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Instruction Manual

IMPORTANT SAFETY INFORMATION

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IMPORTANT SAFETY INFORMATION

Read all instructions before using this product. Save these instructions.

Wallbox features built-in RCD Type A.

This manual contains important instructions for the Teison Wallbox that shall be followed during installation, operation, and maintenance. Please review all warnings and cautions before installing and using the Wallbox.

WARNING: When using electric products, basic precautions should always be followed, including the following.

INSTRUCTIONS RELATING TO RISK OF FIRE OR ELECTRIC SHOCK

- Do not install or use the Wallbox near flammable, explosive, harsh, or combustible materials, chemicals, or vapors.
- Turn off power at the circuit breaker before installing or cleaning the Wallbox.

WARNINGS

- This device should be supervised when used around children.
- The Wallbox must be earthed through a permanent wiring system or an equipment earthing conductor.
- Use the Wallbox only within the specified operating parameters.
- Never spray water or any other liquid directly at the wall mounted control box. Never spray any liquid onto the charge handle or submerge the charge handle in liquid. Store the charge handle in the dock to prevent unnecessary exposure to contamination or moisture.
- Do not use the Wallbox if it is defective, appears cracked, frayed, broken, or otherwise damaged, or fails to operate.
- Do not use the Wallbox if the flexible power cord or cable is frayed, broken, or otherwise damaged, or fails to operate.

- Do not attempt to disassemble, repair, tamper with, or modify the Wallbox.
- The Wallbox is not user serviceable. Contact Teison for any repairs or modification.
- When transporting the Wallbox, handle with care. Do not subject it to strong force or impact or pull, twist, tangle, drag, or step on the Wallbox, to prevent damage to it or any components.
- Do not touch the Wallbox's end terminals with fingers or sharp metallic objects, such as wire, tools, or needles.
- Do not insert fingers or foreign objects into any part of the Wallbox.
- Do not forcefully fold or apply pressure to any part of the Wallbox or damage it with sharp objects.
- Use of the Wallbox may affect or impair the operation of any medical or implantable electronic devices, such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. Check with your electronic device manufacturer concerning the effects that charging may have on such electronic devices before using the Wallbox.

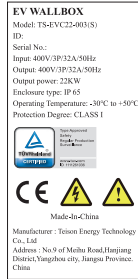
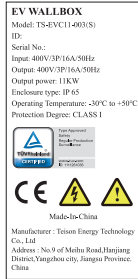
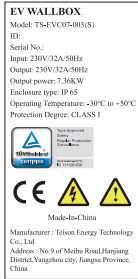
CAUTIONS

- Do not use private power generators as a power source for charging.
- Incorrect installation and testing of the Wallbox could potentially damage the vehicle's battery, components, and/or the Wallbox itself. Any resulting damage is excluded from the New Vehicle Limited Warranty and the Charging Equipment Limited Warranty.
- Do not operate the Wallbox in temperatures outside its operating range of -30° C to 50° C (-22° F to 122° F).
- Wallbox should only be installed by personnel who are trained and qualified to work on electrical systems.
- Ensure that Wallbox is within storage temperature when moving, transporting, or storing.

Product View

1.1 Product Label

Each charger has a label on the exterior side with information that is unique to the product, including:



Model: TS-EVCXX-003(S) (XX means power; 003 means series)

