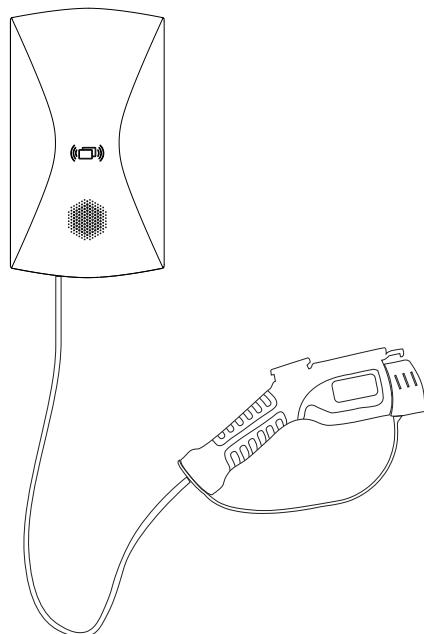


**FULSOLEN**



EV Charger OWNER'S MANUAL

V1.0.240516

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## IMPORTANT SAFETY INSTRUCTIONS

-  Warning: Read this entire document and follow all warnings and instructions before installing and using the EV Charger Install and use this product only within the specified operating parameters as instructed in the manual. Failure to comply can lead to property damage, injury, or death, and will void the Limited Warranty.
-  Warning: Do not use the EV Charger if any component appears to be broken, cracked, frayed, or show any indication of damage or defect. Please contact the Customer Support immediately.
-  Warning: The EV Charger is not user-serviceable, do not attempt to open, disassemble, repair, service, or modify the product. Please contact Customer Support if assistance is needed.
-  Warning: Do not use private power generators as a power source for the EV Charger to charge vehicles.
-  Warning: Never disconnect the EV Charger's power while the vehicle is still charging. Always stop the charging process, disconnect the charging handle from the vehicle, then disconnect the power.
-  Warning: Always connect the EV Charger into a power that is properly grounded.
-  Warning: Do not expose the EV Charger to any flammable, explosive, or combustible materials/vapors.
-  Warning: Do not install or use the EV Charger near flammable, explosive, or combustible materials/vapors, or if exposed to severe rain, snow, thunderstorm, or any other inclement weather.
-  Warning: If possible, avoid installing the EV Charger in direct sunlight.
-  Warning: Handle all components of the EV Charger with care. Do not drop, drag, batter, twist, tangle, step on or exert strong force/impact on the EV Charger.
-  Warning: Do not allow moisture, water, or debris to enter the openings of the EV Charger, especially the input port or charging handle port.
-  Warning: Do not fold any component of the product by force or damage it with sharp objects. Do not insert foreign objects into the product.
-  Warning: Hang the EV Charger's charging cable on the control box that prevents obstruction of pedestrians, pets, vehicles, or other objects. Position it in such a way to prevent damaging or stressing the components. Do not subject the charging cable to excessive forces or impact, such as closing a garage door or driving over it.
-  Warning: Operation of the EV Charger may affect the functionality of medical or implantable electronic devices, such as implantable cardiac pacemakers or implantable cardioverter defibrillators. Prior to using the product, consult with the electronic device manufacturer regarding potential effects that charging may have on such electronic devices.
-  Warning: Take care in cleaning the EV Charger. It is recommended to disconnect the EV Charger's power first prior to cleaning. Use a soft cloth slightly damped with water or mild detergent to clean the surface of the EV Charger.

-  Warning: The EV Charger has a built-in automatic RCD reset function. Warning: Do not use the EV Charger if the ambient temperature is outside of its operating temperature range of -22°F to 122°F (-30°C to 50°C).
-  Warning: Store the EV Charger at a clean dry location with ambient temperature between -40°F and 185°F (-40°C and 85°C).
-  Warning: The product features overheating protection with temperature control unit in the control box.
-  Warning: The EV Charger is compatible with the SAE J1772 specifications and can be used to charge battery electric and plug-in hybrid vehicles with SAE J1772 charging ports.
-  Warning: Do not allow children to install or use the EV Charger. Children should be supervised when they are in the vicinity of the product during its operation.

## **FCC STATEMENT :**

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, and
- (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 the 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.

