



MaxiCharger AC Ultra

Installation and Operation Manual

Version 2.4

CE Model

Trademarks

Autel® and MaxiCharger® are trademarks of Autel Intelligent Technology Corp., Ltd., registered in China, the United States and other countries. All other marks are trademarks or registered trademarks of their respective holders.

Copyright Information

No part of this manual may be reproduced, stored in a retrieval system or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise without the prior written permission of Autel.

Disclaimer of Warranties and Limitation of Liabilities

All information, specifications, and illustrations in this manual are based on the latest information available at the time of printing. Autel 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.

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

For Services and Support (24/7):

Web: www.autelenergy.eu

Tel: +49(0)89 540299608

Email: evsupport.eu@autel.com

Address: Landsberger Str. 408/4. OG 81241 Munich, Germany

For technical assistance in all other markets, please contact your local distributor.

CONTENTS

1. Using This Manual	1
1.1 Signal Word.....	1
1.2 Target Group.....	1
1.3 Revision History	2
1.4 Terminology.....	2
2. Safety	3
2.1 Safety Warnings.....	3
2.2 Disposal Instructions.....	4
3. General Introduction.....	5
3.1 Product Overview (Outside)	6
3.2 Product Overview (Inside)	8
3.3 In the Box.....	9
3.4 Recommended Tools	10
4. Installation	11
4.1 Preparing for Installation	11
4.1.1 Location Requirements	11
4.1.2 Checklist.....	12
4.1.3 Electrical Design.....	12
4.1.4 Energy Management	13
4.2 Unpacking	13
4.3 Mechanical Installation.....	14
4.3.1 Mounting on a Wall.....	14
4.3.2 Mounting on a Pedestal.....	17
4.4 Power Supply Wiring	22
4.5 Internet Connection.....	23
4.5.1 Via Ethernet Cable	23
4.5.2 Via Cellular Network	23
4.5.3 Via Wi-Fi.....	24
4.6 Finishing Installation	24
5. Configuration.....	25
5.1 Initial Setups	25
5.2 OCPP Settings.....	27
5.3 Adding the Charging Station	29

6. Operation.....	30
6.1 Charging Operations	30
6.1.1 Start Charging	30
6.1.2 Stop Charging	30
6.2 Display Descriptions.....	31
6.2.1 Standby Screen.....	31
6.2.2 Authorization Screen.....	32
6.2.3 Start Charging Screen	32
6.2.4 Charging Screen	32
6.2.5 Cost Details Screen.....	33
6.2.6 Error Screen.....	33
7. Troubleshooting	34
8. Technical Specifications	35
8.1 Product Specifications	35
8.2 Product Dimensions.....	38
9. Compliance	39

1. Using This Manual

This manual describes the installation and use of the AC Ultra. Prior to installation, read through this manual to become familiar with the instructions of this MaxiCharger to ensure a successful installation and smooth operations.

1.1 Signal Word



DANGER

Indicates an imminently hazardous situation with a high risk level which, if the danger is not avoided, will cause death or serious injury.



WARNING

Indicates a potentially hazardous situation with moderate risk level which, if the warning is not obeyed, can cause death or serious injury.



CAUTION

Indicates a potentially hazardous situation with a medium risk level which, if the caution is not obeyed, may cause minor or moderate injury or damage to the equipment.



NOTICE

Provides helpful information such as additional explanations, tips, and comments.

1.2 Target Group

This documentation is intended for:

- Qualified installers who can properly complete the installation work and identify potential danger
- Users of the charging station

1.3 Revision History

Version	Date	Descriptions
V1.0	2023.06	Initial version
V1.1	2023.09	Updated product structure
V2.0	2023.12	Complete manual overhaul
V2.1	2024.01	Updated installation procedures
V2.2	2024.03	Updated safety information
V2.3	2024.04	Updated specifications
V2.4	2024.06	Added Section 5.3 and Table 8-2 and updated Chapter 9

1.4 Terminology

Term	Definition
AC	Alternating current
CCS	Combined Charging System, a standard charging method for electric vehicles
CHAdeMO	Abbreviation of CHArge de MOve, a standard charging method for electric vehicles
DC	Direct current
EV	Electric vehicle
OCPP	Open charge point protocol, open standard for communication with charge stations
RCBO	Residual current breaker with overload
RCD	Residual current device; a device that breaks an electrical circuit when it detects a current leakage
RFID	Radio-frequency identification; a method of charging authentication
TCU	Transaction Control Unit; intelligent hardware to handle the human-machine interface, metering, transaction, and communication with back office

2. Safety

The safety messages herein cover situations of which Autel is aware. Autel cannot know, evaluate or advise you as to all of the possible hazards. You must be certain that any condition or service procedure encountered does not jeopardize your personal safety.

2.1 Safety Warnings

- Read and follow all warnings and instructions before installing and operating the MaxiCharger.
- Only a qualified electrician is allowed to install, service, repair and relocate the MaxiCharger.
- The user must not attempt to service or repair the MaxiCharger as it does not contain user-serviceable parts.
- Switch off input power before installing the MaxiCharger. Keep the power off until it is fully installed and secure.
- Do not use explosive or readily flammable substances near the MaxiCharger.
- It is recommended to install a fire alarm system where appropriate in order to detect fires at an early stage.
- Do not use the MaxiCharger if the charging cable is frayed, broken or otherwise damaged, or fails to operate.
- Do not use the MaxiCharger if the enclosure or the EV connector is frayed, broken or otherwise damaged, or fails to operate.
- In the event of danger and/or an accident, a qualified electrician must immediately disconnect the electrical supply from the MaxiCharger.
- Refer to the vehicle user manual to check if the vehicle releases hazardous or explosive gases when charging.
- Follow the instructions given in the vehicle user manual before choosing the charging location of the MaxiCharger.
- Do not direct powerful water jets toward the MaxiCharger.
- Do not operate the MaxiCharger with wet hands.
- Do not put the charging handle into any liquid.
- Do not install or open the MaxiCharger in wet environment (such as rain or heavy fog).

- Ensure that the charging cable is positioned so that it will not be stepped on, tripped over, driven over or otherwise subjected to excessive force or damage. Where applicable, ensure that the charging cable is correctly stowed when not in use and that the charging handle does not touch the ground.
- Keep the charging handle away from heat sources, dirt or water.
- Use this MaxiCharger to charge compatible electric vehicles only. Refer to the technical specifications in this manual. Refer to the vehicle manual to check if the vehicle is compatible.
- Only use the MaxiCharger under the specified operating conditions in this manual.
- Local regulations may be applicable and may vary depending on your region/country of use. The qualified electrician must always ensure that the MaxiCharger is installed in accordance with the local regulations.
- Adaptors or conversion adapters are not allowed to be used. Cord extension sets are not allowed to be used.
- Ensure that the charging cable is not damaged or tangled prior to use.
- Do not insert fingers into the charging port.
- Do not leave objects inside the charging port.
- Use of the MaxiCharger may affect or impair the operation of any medical or implantable electronic devices, such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. Check with your electronic device manufacturer concerning the effects that charging may have on such electronic devices before using the MaxiCharger.
- Wear personal protective equipment such as eye protection, cut-resistant gloves, and non-slip safety shoes to prevent personal injuries.

2.2 Disposal Instructions

Handling waste incorrectly can have a negative effect on the environment and human health due to potential hazardous substances. Discard the charging station correctly can facilitate the reuse and recycling the materials and environmental protection.

- Obey the local rules when discarding parts, packaging materials or the charging station.
- Discard electrical and electronic equipment separately in compliance with the WEEE-2012/19/EU Directive on waste of electrical and electronic equipment.
- Do not mix or dispose the charging station with the household waste.

3. General Introduction

This MaxiCharger AC Ultra is designed to charge an electric vehicle (hereinafter called “EV”). Tailored for commercial use, it features fast and efficient charging experience while offering best-value design and smart charging.

Intended Use

This MaxiCharger is intended for the AC charging of EVs. It is intended for both indoor and outdoor use.

DANGER



- The charging station must be operated as described in this manual or other related documents released by Autel. Failure to comply may result in human injury and/or damage to the property.
- Use the charging station only as intended.



NOTICE

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

3.1 Product Overview (Outside)

1. Ambient Light Sensor — detects ambient brightness
2. Display
3. RFID Reader
4. POS Terminal (Optional)
5. LED Ring (Refer to [Table 3-1 Indicator Descriptions](#))
6. Socket
7. Product Label
8. Meter
9. Data Cable Entry
10. AC Inlet Hole
11. Upper Mounting Screw
12. Mounting Hole

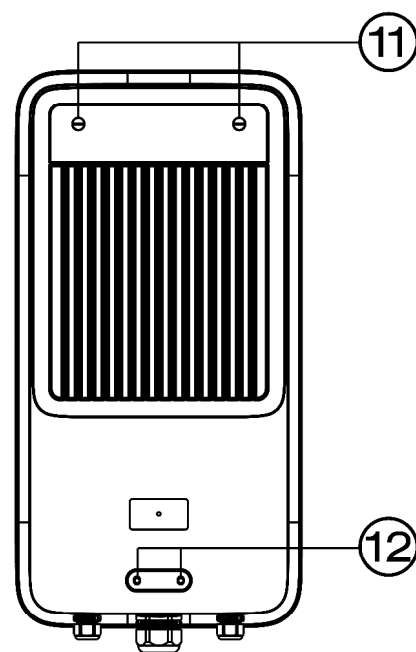
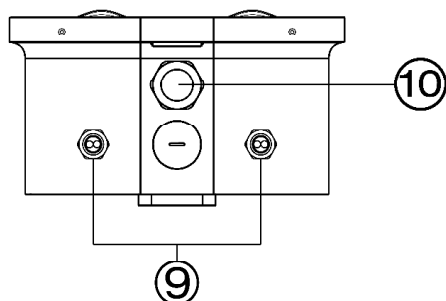
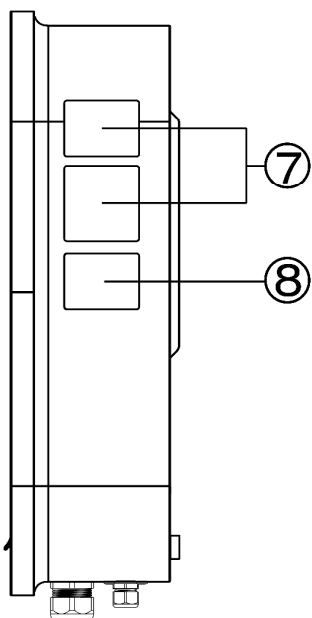
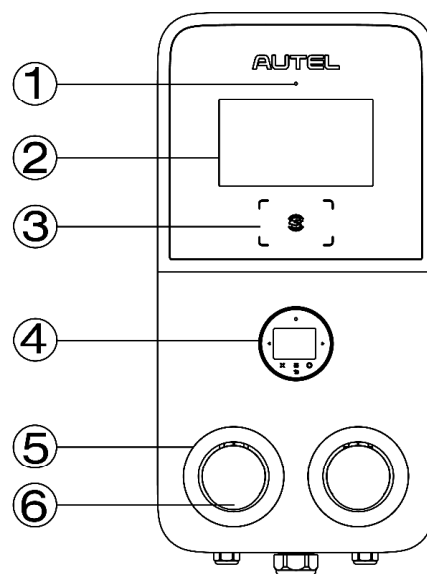
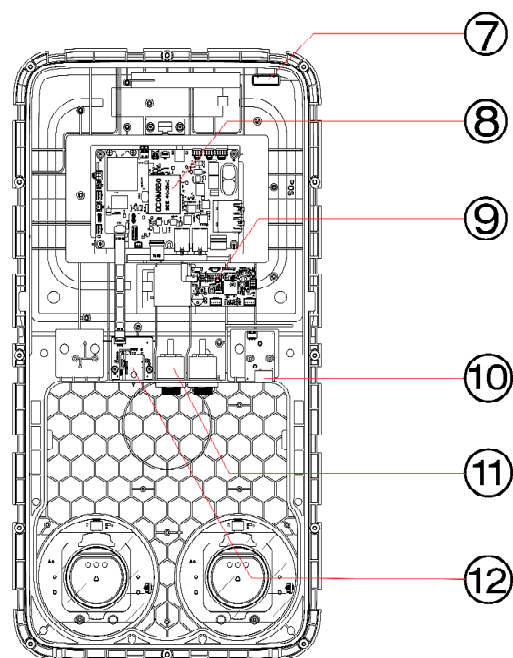
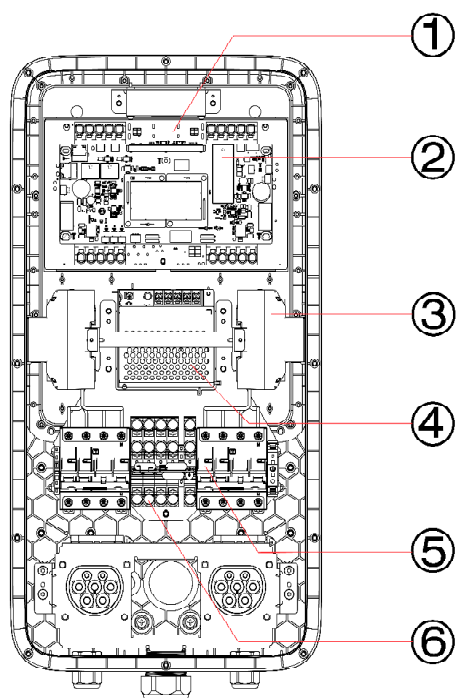


