# Electric Vehicle AC Charger

**EV Series**

EV Life

EV Life Plus

EV Premium

## User Manual

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Version:v2.0 Date: 202510

# CONTENT

**1. Safety Instructions....1**
**2. Packing List....3**
**3. Product Introduction....4**
**4. Specification....5**
**5. Installation Instructions....7**
5.1 Safety Requirements....7
5.2 Installation Requirements....9
5.3 Required Area for Placing and Maintaining....10
5.4 Tools and Materials Required....11
5.5 Installation Steps....12
**6. Operating Instructions....17**
6.1 LED Indication and Operation Status....17
6.2 Basic Operation....18
**7. aConnect Setting....19**
**8. Troubleshooting....23**
**9. Warranty and Maintenance....26**
9.1 Warranty....26
9.2 After-Sales Services....27
9.3 Daily Maintenance....28
9.4 Removal, Recycling and Disposal....29
**Regulatory Information....30**
**Appendix NEMA 14-50....31**

# Revision History

| Version | Date | Description | Author |
|---|---|---|---|
| V1.0 | 2024 | • First edition. | Design team |
| V2.0 | 2025/07/25 | • Typesetting and technical specifications updated.<br>• Remove bracket A. | Tammy |
| | | | |
| | | | |

# 1. Safety Instructions

When using electrical products, basic safety precautions should always be observed. This manual contains important instructions which must be followed during installation, operation and maintenance to ensure safe and reliable use.

- This device must be properly grounded.
- Do not install or use the charger near flammable, explosive, corrosive, or combustible materials, chemicals, or vapors.
- The EVSE should be installed only by a licensed contractor and/or licensed technician. Obey all national and local building codes, electrical codes, and safety standards.
- It is the responsibility of the owner/installer/ operator to determine the appropriate handling equipment and methods for moving the equipment safely.
- Do not use the charger when either you, the vehicle or charger is exposed to severe rain, snow, or other severe weather.
- Do not use adapters or extension cords, as they may cause overheating or malfunction.
- Do not pull the charging cable forcefully, damage it with sharp objects, or insert fingers or foreign objects into any part of the connector.
- Do not attempt to open, disassemble, repair, tamper with, or modify the charger. Contact MSI Customer Service if you have any questions or require the replacement or repair of any parts.
- Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indication of damage.
- This device should be supervised when used around children.
- If low-frequency devices interfere with flight safety or legal communications, they must be deactivated immediately.
- It is recommended to use no more than 80% of the rated current of the outlet and breaker when using this product.
- For stable operation, it is recommended to install the EVSE on a dedicated circuit and avoid sharing it with other electrical devices to reduce the risk of malfunction or safety issues.
- Before installation, ensure compliance with all applicable

local, national, and international codes and safety standards. Confirm the cable diameter, wire type, and temperature rating. It is recommended to use XLPE-insulated copper conductors rated at 90°C.

- Damage resulting from improper installation or testing is excluded from the warranty and may affect the vehicle, its battery, and associated components and equipment.
- The AC power cord is fitted with a NEMA plug and may only be used with NEMA 14-50 standard sockets.
- Do not disconnect the charger from the power supply during charging.
- It is normal for the charging cable to become approximately 10°C warmer than the ambient temperature during charging due to the high current flow.

## Symbol

The symbols appearing in this manual indicate the following meanings:



**WARNING :** Indicates an imminently hazardous situation which, if not avoided, will result in serious injury or death.



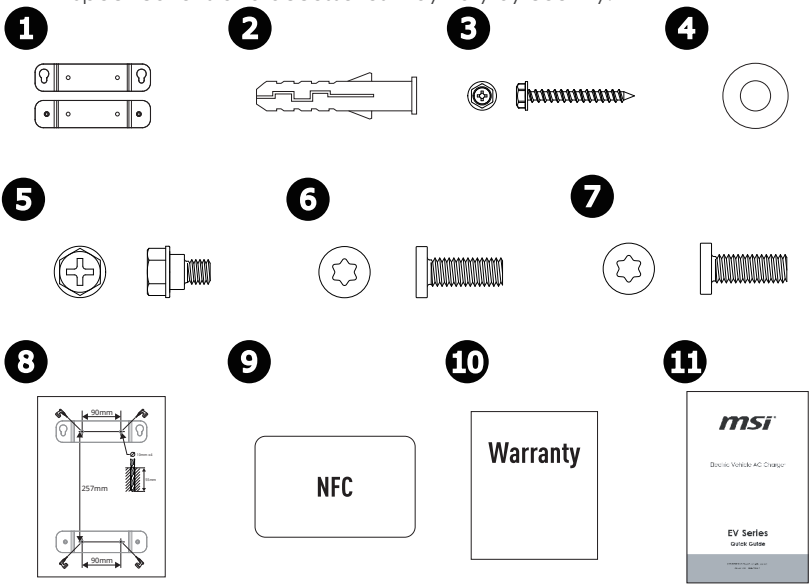
**CAUTION :** Indicates a potentially hazardous situation which, if not avoided, could result in injury, but is not life-threatening.



