



# SAFECHARGER

## Wallbox - AC charging station

### OPERATING MANUAL

JHE9-40032W



# OPERATING MANUAL

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# 1. Important safety instructions

## 1.1. Safety information

Before installing, operating or repairing charging equipment, please read this safety information carefully, and please check and become familiar with the equipment.



- **Electrical Hazard/Fire Hazard**

The charging station must be installed, commissioned and repaired by a properly trained, qualified and authorized electrician. Such electricians have full responsibility for compliance with the current standards and installation regulations. Check the installation manual for additional details.

- Charging cable plugs with defects or excessive wear and tear should not be used.
- If the LED status indicator remains red, the charging station must be powered off until the equipment is replaced.
- The owner (end user) must ensure that the charging station is in good operating condition.
- Periodically check the charging station socket or charging cable plug (including the charging cable) for defects and the housing for signs of damage (visual inspection).
- Repair or replacement of the charging station is only to be completed by trained professionals.
- Damaged charging station should be powered off and replaced as soon as possible.
- No unauthorized alteration or adjustment shall be made to the charging station.
- Do not remove any identifiers such as safety marks, warning instructions, nameplates, labels, or cable marks.
- The charging station does not have a power switch.  
The output circuit breaker in the equipment connector or distributor can be used as power isolation equipment.
- No extension cords shall be used to connect charging stations to electric or plug-in hybrid vehicles.
- Only connect an electric car or a plug-in hybrid to the corresponding charger.  
Do not use the charger to connect to any other loads (power tools, etc.).



- Plug & Unplug the charging cable from the vehicle using the plug handle.
- Ensure that the charging cable is not subject to any mechanical damage (kinked, stuck or crushed). Avoid any heat source, dirt or water in contact areas.
- Always visually inspect the plug and cables before charging. Please ensure the interior of the charging plug is dry and clear of dirt. Inspect Charging cable for damage, fraying insulation, etc.
- Ensure that charging station is not damaged by improper handling (housing cover, internal parts, etc.).



## Important tips

- For charging stations installed outdoors, the terminal plate cover should only be opened in dry weather conditions.
- Do not open the cover until the current charging is completed and the vehicle is disconnected.

## 1.2. Intended use

The charging station is only used to charge electric vehicles or plug-in hybrids for both indoor and outdoor use. Do not use the charging station to connect to any other equipment, such as power tools. The use of this equipment for set purposes shall meet the environmental conditions set at the time of development.

The development, production, testing, and documentation of the charging station shall be based on the current relevant safety standards. If being operated in accordance with these instructions and specified purpose, this product will not cause any danger to personal health and property under normal circumstances.

The equipment must be grounded. Grounding helps reduce the risk of electric shock.

Please carefully follow the instructions outlined in this manual. Otherwise, a potential hazard may occur or the safety equipment may become inoperable. In addition to the safety information described in this manual, please review specific equipment specified in the Safety and Accident Prevention Code.