Table 3-1 Indicator Descriptions

LED	Description
LED Ring	Solid Green: – The charging station is in standby mode. – An EV is connected. – A charge session has ended. Flashing Green: – The charging handle is unplugged. (Turns solid green after 10 seconds.) – The RFID card is used for authentication while the charging handle is not connected. (Turns solid green after 10 seconds.) Breathing Green: An EV is connected and a charge session has started. Solid Red: An error has occurred. Solid Yellow: The charging station is not available due to any of the followings: – The firmware is upgrading. – The charging station is reserved. – It is temporarily disabled by the backend. Not Illuminated: The charging station is powered down.
RFID LED	Solid Green: The RFID function is enabled. Not Illuminated: The RFID function is disabled.

3.2 Product Overview (Inside)



- 1.** Power Board (Bottom)
- 2.** Power Control Board
- 3.** Energy Meter
- 4.** Auxiliary Power
- 5.** RCBO
- 6.** Terminal Block

- 7.** GPS Antenna
- 8.** TCU
- 9.** NFC
- 10.** RS485 Terminal Block
- 11.** Ethernet Port
- 12.** SIM Card Socket



NOTICE

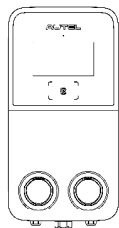
In the above illustration, the left describes the bottom inside of the charging station, and the right showcases the inside with the middle cover.

3.3 In the Box

Main Kit

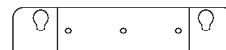
Charging Station

1 PC



Wall Dock

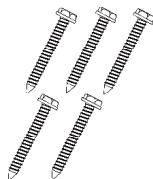
1 PC



Screw (M6 x 50)

(For wall-mounting only)

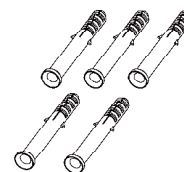
5 PCS



Wall Anchor

(For wall-mounting only)

5 PCS



Quick Reference Guide

1 PC



Packing List

1 PC



Nameplate

(For pedestal-mounting only)

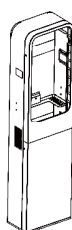
1 PC



Pedestal Kit

Pedestal

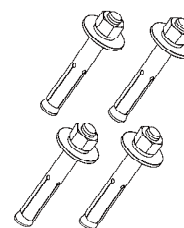
1 PC



Expansion Bolt

(M16 x 150)

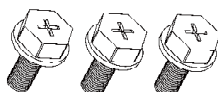
4 PCS



Screw (M6 x 16)

3 PCS

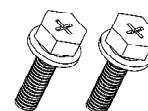
(For spare use)



Screw (M6 x 25)

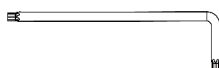
2 PCS

(For spare use)



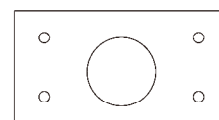
T25 Screwdriver

1 PC



Drilling Template

1 PC



Quick Reference Guide

1 PC



Packing List

1 PC



Tool Kit

Drilling Template

(For wall-mounting only)

1 PC



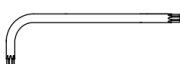
Socket Wrench

1 PC



T10 Screwdriver

1 PC



3.4 Recommended Tools

Tape measure



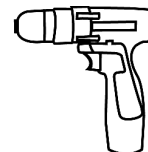
Pencil



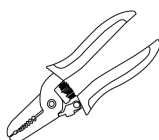
Spirit level



Power drill



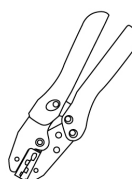
Wire stripper



Crimp connector
(EVN16-18
Recommended)



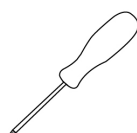
Crimping plier



Drilling bit
(8 mm/18 mm)



Phillips screwdriver



Open-end wrench
(16 mm)



Brush



Multimeter



NOTICE

The tools mentioned above are not included in the package. Ensure they are readily available prior to installation.

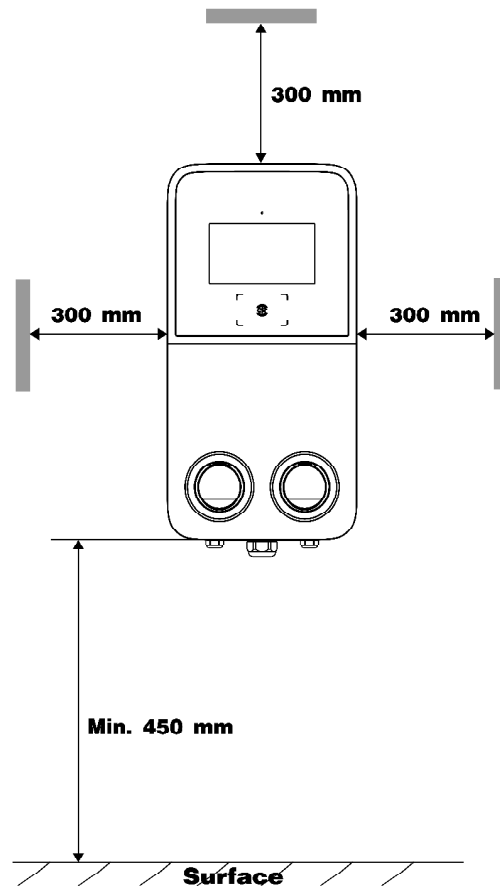
4. Installation

4.1 Preparing for Installation

4.1.1 Location Requirements

For Wall-mounting:

- Install the charging station on a flat and vertical surface capable of supporting at least 25 kg.
- Install the charging station in a location that allows the charging cable to remain within its bending tolerance.
- The charging station should be installed 450 mm above the surface at a minimum.
- The minimum free space around the charging station is 300 mm.
- Position the charging station in a location where it is not vulnerable to being damaged.



For Pedestal-mounting:

- A horizontal, level, and sound foundation is required for installation. To ensure safe and permanent anchoring, the concrete strength level should be above C30.
- The base must permit the running off of any water that has entered the base.
- The diameter of the embedded cable should not exceed 110 mm. All cables must be laid precisely in the center of the concrete foundation from the base and should have an excess length of 1-1.5 m for the remaining installation activities.
- Do not mount the pedestal on asphalt.
- The foundation can be flush with or above the surface.

4.1.2 Checklist

- The local installation regulations are identified and followed.
- All necessary permits are obtained from the local authority that has jurisdiction.
- The existing electrical load has been calculated to find the maximum operating current for the charging station installation.
- A miniature circuit breaker (MCB) and residual current device (RCD) are installed upstream and have ratings that correspond to the local power supply and required charging power.
- The correct cables are available at the installation site, and there is sufficient cable length to strip and connect the wires.
- The recommended installation tools are available at the site. Refer to [3.5 Recommended Tools](#).

4.1.3 Electrical Design



DANGER

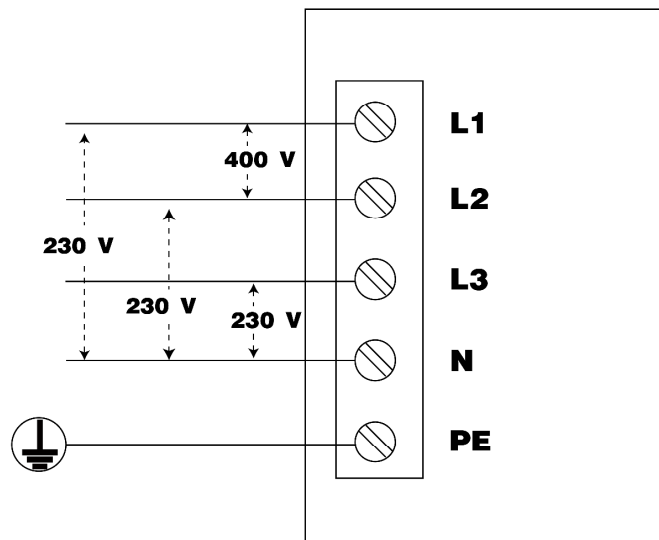
Connecting the charging station to the power supply other than specified in this section can cause incorrect installation and the risk of electric shock, as well as damage to the charging station, and injury or death.

Earthing System	TN-system	PE cable
	TT-system	Earth electrode installed separately (self-installed)
Power Input	Three-phase	400 V AC $\pm$ 15%, 50 Hz

Observe the descriptions below for power supply connection of the charging station, depending on the specifications of the power supply cabinet.

400 VAC, Three-phase with Neutral

For three-phase using a Wye-connected secondary, all three phases (L1, L2, and L3) and neutral must be connected. Each phase voltage must measure 230 V to neutral.



4.1.4 Energy Management

Autel offers varied energy management solutions for the AC charging stations. These solutions include four operation modes:

- DLB (Dynamic Load Balance) mode
- ALM (Adaptive Load Management) mode
- PV hybrid mode
- EMS (Energy Management System) mode

The features and required devices for installation are different depending on the operation mode. For more information, please contact your sales representative or Autel technical support.

4.2 Unpacking

1. Open the package.
2. Remove the charging station from the box.
3. Remove all packaging material from the charging station.
4. Discard the packaging material.
5. Ensure that all parts are delivered according to the order. Refer to [3.4 In the Box](#).
6. Do a visual inspection of the charging station and the parts for damage. In case any damage is found or the parts are not consistent with your order, contact the delivery and Autel support.