**NOTICE :** Provides helpful tips to improve the safe and efficient use of the equipment.

# 2. Packing List

* Specifications and accessories may vary by country.




| No. | Item | Qty | Description |
|---|---|---|---|
| 1 | Wall-mount bracket | 1 | Securely mounts the charger to the wall or other suitable surface. |
| 2 | M10 Plastic Wall Anchor | 4 | Inserted into the wall to allow the tapping screws to fix the wall bracket. |
| 3 | M6 Self-tapping screw | 4 | Screwed into the Plastic Wall Anchor to secure the wall-mount bracket. |
| 4 | M6 Washers | 4 | Used to increase the contact area of the tapping screws. |
| 5 | M6 Step screws | 2 | Used to secure the rear side of the charger. |
| 6 | M6 Waterproof screws | 2 | Used to secure the charger to the wall-mount bracket. |
| 7 | M3 Torx screws | 6 | Used to fasten the bottom cover to the charger. |
| 8 | Drill Template | 1 | EV Charger Positioning Drawing |
| 9 | NFC Card | 2 | Used for charging authentication |
| 10 | Warranty Card | 1 | Product Warranty and Quality Assurance |
| 11 | Quick Guide | 1 | EV Charger Setup Instructions |

**NOTICE** :

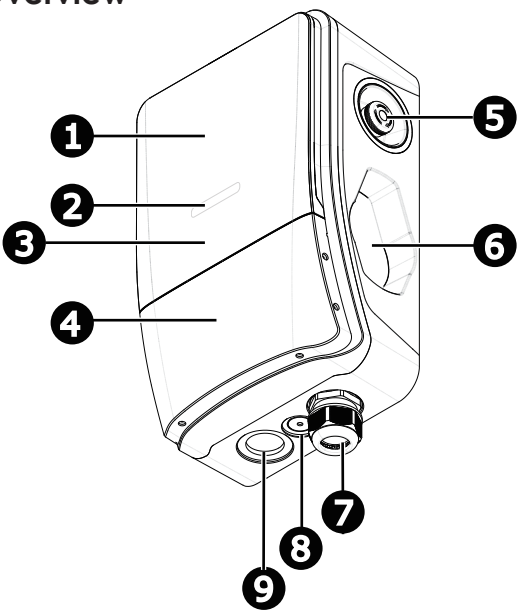
- If any of the above items are damaged or missing, please contact your retailer.
- NFC cards are included only with the Life+ and Premium models and are not supplied with the Life model.

# 3. Product Introduction

Thank you for choosing the MSI EV charger.This product is designed to provide a reliable, stable, and efficient charging solution for both Battery Electric Vehicles (BEVs) and Plug-in Hybrid Electric Vehicles (PHEVs).

The MSI EV charger has a user-friendly interface and is easy to install. It is safety certified and provides excellent waterproof and dustproof protection, making it suitable for home and commercial use.

## Product Overview




| Item | Description |
|---|---|
| 1 | 7" LCD Screen |
| 2 | LED Light Indication |
| 3 | RFID Reader |
| 4 | Bottom Cover |
| 5 | Emergency Stop Button |
| 6 | Dummy Socket |
| 7 | Charging Cable Inlet |
| 8 | LAN Cable Inlet(12.7mm or 0.5in) |
| 9 | AC Power Inlet(25.4 mm or 1in) |

# 4. Specification

## Basic

| Model Name | EV Life | EV Life Plus | EV Premium |
|---|---|---|---|
| Voltage Rating | Single-phase 200~240 VAC | | |
| Frequency | 50/60 Hz | | |
| Rated Output Current | 60A | | |
| Output Interface | Type1/NACS | | |
| Number of Phase | L1, L2/N, PE | | |
| Standby Power | 1.6W | 6.6W | 9.0W |

## Mechanical

| Dimensions(mm) | W 229.6 x H 354.6 x D 125 | | |
|---|---|---|---|
| Weight(kg) | 6.5 | 6.9 | 7 |
| Cable Length(m) | 7.5 | | |
| Ingress Protection | IP55 | | |
| Anti-vandalism | IK08 | | |
| Cooling | Natural cooling | | |
| Installation Type | Wall-Mount | | |

## Protection

| Input Protection | Over Voltage Protection、<br>Under Voltage Protection、<br>Residual Current Protection、<br>Surge Protection Device、<br>Ground Fault Detection、<br>Over Load Protection |
|---|---|
| Output Protection | Over Current Protection、<br>Control Pilot Fault、<br>Over Temperature Protection、<br>Automatic Charging Recovery |
| Internal Protection | Charging delayed after power recovery |

## Regulations

| | |
|---|---|
| Safety | CNS15511(VPC)、UL 2594、UL2231、UL1998、IEC 61851-1、IEC 61851-21-2、EN30148、ISO27001 information security certification |
| Standards | IEC60068-2-11、ASTM B117 |

## Environmental Conditions

| | |
|---|---|
| Operation Temperature | -30°C to +50°C |
| Relative Humidity | 95%(non-condensing) |
| Altitude | 3000m |

## User Interface and Control

| Model Name | EV Life | EV Life Plus | EV Premium |
|---|---|---|---|
| User Interface | LED | LED | LED + 7"LCD |
| Button | Emergency Stop | | |
| User Authorization | | | |
| APP | ● | ● | ● |
| Scheduled | ● | ● | ● |
| RFID Cord | – | ● | ● |
| QR code | – | – | ● |
| Communication | | | |
| Bluetooth | ● | – | – |
| Ethernet | – | ● | ● |
| Wi-Fi | – | ● | ● |
| 4G LTE | – | Optional | Optional |
| RS485 | – | Optional | Optional |
| Charging Record | – | ● | ● |
| OCPP1.6J | – | ● | ● |

- Displayed values (voltage, current, power) may differ from actual by ±5%.
- Max weight (including cable):16 kg

# 5. Installation Requirements

## 5.1 Safety Requirements

### Safety guide

Read all the instructions before using and installing this product, please adhere to all applicable local, national, and international codes, laws, and safety standards.

