

## SECTION 9

# Maintenance

While there is no maintenance for the internal works of the VersiCharge, the exterior does require some basic, common-sense maintenance. The following maintenance can be performed by the owner/user. All other service must be conducted by qualified personnel.

If there is any damage to the charger, contact your supplier.

General exterior maintenance is recommended to be performed every six months, depending on the environment. In harsh environments, maintenance should be performed more often.

### 9.1 General Exterior Maintenance

Regular cleaning is recommended to avoid accumulation of debris/dust/dirt on or around the unit. Wipe surfaces with a soft cloth dampened with water, or for harder to remove marks, use an alcohol-based cleaner. Do not spray with high pressure cleaning hoses or use abrasive chemicals.

### 9.2 General External Checks

Check for cuts, damage and debris. If debris is present, remove it. If you find damage, contact your supplier.

Check for damage and corrosion. If present, contact your supplier.

Check the HMI for damage/signs of faded color that is clearly visible.

Ensure there is no debris or damage inside or around the cable, cable holder and connector/plug. If present, remove debris and/or notify the supplier of any damage. Check the connector/plug pins for any signs of corrosion and contact the supplier if there is any damage to the pins.

Check for snow buildup around the VersiCharge and clear the area around the VersiCharge. This should be checked daily in areas with high snowfall.

**SECTION 10****Warranty****10.1 Limited Warranty**

Limited Warranty Siemens Industry Inc., EMobility ("Siemens") has developed highly reliable EV Supply Equipment (EVSE), inclusive of chargers and associated accessories purchased, branded as VersiCharge (each individually or collectively the "VersiCharge EVSE"), that is designed to withstand normal operating conditions when used in compliance with the included Siemens Installation and Operations Manual. The Siemens limited warranty ("Limited Warranty") covers defects in workmanship and materials of the VersiCharge EVSE for a period of three (3) years (five [5] years for VersiCharge Blue) (the "Warranty Period") from the date of registration of such VersiCharge EVSE by the original purchaser via the registration portal ([usa.siemens.com/eMobilityCloud](http://usa.siemens.com/eMobilityCloud)). The VersiCharge EVSE must be registered within 90 days of purchase to activate the Limited Warranty, including the Siemens Care package.

The Limited Warranty does not apply to, and Siemens will not be responsible for, any defect in or damage to any Siemens VersiCharge EVSE: (1) that has been misused, neglected, tampered with, altered or otherwise damaged, either internally or externally; (2) that has been improperly installed, operated, handled or used, including use under conditions for which the product was not designed, use in an unsuitable environment, or use in a manner contrary to the Siemens Installation and Operations Manual or applicable laws or regulations; (3) that has been subjected to fire, water, generalized corrosion, biological infestations, acts of God or input voltage that creates operating conditions beyond the maximum or minimum limits listed in the Siemens VersiCharge EVSE specifications, including high input voltage from generators or lightning strikes; (4) that has been subjected to damage caused by defects of other components of the electrical system or service; or (5) if the original identification markings (including trademark or serial number) of such VersiCharge EVSE have been defaced, altered, or removed. The Limited Warranty does not cover costs related to the removal or installation of the VersiCharge EVSE or troubleshooting of the customer's electrical systems.

During the Warranty Period, Siemens will replace the VersiCharge EVSE free of charge, provided Siemens through inspection establishes the existence of an issue covered by the Limited Warranty (the "Remedy"). Siemens will, at its option, use new and/or reconditioned parts in providing the Remedy. Siemens reserves the right to use parts or products of original or improved design in the Remedy VersiCharge EVSE. The Limited Warranty continues for the remainder of the original Warranty Period or ninety (90) days from the date of Siemens' return shipment of the repaired or replacement product, whichever is later.