ID: Unique Teison Charger ID

Serial No.: Teison ID in the production system

Products info

Manufacturer info



1.2 Product Specification

Specification			
Model	TS-EVC07-003(S)	TS-EVC11-003(S)	TS-EVC22-003(S)
Electrical Properties			
Voltage	230V AC ±10%	380V AC ±10%	380V AC ±10%
Output Current	32A	16A	32A
Frequency	50/60Hz	50/60Hz	50/60Hz
Output Power	7kw	11kw	22kw
Residual current protection	TYPE A(30mA AC)		
Design			
Charging Outlet	4.5M charging cable with type1/2 plug or type2 socket		
Power incoming line	0.7M		
Housing Material	PCV0 for outdoor		
Installation Method	Wall-mount/Floor-stand		
Communication Protocol	OCPP 1.6 J-SOIN		
Safety Standard	EN IEC 61851-1:2-2021; EN IEC 61000-6-1:2019; EN IEC 61000-6-2:2019; EN IEC 61000-6-3:2021; EN IEC 61851-1:2019; EN IEC 61000-6-4:2019; ETSI EN 300 328 V2.2.2-2019; ETSI EN 300 330 V2.1.1-2017; ETSI EN 301 489-1 V2.2.3-2019; ETSI EN 301 489-3 V2.1.1-2019; ETSI EN 301 489-17 V3.2.4-2020; EN IEC 62311:2020, IEC 61851-1:2017		
Warranty	2 years		
Environmental Performance			
Protection Level	IP65		
Working Altitude	< 2000M		
Application Site	Indoor/Outdoor		
Working temperature	-30 C~+50 C		
Working humidity	5%~95%, No condensation		
Atmospheric pressure	80kPa~101kPa		
Functionality			
Network Gateway	Bluetooth and WIFI as default		
Mobile APP (IOS and Android supported) functions under Bluetooth	Scheduled charging , Start charging , Stop charging , Current adjustment (memorable) , plug and play charging switch on APP , Charging status shown on APP		
Added APP functions under WIFI / 4G	Charging records shown on mobile APP , view and update the PIN code , firmware updating function(OTA) , multiple wallbox control		
Packing Details			
Product Size	228,5*228,5*100mm	228,5*228,5*100mm	228,5*228,5*100mm
Product Weight	4,4KG	5,2KG	5,4KG
Optional Config			
Residual current protection	TYPE B (AC 30MA + DC 6 MA) as optional		
Network Gateway	4G as optional		
O-PEN detection	as optional		
RFID	as optional (with 3 RFID cards)		
load balance	RS485 meter/CT-Clamp as optional		
Installation method	Stand-pile		

1.3 Product List

Charging device assembled	1
Wall-mount Bracket	1 (Optional)
Installation accessories	1 envelope
Instruction Manual	1

1.4 Transportation and Storage

Strictly forbidden to use the equipment in thunder and lightning weather.

Protect from moisture, rain, sunlight and corrosive environment. Strictly forbidden to submerge AC charging device in water.

This product is only used for charging electric vehicles, not for other purposes.

Installation Instruction

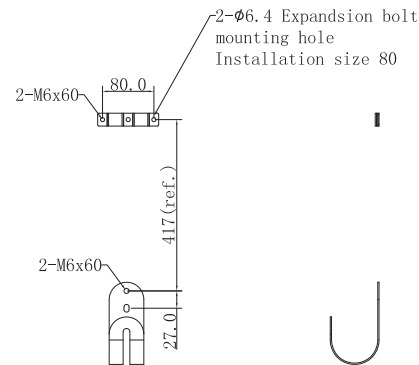
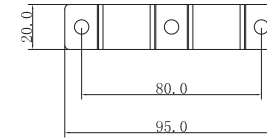
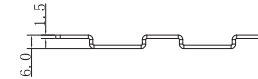
2.1 Safety Tip

- The device shall only be installed, repaired or serviced by an authorized electrician. All applicable local, regional and national regulations for electrical installations must be respected;
- The installation must not be carried out in the areas of explosive atmospheres or where there is a risk of flowing water;
- Never make any changes to components, software or connecting cables, in case of danger to life caused by high electrical voltage;
- Make sure all of the tools must be insulated to avoid short circuit or personal injury;
- Make sure the device must be properly grounded before power on, to avoid unnecessary accident;
- Never clean the device with high pressure or running water;
- Never immerse the device in water or other liquids;
- Do not let children approach, touch or play with the device.

2.2 Installation Guide

Recommended installation height: 1.3-1.5m

Hole site and aperture of the mounting bracket



Warning:
The thickness of wall shall be more than 200mm

Wall Installation:

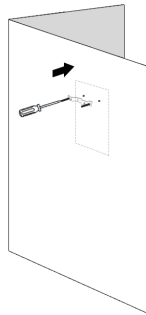
Installation method 1-with mounting bracket



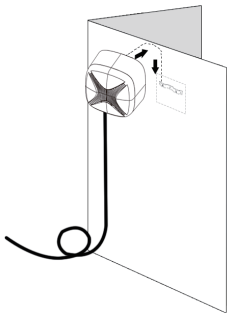
1. Drill mounting holes on the wall according to the diagram in the package.



