HUMAX

EV CHARGING

HOME CHARGER

User Manual
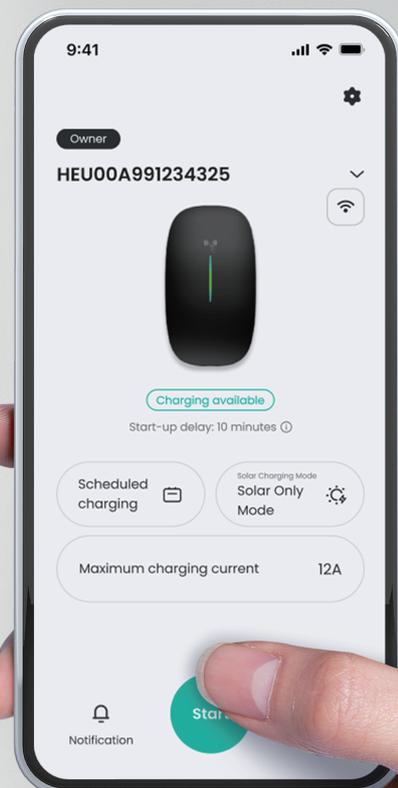
Table of contents

Before you start

- Read this manual only after the charger has been installed correctly by a qualified technician.
- The features and specifications described in this manual are subject to change without prior notice to improve performance.

Important safety information

Symbols used in this manual

⊘ Warning

Indicates important information related to user safety. Failure to follow warnings may result in death or serious personal injury.

⚠ Caution

Indicates important information related to user safety. Failure to follow cautions may result in personal injury, or damage to your charger or malfunctions.

✎ Note

Indicates helpful information for convenient use.

Safety information

Save these instructions. Read all instructions before installing or using the charger.

- Keep the charger away from explosive or flammable materials, chemicals, vapors, and other hazardous objects.
- Keep the charger socket clean and dry. If it gets dirty, wipe it with a clean, dry cloth.
- Do not touch the socket pin when the unit is powered on.
- Do not use the charger if it is showing any visible product damage, such as cracks, abrasions, leakage, or other visible defects. At first sight of such damage, immediately contact a qualified technician.
- Do not attempt to dissemble, repair or refit the charger. If necessary, contact a qualified technician. Improper operation could result in damaging the device, leakage of electricity, or other hazards.
- If anything abnormal occurs, turn off the incoming power supplies immediately.
- Consider protecting the charger against lightning and heavy rain.
- Keep children away from the charger.
- During charging, do not drive the EV. Charge only when the EV is stationary. For hybrid vehicles, charge only when the engine is switched off.
- Our packaging materials are environmentally friendly and can be recycled. Put the packaging in applicable containers to recycle it. Do not dispose of this device with household waste. It should be taken to a suitable facility for the recycling of electronic devices. For more detailed information about recycling this device, contact your local city/town council office or your household waste disposal service.
- Be careful not to cross or tangle the charging cable as this can disrupt charging.
- Avoid dropping the charging cable on the ground or constricting it with heavy objects to prevent damage.
- If the cable has been used in an outdoor environment for an extended period, periodically check for rust or damage.

> **⊘ Warning** The device may be in an electrically charged state. There is risk of shock and other electrical hazards. Strictly observe all warnings on the device and user manuals. The cover of the charger is only to be removed by a qualified electrician.

Product overview

Part names

Check the names of each part of the charger.

RFID reader

LED indicator

Cable holder

Charging cable
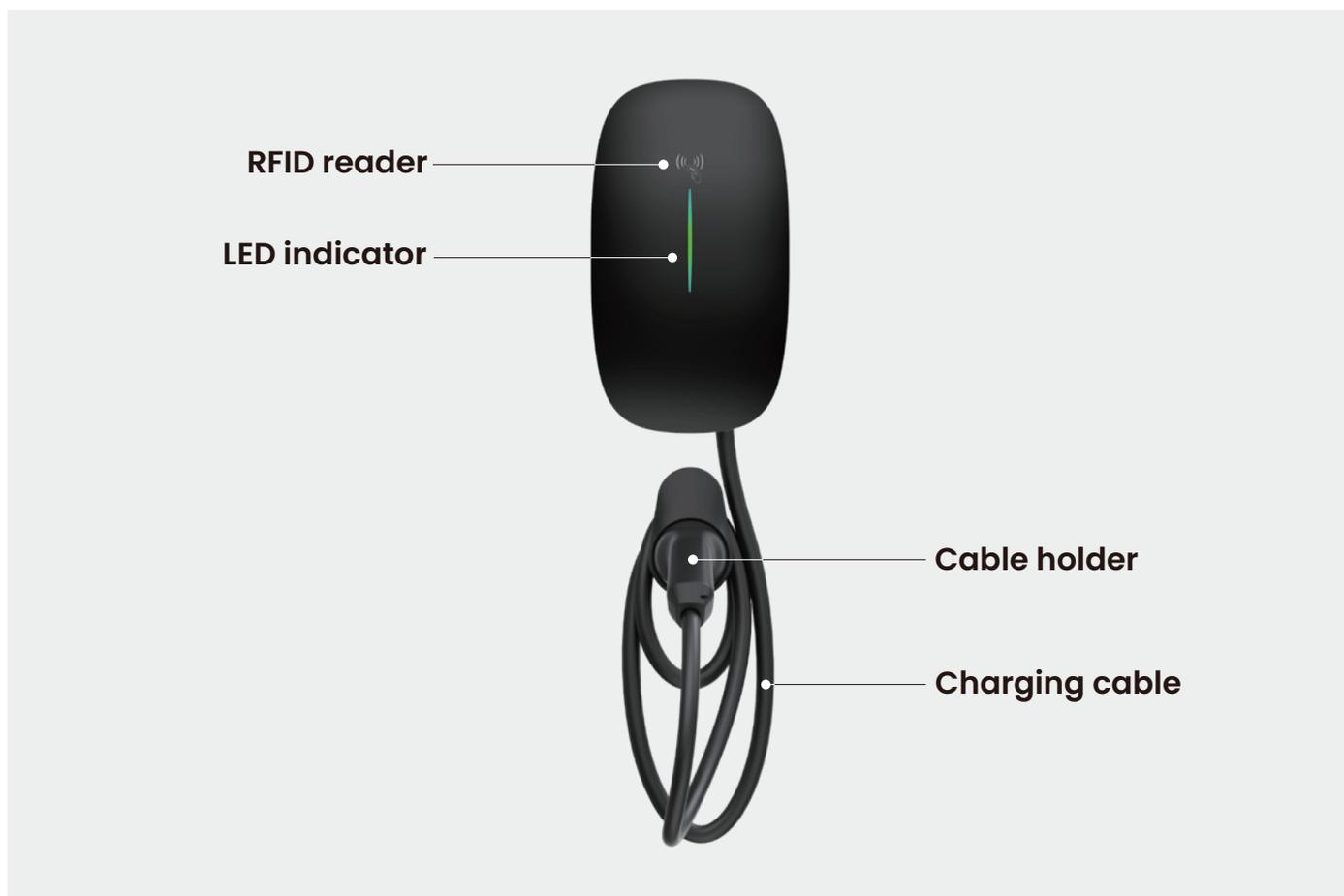
LED indicator

The LED indicator describes the charger's current status.

