
USER MANUAL

1. Overview

Description
<p>The deta.e AC charge point is designed to charge electric vehicles (hereinafter called EVs) at your property.</p> <p>Your deta.e EV charge point is a connected product (as required by the Smart Regulations) and requires an internet connection.</p> <p>The charge point operates via a smart phone APP which is available for multiple users to download and use.</p> <p>Intended Use</p> <p>The deta.e AC charge point is intended for charging EVs only. It is suitable for both indoor and outdoor use.</p> <p>This product must be installed commissioned by a deta approved installer.</p>

2. Safety Instructions

Safety Instructions
<p>CAUTION – Operation</p> <p>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.</p> <p>Stop charging before disconnecting the plug.</p>

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 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.

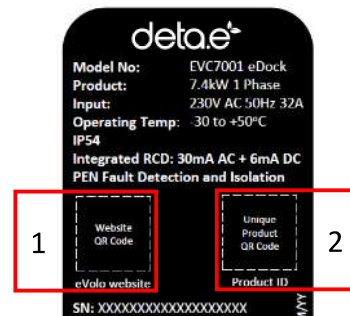
3. User Setup

Step 1

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

Step 2

After registering your charge point, follow the link on the deta.e 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)	<ul style="list-style-type: none">• Click on the image icon• Your picture can be added• Your phone number and email address will appear• Your name can be added• Your password can be changed• Your account can be deleted, e.g. if you move home
Charger	<ul style="list-style-type: none">• View charge point settings and user setup
Charger Name	<p>The serial number of the charge point will appear here by default</p> <ul style="list-style-type: none">• Tap on the charger name to modify it• Select 'OK' to save
Charger Location	<ul style="list-style-type: none">• Verify the charger location on the map within the APP (assuming location services switched on), and set as required• Select 'OK' to save setting and return to the parameters menu
Wi-Fi Connection	<ul style="list-style-type: none">• Add an available Wi-Fi connection for the charge point
Charge via Card	Add additional deta.e RFID cards or modify the Card Name of existing linked cards
Max Charge Current	<p>This allows you to limit the current used to charge the EV</p> <ul style="list-style-type: none">• Select 'OK' to save settings and return to the Charger menu
Autostart	<p>This allows the charge point to automatically start charging the car as soon as the charging cable is plugged into the EV</p> <ul style="list-style-type: none">• Select the switch to enable this feature• If this is enabled, the charging has to be 'Stopped' manually so the plug can be removed
Set Price	<p>This feature is used to manually track the cost of the electricity (£/kWh) charged by the energy supplier</p> <ul style="list-style-type: none">• Turn On the switch for Average price (£/kWh)• Enter your electricity kWh cost and select 'OK' to save the setting
Schedule	<p>Schedule is used to set the start and stop charging times. Default setting: On</p> <ul style="list-style-type: none">• Times can be set or this ferature can be turned off• Press Back(<) to return to the parameters menu