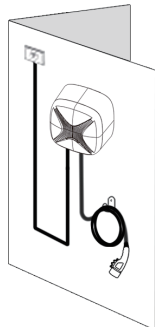
2. Insert the expansion bolts into the mounting holes.



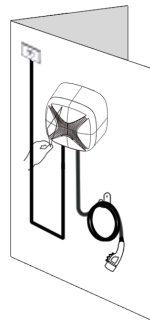
3. Fix the mounting bracket on the wall.



4. Fix the charger to the mounting bracket from top to bottom.



5. Fix the incoming cable and charging cable.

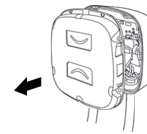


6. Remove the protective film from the faceplate before using the charger.

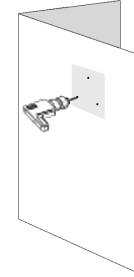
Installation method 2-mounting directly on the wall



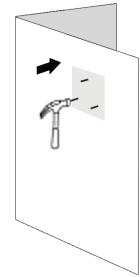
1. Remove the two screws at the bottom of the faceplate, then push down and remove it from the box.



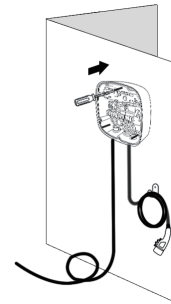
2. Remove the 7 screws around the internal panel and take the panel down.



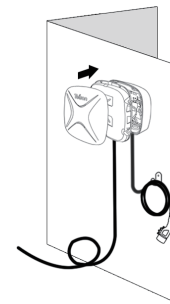
3. Drill mounting holes on the wall according to the diagram in the package.



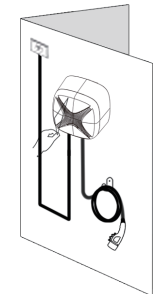
4. Insert the expansion bolts into the mounting holes.



5. Fix the back cover of the box on the wall.

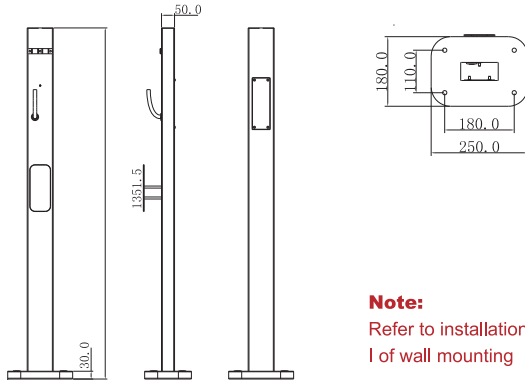


6. Re-assemble the internal panel and faceplate in order.



7. Remove the protective film from the faceplate before using the charger.

Pedestal Mounting

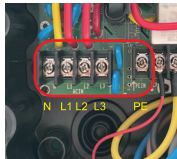


Note:
Refer to installation method
I of wall mounting

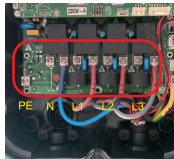
Wiring Diagram



Single-Phase



Three-Phase



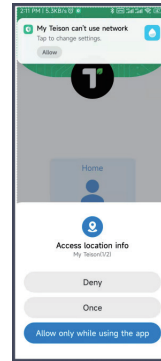
Charging Instruction

3.1 Charge Preparation

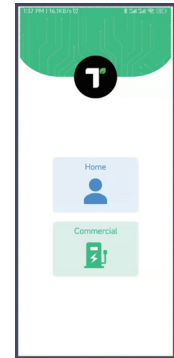
Download "MyTeison " from APP store and register your account .Support for ios, Android and Harmony system according to your device version. After power on and plug in, according to the APP operation,choose charging method to start.

