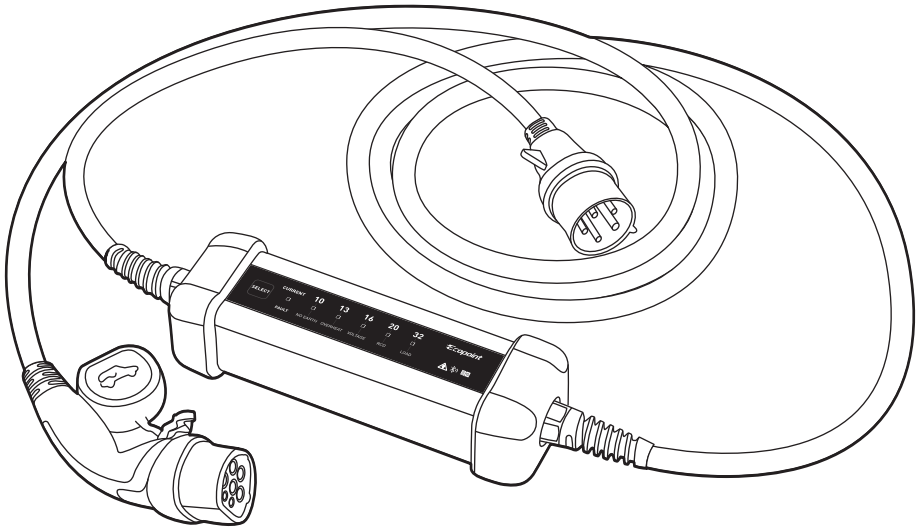
Ecopoint



EMP-316-TC2
EMP-332-TC2

220-400V*

50/60 Hz

IP66

EN

2-in-1 EV CHARGING POINT INSTRUCTION MANUAL

*depending on model and cable adapters purchased

EN **2**

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1 IMPORTANT SAFETY INSTRUCTIONS

Read these instructions carefully and retain them for future use. If this product is passed to a third party, then these instructions must be included. Failure to follow all instructions listed below may result in electric shock, fire and/or serious injury.
When using electric products, basic precautions should always be followed, including the following. This manual contains important instructions that shall be followed during installation, operation and maintenance of the product.

⚠ WARNING - RISK OF ELECTRIC SHOCK!

» Do not disconnect the product while under load.
» Do not expose to liquid, vapour or rain.
» Do not use this product if it or the charging unit is damaged.
» Do not put fingers into the electric vehicle charging connector.
» Never open or modify the product or its components.
» Repair tasks must be done by qualified persons only.
» To reduce the risk of electric shock, connect only to properly grounded outlets.
» Only connect the product to a outlet it the same or a higher IP class accordingly to the products plug.
» If this product is installed outdoors, the outlet must be rated for outdoor installation. The outlet must be installed properly to maintain the proper IP rating of the enclosure.
» Do not plug the product into a damaged, loose or worn outlet. Ensure that the prongs on the plug fit snugly into the outlet.
» Do not touch the terminals or other current-carrying parts with wet hands.
» Do not use the product in severe rain, snow, electrical storms or other inclement weather.

⚠ WARNING - RISK OF FIRE!

» Only connect the product to a circuit that is equipped with the following over-current protection in accordance with IEC 60364 or country-specific regulations.
» Before use, set the output current of the product according to the circuit breaker.

Circuit breaker (amps)	Max output (amps)
60	48
50	40
40	32
30	24
20	16

- Use supervision when operating this product around children.
- Do not allow children to use or play with the product.
- Do not use this product if the power cord or EV cable is frayed, has broken insulation or any other signs of damage.
- Do not use this product if the enclosure or the connector is broken, cracked, opened or shows any other indication of damage.

- To avoid a risk of fire or electric shock, do not use this product with an extension cord.
- Do not operate the product in temperatures outside its operating range of -30 °C to +50 °C.
- Do not use the product in proximity to inflammable, explosive or combustible materials, chemicals, combustible steam or other dangerous goods.
- The electric vehicles can only be charged with the engine off and stationary. Do not start the engine when the charging connector is still connected.
- Take care not to drill into any pipes or power lines beneath the surface when preparing the mounting holes. Use a power line detector or metal detector.
- Do not trample or drive over the product cables.
- Do not put any foreign objects into the enclosure.
- Do not use power generators as a power source for charging electric vehicles.
- Do not use or store the product in a recessed area or below the floor level. Position the main unit at between 50 cm and 150 cm above the floor level.
- Always consider the national and regional law of your area before using this product.
- Do not disconnect the product from the outlet while a vehicle is charging.

⚠ WARNING - RISK OF INJURY!

» Use of the product may affect or impair the operation of any medical or implantable electronic devices, such as implantable cardiac pacemakers or implantable cardiovascular-defibrillators. Check with the device manufacturer concerning the effects that charging may have on such electronic devices before using the product.

1.1 GROUNDING INSTRUCTIONS

- This product must be grounded. In the event of a malfunction or failure, grounding provides a path of least resistance for the electrical current to reduce the risk of electric shock. This product is equipped with a cable/cord that includes a grounding conductor and a grounding plug. The plug must be connected to a properly installed and grounded outlet that complies with all local codes and ordinances.
- Improper connection of the equipment-grounding conductor is able to result in a risk of electric shock. Check with a qualified persons or service personnel to ensure that the product is properly grounded.
- Do not modify the plug provided with the product. If the plug does not fit into the outlet, have a suitable outlet installed by a qualified person.

1.2 INTENDED USE

- The product is intended to charge electric vehicles that support 16 A or 32 A current.
- The product is intended to be installed and used in indoor and protected outdoor areas.
- This product is not intended for use with electrical vehicles which need an external power supply for ventilation during charging.
- The product is intended for household use. The product is not intended for commercial use.

1.3 EXPLANATION OF SIGNAL WORDS AND SYMBOLS

The definitions below describe the level of severity for each signal word. Please read the manual and pay attention to these symbols.

⚠ DANGER

» The signal word that indicates a hazard with a high level of rick which, if not avoided, will result in death or serious injury.

⚠ WARNING

» The signal word that indicates a hazard with a medium level of risk which, if not avoided, could result in death or serious injury.

⚠ CAUTION

» The signal word that indicates a hazard with a low level of risk which, if not avoided, could result in minor or moderate injury.

CAUTION

» The signal word that indicates a hazard with a low level of risk which, if not avoided, could result in property damage.

NOTICE

» The signal word is a preferred signal word to address tips and practices not related to personal injury.

	DANGER! High voltage		Wireless connectivity
	Read the user manual	~	Alternating current (AC)
	This product is classified as protection class I and must be connected to a protective ground.		
IP66	IP66 rated enclosure provides against dust and jets of water from all directions.		
IP55	IP55 rated Type 2 cable provides protection against ingress of dust and jets of water from all directions.		

2 UNPACKING

⚠ DANGER

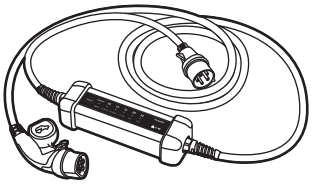
» Risk of suffocation! Keep any packaging materials away from children and pets - these materials are a potential source of danger, e.g. suffocation.

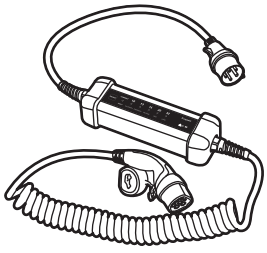
- Remove all packaging materials.
- Check the product and accessories for transport damages.

