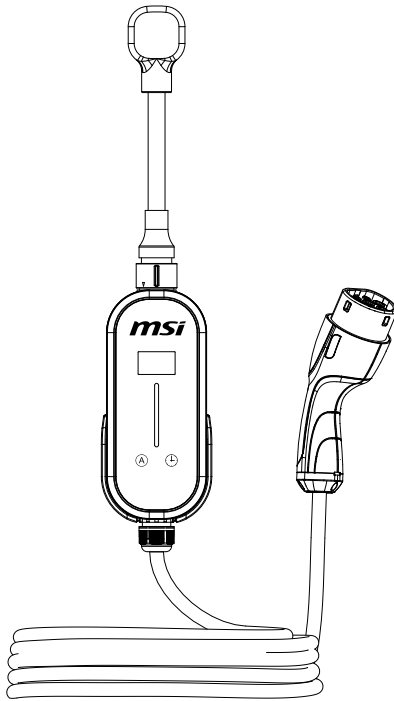




AC EV Portable Charger

EZgo

User Manual





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Revision History

Version	Date	Description
• V1.0	2025/02	First Issue
• V2.0	2026/02	Updated product specifications and hardware. Added regulatory notices and steps for removing.



1. Warranty and Disclaimer

1.1 Copyright Statement

- This manual and its illustrations are the copyrighted property of MSI. No part of the content may be reproduced, extracted, disclosed, or published without prior permission.
- Without prior written consent from MSI, this manual may not be added to, deleted from, reproduced, copied, modified, reprinted, translated, excerpted, publicly released, or distributed in either printed or electronic form.
- Unless otherwise agreed in writing, this partnership does not confer or transfer any patent rights, copyrights, trademarks, trade secrets, know-how, other intellectual property rights, or any other proprietary rights to any other party.

1.2 Disclaimer

- The Company reserves the right to make changes to this product without further notice.
- This manual is intended for operation or use of the product only.
- The content of this manual shall not be used as a substitute for any contractual conditions.
- The Company assumes no liability for the following:
- Losses beyond the scope of the prescribed remedies, such as personal time, business interruption, emotional distress, inconvenience, or travel delays.
- Expenses incurred as a result of the prescribed remedies (including towing, transportation, vehicle rental, service requests, telecommunications, shipping, or delivery).
- Liability for any loss or damage to data or software, or any issues related to service conditions.
- Malfunction or damage resulting from software installed by the user.
- Unless explicitly stated in the contract, the Company shall not be liable for any indirect, consequential, special, or punitive damages, nor for any claims brought by third parties.
- Any express or implied warranties, guarantees, or undertakings, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, or suitability for a specific application.



1.3 Warranty

Warranty Coverage

- Charger products shipped with the original manufacturer's barcode are covered under the original hardware warranty.
- Hardware components covered include the PCB board, central processing unit (CPU), memory, screen, Bluetooth module. Warranty coverage is determined based on the original product serial number or barcode.
- The software modules of Charger products are also warranted based on the product serial number/barcode from the original manufacturer.
- Pre-installed software is covered under the terms of the End User License Agreement (EULA) or the specific software licensing agreement.
- Customers should contact the respective software vendors directly for any issues related to the software.
- Product warranty terms may vary depending on the country or region where the warranty service is provided and where the product was purchased.
- Our chargers are covered by a limited warranty in Taiwan. Other products are subject to regional limited warranty terms based on the country or region of purchase.
- For warranty confirmation, please contact the retailer 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 provided in the country or region where the transaction is processed by the respective online retailer.

Warranty Exclusions

- Damage caused by accident, misuse, abuse, or force majeure events (including but not limited to lightning, power surges, earthquakes, fires, floods, and other natural disasters), improper use (including failure to follow instructions or warnings), poor maintenance, improper packaging, negligence, incorrect installation or testing, operational errors by users, or tampering with the product's serial number/barcode (including re-attached, forged, altered, or damaged barcodes that render the warranty period unidentifiable).
- Damage resulting from external factors, such as the use of non-MSI accessories or components, power supply abnormalities, data communication system failures, vehicle impact, improper



or intentional misuse by personnel, inadequate protective conduits, high-dust environments, or insufficient grounding.

- Modifications, alterations, repairs, or any services performed by unauthorized third parties that result in product damage.
- Accessories, devices, or equipment not originally bundled with the product or not provided by MSI.
- Loss or corruption of data, software programs, or removable storage media.
- Repositioning or dismantling of the product, its accessories, or installation equipment.
- Consumable and wear-and-tear items, such as batteries, screws, charging gun cables, charging connectors and holders, enclosures, outer covers, emergency stop buttons, wall brackets, and pedestals.
- Products or components for which local warranty cards, registration numbers, or purchase receipts (as issued by the MSI online store) cannot be provided, or where the serial number or label has been defaced, removed, or the product is reasonably determined by MSI to be stolen.
- Products not purchased through the MSI online store or not shipped under an official order, as well as products rented or displayed by third parties.
- Damages caused by the shipping carrier.
- Issues related to hardware or software incompatibility.
- Costs associated with installation, removal, or setup services.



2. Safety Instructions



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.



WARNING :

Read safety instructions before EV installation or maintenance.

