**USER OPERATION MANUAL**

**THE INSTALLER MUST BE EVOLO TRAINED AND REGISTERED
TO ENABLE THIS PRODUCT TO BE COMMISIONED,
OTHERWISE THE WARRANTY IS INVALID**

**THIS MANUAL CONTAINS IMPORTANT INFORMATION MUST BE LEFT WITH THE PROPERTY
FOR THE BENEFIT OF THE HOME OWNER/OCCUPIER**

| Item Code | Description |
|-----------|-------------|
| EVC7001 | eDock 7.4kW EV Charge Point |
| EVC7007 | eVoom 7.4kW EV Charge Point |

# Contents

# USER MANUAL

## 1. Overview

| Description |
| --- |
| The eVolo AC charge point is designed to charge electric vehicles (hereinafter called "EV"s) at your property.<br><br>Your eVolo EV charge point is a connected product (as required by the Smart Regulations) and requires an internet connection.<br><br>The charge point operates via a smart phone APP which is available for multiple users to download and use.<br><br>**Intended Use**<br>The eVolo AC charge point is intended for charging EVs only.    It is suitable for both indoor and outdoor use.<br><br>This product must be installed commissioned by an eVolo approved installer.<br><br>The end user should register on the eVolo website by scanning the web QR code on the side of the charge point before being prompted to download the user APP. |

## 2. Safety Instructions

| Safety Instructions |
| --- |
| **CAUTION – Operation**<br>During the charge session the plug is locked into the charge point, do not disconnect the charging handle.    There is a risk of damage to the cradle of the charge point.<br><br>Stop charging before disconnecting the plug. |

**Safety Instructions**

**NOTE**

The images and illustrations depicted in this manual may differ slightly from the actual product.

- Read and follow all warnings and instructions before installing and operating the charger.
- Children should be supervised when around this equipment.
- Do not insert fingers or foreign objects into the electric vehicle connector.
- Do not use the equipment if any flexible power cord or EV cable is frayed, broken or otherwise damaged, or fails to operate.
- Do not operate the equipment outside its operating temperature range of -30 to 50 °C.
- Handle the equipment with care during transportation and installation.    The mounting base must be installed on a flat surface and not twisted; do not use excessive force to pull when connecting the charge point to the base; do not step on the equipment, to prevent damage to it or any components.
- For use with and for charging Electric Vehicles only.
- If using the eVolo/Autel Charge APP to control your charge points at a single site, all charge points must be the same make.

⚠ **WARNING**  This device is intended only for charging vehicles.

**CAUTION**  To avoid a risk of fire or electric shock, this product must be installed and connected to a permanent fixed installation.    Ventilation not required during charging.

**CAUTION**  The cable between the charge point and the EV should not be extended

**CAUTION**  Risk of electric shock. Do not remove cover or attempt to open the enclosure.    No user serviceable parts inside. Refer servicing to qualified service personnel.

⚡ **DANGER**

If you use the equipment in any other way than described in this manual or other related documents, possible death, injury and damage to property can occur.

For use with and for charging Electric Vehicles only.    Use the equipment only as intended.

⚠ **CAUTION**  Use of the EV charge point may affect the operation of or impair any medical or implantable electronic devices, such as an implantable cardiac pacemaker or an implantable cardiovascular defibrillator.

Before using the EV charge point, check with your electronic device manufacturer regarding the effects that charging an EV may have on such electronic devices.
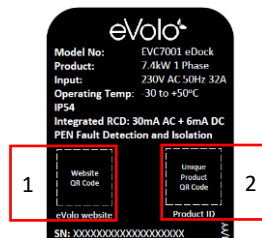
## 3. User Setup

**Step 1**

Scan the website QR code on the side of the charge point (marked 1 in the diagram) or visit www.evolo-uk.com to register your charger and activate your warranty

**Step 2**

After registering your charge point, follow the link on the eVolo website to download the Autel® Charge APP

**Step 3**

After downloading and opening the Autel® Charge APP, follow the instructions below to create an account, by selecting Register
1. Use a valid email address or mobile phone number
2. A verification code will be sent to the email address or mobile phone number used
3. Enter this code when prompted to complete registration

**Step 4**

- Add the Charge Point to the APP by selecting the 'Charger' option under the 'Me' tab
- Select 'Add' to pair the charge point
- Scan the Product ID QR code. The product ID QR code and pin code details can be found on page 3 in this manual. The Product ID QR code can also be located on the side of the charge point (2).