3 IN THE BOX

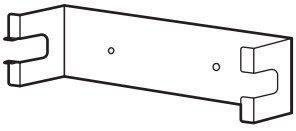
3.1 SET A

EMP-316-TC2 or EMP-332-TC2 EV charging unit[1] (x1)





Wall bracket (x1)

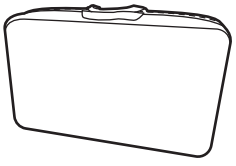


Screw (x2)
8 x 40 mm

Wall plug (x2)

Combination lock (x1)

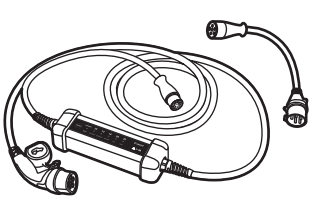
Storage bag (x1)

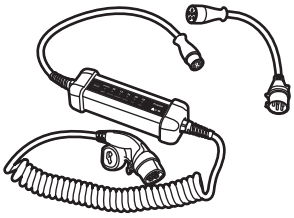


[1] Two type 2 charging units are available for purchase. One with regular cable, one with spring cable.

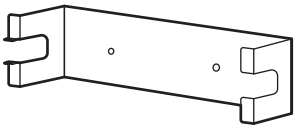
3.2 SET B

EMP-332-TC2 EV charging unit + cable adaptor[1] (x1)





Wall bracket (x1)

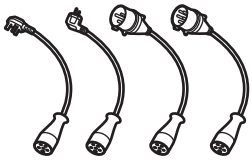


Screw (x2)

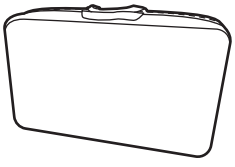
Wall plug (x2)

Combination lock (x1)

Power plug adaptors[2] (x4)



Storage bag (x1)

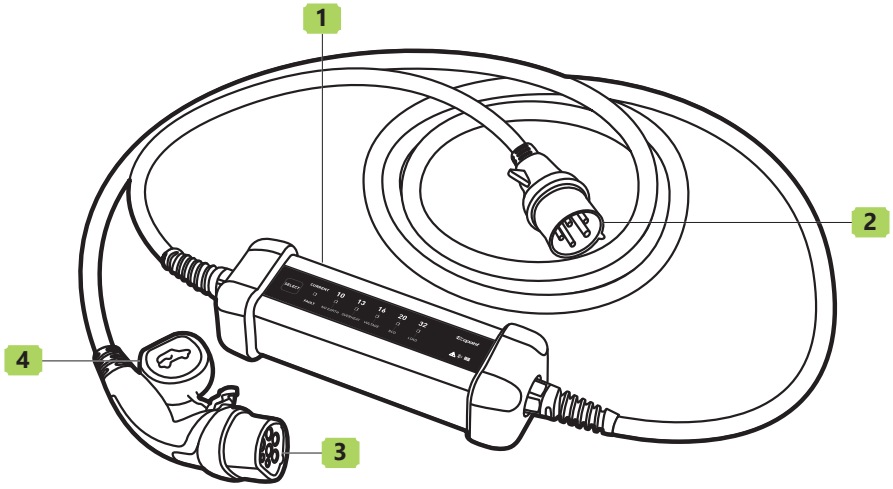


[1] Two type 2 charging units are available for purchase. One with regular cable, one with spring cable.

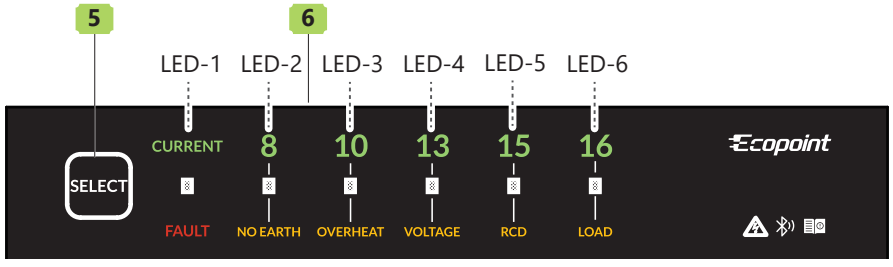
[2] Power plug adaptors are not included in the box and must be purchased separately.

4 PRODUCT OVERVIEW

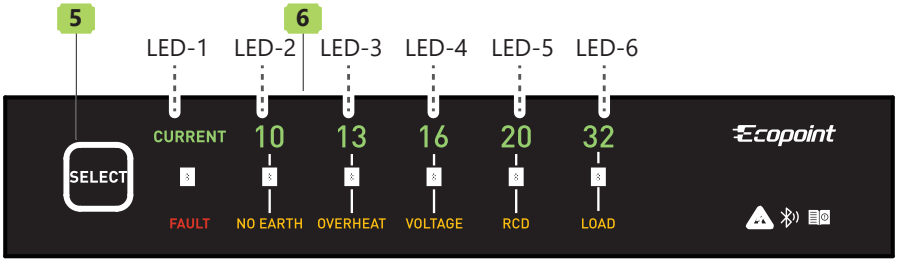
4.1 EMP-316-TC2 / EMP-332-TC2



4.1.1 CONTROLS EMP-316-TC2

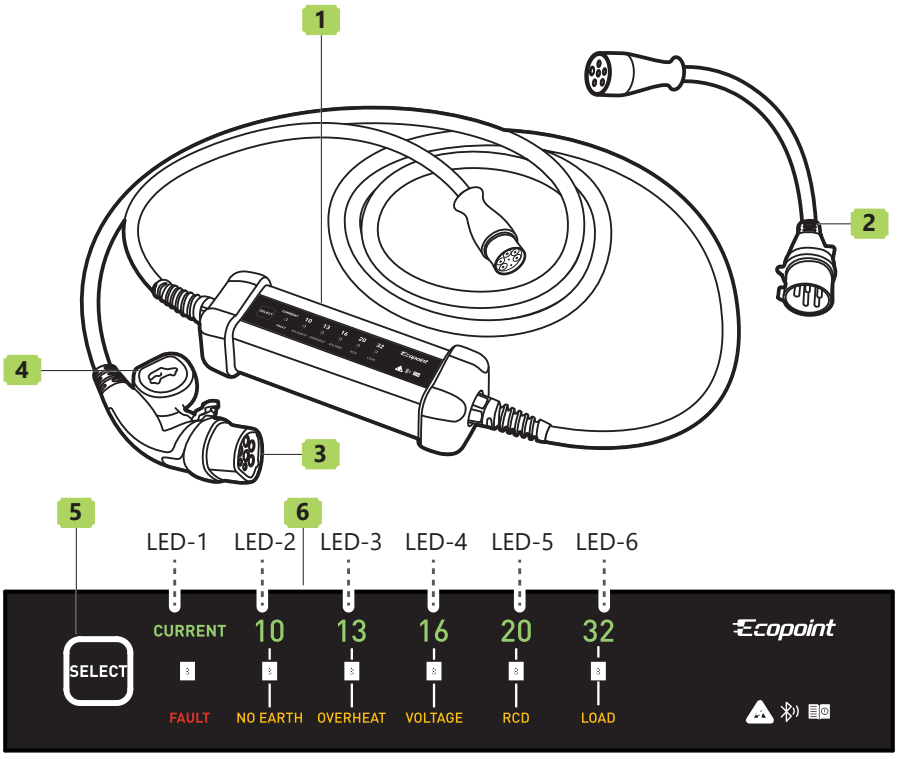


4.1.2 CONTROLS EMP-332-TC2



1. Main unit
2. 5-pin CEE power plug
3. Type 2 charging connector
4. Protective cover
5. **SELECT** button
6. Status LEDs

4.2 EMP-332-TC2 WITH CABLE ADAPTOR



1. Main unit
2. Power plug adapter
3. Type 2 charging connector
4. Protective cover
5. **SELECT** button
6. Status LEDs

4.3 STATUS LED DURING USE

Descriptions	LED-1	LED-2 to LED-6
Idle or charging complete	Off	The corresponding current LED is solid green
Connecting to charge port of vehicle	Off	All LEDs are solid green
Charging	Off	The corresponding current LED blinks green slowly
Connecting / Disconnect with the App	Off	All LEDs blink green for once alternately

For additional LED status, refer to chapter **TROUBLESHOOTING**.

