

Elvi

installation manual

I'm home!
Let's get started.

Elvi

installation manual

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general

Errors or Inaccuracies

For any inaccuracies or omissions, or to provide feedback and suggestions, send an email to help@evbox.us.

Communication Regulations (FCC)

This device complies with Part 15 of the FCC rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

Americans with Disabilities Act (ADA) Compliance

While single-family residential installations do not have complex parking requirements, commercial, public and multi-unit residential installation have additional parking considerations that include Americans with Disabilities Act (ADA) accessible EVCS spaces and meeting the minimum requirements for spaces in parking lots and facilities. EVCS site hosts often experience challenges in providing ADA accessible EVCS spaces in addition to standard EVCS spaces while maintaining the minimum requirements for parking. *Consideration of the available parking is important for residents as well as employers and employees. Installing charging in unassigned spaces or common areas for availability to all residents at MUDs requires compliance with ADA accessibility regulations.*

Please check with your State and Local government agencies to understand and implement the necessary accommodations for people with disabilities.

Product and environmental characteristics

The charging station has been CE-certified by the manufacturer and bears the CE logo. The relevant declaration of conformity may be obtained from the manufacturer.

The charging station has been UL-certified by the manufacturer and bears the UL logo for USA and Canada. The relevant declaration of conformity may be obtained from the manufacturer.

The charging station complies with the RoHS Directive (RL 2011/65/EU). The relevant declaration of conformity may be obtained from the manufacturer.

Electrical and electronic appliances, including accessories, must be disposed of separately from the general municipal solid waste. Recycling of materials saves raw materials and energy and makes a major contribution to conserving the environment.



1. safety regulations

Please read the documentation provided with the charging station to familiarize yourself with the safety instructions and directions before you install, operate or maintain the charging station.

Warning: risk of electric shock

- Always switch off power to your charging station at the circuit breaker before installing, maintaining or servicing the product.
- This charging station may only be installed, maintained and repaired by appropriately trained, qualified, and authorized personnel, who have full responsibility for complying with the applicable standards and installation regulations.
- In the event of danger and/or accidents, have the charging station disconnected immediately by an electrician or facility manager.
- Do not operate the charging station if it, or the charging cable, is physically cracked, frayed, or otherwise visibly damaged. Consult an EVBox employee, the distribution company and/or a qualified electrician right away in order to avoid any risk of electrical shock.
- Do not direct powerful jets of fluids onto the charging station, and never operate with wet hands. Do not submerge the EV plug into liquids.
- Do not insert fingers or other objects, such as wire, tools or needles, inside of the charging port or plug port.
- Carefully read Elvi instructions and the vehicle's operating instructions in your owners handbook before charging your electric vehicle.
- Failure to follow these guidelines may result in serious injury or even death.
- The installing party must always ensure that the station is installed according to the country specific connection and local regulations.
- **Incorrect connection of the device grounding conductor can result in electric shock. Consult a qualified electrician or service technician in case of doubt whether the product is correctly grounded. Do not make any modifications to the plug supplied with the product – in case of missfit, have a suitable outlet installed by a qualified electrician.**

Cautions

- Use this charging station for mode 3 compatible electric vehicles with an SAE-J1772 charge port only. Refer to your vehicle's owner manual to determine the suitable plug type.
- This product contains no user-serviceable parts. Consult EVBox or your distributor for more information. Do not attempt to service or repair the charging station yourself.
- **In case of a relocation, do not attempt to reinstall the charging station yourself. This must be done by appropriately trained, qualified, and authorized personnel, who have full responsibility for complying with the applicable standards and installation regulations.**
- This product may impact the operation of implanted electronic medical devices. Before operating the charging station check with the supplier of the electronic medical device if its operation can be influenced by charging effects.

1. safety regulations

- Incompetent installation or repairs may result in danger to the user and could result in warranty void.
- Do not install a faulty charging station or a station with a noticeable issue. For instructions on installation, see page xx.
- Do not switch on the product if any of the present covers are not properly in place.
- Ensure that the charging station or the charging cable never come into direct contact with heat sources or water.
- Ensure that the charging station is used under the stated operating conditions (see "Technical specifications" on page xx).
- Do not use explosive or readily flammable substances in the vicinity of the charging station.
- Persons unable to assess the dangers involved in operating a charging station should not use the charging station.
- Do not allow children to operate this device. Adult supervision is required when children are in the proximity of a charging station in use.
- Make sure that the charging cable does not become mechanically damaged (kinked, jammed or driven over) and that the contact area does not come into contact with heat sources, dirt or water. For proper storage of Elvi charging cable, EVBox box has designed the Elvi Cable Dock (Article number 290135).
- While charging, the cable must be completely unwound and connected to the vehicle without overlapping loops (this is to avoid the risk of the charging cable from overheating).
- Always pull on the plug's hand grip and never on the charging cable itself.
- Do not operate the charging station in temperatures outside the ambient temperature rating of -13°F (-25°C) to 109°F (43°C). Operating Elvi outside the indicated ambient temperatures may result into early de-rating of the applicable output power or early termination of the charging session.

Remarks

- This charging station has been designed and tested in accordance with international standards.
- This charging station must be used exclusively for the purpose intended.
- The charging station complies with Safety Class I (the charging station is supplied with a ground terminal for safety) and voltage Category III.
- Do not modify the charging station in any way. This will result in loss of warranty and liability and may lead to dangerous circumstances!
- **In case the Amperage rating of the charging cable lies above the Amperage rating of the applied protective device (MCB), the installer / user must change the station settings in the **Hey by EVBox** app or via **hey.evbox.com**. This will be signaled by a warning in the app.**
- Do not use cleaning solvents to clean any of the Elvi components. The outside of the charging station, the charging cable, and the connector end of the charging cable can be wiped with a clean, dry cloth to remove accumulation of dirt and dust.

