



WiTricity Halo™

Wireless EV Charger



User Guide

WiTricity Confidential and Proprietary.

© 2024 WiTricity Corporation. All right reserved.

WiTricity and the wave logo are registered trademarks of WiTricity Corporation.

Other trademarks are the property of their respective owners

Contents

1. General Information	3
1. Product Description	3
2. Safety Notifications	3
3. Activate your charger	4
1. Download the WiTricity Halo mobile app.	4
2. Connect your phone to the charger	4
3. Connect the charger to your Wi-Fi network	Error! Bookmark not defined.
4. Pair the vehicle	4
5. Park and Charge™	4
6. Wall Box LEDs	5
7. Maintenance	5
8. FAQ section	5
9. Troubleshooting	6
10. Customer Support Information	8
11. Limited Warranty	8

1. General Information

Product Description

WiTricity Halo™ is a wireless charger for EVs that supplies high-frequency current to create a magnetic field that efficiently transfers energy to the receiver in the car.

2. Safety Notifications

Warnings:

- Read the entire document and safety instructions before proceeding with use of charger.
- Do not tamper with any equipment on the charger itself. Doing so could lead to injuries or electric shock.
- This device should be supervised when used around children.
- Do not use the charger if the Wall Box or Ground Pad enclosure is broken, cracked, or shows any signs of physical damage. Immediately contact WiTricity Customer Support at customersupport@witricity.com.
- Do not use this product if the flexible power cord or EV cable are frayed, have broken insulation, or show any other signs of damage.
- Do not operate the charger in temperatures outside its operating range of -40°F to 122°F (-40°C to 50°C).
- Do not use water jets (hoses, pressure washers, etc.) to clean the WiTricity Halo™ wall box and ground pad.
- Do not attempt to remove the Wall Box cover or open the Ground Pad enclosure. Only authorized and qualified personnel should do so.
- The WiTricity Halo Wireless EV Charger may not be modified or adjusted in any unauthorized manner.
- Do not remove any identifiers, such as security signs, warning instructions, nameplates, labels, or cable markings.

3. RF EXPOSURE WARNING

- The WiTricity Halo™ EV Charger meets the requirements of IEEE C94.1-2019, Safety Levels for Human Exposure of Electromagnetic Fields when used in accordance with instructions.
- Do not position any cardiac implantable electronic devices, including pacemakers, underneath a vehicle when charging. Do not lay on or next to the Wireless EV Charger at any time. Medical devices such as pacemakers, defibrillators, and other implantable devices may contain sensors that respond to fields in close proximity. Consult with your physician and device manufacturer for more specific guidance.
- The WiTricity Halo™ EV Charger utilizes near-field radio frequencies at 85 kHz for wireless power transfer. The exposure reference level is tested at the edge of the vehicle underbody. Never place any body part underneath the vehicle while charging.
- Do not crawl or reach underneath the vehicle during charging.
- Do not attempt to move or adjust the WiTricity Halo™ EV Charger or any of its accessories while powered on.

4. Regulatory 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.

Pair the Charger and the Vehicle

1. Activate your charger

1. [Download the WiTricity Halo mobile app iOS or Android](#)

Download and install the WiTricity Halo Mobile App onto your mobile device with a provided link. Allow the app to always send notifications.

2. [Sign in to the app](#)

To create an account tap Sign up and follow on-screen instructions. Log in if you already have an account.

3. [Pair your phone with the charger](#)

Tap Start on the Activate Charger screen to begin the charger activation process. Follow on-screen instructions. You can also add charger from Settings.

2. Connect the vehicle to the charger

Follow in-vehicle display instructions to pair the vehicle with the charger.

3. Authorize the vehicle in mobile app

Park your vehicle over the charging pad. Use the position detection display to get parking guidance.

Once the vehicle is parked over the charging pad, the mobile app will receive a notification to authorize the vehicle. Tap **“Approve Always – Add this car”**.

Be sure push notification function is turned on for the app.

4. Park and Charge™

After the vehicle is properly parked, charging will begin automatically. The Wall Box LEDs will turn green and then “breathe” slowly indicating a charging session is in progress. The mobile app’s status screen will show charging status. When charging is complete, the Wall Box LEDs will turn solid green, and the app will send you a notification.

5. Wall Box LEDs

The LED light on the Wall Box frame indicates the status of the Wireless Power Transfer (WPT) charging system, as detailed in the table below.

