
User manual

Terra AC

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1 About this document

1.1 Function of this document

The document is only applicable for this EVSE: Terra AC, including the variants and options listed in section 7.1.

The document gives the information that is necessary to do these tasks:

- Use the EVSE
- Do basic maintenance tasks

1.2 Target group

The document is intended for the user of the EVSE.

For a description of the responsibilities of the user, refer to section 3.2.

1.3 Revision history

Version	Date	Description
001	March 2025	Initial version

1.4 Language

The original instructions of this document are in English (EN-US). All other language versions are translations of the original instructions.

1.5 Illustrations

It is not always possible to show the configuration of your EVSE. The illustrations in this document show a typical setup. They are for instruction and description only.

1.6 Units of measurement

SI units of measurement (metric system) are used. If necessary, the document shows other units between parentheses () or in separate columns in tables.

1.7 Typographical conventions

The lists and steps in procedures have numbers (123) or letters (abc) if the sequence is important.

1.8 How to use this document

1. Make sure that you know the structure and contents of this document.
2. Read the safety chapter and make sure that you know all the instructions.
3. Do the steps in the procedures fully and in the correct sequence.
4. Keep the document in a safe location that you can easily access. This document is a part of the EVSE.

1.9 General symbols and signal words

Signal word	Description	Symbol
Danger	If you do not obey the instruction, this can cause injury or death.	Refer to section 1.10.
Warning	If you do not obey the instruction, this can cause injury.	Refer to section 1.10.
Caution	If you do not obey the instruction, this can cause damage to the EVSE or to property.	
Note	A note gives more data, to make it easier to do the steps, for example.	
-	Information about the condition of the EVSE before you start the procedure.	
-	Requirements for personnel for a procedure.	
-	General safety instructions for a procedure.	
-	Information about spare parts that are necessary for a procedure.	
-	Information about support equipment that is necessary for a procedure.	
-	Information about supplies (consumables) that are necessary for a procedure.	
-	Make sure that the power supply to the EVSE is disconnected.	

Signal word	Description	Symbol
-	Electrotechnical expertise is required, according to the applicable laws and local rules.	
-	Alternating current supply	



Note: It is possible that not all symbols or signal words are present in this document.

1.10

Special symbols for warnings and dangers

Symbol	Risk type
	General risk
	Hazardous voltage that gives risk of electrocution
	Risk of pinching or crushing of body parts
	Rotating parts that can cause a risk of entrapment
	Hot surface that gives risk of burn injuries



Note: It is possible that not all symbols are present in this document.

1.11

Related documents

Document name	Target group
Product data sheet	All target groups
Installation manual	Qualified installation engineer
User manual	User, which may be the owner of the EVSE or any other person using the EVSE
Declaration of conformity (CE)	All target groups

You can find all related documents here: <https://new.abb.com/ev-charging/terra-ac-wallbox>.

1.12 Manufacturer and contact data

Manufacturer

ABB Chargedot Shanghai New Energy Technology Co., Ltd.

Contact data

ABB Chargedot in your country can give you support on the EVSE. You can find the contact data here: <https://new.abb.com/ev-charging>

1.13 Abbreviations

Abbreviation	Definition
AC	Alternating current
BESS	Battery energy storage system
CAN	Controller area network
CPU	Central processing unit
DC	Direct current
EMC	Electromagnetic compatibility
EV	Electric vehicle
EVSE	Electric vehicle supply equipment
MID	Measuring Instruments Directive
NFC	Near field communication
NoBo	Notified body
OCPP	Open charge point protocol
PE	Protective earth
PPE	Personal protective equipment
RFID	Radio-frequency identification



Note: It is possible that not all abbreviations are present in this document.

1.14 Terminology

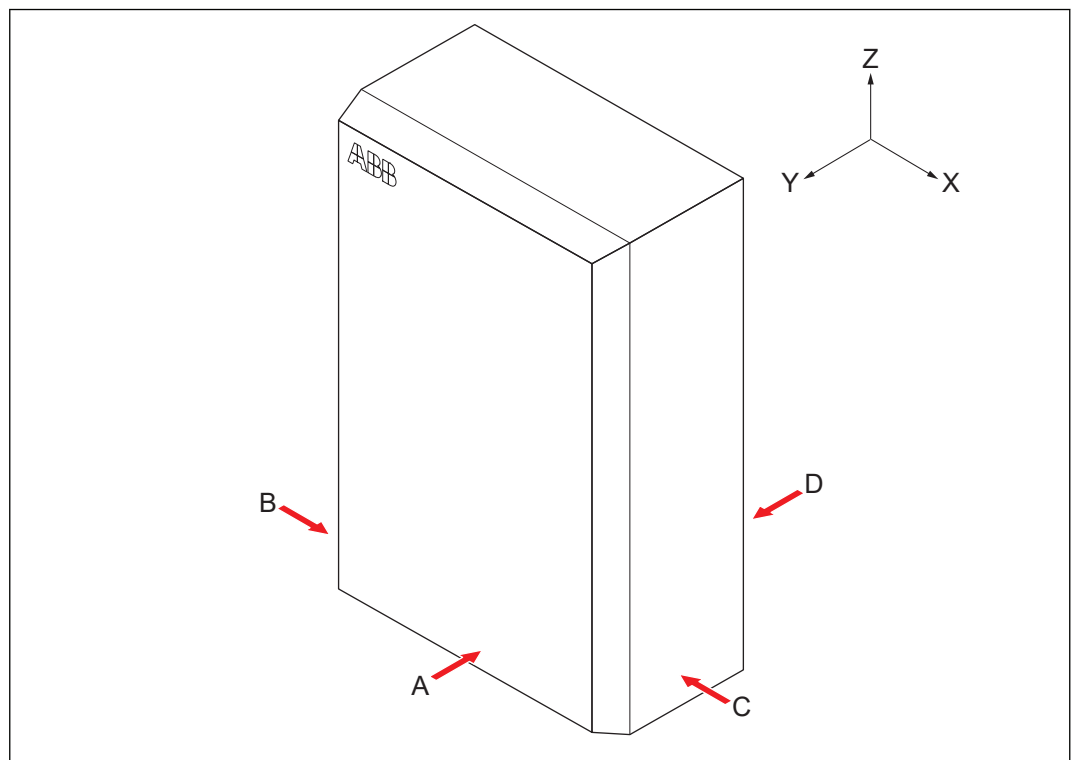
Term	Definition
Network operating center of the manufacturer	Facility of the manufacturer to do a remote check on the correct operation of the EVSE
Cabinet	Enclosure of the EVSE, including the internal components

Term	Definition
Contractor	Third party that the owner or site operator hires to do engineering, civil, and electrical installation work
Grid provider	Company that is responsible for the transmission and distribution of electricity
Applicable laws and local rules	All rules that apply to the EVSE during the entire lifecycle of the EVSE. This includes national laws, regulations and other local rules that are applicable.
Open charge point protocol	Open standard for communication with charge stations
User	The user may be the legal owner of the EVSE or any other person using the EVSE
Site operator	Entity that is responsible for the day-to-day control of the EVSE. The site operator does not have to be the owner.



Note: It is possible that not all terms are present in this document.

1.15 Orientation agreements



- A Front side: face forward to the EVSE during normal use
- B Left side
- C Right side
- D Rear side

- X X-direction (positive is to the right)
- Y Y-direction (positive is rearward)
- Z Z-direction (positive is upward)

2 Description

2.1 Short description

The EVSE (Terra AC) is an AC charging station that you can use to supply electricity to an EV. The Terra AC offers tailor-made, intelligent and network charging solutions for your company or home. The EVSE can connect to the internet via GSM, WiFi or LAN.

2.2 Intended use

The EVSE is intended for the AC charging of EVs. The EVSE is intended for indoor or outdoor use.

The technical data of the EVSE must comply with the properties of the electrical grid, the ambient conditions and the EV. Refer to chapter 7.

Only use the EVSE with accessories that the manufacturer provides or with accessories that obey the applicable laws and local rules.

The EVSE AC input is intended for a hardwired installation that complies with the applicable national regulations.

Only use an external charging cable when the cable has the same or a higher current rating as the onboard converter of the EV.