1. safety regulations

FCC REGULATORY STATEMENTS

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions.

- 1) This device may not cause harmful interference.
- 2) This device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and any part of the human body.

US contact information:
335 Madison Ave., 4th Floor
Grand Central Tech
New York, NY 10017, USA
+1 (646) 930-6305
info@evbox.us

Canadian Regulatory Statements

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

(FR) Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna

1. safety regulations

type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication. (FR) Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This equipment complies with the ICES RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of the human body. (FR) Cet équipement est conforme aux limites d'exposition aux radiations ICES définies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et une partie de votre corps.

Note: This device, when operated in the band 5150–5250 MHz, is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

(FR) Tout appareil destiné à la bande 5150 – 5250 MHz devra être exclusivement utilisé en intérieur afin de réduire les risques de perturbations électromagnétiques gênantes sur les systèmes de satellite mobile dans un même canal"

Note: *Some electric vehicles require an external ventilation system to prevent the accumulation of hazardous or explosive gasses when charging indoors. Consult the vehicle's owner manual to determine whether or not your electric vehicle requires ventilation during charging. This charging station is not designed for charging these vehicles and must not be used for charging electric vehicles that require external ventilation.*

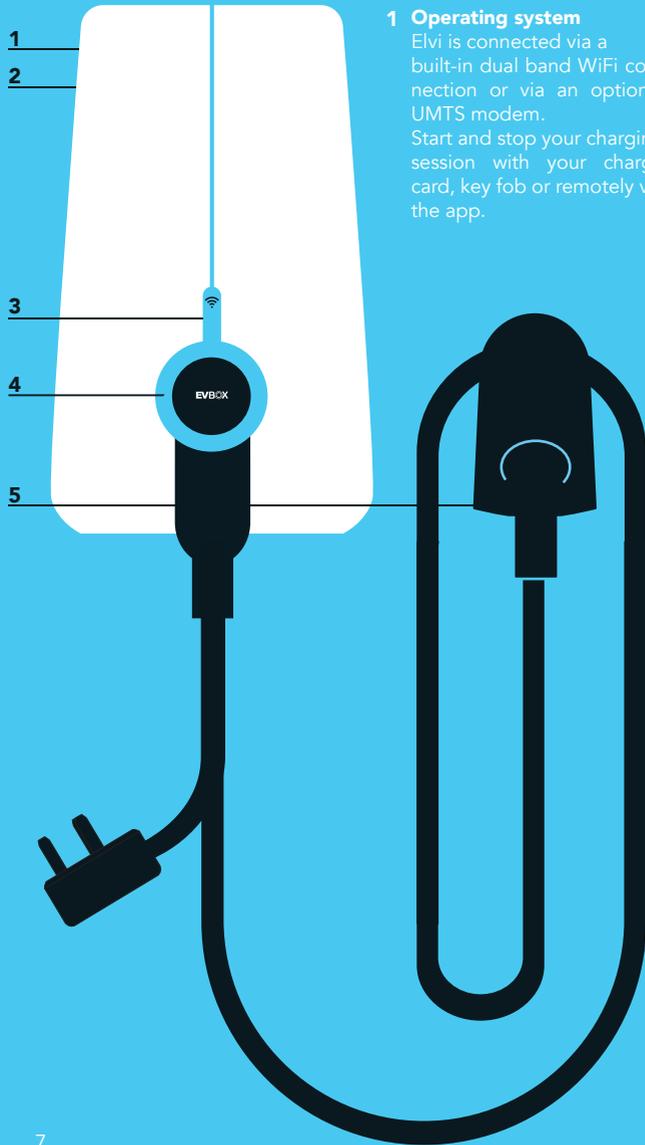
Transport and storage

Ensure that the main power source has been disconnected when storing or transporting the charging station. No liability can be accepted for damage during the transportation process if the charging station is transported in anything other than its original packaging.

Store the charging station in a dry environment. The product is preferably stored at room temperature. If this is not possible, storage temperature must be between 50°F and 113°F with a maximum humidity level of 95% non-condensing.

EVBox strives to manufacture products of the highest quality. EVBox products for the US market are UL 2594 tested and compliant. For the Canadian market, they are CSA C22.2 No. 280-16 tested and compliant. For the EU market, they are CE certified and compliant with the essential requirements of EMC Directive 2014/30/EU and Low Voltage Directive 2014/35/EU. More details can be found at evbox.us or in this Installation Manual. EVBox products are sold with a limited warranty described at evbox.us/general-terms-conditions.

components & features



1 Operating system

Elvi is connected via a built-in dual band WiFi connection or via an optional UMTS modem. Start and stop your charging session with your charge card, key fob or remotely via the app.

2 Housing

Elvi consists of a wall dock, a charging station and a charging cable. Elvi is designed with rugged, high-impact strength plastics that make its housing durable, robust, weather-resistant and wear-resistant.

3 Card reader

This is the area where you scan your charge card or key fob. Elvi reads the data from your card to start or stop a charging session.