The Limited Warranty covers both parts and labor necessary to provide a Remedy but does not include labor costs related to uninstalling the VersiCharge EVSE or reinstalling the replacement product. The Limited Warranty also covers the costs of shipping Siemens VersiCharge EVSEs to Siemens (where Siemens has first issued a Return Merchandise Authorization ["RMA"] number for such product) as well as the replacement product from Siemens to customer, via a non-expedited freight carrier selected by Siemens, to and from locations within the United States (including Alaska and Hawaii) and Canada only.

The Limited Warranty does not cover shipping damage or damage resulting from mishandling by the freight carrier. Where the customer seeks to remedy damages caused by the freight carrier, such claims must be pursued directly against the freight carrier and not against Siemens. Siemens' obligations under this Limited Warranty are conditioned upon the customer's strict compliance with the following policy and procedure for the applicable VersiCharge EVSE:

The VersiCharge EVSE must be returned with an RMA number which the customer must request from Siemens through the following website (<http://www.usa.siemens.com/createcase>) or by calling +1 (855) 950-6339.

RMA request must include the following information: (1) Proof-of-purchase of the VersiCharge EVSE in the form of (a) the dated purchase receipt from a Siemens-authorized seller for the original purchase of the product at point of sale to the end user, or (b) the dated dealer invoice or purchase receipt showing original equipment manufacturer (OEM) status; (2) Model number; (3) Serial number; (4) Detailed description of the defect; and (5) Shipping address for return of the repaired or replacement product.

**VersiCharge™ AC** Installation and Operations Manual

All VersiCharge EVSEs authorized for return must be returned in the original shipping container or other packaging that is equally protective of the product. The returned VersiCharge EVSE must not have been disassembled or modified without the prior written authorization of Siemens.

THE LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY GIVEN BY SIEMENS AND, WHERE PERMITTED BY LAW, IS MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF TITLE, QUALITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT OR WARRANTIES AS TO THE ACCURACY, SUFFICIENCY OR SUITABILITY OF ANY TECHNICAL OR OTHER INFORMATION PROVIDED IN MANUALS OR OTHER DOCUMENTATION. IN NO EVENT WILL SIEMENS BE LIABLE FOR ANY SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSSES, COSTS OR EXPENSES HOWEVER ARISING, WHETHER IN CONTRACT OR TORT, INCLUDING WITHOUT LIMITATION ANY ECONOMIC LOSSES OF ANY KIND, ANY LOSS OR DAMAGE TO PROPERTY, OR ANY PERSONAL INJURY AND SIEMENS' AND ITS SUPPLIERS' MAXIMUM LIABILITY UNDER THIS CONTRACT SHALL BE THE ACTUAL PURCHASE PRICE RECEIVED BY SIEMENS FOR THE VERSICHARGE EVSE AT ISSUE. CUSTOMER AGREES THAT THE EXCLUSIONS AND LIMITATIONS SET FORTH IN THIS SECTION SHALL GOVERN AND CONTROL OVER ANY OTHER REMEDIES TO WHICH THE CUSTOMER MAY OTHERWISE BE ENTITLED AND SHALL BE GIVEN FULL FORCE AND EFFECT WHETHER OR NOT ANY OR ALL SUCH REMEDIES SHALL BE DEEMED TO HAVE FAILED OF THEIR ESSENTIAL PURPOSE. THESE LIMITATIONS OF LIABILITY ARE EFFECTIVE, EVEN IF SIEMENS HAS BEEN ADVISED BY THE CUSTOMER OF THE POSSIBILITY OF SUCH DAMAGES.

To the extent any implied warranties are required under applicable law to apply to the Siemens VersiCharge EVSE, such implied warranties shall, to the extent permitted by applicable law, be limited in duration to the Warranty Period. In states and provinces which do not allow limitations or exclusions on implied warranties or on the duration of an implied warranty or on the limitation or exclusion of incidental or consequential damages, the above limitation(s) or exclusion(s) may not apply. This Limited Warranty gives the customer specific legal rights, which are the customer's exclusive remedies hereunder. The customer may have other rights that vary from state to state or province to province.