LED indicator	Description
Green pulsing every 3 seconds	Standby and ready to use
Green blinking every second	Charging in progress
Solid green	Fully charged
Yellow pulsing	Successful RFID card swipe
Solid yellow	Warning. Contact the support team.
Solid or blinking red	Error. Contact the support team.

Registration

Once your charger is mounted on the wall and wired up, you need to commission the charger to connect to a network and our server.

There are three ways to commission the charger.

• Using the HUMAX EV Charging installer app

• Using AP mode (without mobile app)

• Using the HUMAX EV Charging user app

Using the installer app

The Humax installer app is for approved installers. Installers can set up network and server connections and transfer the ownership to users so that they can directly use the installed chargers.

1   Download the Humax EV Charging installer app.

     • The app is compatible for iOS and Android. Scan the QR code.

2   Sign up and sign in to the app.

     • Approved installers can log in using their assigned email address. Create an account and enter the information of your organisation.
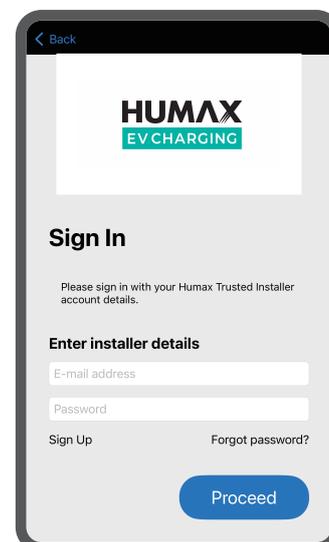
3   Reboot the charger and ensure that the LED indicator is flashing green.

   • Bluetooth will be active for the first 15 minutes after rebooting.

4 On the installer app, search for the device with your charger's matching serial number.

- The serial number is labeled on the side of the charger. (i.e.HEU02A123228xxxxx)

5 Enter the 4-digit PIN code attached to the installation manual.

- Keep your PIN code safe from being stolen by others.
- If you lost your PIN code, contact customer support.

6 Select the charger mode.

- **Network Mode**: Allow your charger to be controlled using the mobile app.
- **Plug and Charge** (Offline mode): Allow charging by simply plugging the charging cable into your vehicle. This mode should only be activated if your charger and EV are located in a private or gated residence. To stop charging, unlock the charging cable from the vehicle and unplug it.

> **Note** Changing the mode may reboot the charger. Allow a few seconds to complete rebooting and reconnect Bluetooth.

7 Connect the charger to the network through a wire or wirelessly and enter the maximum current value for the charger.

- For wireless connections, select **WiFi** and enter your home network Wi-Fi SSID and password.
- For wired connections, plug in an Ethernet cable and select **Ethernet**.
- **Server URL**: The following will be automatically entered.
  - UK: wss://uhc-server.humaxcharging.com/
  - Europe: wss://ehc-server.humaxcharging.com/
- **Max current**: Enter the value based on your charger type.
  - Single-phase devices: 32 A
  - Three-phase devices: 16 A
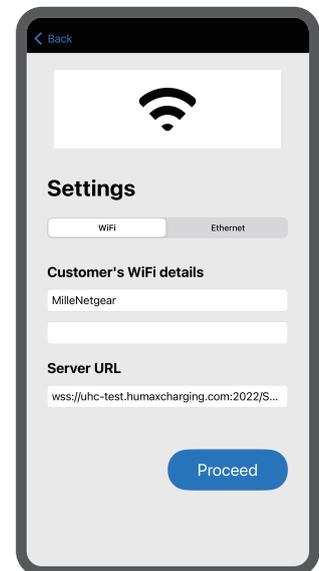
8 Configure the load balancing and CT details based on your household or grid.

- Enable load balancing only if a CT clamp or CT meter is installed.
- Enter the maximum load current allowed to your premise. If load balancing is enabled, the charging power will be automatically adjusted based on the current you entered.

‹ Back

Load balancing

Please give the correct information on the load balancing. If the information is not correct, the charger may not work.

Disable or enable load balancing

Disable | Enable

CT clamp or CT meter

CT clamp | CT meter

Max Current from Grid (A)

100

Proceed
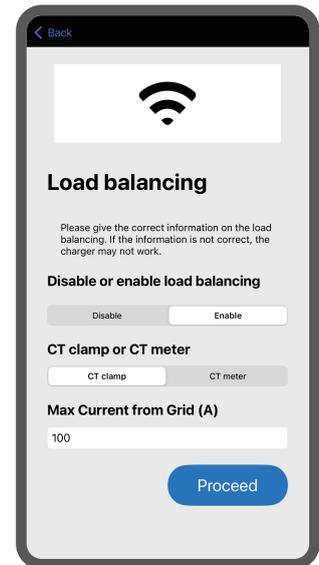
9 Check the status of both the network and server connections.

- If either connection does not work correctly, try the commissioning process again. If the error persists, contact customer support.

10 When all connections are working, transfer ownership by entering the username and email address.

- An email will be sent to the user that will provide the app information.

‹ Back

Transfer ownership

Device has uccessfully been connected. You can now safely transfer ownership of this device to the customer

Enter customer details

Family name

First name

E-mail address

Proceed
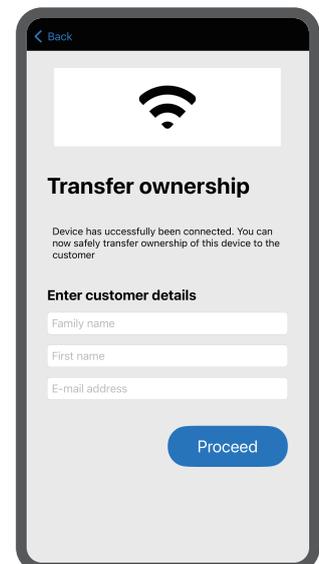
Using AP mode

Access Point Mode (AP Mode) is a function that allows you to configure the network and server settings of the charger without a mobile app. You can connect the charger and the server through any web browser.

