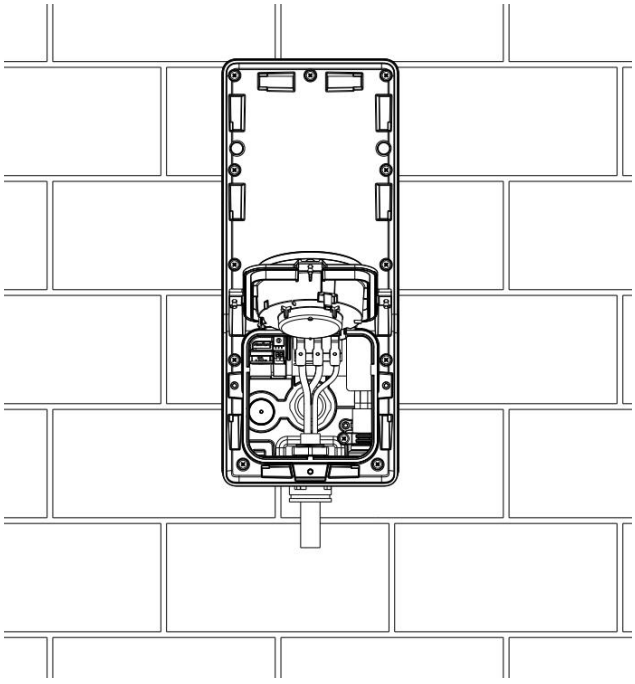


Figure 4-29 Wiring

(5) For subsequent installation steps, follow the instructions provided earlier for the rear-entry wiring. The completed installation is shown in Figure 4-30.

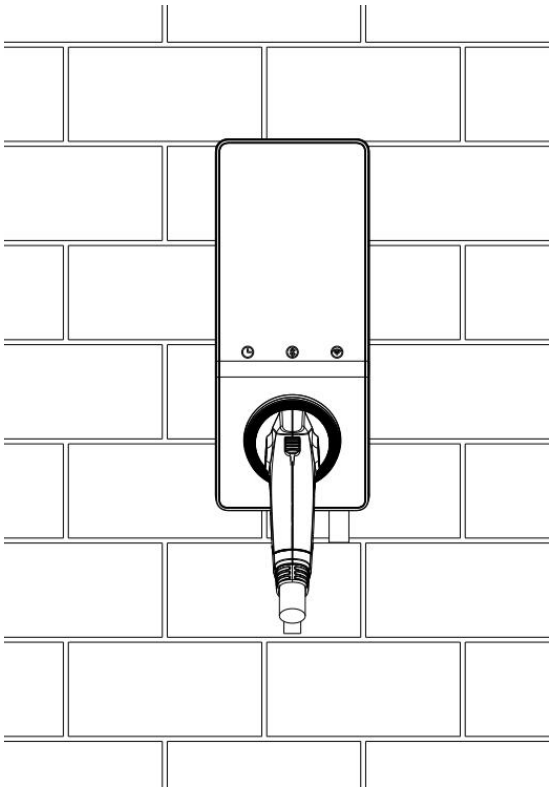


Figure 4-30 Complete the installation



- The power supply must be installed per NEC or local AHJ requirements by a certified electrician. Please read the technical manual carefully before wiring.
- Before attaching the EVSEs, pull on each wire to double check that it is connected properly.
- It is recommended to follow the existing color codes used in the installation. Depending on national standards, the colors of the cables can vary from the illustrations. The illustrations in this manual follow the UL-2594 standard.
- Before power-on, make sure the wires are properly connected and tightened.

  Caution: If supply power is not providing the expected power, there may be a wiring problem beyond typical troubleshooting. Consult a professional electrician for troubleshooting help.

4.3 Check after installation

4.3.1 Clean up

- Dispose of all shipping and packaging materials in accordance with local regulations.
- Clean the charging station and surrounding debris, such as small cables, straps, screws, etc. Do not leave installation tools on site or in the charting station (record the type and quantity of tools to prevent omission).
- Wipe insulation with an anti-static cloth. Do not use any corrosive solvents.

4.3.2 Inspection

- Verify that the base is secure and properly sealed.
- Ensure all internal components of the device are securely fastened.
- Check if the protection level of the device meets the requirements, especially the cable inlet at the bottom of the EVSE.
- Inspect the overall appearance, markings, completeness, and cleanliness of the EVSE.

5 LED indicator status

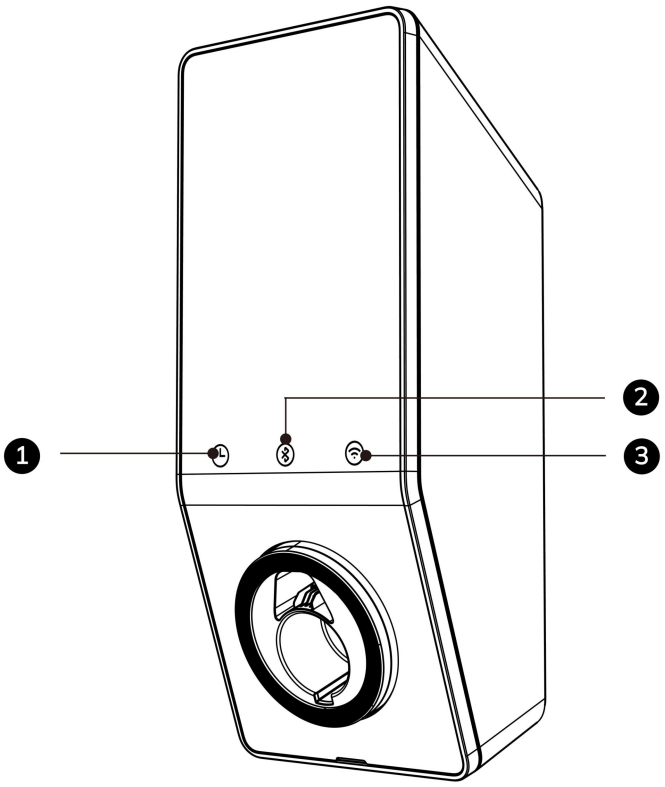
The EVSE panel is equipped with a LED ring light which indicates different meaning when showing different colors.