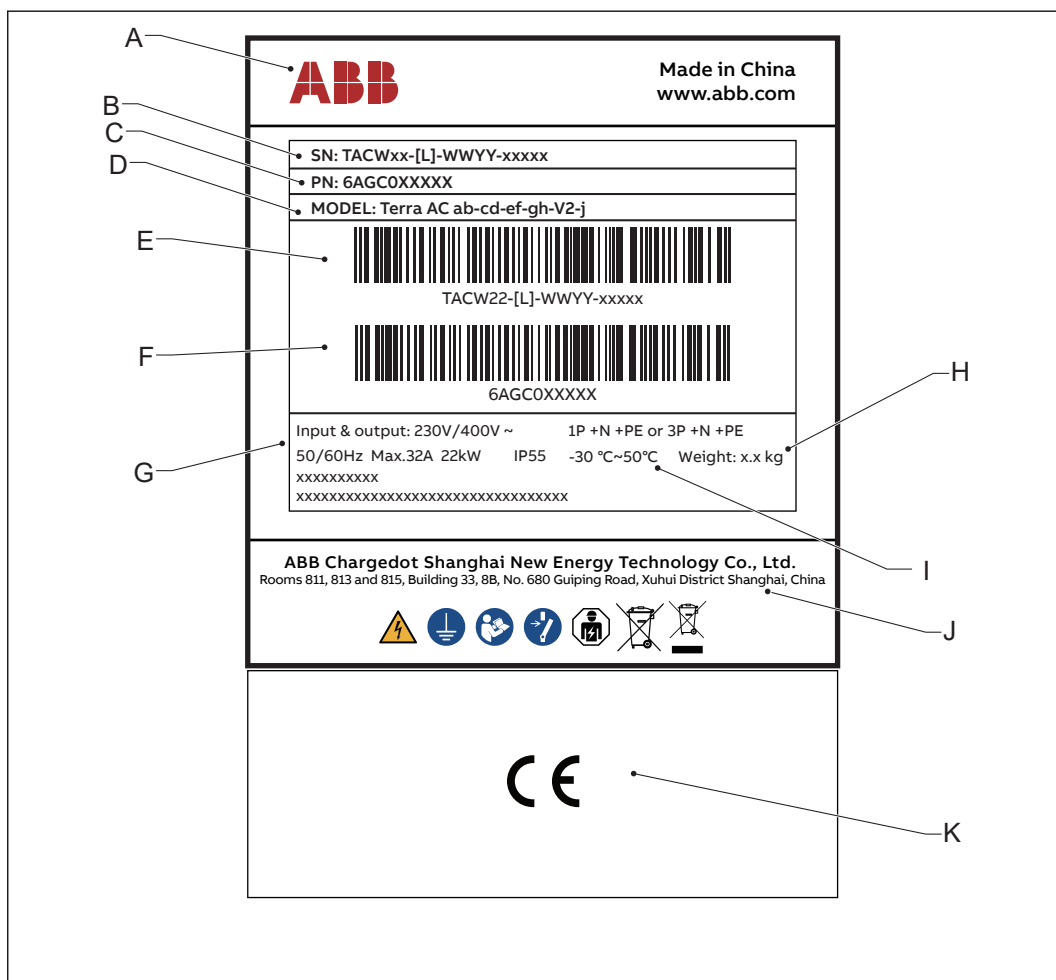
Danger:



General risk

- If you use the EVSE in any other way than described in the related documents, you can cause death, injury and damage to property.
- Use the EVSE only as intended.

2.3 Product label (IEC portfolio)



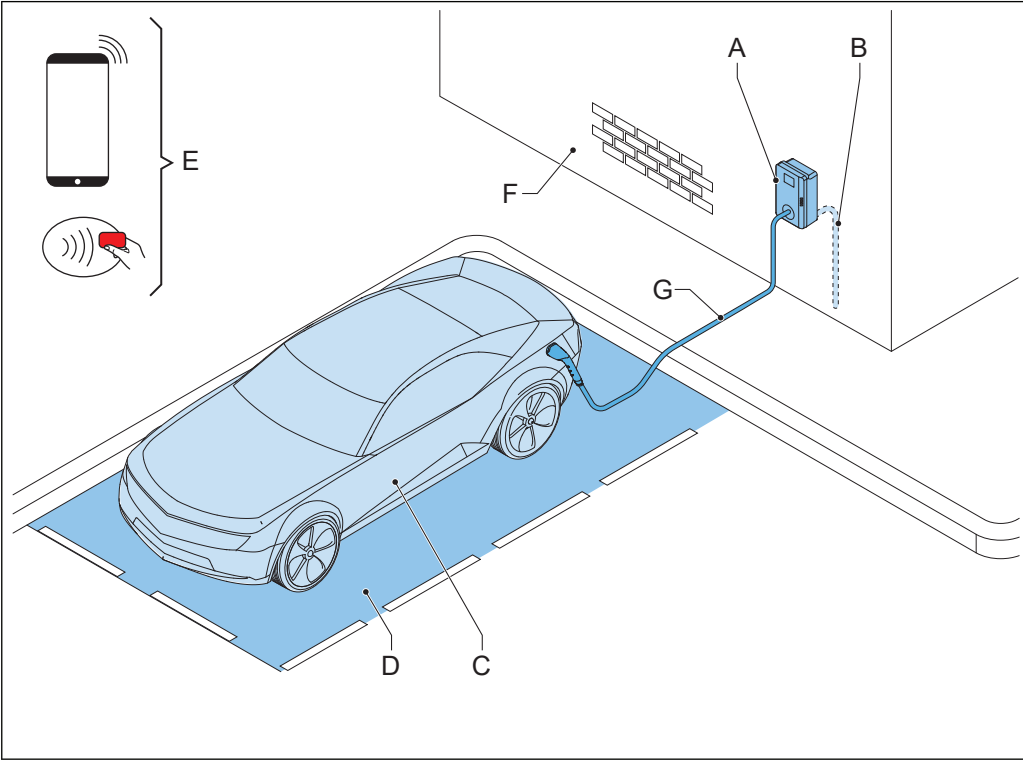
- | | | | |
|---|--------------------------------|---|-----------------------------|
| A | Brand | H | Mass of the EVSE |
| B | Serial number | I | Ambient temperature |
| C | Part number of the EVSE | J | Address of the manufacturer |
| D | Product model number | K | Certification mark |
| E | Barcode with the serial number | | |
| F | Barcode with the part number | | |
| G | Power rating of the EVSE | | |



Note: The data in the illustration is only an example. Find the product label on your EVSE to see the applicable data. Refer to section 2.5.2.

2.4 Overview

2.4.1 Overview of the system



- A

EVSE
- B

AC grid input
- C

EV
- D

Parking space
- E

RFID card or smartphone
- F

Structure to install the EVSE on
- G

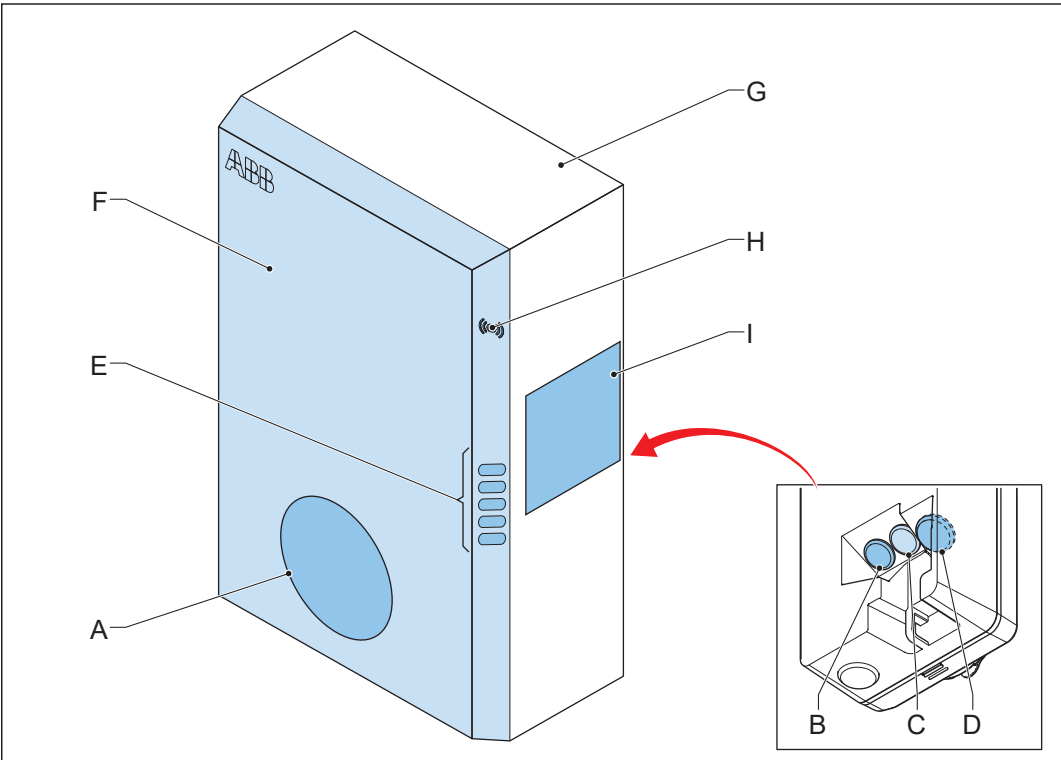
EV charge cable

Part	Function
EVSE	Refer to section 2.2.
Structure	To install the EVSE on and to keep the EVSE in position.
AC grid input	To supply the electricity to the EVSE
EV charge cable	To conduct the current from the EVSE to the EV
EV	The EV of which the batteries need to be charged
Parking space	Location for the EV during the charge session
RFID card or smartphone	To authorize the user to use the EVSE

2.4.2 Overview of the EVSE, outside



Note: The illustration shows the EVSE model without a display.