## 1.3. About this manual

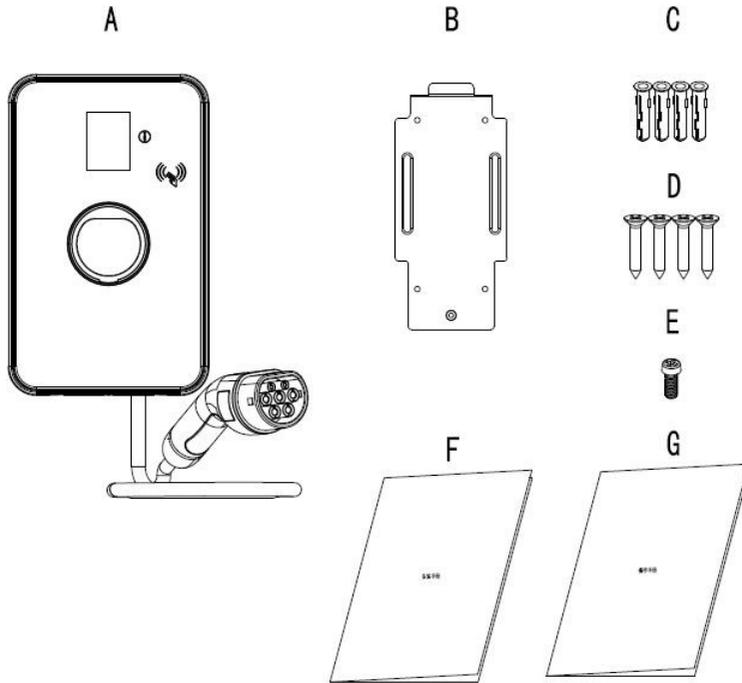
- The manual and the functions described herein apply to the following types of equipment: Charging station JHE9-40032W
- The charging station and charging station App illustrations and instructions in this manual refer to the typical version of this device. It may differ from your device and APP version..
- This manual applies to the following target groups: JHE9-40032W charging station user, Commissioning Technician, Maintenance Technician

## 1.4. Warranty

### 1.4.1. The following conditions are not covered by warranty:

- Any defects or damage caused by failure to install in accordance with the charging station installation manual.
- Any defects or damage caused by for not using the product in accordance with the charging station installation manual
- Damage caused by an unauthorized electrician install.
- Improper site preparation or maintenance, improper installation, and external damage, such as scratches and dents.
- Damage caused by extreme power surges, extreme electromagnetic fields, or natural phenomenon.

## 2. Contents Overview



**A. Charging station**

**B. Back plate**

**C. Wall anchor (4)**

**D. Self tapping screw (4)**

**E. Screw (1)**

**F. Installation manual**

**G. Operational manual**

# 3. Operation

## 3.1. Power On

When the device is powered on, the system enters a self-test, and the status indicator will display yellow. The device is ready when the Status indicator turns blue, and the LCD will display charging information.

## 3.2. Start charging

There are two charging modes: Plug-and-Play Charge and APP mode. In the Plug-and-Play mode (default setting), connect the vehicle and the charging connector to begin the charging process. The screen displays "charging", and the LED status indicator is blue.

## 3.3. End charging

The vehicle ends charging automatically, and the LED status indicator remains green. The user unplugs the vehicle connection, and the LED status indicator remains blue.

# 4. LED status indicator

LED lamp	Status
Black	Station not connected to power supply
Yellow 1-sec pulse	System initialization
Blue Steady on	No vehicle connected
Yellow steady on	Vehicle connected, waiting to charge
Blues flashing	Vehicle charging
Green steady on	Charging complete
Yellow quick flashing	Automatic capacity reduction
Red	Fault

# 5. Display screen information

- The LCD screen shows the relevant electrical parameters and charging time.
- The status/fault bar indicates the working process and fault type (if present).
- The LCD screen will enter Screensaver mode automatically.
- Wake the Status Screen by tapping the information button.

This image shows a screenshot of the charging status screen with several callout boxes pointing to specific features:

- Set maximum current:** Points to the 'Rated: 32A' header.
- Wireless Signal Strength:** Points to the Wi-Fi icon.
- The amount of charge:** Points to the energy values '23.45 kWh' and '20.1kW'.
- Three-phase charging current and voltage:** Points to the L1, L2, and L3 phase data.
- Temperature:** Points to the '44.6 °C' reading.
- Work/Failure information:** Points to the 'Charging...' status bar at the bottom.
- This time is charged:** Points to the '01:10:56' time display.

This diagram illustrates the transition from a screensaver mode to a full status screen:

- Screensaver:** A black screen with the 'SAFECHARGER' logo and a red 'x' icon.
- Transition:** An arrow points from the screensaver to the status screen, with a hand icon indicating a tap gesture.
- Status Screen:** Shows the following data:
  - Rated: 32A
  - 123.45 kWh
  - 23.45 A
  - 0.3 kW
  - 110.4 V
  - 01:23:45
  - 86.4 °F
  - Charging...