4.3 Mechanical Installation

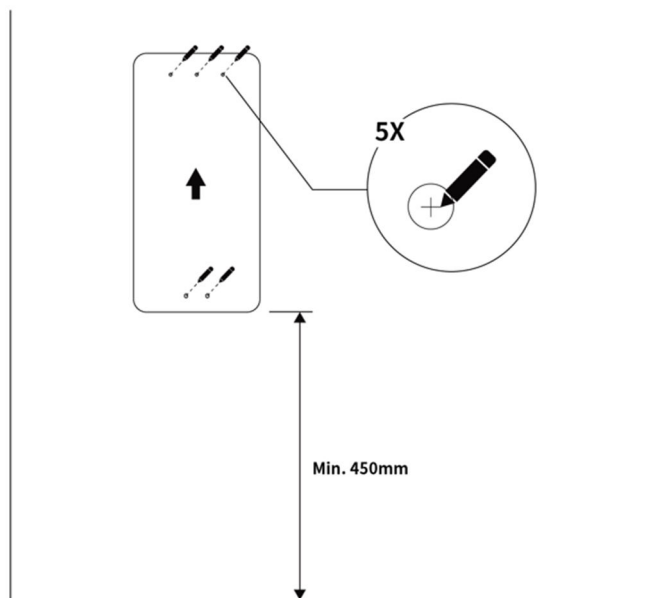
There are two ways to mount the charging station:

- Mounting on a wall
- Mounting on a pedestal

4.3.1 Mounting on a Wall

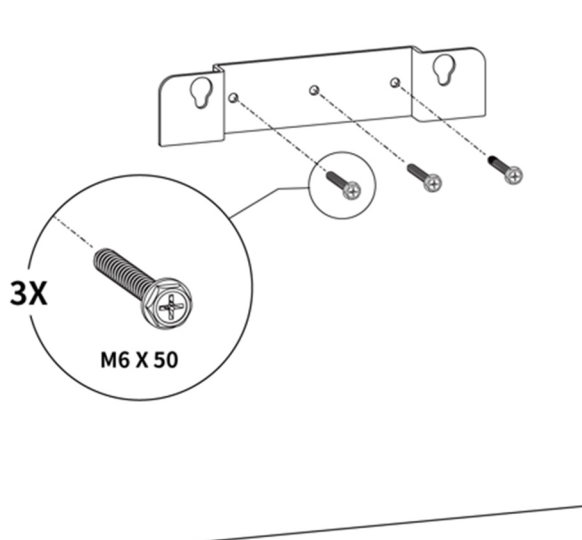
STEP 1

1. Place the drilling template against the wall as shown and level it using a spirit level.
2. Mark the five holes. Remove the drilling template.



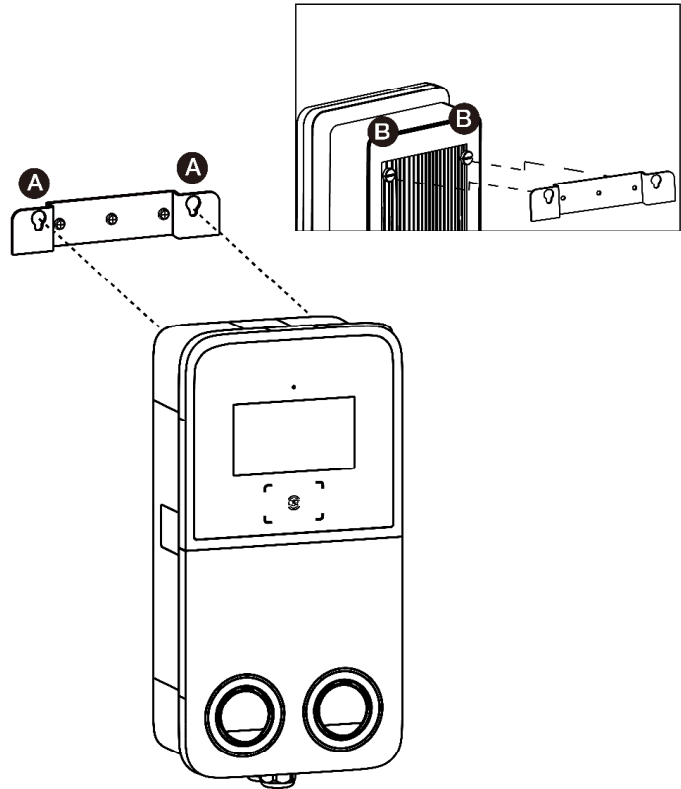
STEP 2

1. Drill five 8 mm holes to a depth of 50 mm. Clean any debris using a brush.
2. Insert five 8 mm wall anchors into the holes.
3. Place the wall dock on the wall, aligning it with the three upper holes. Level it with a spirit level. Then insert three M6 x 50 screws into the holes. Tighten the screws to 5-7 Nm using the socket wrench.



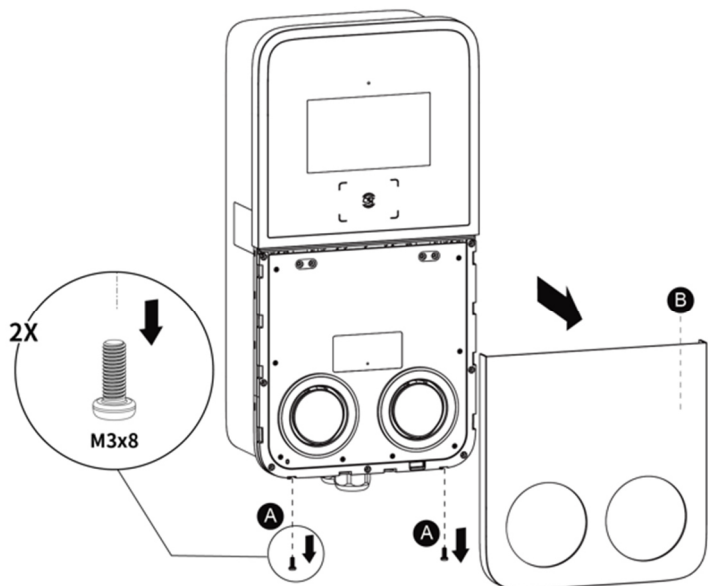
STEP 3

Hook the charging station on the wall dock by inserting the two mounting screws (B) on the back of the charging station into the two upper mounting holes (A). Slide the charging station downwards to engage the screws.



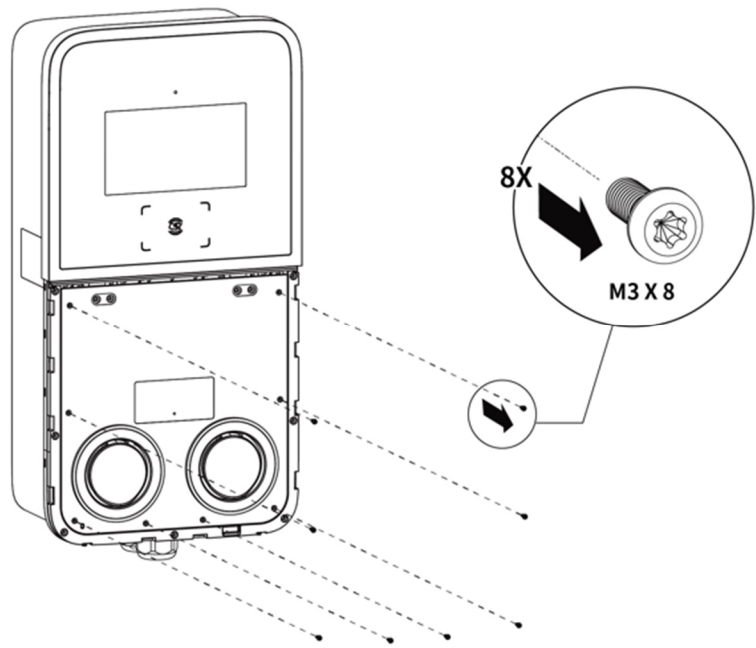
STEP 4

Loosen the two M3 x 8 screws (A) at the bottom of the charging station using the T10 Torx screwdriver and remove the faceplate (B). Set them aside.



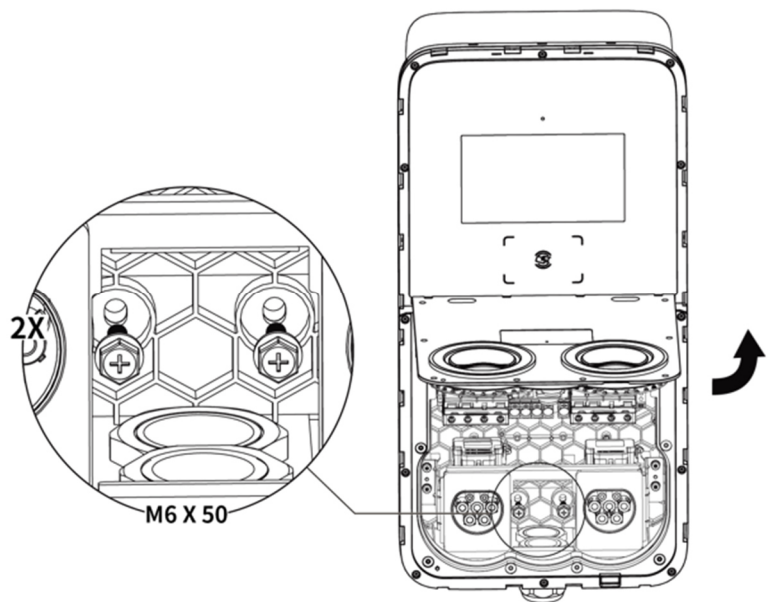
STEP 5

Remove the eight M3 x 8 screws using the T10 Torx screwdriver. **Set them aside.**



STEP 6

Flip the maintenance cover up. Then insert two M6 x 50 screws into the two lower holes. Tighten the screws to 5-7 Nm using the socket wrench to secure the charging station.

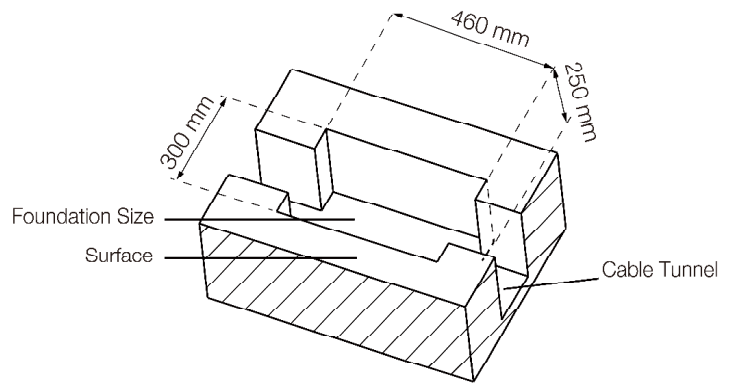


Proceed to [4.4 Power Supply Wiring](#) to connect the AC input cable.