- Read this user manual thoroughly and make sure to review all local building and electrical codes before installing the AC charger.
- A qualified technician should install the AC charger according to the user manual and local safety regulations.
- A Residual Current Circuit Breaker (RCCB) must be installed with each charger. If not installed as required, it may result in electric shock.
- No extension cable or adaptor shall be used when connecting the electric vehicle to the electric vehicle power supply device.
- The effect of the distance between the distribution box and the equipment on voltage drop should be considered during installation.
- Ensure the charger is properly grounded, and that the ground resistance is less than 500 Ω to ensure safety.
- Tighten the terminal block screws to the specified torque to prevent poor contact, which may cause overheating or carbonization at the contact point.
- Ensure all wiring is properly connected using fully crimped terminals to prevent poor contact, which may cause overheating or carbonization at the contact point.
- Ensure all wires are enclosed in specified conduits and fittings to avoid exposure, damage, or hazards.

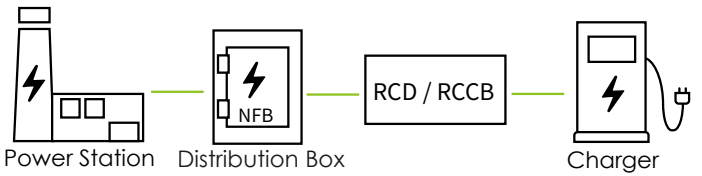
### Electrical Circuit Protection

Installation of an appropriate RCD/RCCB is required to safeguard personnel and equipment.
The following are two common configuration methods:

**Option 1: Standalone Protection**

- NFB :Provides overcurrent and protection.
- RCD / RCCB :Trips the circuit upon leakage detection.

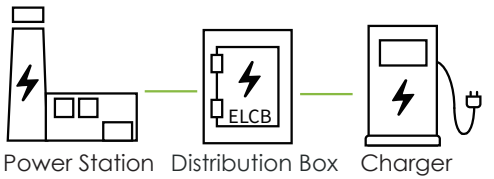
Refer to the following :NFB + RCD / RCCB




**Option 2:Integrated Protection**

ELCB :Suitable for limited-space installations, offering both overcurrent and leakage protection.

Refer to the following :ELCB




### Circuit Breaker

| Circuit breaker (A) | Max. output (A) | Power output:220V (kW) |
|---|---|---|
| 80 | 60 | 13.2 |
| 60 | 48 | 10.6 |
| 40 | 32 | 7 |
| 30 | 24 | 5.3 |
| 20 | 16 | 3.5 |

- Maximum power output requires the installation of a standard circuit breaker on a dedicated external circuit.
- Refer to local regulations for specific circuit breaker requirements.

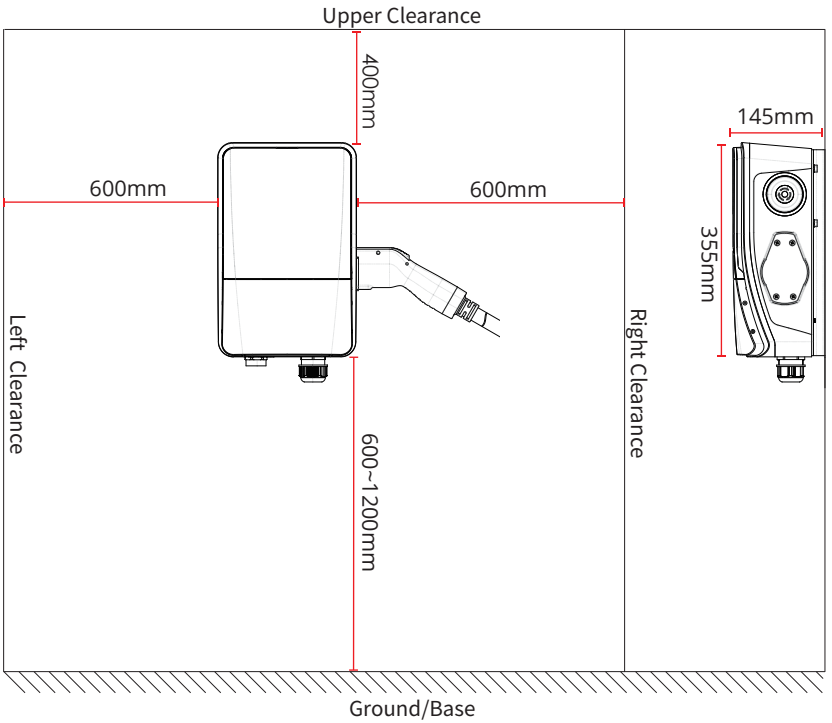
## 5.2 Installation Requirements

**Pre-Installation Site Requirements**

Before starting the installation, ensure that all workplace condition requirements are met.

- To avoid potential issues, the installation site should be dry, allow unimpeded airflow, and be protected from direct sunlight.
- Ensure that the wall is completely flat and can adequately support the unit's weight.
- To avoid potential issues, only authorized personnel are allowed access.
- Ensure the power supply has the correct rated voltage and current for the EV charger.
- The product must be properly grounded, and all connections shall comply with applicable electrical codes.
- Do not install or operate the product outside the ambient temperature range of -30°C to +50°C.
- All wiring must be neatly arranged to prevent interference with internal components.
- Ensure the wire type, diameter, current rating, and temperature rating comply with the local electrical standards and requirements in your local area.
- After wiring is completed, perform proper waterproof sealing.
- To prevent electric hazards or device failure, the equipment shall not be subjected to excessive impact.
- Use a soft dry cloth or a well-wrung damp cloth to clean the surface during installation.

## 5.3 Required Area for Placing and Maintaining




Installers should adjust the installation position according to the required installation space.