3.2 Start to Charge (APP)

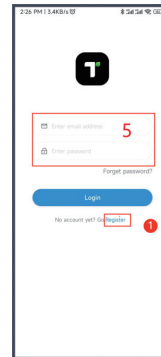
3.2.1 App needs to be given the authority to use GPS and Bluetooth when the first time to start connection.



3.2.2 Home access: support smart mini for home users. Commercial access: support commercial users in public.

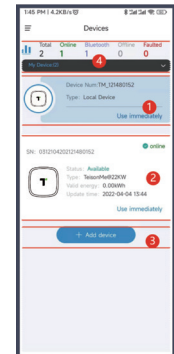


3.2.3 Create the account by email and then login.



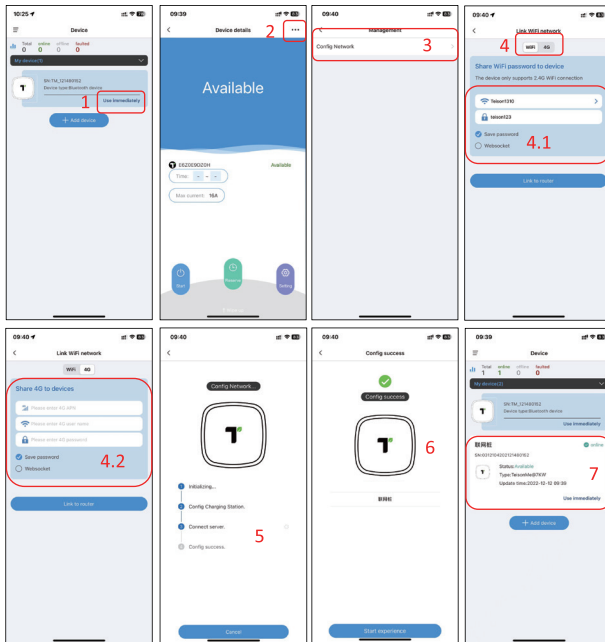
3.2.4 Homepage introduction :

- 1.Local device list: press "Use immediately " to enter the user page.
- 2.Online device list: Show all the online chargers bound under this account.
- 3.Add device : for web configuration.
- 4.Charger status bar.



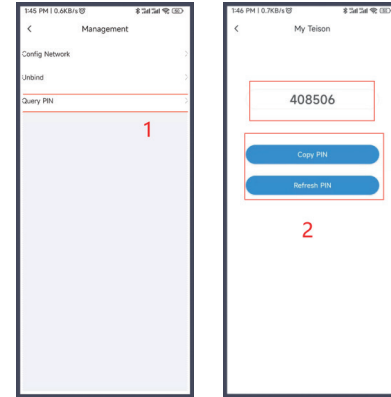
3.2.5 Mobile App operation- Connection:

1. Select : "Use immediately" to use local device.
2. Click the "..."button upper right side.
3. Click "Config Network"
4. By Wi-fi or 4G connection
- 4.1 occp1,6 If choose Wifi(Only supports 2.4G wifi), input your wifi password .
- 4.2 If choose 4G, input 4G network APN configuration .
5. Network Configuration will finish in 30seconds.(If you use the occp platform by the third-party, it will show success by step 2, have to confirm it by your platform)
6. Config. success. To name your online charger.
7. Back to homepage, the device after success configuring network will show in the list.(if not in the list, pull down to refresh the page).



3.2.6 Mobile App operation- Pin Code

1. You can check your PIN code by local device management (press "...on your home page).
2. Copy PIN code or Refresh PIN code.
3. Pin Code can be shared to others for the usage of charger.



3.3 Help and Issues Feedback

3.3.1 APP displays blank after the charger is powered on and plugged in correctly.

- A.make sure LCD lights indicate no fault signal.
- B.make sure Bluetooth of the phone is turned on.

3.3.2 Network Issue:

- A.make sure 4G card is inserted if 4G network is selected.
- B.make sure the phone and charger is under 2.4G WIFI.

3.3.3 Note:

1. Stable network connection means that the charger is bound successfully. And only the first one to bind the charger is the charger owner and can control the charger.
2. The PIN code can be shared with others in Bluetooth mode to use the charger.
3. The charger can be unbound in Bluetooth mode for others to rebind.