**Step 5**

- Link the charge point to the your mobile device using the Bluetooth connection Select 'Connect via Bluetooth'

**Step 6**

Connect the charge point to the internet
- If the charge point is connected to the internet using a cable to your router, the network details will appear under 'Current Network' – no further action required Select 'Skip' to exit the Wi-Fi Connection page

*To setup a Wi-Fi internet connection*
- Select the required Wi-Fi network that appears on the screen
- Enter the correct Wi-Fi password and select 'OK' to save the Wi-Fi connection into the charge point

**Step 7**

The Charger Point Settings can be reviewed and changed in the following menu

- Select the '**Me**' tab

| Setting | Action |
|---------|--------|
| Personal Information (optional) | • Click on the image icon<br>• Your picture can be added<br>• Your phone number and email address will appear<br>• Your name can be added<br>• Your password can be changed<br>• Your account can be deleted, e.g. if you move home |
| Charger | • View charge point settings and user setup |
| Charger Name | The serial number of the charge point will appear here by default<br>• Tap on the charger name to modify it<br>• Select 'OK' to save |
| Charger Location | • Verify the charger location on the map within the APP (assuming location services switched on), and set as required<br>• Select 'OK' to save setting and return to the parameters menu |
| Wi-Fi Connection | • Add an available Wi-Fi connection for the charge point |
| Charge via Card | Add additional eVolo RFID cards or modify the Card Name of existing linked cards |
| Max Charge Current | This allows you to limit the current used to charge the EV<br>• Select 'OK' to save settings and return to the Charger menu |
| Autostart | This allows the charge point to automatically start charging the car as soon as the charging cable is plugged into the EV<br>• Select the switch to enable this feature<br>• If this is enabled, the charging has to be 'Stopped' manually so the plug can be removed |
| Set Price | This feature is used to manually track the cost of the electricity (£/kWh) charged by the energy supplier<br>• Turn **On** the switch for Average price (£/kWh)<br>• Enter your electricity kWH cost and select 'OK' to save the setting |
| Schedule | Schedule is used to set the start and stop charging times. Default setting: **On**<br>• Times can be set or this ferature can be turned off<br>• Press Back(<) to return to the parameters menu |

| | | |
|---|---|---|
| Randomised Delay | The Charge Point Regulations requires that this product has a randomised time delay to start charging.    The charge point must be able to automatically delay charging up to 10mins from either manually starting or scheduled start time<br>• Default setting: **On**<br>• Press Back(<) to return to the parameters menu | |
| Home Charger Sharing<br>(Primary User only) | This feature allows you to setup your charger as a public commercial charger and bill users<br>• This charger is configured for private use | |
| Share with Family<br>(Primary User only) | This feature allows for additional family members to use the charge point<br>• Select Share with Family<br>• Select Invite<br>• Enter the Email or Phone number used by the family member<br>• Select the Invite button<br>• The family member will received an invite via their system messages which they must accept for the charge point | |
| Charger Info | This feature lists details for the charge point covering the unique serial number and PIN code<br>The software version of the charge point is stated in 'Charge Control Module' | |
| Firmware Update | The charge point will check for the latest firmware and automatically update<br>• It is recommended that the Automatic update switch remains **On** to ensure the charger has the latest up to date firmware installed | |
| Reboot Charger | This feature is used to perform a reboot by turning the charger off and then on<br>• Select 'Reboot Charger'<br>• Select 'Reboot' | |
| Factory Reset | This feature will erase all setting stored within the charger to factory default incuding those commisioned by the installer<br>• Do not select this without consulting technical support | |
| Installation Mode<br>(Primary User only) | This feature is only recommended to be accessed by an eVolo approved installer<br>• Do not select this without consulting technical support | |
| Unlink | Removes the charge point from your account | |
| Press Back(<) to return to the Me menu | | |

| **Charge Card** |
|---|
| The feature allows additional eVolo RFID cards to be added<br>• Select 'Charge Card'<br>• Select 'Add'<br>• Enter the card number printed on the rear of the card or scan it by selecting the scan icon<br>• The linked cards can be managed and customized within the Charge Card menu |

| **My EV / Vehicle** |
|---|
| The feature allows to setup the Make and Model of the EV<br>• Select 'Vehicle'<br>• Select 'Add'<br>• Select the Make, Model and Year<br>• Enter the following optional parameters:<br>• Nominated Battery Capacity, License Plate, DC/Connector Type, DC/Max Power<br>• Select 'Add'<br>• Confirm the details before selecting 'OK' to save these settings |