4.3.2 Mounting on a Pedestal

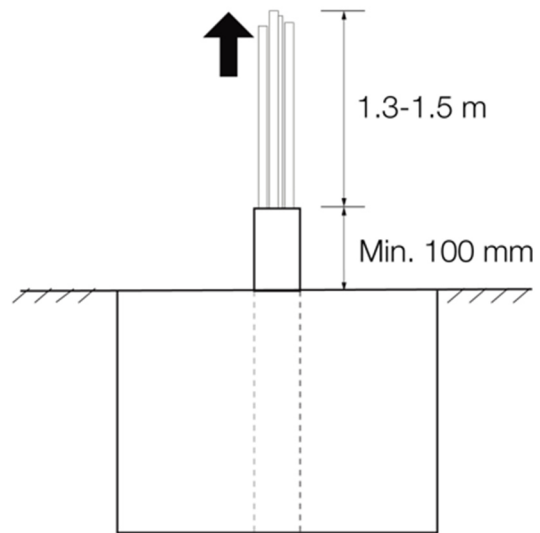
STEP 1

1. Build a foundation with the size of 460 x 300 x 250 mm (L x W x H).
2. Trench and excavate an opening to accommodate the wiring conduit.



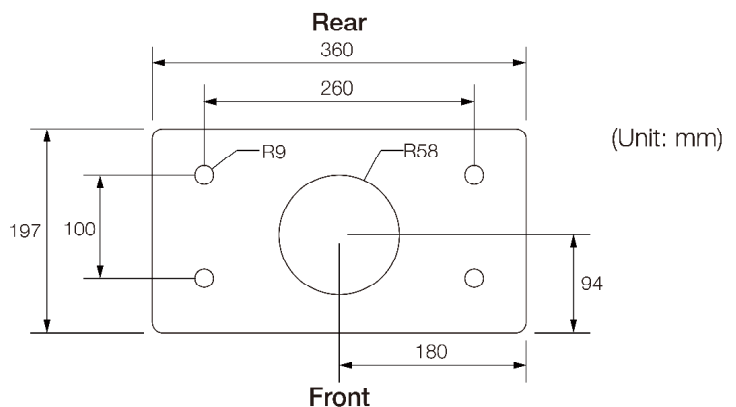
STEP 2

1. Run the conduit to the designated location. The conduit stub-up is recommended 100 mm above the surface at a minimum.
2. Feed the AC input cable and the Ethernet cable (if available) out of the conduit. Ensure a length of 1.3-1.5 m is available above the foundation to allow wiring to reach the AC terminals.



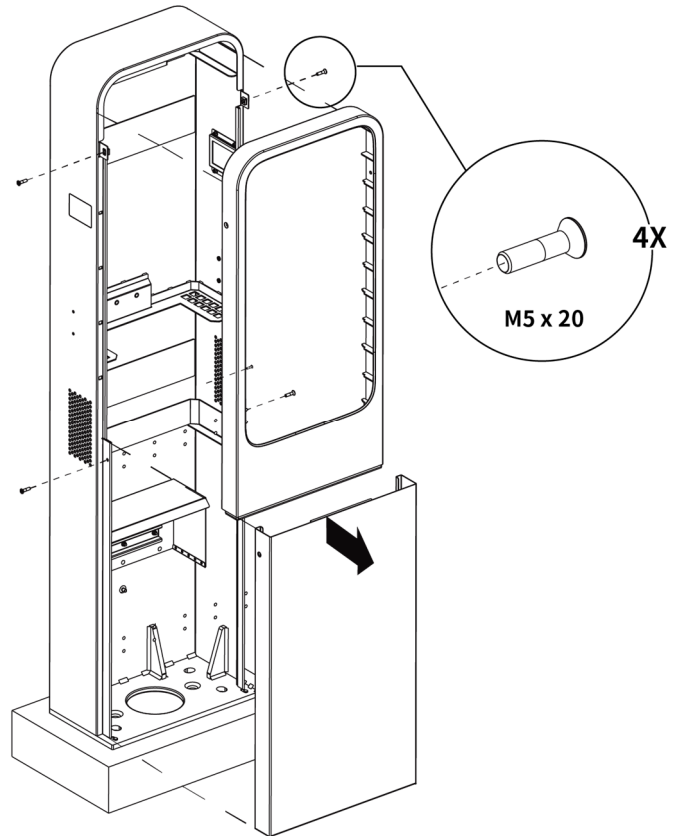
STEP 3

1. Place the drilling template on the foundation, aligning its central hole with the conduit stub-up. Then level the template using a spirit level.
2. Mark the four mounting holes on the foundation. Remove the drilling template.
3. Drill into the holes measuring 18 mm in diameter and 160 mm in depth. Remove any debris using a brush.



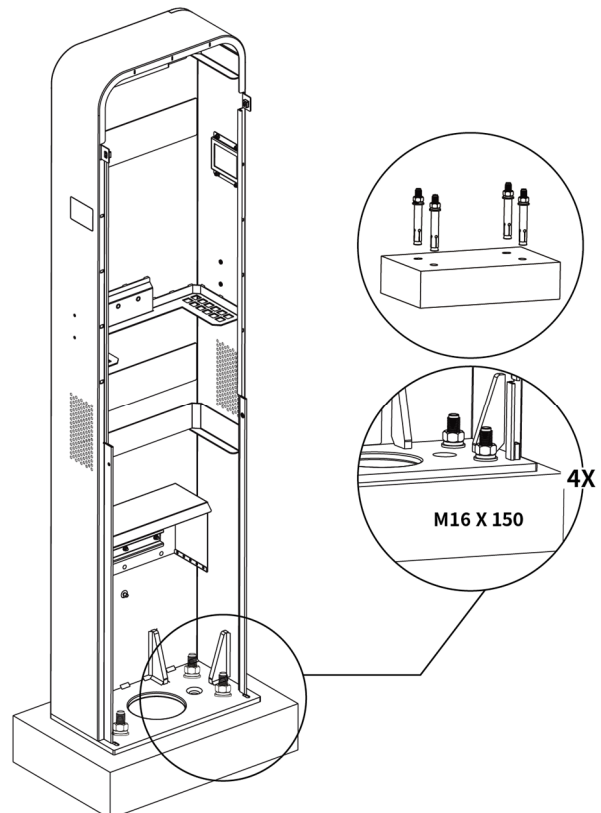
STEP 4

Loosen the four M5 x 20 security screws on both sides using the T25 screwdriver to remove the upper and lower front covers. **Set them aside.**



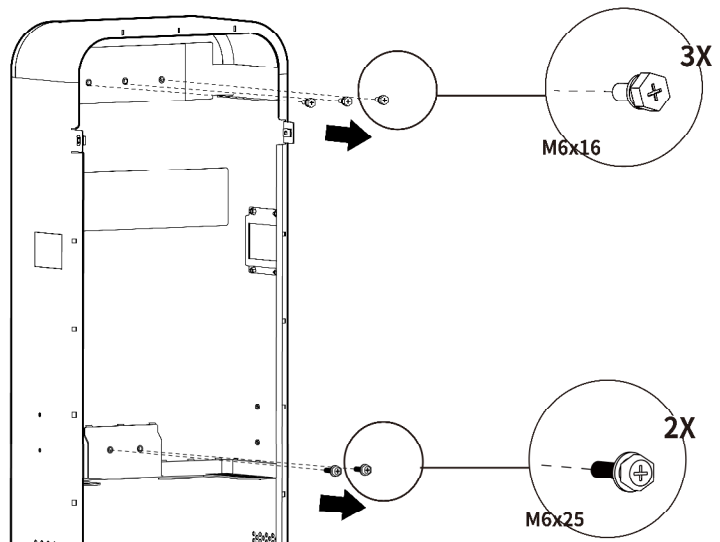
STEP 5

1. Place the pedestal onto the foundation, aligning it with the conduit stub-up and four mounting holes.
2. Tap four M16 x 150 expansion bolts into the holes. Tighten the bolts to 140 Nm using a 16 mm open-end wrench to secure the pedestal.



STEP 6

Remove the three M6 x 16 and two M6 x 25 screws from the pedestal using the socket wrench. **Set them aside.**

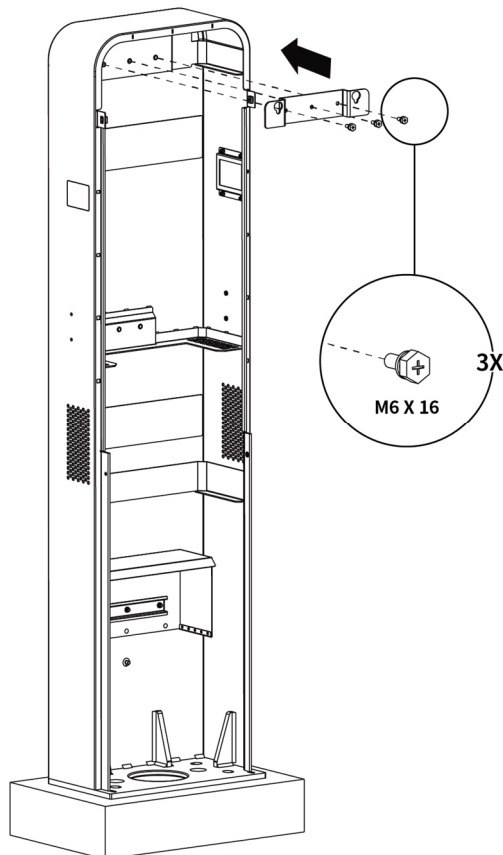


NOTICE

If any of the screws appears broken or otherwise damaged while removing, replace them with the spare ones in the package.

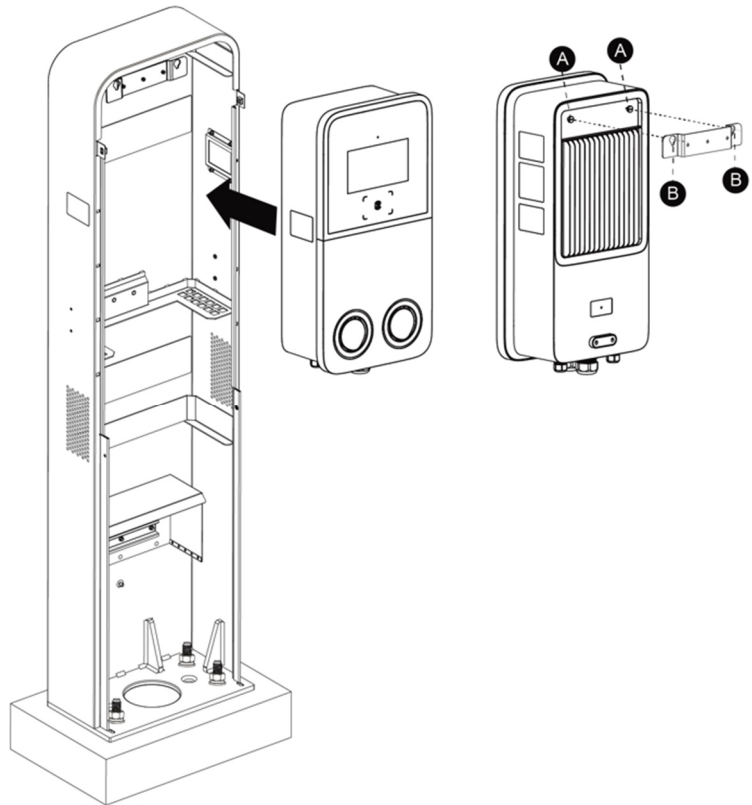
STEP 7

Align the wall dock with the three mounting holes on the pedestal. Then insert three M6 x 16 screws into the holes and tighten them to 5-7 Nm using the socket wrench.