Lighting effects	Status	Meaning
	Green flashing 1 time per 1s	EVSE ready
	Green steady on	Charging connector inserted
	Green breathing	Charging
	Green flashing 2 times per 1s	RFID card detected
	Green flashing 4 times per 1s	Card authentication mode for whitelist binding.
	Blue steady on	EVSE in standby
	Red steady on	CP fault or other fault
	Red flashing twice in cycles	Grounding fault
	Red flashing 3 times in cycles	Under-voltage fault
	Red flashing 4 times in cycles	Over-voltage fault
	Red flashing 5 times in cycles	Relay adhesion fault
	Red flashing 6 times in cycles	Over-temperature fault
	Red flashing 7 times in cycles	Leakage fault
	Red flashing 10 times in cycles	Over-current fault
	Red flashing 11 times in cycles	Meter fault
	Red flashing 12 times in cycles	Card reader fault

Table 5-1 LED indicator status

Note: If the indicator is red, contact the customer service center for assistance.

The EVSE panel is also equipped with three LED icons as shown in the figure below.



No.	Status	Meaning
1	On	Charging scheduled or charging activated
	Off	No charging schedule
2	On	Bluetooth connected
	Off	Bluetooth disconnected
3	On	EVSE connected to the backend
	Off	EVSE disconnected to the backend

Table 5-2 LED icons

6 Using instructions

6.1 Prerequisites

Before starting, make sure you have the following ready:

- Make sure you know all the safety instructions in Chapter 2.
- Make sure the EVSE is working properly.
- Make sure your EV is in good condition and can be charged.
- Make sure the EVSE is installed properly.
- Park your EV in the designated area and make sure the charging cable is long enough.

6.2 Charging process

You can choose one of the following methods to authenticate or stop charging.

(1) Plug in and charge

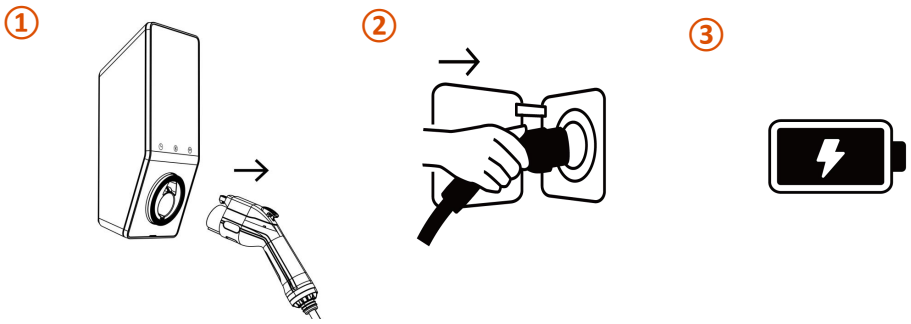
(2) RFID card

(3) Designated APP

6.2.1 Plug in and charge

Please confirm that this mode has been activated prior to delivery or activated via the APP.

- **Start charging**

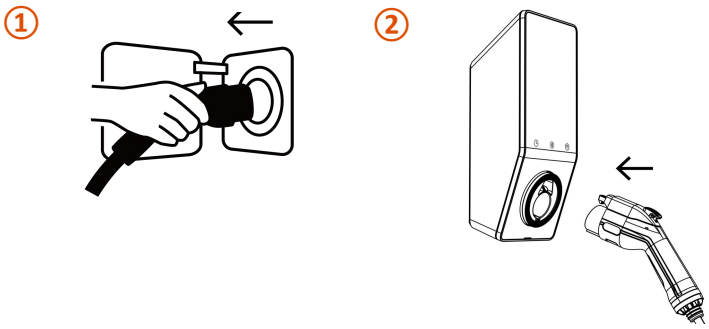


(1) Pull out the charging connector from the EVSE.

(2) Connect the charging connector to the EV. The charging connector is correctly connected once the LED indicator on the EVSE is green steady on.

(3) The EVSE will start charging when the indicator is green breathing.

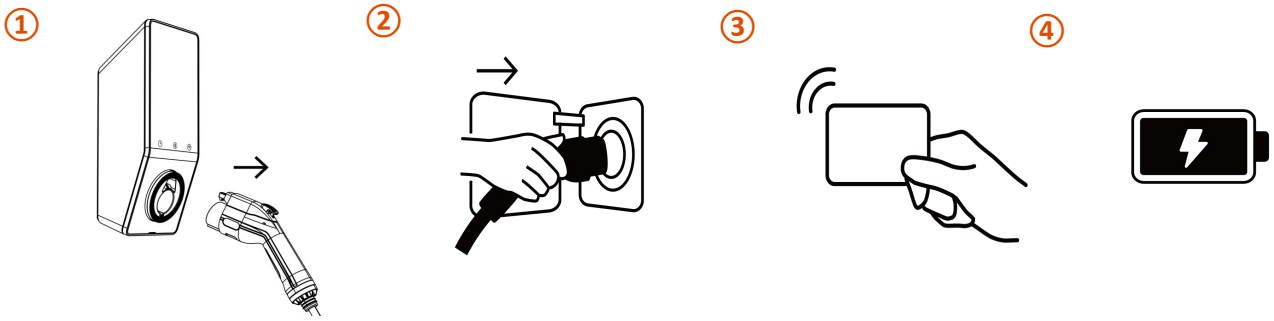
- **Stop charging**



(1) Disconnect the charging connector from the EV.
(2) Wrap the charging cable around the enclosure and return the charging connector to the holder.