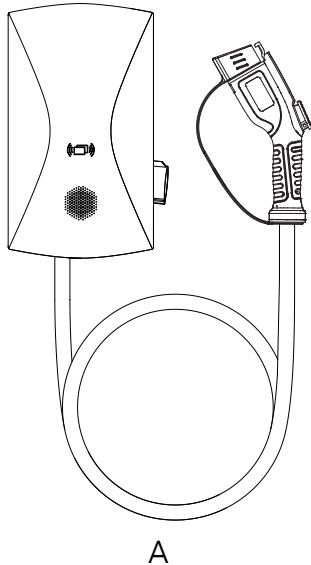
## **FCC RADIATION EXPOSURE STATEMENT:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

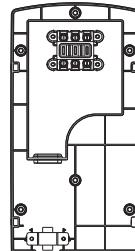
## BOX CONTENTS



Check the box to make sure you have all the components listed below (Picture 1). If any parts are missing, please contact Customer Service Department.



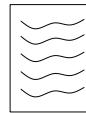
A



B



C



D



E



F



G

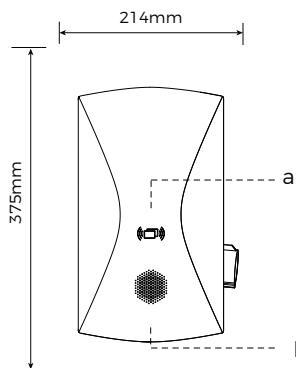
Picture 1.

### Inside the boxes you'll find:

- A. Charging station/control box
- B. Back panel
- C. Verification card
- D. User manual
- E. M4\*40 countersunk head tapping screws
- F. M4\*30 plastic expansion wall plugs screw anchor
- G. M4\*10 Round head inside plum three combination screws

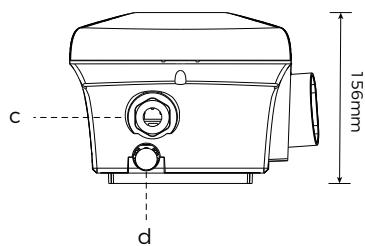
## CONTROL BOX STRUCTURE

Front



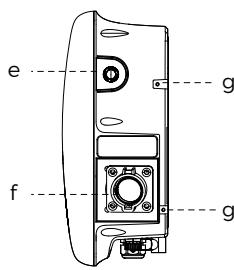
Picture 2.

Bottom



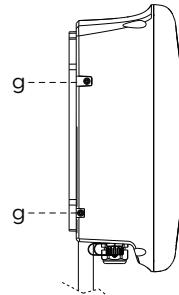
Picture 3.

Right



Picture 4.

Left



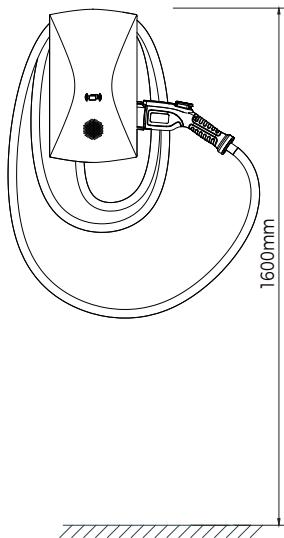
Picture 5.

- a. Swipe card to charge
- b. LED light
- c. Output Port (Charging handle)
- d. Input Port

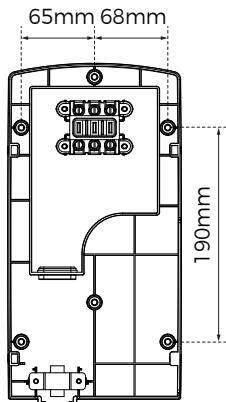
- e. Emergency stop
- f. Charging handle holder
- g. Back panel fixing screw holes

## INSTALLATION GUIDE

For the recommended installation height of the EV Charger, please refer to Picture 6. Locate the outlet you wish to wall-mount your EV Charger on. The wall-mount bracket should be installed based on the measurements (in millimeters) shown below (Picture 7).



Picture 6.



Back panel (item B) screw position

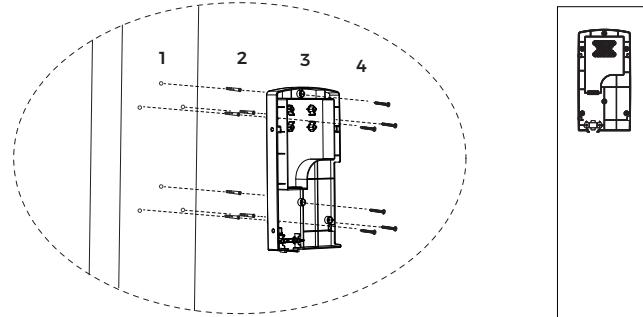
Picture 7.