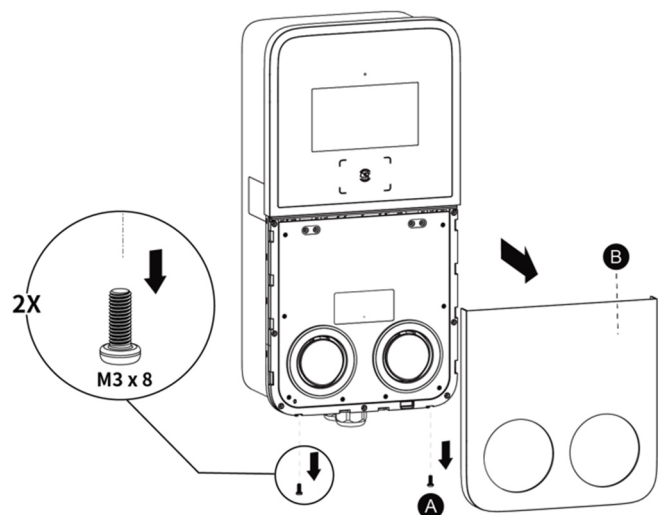
STEP 8

Hang the charging station onto the wall dock by aligning the two mounting screws (A) on the back of the charging station with the two holes (B) of the wall dock.



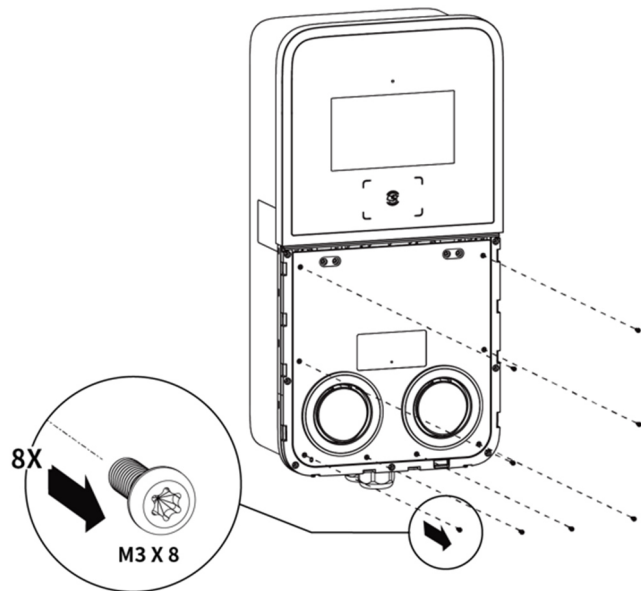
STEP 9

Loosen the two M3 x 8 screws (A) at the bottom of the charging station using the T10 screwdriver and remove the faceplate (B). **Set them aside.**



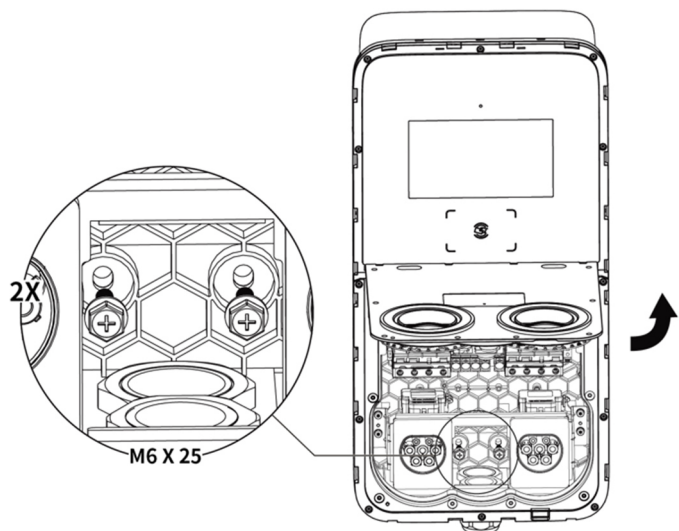
STEP 10

Remove the eight M3 x 8 screws using the T10 screwdriver. **Set them aside.**



STEP 11

Flip the maintenance cover up. Then insert two M6 x 25 screws into the two lower holes. Tighten the screws to 5-7 Nm using the socket wrench to secure the charging station.



Proceed to [4.4 Power Supply Wiring](#) to connect the AC input cable.

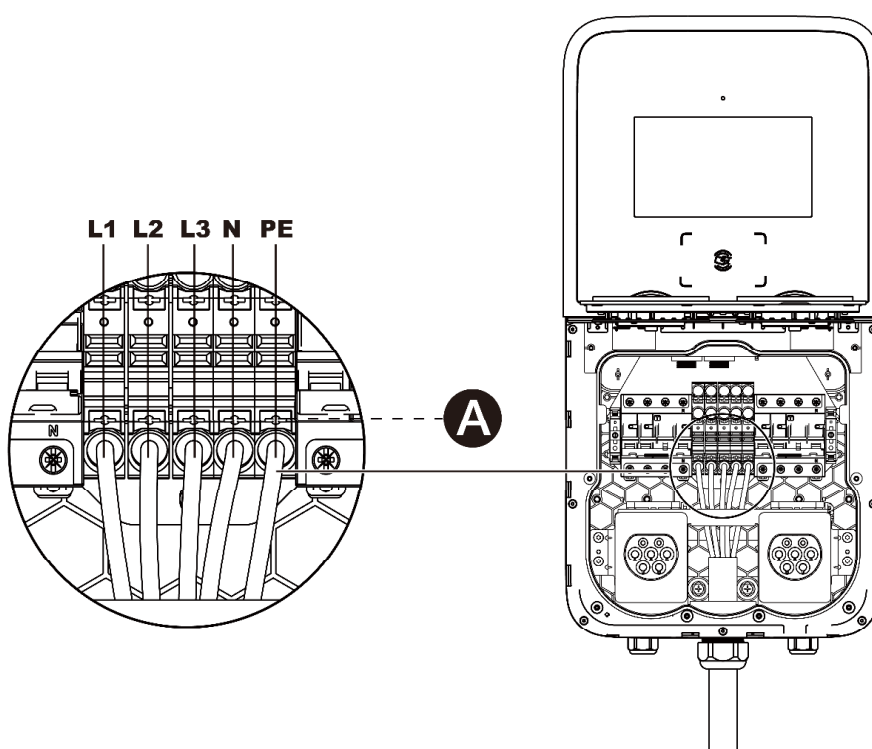
4.4 Power Supply Wiring



NOTICE

16 mm² copper wires are recommended. Choose based on the power supply available, local electrical code, and the distance from the distribution box.

1. Loosen the cable gland at the bottom of the charging station and feed the AC input cable through it.
2. Cut and strip the wires to the required length.
3. Crimp the wires to the crimp connectors using a crimping plier.
4. Use a flathead screwdriver to hold the release button (A) above the connector hole and push the wires into the holes as shown:
 - L1 (Brown)
 - L2 (Black)
 - L3 (Grey)
 - Neutral (N, blue)
 - Earth (PE, green/yellow striped)
5. Fix the cable gland.
6. Switch on the RCBOs.



4.5 Internet Connection

The MaxiCharger AC Ultra can access the Internet via Ethernet cable, cellular network or Wi-Fi.

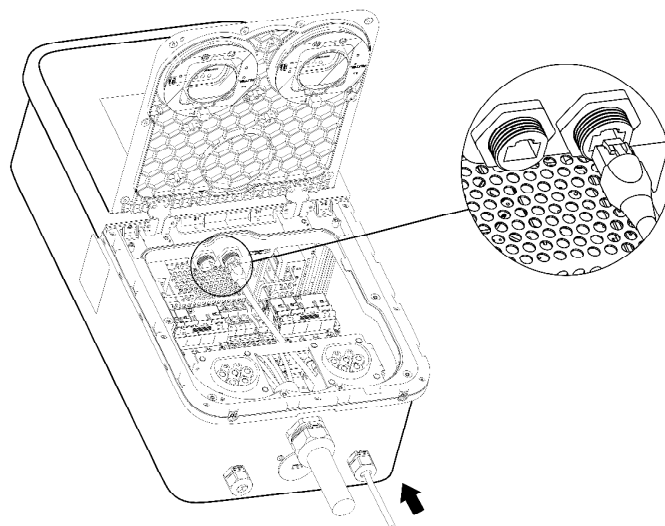
4.5.1 Via Ethernet Cable

NOTICE



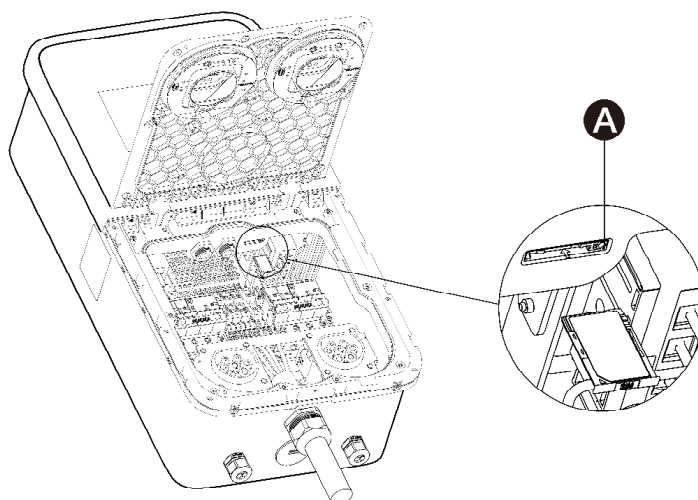
- Use Cat5 and above network cable with twisted pair wires.
- Shielded cable is recommended.
- For outdoor installation, use a UV-stabilized network cable.
- If an RJ45 plug is not pre-installed, install it on the network cable after routing the cable into the charging station.

1. Insert the Ethernet cable with the RJ45 plug through either of the bottom data cable entry.
2. Plug the Ethernet cable into either of the RJ45 port as shown.



4.5.2 Via Cellular Network

1. Eject the SIM card tray by pressing the tiny button (A) next to it.
2. Place the SIM card into the tray. Ensure it is inserted correctly.
3. Push the card tray back in place.



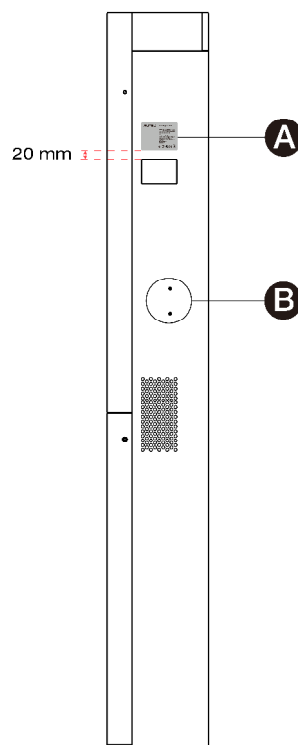
4.5.3 Via Wi-Fi

To connect the charging station to the Internet via Wi-Fi, please finish the installation first and refer to [5.1 Initial Setups](#).

4.6 Finishing Installation

1. Ensure that all installation and wiring are secured and correct. Then flip the maintenance cover down. Reinstall and tighten the eight M3 x 8 screws.
2. Reinstall the faceplate and the two M3 x 8 screws. Tighten them accordingly.

3. For floor mounting installation, reinstall the pedestal's lower and upper covers by inserting and tightening the four M5 x 20 screws. Then apply the nameplate (A) in the package to the right side of the pedestal as shown.



The installation is now complete.



CAUTION

Ensure all electrical connections are clean, tight, and free of wire strands and metal shavings.