5 INSTALLATION INSTRUCTIONS

⚠ CAUTION

» Install the product in a safe location away from flammable materials and out of reach of children and pets.

CAUTION - RISK OF PRODUCT DAMAGE!

» Protect the product from harsh weather conditions such as rain, snow and extreme temperatures. Consider installing the product under a carport or in a garage.

CAUTION - RISK OF PROPERTY DAMAGE!

» Take care not to drill into any pipes or power lines beneath the surface during mounting holes preparation. Use a power line/metal detector.

⚠ CAUTION

» The CEE 16 A/32 A outlet should be located between 0.5 m and 1.5 m from the ground adjacent to the stud where the product is to be mounted.

NOTICE

» The wall bracket can be installed both horizontally or vertically. The installation illustration show a horizontal installation only.

» Using the provided wall bracket is optional and is not required to be installed. It is however recommended in order to keep the product off the floor and prevent accidental damage. The product can be placed directly on the floor.

- Ensure the product is installed near an outlet.
- Make sure the connecting cable has some slack for flexibility.
- For optimal charging, place the product close to the electrical panel to minimize cable length.
- Install the product near the vehicle's charging area, ensuring enough slack for easy and safe connection to the vehicle's charging port.
- The wall used for installation must be able to support the weight of the product and its accessories and must remain level once the installation is completed.
- Avoid installing the product in areas with excessive vibration or elevated temperatures.

5.1 WALL BRACKET INSTALLATION [CONCRETE WALLS]

5.1.1 REQUIRED TOOLS (NOT INCLUDED)

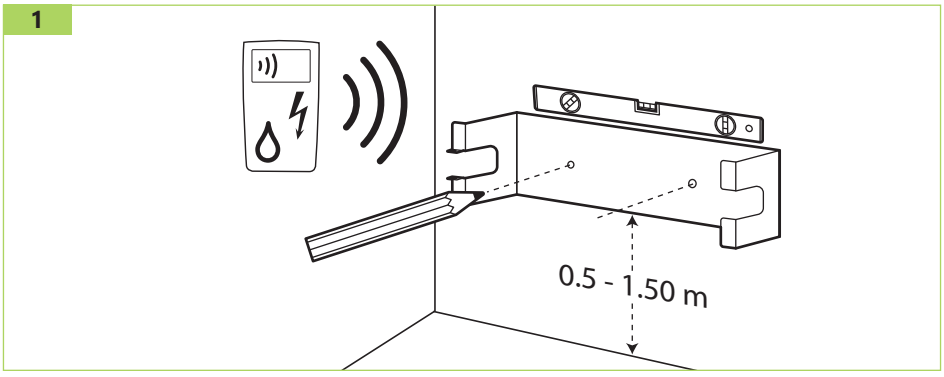
1. Level
2. Pencil
3. Drill bit
4. Power drill
5. Power line/metal detector
6. Screwdriver/bit

Step 1

- Use a power line/metal detector to verify the installation area has no pipes or power lines beneath the surface.

- Hold the wall bracket against the wall.
- Use a level to ensure that the placement of the wall bracket is horizontal.
- Use a pencil to mark the screw holes on the wall (Fig. 1).

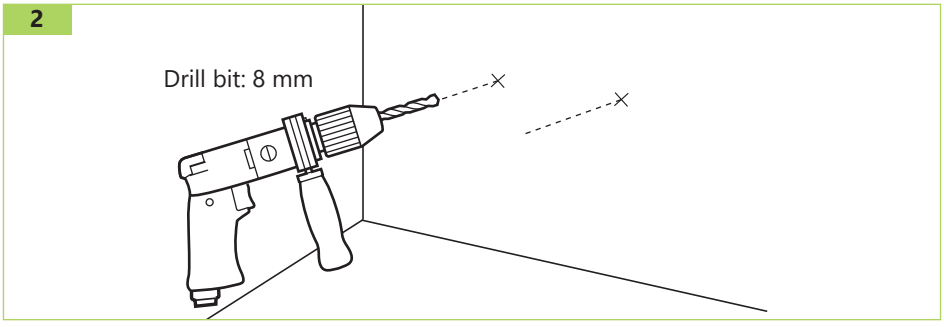
1



Step 2

- Drill the holes into the wall (Fig. 2).

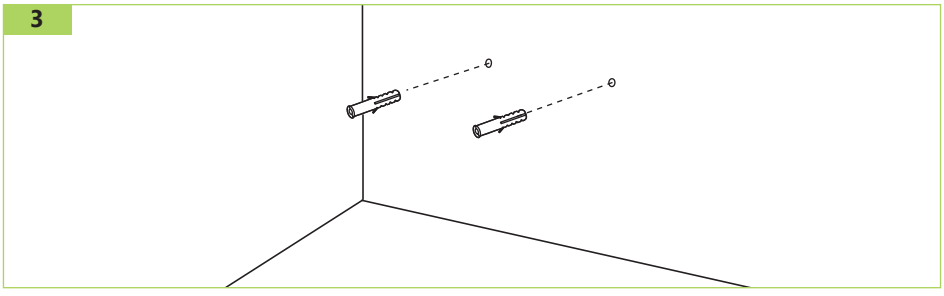
2



Step 3

- Insert the wall plugs into the holes (Fig. 3).

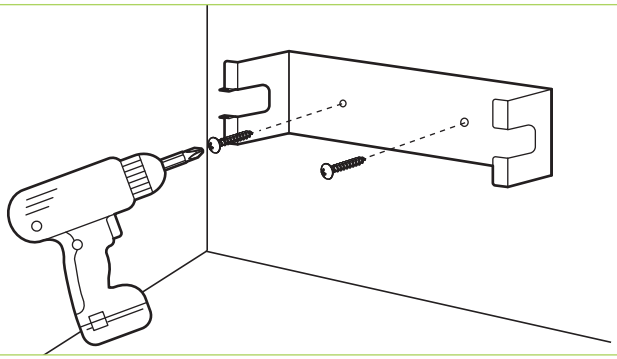
3



Step 4

- Use the provided screws to secure the wall bracket to the mounting surface (Fig. 4).

4



5.2 WALL BRACKET INSTALLATION [DRYWALL]

5.2.1 REQUIRED TOOLS (NOT INCLUDED)

1. Level
2. Pencil
3. Stud finder
4. Screwdriver/bit

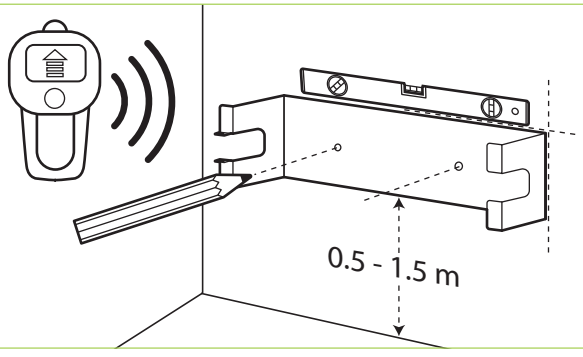
Step 1

- Use a stud finder to locate the centre of a wall stud. Mark the centre of the stud with a pencil.