4 LED indicator

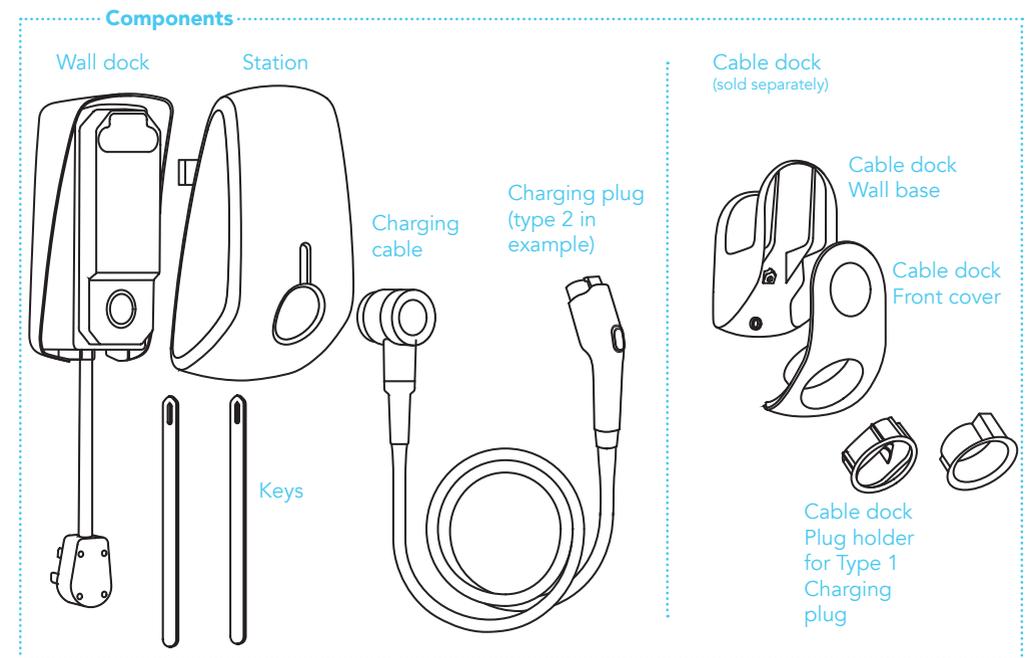
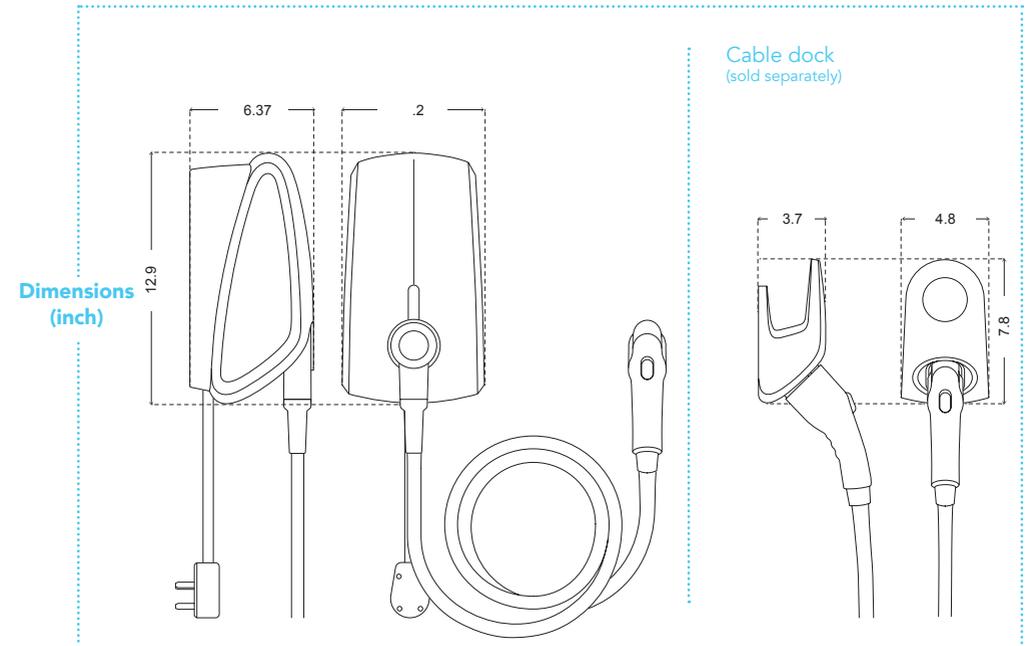
EVBox is the innovator behind the LED ring. This smart status indicator helps you understand what Elvi is doing at all times.

5 Charging cable & cable dock

The Elvi charging cable is compatible with all types of electric vehicles that can handle capacities from 3.7 kW up to 22 kW.

The cable dock (sold separately, part. No. 290135) secures the cable in its position when Elvi is not in use.

Note: Make sure to select a charging cable/plug that is compatible with your car.



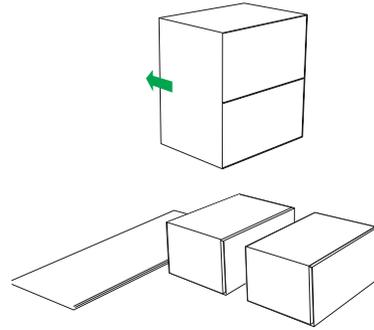
3. technical specifications

Item	Description
Connection capacity	120 / 240 V AC - 60 Hz
Output power (via charging cable)	max 32 A, 2-phase installation (3.7 - 7.4 kW)
Temperature range	-13 °F to +140 °F (-25 °C to +60 °C) for storage and operation
Operating humidity	Max. 95% - non condensing
Max. Installation height	6560 ft (+2000 m) above sea level
Housing	Polycarbonate UL94 V-0
Dimensions (LxWxH)	13 x 7 x 6 in (328 x 186 x 161 mm)
Weight	24.2 lbs (11 kg), 1-phase 32 A station with 25 ft (8 m) cable
Communication protocol	OCPP 1.5 S, 1.6 S, 1.6 J