The required clearance space is as follows:

- The distance between chargers shall range from 600mm (23.6 in) to 1200mm (47.2 in).
- Top clearance:400 mm (15.75 in)
- Left and right clearance: 600 mm (23.6 in), to ensure unimpeded airflow.

## 5.4 Tools and Materials Required

**Tools**

| No. | Description |
|---|---|
| 1 | Phillips screwdriver(#1) |
| 2 | T10 Torx screwdriver |
| 3 | Wire stripper 5.5～22mm²(AWG 10～4) |
| 4 | Crimping Pliers for Ring Terminal 5.5～22mm²(AWG 10～4) |
| 5 | Cordless Drill |
| 6 | Masonry Drill Bit Φ10 L100×160mm |
| 7 | StepDrill 12.7mm(1/2in) |
| 8 | Level Ruler |
| 9 | Voltmeter or Digital Multimeter |
| 10 | Pencil or Marker |

**Materials**

| Item | Spec | QTY | Remark |
|---|---|---|---|
| Ring Terminal | M6 (6.4mm) | 2 | The component is certified by UL. |
| Ring Terminal | M4 (4.3mm) | 1 | The component is certified by UL. |
| Insulated Tube | L1、L2/N、PE | 3 | Rated for 90°C or higher temperature. |
| Cable Gland | 1" (25.4mm) | 1 | Protects input power. |
| Cable Gland | 1/2" (12.7mm) | 1 | Protects network communication. |
| Conduit | 1" (25.4mm) | Refer to the on-site wiring. | Protects input power. |
| Conduit | 1/2" (12.7mm) | Refer to the on-site wiring. | Protects network communication. |
| Distribution Box | Refer to the on-site wiring | 1 | Installation for RCD/ ELCB/NFB |
| NFB | Installation must comply with local electrical regulations. | | |
| ELCB | Installation must comply with local electrical regulations. | | |
| RCD | Installation must comply with local electrical regulations. | | |

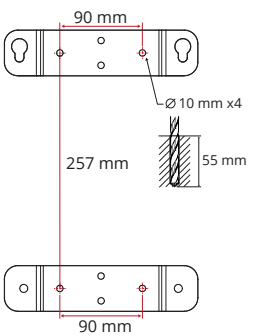
## 5.5 Installation Steps

**Before installation**

- Before installing the wall-mounted back panel, verify that the wall can support at least 40kg (88.2lbs) of load.
- This device must be grounded, disconnect electrical power prior to installation.
- Heat shrink tubing rated for 300V must be used on the LAN cable.
- To ensure proper protection inside the EV charger, install waterproof connectors and metal conduits on the power and LAN Cable Inlet.
- Do not bend, damage, or expose electrical wires to heat or discoloration, as this may cause abnormal heating and safety hazards.
- Do not use sharp objects to fix or secure the wires, as this may damage their insulation.

**Step 1. Drilling Marker**

Before starting the installation, ensure that the installation site structure is suitable for the actual conditions

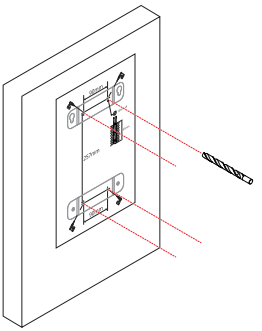


## Step 2. Drilling Marker Holes

Use the Drill template to select the desired location, and mark the four mounting holes with a pencil or similar tool.

Using a Ø10 mm (3/8 in. or 0.39 in.) masonry drill bit and a power drill, drill holes at the marked points.

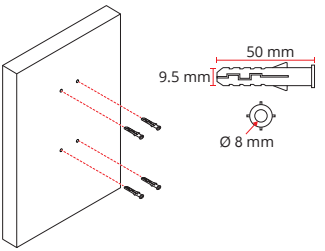
- Drilling depth : 55 mm (2.17 in. or 2 3/16 in.)



## Step 3. Anchor Insertion

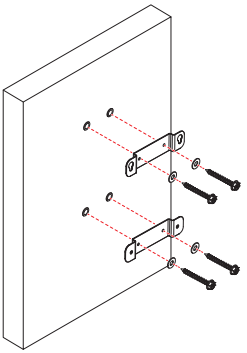
After drilling, insert the four plastic wall anchors provided in the accessory package into the wall.

- **Plastic Wall Anchor**
  size : Ø10 mm (3/8 in.)
  Length : 50 mm (1.97 in.)



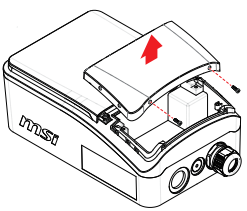
## Step 4. Mounting Bracket

Align the bracket with the expansion bolts, fix it to the wall using the 4 self-tapping screws and washer provided, and torque all screws and washers to 10.9 N·m.



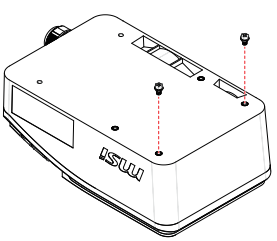
## Step 5. Remove the Cover

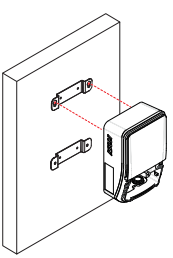
Remove the two screws on the Front Cover using a T10 Torx screwdriver and take off the cover.




## Step 6. Mounting the EV Charger

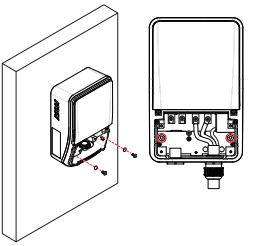
After installing the two M6 stepped screws (provided in the accessory package) onto the back of the EV charger, hang the unit onto the wall-mounted bracket.