3.4 LCD Indicator Light



LED Status	PE	Above (R/G/B)	Below (R/G/B)
Standby	yes	Blue on	Blue on
	no	Blue flash slowly	Blue flash slowly
Connecting/ charging finished/ Fully charged		Green on	Green on
Reserving		Green on	Green flash slowly
Charging	yes	Green flash slowly	Green flash slowly
	no	Green flash quickly	Green flash quickly
Fault		Red on	Red flash slowly (N+5s stop)

3.5 Error Codes

Light Bar	What It Means	Details
1 red blink	Electric leakage detected	Inspect the handle, cable, Wall Connector, and vehicle charge port for damage or signs of water ingress. Contact Teison Energy if power supply has been checked and confirmed as okay by an electrician.
2 red blinks	Overvoltage detected, charging disabled	Check the power grid and circuit by an electrician. Contact Teison if the problem still remains if the grid and circuit are okay.
3 red blinks	Undervoltage detected, charging disabled	Check the power grid and circuit by an electrician. Contact Teison if the problem still remains if the grid and circuit are okay.
4 red blinks	Overcurrent detected, charging disabled	Reduce the vehicle's charge current setting. If the issue persists, contact the vehicle's manufacturer.
5 red blinks	High temperature detected, charging limited or disabled	Verify that Wall Connector is connected to Wi-Fi and updated with the latest available firmware for optimal temperature sensing functionality. Check the faceplate and cable handle for excessive warmth. Have an electrician remove the Wall Connector from the wirebox and verify that the conductors used are sized correctly and that the terminal block is torqued to specification.
6 red blinks	Electric leakage self inspection abnormal	Verify that Wall Box is connected to Wi-Fi and updated with the latest available firmware. Contact Teison if the settings are okay.

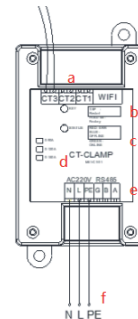
7 red blinks	/	/
8 red blinks	CP level abnormal	Verify that Wall Box is connected to Wi-Fi and updated with the latest available firmware. Contact Teison if the settings are okay.
9 red blinks	Relay abnormal	Verify that Wall Box is connected to Wi-Fi and updated with the latest available firmware. Contact Teison if the settings are okay.
10 red blinks	Assist processor abnormal	Verify that Wall Box is connected to Wi-Fi and updated with the latest available firmware. Contact Teison if the settings are okay.
11 red blinks	System 12v abnormal	Verify that Wall Box is connected to Wi-Fi and updated with the latest available firmware. Contact Teison if the settings are okay.
12 red blinks	System 12v abnormal	Verify that Wall Box is connected to Wi-Fi and updated with the latest available firmware. Contact Teison if the settings are okay.

Loading balancer Direction

4.1 Specification

Product Model	M51-CT-01-1P	M51-CT-01-3P
CT sensor	0-150A	
Balancer Supply Power	230V±10%	
Frequency	45-65Hz	
Module Power	Standby 3W ; Working 10W	
Display	LED	
Communication	OCPP1.6J	
APP	My Teison	
Working Temp.	-40 C ~ +65 C	
Application	Indoor	
Size	92*54*32mm	
Weight	80±5g	

4.2 Indicated Design



- a CT sensor; 1phase with a sensor/ 3phase with 3 sensor
- b Reset key
- c Communication status
- d LED display
- e RS485 signal cable terminals
- f Supply power cable terminals 230V±10%

4.3 Power Supply Options

The loading balancer can work on a single-phase home power supply or a three-phase.