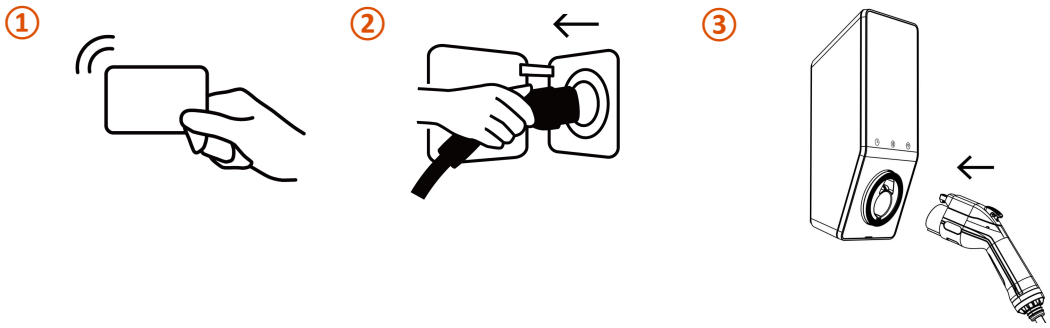
6.2.2 Charging with RFID card

- **Start charging**



(1) Pull out the charging connector from the EVSE.
(2) Connect the charging connector to the EV. The charging connector is correctly connected once the LED indicator on the EVSE is green steady on.
(3) Authorize the charging by swiping RFID card.
(4) The EVSE will start charging when the indicator is green breathing.

- **Stop charging**



(1) Place the RFID card before RFID reader until the LED indicator is green steady on.
(2) Disconnect the charging connector from the EV.
(3) Wrap the charging cable around the enclosure and return the charging connector to the holder.

6.2.3 Charging with designated APP

6.2.3.1 Download the Starcharge Home App

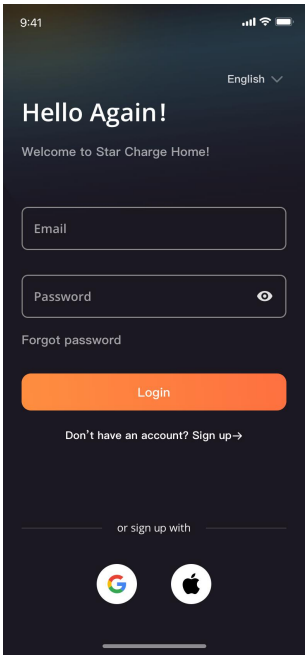
(1) Open the App Store or Google Play, search for “Starcharge Home” and tap to download.

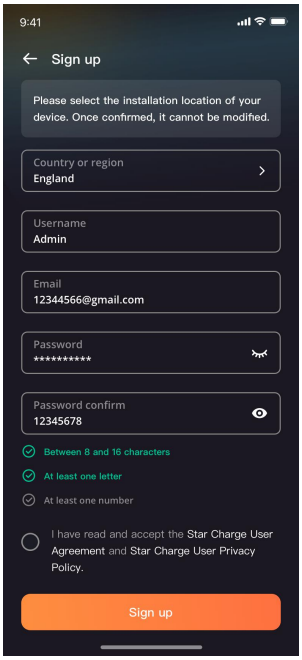
(2) You may also scan the QR code below to download the App directly.

App Store

Google Play

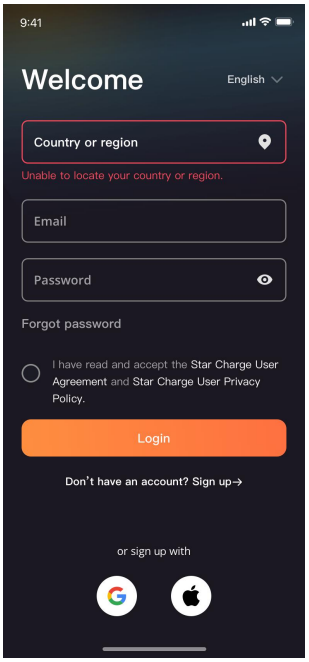
6.2.3.2 Login/ Sign up/ Reset Password

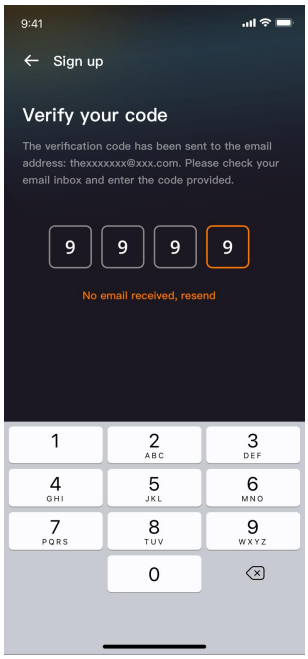




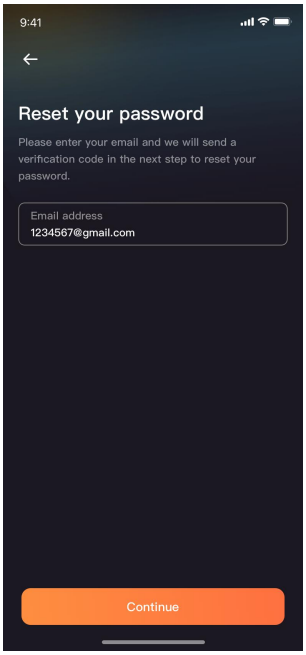
Our app supports logging in using your email address and password. Alternatively, you can sign up using your Google or Apple accounts.