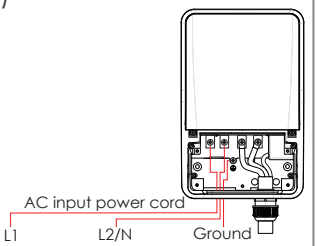
## Step 7. Secure the EV Charger

Use the two M6 waterproof screws with O-rings and washers to attach the EV charger to the wall-mounted bracket.



## Step 8. AC Power Cord Installation

Insert the AC input cable (current-rated) from the bottom of the EV charger and connect L1, L2/N, and Ground using Ring terminals.




**Ring terminals (UL-Listed)**

- L1 and L2/N :
  Size : M6 (Ø6.4 mm) Torque : 1.8 N·m.
- Ground :
  Size : M4 (Ø4.3 mm) Torque : 0.8 N·m.

**CAUTION** : All wiring must be neatly arranged to prevent interference with internal components.

| Amps | AC input power cable |
|---|---|
| 60 | 4AWG (22mm²), 90°C |
| 32 | 6AWG (14mm²), 90°C |

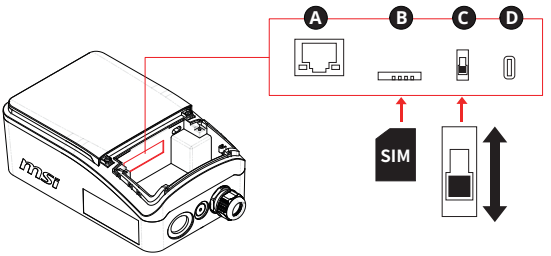
## Step 9. Optional Components

**A. LAN Port**
EV Life Plus and EV Premium offer an optional LAN port for wired connection.

**B. SIM Card Slot (Optional)**
EV Life Plus and EV Premium offer an optional SIM card slot for LTE/4G connection. Insert a SIM card if needed.

**C. Testing Switch**
Always keep the switch in the down position. This is for internal testing only. Switching it up may cause abnormal startup or crashes.

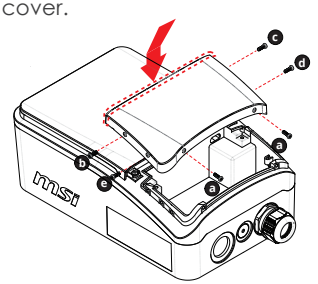
**D. USB-C Testing Port**
This port is for internal use and optional meter accessory.




## Step 10. Installation Complete

Position the outer cover at a 30° from top to bottom.
Push it upward firmly to secure it in place.
Tighten six M3 screws (provided in the accessory package) in the sequence shown in the diagram.

**NOTICE** : If your device is the EV Life Plus, connect to Wi-Fi before installing the bottom cover.



# 6. Operating Instructions

## 6.1 LED Indication and Operation Status

Applicable to Charging 10I + HMI 10I and later versions.

| Status | Description |
|---|---|
| Charging<br>Plugged In / Ready (Terminated)<br>Plugged In / Ready (Complete) | Blue(Flicker) |
| Connected to CSMS<br>*Charger linked to device via Wi-Fi/ Bluetooth. | Blue(Constantly Bright) |
| Searching for CSMS<br>*Waiting for charger to connect to Wi-Fi. | White(Flicker) |
| Network disconnected<br>*CSMS not connected; Wi-Fi / Bluetooth disconnected between charger and device. | White(Constantly Bright) |
| Authenticating RFID | White/Blue(Flicker) |
| Authorize RFID Pass | Green steady for 3 seconds, then back to blue/white. |
| Authorize RFID Fail | Red steady for 3 seconds, then back to blue/white. |
| Software Downloading | Orange(Constantly Bright) |
| Software Updating | Purple(Constantly Bright) |
| Waiting for connector | Green(Flicker) |
| Unplug connector | Green(Breathing) |

## 6.2 Basic Operation

**CAUTION:**

- To ensure the safety of both the equipment and the vehicle, the charger must be connected to a properly grounded power source to prevent damage to the charger or the electric vehicle.
- Wait at least 10 seconds before reconnecting or disconnecting the power cord to prevent equipment damage.

**User Information and Support**

- If this is your first time using the EV charger, follow the display instructions to set up your account or provide payment details.
- For any questions or malfunctions during use, contact your distributor for prompt support.
- For any issues during the verification process, please consult the "Troubleshooting" section or contact support.

If the charger fails to start, please follow the steps below for initial inspection:

1. Ensure the power is turned on.
2. Ensure all power connections are secure and correct.
3. Ensure the charger is connected to a network (LAN or Wi-Fi).
4. Check the LED indicator

- Blue or Purple:Charger is working.
- Red:Abnormal condition detected; system inspection may be required.

If this still does not resolve the issue, contact the MSI customer service team.

**Charging Procedures**

After setup and verification, the charger is ready.

1. Ensure the vehicle is fully parked before charging and the vehicle connector is connected to the vehicle inlet.
2. The charger will begin communicating with the vehicle. Select the correct charging parameters as instructed on the screen.
3. Wait for the charging process to complete.
4. Unplug the connector from the vehicle and return it to the holder.

# 7. aConnect Setting

This quick guide is for MSI EV Life, EV Life Plus, and Premium (household models).

- First, scan the QR code to download the aConnect app. Then, sign up and activate your account to proceed.

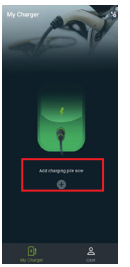
GET IT ON Google Play

Download on the App Store

## EV Charger Setup

### Step 1. Connect to Wi-Fi

Open the "aConnect" app to connect to the charger and set up the Wi-Fi connection.