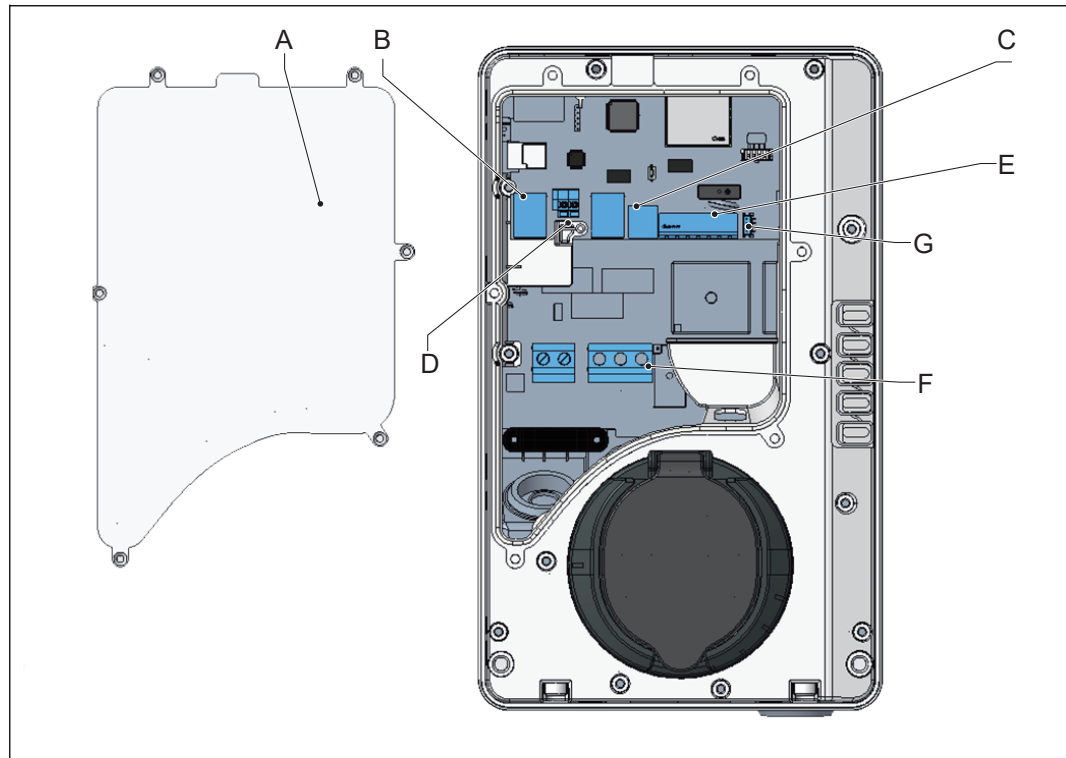


- | | | | |
|---|--|---|---------------|
| A | Connection for the EV charge cable | F | Cabinet cover |
| B | Openings for the smart meter connections | G | Enclosure |
| C | Opening for the Ethernet cable | H | RFID reader |
| D | Opening for the AC input cable | I | Product label |
| E | LED indicators | | |

Part	Function
Connection for the EV charge cable	To connect the EV charge cable
Openings	Openings for the cables that go into the EVSE
LED indicators	To show the status of the EVSE and the charge session. Refer to section 2.7.1.
Cabinet cover	To prevent a user to access the installation and maintenance parts of the EVSE
Enclosure	To reduce the accessibility of unqualified persons to the inside of the EVSE
RFID reader	To authorize the start or stop of a charging session with an RFID card
Product label	To show the identification data of the EVSE. Refer to section 2.3.

2.4.3

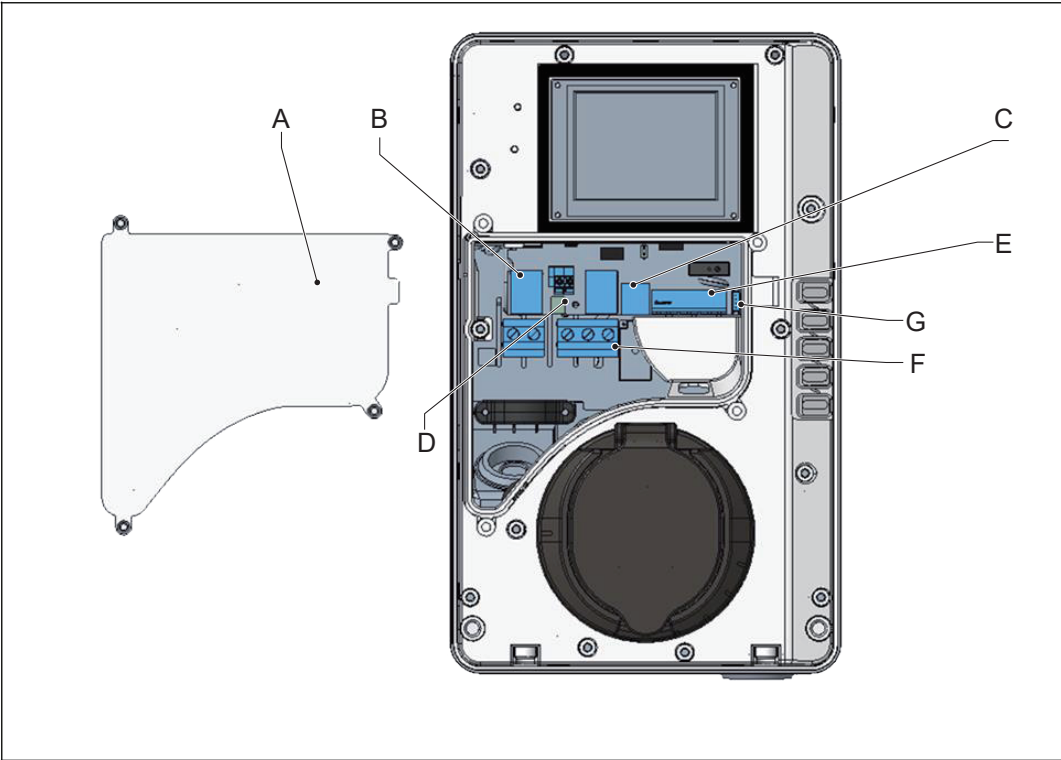
Overview of the EVSE, inside (CE model)



A	Maintenance cover	E	Terminal block for dry contacts input and output
B	Primary Ethernet connection	F	Terminal block for the AC input
C	Socket for a Nano-M2M SIM card	G	Lora board interface
D	12V output		

Part	Function
Maintenance cover	To prevent access to the electrical components of the EVSE
Primary Ethernet connection	To connect the Ethernet cable
Socket for a Nano-M2M SIM card	To connect the EVSE to the internet 4G
Smart meter connection	To connect the cables for Modbus RTU - RS485
Terminal block for dry contacts input and output	Not used
Terminal block for the AC input	To connect the AC input cable from the grid
Terminal block for the EV charge cable	To connect the EV charge cable or the socket outlet