### STEP 1

Based on the measurements in Picture 3, drill six pilot holes for the back panel. Place the M4\*30 plastic expansion wall plugs screw anchors (item F) over each hole and firmly tap it in until it's flush with the wall.

### STEP 2

Line up the back panel (item B) and screw in the six M4\*40 countersunk head tapping screws (item F).

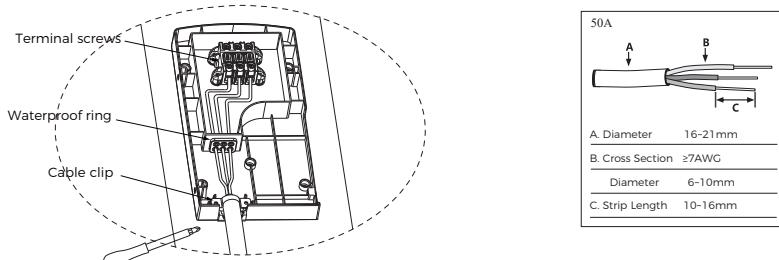


Picture 8.

### STEP 3

Use a screwdriver to loosen the screws on the cable clip;

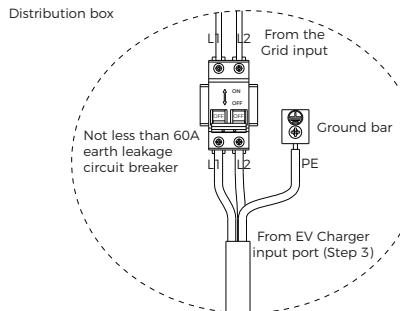
Pass the L1/L2/PE of the cable through the cable clip and waterproof ring in sequence, and fix it on the terminal. Finally, secure the cable with a cable clip.



Picture 9.

### STEP 4

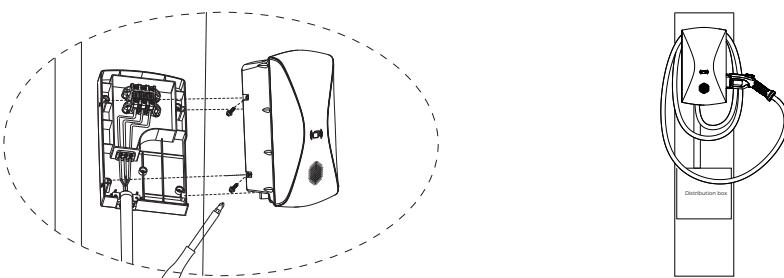
Connect the input wire to the circuit breaker.



Picture 10.

### STEP 5

Fasten the control box to the back panel and secure it with M4\*10 screws (Item G).



Picture 11.

## CHARGING YOUR VEHICLE

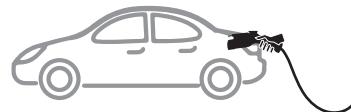
### Use verification card to start charging

#### STEP 1

Turn on the circuit breaker and wait for the EV Charger (item A) to power on.

#### STEP 2

Insert charging handle into the vehicle.



#### STEP 3

Use the verification card to swipe at the 'a' position of the control box. and the EV Charger will start charging automatically.

#### STEP 4

When vehicle is finished charging, unplug and put the charging handle into the charging handle holder. Then turn off the the circuit breaker.

### Use the App to start charging-Refer to the App manual

Download the EV Charger App.

Scan the QR code on the below to download the App. You can also search for "FSpower" on the Google Play Store or Apple Store to download the App for free.



**Step1:** Turn on the circuit breaker and wait for the EV Charger (item A) to power on.

**Step2:** Insert charging handle into the vehicle.

**Step3:** Use the App to start charging-Refer to the App manual.

**Step4:** When vehicle is finished charging, unplug and put the charging handle into the charging handle holder. Then turn off the the circuit breaker.