1. unpack Elvi

1.1
Place Elvi package on a flat and stable surface.
Remove sleeve.

1.2
Set the boxes aside.
Box 1 contains the charging station.
Box 2 contains the charging cable.

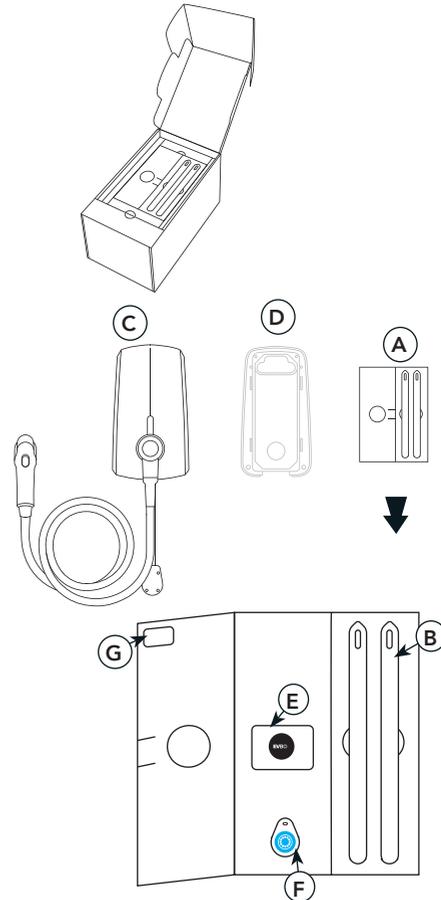


Open the charging station box.
Put the instructions folder (A) aside.
The keys (B) found in this folder are only needed for removing the charging station (C) from its wall dock (D) (in case of maintenance or to change the charging cable).

Note: After installation, hand over the folder to the user, as it also contains the charge card (E), the key fob (F) and station ID + security code (G).

1.4
Take out the charging station together with its cardboard buffer from its box.

1.5
Take out the wall dock from its box.
Skip this step if the wall dock is already installed.
(In this case, the wall dock is not included in the box.)



1. unpack Elvi

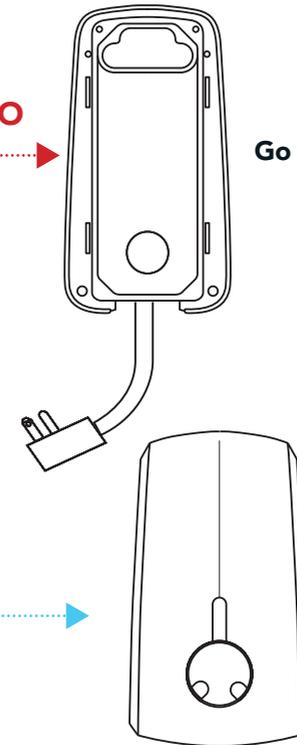
Wall dock
already installed?

NO

Go to next page

YES

Go to page 11



2. install wall dock

Safety requirements

⚠ Warning: Always perform a visual inspection for damage before starting a charging session. Check that the contact area of the charging plug is free from dirt and moisture; check the charging cable for cuts or abrasions to the insulation and check the charging cable plug of Elvi for firm seat.

⚠ Connecting and installing this product must be done by a qualified electrician. The owner or user is responsible for the installation, operation, and maintenance of the charging station, whereby both the law regarding the safety of persons, animals and property must be observed, as well as the installation instructions enforced in the country of use.

⚠ Read the Safety instructions before starting work on the installation of this charging station.

⚠ Warning: Risk of electric shock. Before installing the wall dock, make sure the power line(s) which are used are switched off on your service panel.

⚠ Warning: The installation settings of your service panel must always be adjusted by a qualified electrician.

Be aware that local regulations for the installation of charging stations/electric vehicles supply equipment may be applicable and these may vary depending on your region/country of residence. The installing party must always ensure that the charging station/electric vehicle supply equipment is installed according to the local regulations.

⚠ Ensure that the correct supply voltage/power and the service panel are properly secured.

- Before shipment, each EVBox charging station is checked for correct connections and the charging station is operationally tested.
- Before switching on the charging station, check that the power source available corresponds to the configuration settings of the product as described in this manual.
- Ensure that the equipment is used under the correct operating conditions.
- Never operate the product in wet, dusty or explosive surroundings.
- Ensure that there is always adequate space (at least 8") surrounding the product for ventilation purposes.

2. install wall dock

Planning the installation

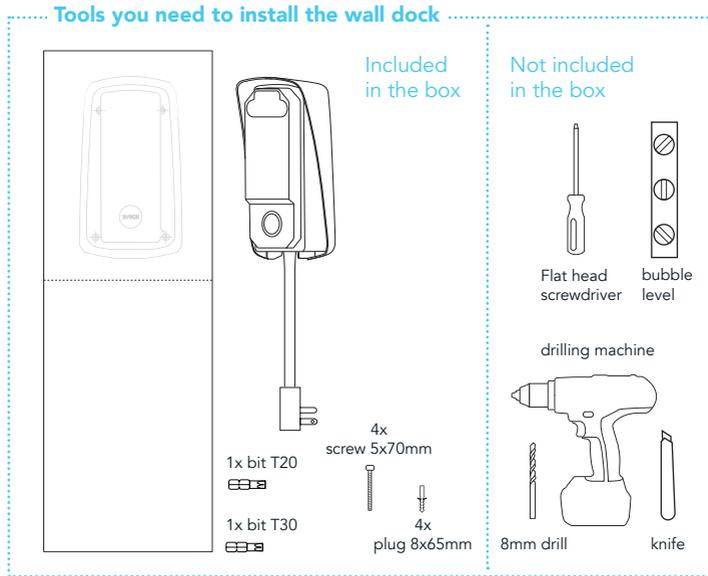
Minimum Requirements

- Review the capacity of the electrical installation and calculate the existing electrical load in order to determine the maximum allowable operating current. Take into consideration any applicable local safety margins when calculating the maximum allowable operating current, in order to prevent black-out situations
- Calculate the distance between the service panel and charging station and apply the appropriate wire gauge for the calculated distance in order to ensure minimal voltage drop.
- Obtain any necessary permits from the local authority that has jurisdiction and confirm that the follow-up inspection is performed by a qualified electrician after completion of the installation.
- Use only copper conductors.
- Use conductors that are sized in accordance with local wiring regulations. The selected cable gauge must be able to sustain periods of a constant load up to 40A.
- The use of protective devices is mandatory. The circuit protection device chosen must incorporate a suitable residual-current device (RCD) and overcurrent protection in relation to the electrical load selected.
- The circuit breaker must be in line with the capacity of the charging cable (3.7, 7.2 kW). If the amperage rating of the charging cable is different than the amperage rating of the MCB, the installer/user must change the station settings in the mobile station management application and/or backend portal as provided by the supplier of this product.