NOTICE

If needed, install a cable bracket on both sides of the pedestal, aligning with the two mounting holes (B).

5. Configuration

For the charging station to function, a series of setups must be completed prior to use.

Switch on the power to the charging station.



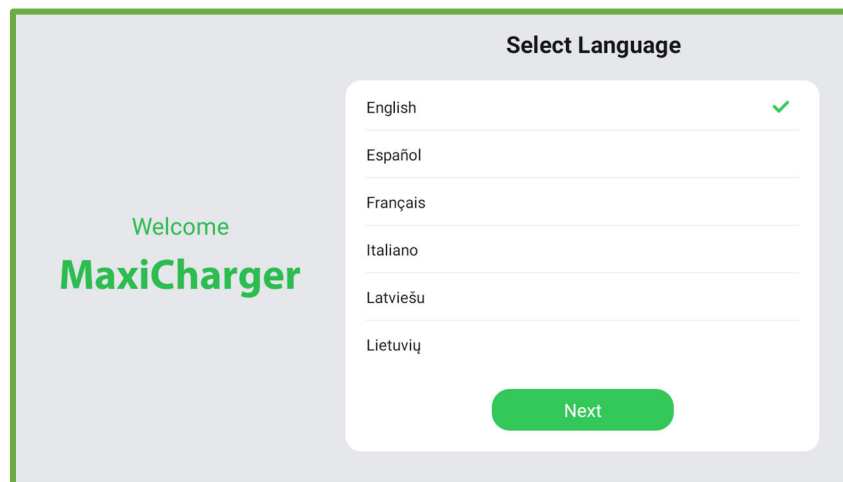
WARNING

Risk of electric shock

Only a certified installation engineer is allowed to configure the charging station.

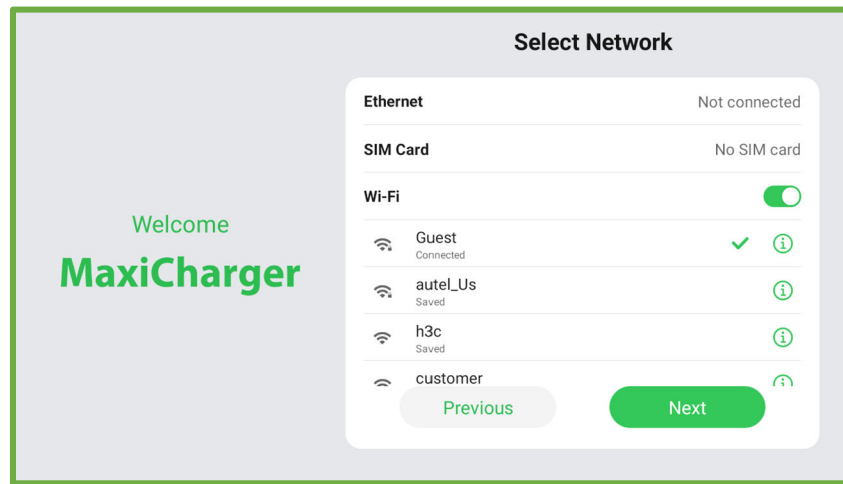
5.1 Initial Setups

1. Select the language. Tap **Next** to continue.

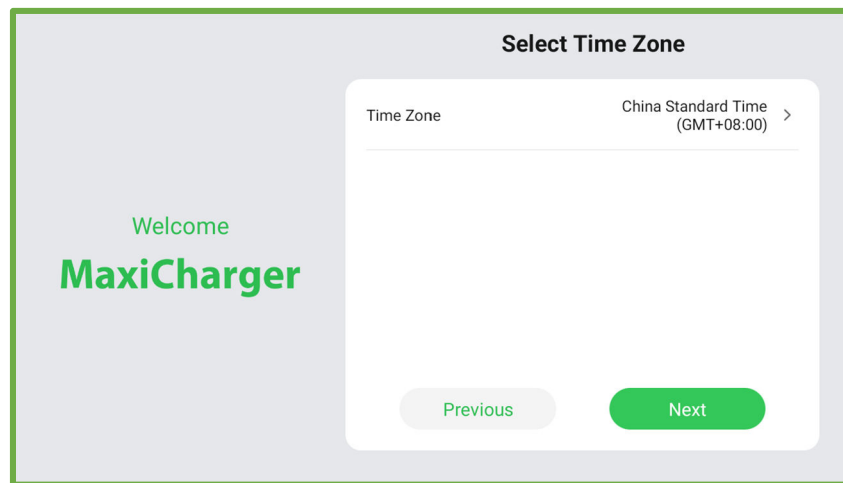


2. Select a local network and enter the Wi-Fi password. If the MaxiCharger has been connected to the Internet via SIM card or Ethernet cable, skip this step. Tap **Next** to continue or **Previous** to return to the previous page.

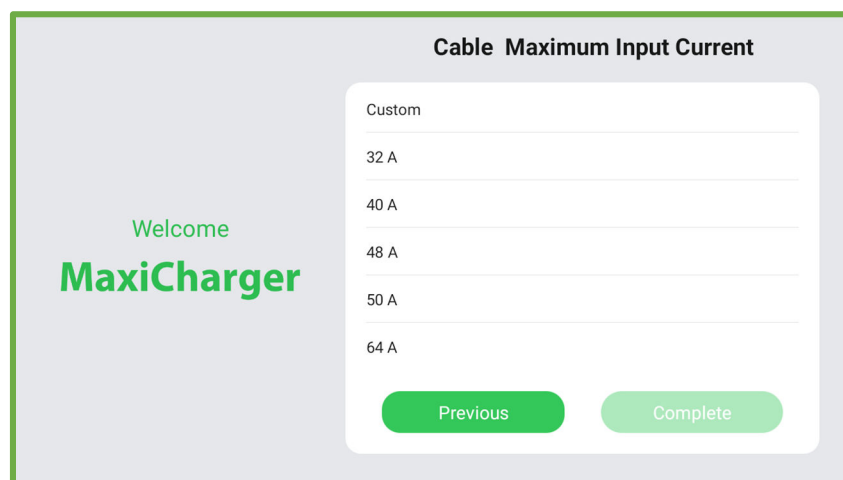
After the network is set up, a screen will appear to allow you to check the quality of the network. Tap **Next** to proceed or **Previous** to view the previous screen.



- 3.** Select the time zone. Tap **Next** to continue or **Previous** to return to the previous page.

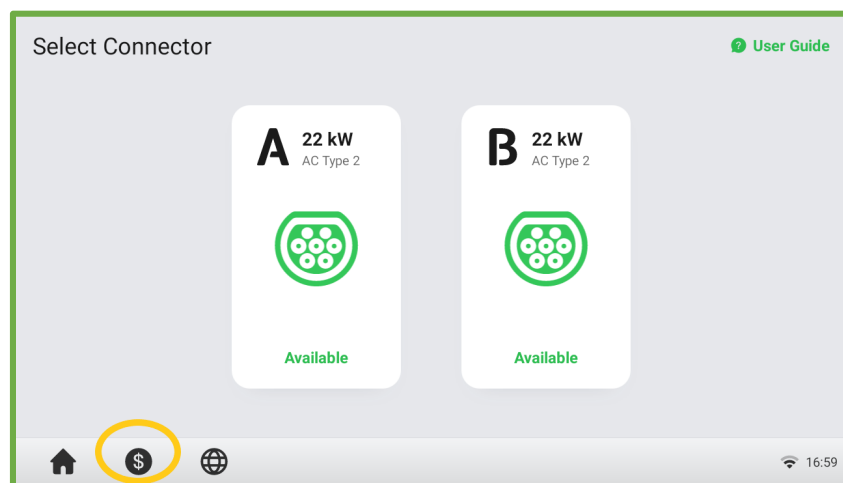


- 4.** Select the maximum input current based on the ratings of the MaxiCharger and local grid capacity. Tap **Complete** to finish the initial setups or **Previous** to return to the previous page.

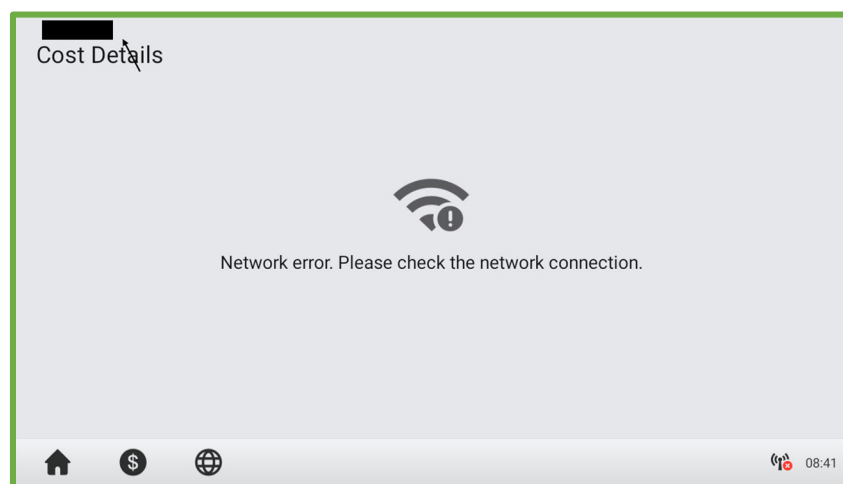


5.2 OCPP Settings

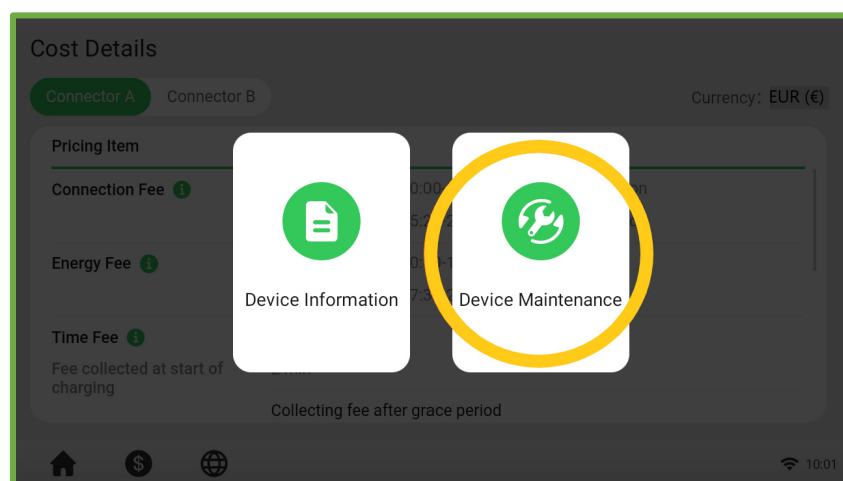
1. On the Standby Screen, tap the “currency (\$)” icon on the lower-left corner to enter the Cost Details Screen.