Randomised Delay	<p>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</p> <ul style="list-style-type: none"> • Default setting: On • Press Back(<) to return to the parameters menu
Home Charger Sharing (Primary User only)	<p>This feature allows you to setup your charger as a public commercial charger and bill users</p> <ul style="list-style-type: none"> • This charger is configured for private use
Share with Family (Primary User only)	<p>This feature allows for additional family members to use the charge point</p> <ul style="list-style-type: none"> • Select Share with Family • Select Invite • Enter the Email or Phone number used by the family member • Select the Invite button • The family member will received an invite via their system messages which they must accept for the charge point
Charger Info	<p>This feature lists details for the charge point covering the unique serial number and PIN code</p> <p>The software version of the charge point is stated in 'Charge Control Module'</p>
Firmware Update	<p>The charge point will check for the latest firmware and automatically update</p> <ul style="list-style-type: none"> • It is recommended that the Automatic update switch remains On to ensure the charger has the latest up to date firmware installed
Reboot Charger	<p>This feature is used to perform a reboot by turning the charger off and then on</p> <ul style="list-style-type: none"> • Select 'Reboot Charger' • Select 'Reboot'
Factory Reset	<p>This feature will erase all setting stored within the charger to factory default incuding those commisioned by the installer</p> <ul style="list-style-type: none"> • Do not select this without consulting technical support
Installation Mode (Primary User only)	<p>This feature is only recommended to be accessed by a deta approved installer</p> <ul style="list-style-type: none"> • 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
<p>The feature allows additional deta.e RFID cards to be added</p> <ul style="list-style-type: none"> • Select 'Charge Card' • Select 'Add' • Enter the card number printed on the rear of the card or scan it by selecting the scan icon • The linked cards can be managed and customized within the Charge Card menu
My EV / Vehicle
<p>The feature allows to setup the Make and Model of the EV</p> <ul style="list-style-type: none"> • Select 'Vehicle' • Select 'Add' • Select the Make, Model and Year • Enter the following optional parameters: • Nominated Battery Capacity, License Plate, DC/Connector Type, DC/Max Power • Select 'Add' • Confirm the details before selecting 'OK' to save these settings
Payments
<p>The Autel Charge APP can be set up to allow payment at Autel public charging points</p> <ul style="list-style-type: none"> • Details do not need to be entered for the eDock for home charging
Charge History
<p>Energy usage for charging your EV can be viewed here</p>
FAQ
<p>Answers to frequently asked questions can be found here</p>
Feedback
<p>Live chat for the Autel® APP support, or contact the deta Technical Support</p>

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/notifications 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 card feature (requires upgrade kit, available separately)

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

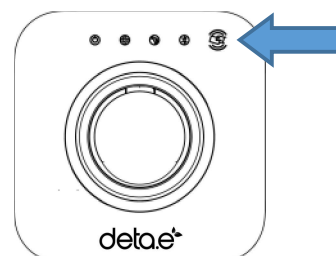
NOTE

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 *(requires upgrade kit, available separately)*

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

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)

Points to note when charging

- 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.
- 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.

5. LED Indicators

LED Description	Description
Power LED	<ul style="list-style-type: none">• Not Illuminated: The charge point is powered off• Solid Green: The charge point is powered on• Flashing Yellow: Data is being transmitted and/or firmware is upgrading• Solid Yellow: Firmware upgrade has failed• Solid Blue: Data transmission has failed; will illuminate green in five seconds
Internet Connection LED	<ul style="list-style-type: none">• Not Illuminated: The charge point is not connected to the internet• Solid Green: The charge point is connected to the internet• Flashing Green: The charge point has joined the DLB (Dynamic Load Balancing) network.
Charging LED	<ul style="list-style-type: none">• Not Illuminated: The charge point is not connected• Solid Blue: An EV is connected• Flashing Blue: A schedule is active• Flashing Green: An EV is charging• Solid Green: A charge session has ended• Solid Yellow: A recoverable error has occurred• Solid Red: An irrecoverable error has occurred or the product is temporarily disabled by the cloud server (please contact technical support)
Bluetooth Connection LED	<ul style="list-style-type: none">• Not Illuminated: The charger is not connected via Bluetooth• Flashing Green: The charger is connected to a mobile device via Bluetooth.

6. Trouble Shooting – User

	Issue	Resolution
1	The charge session does not start as scheduled	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Make sure the switch to the circuit breaker is on.
3	Over-heating	<ul style="list-style-type: none"> Check whether the EV charging cable is securely connected. Ensure the operating temperature is within the specified range on the product label. Stop charging. Restart charging until it is within the operation temperature range.
4	Residual current detected	<ul style="list-style-type: none"> Unplug the vehicle and plug in again. If the problem persists, contact customer support.
5	Bluetooth communication failure	<ul style="list-style-type: none"> Make sure the Bluetooth is enabled on your mobile device and the charger is powered on and operating properly. 'Forget' the charger in the Bluetooth settings on your mobile device and pair the charger to your device via Bluetooth again. If the problem persists, contact customer support.
6	Update failure via Bluetooth	<ul style="list-style-type: none"> Make sure the charger is in idle status. Make sure the Bluetooth connection is working properly. If the problem persists, contact customer support.
7	Internet connection goes down	<ul style="list-style-type: none"> If your internet connection goes down, the charge point can be controlled by the Autel® Charge APP and pairing it using Bluetooth