2.4.4 Overview of the EVSE, inside (MID model)

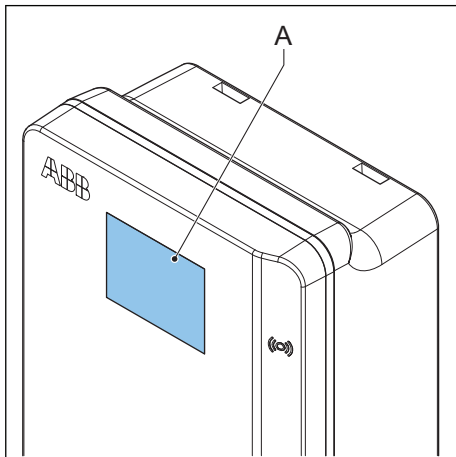


- | | | | |
|---|--------------------------------|---|--|
| A | Maintenance cover | E | Terminal block for dry contacts input and output |
| B | Primary Ethernet connection | F | Terminal block for the AC input |
| C | Socket for a Nano-M2M SIM card | G | Lora board interface |
| D | 12V output | | |

Part	Function
Maintenance cover	To prevent access to the electrical components of the EVSE
Primary Ethernet connection	To connect the Ethernet cable
Electrical pulse connector	Use for manufacturer only. Do not change or connect cables to this input yourself.
Socket for a Nano-M2M SIM card	To connect the EVSE to the internet 4G
Terminal block for the AC input	To connect the AC input cable from the grid
Secondary Ethernet connection	To use one Ethernet cable connection for multiple EVSEs. There is no communication between the EVSEs.
Smart meter connection	To connect the cables for Modbus RTU - RS485
Terminal block for dry contacts input and output	Not used
Terminal block for the EV charge cable	To connect the EV charge cable or the socket outlet

2.5 Options

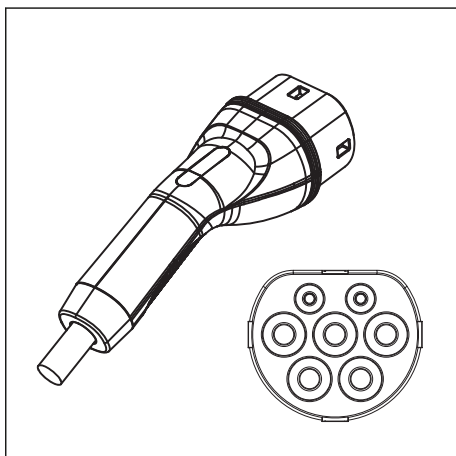
2.5.1 Display



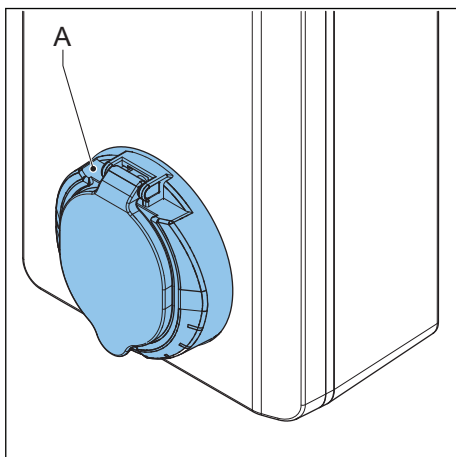
A Display

For more data about the display, refer to section 2.9.

2.5.2 EV charge cable, Type 2



2.5.3 Socket, Type 2

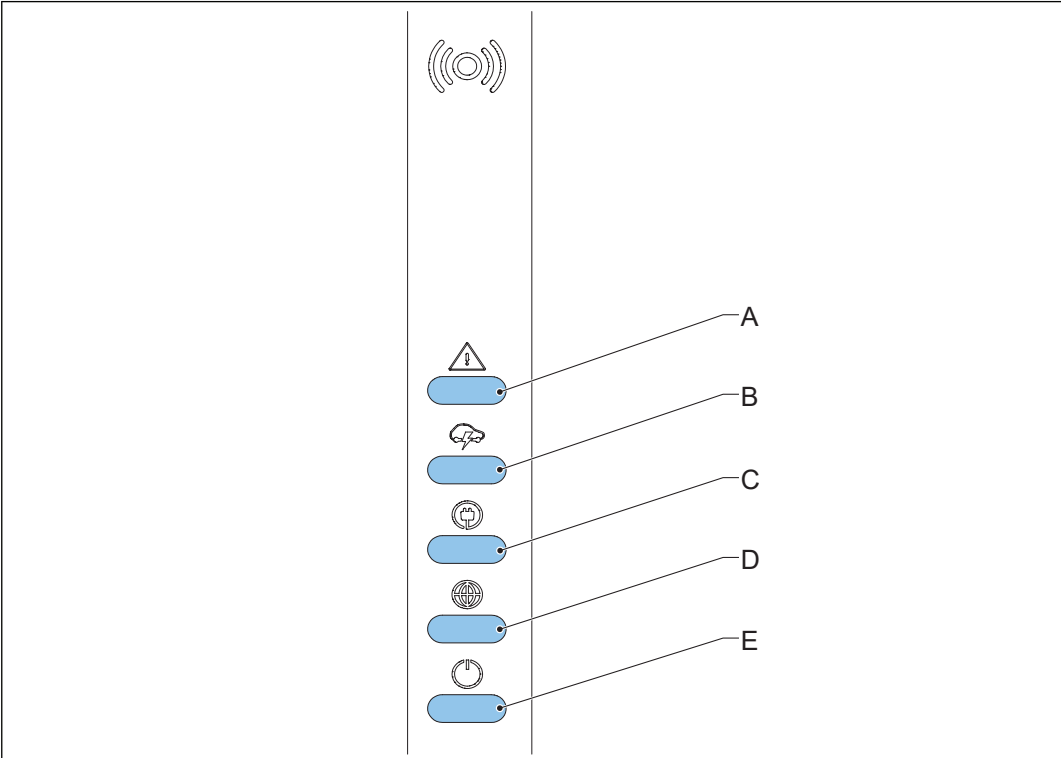


A Socket

The socket for an EV charge cable Type 2 is available with a shutter.

2.6 Control elements

2.6.1 LED indicators



- A

Error LED
- B

Charging LED
- C

Cable and EV detection, and EV authorization LED
- D

Internet connection LED
- E

EVSE on/off LED

Table 1: Error LED

Status of the LED	Status of the EVSE
On	Error
Off	No error

Table 2: Charging LED

Status of the LED	Status of the EVSE
On	EV is fully charged or has stopped charging
Off	Not charging
Flashing	Charging

Table 3: Cable and EV detection, and EV authorization LED

Status of the LED	Status of the EVSE
On	An EV is connected. The connection is authorized.
Off	No EV connected
Flashing	A EV is connected, waiting for authorization

Table 4: Internet connection LED

Status of the LED	Status of the EVSE
On	Connected to the internet
Off	Not connected to the internet
Flashing	In progress to establish internet connection

Table 5: EVSE on/off LED

Status of the LED	Status of the EVSE
On	The EVSE is on
Off	The EVSE is off
Flashing	The EVSE is in setup

2.7

Description of the ChargerSync app for the EVSE

The *ChargerSync* app is available on the *Apple Store* and on the *Google Play Store*. For more details regarding the ChargerSync App, please visit our website: <https://new.abb.com/ev-charging>

2.7.1

Errors

If the EVSE detects a problem, the error LED comes on. The *ChargerSync* app shows the error description. For the possible causes and the possible solutions, refer to section 6.2.

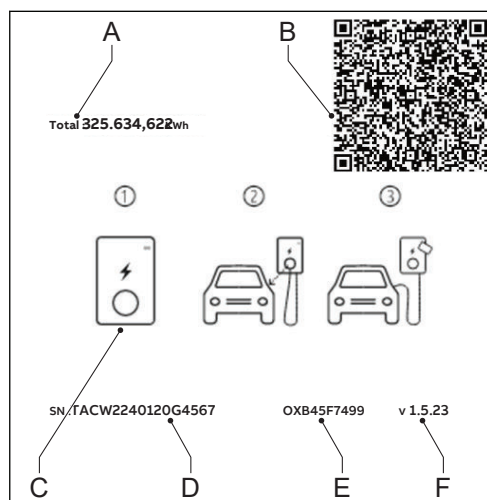
2.8 Description of the display screens (option)

2.8.1 Boot screen



During the start up of the EVSE, the display shows the Boot screen.