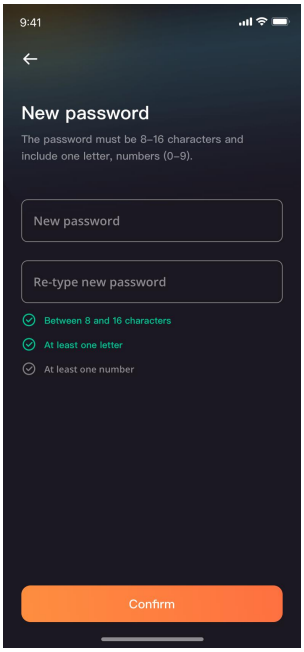
You can select your preferred language in the language settings, ensuring a seamless and localized user experience.





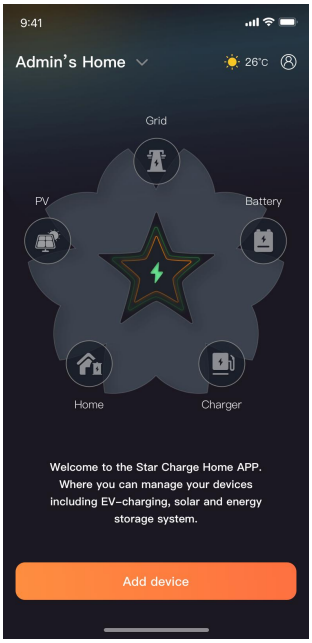
When signing up, you'll receive a verification code in your email inbox. After entering the correct code, you can proceed to sign in.

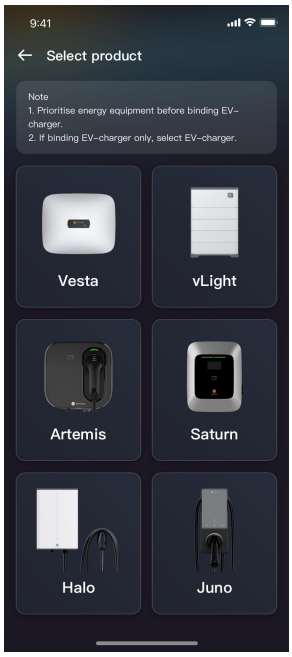


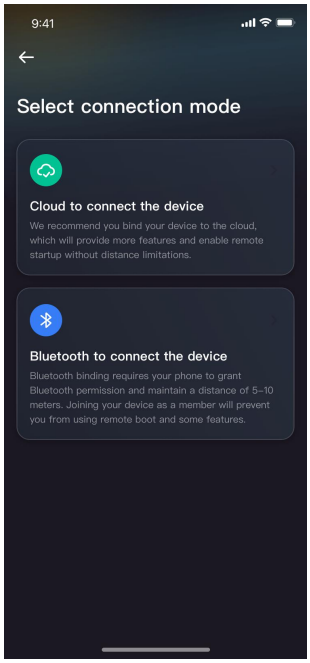


If you forget your password, you can reset it by entering your email address and OTP code to set up a new password.

6.2.3.3 Add Device

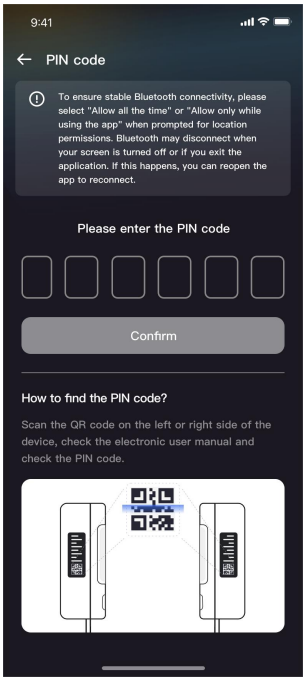
<table>
<tr>
<td>

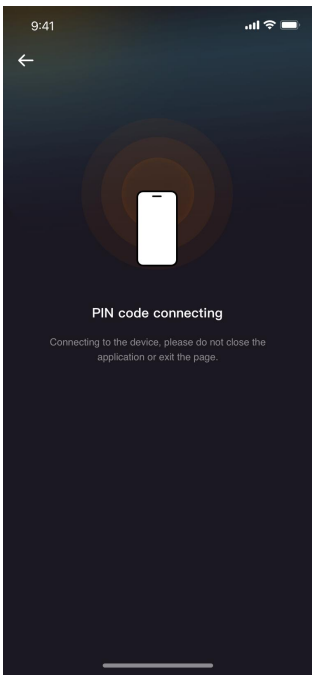

</td>
<td>Select “Add Device”, choose “Juno” from the device list, and bind the charger via Bluetooth or network.</td>
</tr>
<tr>
<td>


</td>
<td>If the QR code cannot be recognized, you may enter the Charger ID manually.