Through registration of the Limited Warranty or use of the VersiCharge EVSE, the parties irrevocably consent and agree that any controversy or claim arising out of or related to this Limited Warranty shall be resolved by arbitration pursuant to this Section and the then current rules and supervision of the American Arbitration Association. The arbitration shall be held in Delaware before a single arbitrator who is knowledgeable about commercial contract disputes. The arbitrator's decision and award shall be final and binding and may be entered in any court having jurisdiction thereof. The arbitrators shall apply and be bound to follow the substantive laws of the State of Delaware without regard to the conflict of laws provisions thereof. Costs and expenses shall be borne as provided by the rules of the American Arbitration Association. The arbitrators may order the parties to exchange copies of exhibits and copies of witness lists in advance of the arbitration hearing. However, the arbitrator shall have no other power to order discovery or depositions unless and then only to the extent that all parties otherwise agree in writing.

**SECTION 11**

# Help!

Call us any time, any day, at +1 (855) 950-6339, option 9, or contact us at <https://siemens-smartinfrastucture.force.com/SI/s/createcase>.

## VersiCharge™ AC series – Technical Data

Features and functions	
Charging mode	Level 2
Vehicle connection	J1772 plug with 20-foot cable, 40 A / 48 A / integrated cable management
AC power output	Single phase up to 9.6 kW (40 A) - requires a 50 A breaker, or 11.5 kW (48 A) - requires a 60 A breaker
Mounting options	Wall and post mounting, see accessories
Touch button	Time delay, return to maximum power level, reset ground fault
Charging status LEDs	Power, time delay, charging state, reduced power level, authentication, cold start
Communication status LEDs	Connected / not connected during operation, signal strength during commissioning
Parent / child network	Connects to one child charger by Wi-Fi within 20 feet line of sight
Load management	Via OCPP
Communication	
Interfaces	Ethernet, Wi-Fi, for parent units additionally LTE, WCDMA
User authentication	RFID (local Whitelist, MIFARE)
Configuration	Via Siemens mobile app or the PC Configuration Tool
Back-end protocol	OCPP 1.6, upgradeable to OCPP 2.0.1
Software upgrade	Over-the-air (OTA)
Electrical design	
Power supply voltage	Single phase: 208 V / 240 V AC, 60 Hz
Rated current settings (A)	12, 16, 24, 32, 40, 48
Crosswire section	Single phase: 8 AWG / 6 AWG (90 °C rated wire)
Network type	Single phase / split phase
Energy metering	Embedded metering, +/- 1% accuracy
Ground fault protection	20 mA
Over voltage protection	Under voltage: 167 V (minimum 80 V) / over voltage: 267 V (maximum 275 V)
Over current protection	Current +10% above configured threshold, minimum +2A, 5 seconds
Operating altitude	9,840 ft
General design	
Environmental rating	Indoor and outdoor, NEMA 4, IK 8
Dimensions (H x W x D)	16.10 in x 7.09 in x 3.78 in
Weight	17 lbs
Ambient conditions	Operating temperature: -31 °F to +122 °F, storage temperature: -40 °F to +140 °F, 98% non-condensing
Colors	Silver metallic (Pantone 10077), black holster
Certificates and standards	
cUL listed	According to UL 1998, UL 991, UL2594/CSA C22.2 No.280/NMX-J-677-ANCE, UL 2231-1/CSA C22.2 No.281.1/ NMX-J-668-1, UL 2231-2/CSA C22.2 No.281.2/NMX-J-668/2-ANCE, UL 2251/CSA C22.2 No.282/NMX-J-678-ANCE
EMC	FCC Part 15 Class A