# 6. Fault

## 6.1. Problem solving

<b>Fault situation</b>	<b>Method of operation</b>
<b>Status indicator light is off (white)</b>	1. Power supply is disconnected - Check circuit breaker and ensure breaker is set to ON.
	2. Equipment failure - Contact support.
<b>Charging cannot start (yellow or green light)</b>	1. Charging plug is not correctly inserted into vehicle - Unplug and reconnect securely
	2. The vehicle has been set to reserve charging - Check the vehicle.
	3. The vehicle does not need to charge or fault - Check the vehicle.
<b>Charging time extended</b>	1. Vehicle is reserve charging.
	2. Reduced charging due to high temperature - Check current values on LCD display.
	3. Charging current at max - Check current values on LCD display.
<b>Steady red light</b>	If charging station faults, refer to the fault information displayed on the LCD screen
	Disconnect charging plug, shut off the power supply ( disconnect the circuit breaker). Wait 30 seconds and turn on power supply to restart system. If the issue persists, contact customer support.

## 6.2. Possible causes of fault

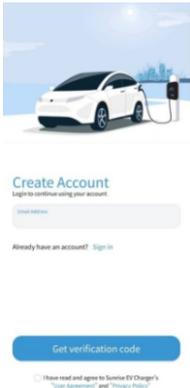
<b>LCD display fault shown</b>	<b>Status</b>
<b>Overcurrent</b>	Overcurrent protection. Charge again after 10min interval. If overcurrent fault occurs three times, end charging and then contact customer support.
<b>Overvoltage</b>	Overvoltage protection. Resume charging after the voltage is normalized.
<b>Undervoltage</b>	Undervoltage protection. Resume charging after the voltage is normalized.
<b>Contractor error</b>	Contactor status failure. Contact customer support.
<b>Overtemperature</b>	Over-temperature protection. Resume charging after temperature has cooled.
<b>CCID leakage</b>	CCID leakage protection. Remove vehicle plug and reconnect after 30 seconds..
<b>Groundfault</b>	Ground-fault protection. Check for proper grounding.
<b>Short circuit Err</b>	Short circuit protection. Contact customer support.
<b>Control pilot Err</b>	Control pilot failure. Abnormal draw during charging.

# 7. APP Summary

In APP controlled mode, "EV Safecharger" APP manages the tasks of the charging station through WIFI, and Plug-and-Play mode will be disabled. The APP can be used to start and stop charging, view harging data, and additional information. Administrators can also authorize other users by sharing access.

## 7.1. User register and log in

Download the "EV Safecharger" APP through the Apple App Store or Google Play Store. New users must register and log in.

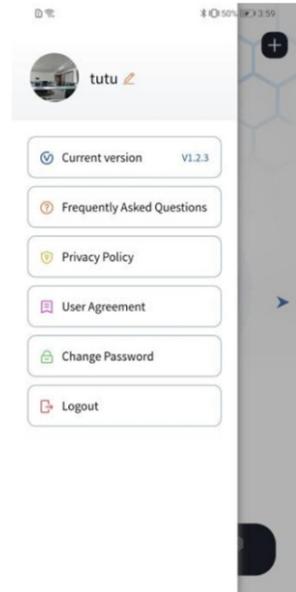
User Register	User Login	Forgot Password
<p>New users must register after downloading the "EV Safecharger" APP. Tap "Register" to enter the registration process.</p>	<p>After successful registration, enter the [account and password login] page, enter the email and password to log in.</p>	<p>If the user is unable to remember password, tap "ForgotPassword?" and proceed to reset password.</p>
		
<p>Check E-Mail&gt; GetCaptcha&gt; Enter Verification Code&gt; Set Password&gt; Finish.</p>	<p>Enter User Name and Password to log in.</p>	<p>Check E-Mail&gt; GetCaptcha&gt; Enter Verification Code&gt; Reset Password&gt; Finish.</p>

## 7.2. Profile info

Click the profile icon in the upper left corner to enter the profile info page.