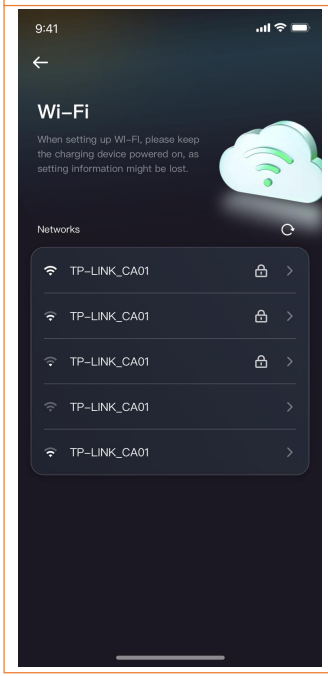
Cloud mode:
Cloud mode enables users to start and stop charging sessions remotely.

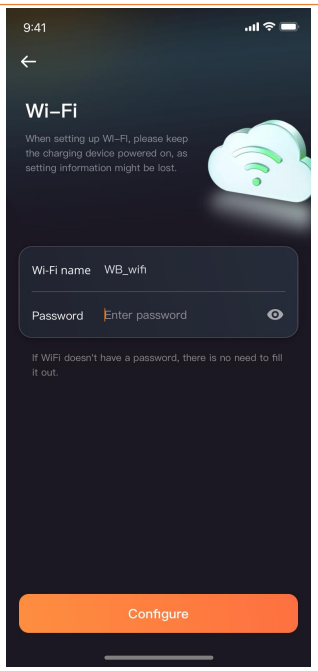
Bluetooth mode:
This mode requires granting Bluetooth permissions on your phone and keeping your phone within 5 meters of the charger.</td>
</tr>
</table>





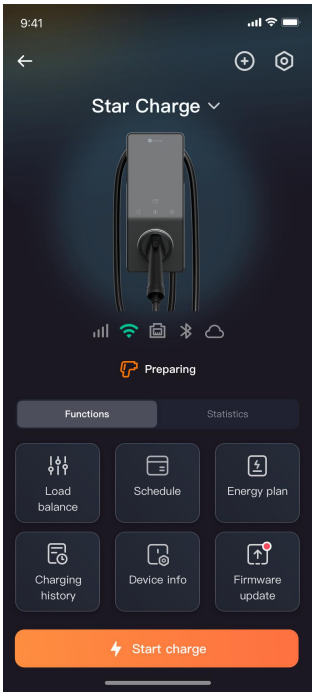
Bluetooth mode: Turn on your phone's Bluetooth, scan the QR code or manually enter the device code, then enter the PIN to complete the device binding.





Cloud mode: You need to complete the Wi-Fi configuration first. If the device has already been configured with Wi-Fi, you can proceed with the binding directly.

6.2.3.4 Charger's functions



After adding a charger, you can manage it using the following features:

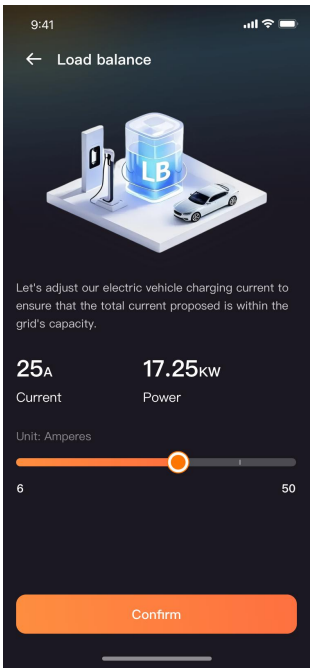
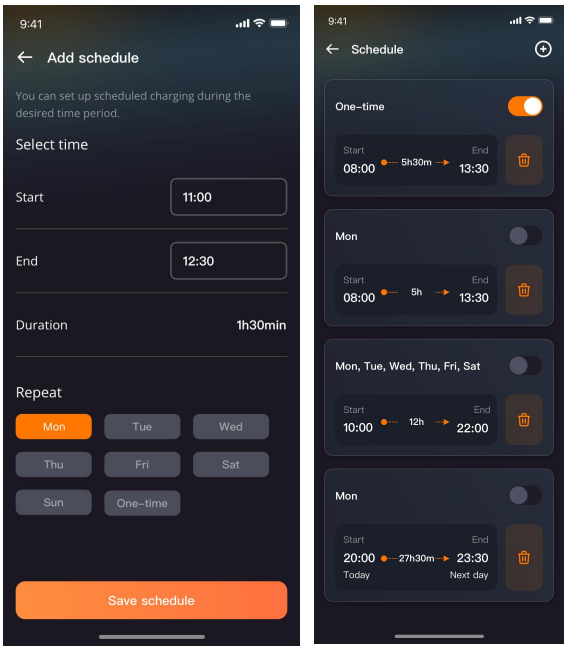
- Start charging/Stop charging
- Load Balance
- Schedule
- Energy Plan
- Charging History
- Device Info
- Firmware Update