2.8.2 Standby/Idle screen



- A Total delivered energy
- B Date or QR code for public key (Eichrecht certified)
- C Guide

- D Serial number
- E Checksum of software (Eichrecht certified)
- F Firmware version (MID or Eichrecht certified)

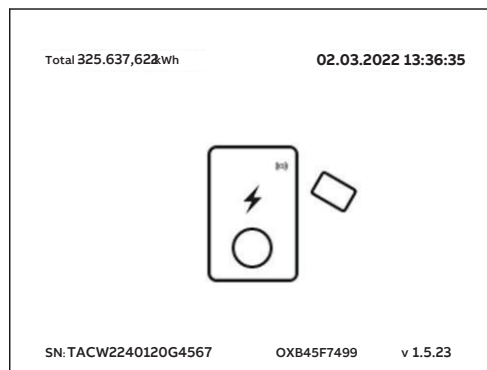
The display shows the Standby/Idle screen when the EVSE is in idle status. Then, the EVSE is available for a charge session.

2.8.3 Authorization screen

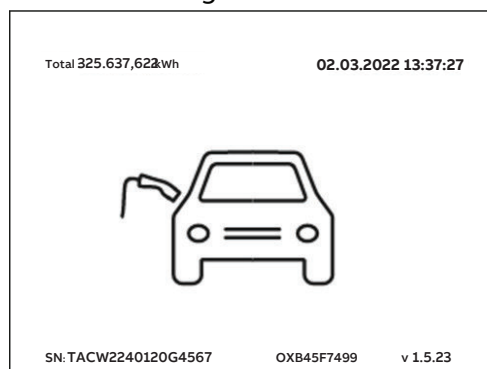
The display shows different Authorization screens, dependent on the situation.

The display shows this Authorization screen when the EV charge cable is connected to the EV but the charge session is not authorized:

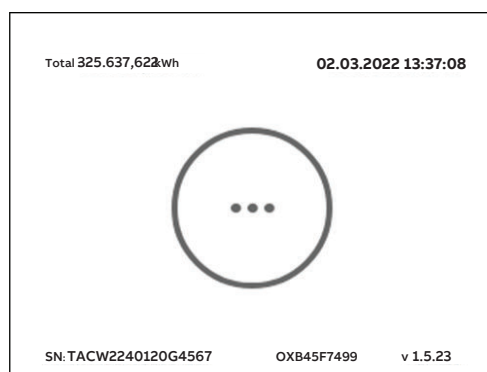
Description



The display shows this Authorization screen when the charge session is authorized but the EV charge cable is not connected to the EV:



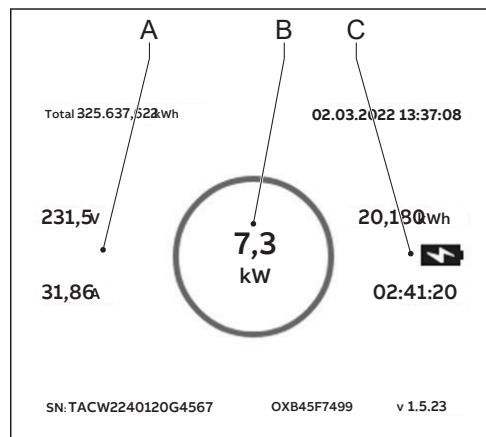
2.8.4 Preparing to charge screen



2.8.5 Charging screen

The display shows the Charging screen during the charge session.

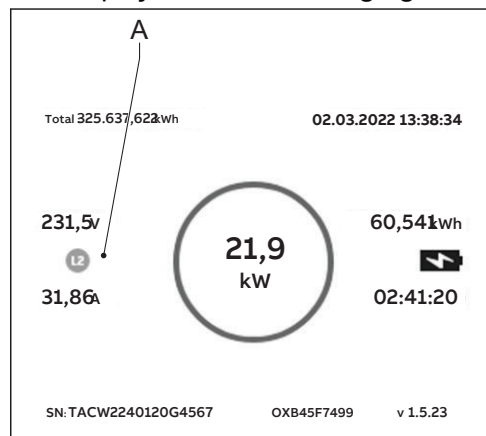
The display shows this Charging screen for a single phase EVSE:



- A Real-time voltage and current
B Real-time active power

- C Energy delivered and duration of the charge session

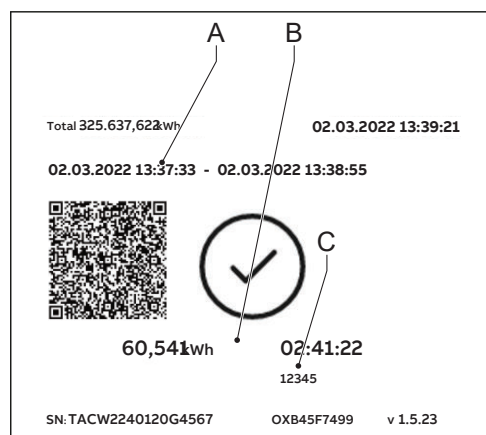
The display shows this Charging screen for a 3 phase EVSE:



- A Real-time voltage and current per phase

2.8.6

Charging completed screen



- A Start and end time
B Energy delivered and duration of the charge session

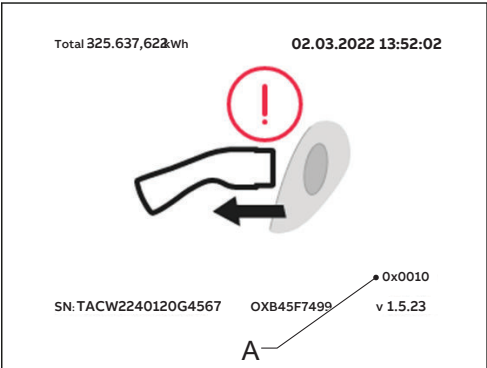
- C Authorization ID (Eichrecht certified)

2.8.7

Fault detected display messages

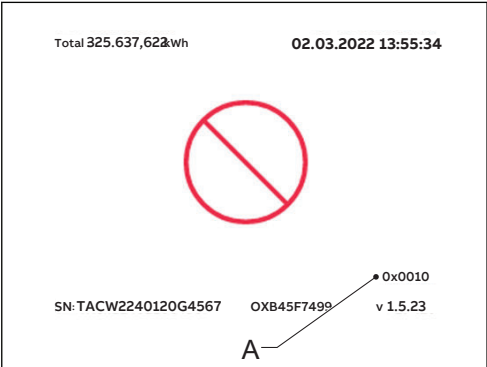
The display shows different fault detected images, dependent on the type of fault.

Disconnect the charge cable and connect it again:



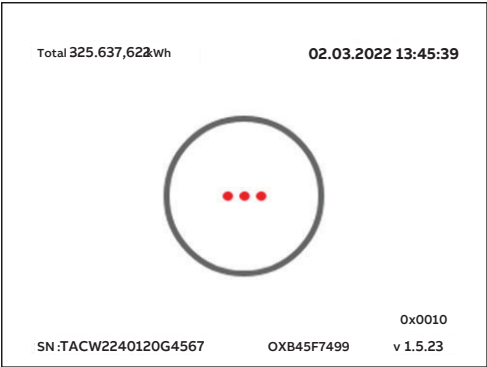
A Error code

Contact your service provider:



A Error code

The EV is not ready for the charge session:



3 Safety

3.1 Liability

The manufacturer is not liable for damages, losses, costs or expenses incurred by any user of the EVSE (e.g. the qualified installation engineer or owner of the EVSE) if such damages, losses, costs or expenses result from a failure to comply with the applicable safety instructions given by the manufacturer, including, but not limited to, the following:

- Power outages or disruptions to the electrical supply to the EVSE.
- Accumulation of dirt or ingress of foreign substances within the EVSE.
- Corrosion of component parts.
- Upgrades enhancements or modifications to the equipment or its use.
- Damage to software or hardware due to any IT security problem, such as but not limited to a virus breakout or malicious hacking of the system.
- Damage or failure of equipment caused by vermin, insect infestations or the like.
- Damage or failure resulting from faults in some other equipment connected to the scope of work.
- Damage or loss caused by hazards such as fire, flood, storm or the like or spillage or leakage of chemicals or harmful substances onto the EVSE.
- Fault tracing caused by problems from a source external to the scope of work.
- Unprofessional or incorrect installation, installation not complying to standards, or installation not following the installation instructions contained in the product specific manual.
- Improper operation (in breach of the technical requirements or specifications or manuals of the product), negligence or repairs carried out by the Owner (or any third party not authorized by ABB).
- Non-compliance with the applicable safety regulations or other legal standards by other parties than ABB.
- Insufficient ventilation of the EVSE.
- Operation of the EVSE outside of its design conditions.
- Relocation of the EVSE from the original installation location or alteration of the overall system design.
- Only make changes to the EVSE if the manufacturer approves in writing of the changes.