Table 1. Single phase applied scenario (Line 1, Neutral, PE)

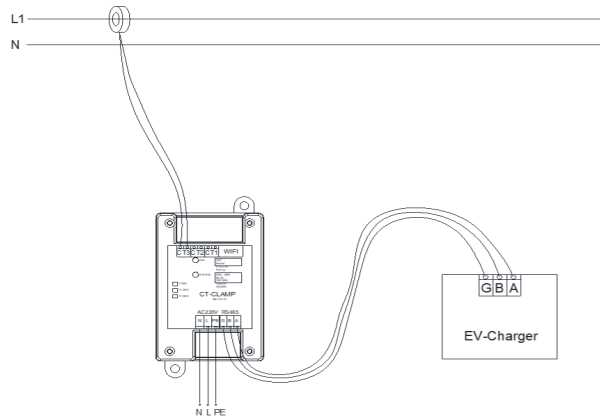
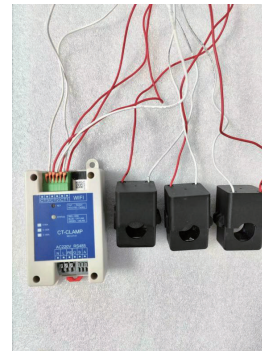
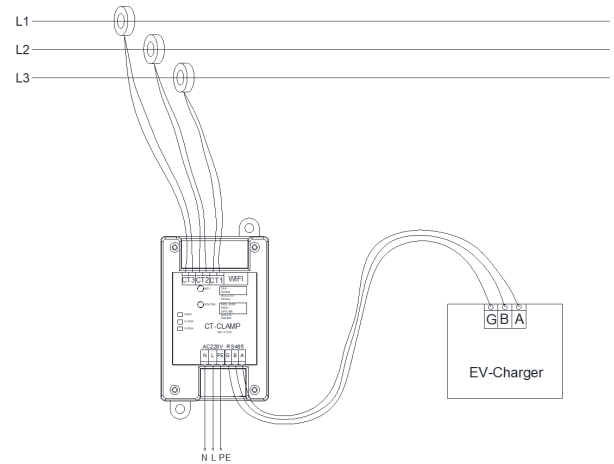


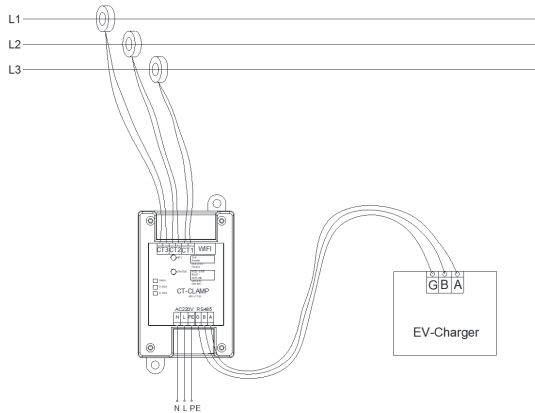
Table 2. Three phase applied scenario (Line 1, Line2, Line3, Neutral, PE)



4.4 Installation Direction

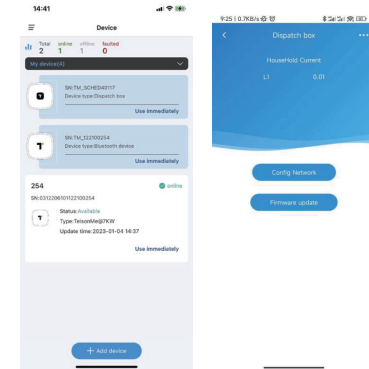
Scenario 1: Wired by RS485 signal cable.

- 1.1 Clamp the CT clamp sensors (CT1, CT2, CT3) respectively on the Line1, Line2 and Line3, at home mains.
- 1.2 Connect RS485 terminals on the balancer to G/B/A on the charger board.
- 1.3 Connect Power supply terminals (L/N/PE).
- 1.4 Wait 5 seconds and green light of balancer turns on. And fix the balancer.

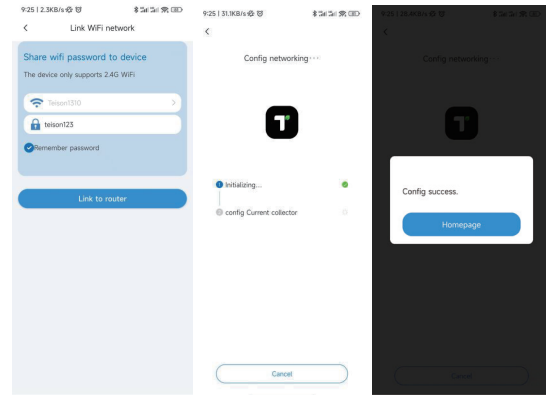


Scenario 2: Connected by WIFI.