		Maximum current	Model number	Wi-Fi and Ethernet	RFID identification	Embedded metering	LTE WCDMA	Installed SIM card
Residential version	Smart	40 A	8EM1312-4CF18-0FA3	✓	–	✓	–	–
		48 A	8EM1312-5CF18-0FA3					
Commercial versions	Child	40 A	8EM1310-4CF14-0GA0	✓	✓	✓	–	–
		48 A	8EM1310-5CF14-0GA0					
	Parent	40 A	8EM1310-4CF14-1GA2	✓	✓	✓	✓	✓
		48 A	8EM1310-5CF14-1GA2					
Buy American Commercial versions	Child	48 A	8EM13155CG140GF0	✓	✓	✓	–	–
	Parent	48 A	8EM13155CG141GF2	✓	✓	✓	✓	✓

Back-end protocol: OCPP 1.6, upgradeable to OCPP 2.0.1

**Data plans, accessories and bundled packages for chargers:** Siemens offers chargers with data plans, posts and bundled solutions for customer convenience. See table below:

Description	Catalog Number
Multi-carrier pooled data plan: 1-year data plan, 1 GB capped monthly bandwidth (supports one parent charger and one child charger). This is an annual fee.	US2:DATA1YRMULTI
Extended warranty per Level 2 charger: 1 additional year, no in / out services	US2:VCEXWAR1YR
Extended warranty per Level 2 charger: 2 additional years, no in / out services	US2:VCEWAR2YR
Standard post: can support one or two chargers. Comes with installation kit, made of aluminum. Includes 1-year warranty.	US2:VCPSTGRY2



Description	Catalog Numbers
VersiCharge dual post: 72 inches tall (side by side), with dual cable retraction system	US2:VCPOSTCR2S
VersiCharge single post: 72 inches tall, with cable retraction. Comes with installation kit and includes a 1-year warranty.	US2:VCPOSTCR1S
VersiCharge dual post: 95 inches tall (side by side), with dual cable retraction. Comes with installation kit and includes a 1-year warranty	US2:VCPOSTCR2A
VersiCharge single post: 95 inches tall, with cable retraction. Comes with installation kit and includes a 1-year warranty.	US2:VCPOSTCR1A
48 A VersiCharge Basic Package: contains one parent unit, one child unit, one year cell service plan and one VersiCharge side-by-side mounting post and cable retraction system, 72 inches tall	US2:VERSIPACK48BAS
48 A VersiCharge Cloud Package: contains one parent unit, one child unit, one year cell service plan, one year of Cloud service setup fee for parent and child, one year of Charge Cloud service for parent and child and one VersiCharge side-by-side mounting post and cable retraction system, 72 inches tall	US2:VERSIPACK48CLD



### AC StartUp includes:

- All travel and living costs included in price
- Configuration and connection of the chargers to the Cloud
- A dedicated project engineer to work with the end user
- Remote site evaluation review to ensure everything is set up and ready to go
- Basic onsite AC charger review during startup
- A personalized experience to ensure a stress-free commissioning of chargers

Description	Catalog Number
StartUp for up to 4 AC chargers	US2:ACSTARTUP4
StartUp for up to 10 AC chargers	US2:ACSTARTUP10
StartUp for more than 10 AC chargers (will require business unit review)	US2:ACSTARTUPBULK

## APPENDIX A

# Useful Links

- Register the VersiCharge hardware at: <https://siemens-smartinfrastucture.force.com/eMobilityCloud/s/login/>
- If you don't have an existing account, create an account in VersiCloud — use the following link and click "Register" or use the Sifinity Go mobile app to create a new account: <https://www.versichargesg.com/Account/Login?ReturnUrl=%2f>
- Download the Sifinity Go mobile app at the following links for installations with 10 or less chargers per account.  
Android - <https://play.google.com/store/apps/details?id=com.siemens.VersiChargeSG>  
iOS - <https://apps.apple.com/us/app/versicharge/id989742892>
- Download the VersiCharge Configuration Tool (PC application). Recommended for commercial installations.  
Download available on [usa.siemens.com/versichargecommercial](https://usa.siemens.com/versichargecommercial) under the download section.
- Find the following at [usa.siemens.com/versichargecommercial](https://usa.siemens.com/versichargecommercial):
  - Configure your VersiCharge
  - VersiCharge Frequently Asked Questions
  - Detailed VersiCharge Installation and Operating Manual as well as all legal and warranty information
  - VersiCharge AC Series Post Installation Manual UL
  - Open Source Report: Product clearing report for third-party SW components
  - End User License Agreement (EULA)
  - Privacy Rights
  - Installation and commissioning videos
  - Mobile app user guide