### Step 2. Find the Device

**NOTICE** : Ensure that Bluetooth is enabled on your device.

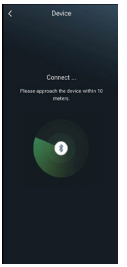
**EV Life**

1. Tap "Manually add device".
2. Searching for the device.
3. When the search is complete, select the detected Bluetooth device from the list.

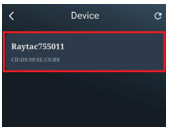
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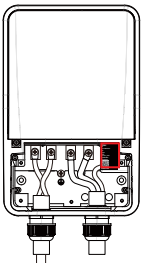


### EV Life Plus

Use your device's camera to scan the QR code on the label inside the charger or on the label in the zipper bag.

**NOTICE** : The charger Wi-Fi password will be automatically imported.



### EV Premium

Use your device's camera to scan the QR code on the left side of the charger to view the SSID name.



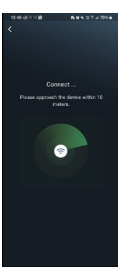

## Step 3. Connection and Binding Steps

### EV Life Plus / EV Premium

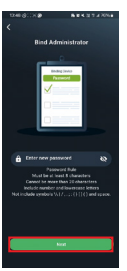
### Offline Mode

1. Wait for the connection to complete.
2. Enter the admin binding password, then tap "Next".
3. Select "Offline Mode".

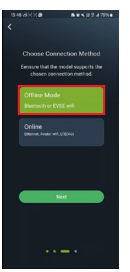
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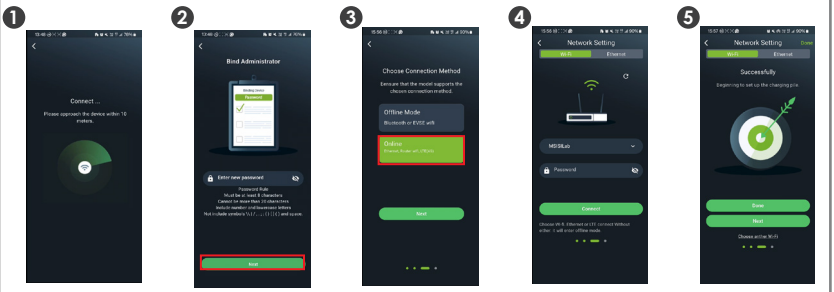

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## EV Life Plus / EV Premium

### Online Mode – Wi-Fi

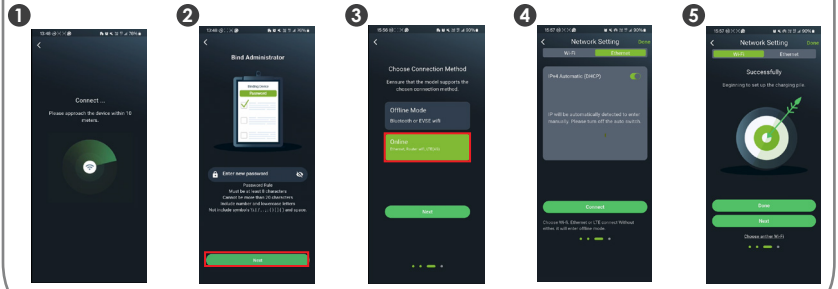
1. Wait for the connection to complete.
2. Enter the admin binding password, then tap "Next".
3. Select "Online Mode".
4. Choose a Wi-Fi network and set the SSID.
5. Setup is complete.




## EV Life Plus / EV Premium

### Online Mode – Ethernet

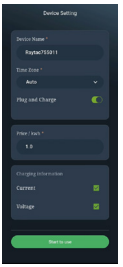
1. Wait for the connection to complete.
2. Enter the admin binding password, then tap "Next".
3. Select "Online Mode".
4. Ethernet setup is supported.
5. Setup is complete.



## Step 4. Connection Complete

### EV Life

After the connection is complete, tap "Start to use" to complete the setup.

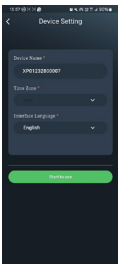


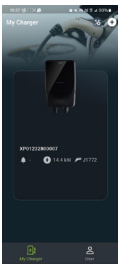




### EV Life Plus / EV Premium

After configuring the time zone and language settings, tap "Start to use" to complete the setup.



# 8. Troubleshooting

In the event of a problem or issue with the EV charger, refer to the troubleshooting guide below:

1. **The EV charger does not start charging the EV.**

- Check the connection between the EV and the EV charger.
- Ensure that the EV charging connector is properly plugged into the charging port of the EV.

2. **The EV charger stops charging the EV before the battery is fully charged.**

- Check the power source and make sure it is providing adequate power to the EV charger.
- Check the EV and charging cable for damage or issues that may be causing the charging to stop prematurely.