Step 2

- Hold the wall bracket against the wall. Align the holes in the wall bracket with the centre mark of the studs.
- Use a level to ensure that the placement of the wall bracket is horizontal.
- Use a pencil to mark the screw positions on the wall (Fig. 5).

5

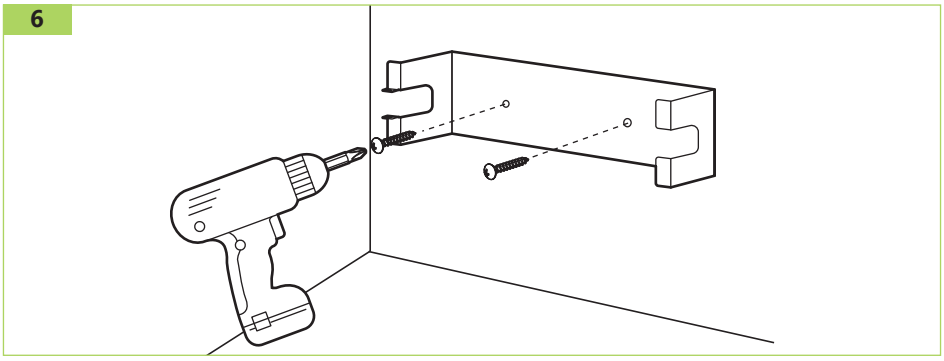


Step 3

- Hold the wall bracket against the wall. Make sure the marked screw positions align with the holes in the wall bracket.

- Use the provided screws to secure the wall bracket to the mounting surface (Fig. 6).

6



6 PLACING AND CONNECTING THE PRODUCT

⚠ CAUTION

» Ensure that the outlet matches the specification of the product. Alternatively, a licensed electrician may install a CEE 16 A/32 A outlet.

1. Place the main unit in the wall bracket with cables placed in the slots.
2. Secure the product with the combination lock (the default combination is 0-0-0). For further use of the combination lock, refer to chapter **USING THE COMBINATION LOCK** and Resetting the combination of the combination lock.
3. Connect the product to a suitable outlet. If using units with cable adapters, first connect the required cable adapter to the product, before connecting it to a suitable outlet.

7 USING THE COMBINATION LOCK

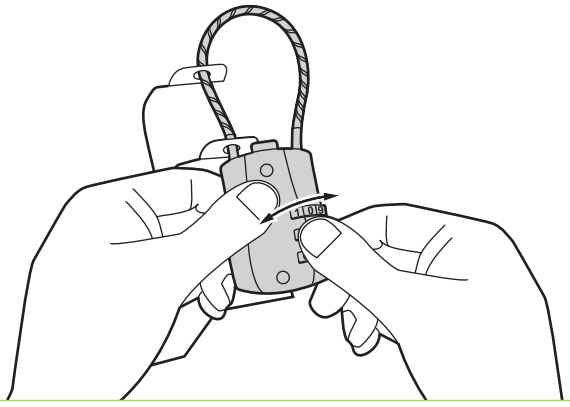
If the product is installed outdoors, it is recommend to secure the product with the combination lock.

7.1 UNLOCKING THE COMBINATION LOCK

1. Rotate each dial to enter the factory-default combination 0-0-0. Make sure to rotate each of the 3 dials so the combination is visible on the narrow side of the combination lock.
2. Pull up on the shackle to open the lock.
3. Put the shackle through the holes of the wall bracket and then push the shackle down to lock it.

4. Rotate the dials randomly to scramble the code (Fig. 7).

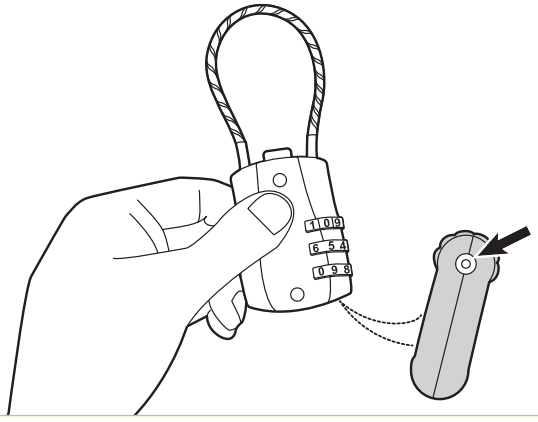
7



7.1.1 CHANGING THE COMBINATION OF THE COMBINATION LOCK

1. Unlock the combination lock.
2. Use a pencil or other pointed tool to depress the button on the bottom of the combination lock (Fig. 8).

8



3. While pressing the button, rotate the dials to the desired combination.
4. Release the button to set the new combination.

8 OPERATING INSTRUCTIONS

8.1 ADJUSTING THE CHARGING CURRENT

⚠ WARNING - RISK OF FIRE!

» Only connect the product to a circuit that is equipped with the following over-current protection in accordance with IEC 60364 or country-specific regulations.

» Before use, set the output current of the product according to the circuit breaker.

Circuit breaker (amps)	Max output (amps)
60	48
50	40
40	32
30	24
20	16

1. Connect the product to a suitable outlet.
2. While the product is in the idle state, press the **SELECT** button and set the appropriate charging current.

8.2 CHARGING

- With the product powered, charging starts a few seconds after connecting the charging connector to the charging port of the vehicle.
- The product automatically detects the maximum input current of the vehicle.

NOTICE

» For EMP-332-TC2, connect the product with the appropriate power plug adaptor.

1. Connect the charging connector to the vehicle. Refer to the status via the LEDs.
2. The product switches automatically into idle state once the vehicle is fully charged. Alternatively, to stop charging prematurely, press and hold the **SELECT** button for 3 seconds. The product returns to idle state.
3. Unplug the charging connector from the vehicle by unlocking the vehicle and unplugging the charging connector from the vehicle.

Descriptions	LED-1	LED-2 to LED-6
Idle or charging complete	Off	The corresponding current LED is solid green
Connecting to charge port of vehicle	Off	All LEDs are solid green
Charging	Off	The corresponding current LED blinks green slowly
Connecting / Disconnect with the App	Off	All LEDs blink green for once alternately

9 USING THE APP

The product can be used in 3 different operational modes:

1. Plug and Play mode:

– In idle state, tab Plug and Play. In this mode, the product can be used by simply connecting the charging connector to a vehicle.

2. Normal Mode:

– In idle state, tab Normal Mode. In this mode, charging is controlled via the app. Refer to chapter START/STOP CHARGING.

3. Schedule mode:

– While the product is connected to a vehicle and in Normal Mode, tab Schedule. In this mode, charging is controlled via the app and the schedule set. Refer to chapter SETTING UP A SCHEDULE.

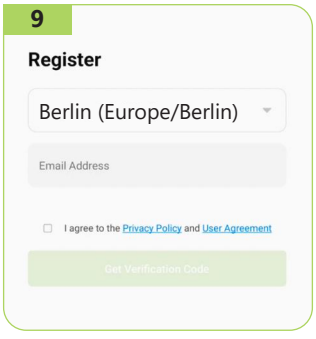
9.1 DOWNLOADING THE APP AND REGISTERING

My Ecopoint app can be used to control the charging sessions, monitor the charging status in real-time and set charging schedules.

NOTICE

» The appearance of the app may change due to updates.

1. Search for **My Ecopoint** app in the Google Play™ store or App Store™ to download and install the app.
2. Launch **My Ecopoint**, and register an account with an email address (Fig. 9).