| **Payments** |
|---|
| The Autel Charge APP can be set up to allow payment at Autel public charging points<br>• Details do not need to be entered for the eDock and eVoom for home charging |

| **Charge History** |
|---|
| Energy usage for charging your EV can be viewed here |

| **FAQ** |
|---|
| Answers to frequently asked questions can be found here |

| **Feedback** |
|---|
| Live chat for the Autel® APP support, or contact the eVolo Technical Support |

| Settings |
|---|
| User changeable settings include: |

- Set:    language
- Set:    currency
- Set:    miles/km
- Clear cache
- Switch notifications '**Off**'
- Logout from the APP: slide switch

| About |
|---|

- Check for software updates
- Autel® Privacy Policy
- Autel® User Agreement

All system messages/notifcations will appear on the message icon presented in the top right of the screen. Select this icon to view all messages.

# 4. Charging Your EV

## Charging Options

Your charge point has different options on how to start charging:
- Using the APP start/stop feature
- Using the Charging Schedule within the APP which allows the user to schedule charging times
- Using the RFID feature (EVC7007 eVoom model only)*

  * RFID feature can be enabled for the EVC7001 eDock model via the eVolo website

## How to Charge your EV via APP

**Start charging**
1. Connect the charging cable by inserting the connector in the EV and the plug into the charge point socket
2. Open the Autel® APP and select **Charger** tab
3. Select        **Start**

**Stop charging**
1. Open the Autel® APP and select **Charger** tab
2. Select        **Stop**

   There may be a few seconds delay before the charge point operates
3. Remove the charging handle from the charger socket outlet and the EV charge port

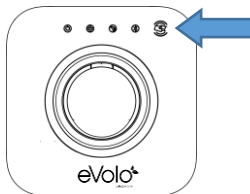   There may be a few seconds delay before the charge point operates

   **NOTE**
   Ensure your EV is charging.    The charging LED on the charger should flash green. If you suspect the vehicle is not charging properly, try reconnecting the charging cable or contact customer support for further assistance.

## How to Charge your EV via RFID Card *(EVC 7007 eVoom model only)*

**Start charging**
1. Insert the charging cable into the vehicle connector on your EV and the charge point socket outlet
2. Tap RFID card against logo



**Stop charging**
1. Tap RFID card against logo
2. Remove the charging handle from the charger socket outlet and the EV charge port

   There may be a few seconds delay before the charge point operates
   * RFID feature can be enabled for the EVC7001 eDock model via the eVolo website.

| How to Charge your EV via Charging Schedule |
|---|
| If you have set up a charging schedule in the Charge app, the charger will initiate a charge session automatically as scheduled.    (Scheduled charging case)<br><br>**Points to note when charging**<br><ul><li>When the 'Randomized Delay' function is enabled, charging will begin following a delay. The delay will be displayed by the APP upon starting a charge session.</li><li>If the 'Autostart' function is enabled in the Charge app, the charger will automatically start charging once the charging cable is connected.    The 'Schedule' overrides this function.</li></ul> |

## 5. LED Indicators

| LED Description | Description |
|---|---|
| **Power LED** | <ul><li>**Not Illuminated**: The charge point is powered off</li><li>**Solid Green**: The charge point is powered on</li><li>**Flashing Yellow**: Data is being transmitted and/or firmware is upgrading</li><li>**Solid Yellow**: Firmware upgrade has failed</li><li>**Solid Blue**: Data transmission has failed; will illuminate green in five seconds</li></ul> |
| **Internet Connection LED** | <ul><li>**Not Illuminated**: The charge point is not connected to the internet</li><li>**Solid Green**: The charge point is connected to the internet</li><li>**Flashing Green**: The charge point has joined the DLB (Dynamic Load Balancing) network.</li></ul> |
| **Charging LED** | <ul><li>**Not Illuminated:** The charge point is not connected</li><li>**Solid Blue:** An EV is connected</li><li>**Flashing Blue:** A schedule is active</li><li>**Flashing Green:** An EV is charging</li><li>**Solid Green:** A charge session has ended</li><li>**Solid Yellow:** A recoverable error has occurred</li><li>**Solid Red:** An irrecoverable error has occurred or the product is temporarily disabled by the cloud server (please contact technical support)</li></ul> |
| **Bluetooth Connection LED** | <ul><li>**Not Illuminated:** The charger is not connected via Bluetooth</li><li>**Flashing Green:** The charger is connected to a mobile device via Bluetooth.</li></ul> |