Location

Position the charging station in surroundings not subject to extreme sunlight conditions, high heat or excessive water exposure. Make sure the charging station is installed on a location where it is not prone to damage from the outside. The charging station can be installed on a flat and sturdy wall or on the optional pole to create a free standing installation. Consult EVBox or your distributor for more details.

2. install wall dock



Pre-installation checklist

- The cellular network connectivity on the network of the selected operator at the location of installation is suitable for a continuous mobile communication.
- The available current capacity on location of installation is known (available amperage).
- The recommended tools are available on site.
- An electric vehicle or an EVSE tester is available on site for finalising the installation and performing the commissioning of the charging station.
- The mounting option is selected and the necessary provisions are made.
- The ideal mounting height is determined by plugging the station's power cord into the power outlet and making sure that the power cord is straight or has a gentle curve, but it is never stretched.
- All the units and accessories ordered are delivered, inspected and free of damage.

2. install wall dock

Installation steps

2.1

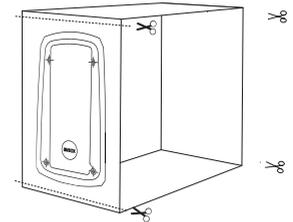
Select a solid and flat vertical surface for installing the wall dock. Ensure that the surface is even and solid enough to resist a pull force of at least 220 lbs (100 kg).

Determine the ideal mounting height by plugging the wall dock's power cord into the power outlet and making sure that the power cord is straight or has a gentle curve, but it is never stretched.

Note: In case no ideal mounting height can be achieved, it might be necessary to reposition the power outlet.

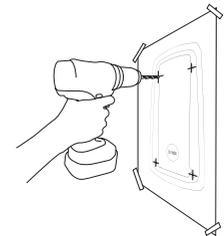
2.2

Find the drilling template at the bottom of the box's sleeve and cut it out.



2.3

Place the drilling template onto the wall and use a level device (e.g. bubble level) to vertically align the template. Mark the 4 mounting points on the wall and remove the template.

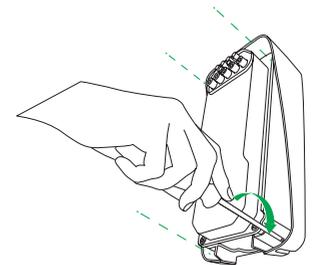


2.4

Drill holes with a drill round of 8 mm or 5/16".

2.5

Mount the wall dock flat onto the wall using the supplied 8x65 mm plugs and 5x70 mm screws. Fasten the screws with the supplied Torx T25 bit. Do not overtighten.



3. activate Elvi

3.1

Download your mobile Elvi station management application from the location provided by your operator or service provider. For more details, contact your operator or service provider.

3.2

Log in to your account in the app.

If you don't have an account yet, create a new account in the app.

Register Elvi in the app by adding its station ID and security code.

Find the station ID on the back of your Elvi or in the supplied folder inside the Elvi packaging.

Find the security code in the supplied folder inside the Elvi packaging.

Find the charge card in the supplied folder inside Elvi packaging. Alternatively, a charge card can be sent to you separately by mail (this depends on your operator or service provider). For more details, contact your operator or service provider.

3.3

Follow the steps in the app to connect Elvi.

Note: The charging station operates with a WiFi or cellular connection (optional). Elvi will always search for WiFi but it will choose the cellular connection (optional) when WiFi is not found.

3.4

Activate your charge card in the mobile station management application and/or backend portal account as provided by the operator or service provider for this product.

If you have a key fob, this needs to be registered separately from your charge card. Your charge card and key fob have separate ID numbers.

Elvi is ready to charge!

Start and stop every charging session by holding your charge card/key fob in front of Elvi. Your charge card/key fob tracks and registers all your charging sessions in your mobile station management application and/or backend portal account as provided by the operator or service provider of this product. Alternatively, you can simply unplug your car from the charging station to stop your charging session.

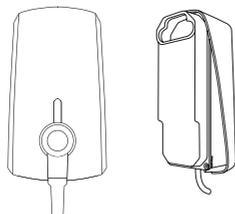
Need more help?

If you need assistance with setting up Elvi or your mobile station management application and/or backend portal account contact your operator or service provider of this product for further support.



4. install station

Tools you need to install the station



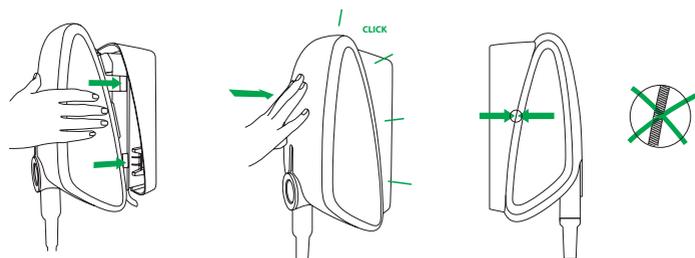
No specific tools needed for this step.

Before mounting, write down Elvi station ID.
This can be found on the backside of the station.

4.1

Align the station against the wall dock and press it in a straight line until you hear a clicking sound.

To ensure that the connection is fully secured, press firmly on all four corners and check that there is no air gap between the wall dock and the station.



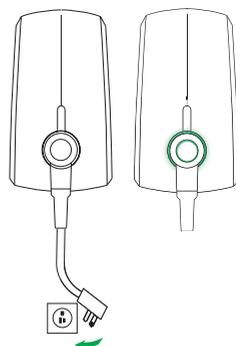
4.2

Plug Elvi into the power outlet.