## APPENDIX B

## Wiring Schematics for VersiCharge 40 A and 48 A VersiCharge Units

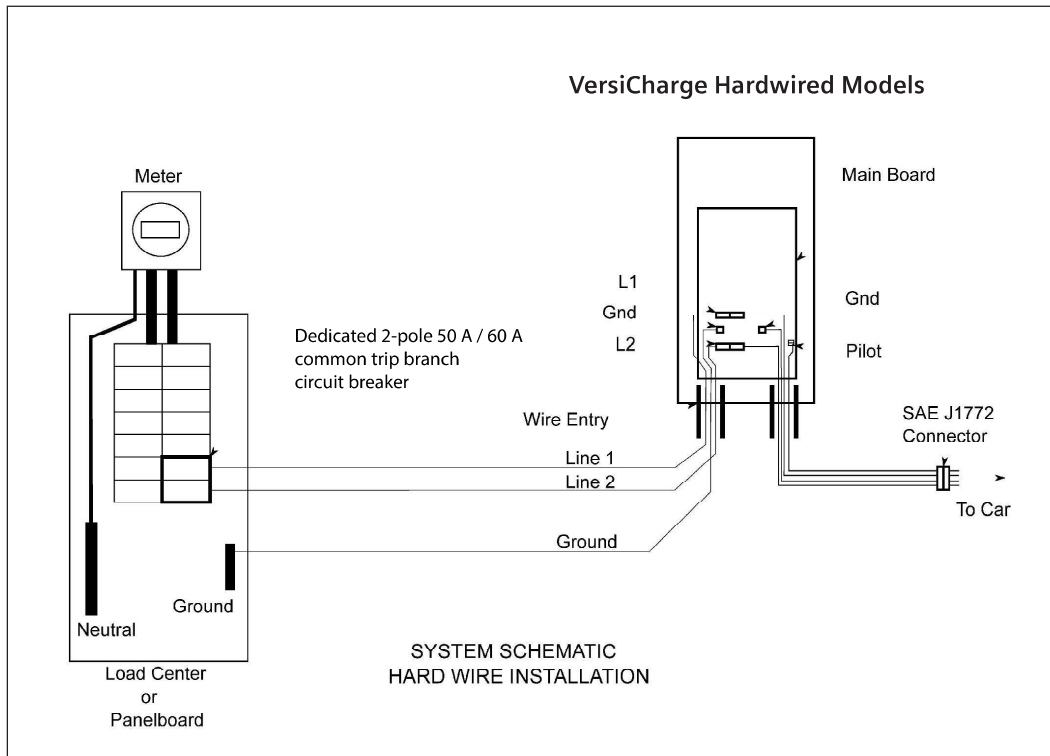


Figure 20. Hardwire installation schematic for advanced 40 A / 48 A unit

**NOTE:** The rating of the circuit breaker that will be required is based on the ampere rating of the EVSE; 40 A requires a 50 A breaker, and 48 A requires a 60 A breaker. Also, the wiring should not be exposed to any conditions that could potentially damage wiring or cause a potential hazard.