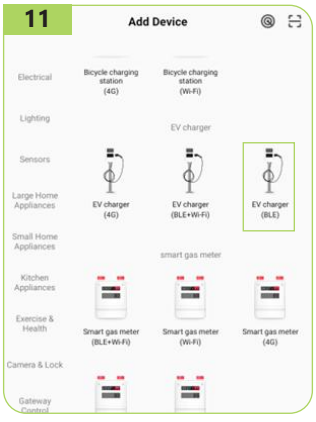


9.2 PAIRING THE PRODUCT

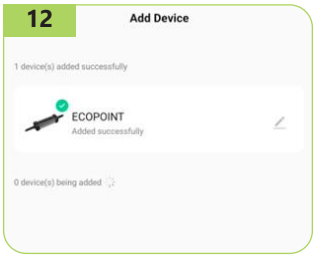
The product is equipped with Bluetooth® to communicate with mobile devices.

1. Enable Bluetooth on the mobile device.
2. Power on the product.
3. Launch **My Ecopoint** app.
4. On the home screen tap **+** and select **Add Device** (Fig. 10).

5. If the mobile device detects the product, it appears on the screen. If not, tap **Energy** in the navigation bar and manually add **EV charger (BLE)** (Fig. 11).



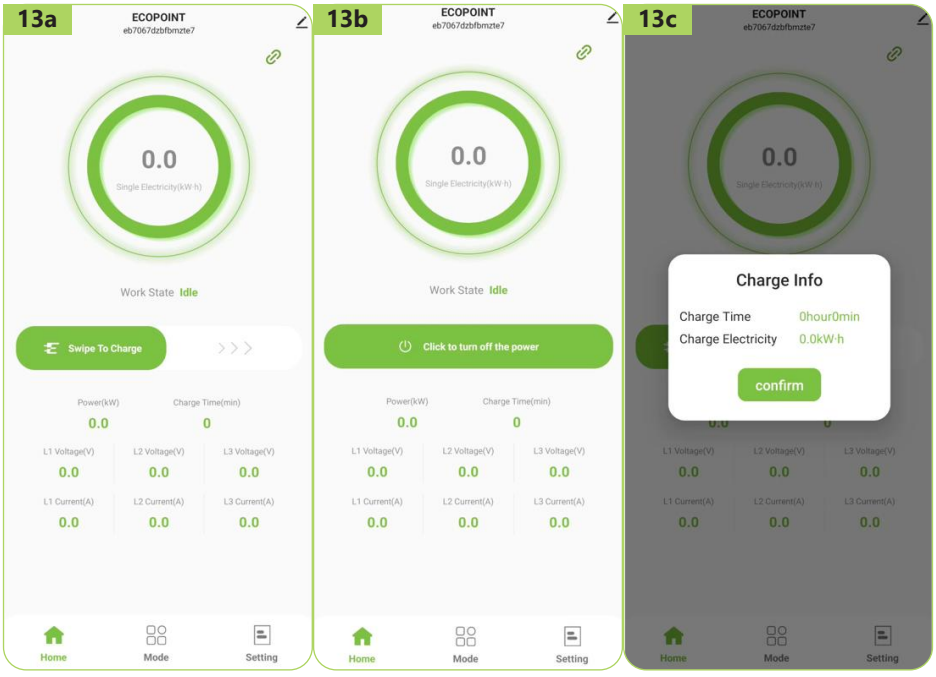
6. Tap the product and wait for it to be added and connected successfully (Fig. 12).



9.3 USING THE PRODUCT WITH THE APP

9.3.1 START/STOP CHARGING

- Swipe **Swipe To Charge** to start charging (Fig. 13a).
- Tap **Click to turn off the power** to stop charging (Fig. 13b).
- Once charging has stopped, the summary of the charging session is shown on the home screen. The **Charge Info** pop-up shows the total charging time **Charge Time** in hours and minutes as well as the total energy used **Charge Electricity** in kWh (Fig. 13c).



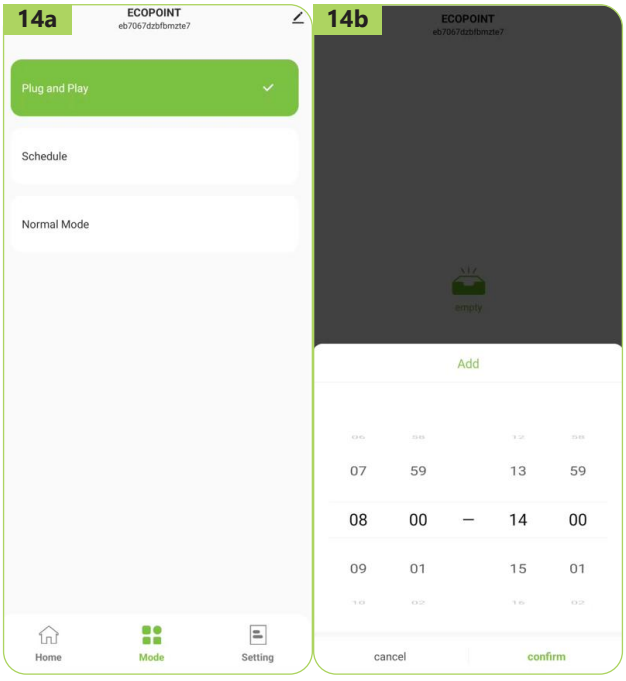
9.3.2 SETTING UP A SCHEDULE

The app supports scheduling charging sessions.

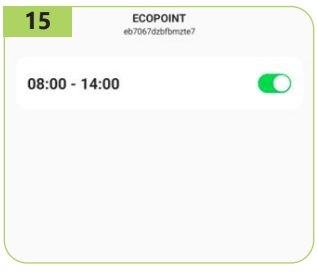
NOTICE

» The product has to be connected to a vehicle to set a schedule.

1. Tab **Mode** and select **Schedule** (Fig. 14a).
2. Set the start and end time for the charging session and then tap **confirm** (Fig. 14b).



3. A charging session is scheduled. Toggle the switch to enable or disable as needed (Fig. 15).

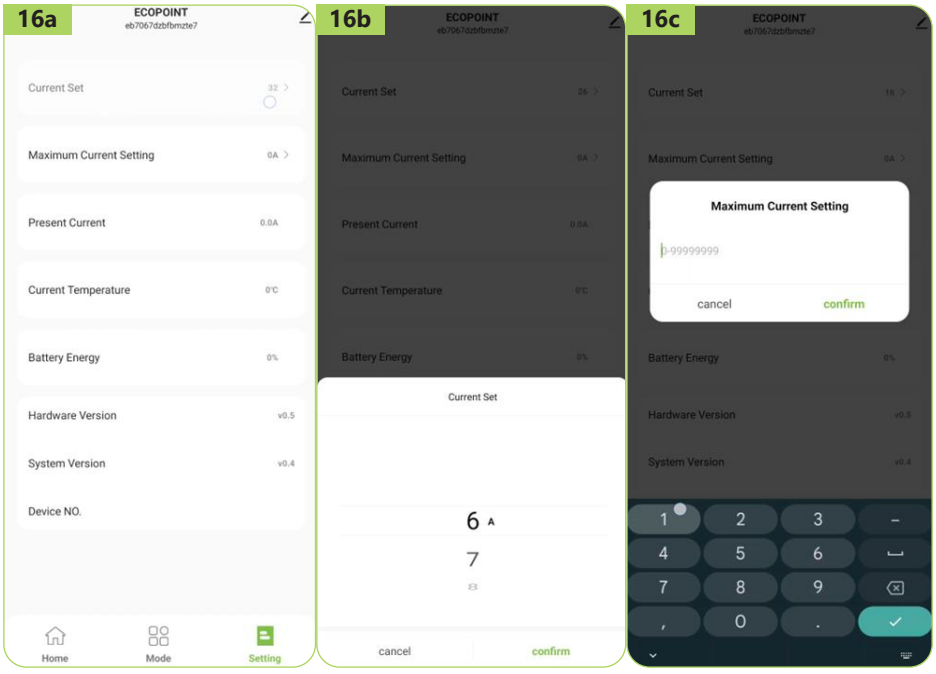


9.3.3 CONTROLLING THE CHARGING CURRENT

1. Go to **Settings** (Fig. 16a).
2. Select the **Current Set** to set the preferred current (Fig. 16b).
3. Select **Maximum Current Setting** to set the maximum current (Fig. 16c).
4. Confirm the settings by tapping **confirm**. The new settings are saved and shown in the settings overview screen (Fig. 16c).