1 On your mobile device, turn on airplane mode with Wi-Fi enabled.

2 Reboot the charger and ensure that the LED indicator is flashing green.

  • Bluetooth will be active for the first 15 minutes after rebooting.

3 On your mobile device, navigate to the Wi-Fi settings and select the charger hotspot starting with "HExxx…" (same as charger serial number).

  • The hotspot password is "admin123."

4 Open a web browser and access the AP mode webpage by entering the URL "192.168.4.1."

  • If the webpage is not accessible, reboot the charger and try again.

5 On the login screen, enter the 4-digit PIN code of the charger and tap **Login**.
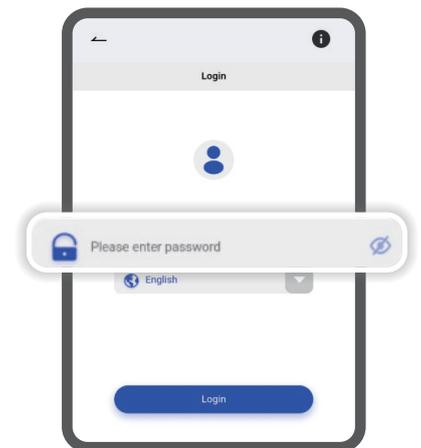
6 Tap **Network Settings**.

7 Set up the network settings and tap **Confirm**.

  • Select your home Wi-Fi network and enter the password.
  • Enter the following server address:
    - UK: wss://uhc-server.humaxcharging.com/
    - Europe: wss://ehc-server.humaxcharging.com/

8 Tap **Charger Settings**.

9 Set up the charger settings and tap **Confirm**.

- Select the charger mode.
  - **Network Mode**: Allow your charger to be controlled using the mobile app.
  - **Plug and Charge** (Offline mode): Allow charging by simply plugging the charging cable into your vehicle. This mode should only be activated if your charger and EV are located in a private or gated residence. To stop charging, unlock the charging cable from the vehicle and unplug it.
- If a CT clamp or smart meter is installed, you can enable load balancing. Check your household main fuse rating (i.e., 60A, 80A, 100A) and enter the value. After saving changes, reboot the charger.

> **Note** Changing the mode may reboot the charger. Allow a few seconds to complete rebooting and reconnect Bluetooth.

10 On the Home screen, check the network connection status.

- The settings must be displayed as follows:
  - **Wi-Fi Name**: The Wi-Fi router SSID
  - **Signal Strength**: Excellent
  - **Server Status**: Connected
  - **Network Status**: Online
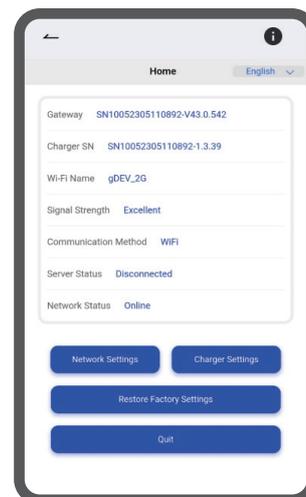
11 Turn off airplane mode and connect back to your home Wi-Fi network.

- The charger will reboot and reconnect to the home network connection.

Using the user app

With the app for end-users, you can complete the setup process.

1 Download the Humax EV charging app.

  • The app is compatible with iOS and Android.
    Scan the QR code.

2 Sign up and sign in to the app.

  • To use the app, you must create your own account.

  • When signing up, enter the email address you are using. The membership verification code will be sent to the email address, and it will be your ID.

3 In the app, enter the charger's serial number.

  • Scan the bar code on the side of the charger, or enter the serial number manually.

> **Note** If the country code entered during sign-up is different from the charger's country code, the charger cannot be registered. If the problem persists, contact customer support.

4 Enter the 4-digit PIN code attached to the installation manual.

  • Keep your PIN code safe from being stolen by others.

  • If you lost your PIN code, contact customer support.

> **Note** • If another user registers the same charger information in the app, or the charger's serial number and PIN code do not correspond, the charger cannot be registered.
> • Charger registration is also available on the Home screen or in the ⚙ > **Charger management** menu.

5 To configure the network, reboot the charger and ensure that the LED indicator is flashing white.

  • AP mode will be active for the first 15 minutes after rebooting.

6 On your mobile device, navigate to the Wi-Fi settings and select the charger hotspot starting with "HExxx…" (same as charger serial number).

- The hotspot password is "admin123."

> **Note** If the charger hotspot does not appear on the Wi-Fi settings screen, reboot the charger and try again.

7 In the app, tap **Start settings**.

8 Enter the 4-digit PIN code attached to the installation manual and tap **Log in**.

AP mode

Enter the PIN code to log in.

Please enter the charger PIN code attached to the installation manual. It consists of four digits of an English and numeric combination.

PIN Code
AB12

Log in
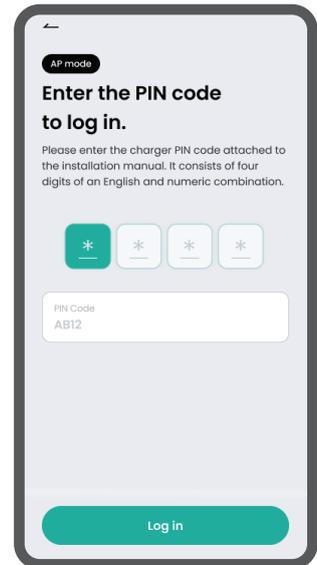
9 Select your home Wi-Fi network and enter the password and tap **Network connection**.

- The charger will be rebooted.
- If the network connection works well after rebooting, you can view the charger status on the Home screen of the app and control the charger through the app.

> **Note** If the network connection does not work, try again. If the problem persists, contact customer support.

AP mode

Start network configuration

configuration method

WiFi

🔴 Only 2.4 GHz Wi-Fi is available.

WiFi Information

WiFi Name
ASUS_F8

WiFi Password
Enter a password.

URL

wss://
ocpp16.evcharge.com:33033/
HEU123412345123

Network connection
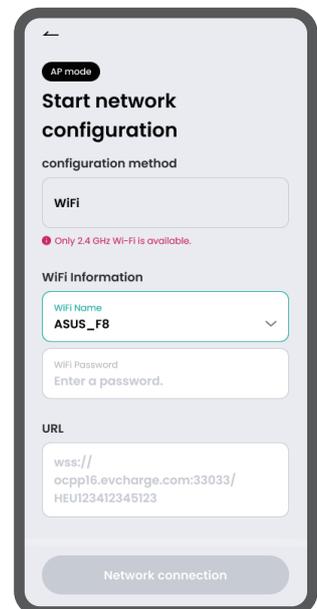
App guide

Home screen

From the Home screen, you can access various features.