### From top to bottom :

- Profile and Nickname
- Current version
- Frequently asked questions
- Privacy policy
- User agreement
- Change password
- Log out



### Profile and nickname:

Tap to modify the user nickname:  
(nickname limited to 50 characters)

### Current version:

If there is an app update available, the red "new" logo will display. Tap this notification go to the App Store to update the app.

### FAQ:

Tap to view common problems and solutions.

### Privacy policy:

Software privacy policy.

### User agreement:

Tap to view User instructions and agreements.

### Change password:

Tap on this function to reset the account password.

### Log out:

Tap to log out of the account and return to the login page.

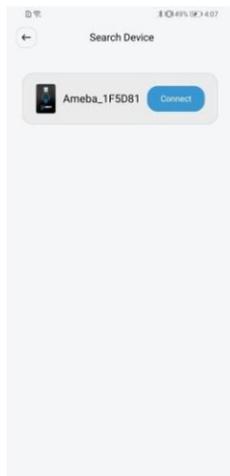
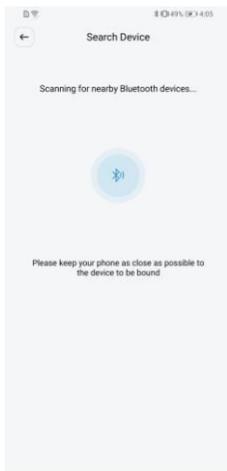
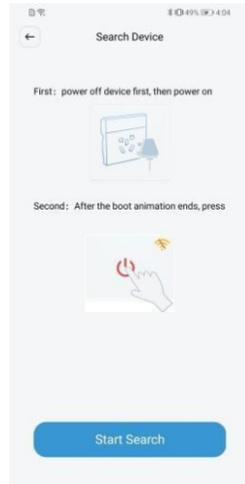
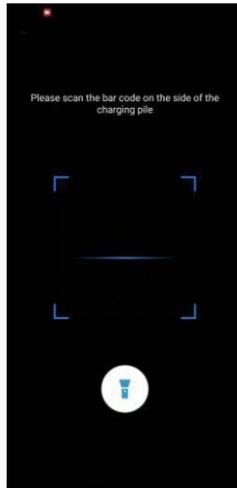
# 8. APP Features overview

Class	Function	Description	Account	
			User	Administrator
Charge	<b>Search JHE9-40032W</b>	The app automatically searches for the nearby available JHE9-40032W	√	√
	<b>Pairing JHE9-40032W</b>	Select your JHE9-40032W that you want to pair with through your login data.	√	√
	<b>Start and end the charging</b>	Start charging and end charging with this function.	√	√
	<b>Charging state</b>	The App displays the current state of the device in a visual form, which is synchronized with the state indicator and the display data.	√	√
Setting	<b>Charging enviroment</b>	Manage the working voltage and the maximum available charging current.		√
	<b>Charging method</b>	Select the APP launched mode or plug and play mode.		√
	<b>Wireless connections</b>	Modify the wireless connection		√
	<b>Share the account</b>	Create user account		√
		Delete user account		√
		Reset your own password	√	
		Reset the user password		√
<b>Firmware</b>	Download the latest firmware		√	
Manage	<b>Charging data</b>	Check the charging records for the last three months.		√
	<b>Power data</b>	Check the charge volume in the past three months or one year.	√	√
	<b>Failure logging</b>	Check the recent failure record in the past three months	√	√

## 8.1. Charging operation

### 8.1.1. Add the pile

Users can scan the bar code to add the charger by tapping "+" in the upper right corner of the interface. Scan the bar code→ Hold the information key for 10secs to enter the network connection mode (WIFI icon flashing)→ Tap to start searching, keeping the phone close to the charger→ Tap connection→ Set up WIFI→ Complete.