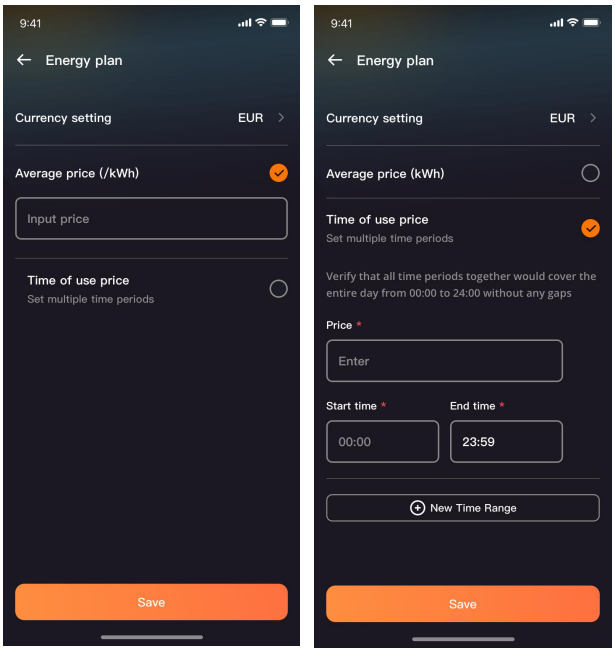
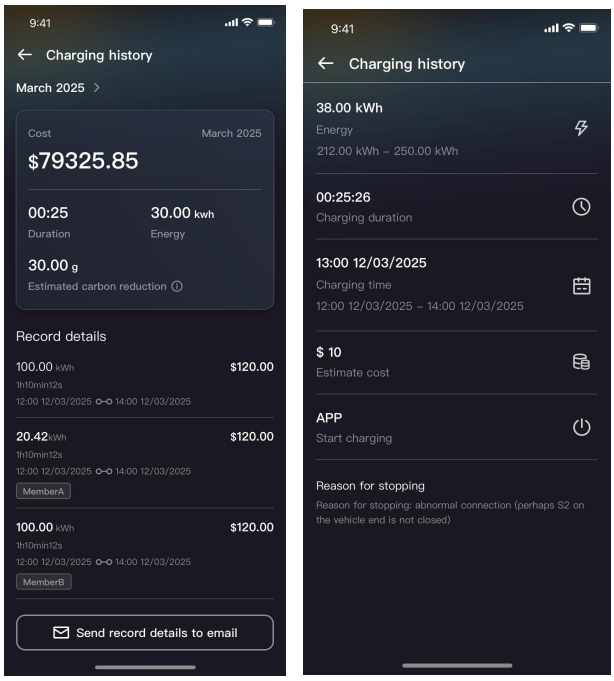


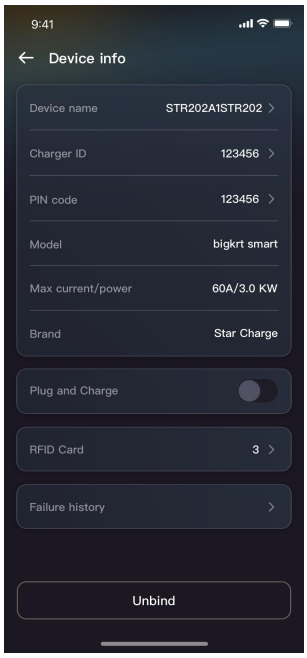
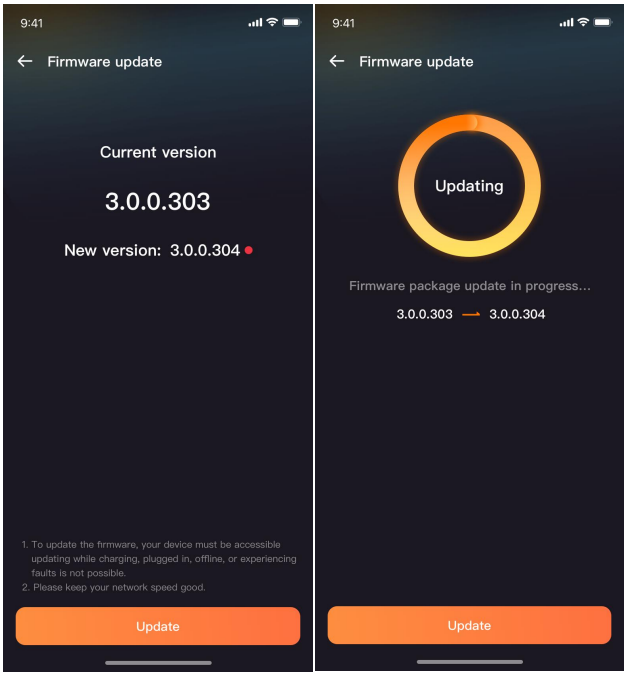
After plugging in the connector, tap the “Start Charging” button to begin.

During the charging process, you can monitor various information, including the device name, energy consumption, charging duration, real-time power, charging cost, current, and voltage.

You can conveniently end a charging session remotely by dragging the icon to the specified location on the interface.

	The Load Balancing feature allows you to set the maximum output power of the charger to ensure it does not exceed the household's total power capacity.
	The Schedule function allows users to set specific charging times. This is particularly useful for taking advantage of off-peak electricity rates or ensuring the vehicle is fully charged by a certain time, such as the morning before commuting. You can program the charger to start and stop charging at predetermined times, aligning the charging process with your personal schedule or when it is most cost-effective.

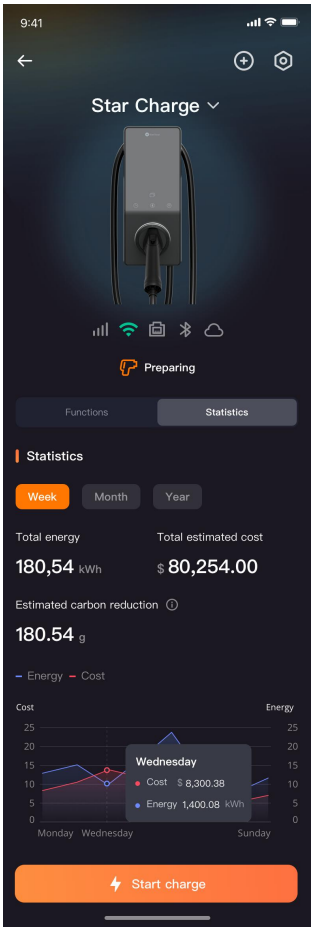
	Our app offers various pricing options, including average price (per kWh) and time-of-use pricing. This feature helps you calculate your electricity costs, ensuring you stay within budget while meeting your energy needs.
	You have access to a comprehensive charging history, categorized by the selected time range. Review total energy consumption, charging duration, charging dates, overall charging costs, State of Charge (SOC) changes, as well as the start and end times of each charging session. Detailed charging records for this month are available for viewing and downloading.