LED Indicator	Status	Action Required
Solid Blue at Apex	Charger is configured and available for vehicle Wi-Fi connection. (Stand-by mode)	Bring vehicle within range to connect to the charger.
Blue Dual Motion to Apex	Vehicle is connected to charger over Wi-Fi, but is not yet aligned, parked, or authorized to use the charging pad.	Drive the vehicle onto the charging pad.
Breathing Green	Charging in progress.	Monitor charging status on the mobile app.
Solid Green	Charging complete.	Vehicle is ready.
Blinking yellow	Foreign object detected on the charging pad.	Visually inspect and clear the charging pad. Press the user button on the wall box once to resume charging.
Blinking red	Fault state.	Refer to Troubleshooting section on page 11 & 12.

6. Maintenance

The owner or user is responsible for maintaining the EV charger. This includes adhering to all relevant safety laws and installation regulations in the country of use.

- **Cleaning the Wall Box:** Wipe the exterior of the Wall Box with a soft, damp cloth to remove dirt.
- **Cleaning the Ground Pad:** Use a soft, damp cloth to clean the Ground Pad.
- **Inspecting for Damage:** Regularly check the Ground Pad for any damage to the housing. If you find any issues, please contact WiTricity Customer Support at customersupport@witricity.com.

7. Frequently Asked Questions (FAQs)

1. How do I check the charging status of my vehicle?

Answer:

- **Mobile App:** Use the WiTricity Halo mobile app to view real-time charging status and receive notifications.
- **Wall Box LEDs:** Look for LED indicators:

- **Breathing Green:** Charging is in progress.
- **Solid Green:** Charging is complete.

Note: Check the Wall Box LED Table for more information.

2. What is "Foreign Object Detection" (FOD) and what should I do if it happens?

Answer: When a FOD error occurs, the charger detects a metallic object on the Ground Pad. You should:

1. **Remove the Object:** Clear any metallic debris from the Ground Pad.
2. **Reset the System:** Press the user button on the Wall Box briefly to reset. If needed, press and hold for 4 seconds. If the issue persists, power cycle the system.
3. **Check App Notifications:** The mobile app will provide further instructions if needed.

3. What is "Living Object Detection" (LOD) and what should I do if it happens?

Answer: LOD detects the presence of a living object near the Ground Pad during charging. If LOD occurs:

1. **If a Living Object is Present:** Remove it and wait 30 seconds. Charging should resume automatically.
2. **If No Object is Present:** Wait 30 seconds to ensure the object has not recently left. If charging does not resume, follow the instructions in the mobile app or contact support.

4. How can I change the name or password of my charger?

Answer:

1. **Open the App:** Go to the WiTricity Halo mobile app.
2. **Access Settings:** Navigate to the settings section for your charger.
3. **Update Name/Password:** Follow the instructions to change the charger's name and password.
4. **Save Changes:** Ensure you save the changes to apply the new settings.

5. What should I do if the app shows that the charger is "Offline"?

Answer:

1. **Check Wi-Fi Connection:** Ensure the Wall Box is connected to your Wi-Fi network.
2. **Restart Devices:** Reboot both the Wall Box and your router.
3. **Reconfigure Network:** In the mobile app, reconnect the charger to your Wi-Fi network.
4. **Contact Support:** If the issue persists, contact WiTricity Customer Support for further assistance.

8. Troubleshooting

Problem: The charger detects a foreign metallic object on the Ground Pad.

Solution:

1. **Remove the Object:** Clear any detected items from the Ground Pad.
2. **Reset the System:** Press the user button on the Wall Box briefly (less than a second) to reset.
3. **If Charging Does Not Resume:** If charging does not restart, press the user button for about 4 seconds. If FOD persists after 5 resets, power cycle the system by turning off the Wall Box and turning it back on.
4. **App Notification:** After resolving the issue, you will receive a notification in the mobile app. If you need further assistance, use the app notification to access a help article.

Problem: LOD error due to a detected living object.

Solution:

- **If Object is Present:** Remove the object and wait 30 seconds. The Ground Pad should resume charging after 30 seconds if no further LOD is detected.
- **If Object is Not Present:** Wait 30 seconds in case the object recently left. If charging does not resume, follow the instructions in the mobile app or contact customer support for additional help.

Problem: The Wall Box does not turn on.

Solution:

1. **Check Power Connection:** Ensure the Wall Box is properly connected to a power source.
2. **Inspect Circuit Breaker:** Verify that the circuit breaker for the Wall Box has not tripped.
3. **Contact Support:** If the issue persists, contact WiTricity Customer Support for further assistance.

Problem: The mobile app cannot connect to the charger.

Solution:

1. **Check Network Connection:** Make sure your mobile device is connected to the same Wi-Fi network as the charger.
2. **Reboot Devices:** Restart both your mobile device and the Wall Box.
3. **Reinstall App:** Uninstall and reinstall the WiTricity Halo mobile app.
4. **Contact Support:** If the problem continues, reach out to WiTricity Customer Support for assistance.

Problem: The vehicle display shows "0 kW power."