Ownership type
- **Owner** will appear if you own the charger.
- **Guest** will appear if it is a charger that has been shared by someone else.

Settings menu. Tap to display the settings screen. (p.24)

Charger's serial number or nickname. Tap to change the charger.

Charger mode. Tap to change the charger mode. (p.26)

Owner

HEU00A991234325

Charging available

Current charger status

Delayed start feature. Charging will start after the displayed time.

Start-up delay: 10 minutes ⓘ

Charging feature buttons
- Charging schedule (p.17)
- Solar charging mode (p.16)
- Maximum current (p.16)

Scheduled charging

Solar Charging Mode
Solar Only Mode

Maximum charging current   12A

View notifications. (p.23)

Notification

Start

Charge Log

View charging logs. (p.21)

Start charging.

Charging starter name

Current charging time

Charging information

Stop charging.
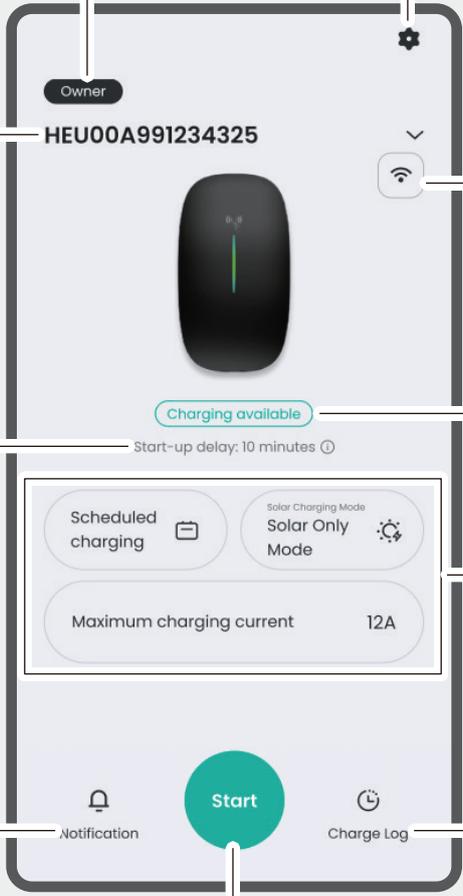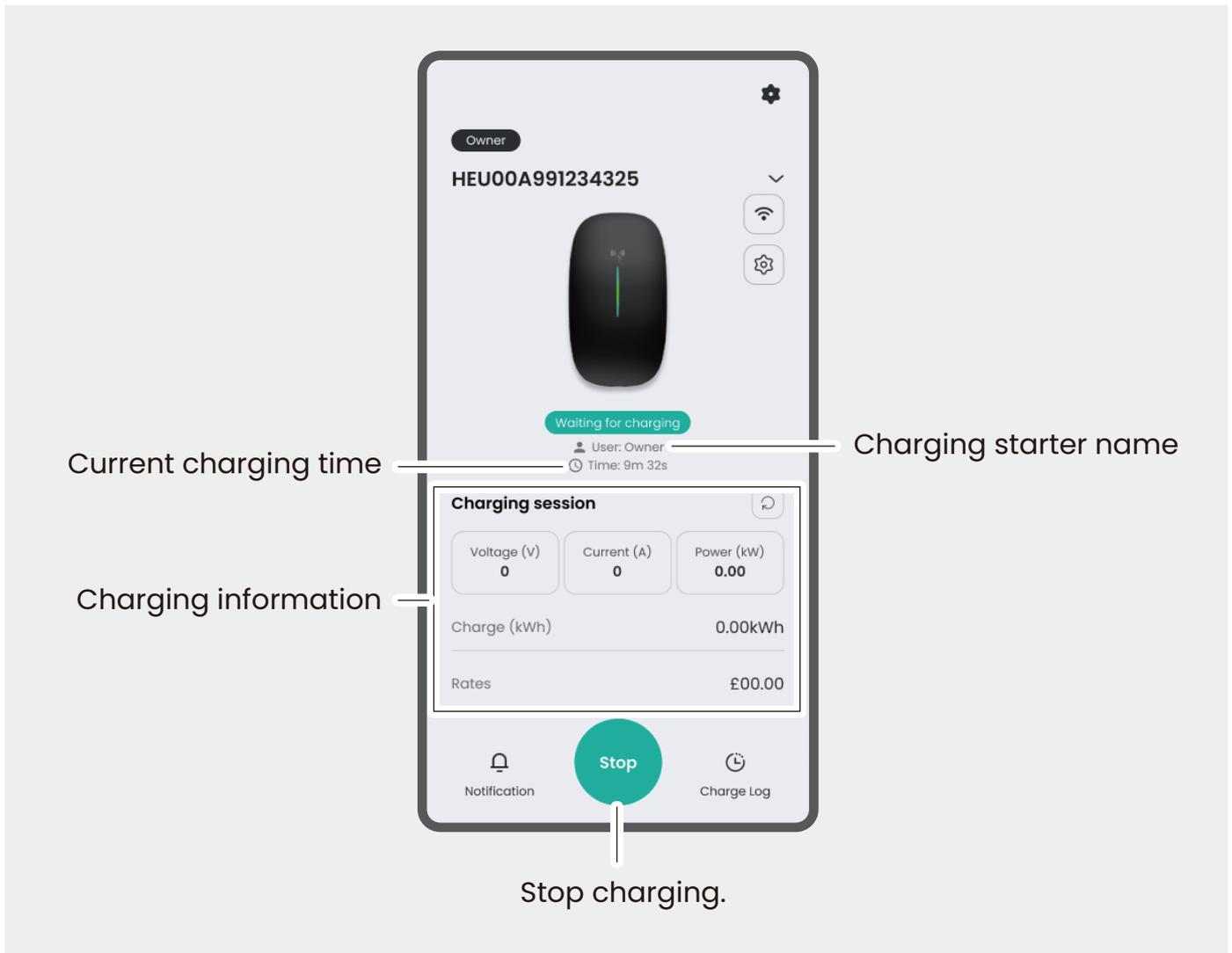
Charger mode

Your EV charger supports two modes.

- Plug and Charge (PnC) mode: Allows for basic charging without actively using the app.

- Smart mode: Enables users to control the charger through the app. The mode allows the use of RFID cards or scheduling charging.

Starting and stopping charging

PnC mode

To start charging, simply plug the charging cable into the vehicle.

- Charging will start, and the charging status will be displayed on the app screen.

Charging will stop when the vehicle is fully charged. Or, you can stop charging by pressing **Stop** on the app screen.