- 2.1 Clamp the CT clamp sensors respectively on the Line1, Line2 and Line3, at home mains. Note, single phase version has one sensor.
- 2.2 Connect the power supply terminals (L/N/PE). And fix the balancer.
- 2.3 WIFI configuration instructions (operate in the mobile application "My Teison"). Press "Use immediately" of the dispatch box. Note: open the Location & Bluetooth of the mobile phone. This interface show Household Current, Config Network and Firmware update.



2.4 Press "Config Network", then go to the interface of Link Wifi network, remember to choose the wifi in 2.4G and type into the correct password, to link to router. Wait for a while, when show "Config success" it means network successfully connected.



Customer Service and Maintenance

5.1 Maintenance Caution

Check whether the line is aging with the monthly power cut. Observe incoming lines to make sure no wire is damaged.

5.2 Breakdown and Maintenance

Red light flash times	Condition	LED Status
1	Electric leakage	Below indicator light flash slowly
2	Over-voltage	
3	Under-voltage	
4	Over-current	
5	Over-temperature	
6	Electric leakage self-testing abnormal	
7	/	
8	CP pilot abnormal	
9	Relay abnormal	
10	/	
11	System 12v abnormal	
12	System -12V abnormal	

5.3 Warranty card

Information register

Product name	
Model	
Warranty date	
User name	
Contact phone	
Mail address	
Dealers shop	
Email address	

5.4 Warranty Information

- Subject to the exclusions and limitations described below, the Charging Equipment Limited Warranty covers the refund, repair or replacement necessary to remedy any manufacturing defects in a Teison manufactured and supplied Wallbox that occur under normal personal use for a period of 24 months, or a period of 12 months for normal commercial use*, and a Teison manufactured and supplied Mobile Connector or charging adapter that occur under normal use for a period of 12 months, starting from the date of invoice to the customer for any charging equipment, or 18 months after delivery from factory.
- For warranty claims specific to Wallboxes, “commercial use” means Wallboxes used for purposes other than charging at a residential single family home for daily personal use, which includes, but is not limited to, charging at hotels, offices, parking lots and complexes (including apartment, condominiums and other multi-family or unit dwellings), and retail and other locations that allow (including by being listed online or publicly) for pay-for-use charging, or are located where users other than the owner could reasonably obtain access to the Wallbox.
- This Charging Equipment Limited Warranty does not cover any damage or malfunction directly or indirectly caused by, due to, or resulting from, normal wear or deterioration, abuse, misuse, negligence, accident, lack of or improper installation, use, maintenance, storage or transport, including, but not limited to, any of the following:
- Failure to follow the instructions, operation, maintenance and warnings published in the documentation supplied with your Teison Wallbox or adapter;
- External factors, including but not limited to, objects striking the Teison Wallbox or adapter, faulty or damaged electrical wiring or connections, external electrical faults, junction boxes, circuit breakers, receptacles or power outlets, the environment or an act of God, including, but not limited to, fire, earthquake, water, lightning and other environmental conditions;

- General appearance or damage to paint, including chips, scratches, dents and cracks;
- Failure to contact Teison and Teison Distributors upon discovery of a defect covered by this Charging Equipment Limited Warranty;
- Any repair, alteration or modification to the Teison Wallbox or adapter or any part, or the installation or use of any parts or accessories, made by a person or facility not authorized or certified to do so; and Lack of or improper installation, repair or maintenance, including use of non-genuine Teison accessories or parts.
- Although Teison does not require you to perform all maintenance, service or repairs at a Teison Service Center or Teison authorized repair facility, this Charging Equipment Limited Warranty may be voided, or coverage may be excluded, due to lack of or improper maintenance, service or repairs.
- Teison Service Centers and Teison authorized repair facilities have special training, expertise, tools and supplies with respect to Teison Wallboxes and adapters and, in certain cases, may employ the only persons, or be the only facilities authorized or certified to work on Teison charger and adapters.
- Teison strongly recommends that you have all maintenance, service and repairs done at a Teison Service Center or Teison authorized repair facility in order to avoid voiding, or having coverage excluded under, this Charging Equipment Limited Warranty.