Solution:

1. **Check Notifications:** Ensure the push notification function is enabled in the mobile app.
2. **Re-pair the Vehicle:** Redo the vehicle pairing process as outlined in Step 2 of "Pair the Vehicle."

Problem: Charger position information is not visible in the vehicle display.

Solution:

- **Check SSID/Password:** Ensure the vehicle's SSID and password match those of the charger. Verify and correct if necessary.

9. Customer Support Information

- After having reviewed the FAQ and Troubleshooting sections, please contact WiTricity Customer Support at customersupport@witricity.com if you are still having difficulties.

10. Limited Warranty

This Limited Warranty for WiTricity Halo™ ("Warranty") applies to you, the original purchaser of a new charger from WiTricity. This warranty is not transferrable and is valid for purchasers located in the U.S.A. and Canada only.

LIMITED THREE-YEAR PARTS EXCHANGE WARRANTY: Subject to the exclusions from Warranty coverage set forth below, WiTricity warrants that, when used under normal operating conditions, your charging station will be free from any defects in materials or workmanship for a period (the "Warranty Period") of three (3) years from the date of original purchase. If, during the Warranty Period, your charger becomes defective in breach of the Warranty, WiTricity will, upon written notice of the defect received during the Warranty Period, either repair or replace the charger. The Warranty covers both parts and factory labor necessary to repair your charger but does not include any on-site labor costs related to un-installing or reinstalling the repaired or replacement charger.

IMPORTANT

1. You are responsible for the proper installation and maintenance of the charger including the un-installing of any defective charger and the installation of the repaired or replacement charger returned to you.
2. Any service or repairs beyond the scope of the Warranty above will be performed upon customer approval at WiTricity's then prevailing labor rates and other applicable charges.
3. Any charger that is found by WiTricity to be out-of-warranty or otherwise ineligible for warranty service will be returned, repaired, or replaced upon your approval at WiTricity's standard charges at your expense.
4. Please read carefully through the detailed descriptions of the WARRANTY, the EXCLUSIONS FROM LIMITED PRODUCT WARRANTY, and the LIMITATIONS ON WARRANTY AND LIABILITY on the following pages to assure that your charger is eligible for warranty service without additional cost to you.

Exclusions from Limited Product Warranty

IMPORTANT: The Warranty on your charger shall not apply to defects or service repairs resulting from the following: Improper site preparation or maintenance, improper installation, cosmetic damage such as scratches and dents, or normal aging.

- Abuse, vandalism, damage, or other problems caused by accidents, misuse or negligence (including but not limited to physical damage from being struck by a vehicle), or use of the charger in a way other than as specified in the applicable WiTricity documentation.
- Damage to the charging station caused by software, interfacing, parts, supplies or any other product not supplied by WiTricity.
- Installation, alteration, disassembly, modification, or relocation of the charger that was not approved in writing or by WiTricity or performed by WiTricity or by a licensed electrician pursuant to this guide.
- Damage as a result of extreme power surge, extreme electromagnetic field or any acts of nature. Any other causes beyond the control of WiTricity.
- Use of the charger in conjunction with any non-genuine WiTricity accessory or part.

IN ADDITION: The Warranty on your charger shall not apply if the original identification markings (for example, serial numbers and trademarks) have been defaced, altered or removed.

11. FCC Compliance Statement

This device complies with part 18 and part 15 subpart c of the FCC Rules. Operation is subject to three conditions: (1) This device may not cause harmful interference, (2) this device must accept any interference received, including interference that may cause undesired operation, and (3) this device must be operated in accordance with the provided instructions – specifically users must not place any body part underneath the vehicle while in operation.

Note: This equipment has been tested and found to comply with the ISM equipment limits in Part 18 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the provided instructions, may cause unintended harmful interference to radio communications. Due to a wide variety of installation scenarios, there is no guarantee that interference will not occur for a particular installation. It can be reasonably determined if this equipment causes interference by unplugging it and plugging it back in to see if interference continues for radio or television reception when plugged in. If this equipment does cause interference to radio or television reception, the user is encouraged to attempt to correct the interference using one or more of the following options:

- Increase the distance between the equipment and the receiving antenna on the radio and/or television.
- Relocate or change the orientation of the receiving antenna on the radio and/or television.
- Ensure that the equipment is attached to a different circuit than the one being used for the radio and/or television.
- Consult a radio expert, dealer, or technician for help resolving interference concerns.

Any changes made to this product not authorized by WiTricity might void the Electromagnetic Compatibility (EMC) or increase RF Exposure levels that have been validated. Unauthorized changes could negatively affect your authority to operate this product.

This product utilizes shielded cabling for connections. No modification or extension of this cabling is authorized to ensure appropriate compatibility.