Smart mode

To start charging,

1   Connect the charging cable to the vehicle.

2   Start charging by one of the following ways:

- Press **Start** on the Home screen.
- Tag the RFID card on the RFID reader of the charger.
- Set a charging schedule.

> **Note** When you press **Start** on the Home screen, charging will start after a random delay (max. 10mins). Due to UK regulations, delayed start is activated by default. If you want to charge immediately, tap **Charge now**. Or, you can deactivate delayed start on the charger detail screen. (See p.25)

To stop charging,

1   On the Home screen, tap **Stop**.

> **Note** Charging will stop automatically when the scheduled charge or PnC charging is complete.

2   Disconnect the charging cable from the vehicle.

3   On the Home screen, tap **Confirm**.

Setting up solar charging mode

You can set the mode to charge the vehicle using solar power.

> **Note**
> - To use solar power, the equipment, such as solar panels and a CT, must be installed in advance.
> - The solar charging mode is available in Smart mode.

1 On the Home screen, tap **Solar charging mode**.

2 Select a solar charging mode.
- **Solar Only**: Select if sufficient electricity is generated though solar power. The charger will charge the vehicle using only solar power.
- **Solar and grid**: Select to minimize electricity usage from the grid while achieving efficient charging. The charger will charge the vehicle by a combination of solar power and grid power. You should configure the combined charging output.

3 Tap **Apply**.

Setting the maximum current

You can adjust the charging output of the charger. The maximum value applies to all charging sessions. If load balancing is activated, charging may be finished with an output lower than the value depending on the situation.

1 On the Home screen, tap **Maximum charging current**.

2 Enter the value and tap **Apply**.
- The value must be 7 to 32.

Scheduling charging

To charge your vehicle and save time and costs, you can schedule charging and set the charging limit.

> **Note** You can modify the schedule settings in the app even when the charger is not connected to the network. However, the modification will be applied to the charger after the charger is connected.

Setting the charging limit

You can set the charging limit based on cost.

1   On the Home screen, tap **Scheduled charging**.
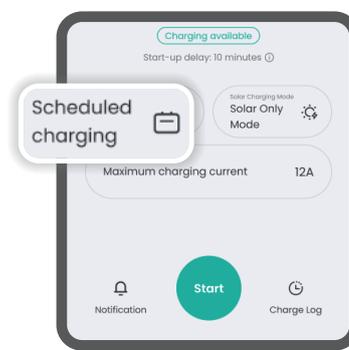
2   On the Charging schedule screen, tap **Charging limit**.

3   Activate **Use charging limits** and enter a desired fee.

- To enter the charging fee, the energy company and rate information must have already been entered. If not, enter that information. (See)

4 Tap **Register**.

- To initialise the limit options, tap **Reset**.

> **Note** To turn the charging limit on or off, you can activate or deactivate the Charging limit toggle on the Charging schedule screen.

Adding a schedule
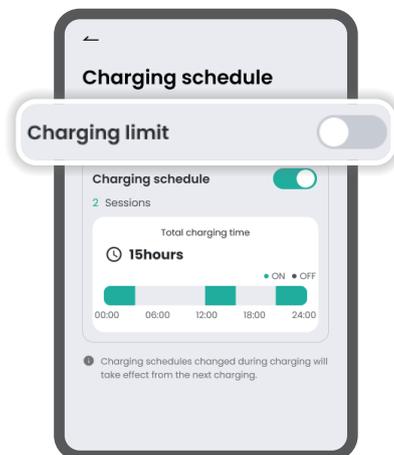
To charge the vehicle at a specific time, you can add a new charging schedule.

There are two charging sessions set up by default based on the off-peak time.

- Session 1: 11:00-16:00
- Sessions 2: 22:00-08:00 (+1 day)

Besides these, you can set up to 7 more sessions per day.

1 On the Home screen, tap **Scheduled charging**.
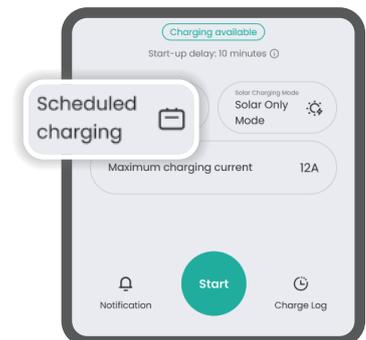
2 On the Charging schedule screen, tap **Charging schedule**.
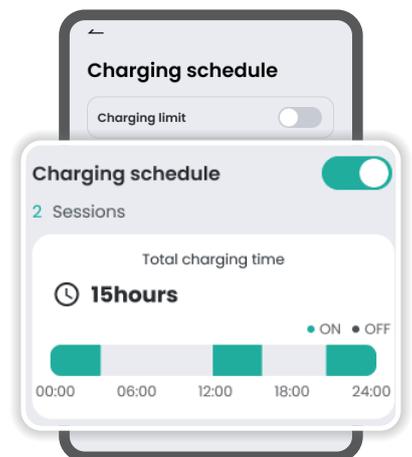
3 Tap ＋.
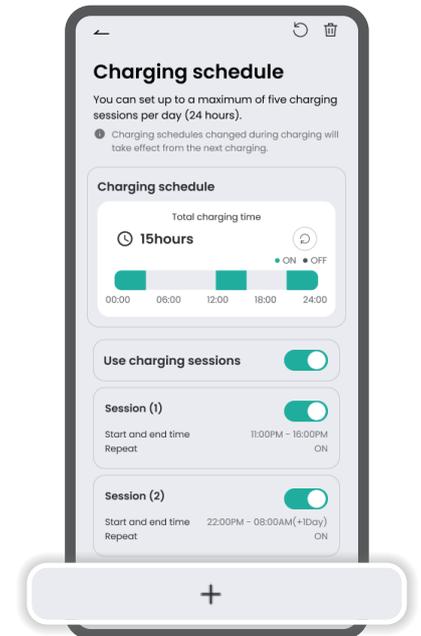
4 Select whether to repeat the session and set the start and end time.

5 Tap **Register**.

- The schedule will be added to the charging schedule list.
- To edit the charging schedule, tap the schedule from the list.

> **Note**
> - To turn schedule charging on or off, activate or deactivate the **Use charging sessions** toggle on the Charging schedule screen. All the charging sessions that have been added will be turned on or off at once.
> - You can also activate or deactivate the charging sessions individually using the toggle belonging to each session.

Deleting the schedule

You can delete the existing charging schedule.