5.5 Limits Of Liability

- This Charging Equipment Limited Warranty is the only express warranty made in connection with your Teison Wallbox or adapter. Implied and express warranties and conditions arising under applicable local laws, federal statute or otherwise, in law or in equity, if any, including, but not limited to, implied warranties and conditions of merchantability or merchantable quality, fitness for a particular purpose, durability, or those arising by a course of dealing or usage of trade, or any warranties against latent or hidden defects, are disclaimed to the fullest extent allowable by your local law, or limited in duration to the term of this Charging Equipment Limited Warranty. To the fullest extent allowable by your local law, the performance of necessary repairs and/or replacement of new, reconditioned, or remanufactured parts by Teison for the covered defects is the exclusive remedy under this Charging Equipment Limited Warranty or any implied warranties. To the maximum extent permissible under your local law, liability is limited to the reasonable price for repair or replacement of the applicable Teison Wallbox or adapter, not to exceed the manufacturer's suggested retail price. Replacement may be made with parts of like kind and quality, including non-original manufacturer's parts, or reconditioned or remanufactured parts, as necessary.
- This Charging Equipment Limited Warranty covers only parts and factory labor necessary to repair but does not include any on-site labor costs related to un-installing, reinstalling or removing the repaired or replacement charging equipment. Parts repaired or replaced, including replacement of a Teison Wallbox or adapter, under this Charging Equipment Limited Warranty are covered only until the applicable warranty period of this Charging Equipment Limited Warranty ends, or as otherwise provided by applicable law. Under no circumstances will the original warranty period be extended as a result of your Teison Wallbox or adapter being repaired or replaced.

- Teison shall not be liable for any defects under this Charging Equipment Limited Warranty that exceed the fair market value of the applicable Teison Wallbox or adapter at the time immediately preceding the discovery of the defect. In addition, the sum of all benefits payable under this Charging Equipment Limited Warranty shall not exceed the price you paid for the applicable Teison Wallbox or adapter.
- Teison does not authorize any person or entity to create for it any other obligations or liability in connection with this Charging Equipment Limited Warranty. Subject to local laws and regulations, the decision of whether to repair or replace a part or to use a new, reconditioned or remanufactured part will be made by Teison, in its sole discretion. Teison may occasionally offer to pay some or all of the cost of certain repairs that are not covered by this Charging Equipment Limited Warranty, either for specific models or on an ad hoc, case-by-case basis. Teison reserves the right to do the above at any time without incurring any obligation to make a similar payment to other Teison charging equipment owners.
- To the maximum extent permissible under local law, Teison hereby disclaims any and all indirect, incidental, special and consequential damages arising out of, or relating to, the Teison Wallbox or adapter, including, but not limited to, transportation to and from a Teison Authorized Service Center, loss of the Teison Wallbox or adapter, loss of vehicle value, loss of time, loss of income, loss of use, loss of personal or commercial property, inconvenience or aggravation, emotional distress or harm, commercial loss (including but not limited to lost profits or earnings), towing charges, bus fares, vehicle rental, service call charges, gasoline expenses, lodging expenses, damage to tow vehicle, and incidental charges such as telephone calls, facsimile transmissions, and mailing expenses.

- The above limitations and exclusions shall apply whether your claim is in contract, tort (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent or otherwise), or otherwise at law or in equity, even if Teison is advised of the possibility of such damages or such damages are reasonably foreseeable.
- Nothing in this Charging Equipment Limited Warranty shall exclude, or in any way limit, Teison's liability for death or personal injury solely and directly caused by Teison's negligence, or that of its employees, agents or sub-contractors (as applicable), fraud or fraudulent misrepresentation, or any other liability to the extent the same is proven in a court of competent jurisdiction in a final nonappealable judgment and may not be excluded or limited as a matter of local law.