3.2 Responsibilities for the user



The user could be the person who runs the EVSE for commercial, business or private purposes, for itself or leaves it to a third party for use. During operation the user who legally owns the EVSE bears legal responsibility for the protection of all other user, including other employees or third parties. The user who legally owns the EVSE has the responsibilities that follow:

- To know and implement applicable laws and local rules
- To identify the hazards (in terms of a risk assessment), resulting from the working conditions on the site
- To operate the EVSE with the protective devices installed

- To make sure that all protective devices are installed after installation or maintenance work
- To make an emergency plan that instructs people what to do in case of an emergency
- To make sure that all employees and third parties are qualified according to the applicable laws and local rules to do the work
- To make sure that there is sufficient space around the EVSE to safely do maintenance and installation work
- To identify a site operator who is responsible for the safe operation of the EVSE and for the coordination of all work, if the owner does not do these tasks

3.3 Personal protective equipment

Symbol	Description
	Protective clothing
	Safety gloves
	Safety shoes
	Safety glasses

3.4 General safety instructions

- Only perform the procedures as indicated in this document.
- Only perform service by a qualified installation engineer or use the EVSE when you are fully qualified to do so.
- Comply with the applicable laws and local rules in this manual.
If and to the extent permitted by law, in case of inconsistency between any requirements or procedure contained in this document and any such applicable laws and local rules, comply with the stricter applicable laws and local rules, requirements and procedures specified in this document.

3.5 Safety instructions for use

Do not use the EVSE and immediately get in contact with the manufacturer if the safety or the safe use of the EVSE is at risk. This includes, but is not limited to, these conditions:

- An enclosure has damage.
- An EV charge cable or connector has damage.

- Lightning struck the EVSE.
- There was an accident or a fire at or near the EVSE.
- Water entered the EVSE.

3.6 Safety instructions during cleaning or maintenance

Preliminary requirements



- Keep unauthorized personnel at a safe distance during cleaning or maintenance.
- If for cleaning or maintenance it is necessary to remove safety devices, immediately install the safety devices after the work.
- Put on the correct personal protective equipment. Refer to section 3.3.

3.7 Signs on the EVSE

Symbol	Description
	General risk
	Hazardous voltage that gives risk of electrocution
	Risk of pinching or crushing of body parts
	Rotating parts that can cause a risk of entrapment
	Hot surface that gives risk of burn injuries
	Appliance class 1

Symbol	Description
	Sign that means that you must read the manual before you use or install the EVSE
	Waste from electrical and electronic equipment



Note: It is possible that not all symbols are present on the EVSE.

3.8

Discard the EVSE or parts of the EVSE

Incorrect waste handling can have a negative effect on the environment and human health due to potential hazardous substances. With the correct disposal of this product, you contribute to reuse and recycling of materials and protection of the environment.

- Obey the applicable laws and local rules when you discard parts, packaging material or the EVSE.
- Discard electrical and electronic equipment separately in compliance with the WEEE - 2012/19/EU Directive on waste of electrical and electronic equipment.
- As the symbol of the crossed out wheeled-bin on your EVSE indicates, do not mix or dispose the EVSE with your household waste, at the end of use. Instead, hand the EVSE over to your local community waste collection point for recycling.
- For more information, contact the Government Waste-Disposal department in your country.

4 Operation

4.1 Prepare before use

1. Appoint a site operator and an installation engineer, if these are other persons than you.
2. Make sure that the equipment is installed and commissioned by the site operator and the installation engineer according to the instructions in the installation manual.
3. Make an emergency plan that instructs people what to do in case of an emergency.
4. We recommend to put the charger in a location where it is not in direct sunlight.
5. Make sure that the space around the equipment cannot get blocked. Think of snow or other objects. Refer to the space requirements. Refer to section 7.6.3.
6. Make sure that maintenance is done on the equipment. Refer to section 5.

4.2 Energize the EVSE

1. Close the circuit breaker that supplies the power to the EVSE.



Warning:

Hazardous voltage

- Be careful when you work with electricity.
- The power supply comes on.
- A series of self-checks start, to make sure that the EVSE works correctly and safely.
- If the EVSE detects a problem, the error LED comes on. For troubleshooting information, refer to section 6.

4.3 Connect the EVSE with the ChargerSync app

Preliminary requirements



- Mobile device with the *ChargerSync* app

Procedure

1. Find your pin code in the package with the RFID card.
 - The pin code has 8 characters.
 - The letters are case-sensitive.
2. Download the *ChargerSync* App from the *Google Play Store* or *App Store*.
3. Start the *ChargerSync* app.
4. Do the instructions that the *ChargerSync* app shows.

4.4 Start a charge session

4.4.1 EVSE with an EV charge cable



Caution: During the charge session, do not disconnect the EV charge cable from the connection on the EV. There is a risk of damage of the connector of the EV.



Note: The LEDs show the status of the charge session.

1. Take the EV charge cable from the enclosure.
2. Use your RFID card or *ChargerSync* app to authorize the use of the EVSE.
The authorization of the connection to the EV starts.
3. Connect the EV charge cable to connector of the EV.
The EVSE charges the EV.

4.4.2 EVSE with a socket



Caution: During the charge session, do not disconnect the EV charge cable. There is a risk of damage of the socket of the EVSE or the connector of the EV.



Note: The LEDs show the status of the charge session.

1. Connect your EV charge cable to the connection on your EV.
2. Use your RFID card or *Recharge Around* app to authorize for use of the EVSE.
The authorization of the connection to the EV starts.
3. Connect the EV charge cable to the socket of the EVSE.
The EVSE charges the EV.

4.5 Wake up the EV when it is unavailable

4.5.1 Wake up the EV (Display not available)

Preliminary requirements

☒  ☒  ☐ 	• The <i>Recharge Around</i> app shows 'waiting for EV'.
--	--

Procedure

1. Disconnect the EV charge cable from the EV.
2. Connect the EV charge cable to the EV again.

4.5.2 Wake up the EV (EVSE with display)

Preliminary requirements

	• The display shows that the EV is not ready for the charge session.
---	--

Procedure

1. Disconnect the EV charge cable from the EV.
2. Connect the EV charge cable to the EV again.

4.6 Stop a charge session

4.6.1 EVSE with an EV charge cable



Caution: During the charge session, do not disconnect the EV charge cable from the connector on the EV. There is a risk of damage of the connector of the EV.



Note: If you disconnect the EV charge cable during the charge session, the EVSE automatically disconnects the power supply. This stops all charging operations.

1. Select one of the two ways to end the charge session.
 - Wait until the charge session is completed.
 - The *ChargerSync* app shows that the charge session is completed.
 - The charging LED is on.
 - If your EVSE has a display, the display shows that the charge session is completed.

When the charge session is completed, the EVSE disconnects the power supply automatically.
 - Authorize the ending of the use of the EVSE with your RFID card or the *ChargerSync* app. The authorization of the disconnection to the EV starts.
2. Disconnect the EV charge cable from the EV.
3. Wrap the EV charge cable around the enclosure. Refer to section 4.7.

4.6.2 EVSE with a socket



Caution: During the charge session, do not disconnect the EV charge cable. There is a risk of damage of the socket of the EVSE or the connector of the EV.



Note: If you disconnect the EV charge cable during the charge session, the EVSE automatically disconnects the power supply. This stops all charging operations.

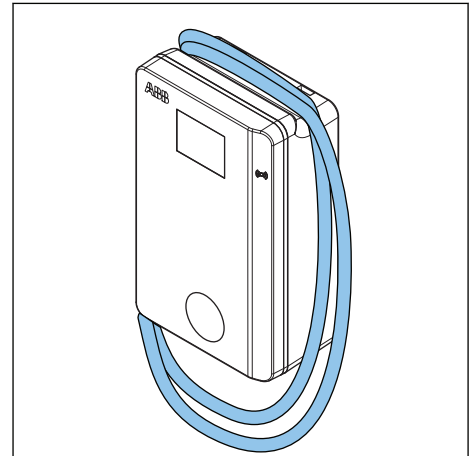
1. Select one of the two ways to end the charge session.
 - Wait until the charge session is completed.
 - The *ChargerSync* app shows that the charge session is completed
 - The charging LED is on.
 - If your EVSE has a display, the display shows that the charge session is completed.

When the charge session is completed, the EVSE disconnects the power supply automatically.

 - Authorize the ending of the use of the EVSE with your RFID card or the *ChargerSync* app. The authorization of the disconnection to the EV starts.
2. Disconnect the EV charge cable from the socket of the EVSE.
3. Disconnect the EV charge cable from the connector on the EV.