3. **The EV charger is not providing any power.**

- Check the power source and make sure it is functioning properly.
- Check the EV charger for any damage or issues that may be preventing it from providing power.

| Error Code | LED Summary | User Information | Solution |
|---|---|---|---|
| -1 | ●●●●● | No communication between Charging board and HMI | Restart the EVSE. If the situation persists, contact customer service. |
| 1 | ●○○○○ | InternalError | Contact customer service. |
| 2 | ○○○●● | GCF Initial Fault | (1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 3 | ○○○●● | GFCI Fault1 | (1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 4 | ○○○●● | GFCI Fault2 | (1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 5 | ●●○○○ | Ground Failure | Check if the grounding wire is loose. Please contact a qualified electrician to inspect the electrical system. |

| | | | |
|---|---|---|---|
| 6 | ●●○○○ | Ground Failure | Check if the grounding wire is loose. Please contact a qualified electrician to inspect the electrical system. |
| 7 | ●●○○○ | L/N Reversed | Check if the L/N power connections of the EVSE are reversed.Please contact a qualified electrician to inspect the power phase. |
| 8 | ○○●○○ | Communication Failure | (1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 18 | ●●●○○ | Power Switch Failure | (1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 19 | ●●●○○ | Power Switch Failure | (1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 20 | ●●●○○ | Power Switch Failure | (1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 21 | ●●●○○ | Power Switch Failure | (1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 22 | ○●●●● | Over Current Failure | (1) Re-plug connector to EV.<br>(2) Restart the EVSE.<br>(3) If the situation persists, please contact customer service. |
| 24 | ●●●●○ | Over Voltage | Measure input voltage is correct or not. |
| 25 | ●●●●○ | Under Voltage | Measure input voltage is correct or not. |
| 26 | ●●●●○ | Abnormal Temperature | (1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 27 | ●●●●○ | Abnormal Temperature | (1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 28 | ●●●●○ | Abnormal Temperature | (1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |

| | | | |
|---|---|---|---|
| 30 | ●●●●● | Illegal Charging | (1) Re-plug connector to EV.<br>(2) Restart the EVSE.<br>(3) If the situation persists, please contact customer service. |
| 33 | ●●●●● | Emergency Stop | Pull out the emergency stop button, then power off and restart. |
| 64 | ●●●●● | Abnormal Temperature | Cooling in progress.<br>(1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 104 | ●●●●○ | Abnormal Temperature | Cooling in progress.<br>(1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 106 | ●●●●○ | Abnormal Temperature | Cooling in progress.<br>(1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |
| 108 | ●●●●○ | Abnormal Temperature | Cooling in progress.<br>(1) Restart the EVSE.<br>(2) Check if the connector and cable are damaged. |

| Error Code | LED Summary | User Information | Solution |
|---|---|---|---|
| InstallationFailed | ●●●●● | Update failed | Contact customer service. |
| UI_ERROR | – | | EVSE will restart and recover automatically. |
| DownloadFailed | – | | Download file again. |
| X | ○○○○○ (White) | Offline | Check network connection. |

# 9. Warranty and Maintenance

## 9.1 Warranty

Read and obey the safety precautions at the beginning of this manual before installing, repairing, servicing, using, or removing this EVSE.

**Warranty Coverage**

- EVSE products bearing the original manufacturer's barcode are covered under the original hardware warranty.
- The hardware components covered under this warranty include the PCB, wireless network card, central processing unit (CPU), memory, display screen, 4G/LTE communication module, and Bluetooth module. Warranty coverage is determined by the original product serial number or barcode.
- The software modules of charging station products are also covered under the product serial number or barcode provided by the original manufacturer.
- Pre-installed software is covered in accordance with the terms of the applicable End User License Agreement (EULA) or any specific software licensing agreement.
- MSI assumes no responsibility for software-related issues. Customers should contact the respective software vendors directly for support or assistance.
- Warranty terms and conditions may vary by country or region, depending on where warranty service is provided and where the product was originally purchased.
- EVSE products are covered by a limited warranty in Taiwan. Warranty terms for other products are subject to the applicable regional limited warranty, based on the country or region of purchase.
- For warranty verification or service support, please contact the retailer or reseller from whom you purchased the MSI product.
- Cross-regional purchases made through online platforms (e.g., Amazon, Newegg, Lazada, Shopee) are subject to the limited warranty terms applicable in the country or region where the transaction is processed by the respective online retailer. Customers are advised to consult the warranty terms provided by the respective online retailer prior to purchase.

**Warranty Exclusions**

- Damage caused by improper use, maintenance, and/or storage.
- Damage or malfunction caused by a foreign object entering the unit.
- Damage or rendered non functional because of power surges, lightning, earthquake, fire, flood, pest damage, abuse, accident, misuse, negligence, or failure to maintain the product or other event beyond Supplier's reasonable control or not arising from normal operating condition.
- Damage due to the failure to observe the applicable safety regulations governing the proper use of the product.
- Damage caused by not using the spare parts provided by the original supplier.
- Damage caused to the product during delivery.
- Products not sold by MSI or authorized dealers (e.g., display items, rental items, etc.).
- Consumable parts subject to natural wear and tear (e.g., batteries, screws, connector, housings, emergency buttons, wall mounts, columns, etc.).
- Problems caused by product incompatibility with other hardware or software.
- Labor and service costs incurred from installation, disassembly, configuration, or related activities.
- Inability to provide valid proof of purchase.
- The product is out of warranty.

## 9.2 After-Sales Services

This charger has spare parts available for both in-warranty and out-of-warranty repairs. All repair and warranty services must be performed by technicians certified by MSI or authorized by the distributor to prevent safety or performance issues.

## 9.3 Daily Maintenance

- Avoid allowing moisture or water to enter the charger. If it does, immediately power off the charger and contact qualified maintenance personnel.
- If you notice any damage or contamination on the vehicle connector, charging cable, or connector holder, contact maintenance personnel immediately.
- Do not place the charger near heat, high temperatures, or hazardous substances such as flammable gases and corrosive materials.
- Do not place external objects or heavy objects on the charger, in order to avoid danger.
- Do not use organic solvents to clean the surface of the charger.