## 8.1.2. Charger status

After the user adds the charger, the main interface will display the added charger. If there are multiple chargers, you can slide left and right or tap the left or right arrows to switch between them. There are six states of the charger, "offline", "alarm", "idle", "in operation", "charging" and "complete".

- When the charger is not connected to network, the offline state is displayed.
- When the charger is undervoltage/overvoltage, the alarm state is displayed.
- When the charger is connected to the network with out any other operation, the idle state is displayed.
- When the charger is connected to a vehicle, the charging state is displayed.
- When the charger has completed charging the vehicle, the complete state is displayed .

## 8.1.3. Charging

When the charger is set to "APP Launched", tap "Start charging" button and plug the plug into the car to start charging. To end charging, tap "End charging" button or pull the plug directly to stop charging.

When the charger is set to "plug and charge", plug in vehicle to start charging, and end the charging by unplugging.

## 8.1.4. Settings

Tap the menu icon at the right bottom of the page to enter the menu page of the pile.

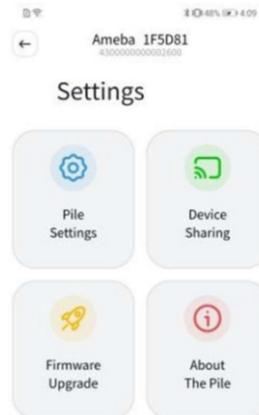
Exists:

"Pile settings"

"Firmware upgrade"

"Device sharing"

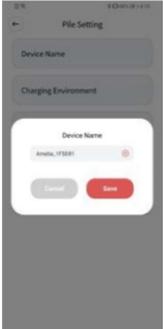
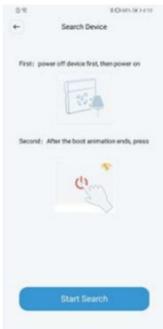
"About the pile"



## 8.2. APP Settings

### 8.2.1. Setting of the pile parameters

In the pile setting, from top to bottom are "Device Name", "Charging Environment", "Charging Mode", "Modify WIFI", "Device Sharing" and "Delete".

Device name	Charging environment	Charging mode	Modify WIFI	Device sharing
<p>User can modify the charger name after clicking it.</p>	<p>The pile voltage and current can be set on this page, click to save the setting.</p>	<p>You can choose the APP launched mode or Plug charger mode.</p>	<p>Connect Bluetooth first, then modify WIFI.</p>	<p>After clicking the small plus number in the upper right corner, enter the account to be shared, then you can share the charger with other users.</p>
				

The maximum current is set and refer to the installation manual. Overvoltage and overcurrent failure may occur due to improper setting.

## 8.2.2. About charging station

On this page, users can view the firmware version currently used by piles.



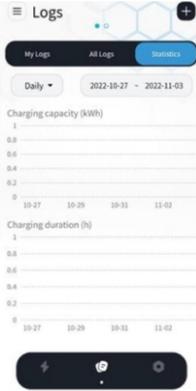
## 8.2.3. Firmware upgrade

This page displays the current version number and whether there is a new version to upgrade. If the latest version of the firmware is detected, tap the "Update Now" button to upgrade. If the upgrade fails, return to the previous page and enter the [firmware upgrade] page again for a re-upgrade.