4.7 Wrap the EV charge cable around the enclosure

1. Wrap the EV charge cable around the enclosure.



5 Maintenance and cleaning

5.1 Maintenance schedule

Task	Frequency	Procedure
Do a visual check for damage on the cabinet.	Before each use	Refer to section 5.3.
Do a visual check for damage on the EV charge cables or outlet and the connectors.	Before each use	Refer to section 5.3.

5.2 Clean the cabinet

Preliminary requirements

	Owner		Cleaning agent and a non-abrasive tool. Refer to section 7.9.
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Danger:

Hazardous voltage

- Do not apply high-pressure water jets. Water can leak into the cabinet.



Note: When the EVSE is put in a corrosion sensitive environment, superficial rust is possible on welding points. This rust is only visual. There is no risk for the integrity of the cabinet. The procedure below removes the rust.

Procedure

1. Rinse with low-pressure tap water to remove rough dirt.
2. Apply a solution of cleaning agent to the cabinet and let it soak.
3. Manually remove dirt. Use the non-abrasive tool.



Caution: Do not use abrasive tools. There is a risk of damage to the finish of the EVSE, that can cause deep corrosion and structural damages.

4. Rinse with low-pressure tap water.
5. If necessary, apply wax on the front for extra protection and gloss.
6. If there was rust and you want it not to appear again, apply a rust-preventive primer. Ask the manufacturer for specifications and instructions.

5.3 Do a check on the cabinet

1. Do a check for damage on these parts:

Part	Damage
Charge cables, outlets and connectors	Cracks or ruptures
	Internal wires of the cable are visible
Display	Cracks

2. If you see damage, contact the manufacturer. Refer to section 1.12.

6 Troubleshooting

6.1 Troubleshooting procedure

1. Try to find a solution for the problem with the aid of the information in this document.
2. If you cannot find a solution for the problem, contact the manufacturer or the local service unit. Refer to section 1.12.

6.2 Troubleshooting table (IEC portfolio)

Problem (error code)	Possible cause	Possible solution
RCD module self test failed (0x0001)	1. RCD connection with power board loose. 2. RCD component non-functional.	1. De-energize EVSE, check RCD connection. 2. Power on EVSE, check if the fault is disappeared. 3. Contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
Residual current detected (0x0002)	There is residual current (6mA DC) in the charge circuit. Current leaks into the ground.	1. De-energize the EVSE. Refer to section 6.3. 2. Contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
Over voltage (0x0008)	The maximum voltage on the power input is too high.	1. Check if grid voltage is normal. 2. Contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
Under voltage (0x0010)	The voltage on the power input is not sufficient.	1. Check if grid voltage is normal. 2. Contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
Over current (0x0020)	There is an overload on the EV side.	Contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
Severe over current (0x0040)	There is an overload on the EV side.	Contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.

Problem (error code)	Possible cause	Possible solution
Over temperature (0x0080)	The internal temperature is too high.	1. Do a check of the operation temperature on the product label. If the ambient temperature is too high, the EVSE will decrease the output current automatically. 2. If it is necessary, install the EVSE in an environment with a lower ambient temperature. 3. If you can not solve the problem, do not use the EVSE. Contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
CP -12V detected failed(0x0100)	1. CP -12V detect failed before start charging. 2. No diode on EV side.	1. Unplug charging gun and plug in again, check if the fault is disappeared. 2. Contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
Internal Meter Communication Failure(0x0200)	Communication failure between P board and metering chip.	1. Reboot EVSE, check if the fault is disappeared. 2. Contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
Power relay fault (0x0400)	The relay contact is detected in wrong state or has damage.	1. Reboot EVSE, check if the fault is disappeared. 2. If necessary, contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
Internal communication failure (0x0800)	The internal boards of the EVSE fail to communicate with each other.	1. Reboot EVSE, check if the fault is disappeared. 2. If necessary, contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
E-Lock failure (0x1000)	Error to lock / unlock the charge connector.	1. Use user app to unlock the EVSE or de-energize the EVSE to unlock, then re-plug in charging cable. 2. If necessary, contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.

Problem (error code)	Possible cause	Possible solution
Missing phase (0x2000)	One or more phases are missing.	1. Check if grid is normal. 2. Contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
Modbus communication lost (0x4000)	The Modbus communication is lost.	1. Check modbus wire connection. 2. Check app configuration is correct. 3. Contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
Offline charge session is on limit (0x8000)	Offline charging record cache reaches the upper limit (300)	1. Check the EVSE internet connection. 2. or change to freewending mode.
The display shows that the EV is not ready for the charge session or the <i>ChargerSync</i> app shows 'waiting for EV'	The EV is in unavailable.	Wake up the EV. Refer to section 4.5.
The EV is not charged	There is a problem with the EVSE.	1. Make sure that the power supply to the EVSE is on. 2. Examine the EVSE to find if is working correctly. 3. Examine the <i>ChargerSync</i> app and the charge LED to make sure that the charging session is authorized. 4. Start the charging session.
	The EV charge cable is defective.	1. Examine the EV charge cable. 2. If the EV charge cable is defective, contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
The EV connection or authorization process fails	The EV charge cable is defective.	1. Examine the EV charge cable. 2. If the EV charge cable is defective, contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.

Problem (error code)	Possible cause	Possible solution
	The EV charge cable is not connected correctly.	1. Examine the connection of the EV charge cable. 2. If necessary, contact your local representative of the manufacturer or a qualified electrical contractor. Refer to section 1.12.
	There is a problem with the <i>ChargerSync</i> app or the RFID card.	1. Make sure that you have registered in the <i>ChargerSync</i> app. 2. Make sure that you use a RFID card that the manufacturer provided. 3. Make sure that the RFID card is added on the <i>ChargerSync</i> app. 4. Start the <i>ChargerSync</i> app. 5. Start the authorization process.

6.3 De-energize the EVSE

1. Open the breaker that supplies the power to the EVSE.
2. Wait for minimum 1 minute.

7 Technical data

7.1 EVSE Type

The EVSE type is a code.
The code has 10 parts: A1 - A9.

Code part	Description	Value	Meaning of the value
A1	Brand name	Terra AC	-
A2	Type	W	Wallbox
A3	Power output	7	7.4 kW
		11	11 kW
		22	22 kW
A4	Cable type or socket	G	Type 2 cable
		S	Type 2 socket with shutter
A5	Cable length	-	No cable
		≤7.5	≤7.5 m
A6	Display	D	With display
		-	Without display
A7	Metering	M	Certified for MID (only with display)
		P	Certified for MID and Eichrecht (only with display)
		-	Not certified for MID
A8	SIM slot	C	With 4G
		-	Without 4G
A9		1 to 12 Capital letter(s) or arabic numeral(s) from A to Z or 0 to 9	For different client or colors

Example

Terra AC W7-G5-RD-MC-0

- A1 = Brand name = Terra AC
- A2 = Type = wallbox
- A3 = 7, Power output = 7.4 kW
- A4 = Cable type, cable = Type 2
- A5 = 5 m
- A6 = Display = With display
- A7 = metering = certified for MID
- A8 = SIM slot = With 4G
- A9 = 0
- The '0' is an empty field.