Switch on the power to the station on the service panel. Elvi will switch on automatically and the LED ring will be blinking red. The LED ring's color will switch to GREEN after 2 minutes indicating that the station is available and ready to charge your car.

Note

In case the LED ring does not show any color, it may be due to improper installation of the charging cable. **In this case, please check / repeat steps 3.3 and 3.4. (chapter.)**
note for myself: update the plug and outlet socket



4. install station

Post-installation check list

- The LED ring must be solid GREEN when in the ready state.
- Initiate a charge session and use an EVSE tester.
- The LED ring should turn blue when the charging session is in progress.
- For Elvi with cellular connectivity it might be required to contact your stations' operator or service provider to commission your Elvi and its cellular connection.

Maintenance

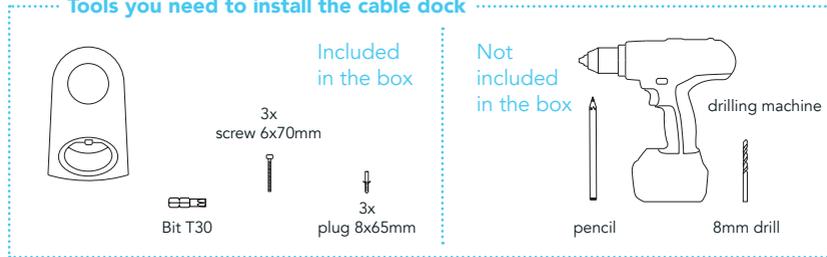
The owner or user is responsible for the maintenance of the charging station, whereby both the law regarding the safety of persons, animals, property must be observed, as well as the installation regulations in force in the country of use.

- Dirt and natural organic matter on the outside of the charging station can be cleaned off using a damp soft cloth.
- Regularly check the EV plug for damage and for foreign matter inside the EVSE plug.
- To protect the charging cable when not in use, an optional Elvi cable dock is available for proper plug docking and cable storage. Contact the supplier of your Elvi for details on options and accessories.

5. install cable dock

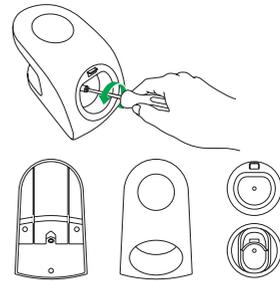
sold separately

Tools you need to install the cable dock



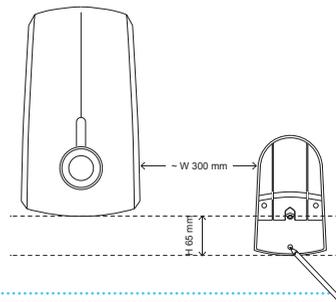
The Elvi cable dock is sold separately. Contact the supplier of your Elvi for details about options and accessories.

5.1
Unpack your Elvi cable dock. Disassemble the charging cable holder by removing the Torx bolt with the T30 bit.

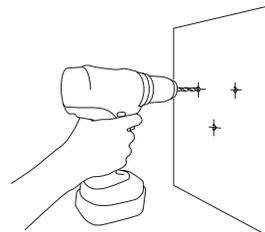


5.2
Place the cable dock's wall base on a solid and flat surface. Position the cable dock on the wall as illustrated (it should be to the side of your station and at a comfortable height within at least 3ft 3 3/8" (1 meter) from the ground).

Use the cable dock's wall base as a drilling template to mark the 3 holes to be drilled. Make sure it is level.

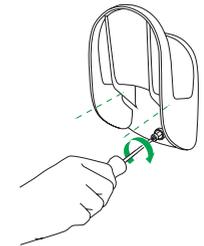


5.3
Drill holes with drill round 5/16" (8 mm). Use the supplied plugs 8 x 65 mm and screws 6 x 70 mm length.

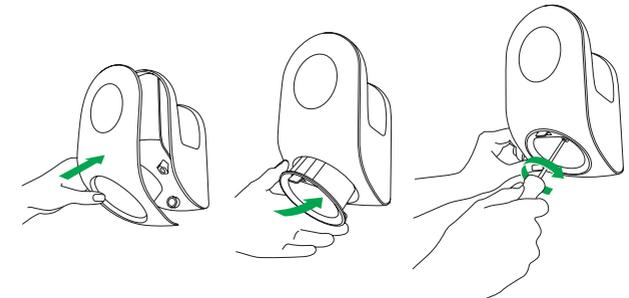


5. install cable dock

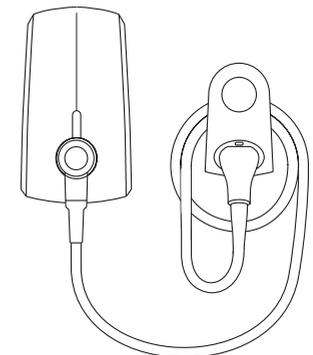
5.4
Place the cable dock's wall base on the wall and fasten the screws. Do not overtighten.



5.5
The Elvi cable dock is supplied with two plug holder options: one for Type 1 (SAE J1772) and one for Type 2 (IEC 62196) charging plugs. Choose the plug holder that corresponds to your charging cable and insert it into the cable dock. Fasten the bolt removed in step 5.1 with the T30 bit. Do not overtighten.

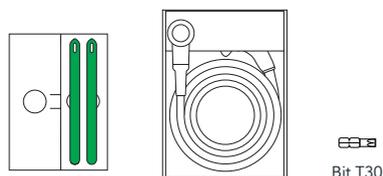


Success!
You're all set.



6. change charging cable

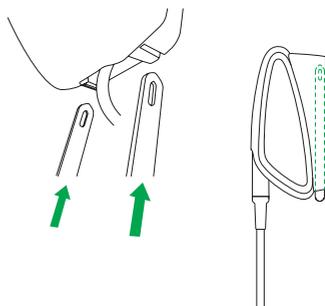
Tools you need to change the cable



Warning: Risk of electric shock.