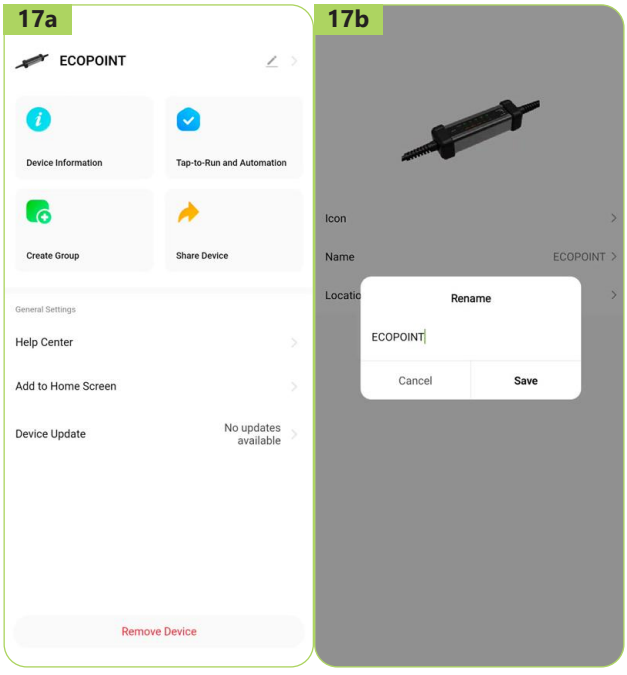
NOTICE

» The **Max Current Setting** only needs to be set if there is limited current available at the location the product is used at.



9.3.4 CHANGING THE PRODUCT DETAILS

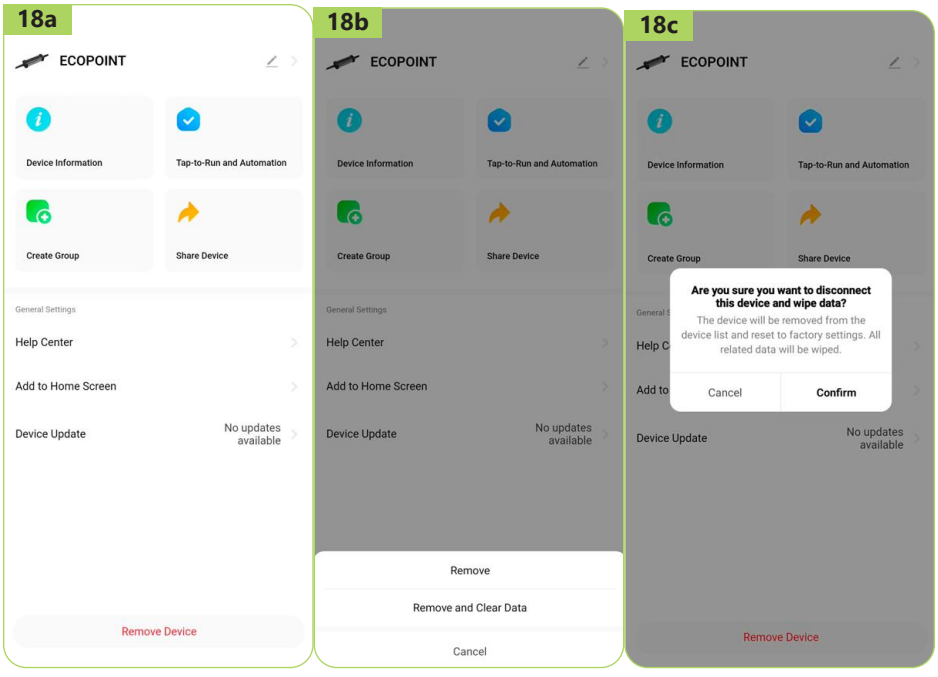
1. Go to **Settings**, and tap **Device No.**.
2. Tap the edit icon on the top right corner to modify the product name, icon displayed and location (Fig. 17a).
3. Update the settings and confirm by tapping **Save** (Fig. 17b).



9.3.5 REMOVE AND DISCONNECT THE PRODUCT

The product can be connected to one mobile device. Disconnect the product from one mobile device before adding it to another mobile device.

1. Go to **Settings** and tap **Device No.**.
2. Tap **Remove Device** (Fig. 18a).
3. Select **Remove** or **Remove and Clear Data** (Fig. 18b). Alternatively, on the main unit, press and hold the **SELECT** button for 10 seconds when the product is idle.
4. Tap **Confirm** to remove and disconnect the product from the mobile device (Fig. 18c).



10 USER MAINTENANCE INSTRUCTIONS

⚠ WARNING

» The product contains no user serviceable parts. Do not attempt to repair or service any other part of the product.

» The installation, maintenance, and servicing of the product must only be performed by qualified persons in accordance with applicable local regulations.

⚠ WARNING - RISK OF ELECTRIC SHOCK!

» Disconnect the charging connector from the charging port of the vehicle before cleaning.

- Do not use cleaning solvents to clean any part of the product.
- Cover the charging connector with the protective cover before cleaning.
- Regularly clean the product using a soft, dry cloth to remove accumulated dust and dirt.
- Regularly inspect the charging unit and plug for any visible damage or wear.

10.1 MOVING AND STORAGE INSTRUCTIONS

⚠ WARNING

» When transporting the product, handle with care. Do not subject it to strong force or impact or pull, twist, tangle, drag or step on the product, to prevent damage.

- Store the product in the provided storage bag.
- Protect the product from any external impact.
- Store the product in a dry indoor area and within the storage temperature of -30 °C to +50 °C. Keep away from children and pets.

11 TROUBLESHOOTING

Problem	
Bluetooth connection disconnected during use.	
Possible cause	**Possible solution**
• Distance is too far	• Make sure the distance between the mobile device and the product is within the effective range of Bluetooth (usually within 10 meters).
• Signal interference	• Check if there are other electronic devices or wireless signal sources around that may interfere with the Bluetooth connection, such as other Bluetooth devices. Try turning off these devices or staying away from them.
• Product overheated	• Check the product for overheating. Product may automatically disconnect the Bluetooth connection when it is overheated.
• Application issues	• Restart the **My Ecopoint** app or try updating the app to the latest version. Sometimes software issues may cause Bluetooth connection interruptions.
• Product restart	• If the problem persists, try disconnecting the product, and restarting the product and the phone to re-pair the Bluetooth connection.