1   On the Home screen, tap **Scheduled charging**.
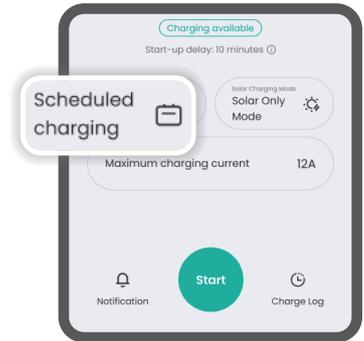
2   On the Charging schedule screen, tap **Charging schedule**.

3   Tap 🗑 at the top of the screen.
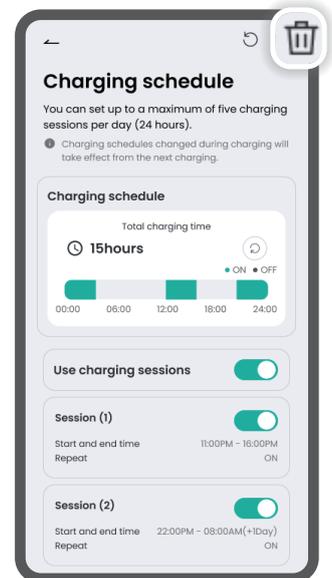
4   Select the schedule to delete, and tap **Delete**.

5   In the pop-up window, tap **Yes**.

   • The selected schedule will be deleted.

> **Note**
> • You cannot delete the two default charging sessions.
> • If you tap ↺, all the charging sessions you created will be deleted, and the two default sessions will remain.

Sharing the charger

You can share your charger with other users. Each charger can be shared with up to 8 users.

1   On the charger details screen, tap **Charger sharing**.

2   Enter the email ID of the user you want to share with and tap **Share**.

   • A share invitation notification will be sent to the user.

   • You can view the sharing history and cancel the share invitation. On the charger details screen, tap ⋮ **>** **Sharing history**.

Viewing the charging logs

Once the charger is registered, the charging history is collected. You can view the usage history and statistics in three menus.

• **Charger**: View the usage history of chargers you own.

• **My charging**: View your usage history as an owner or guest.

• **Guest**: View the guests' usage history of chargers you own.
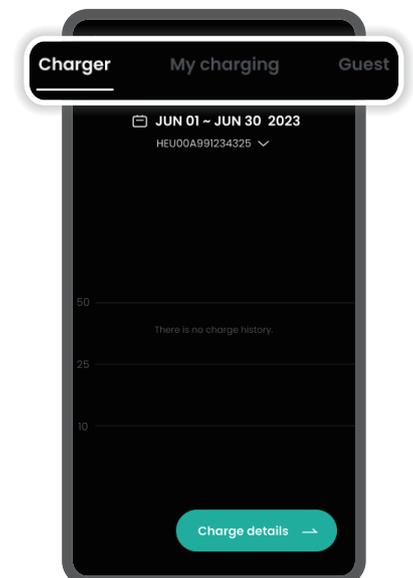
Charger

You can view the usage history of chargers you own or have previously owned.

1   On the Home screen, tap **Charge log**.

2   On the Charge history screen, tap the period and change it to what you want.
   • You can select a day, week, or month, or set a specific period.

3   View the usage history.
   • To change the charger or view the overall history, tap the charger's serial number.
   • To view the detailed charging history, tap **Charge details**.

My charging

You can view your usage history as an owner or a guest.

1   On the Home screen, tap **Charge log**.

2   On the Charge history screen, tap **My charging**.

3   Tap the period and change it to what you want.
   • You can select a day, week, or month, or set a specific period.

4   View your usage history.
   • To change the charger or view the overall history, tap the charger's serial number.
   • To view the detailed charging history, tap **Charge details**.

Guest

You can view your guests' usage history for chargers you own or have previously owned.

1 On the Home screen, tap **Charge log**.

2 On the Charge history screen, tap **Guest**.

3 Select a guest.

4 View the guest's usage history.

   • To change the search period, tap the displayed period.

   • To change the guest, tap ⇄.

   • To change the charger or select all chargers, tap the charger's serial number.

   • To view the detailed charging history, tap **Charge details**.

Viewing notifications

You can view notifications for various events that have occurred with the charger.

> **Note** Some notifications are sent only to owners.

1 On the Home screen, tap **Notification**.

2 View notifications.

   • To delete all of the notifications at once, tap 🗑.
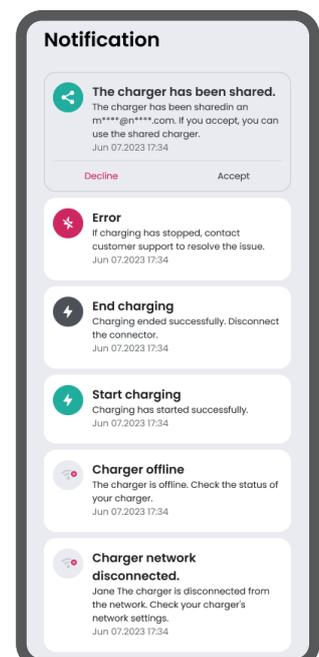
Configuring the charger

You can configure various functions for chargers, RFID cards, etc., and change the app settings.

Managing the account

You can change your account information or withdraw app membership.

On the Home screen, tap ⚙ › **Set a nickname**.

- If a nickname has already been set, tap the nickname.
- You can set your profile photo. To set your profile photo, tap the photo area next to your nickname.

Option	Description
Nickname	Set your nickname. Nicknames must be less than 20 characters.
ID	The email ID used during sign-up is displayed. It cannot be modified.
Password	Change the password.
Phone number	Change the phone number.
Withdraw membership	Withdraw your app membership. Withdrawal is restricted while charging.

Managing the charger

You can view the information of chargers you have registered as an owner or guest. Also, you can share the charger or change the charger's settings.

1   On the Home screen, tap ⚙ › **Charger management**.

2   Select a charger.

> **Note** If someone else is sharing their charger with you, the sharing notification will appear on the top of the charger management screen. To register and use the shared charger, tap the notification and accept sharing.

Viewing the charger detail

When you select a charger from the charger management list, you can view the charger details as shown below:

Edit the charger name.

Set whether to use the delayed start feature.

RFID card information linked to the charger

• **Link cards**: Select a RFID card to link to the charger.

• To unlink a registered RFID card, tap ⊗.

Option menu

• **Sharing history**: View the charger's sharing history and change the sharing settings.

• **Unregister**: Remove the charger from the registered charger list.

Detailed charger information. For guests, some information may be hidden.