Before changing the charging cable, make sure that the power line you're using is switched off on your service panel. The LED ring of the charging plug must be off.

6.1
Take out the keys from the folder in the box. Insert the keys into the slots in the bottom of the wall dock. This releases the snap-fit connection of the charging station to the wall dock. Make sure to push them in until they only stick out approx. 2" (50 mm) and cannot be pushed in any further.

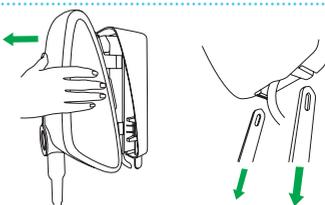


Now you can remove your charging station from the wall dock. Pull the charging station away from the wall dock in a straight line.

Caution: Do not twist or skew the charging station, as that might damage the station's snap fits and/or connectors.

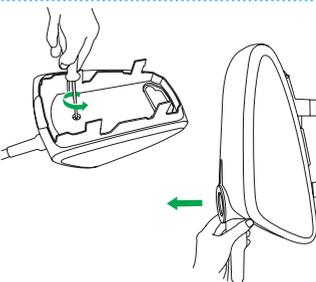
Be aware that the charging station is still fixed on the connector (socket) of the wall dock and it requires some force to pull it off.

Caution: Do not use the charging cable for pulling the station out of the wall dock.



Take out the keys from Elvi wall dock.

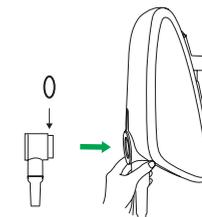
6.2
Turn the charging station around and place the front face of the station on a soft and stable surface. Untighten the bolt in the back with the supplied Torx T30 bit and take the bolt out.



6.3
Place the station on its side and unplug the old cable out of the charging station. It is best to store the old cable in its original packaging.

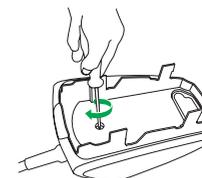
6. change charging cable

6.4
Take the new charging cable out of the box. Check that the rubber sealing ring on the charging plug is in place and not twisted. This is to ensure that the proper ingress protection levels are met (IP54 for EU and NEMA 3R for US).



Place the station on its side and plug the cable into the station. Make sure you press the charging cable until it is firmly secured.

6.5
Turn the station around and place the front face of the station on a soft and stable surface. Insert the bolt and tighten it firmly with the supplied Torx T30 bit.

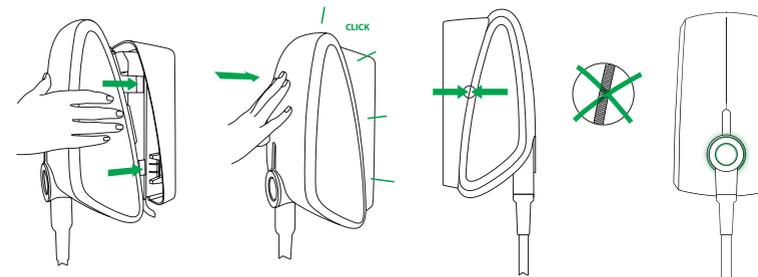


6.6
Place the station on its side.

Caution: double check that the charging cable plug is properly secured into the station with the bolt.



6.7
Align the station against the wall dock and the connectors and press it in a straight line until you hear a clicking sound. To ensure that the connection is fully secured, press firmly on all four corners and check that there is no air gap between the wall dock and the station.



6.8
When upgrading your charging cable to a version that is suitable for higher power application, make sure that the applied RCD and MCB in the service panel are in line with local regulations, and are also adequate for the type of charging cable installed and the amount of power Elvi can supply (3.7 or 7.2 kW).

Check with your installer whether the selected output power from your Elvi can be supported by your local electrical installation. The setting of your maximum available amperage may need to be adjusted in the mobile station management application and/or backend portal account as provided by the operator or service provider for this product. For further details, contact your operator or service provider.

7. charge with Elvi

Start charging

1. Plug Elvi charging cable into your car. If you're using a cable dock (optional) and a type 1 cable, press the release button on the cable plug, then release the cable from the dock, and plug the cable into your car.
2. To start and stop a charging session, you can use a registered charge card, key fob, or your **Hey by EVBox** app.
3. Hold your charge card (RFID Card) in front of the reader, marked with .
4. Elvi reacts with a beep sound. This means that your card is being authorized.
5. Elvi LED ring turns blue when it starts charging.

Stop charging

1. Hold your charge card (RFID Card) in front of the reader, marked with .
2. Elvi reacts with a beep sound. This means that your charge card / keyfob is being authorized. Elvi LED ring turns green when it stops charging.
3. Unplug Elvi charging cable from your car and place the charging cable back into Elvi's cable holder. Alternatively you can unplug your charging cable from your car directly and end your session.

What you see	What it means	What to do
 LED ring off or green	Elvi is ready for use.	Plug Elvi charging cable into the car.
 LED ring green flashing	Your charge card is being verified.	Wait until LED ring turns blue.
 LED ring yellow	The car is fully charged.	Unplug Elvi charging cable from the car and place the cable back into Elvi cable holder.
 LED ring yellow flashing	Charging session is in queue, optionally in Smart Charging environment	When power becomes available, charging will start or resume, and the LED ring will turn blue.
 LED ring blue	Elvi is charging the car.	The car is charging.
 LED ring red	Elvi is experiencing an error.	Check the troubleshooting chapter in this manual for solutions. If this does not solve the issue, contact your installer or supplier of Elvi, or message us at service@evbox.com .
 LED ring red flashing	Your charge card is not authorized to charge.	Contact your charge card service operator, or apply for a free authorized charge card at evbox.com/products .