## 6. Trouble Shooting – User

| | Issue | Resolution |
|---|---|---|
| 1 | The charge session does not start as scheduled | • Do not insert the connector into your EV charging port before setting up a charging schedule for the first time. Insert the EV charging cable after the schedule is set up. |
| 2 | Power failure | • Make sure the switch to the circuit breaker is on. |
| 3 | Over-heating | • Check whether the EV charging cable is securely connected.<br>• Ensure the operating temperature is within the specified range on the product label.<br>• Stop charging. Restart charging until it is within the operation temperature range. |
| 4 | Residual current detected | • Unplug the vehicle and plug in again. If the problem persists, contact customer support. |
| 5 | Bluetooth communication failure | • Make sure the Bluetooth is enabled on your mobile device and the charger is powered on and operating properly.<br>• 'Forget' the charger in the Bluetooth settings on your mobile device and pair the charger to your device via Bluetooth again.<br>• If the problem persists, contact customer support. |
| 6 | Update failure via Bluetooth | • Make sure the charger is in idle status.<br>• Make sure the Bluetooth connection is working properly.<br>• If the problem persists, contact customer support. |
| 7 | Internet connection goes down | • If your internet connection goes down, the charge point can be controlled by the Autel® Charge APP and pairing it using Bluetooth |

# 7. Product Specification

| Specification | |
|---|---|
| AC Charging Output | Maximum 7.4 kW |
| Input supply | 230V AC 50 Hz 32A single phase |
| Input terminals | Live/L1, Neutral/N, Protective Earth/PE |
| Earthing systems | TNC-S or TT |
| Connector Type | Untethered Type 2 Socket |
| Indications | 4 LEDs multicolored |
| Metering | Built in meter IC ± 2 % (accuracy) |
| Integrated RCD | AC 30mA + DC 6 mA |
| Protection | <ul><li>Overcurrent</li><li>PEN fault detection and isolation</li><li>Integrated surge protection</li></ul> |
| Connectivity | <ul><li>Ethernet (RJ45)</li><li>Bluetooth</li><li>Wi-Fi (2.4GHz)</li><li>RS485</li></ul> |
| Communication Protocols | OCPP 1.6J |
| Mounting | Wall-mounted or floor using an optional pedestal |
| Enclosure Ratings | IP54, IK10, indoor or outdoor installation |
| Operating Temperature | -30 to +50°C |
| Storage Temperature | -40 to +70°C |
| Safety and Compliance | <ul><li>BS IEC/EN 61851-1</li><li>BS EN 62196-1</li><li>BS EN 61008-1</li><li>BS IEC 62955</li><li>The Electric Vehicles (Smart Charge Points) Regulations 2021</li></ul> |
| Codes and Standards | UKCA, CE (TUV) |
| Load management | <ul><li>The maximum charging current can be set within the commissioning APP</li><li>Additional hardware, e.g. MID energy meter, can be used to manage the current to the EV depending on the available supply at a point in time</li></ul> |

## 8. Statement of Compliance

| Statement of Compliance |
| --- |
| Deta Electrical Company Limited |
| declares under its sole responsibility |
| that this charge point meets (model number on front cover) meets |
| The Electric Vehicles (Smart Charge Points) Regulations 2021 |
| The software version can be identified on the Autel® Charge APP |
| |
| *Sign for and on behalf of Deta Electrical Company Limited* |
| |
| February 2023 |

## 9. Warranty

Warranty      EVC7001:  eDock 2 Years (extendable)*
                         EVC7007:  eVoom 3 Years (extendable)*

* To register your eVolo charge point, including the option to extend the warranty, and for full warranty terms and conditions, visit www.eVolo-uk.com

eVolo charge points must be installed and commissioned by an eVolo approved installer in accordance with the warranty terms and conditions, else the warranty will be void.

## 10. Disclaimer

All information, specifications and illustrations in this manual are based on the latest information available at the time of printing.    eVolo is a brand of Deta Electrical Co. Ltd.

Deta Electrical Company Limited reserves the right to make changes at any time without notice.    While information in this manual has been carefully checked for accuracy, no guarantee is given for the completeness and correctness of the contents, including but not limited to the product specifications, functions, and illustrations.

Deta Electrical Company Limited will not be liable for any direct, special, incidental, indirect damages or any economic consequential damages (including the loss of profits).

See www.eVolo-uk.com for full detail of Terms of Business

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