For more App introduction, please visit: <https://www.fulsolen.com/>

## STATUS AND TROUBLESHOOTING

LED Light	Status	Action
Green (constant)	Standby	No action required.
Green (flash)	Vehicle is plugged in	No action required.
Blue (breath)	Charging	Charging, no action required.
Blue (constant)	Fully charged	Safely remove the charging handle from the vehicle.
Red (1 flash)	Abnormal CP signal.	Unplug the charging handle from the vehicle, and then plug it back in. If the problem persists, please contact the Fulsolen Customer Service Department.
Red (2 flashes)	Undervoltage Warning	Power off the EV Charger and repower. If the problem persists, please contact the Fulsolen Customer Service Department.
Red (3 flashes)	Overvoltage Warning	Power off the EV Charger and repower. If the problem persists, please contact the Fulsolen Customer Service Department.
Red (4 flashes)	Overcurrent Warning	Unplug the charging handle from the vehicle, and then plug it back in. If the problem persists, please contact the Fulsolen Customer Service Department.
Red (5 flashes)	Power Leak Warning	Unplug the charging handle from the vehicle, and then plug it back in. If the problem persists, please contact the Fulsolen Customer Service Department.
Red (7 flashes/8 flashes)	Overheat Warning	Unplug the charging handle from the vehicle, and wait for the device to cool down. If the problem persists, please contact the Fulsolen Customer Service Department.
Red (9 flashes)	Relay Fault Warning	Power off the EV Charger and repower. If the problem persists, please contact the Fulsolen Customer Service Department.
Red (10 flashes)	Emergency stop Warning	Restore emergency stop button. If the problem persists, please contact the Fulsolen Customer Service Department.
Red (11 flashes)	Meter fault Waring	Power off the EV Charger and repower. If the problem persists, please contact the Fulsolen Customer Service Department.
Red (13 flashes)	Ground Fault Warning	The ground is not connected correctly. Reconnect the ground wire correctly. If the problem persists, please contact the Fulsolen Customer Service Department.
Red (15 flashes)	Others Fault Warning	Power off the EV Charger and repower. If the problem persists, please contact the Fulsolen Customer Service Department.

### Need further assistance?

Please contact the Fulsolen Customer Service Department: [support.global@fulsolen.com](mailto:support.global@fulsolen.com).

Or visit: <https://www.fulsolen.com/>

## PRODUCT SPECIFICATIONS

Model	EWAC50FA13
Input Voltage	120-240Vac
Output Current	50A
Max. Output Power	12kW
Input Frequency	60Hz
Control Box Material	PC+ABS
Input Cord	Hardwired
Charging Port Type	SAE J1772
Leakage Protection	20mA/20ms
Handle Material	PA66.PC.Copper. silver-plated
Cable Material	Copper + TPE
Cable Length	16.4ft (5 meters) with charging handle
LED Indicator	Red/green/blue
Operating Temperature	-22°F ~ 122°F (-30°C ~ 50°C)
Working Humidity	5%~95% without condensation
Working Altitude	<1.24 miles (2,000 meters)
Control Box Enclosure Type	NEMA-3R (IP65)
Operating Environment	Indoor/outdoor
Installation Method	Wall-mounted
Cooling Method	Natural cooling
Multiple Protection	Over-voltage protection, Under-voltage protection, Overheating protection, Over-current protection, Leakage protection, Grounding protection, Lightning protection, Fire and flame protection, Waterproof, Dust proof, Antistatic protection
Safety Standard	UL 2594、UL2231-1、UL2231-2、CSA C22.2 No.280、CSA C22.2 No.281.1、CSA C22.2 No.281.2
Others Certification	FCC, FCC ID
Control Box Dimensions	14.76 x 8.42 x 6.14 inch (375 x 214 x 156mm)
Net Weight	5.1kg
Charging Handle Life Cycle	10,000 insertion
Dynamic Load Balancing	Optional
Communication	Bluetooth/WiFi/Lan (Optional)
Application	Android/IOS
Start mode	RFID/App/Bluetooth/Plug and charge
Warranty	3 years for control box, 2 years for charging handle