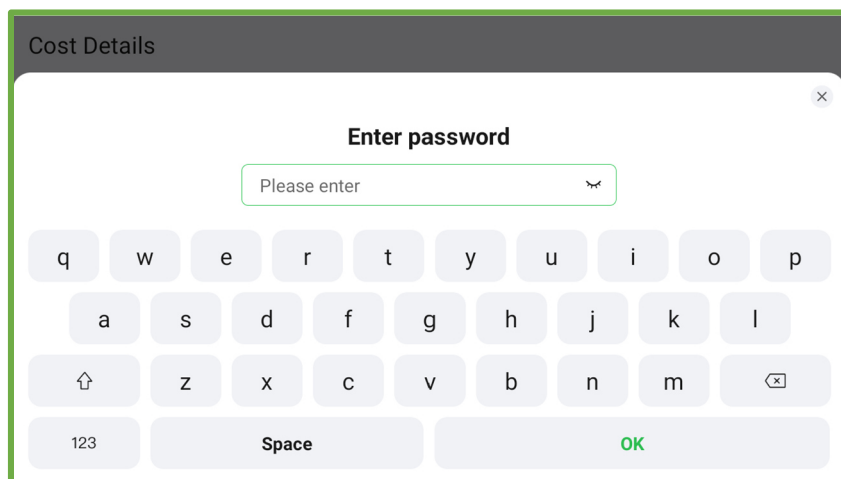
2. On the Cost Details Screen, double tap the upper-left corner to enter the next page.



3. Select **Device Maintenance** on the screen.



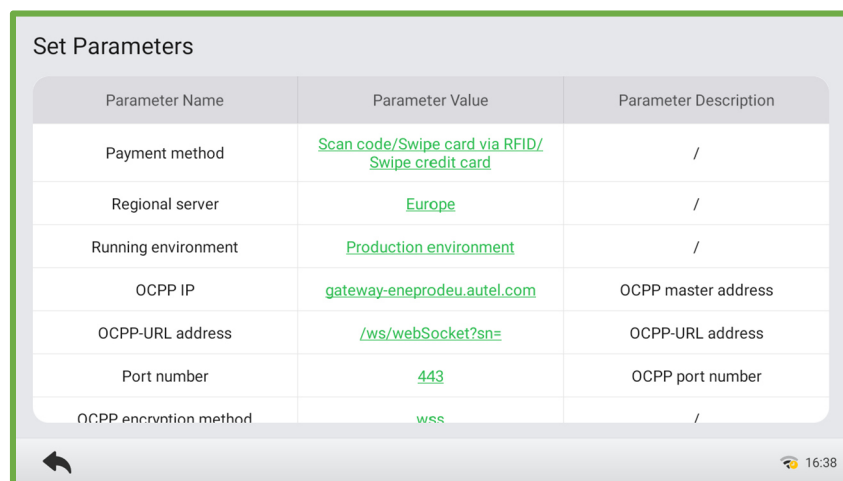
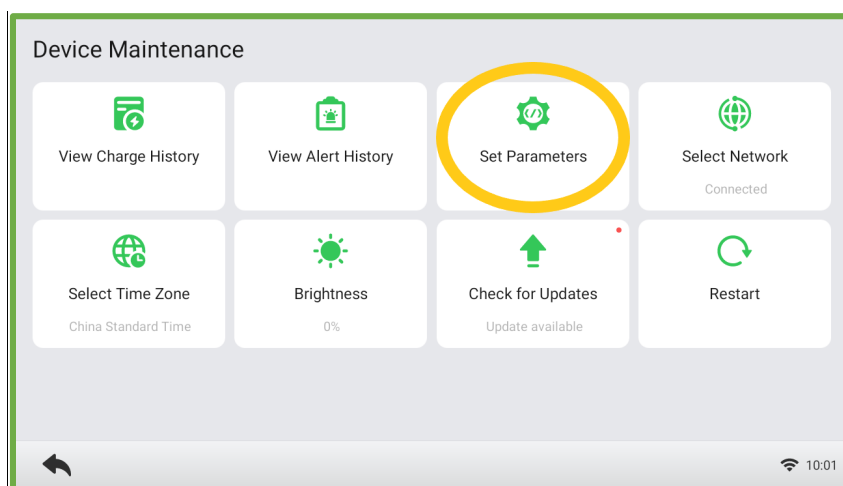
4. A password prompt will appear. Enter **the last 6 characters of the product's serial number** to continue, which can be found on the product label.



NOTICE

For safety reasons, please contact Autel technical support to reset the password.

5. Tap **Set Parameters** to set the OCPP IP, OCPP URL address, port number, OCPP encryption method, and other parameters if needed.



Parameter Name	Parameter Value	Parameter Description
Payment method	Scan code/Swipe card via RFID/ Swipe credit card	/
Regional server	Europe	/
Running environment	Production environment	/
OCPP IP	gateway-eneprodeu.autel.com	OCPP master address
OCPP-URL address	/ws/webSocket?sn=	OCPP-URL address
Port number	443	OCPP port number
OCPP encryption method	wss	/

5.3 Adding the Charging Station

After the above configurations are finished, add your charging station on the Autel Charging Station Management System.

6. Operation

6.1 Charging Operations

Before beginning a charge session, scan the QR code below to download the Autel Charge app to a mobile device from the Google Play or App Store. Then register an account. You are now ready to use the app to charge the vehicle.



6.1.1 Start Charging

1. Insert the charging handle into the charging port on the EV and the charger socket outlet.
2. Choose from the following ways to start a charge session:
 - Tap the RFID card on the RFID reader.
 - Use the Autel Charge app by tapping **Start** on the Charging Screen.
 - Credit card. (Only available for charging stations with a POS device.)



NOTICE

Ensure the EV is charging. The LED ring should be breathing green. If you suspect the vehicle is not charging properly, try reconnecting the charging handle or contact Autel technical support.

6.1.2 Stop Charging

1. To stop charging, choose either of the following two ways:
 - Wait for the charge session to end.
 - The status LED will illuminate green.
 - The Autel Charge app displays that the EV is fully charged.
 - The display will show that the EV is fully charged.
 - End the charge session by tapping the RFID card on the RFID reader again or via the Autel Charge app by tapping **Stop** on the Charging Screen.

2. Remove the charging handle from the charger socket outlet and the EV charging port.

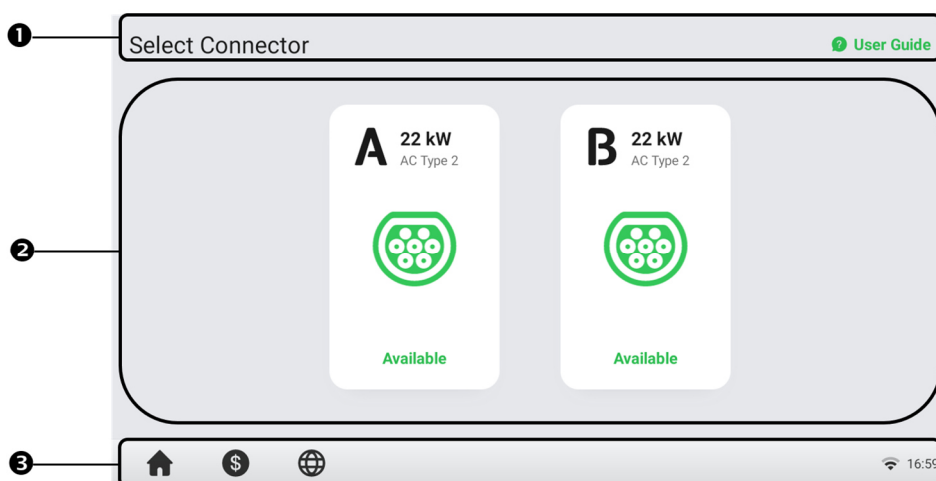
NOTICE



- If the EV charging handle is unplugged during the charge session, the charging station automatically disconnects the power supply. This stops all charging operations.
 - When the vehicle is fully charged, the charging station will automatically disconnect the power supply.
-

6.2 Display Descriptions

6.2.1 Standby Screen

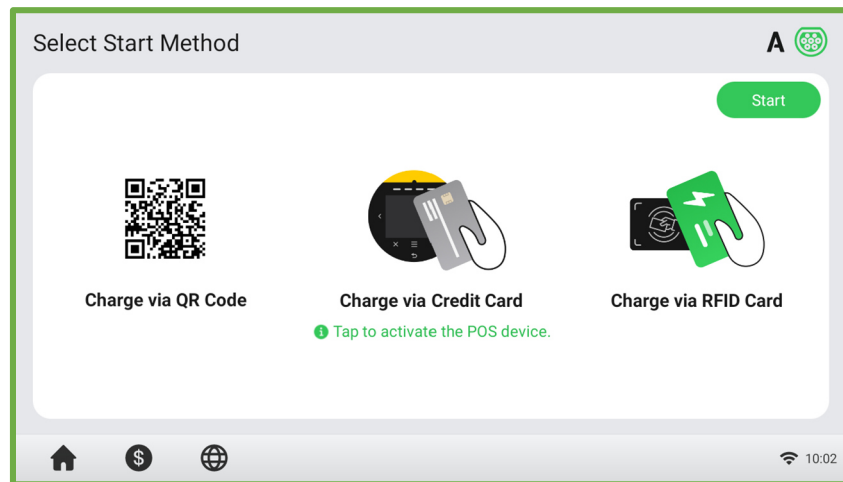


1. Top screen — displays the **User Guide** button (tap to view charging instructions)
2. Middle screen — tap to select a connector
3. Bottom screen — tap to return to the Home page, view the charging costs, and adjust the language

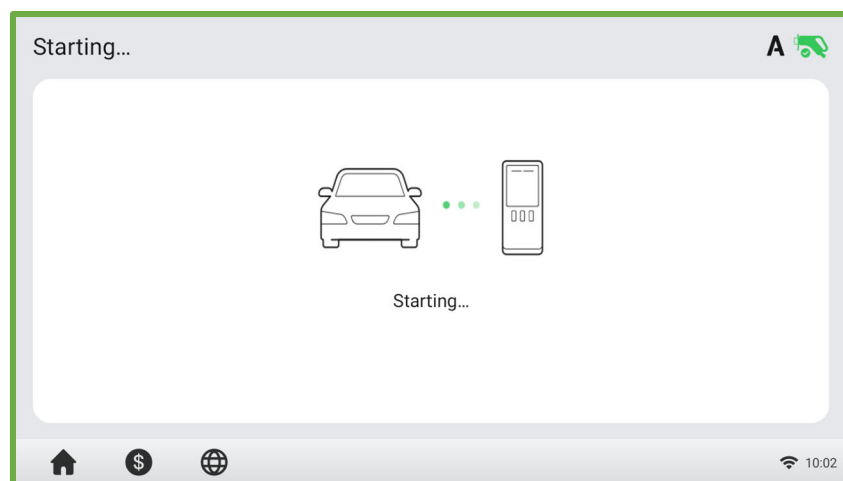
The display shows the Standby Screen when the charging station is in idle status, indicating that the charging station is ready for use. When this screen appears, choose connector A or B to enter the Authorization Screen, or the Authorization Screen will automatically appear once an EV is connected.

6.2.2 Authorization Screen

Choose an authorization method to start a charge session — QR code, RFID card or credit card (optional).