<table>
<tr>
<td>
</td>
<td>The Device Info provides a comprehensive overview of your charger and allows you to manage key settings. It includes:
• Basic details: Device name, Charger ID, PIN, model, maximum current/power, and brand
• RFID Card Management: View the number of bound RFID cards and bind or delete existing RFID cards.
• Plug & Charge
• Restore Factory Settings
• Unbind the device</td>
</tr>
<tr>
<td>
</td>
<td>Keeping the charger’s firmware up to date helps ensure optimal performance and compatibility with various devices.

You can check the latest firmware version on this page and update to the most recent version if your current firmware is outdated. Depending on your device connection, firmware updates can be completed via Bluetooth or network.

If updating via Bluetooth, ensure a stable Bluetooth connection and stay close to the device during the update, otherwise the update may fail.</td>
</tr>
</table>

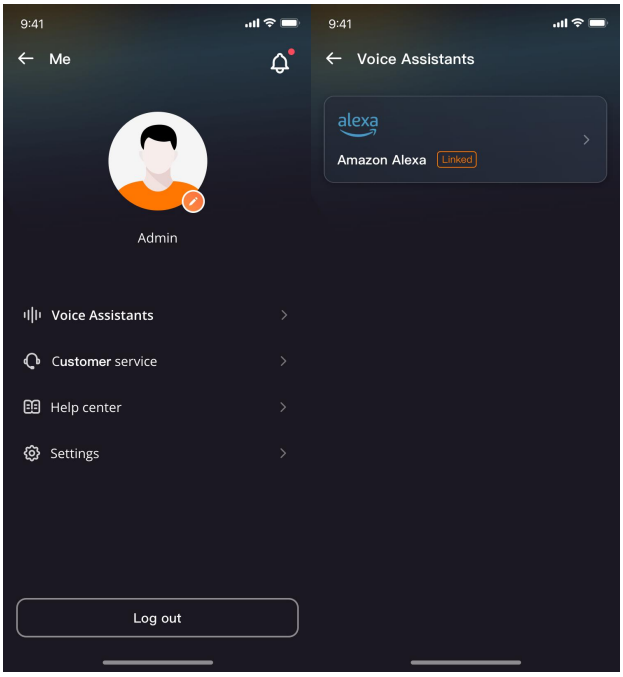
6.2.3.5 Charger's statistics



You have the ability to view detailed statistics for individual chargers, including total energy consumption (measured in kWh) and total cost, segmented by week, month, and year.

The display of energy usage and cost calculation records will be restricted to a maximum of 50 entries.

6.2.3.6 Voice assistant



If you have an Alexa voice assistant, you can control the charger via Alexa after completing the authorization.

7 Maintenance

7.1 Engineer qualifications

Installers/Maintenance engineers must receive safety training and pass a competency assessment before working on the EVSE. They are responsible for operating and maintaining the EVSE in accordance with safety and usage instructions. Additionally, engineers are responsible for:

- Safe operation of the charging station
- Enhancing the station's safety system
- Conducting regular safety inspections
- Monitoring and reporting the station's safety status

7.2 Preventive maintenance

The recommended maintenance schedule is provided in the table below. Local regulations may require adjustments to the maintenance cycle. In such cases, always comply with applicable laws.

Object	Maintenance cycle	Working hours	Remark
Appearance check	Yearly	5min/unit	
Internal check		10min/unit	
Functional check		15min/unit	
Cleaning		20min/unit	

Table 7-1 Preventive maintenance

7.2.1 Appearance check

The inspection items, frequency, and working hours listed below are for reference only. Overseas regions can adjust these based on local regulations and actual site conditions.

Requirements: Input power is off

Working hours: 5 min/site

Frequency: Yearly

Check Item	Content and specification	Method	Conclusion	Remark
Appearance check	The EVSE is intact and complete.	Visually	☐ Pass ☐ Fail	
	All components of the equipment are free from stains, scratches, deformations	Visually	☐ Pass ☐ Fail	
	Name plate and other symbols including safety warning signs are accurate, clear, and complete	Visually	☐ Pass ☐ Fail	
	The charging cable is complete without damage.	Visually	☐ Pass ☐ Fail	
	No water or dust in the charging connector.	Visually	☐ Pass ☐ Fail	
	The insulation cap of the charging connector is complete.	Visually	☐ Pass ☐ Fail	

Table 7-2 Appearance check

7.2.2 Internal check

Requirements: Input power is off
Working hours: 10min/unit
Frequency: Yearly

Check Item	Content and specification	Method	Conclusion	Remark
Internal check	L1 connections at the AC input and output terminal are tight.	Visually/ Manual	☐ Pass ☐ Fail	
	L2 connections at the AC input and output terminal are tight.		☐ Pass ☐ Fail	
	PE connections at the AC input and output terminal are tight.		☐ Pass ☐ Fail	

Table 7-3 Internal check

Note: If any screw or connection is found loose, a screwdriver must be used to tighten it.