7.2**General specifications**

Parameter	Specification
Certification	CE, CB, RED, MID, RoHS&Reach
Safety standards	EN IEC 61851-1: 2019, IEC 62955: 2018, EN IEC 61851-21-2: 2021
EMC / RF Standards	EN 61000-6-1, EN 61000-6-2, EN 61000-6-3, EN 61000-6-4, IEC 61851-21-2, EN 301 908-1, EN 301 908-2, EN 301 908-13, EN 300 328, EN 301 489-1, EN 301 489-3, EN 301 489-17, EN 301 489-52, EN 300 330
Other standards	EN 50470-1, EN 50470-3
IP or NEMA rating	The product label shows the specification. Refer to section 2.3.
IK rating according to IEC 62262 (enclosure and display)	IK10
Power consumption	In stand-by mode: • CE model • MID model
	• 4 W • 4.6 W

7.3 Meter specifications for a MID certified EVSE (IEC portfolio)

Parameter in 2014/32/EU directive	Specification
Mechanical environment	M1 Shock and vibrations of low significance
Electromagnetic environment	E2

7.4 Ambient conditions

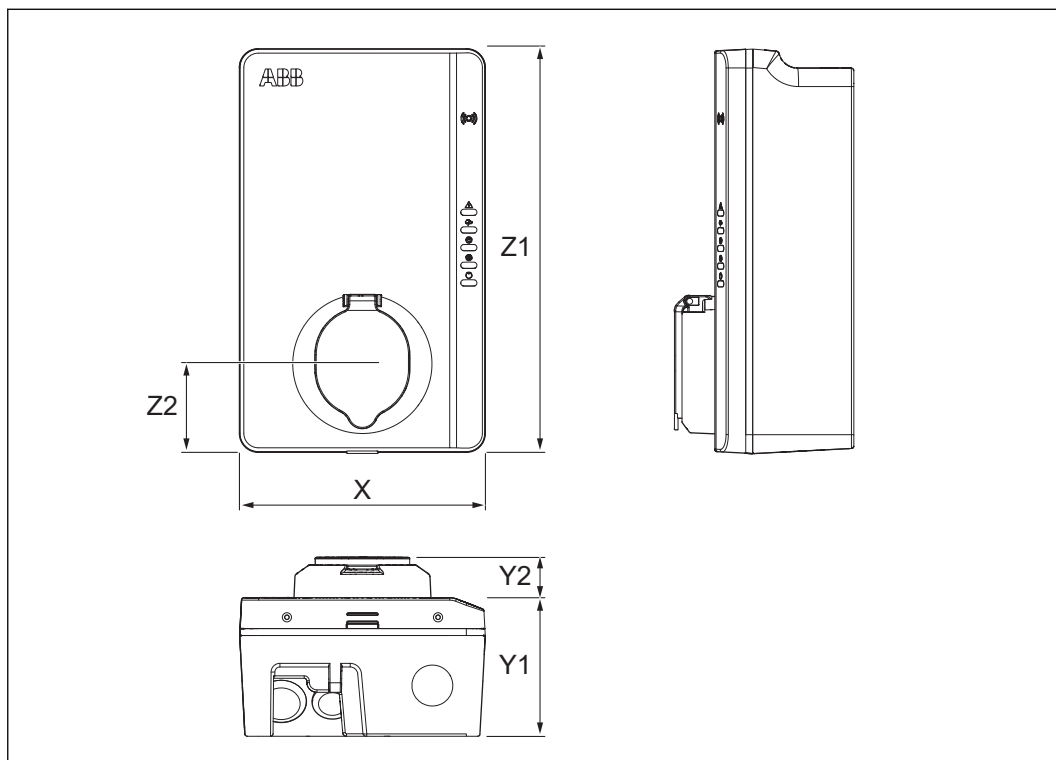
Parameter	Specification
Operation temperature	-35°C to +55°C
Operation temperature for MID certified models	-35°C to +55°C
Storage temperature	-40°C to +80°C
Storage conditions	Indoor, dry
Relative humidity	<95%, non-condensing

7.5 Noise level

Parameter	Specification
Noise level	Less than 35 dB(A)

7.6 Dimensions

7.6.1 AC input with socket, cable Type 2

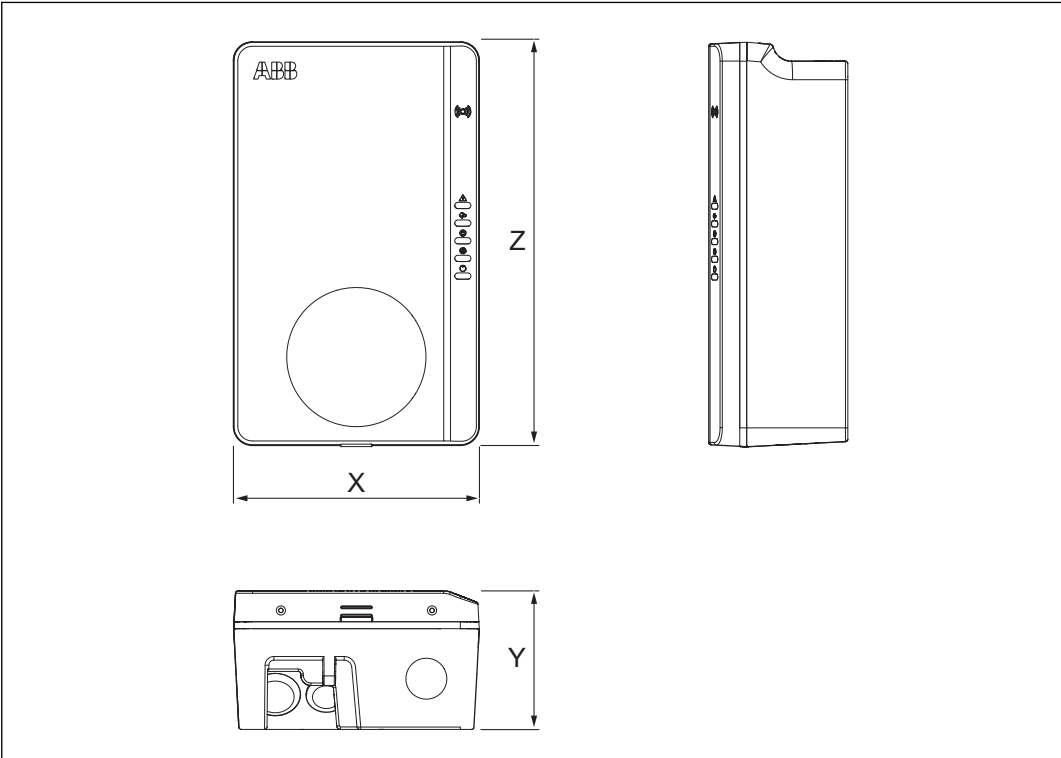


X Width of the EVSE
Y1 Depth of the EVSE
Y2 Depth of the socket

Z1 Height of the EVSE
Z2 Distance from the bottom of the EVSE to the center of the socket.

Parameter	Specification [mm]
X	195
Y1	110
Y2	33
Z1	320
Z2	70

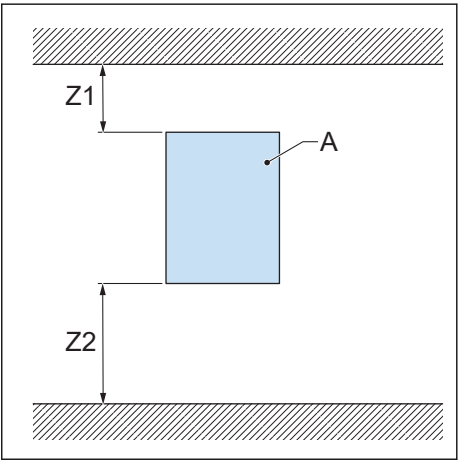
7.6.2 AC input with EV charge cable



X Width of the EVSE
Y Depth of the EVSE
Z Height of the EVSE

Parameter	Specification [mm]
X	195
Y	110
Z	320

7.6.3 Space requirements for installation



A EVSE

Parameter	Specification	
	[mm]	[in]
Z1	> 200	> 8
Z2 (indoor use)	450 to 1200	18 to 48
Z2 (outdoor use)	600 to 1200	24 to 48

7.7 AC input specifications

7.7.1 General specifications

Parameter	Specification
Earthing systems	IT
	TT
	TN-S
	TN-C-S
Frequency	50 Hz or 60 Hz
Overvoltage category	Category III
Protection	Overcurrent
	Overvoltage
	Undervoltage
	Earth fault, including DC leakage protection ²
	Integrated surge protection

7.7.2 AC input specifications (IEC portfolio)

Parameter	Specification
Input AC power connection	1 phase or 3 phase
Input voltage (1 phase)	230 V AC
Input voltage (3 phase)	400 V AC
Standby power consumption	4.6 W
Earth (ground) fault protection	30mA AC, 6 mA DC
Maximum input power (1 phase)	3.7 kW (16 A)
	7.4 kW (32 A)
Maximum input power (3 phase)	11 kW (16 A)
	22 kW (32 A)
	0.25-5 (32) A for MID certified models

² Only for EVSEs in the IEC portfolio

7.8 AC output specifications

7.8.1 AC output specifications (IEC portfolio)

Parameter	Specification
AC output voltage range (1 phase)	230 V AC
AC output voltage range (3 phase)	400 V AC
Connection standard	• Type 2 cable • Type 2 socket with shutter According to IEC 62196-1, IEC 62196-2
Current for MID certified models	0.25-5(32) A

7.9 Cleaning specifications

Parameter	Specification
Cleaning agent	pH value between 6 and 8
Non-abrasive tool	Non-woven nylon hand pad