Share the charger with other users. (p.21)

Change the charger settings. (p.26)

Owner

HEU00A991234325 edit

Charging available

Start delay ⓘ

Basic information

Model name	7kW Ac Home Wallbox - Alvis series
Serial number	HEU00A991234325
Firmware version	H/V12343D342134M
Installation date	07.Jun.2023 17:34
Registration date	07.Jun.2023 17:34

Linked RFID card information

Link cards

Charger sharing

Charger settings

Changing the charger settings

You can change the charger settings, such as the charger mode, charging schedule, etc.

On the charger details screen, tap **Charger settings**.

Option	Description
Charging mode	Set the charger mode. • **Smart**: The charger is controlled via the app. • **Plug and Charge (PnC)**: The charger is controlled without the app. In PnC mode, the cable connection will control when charging is started and stopped. The settings and information viewed in the app will be limited.
Schedule	Set charging schedules. (See p.17)
Advanced Settings	Set the advanced charging settings. • **Load balance**: Adjust the charging current based on the load status of the home appliance. Use this feature only when your house has a smart electricity meter. You should select a monitoring device and set the maximum load current. • **Solar charging mode**: Select the solar power charging mode. (See p.16)
Maximum charging current	Enter the value for the maximum charging current.
Network set-up	Set up the mobile network to use the charger in smart mode. • **Open Wi-Fi settings**: Connect the charger Wi-Fi hotspot. • **Start settings**: Configure the Wi-Fi hotspot settings.
Firmware upgrade	Update the charger's firmware to the latest version.

Managing the RFID card

Using the RFID card that was received with the charger purchase, you can start or stop charging. To use the RFID card, you must register the card on the app and link the card to the charger you want to use it with. Register, modify, or delete the RFID card as needed.

On the Home screen, tap ⚙ > **Card management**.

Registering the RFID card

You can register a new RFID card.

1 On the Card management screen, tap ＋.

2 Scan the RFID Card and tap **Register**.
   - If the card has been scanned successfully, the card number will be automatically entered.
   - You can also tap **Enter manually** on the screen and enter the card number manually.

3 Enter the card nickname and tap **Confirm**.
   - The nickname must be less than 20 characters.

Linking to the charger

You can link a registered card to the charger you want to use.

1 On the Card management screen, select an RFID card.

2 Tap **Charger linking**.

3 On the charger list, select a desired charger.

4 On the charger details screen, tap **Link cards** and select the card.

▌ Modifying the card nickname

You can link a registered card to the charger you want to use.

1   On the Card management screen, select an RFID card.

2   Tap ✎.

3   Modify the nickname and tap **Change**.

▌ Deleting the RFID card

You can delete an unused RFID card.

1   On the Card management screen, tap ⋮ **> Delete**.

2   Select the cards you want to delete and tap **Delete**.

3   In the pop-up window, tap **Yes**.

    • The selected cards will be deleted.

Setting the energy tariff

If you set the energy tariffs, you can monitor your real-time energy bill during charging. You can set the basic rates and rates by time for the energy company you are using.

On the Home screen, tap ⚙ > **Energy rates**.

Option	Description
Company	Select the energy company you are using.
Basic rates	Enter the basic rates per kilowatt hour. The rates will be applied when calculating the estimated charging fees.
Rate by time zone	Add a slot for rates by time. You can set the time period and enter the rates. The rates will be applied in priority when calculating the estimated charging fees during the corresponding time.

Viewing the charging history

You can view the charging history. For more information about how to view the charging history, see Viewing the charging logs ().

Setting notifications

You can change the notification settings.

On the Home screen, tap ⚙ > **Notification settings**.

Option	Description
Charging availability notification	Set whether to be notified when a registered charger becomes available for charging.
Charging progress notification	Set whether to be notified for events that occur during charging, such as the start or completion of charging or when there are errors.
Service notification	Set whether to be notified for events about charger sharing and RFID card unlinking.
Night-time notifications	Set whether to be notified for events occurring between 9 PM to 8 AM.

Setting the app language

You can change the app language.

1 On the Home screen, tap ⚙ > **Language settings**.

2 Tap the language option and select a language.

3 Tap **Change**.
   - The app language will be changed.

Viewing help information

You can view FAQs about using the charger. If a problem is not solved after consulting the FAQs, you can directly ask the administrators.

1 On the Home screen, tap ⚙ > **Help and feedback**.

2 Search for a question you have and view the answer.

To send a question to the administrators:

1 Tap **1:1 inquiry** at the bottom of the help screen.

2 Select a question category, write your question, and tap **Submit**.
   - You can add additional options: allowing to get a response via email, attaching up to 5 photos, and tagging the related charging history.

Viewing legal information

You can view legal information, such as the user agreement and privacy policy.

1 On the Home screen, tap ⚙ > **Terms and others**.

2 Select the type of legal information.

3 View the selected information.
   - In **Consent to receiving promotional information**, you can modify your consent.

Updating the app

You can view the current app version and update the app to the latest version.

1   On the Home screen, tap ⚙ **>** **Introduction**.

2   View the current app version.
  - If an update is available, **Update** will be activated. Tap it and update your app.

Using as a guest

You can register chargers as a guest by accepting sharing from the owners. Some permissions are given to control the shared chargers. Also, you can register and use your RFID cards.

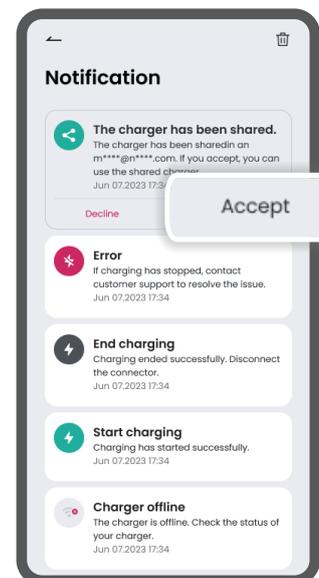> **Note**   If you do not have an account, the charger owner cannot share the charger. Before the owner shares their charger, first create your account.

Registering the shared charger

You can register a charger to your account by accepting the owner's sharing invitation.

1   On the Home screen, tap **Notification**.

2   View the sharing message and tap **Accept**.

Linking the guest RFID card

You can link your RFID card to the shared charger.

1   On the Home screen, tap ⚙ > **Charger management**.

2   On the charger list, select a charger to link.

3   On the charger details screen, tap **Link cards**.

4   When the card list appears, select a card and tap **Link**.

- If no card is registered yet, tap ＋ and start registration (see). After registration, you will be able to select the card.