7.2.3 Functional check

Requirements: The EVSE is on
Working hours: 15min/unit
Frequency: Yearly

Check Item	Content and specification	Method	Conclusion	Remark
Functional check	During standby, the LED indicator is functional with color.	Visually	☐ Pass ☐ Fail	
	Measure the voltage between L1/L2; L1/L2 and PE in the switch box.	Visually/ Measurement	☐ Pass ☐ Fail	
	During charging, the LED indicator is functional with color.	Visually	☐ Pass ☐ Fail	

Table 7-4 Functional check

7.2.4 Cleaning

Requirements: Input power is off

Working hours: 20min/unit

Frequency: Yearly

It is recommended that the housing of EVSE is regularly cleaned with a wet cloth. In addition, there should be no plants growing on or around the EVSE.

- Do not clean the product with a high-pressure water pipe.
- Do not clean the product with corrosive cleansers.
- Do not clean the inside of the product.

8 Troubleshooting

Issue	Possible reasons	Solution
The blue LED is not on	• No power supply	• Check the input power cable of the EVSE. • Contact customer service center.
Failure to start charging process	• The connector is not inserted correctly. • Failure to execute charging process correctly • The charging connector may be internally dirty, structurally damaged, or the cable may have exposed wiring • Incorrect operation of the APP	• Plug and unplug the charging connector again and confirm that the connector connection has succeeded. • Re-plug the charging connector to restart the charging process. • If damage or exposed wiring is found, immediately turn off the circuit breaker, stop using the equipment and contact the customer service center.
The vehicle is not fully charged, or the charging time increases	• The current decreases due to high temperature of vehicle or EVSE. • Insufficient power output from the upstream power supply equipment	Visually check whether the connectors are stained, worn or damaged.
The LED status becomes red	Fault	• Grounding fault (red flashing 2 times) • Under-voltage fault (red flashing 3 times) • Over-voltage fault (red flashing 4 times) • Relay adhesion fault (red flashing 5 times) • Over-temperature fault (red flashing 6 times) • Leakage fault (red flashing 7 times) • Over-current fault (red flashing 10 times) • Meter fault (red flashing 11 times) • Card reader fault (red flashing 12 times) • CP fault (steady red)

9 Warranty

The warranty period is defined in your warranty policy. If you have purchased an extended warranty, the warranty period is defined in your purchase agreement.
The warranty only covers the product and its parts delivered by StarCharge. The warranty does not cover consumable parts such as cables and connectors, any other materials, labor, accommodation, or travel costs.
Changes or modifications to the equipment, unless specifically agreed upon with StarCharge, will void the warranty.



- When you replace parts under warranty, keep the old parts until you know that StarCharge does not need them for inspection.
- Installation, operation, commissioning, and maintenance tasks should only be done by the people described in Chapter 1.2. If someone who is not authorized to do these tasks does them, the warranty may be void.

10 Compliance declaration

(1) Declaration of Conformity

This Electric Vehicle Supply Equipment (EVSE) is designed for the United States market and is declared to conform to key regulations and safety standards necessary for market entry in the U.S.

(2) Federal Communications Commission (FCC) Compliance

- This device complies with Part 15B of the FCC Rules.
- Operation is subject to the following two conditions:
  - This device may not cause harmful interference.
  - This device must accept any interference received, including interference that may cause undesired operation.

Important Note: This equipment generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. This equipment is suitable for use in commercial environments. Operation in residential areas may cause interference, in which case the user will be required to correct the interference at their own expense.

(3) Safety Standards Compliance

This product has undergone relevant testing demonstrating compliance with the following safety standards:

- CSA C22.2 No. 280-16 Second Edition
- CAN/CSA-C22.2 No. 281.1-12 First Edition
- CAN/CSA-C22.2 No. 281.2-12 First Edition
- CSA C22.2 No.0.8-19
- UL 2594 Second Edition
- UL 2231-1 Second Edition
- UL 2231-2 Second Edition
- UL 1998 Third Edition
- UL 991 Third Edition
- SAE J3400 (NACS): North American Charging Standard Coupler System
- SAE J1772: Electric Vehicle Conductive Charge Coupler Standard

(4) Critical Safety & Installation Warnings (User Notice)

To ensure personal and property safety and compliant operation, the following must be strictly followed:

- **Professional installation:** The EVSE must be installed by a qualified electrician licensed in the applicable jurisdiction, familiar with local electrical codes. Installation must fully comply with the National Electrical Code (NEC), all applicable state and local electrical regulations, and the installation instructions provided with this product.
- **Proper grounding:** It must be permanently connected to a power supply system with a properly functioning equipment grounding conductor (ground wire).
- **Installation location:** This equipment is designed for outdoor use. Do not install or use indoors or in any enclosed space not explicitly designated as permissible.
- **User responsibility**: The user is responsible for ensuring this equipment is installed and used in a manner that will not cause harmful interference to radio communications, other equipment or networks.

(5) Liability & Support

- Proper installation, operation, and maintenance of the product are the responsibility of the user (or property owner).
- The manufacturer is responsible only for defects in the material and workmanship of the product itself, within the scope of the product warranty terms.
- The manufacturer assumes no liability for any damage, injury, or compliance issues resulting from failure to follow this declaration, the installation instructions, or applicable electrical codes.
- For specific questions regarding electrical installation, consult the licensed electrician performing the installation or your local power utility.
- For questions regarding the product itself, contact the manufacturer's customer service.

Customer service

Preparation:

If you have any questions or problems, please contact the company responsible for performing the electrical installation.