Problem	
The scheduled charging function of the product is not responding.	
Possible cause	**Possible solution**
• Setting error	• Make sure the scheduled charging function is set correctly. In **My Ecopoint** app, check whether the start time and end time of the scheduled charging are set correctly and the time settings do not conflict. Switching the charging current will also cancel the scheduled charging.
• Time Zone Settings	• Check whether the time zone settings of the phone or the product are correct. If the time zone setting is incorrect, the scheduled charging function may or may not take effect at the wrong time.
• Application issues	• The scheduled charging function is usually controlled through **My Ecopoint** app. If **My Ecopoint** app is not updated, it may affect the function. Try updating **My Ecopoint** app to the latest version, or uninstall and reinstall the **My Ecopoint** app.
• Power problem	• If the product is not connected to the power supply or the power supply is unstable, the scheduled charging function may not start. Make sure that the product is correctly connected to the power supply and the power supply is stable. If the power is cut off before the scheduled charging is reached after the timing is successful, the scheduled charging will be cancelled. After setting the timing, make sure that the product will not lose power.
• Connection problem	• Disable and enable the Bluetooth function on your mobile device. Re-connect to the product using Bluetooth.

Problem	
The scheduled charging function of the product is not responding.	
Possible cause	**Possible solution**
• Hardware problem	• If none of the above methods work, it may be a hardware problem with the product itself. Restart the product and reset the scheduled charging function. If the problem persists, contact after-sales services for repair or replacement of the product.
• Software compatibility	• The charging management system of some vehicles may not be compatible with the scheduled charging function of the product. It is recommended to consult the vehicle manual or contact the vehicle manufacturer to confirm whether special settings are required.

Problem	
Different data displayed on the product compared to the vehicle.	
Possible cause	**Possible solution**
• Data update delay	• Data update at different times which may cause temporary differences of data displayed. Wait a moment, or refresh the application data to see if the data is synchronized.
• Measurement differences	• The product and vehicles may use different algorithms or sensors to measure charging power, current and voltage. This may lead to measurement differences. These differences are usually within a reasonable range and users can refer to the data points of either.
• Cable and interface losses	• During the charging process, cables and interfaces will generate some energy losses, which may not be fully considered in the data of the product. The vehicle usually shows the actual energy received. Therefore, the data displayed by the vehicle may be slightly lower than that of the product.
• Temperature influence	• In extreme temperature conditions, the sensors of product and the vehicle may be impacted, resulting in inconsistent data. Ensure that the charging environment temperature is within the recommended range.
• Software version differences	• If the software versions of product and vehicle are inconsistent, it may cause differences in data processing methods, resulting in differences. It is recommended to check and update the product and vehicle software to the latest version.
• Inconsistent communication protocol	• The product and vehicle may use different communication protocols to transmit data. If the protocols are inconsistent, it may cause the displayed data to be out of sync. Make sure that the product and vehicle are compatible and configured correctly.

Problem	
Cannot change the charging mode of the product.	
Possible cause	**Possible solution**
• Connection problem	• Disable and enable the Bluetooth function. Re-connect to the product using Bluetooth.

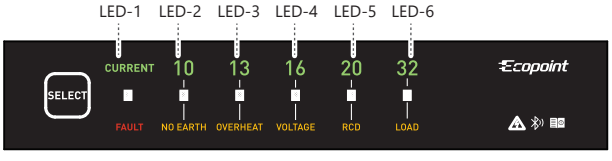
Problem	
Cannot change the charging mode of the product.	
Possible cause	**Possible solution**
• Vehicle compatibility issues	• Some vehicles may not support all charging modes offered by the product. If the vehicle is not compatible with a specific mode, the product may automatically lock in compatibility mode. Check the vehicle manual or contact the vehicle manufacturer to confirm supported charging modes.
• Current state restriction	• If the product is currently charging, the charging mode cannot be changed. Try to stop charging, unplug the charging connector, change its status to idle state and wait for a moment before changing the mode.

Problem	
Cannot adjust the current of the product.	
Possible cause	**Possible solution**
• Current regulation is locked	• Current regulation lock automatically starts to prevent incorrect operation. If this function is enabled, unlock it first to adjust the current. Check whether the product is connected to the vehicle or is charging.
• Current charging status limit	• During the charging process, the product does not allow current adjustment. In order to protect the battery and charging equipment, it may be necessary to stop charging first and unplug the charging connector to let it change to idle state before current adjustment. Try to stop charging and before adjust the current setting.
• Vehicle compatibility issues	• Some vehicles may not support adjusting the charging current through external chargers. If the vehicle is not compatible, the product may automatically lock the current setting. Please check the vehicle manual or contact the vehicle manufacturer to confirm whether the vehicle supports the current adjustment function.
• Input charging connector cable	• For a 16 A plug, the current cannot be adjusted beyond the range of 6 A - 16 A. For a 32 A plug, the current cannot be adjusted beyond the range of 6 A - 32 A. Special plugs are excluded.

11.1 STATUS LEDS ERROR

11.1.1 UNDERSTANDING THE STATUS LEDS

20



Descriptions	LED-1	LED-2 to LED-6
Ground fault	Blinks red rapidly	LED-2 blinks green rapidly
Overheat	Blinks red rapidly	LED-3 blinks green rapidly
Over-/ Under-voltage	Blinks red rapidly	LED-4 blinks green rapidly
Over-current (RCD)	Blinks red rapidly	LED-5 blinks green rapidly
Overload	Blinks red rapidly	LED-6 blinks green rapidly
Miscellaneous	Blinks red rapidly	Off

Problem

Ground fault

Possible solution

- Replace the outlet or cable: To rule out any issues with the outlet or cable, try connecting the product to another outlet and cable that are known to function.
- Check environmental conditions: Make sure the product is used in a dry, water-free environment. If the charging location is humid or there are conductive materials, try moving to a different location.
- Restart the product: Disconnect the product from the power supply, wait a few minutes to reconnect and see if the ground alarm is still triggered. If the problem persists, further technical support may be required.
- Contact after-sales services: If the above steps do not solve the problem, it may be that the hardware of the product itself or the internal grounding detection system is faulty. Contact after-sales services or technical support for detailed inspection and repair.

Problem

Overheating

Possible solution

- Check ventilation and placement: Make sure there is enough ventilation around the product and avoid placing it in a closed or unventilated place. If the product is placed in a small space, try to move it to an open and well-ventilated area.
- Reduce ambient temperature: If the product works in a high temperature environment, try to move it to a cool place or avoid using it during high temperature periods. In addition, use a sunshade or other protective measures to reduce the impact of ambient temperature on the product.
- Reduce charging power or time: If the overheat warning occurs during long-term high-power charging, consider reducing the charging power or charge in stages to allow the product enough time to cool down.
- Check cables and charging connectors: Make sure cables and charging connectors are securely attached and free of damage. If cables or charging connectors are found to be overheated or damaged, replace them immediately and contact after-sales services.
- Restart the device: Disconnect the product from the power supply and wait for the product to cool down before restarting. If the problem persists, avoid continuing to use it to prevent damage to the product.

Problem

Overheating

Possible solution

- Contact after-sales services: If the above methods do not solve the problem, it may be an internal hardware failure of the product or a failure of the cooling system. Contact after-sales services or professional technicians for maintenance or replacement of the product.

Problem

Over-/Under-voltage

Possible solution

- Check power supply voltage stability: Use a voltmeter or outlet tester to check whether the voltage of the outlet is within the normal range (usually 230 V / 400 V ± 10%). If the voltage fluctuates greatly or is unstable, contact the power company to check the stability of the power grid.
- Check cables and plugs: Make sure the cables and plugs are firmly connected and free of looseness or poor contact. If the cables or plugs are damaged, replace them immediately.
- Replace the power adaptor or outlet: If the power adaptor or outlet is broken or malfunctions, try replacing it with another outlet or adaptor to see if the problem is resolved.
- Avoid extreme weather use: In thunderstorms or extreme high temperature conditions, avoid using the product to prevent voltage fluctuations from affecting the normal operation of the product.
- Restart the product: Disconnect the product from the power supply, wait a few minutes to reconnect and see if the under-voltage alarm is still triggered. If the problem persists, further technical support may be required.
- Contact after-sales services: If the above methods cannot solve the problem, it may be an internal hardware failure of the product or a failure of the voltage detection system. Contact after-sales services or professional technicians for detailed inspection and repair.