Appendix
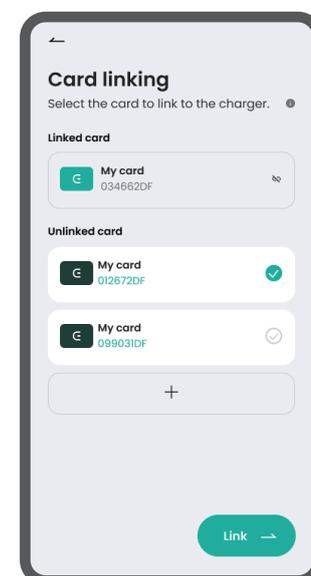
Troubleshooting

Refer to the following table for troubleshooting tips. If the problem persists, contact us for assistance.

Symptom	Solution
My charger is no longer online, preventing me from establishing a connection.	You should start by resetting the charger. 1. Power the unit down for at least 10 seconds. 2. Switch the power back on. The unit will reboot and should come back online within 5-6 minutes. If you have tried this and are still experiencing issues with connectivity, please contact our support team for remote assistance, as this could potentially be related to a software issue.
I cannot use Humax EV charging app to stop charging.	• If you use the Humax app to start charging, you have to use the app to stop charging. The charger may have lost the network connection, or it could have a very poor connection. So please make sure the charger always has a good network connection. • If you use RFID to start charging, you have to use the same RFID to stop charging.
The charger appears to be off, and there are no lights showing.	This issue may be due to a lack of power reaching your EV charger device, often resulting from a circuit breaker that is turned off or has been tripped. To fix the problem: • Ensure that the circuit breaker responsible for your charger is switched ON. If it appears to be OFF, turn it back ON. You can also press the test button on an RCD/RCBO style circuit breaker to confirm that it is functioning correctly. • Examine the connection point between the vehicle and the charger. Look for any signs of damage or corrosion that may be affecting the connection. • Ensure that the charging cable is securely and properly connected to both the charger and your vehicle.

Symptom	Solution
The charging cable cannot be unplugged when it is not actively charging.	The Humax Home EV Charger does not control the cable lock inside your vehicle's charging port. It is the vehicle itself that needs to release the charging port lock for the cable to be safely disconnected.
The charging session does not commence.	• The vehicle is scheduled to charge at a later time. • The vehicle is already fully charged, preventing further charging. • Ensure that the charging cable is correctly connected; if not, unplug and reconnect it. • Inspect the charging cable for dirt or damage, ensuring it is in good condition.
Charging is slow.	• The charging speed may vary depending on the surrounding environment and the charger's power supply. Try charging at a different time. • Check the charging cable and connection points for dust or faults. Ensure that the charger and power supply are providing sufficient power.
The charging session ended early, but the battery is not full.	Ensure that your vehicle does not have a maximum charge limit in place, which may restrict charging to less than full capacity. Some vehicles offer this option to drivers to alleviate congestion at highway charging stations.
The charger consistently overheats.	• Ensure there are no heavy objects or obstructions around the charger. • Place the charger in a well-ventilated area. • If the overheating warning persists, contact a professional immediately.
I cannot search for the charger's hotspot.	After the charger is powered on, its hotspot will automatically disable itself after 15 minutes. To access the hotspot: 1. Power off the charger. 2. Power it back on. 3. Look for the hotspot, starting with HEXXX... (same as the device Serial Number) If you are still unable to find the hotspot regardless of what you try, there may be an issue with the communication board. In that case, it is recommended to contact our support team for further assistance.

Specification

Input

Category	7 kW	11 kW
Power supply	Single-phase	Three-phase
Rated voltage	230 V AC	400 V AC
Rated current	32 A	16 A
Frequency	50 Hz	50 Hz

Output

Category	7 kW	11 kW
Output voltage	230 V AC	400 V AC
Maximum current	32 A	16 A
Output power	7 kW	11 kW

User interface

Category	7 kW	11 kW
Connector type	Type 2	Type 2
Cable length	4 m/7 m	4 m/7 m
Enclosure	Plastic PC940	Plastic PC940
LED indicator	Green/Yellow/Red	Green/Yellow/Red
RFID reader	Mifare ISO/IEC 14443A	Mifare ISO/IEC 14443A
Start mode	Plug&Play (Plug&Charge) RFID card App	Plug&Play (Plug&Charge) RFID card App

Communication

Category	7 kW	11 kW
WiFi	Yes (2.4 GHz)	Yes (2.4 GHz)
Bluetooth	Yes	Yes
Ethernet	Yes	Yes
OCPP	OCPP 1.6 Json	OCPP 1.6 Json

Safety & Security

Category	7 kW	11 kW
RCD	Type A + 6 mA DC detection	Type A + 6 mA DC detection
Ingress protection	IP65	IP65
Impact protection	IK08	IK08
Electrical protection	Over current protection, Residual current protection, Surge protection, Over/Under voltage protection, Over/Under frequency protection, Over temperature protection	Over current protection, Residual current protection, Surge protection, Over/Under voltage protection, Over/Under frequency protection, Over temperature protection
Certification	UKCA	CE/CB
Certification standard	EN IEC 62311:2020 EN 300328 V 2.2.2:2019 EN 300330 V 2.1.1:2017 EN 301489-1 V 2.2.3:2019 EN 301489-3 V 2.1.1:2019 EN 301489-17 V3.2.0:2017 EN IEC 61000-6-1:2019 EN IEC 61000-6-3:2021 EN IEC 61851-1:2019 EN IEC 61851-21-2:2021 BS EN IEC 61000-6-1:2019 BS EN IEC 61000-6-3:2021 BS EN IEC 61851-1:2019 BS EN IEC 61851-21-2:2021 IEC 62955:2018 BS 7671:2018/A1:2020/A2:2022	EN IEC 62311:2020 EN IEC 61851-1:2019 EN 301489-1 V 2.2.3:2019 EN 301489-3 V 2.1.1:2019 EN 301489-17 V 3.2.4:2020 EN IEC 61000-6-1:2019 EN 61000-6-3:2007+A1 EN IEC 61000-3-2:2019 EN 61000-3-3:2013+A1 EN IEC 61851-21-2:2021 EN 300328 V 2.2.2:2019 EN 300330 V 2.1.1:2017 IEC 62955:2018

Environment

Category	7 kW	11 kW
Installation	Wall-mount	Wall-mount
Work temperature	–30 to +50 ºC	–30 to +50 ºC
Work humidity	5 to 95%	5 to 95%
Work altitude	Less than 2,000 m	Less than 2,000 m

Package

Category	7 kW	11 kW
Product dimension (H x W x D)	344 x 192 x 100 mm	344 x 192 x 100 mm
Package dimension (L x W x H)	440 x 340 x 240 mm	440 x 340 x 240 mm
Net weight	3.5 kg	3.5 kg
Gross weight	4.1 kg	4.1 kg
External package	Carton	Carton

Contact information

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