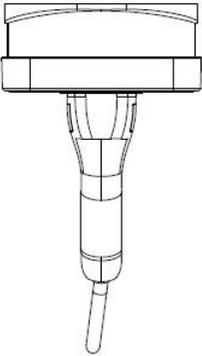
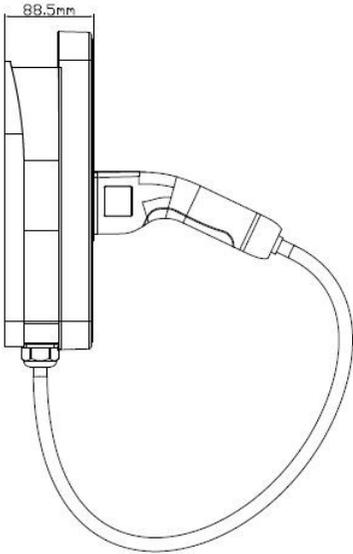
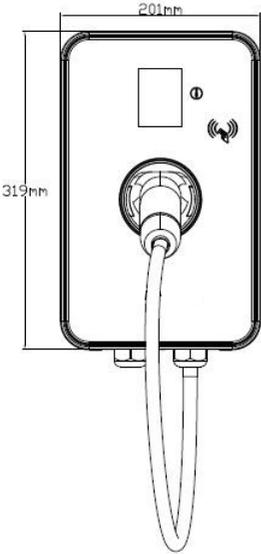


### 8.3. Management

Tap the log icon on the middle bottom of the page and enter the pile log page. Users can choose to check "My Logs", "All Logs " of the pile and "Power Statistics", and can also switch piles byslidingleft and right..

Charging log	Charging details	Power statistics
<p>Users will display "charging start time", "total charging power", and "total charging duration" in the pages of "My Logs" and "All Logs"</p>	<p>Users can tap any charging log to enter the charging details page. In the charging details page, users can view "charging start time", "charging end time", "total charging duration", "total charging power", "operator", "charging status", "remarks" (charging fault record)</p>	<p>Users can view the charging power consumption and charging time through the column statistics chart. Users tap the "Daily" button on the top left of the chart to switch two statistics methods: "daily statistics" and "monthly statistics". Users can tap the time button on the top right of the chart to select the required statistics time.</p>
		
<p>"All Logs" the pile is only available to the administrator.</p>		<p>When using daily statistics, the maximum time is three months. In monthly statistics, the maximum time is one year.</p>

# 9. Dimensions



# 10. Technical parameter

Description	Project	Parameter
Electric parameter	Working voltage	AC400V±10%
	Working frequency	50/60±1 HZ
	Output power	22kW
	Stand-by power consum.	5W
	Rated output current	AC 32A (can be set 6/10/16/32A)
	Working temperature	-40 °C ~ +50 °C, over 60 °C derating
	Storage temperature	-40°C ~ +80°C
	Humidity	≤95 % (without condensation)
	Altitude	2km
	Isulation resistance	>10MΩ
	Dielectric strenght	Leaking current≤10mA
	External breaker	Need install breaker
	Grounding system	TN-S
Safety protection	Ground fall detection	Ground fall detevtion, automatic recovery
	Residual current detection	A+6mA DC
	Protection function	Overvoltage, undervoltage and overcurrent protection, output short circuit
	Protection class	IP55 (instal. according to instructions), IK08
Metering	Without MID independent meter	On-board measurement
Interface	Display mode	2,8 inch color backlit LCD
	Starting mode	Self-starting, application, RFID, RS485
	Charging mode	Automatic, manual
	Charging port	IEC62196-2
	Charging cable	5 m
Com.	Communication	WIFI
	Control	RS485 with ModBus protocol, can be connected to homemanagement/other system
	RFID	ISO/IEC 15693/ISO14443-A
	Com. protocol	OCPP1.6/2.0
	Software upgrade	OTA
Structure parameter	Boundary dimension	201*319*88,5 mm
	Installation	Wall
	Weight kg	2,4 kg (with charging cable)
Certification	Certification	CE

## 11. Maintenance

- Do not use corrosive solvents or cleaning products.
- Do not clean with high-pressure water or power washer.
- As required, use wet cloth to clean the equipment, stubborn dirt can be removed with mild, solvent-free cleaning products.



## 12. Disposal

After the equipment is suspended, please submit it to the service department in accordance with the current waste disposal regulations.

## 13. Product certification