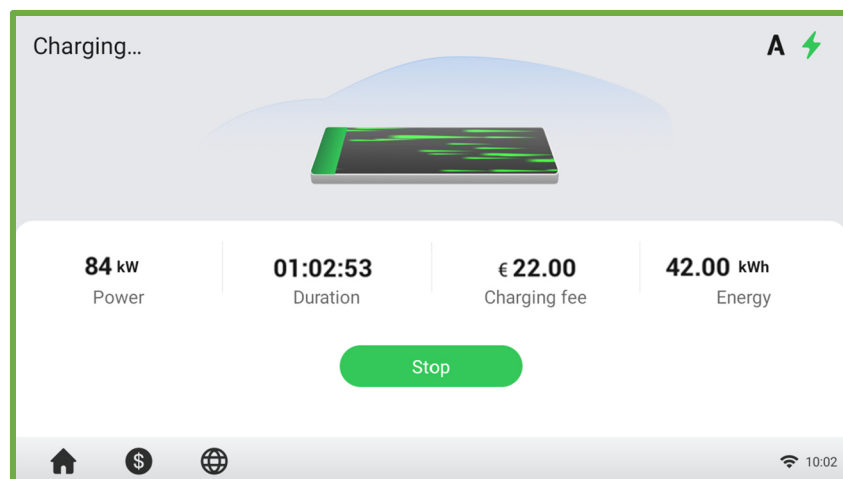


6.2.3 Start Charging Screen



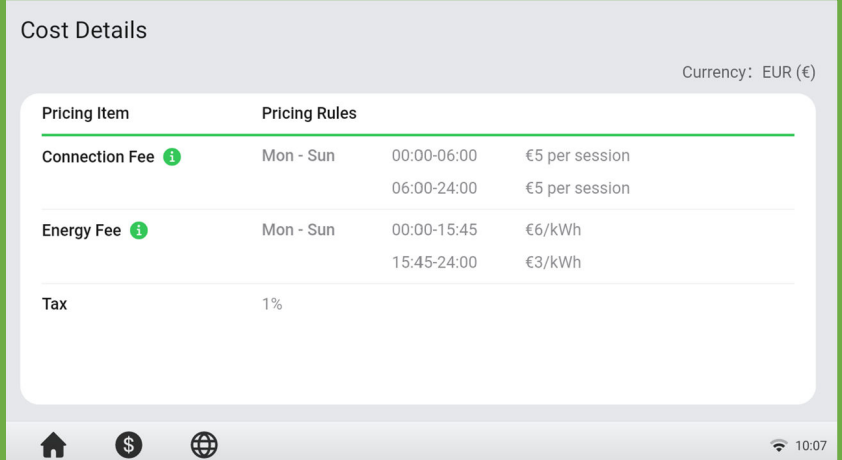
6.2.4 Charging Screen

The Charging Screen will show the real-time charging progress, current power, charging duration, current cost, as well as volume.



6.2.5 Cost Details Screen

When the charge session ends, the Cost Details Screen will appear.



The screenshot shows the 'Cost Details' screen with a currency of EUR (€). It contains a table with pricing items and rules. The table has two main columns: 'Pricing Item' and 'Pricing Rules'. The 'Pricing Rules' column is further divided into 'Mon - Sun', 'Time', and 'Rate'.

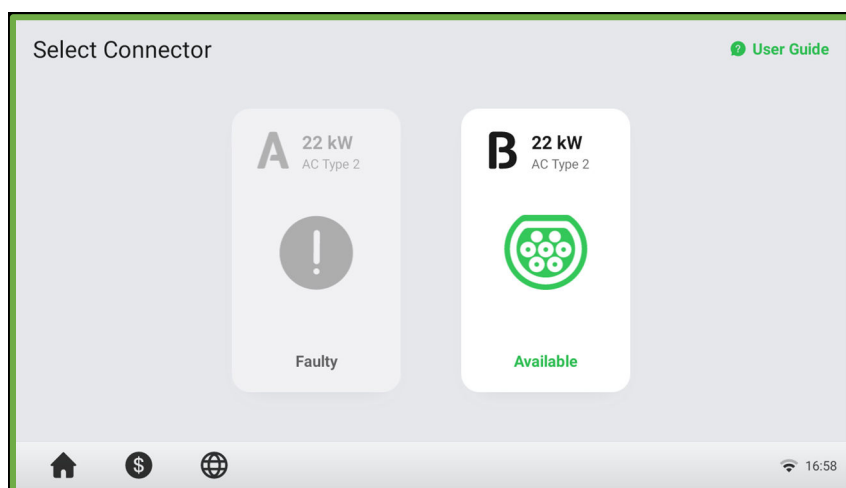
Pricing Item	Pricing Rules
Connection Fee ⓘ	Mon - Sun 00:00-06:00 €5 per session
	06:00-24:00 €5 per session
Energy Fee ⓘ	Mon - Sun 00:00-15:45 €6/kWh
	15:45-24:00 €3/kWh
Tax	1%

The bottom of the screen shows a navigation bar with icons for home, currency, and globe, and a status bar with a Wi-Fi icon and the time 10:07.

6.2.6 Error Screen

The display shows different error messages depending on the error type. Resolve the problem(s) by following the on-screen instructions, contacting Autel technical support or trying another MaxiCharger. Below is an example for the error screen:

If the charging handle is not available, the following screen may appear.



7. Troubleshooting

The table below describes the most common faults when operating the charging station. Contact Autel technical support if the fault encountered is not in this table.

Item	Problems	Solutions
1	Over-voltage	Use the multimeter to check whether the voltage on the power input is too high. If the result is greater than or equal to 120 % of the rated voltage (276 V), contact local power grid company.
2	Under-voltage	Use the multimeter to check whether the voltage on the power input is not sufficient. If the result is less than or equal to 70 % of the rated voltage (161 V), contact local power grid company.
3	Ground fault	Ensure the charging station is grounded correctly.
4	Power failure	Ensure the switch to the circuit breaker is on.
5	Over-heating	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.
6	Residual current detected	Unplug the vehicle and plug in again. If the problem persists, contact customer support.
7	Internet connection fails	Try to connect another device to the same Internet, verifying the Internet connection is working properly. If the problem persists, contact customer support.

8. Technical Specifications

8.1 Product Specifications

Table 8-1 Product Specifications

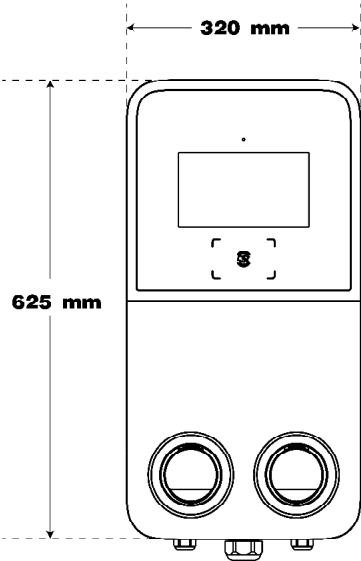
Item	Description
AC Power Output Rating	2 x 22 kW
AC Power Input Rating	400 V $\pm$ 15%, three-phase, 50 Hz 230 V $\pm$ 10%, single-phase, 50 Hz
Network Type	TN and TT
Circuit Breaker	40 A
Input Wiring Scheme	400 VAC, three-phase (3P + N + PE) 230 VAC, single-phase (1P + N + PE)
Connector Type	IEC 62196 Type 2 socket or socket with shutter
Display	8-inch touchscreen with 1280 x 720 resolution
Metering	MID or Eichrecht
Ground Fault Detection	Type A 30 mA + DC 6 mA
Protection	Overcurrent, overvoltage, undervoltage, residual current detection
Connectivity	4G (GSM900: 35 dBm, GSM1800: 32 dBm, WCDMA900/2100: 25dBm, LTE Band 1/3/7/8/20/38/40/28A: 25dBm) Wi-Fi (802.11 a/b/g/n/ac; frequency: 2.4 GHz/5 GHz) Ethernet RS485
RFID Reader	ISO 15693, ISO 14443
Payment	Credit card (optional)

Item	Description
Communications Protocol	OCPP 1.6J & OCPP 2.0.1
Mounting	Wall-mounted or floor using a pedestal
Enclosure Ratings	IP54 IK10 Indoor or outdoor installation
Operating Temperature	-30 to 50 °C (Derating starts at 35 °C; output no less than 16A per connector at 50 °C)
Storage Temperature	-40 to 70 °C
Dimension (H x W x D)	625 x 320 x 170 mm
Weight	15.4 kg
Operating Humidity	≤ 95%, non-condensing
Operating Altitude	2000 m
Safety and Compliance	IEC/EN 61851-1, EN 62311, EN 62479, IEC/EN 62955
Codes and Standards	CE, UKCA, BSI 7671
Warranty	3 years

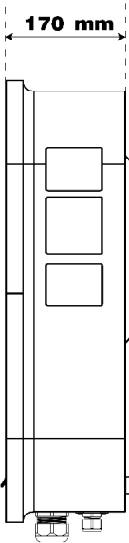
Table 8-2 Connectivity Specifications

Item	Description
Radio Characteristics	2G/3G/4G communication
Operating Frequency	(TX/RX) 880 MHz~915 MHz, 925 MHz~960 MHz (GSM900), 1710 MHz~1785 MHz,1805 MHz~1880 MHz (DCS1800), 1920 MHz~1980 MHz, 2110 MHz~2170 MHz (WCDMA B1), 880 MHz~915 MHz, 925 MHz~960 MHz(WCDMA B8), 1920 MHz~1980 MHz, 2110 MHz~2170 MHz (LTE Band1), 1710 MHz~1785 MHz, 1805 MHz~1880 MHz (LTE Band3), 2500 MHz~2570 MHz, 2620 MHz~2690 MHz (LTE Band7), 880 MHz~915 MHz, 925 MHz~960 MHz (LTE Band8), 832 MHz~862 MHz, 791 MHz~821 MHz (LTE Band20), 703 MHz~748 MHz, 758 MHz~803 MHz (LTE Band28), 2570 MHz~2620 MHz (LTE Band38), 2300 MHz~2400 MHz (LTE Band40)
Max. Transmit Power	GSM900: 35 dBm DCS1800: 32 dBm LTE band 1/3/7/8/20/28/38/40: 25 dBm
Gain of Antenna	Max. 5.32 dBi

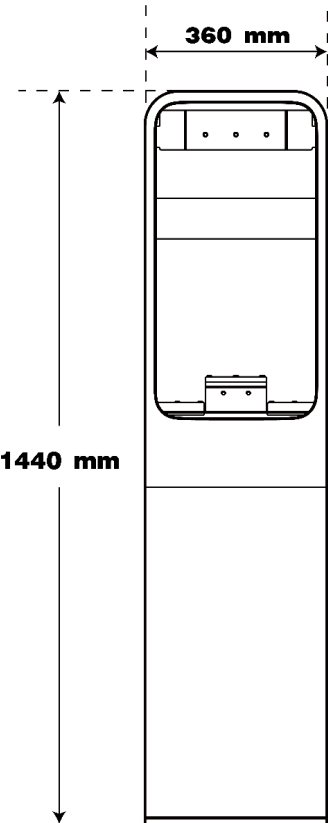
8.2 Product Dimensions



Front View



Side View



Front View



Side View

Pedestal Weight: 27.25 kg

Pedestal Material: Stainless Steel SUS430

9. Compliance

The product is in conformity with the following standards and/or other normative documents:

EN 301 489-1 V2.2.3

EN 301 489-3 V2.3.2

EN 301 489-17 V3.2.4

EN 301 489-52 V1.2.1

EN 300 328 V2.2.2

EN 300 330 V2.1.1

EN 301 908-1 V15.1.1

EN 301 908-2 V13.1.1

EN 301 908 -13 V13.2.1

EN 301 511 V12.5.1

EN 50663

EN 50665

BS EN IEC 61851-1

EN IEC 61851-1

IEC 61851-21-2

EN IEC 61851-21-2

EN 50470-1

EN 50470-3