Problem

Over-current (RCD)

Possible solution

- Check cables and plugs: Carefully check the cables and plugs of the product for damage or abnormalities. If the cable is damaged, worn or the plug is loose, stop using it immediately and replace it with a new cable or plug.
- Make sure the environment is dry: Make sure the product is used in a dry environment and avoid operating in a humid or watery place. If the product or cable has been soaked in water, it should be thoroughly dried before trying to use it.
- Check the outlet grounding: Use a outlet tester to check whether the outlet is properly grounded. If the grounding is poor, contact an electrician to repair the grounding problem of the outlet, or replace it with a outlet with good grounding.
- Replace the outlet or power adaptor: If the outlet or power adaptor are broken or malfunction, try with another functioning outlet or adaptor to see if the over-current warning still occurs.

Problem

Over-current (RCD)

Possible solution

- Restart the product: Disconnect the product from the power supply and wait a few minutes to reconnect. If the problem persists, further technical support may be required.
- Contact after-sales services: If the above methods cannot solve the problem, it may be an internal hardware failure of the product or a failure of the voltage detection system. Contact after-sales services or professional technicians for detailed inspection and repair.

Problem

Overload

Possible solution

- Use appropriate cables and outlets: Make sure that the cables and outlets can carry enough current. Using cables or outlets with lower rated currents may cause overloads under high loads.
- Restart the product: Disconnect the product from the power supply and wait a few minutes to reconnect. After restarting the product, observe whether the overload warning still appears.
- Check the current stability of the power grid: If the overload alarm appears when the product starts or the power grid fluctuates, it is recommended to check the current stability of the power grid or try to use the product at other time periods to avoid current fluctuations.
- Contact after-sales services: If the above methods cannot solve the problem, it may be an internal hardware failure of the product or a failure of the voltage detection system. Contact after-sales services or professional technicians for detailed inspection and repair.

Problem

Miscellaneous

Possible solution

- Restart the product: Disconnect the product from the power supply and wait a few minutes to restart the product. Sometimes a simple restart can solve temporary or unknown problems.
- Check cables and connection sequence: Check that all cables and connections are secure, free of looseness or damage. If a problem is found, replace the faulty cable or plug. The wiring sequence should be connected according to the standard wiring sequence, and the zero-fire wire cannot be reversed.
- Check product and environmental conditions: Ensure that the product is used in a suitable environment (for example, temperature and humidity are within the normal range), and avoid operating the product under extreme conditions.
- Update firmware or software: If the product supports firmware or software updates, check for available updates and install them in a timely manner to fix possible vulnerabilities or improve product performance.

Problem
Miscellaneous
Possible solution
• Contact after-sales services: If the above measures do not solve the problem, it is recommended to contact the after-sales services or technical support team of the product for further diagnosis and repair.

NOTICE

» If the solutions did not solve the problem, stop using the product. Contact customer service for support.

12 ACCESSORIES

⚠ WARNING

» Since accessories, other than those offered by ECOPOINT, have not been tested with this product, use of such accessories with this product could be hazardous. To reduce the risk of injury, only ECOPOINT recommended accessories should be used with this product.

For assistance regarding accessories, please email sales@ecopointcharger.com.

13 DISPOSAL

The Waste Electrical and Electronic Equipment (WEEE) laws aim to minimise the impact of electrical and electronic goods on the environment and human health, by increasing re-use and recycling and by reducing the amount of WEEE going to landfill. The symbol on this product or its packaging signifies that this product must be disposed separately from ordinary household wastes at its end of life. Be aware that this is your responsibility to dispose of electronic equipment at recycling centres in order to conserve natural resources. Each country should have its collection centres for electrical and electronic equipment recycling. For information about your recycling drop off area, please contact your related electrical and electronic equipment waste management authority, your local city office, or your household waste disposal service.

14 TRADEMARKS

The Bluetooth® word mark and Logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by ECOPOINT is under license. Other trademarks and trade names are those of their respective owners.

Bluetooth®

Google Play™ and Android™ are trademarks of Google LLC.
App Store™ is a trademark of Apple Inc.

15 SERVICE INFORMATION

For technical advice, repair or genuine factory replacement parts, please email info@ecopointcharger.com.

15.1 TWO YEARS LIMITED WARRANTY

The manufacturer warrants this product against defects in material and workmanship for a period of two (2) years from the date of retail purchase by the original end-user purchaser (“Warranty Period”).

If there is a defect and a valid claim is received within the Warranty Period, the defective product can be repaired, replaced or refunded, without charge, in the following ways: (1) Return the product to the manufacturer for repair, replacement, or refund at their discretion. Proof of purchase may be required by manufacturer. (2) Return the product to the retailer where product was purchased for an exchange (provided that the store is a participating retailer). Returns to the retailer for exchange should be made within the retailer’s return policy time period (usually 30 to 90 days after the sale). Proof of purchase may be required. Please check with the retailer for their specific return policy regarding returns that are beyond the time set for exchanges.

This warranty does not apply to: accessories, bulbs, fuses and batteries; defects resulting from normal wear and tear, accidents; damages sustained during shipping; alterations; unauthorized use or repair; neglect, misuse, abuse; and failure to follow instructions for care and maintenance for the product.

This warranty gives the original retail purchaser specific legal rights and the purchaser may have other rights which vary in certain states or provinces. This product is not intended for commercial use.

16 SPECIFICATIONS

	EMP-316-TC2	EMP-332-TC2
Rated input voltage	380-415 V~ 50/60 Hz	220-415 V~ 50/60 Hz
Rated input current	16 A	32 A
Output voltage	3P+N+PE; 380-415 V~	1P+N+PE: 220-240 V~* 3P+N+PE: 380-415 V~
Protection class	I	
Adjustable output current	8 to 16 A	8 to 32 A
Output power	max. 11 kW	max. 22 kW
Connectivity	Bluetooth	
Protection	30 mA RCD, Type A with 6 mA DC Overload/short-circuit/over-current/overheat protection	
Enclosure material	Aluminium	
Charging status	Corresponding LED indicator	
Charging connector	Type 2 with 5 m cable , IP55	
Power plug	CEE plug 5 pin with 1 m cord, IP44	depending on cable adapter used
Connection method	Case C	
IP protection	IP66	
Impact rating	IK10	
Operating temperature	-30 °C to +50 °C	

*For single-phase power plug replacement only.

	EMP-316-TC2	EMP-332-TC2
Dimensions (L × W × H)	328 × 72 × 87 mm	
Unit weight	6.3 kg	6.5 kg
Compliance	IEC 61851-1:2017 EN 61851-1:2019 EN IEC 61851-21-2:2021 EN 300 328 V2.2.2 EN 301 489-1 V2.2.3 (2019-11) EN 301 489-17 V3.2.4 (2020-09) EN 62479:2010 IEC 62955:2018 IEC 62752:2016	

*EMP-332-TC2 with cable adapter

INOVUS Technology Co., Ltd
Add: No.201, Weiwu Road, Yueqing Economic Dev. Zone, Zhejiang, 325600, PRC
Email: Info@ecopointcharger.com