8. troubleshooting

Problem	Possible cause	Solution
Charging station does not react	No power to charging station	<ul style="list-style-type: none"> • Check that residual current device and circuit breaker on the service panel are on (check by user). • Check that the supply cable entering the charging station is live. The LED ring should be on. • Turn the charging station off. Turn it on again after 20 seconds, by flipping the circuit breaker or main switch to Elvi.
Residual current device prevents charging. LED ring blinks red 10x.	<ul style="list-style-type: none"> • Grounding error in the charging station • Special ground resistance needed for the vehicle • Fault in the vehicle or defective charging cable 	Contact your service technician for inspection and solution. There are no user serviceable parts.
LED ring lights up red constantly	Grounding fault	Check whether your electrical installation is properly grounded. Contact your service technician in case of doubt, and to solve the local grounding situation.

Please see next page for more troubleshooting instructions.

8. troubleshooting

Problem	Possible cause	Solution
LED ring lights up yellow constantly	<ul style="list-style-type: none"> • Vehicle is on a timer • Vehicle is fully charged • Grounding resistance is too high, with specific vehicles, this must be < 50 Ohm 	<ul style="list-style-type: none"> • Check that the charging cable plug is inserted into the vehicle properly (check by user) • Change the setting of the timer in the vehicle. (check by user) • Replace the charging cable. (user serviceable) • Check that the Ground Resistance is correct (grounding measurement by electrician)
Red LED starts flashing immediately after the card is held against the reader	<ul style="list-style-type: none"> • Charge card is not authorized for charging at this charging station. • There is no communication with the Hey by EVBox app. 	<ul style="list-style-type: none"> • Check that the charge card is registered correctly? (check by user) • Check the settings of your charging station in the Hey by EVBox app or via hey.evbox.com. (check by user) • Check that there is proper WiFi reception where Elvi is installed. (check by user) • Reboot your WiFi network first. Then reboot Elvi, and check the WiFi reception. (check by user) • Check in the Hey by EVBox app that your WiFi network is properly connected to Elvi. Reconnect again. (check by user) • If your Elvi is equipped with the optional UMTS module, check that Elvi is in contact with the local cellular network and that it has proper reception. (check by charging point operator)

9. warranty

10.1 EVBox warrants its Equipment against Errors and defects in materials and workmanship for twenty-four (24) months from the date of delivery, during which time it will use its best efforts to repair any Errors if any. However, any such problems encountered out of any causes that are not attributable to EVBox shall be for Customer's risk and account.

10.2 At its sole discretion, EVBox will repair or replace any Errors and/or defective Equipment during the warranty period. EVBox may conduct warranty services at any location, at its sole discretion, and EVBox may apply temporary patches, solutions, and or restrictions relating to the Equipment as part of the warranty services.

10.3 The warranties hereunder do not cover faults or damages arising from faulty, careless, or improper treatment, faulty and unauthorized commission, improper storage or unloading and unauthorized modifications, incorrect use or misuse of Equipment, and improper or defective environmental circumstances, or a failure caused by a product for which EVBox is not responsible. EVBox does not warrant that Equipment will operate without interruption or error.

10.4 Warranty claims are only allowed and EVBox will only be obligated to conduct warranty services, provided Customer is not breaching any of its obligations towards EVBox, and EVBox has been informed of the warranty claim in detail, within ten (10) days of the date on which the defect first occurred.

10.5 Unless stated by EVBox in writing otherwise, discounted Equipment is not covered by any warranty.

10.6 TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EVBOX, ITS LICENSORS, THIRD PARTY SUPPLIERS, AND AFFILIATES HEREBY DISCLAIM ALL WARRANTIES, CONDITIONS, CLAIMS OR REPRESENTATIONS WITH RESPECT TO THE EVBOX EQUIPMENT AND/OR SERVICES WHETHER EXPRESS, IMPLIED OR STATUTORY OR OTHERWISE, INCLUDING, BUT NOT LIMITED TO IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, QUALITY, NON-INFRINGEMENT, COMPATIBILITY OR OF FITNESS FOR A PARTICULAR PURPOSE. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED FROM EVBOX OR ELSEWHERE WILL CREATE ANY WARRANTY OR CONDITION NOT EXPRESSLY STATED IN THESE TERMS AND CONDITIONS.

10.7 Customer warrants not to: (i) copy, modify, translate, or reverse engineer any portion of the Equipment and/or Services; (ii) use any robot, spider, another automated device, or manual process to monitor or copy the Software or parts thereof; (iii) reformat or frame any portion of the Software; (iv) interfere with the access of any other users of the Software; (v) transmit any viruses, worms, defects, Trojan horses or other items of a destructive nature through the Software; (vi) use the Software to violate the security of any computer network, crack passwords or security encryption codes; or (vii) use any device, software or routine that interferes with the proper working of the Software.

This warranty statement is subject to change.

Please refer to [evbox.com/general-terms-conditions](https://www.evbox.com/general-terms-conditions) for the latest version.

10. declaration of conformity

MANUFACTURER'S DECLARATION

(in accordance with Appendix II-B of the Machinery Directive 2006/42/EG)

EVBox B.V., Fred. Roeskestraat 115, 1076 EE Amsterdam, The Netherlands, declares under sole responsibility that the product:

EVBox North America, 15 Metrotech Center, floor19, Brooklyn, New York, 11201, declares under sole responsibility that the product:

Article, B232X-650XX EVBox Charging station, Input: 2-phase, max 32Amps. Output: Max 7.4kWh

UL2594	Finalized
UL2231	Finalized
UL991	Finalized
UL50E	Finalized – NEMA 3R accredited
NFPA 70	Compliant
UL 1998	Finalized
OCPP 1.6	SOAP and JSON implemented
OCPP 1.5	SOAP implemented
OCPP 1.2	SOAP implemented
PCI DSS	Not available
ISO/IEC 1443	Accredited
ISO/IEC 18092	Accredited

I'm all set!
Let's charge.

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