APPENDIX C

## Hardwire Bending Diagram

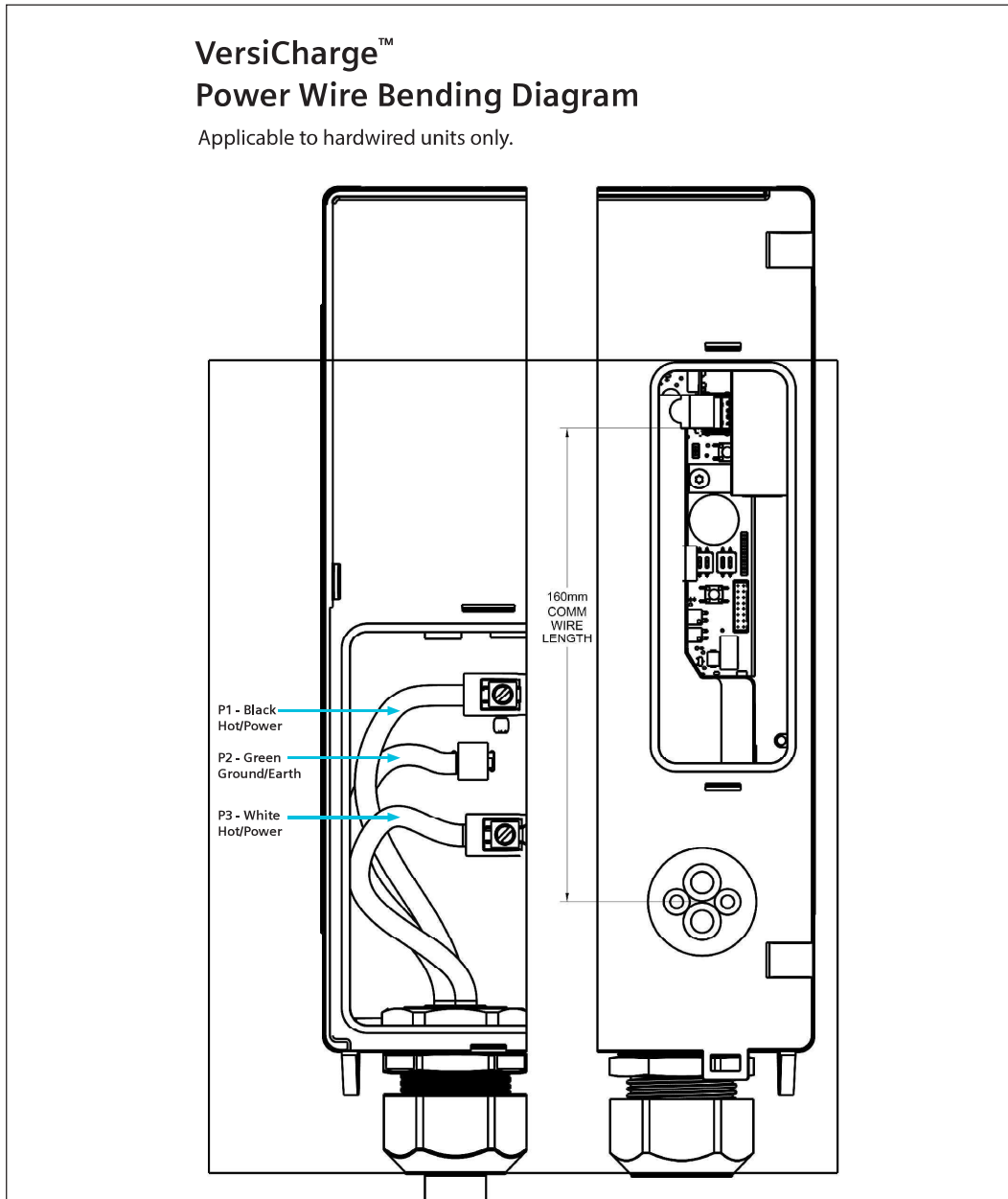


Figure 21. Hardwire Bending Diagram

A full-size wire bending diagram is supplied in the box. Find that, place the cable (22AWG [.64mm]) being wired to the unit on it, and bend the wires to match the diagram. Insert the wires into the unit and tighten the connections (to 14.5 in-lbs).

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**Legal Manufacturer**

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questions or inquiries.

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