## **LIMITED WARRANTY INFORMATION**

### **Limited Warranty for the EV Charger**

- a. Fulsolen offers a limited warranty for a period of 3 years to the original purchaser at retail of the Fulsolen EV Charger. This limited warranty is not transferrable and is only available in the U.S.A. and Canada. Fulsolen (corporate name) warrants this product will conform to our published specifications in effect as of the date of shipment and be free from material defects in material and workmanship.
- b. We warrant that we shall perform all services using personnel of required skill, experience and qualifications and in a professional and workmanlike manner in accordance with generally recognized industry standards for similar services.
- c. Except for the warranty provided in section (a), we make no warranty or condition whatsoever with respect to the Fulsolen EV Charger, including, any warranty or condition of merchantability, fitness for a particular purpose or title; whether express or implied by law, course of dealing, course of performance, usage of trade or otherwise.
- d. This limited warranty does not cover any defects or damage caused by normal wear, misuse, improper installation, external electric faults, improper service or maintenance, abuse, negligence or accident, including but not limited to:
  - Failure to follow the instructions and warnings outlined in the user manual supplied with the EV Charger.
  - Cosmetic damage such as scratches, chips, dents and cracks.
  - Abuse, vandalism, damage or other defects caused by accidents, misuse or negligence.
  - Disassembly or modification or repair of the EV Charger by an unauthorized party.
  - Damage, alteration, removal, or anything that renders the EV Charger's serial numbers to be illegible.
  - Damage to the EV Charger caused by hardware or software not supplied by Fulsolen.
  - Damage from extreme power surge, electromagnetic field or any acts of nature.
  - Any other causes beyond the control of Fulsolen.
- e. This limited warranty is void if the product is used after you give us such notice of defect; misused; subject to careless handling; is modified in any way; or has suffered physical damage or is repaired by anyone other than the factory or its authorized representative; or the defect arises because you failed to follow our oral or written instructions as to the storage, installation, commissioning, use or maintenance of the products.
- f. If the product is found to be defective in material or workmanship during the warranty period, Fulsolen will either repair or replace the product at its option, provided that any products are returned to Fulsolen at the Purchaser's expense and in accordance with the Warranty Claims Procedure Policy below. At the discretion of Fulsolen, the repair parts and/or replacement products may either be new or reconditioned. The repair or replacement EV Charger will be warranted for the remainder of the original warranty period.
- g. Fulsolen makes no warranty other than this limited warranty and expressly excludes any implied warranty including any warranty for incidental or consequential damages, including any liability under any theory of law whether contract, tort or otherwise, even if Fulsolen has been informed of the possibility of such damages. All claims related to the EV Charger will not exceed the price you paid for the product. Your statutory rights are not affected.
- h. **THIS IS YOUR SOLE AND EXCLUSIVE LIMITED WARRANTY. THE REMEDIES SET FORTH IN THIS WARRANT AND IN THE WARRANTY CLAIMS PROCEDURE POLICY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. NO ONE IS AUTHORIZED TO ALTER, MODIFY, AMEND, OR EXTEND THIS WARRANTY OR MAKE ANY OTHER WARRANTY ON BEHALF OF FULSOLEN. NO WARRANTIES APPLY AFTER THE WARRANTY PERIOD HAS EXPIRED. YOUR STATUTORY RIGHTS ARE NOT AFFECTED.**

## **WARRANTY CLAIMS PROCEDURE POLICY - How to Submit a Warranty Claim**

1. If you believe you have a defective EV Charger during the warranty term, contact Fulsolen Customer Service support.global@fulsolen.com and provide the following written information:
  - A detailed description of the defect or problem you are experiencing with the EV Charger.
  - The model number and serial number of the EV Charger.
  - Proof of original purchase.
  - Your contact information and return shipping address.
  - If warranty repair is deemed necessary, please complete and detach the Warranty Card on page 13 with all required information.
2. A Fulsolen representative will troubleshoot the EV Charger and determine if there is a defect with the product and whether it is covered under this warranty.
3. If the defect with your EV Charger is determined by Fulsolen to be covered by this warranty within the warranty term, please complete and detach the Warranty Card on page 13 and include the card when returning your EV Charger.
4. You are responsible to package the EV Charger and all its original components either in its original box or packaging that provide the EV Charger an equivalent level of protection as its original packaging and forward the unit together with proof of purchase and Warranty Card to the location which will be provided by Fulsolen Customer Service. You will assume risk of any loss or damage to the EV Charger during shipment to Fulsolen.
5. If Fulsolen determines the defective EV Charger is covered under this warranty, Fulsolen will repair or replace the product and ship it back to you with a shipping carrier of our choice, at no charge to you.
6. If any EV Charger is determined by Fulsolen to be ineligible for warranty service or falls outside the scope of this warranty, Fulsolen will offer to repair or replace the product at your expense upon your approval, at Fulsolen's prevailing parts and labour rates. Return shipping will also be arranged at your expense upon your approval.

## **WARRANTY CARD**

## Customer Information

Full Name: \_\_\_\_\_

Phone/Mobile Number: \_\_\_\_\_

Return Address: \_\_\_\_\_

Email: \_\_\_\_\_

## Product Information

Model: \_\_\_\_\_

Purchase Date (YYYY/MM/DD): \_\_\_\_\_

Serial Number: \_\_\_\_\_

**To be Completed by Repair Center:**



**FULSOLEN**

Email: support.global@fulsolen.com  
[www.fulsolen.com](http://www.fulsolen.com)