### Charger Maintenance

**WARNING :**

- Turn off the input power of the charger before performing any maintenance on the charger.
- If this issue occurs and cannot be resolved, contact the MSI customer service team.

| No | Item | per Use | Mth. | Ann. | Maintenance Method | Remarks |
|---|---|---|---|---|---|---|
| 1 | Connector<br>Cable<br>LED Indicator | V | | | Ensure that the EV connector is not broken, cracked, or damaged, and that the indicator light functions properly. | If the cable is worn or cracked, apply insulating tape and schedule repair or replacement. |
| 2 | Visual Inspection | V | | | Wipe with a clean dry cloth or anti-static cloth; if there is any snow on the charger or connector, remove it beforehand. | Do not use brushes, sponges, chemicals, or water for cleaning. |
| 3 | Inspection of Components | | V | | Ensure all power and communication cables and terminals for signs of oxidation, corrosion, looseness, or burn marks. | If components are loose or wiring is damaged, fix them before restarting and confirm operation. |

| | | | | | | |
|---|---|---|---|---|---|---|
| 4 | Installation Stability | | V | | Ensure the charger is securely mounted to the wall and free from looseness, detachment, tilting, dents, deformation, or other damage. | Tighten any loose parts. If any screws are broken or cannot be secured, contact the MSI customer service team. |
| 5 | Environmental Inspection | | V | | Regularly check that the fire extinguisher is functioning properly, the pressure is within range, and the expiration date is still valid. | If there are any safety concerns related to the fire extinguisher or the environment, do not operate the charger and arrange for immediate inspection or replacement. |
| 6 | Cable and Terminal Check | | V | | Ensure that the cable and terminals are not broken, cracked, loose, or damaged. | Tighten any loose parts. If any tubes or terminals are broken or show signs of moisture, contact the MSI customer service team. |
| 7 | Power Supply Grounding System RCD | | | V | Ensure all power and communication cables and terminals for signs of oxidation, corrosion, looseness, or burn marks. | If components are loose or wiring is damaged, fix them before restarting and confirm operation. |

## 9.4 Removal, Recycling and Disposal

- Dispose of the ESVE responsibly. Ask your city or local authorities for the address of your local recycling facility.
- Do not dispose of old electrical and electronic equipment with unsorted municipal waste. Please use designated collection or recycling facilities.
- Dispose of used rechargeable batteries at a designated local collection point.

# Regulatory Information

**Wireless Radio Use**

This device is restricted to indoor use when operating in the 2.4GHz, 5GHz, 6GHz frequency band.

Cet appareil doit être utilisé à l'intérieur.

당해 무선설비는 운용중 전파혼신 가능성이 있음.

この製品は、周波数帯域 2.4GHz, 5GHz, 6GHz で動作しているときは、屋内においてのみ使用可能です。

**NCC無線設備警告聲明**

工作頻率2.4GHz, 5GHz, 6GHz該頻段限於室內使用。

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

**Battery Information**

**European Union:**



Batteries, battery packs, and accumulators should not be disposed of as unsorted household waste. Please use the public collection system to return, recycle, or treat them in compliance with the local regulations.

**BSMI:**



廢電池請回收

For better environmental protection, waste batteries should be collected separately for recycling or special disposal.

**California, USA:**



The button cell battery may contain perchlorate material and requires special handling when recycled or disposed of in California .

For further information please visit:

http://www.dtsc.ca.gov/hazardouswaste/perchlorate/

**CAUTION:**There is a risk of explosion, if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer.

**Model Name**

Model:MS-XP01

# Appendix NEMA 14-50

If your charger has a NEMA 14-50 power cord, it can be plugged into a properly installed NEMA 14-50 outlet.

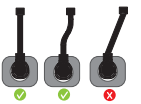
**Preparing for Installation**

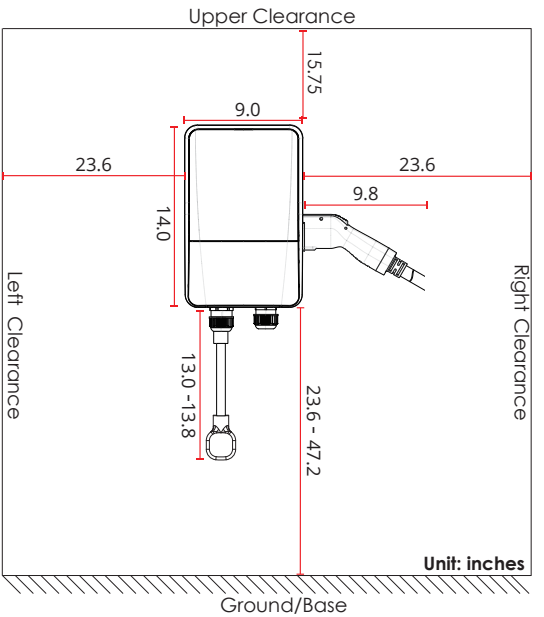
Before use, confirm your vehicle's charging current and ensure the breaker and wiring are correctly rated.

- Ensure that a certified electrician installs the unit according to local regulations.
- A NEMA 14-50 outlet typically uses a 240V, 50A circuit and supports up to 40A continuous charging (per NEC 80% rule).
- It is recommended to use a dedicated circuit to avoid sharing with other devices for better safety and stability.

**CAUTION** :

- Ensure the power cord has a gentle curve and is not stretched.






Installers should adjust the installation position according to the required installation space.

The required clearance space is as follows:

- The distance between chargers shall range from 600mm (23.6 in) to 1200mm (47.2 in).
- Top clearance:400 mm (15.75 in)
- Left and right clearance: 600 mm (23.6 in), to ensure unimpeded airflow.