- Hazardous voltages and currents may be present during operation of the charger. Proper safety precautions must be taken before performing any operation on the equipment.
- Install the charger in accordance with local electrical safety codes and building regulations, and in locations with unrestricted access.
- Damage resulting from improper installation or testing is not covered under warranty.
- Do not use the charger if you, the vehicle, or the equipment are exposed to severe weather conditions such as heavy rain, snow, or thunderstorms.
- Do not open, disassemble, repair, or modify the charger yourself, as there are no user-serviceable parts inside. For any issues, please contact your authorized contractor or customer service.
- Do not use the charger if you, the vehicle, or the equipment are exposed to severe weather conditions such as heavy rain, snow, or thunderstorms.
- Disconnect all power sources and use appropriate measuring instruments to confirm the absence of voltage before installing, servicing, cleaning, or removing any components. Failure to do so may result in electric shock, personal injury, or equipment damage.
- The charger is intended for use only in dry environments.
- Do not touch the charging connector pins during operation.
- In the event of a suspected electric shock, fire, or explosion hazard, immediately press the emergency stop button, shut down all power to the station, and notify the administrator.
- Do not resume operation until qualified personnel have inspected and resolved the issue.
- Do not install the charger in areas where explosive atmospheres may be present.



- 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.
- Applicable to electric vehicles only.
- This device is suitable only for vehicles not requiring ventilation during charging.
- Failure to follow these warnings may result in fire, electric shock, injury, or death.
- Do not use with extension cords, power strips, adapter plugs, or damaged/loose/worn outlets.
- Ensure the socket is properly grounded.
- If it rains during charging, prevent water from running down the cable into the socket or port.
- Avoid force, impact, pulling, twisting, or stepping on the charger or cable.
- Do not store or use in sunken areas or low-lying ground.
- Do not insert objects or use sharp tools on any part of the charger.
- Keep the cable away from walkways, vehicles, or any obstruction.
- Do not clean with detergents. Clean with a dry or slightly damp cloth only.
- Do not use a personal generator as a charging power source.
- Do not operate the portable electric vehicle charger at temperatures outside of the operating range of -30°C to $+50^{\circ}\text{C}$.
- The portable electric vehicle charger should be stored in a clean, dry place at a temperature between -35°C and $+80^{\circ}\text{C}$.



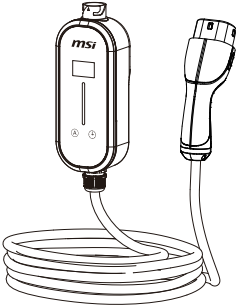
CAUTION :

Follow instructions below for operation.

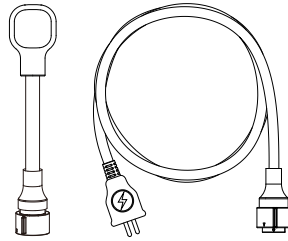
- Unauthorized personnel must not enter the work area.
- Damaged cables must be replaced by qualified and certified maintenance personnel.
- Do not pull the charging cable with force. After use, hang it on the cable bracket to prevent tripping hazards, damage, or being stepped on or crushed by wheels.
- All repairs or replacements must be performed by the original manufacturer or an authorized contractor. Unauthorized servicing may void the warranty.
- Do not remove any warning labels or safety markings from the charger.
- Fire extinguishers must be available on-site for emergency situations.
- To protect the rights of both parties, video record the entire unpacking process to verify that all accessories are present.
- Ensure a safe distance between the charger and the power system, and take into account emergency evacuation routes during installation. Extra supervision is required in areas accessible to children to prevent injury.

3. Packing List

A



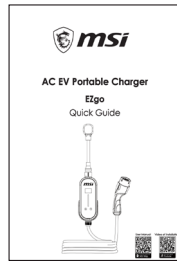
B



C



D



E



No	Item	Quantity
A	EZgo Charger	1
B	Power cord	2
C	Carrying bag	1
D	Quick Guide	1
E	Warranty Card	1

Important

- Specifications, packaging and the type of AC power cord provided may vary by country or region, depending on local standards.
- If any of the above items are damaged or missing, please contact your retailer.



4. Specifications

General specifications

Dimensions(mm)	289 x 105.5 x 68.3 (Charger 242mm)
Weight(kg)	3.6
Ingress Protection	IP66 / NEMA Type 4
Display	1.8" LCD
LED Light Indicator	Power status
Charging Method	Plug and Charge
Connector/Socket	Type1/ Type2/ NACS Cable Length: 5 / 7.5 / 10 M(Options)
Installation Site	Industrial Use/Residential use
Communication	Bluetooth
Protection	OVP*1, UVP*2, RCD*3, SPD*4, OLP*5, GFI*6, OCP*7, OTP*8, Control Pilot Fault
Altitude	≤2000m
Relative Operation Humidity	5%–95% relative humidity
Operation Temperature	-30°C to +50°C(-22°F to +122°F)
Storage Temperature	-35°C to +80°C(-31°F to +176°F)

OVP*1 : Over Voltage Protection

SPD*4 : Surge Protection Device

OCP*7: Over Temperature Protection

UVP*2 : Under Voltage Protection

OLP*5 : Overload Protection

OTP*8 : Over Current Protection

RCD*3: Residual current Protection

GFI*6 : Ground Fault Interrupter

Electrical Specifications (North America)

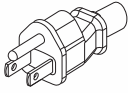
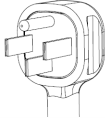
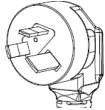
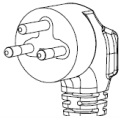
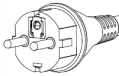
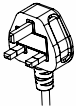
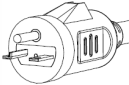


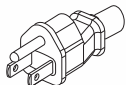
Input / Output voltage	AC 120/240 Vac Single-phase
Frequency	60Hz
Max. output power	9.6kW/40A

Electrical Specifications (Universal)

Input / Output voltage	AC100 - 240 Vac Single-phase
	AC 380 - 415 Vac Three-phase
Frequency	50/60Hz
Max. output power	Refer to the Charging Power Reference Table for details.

Power Cord Specifications

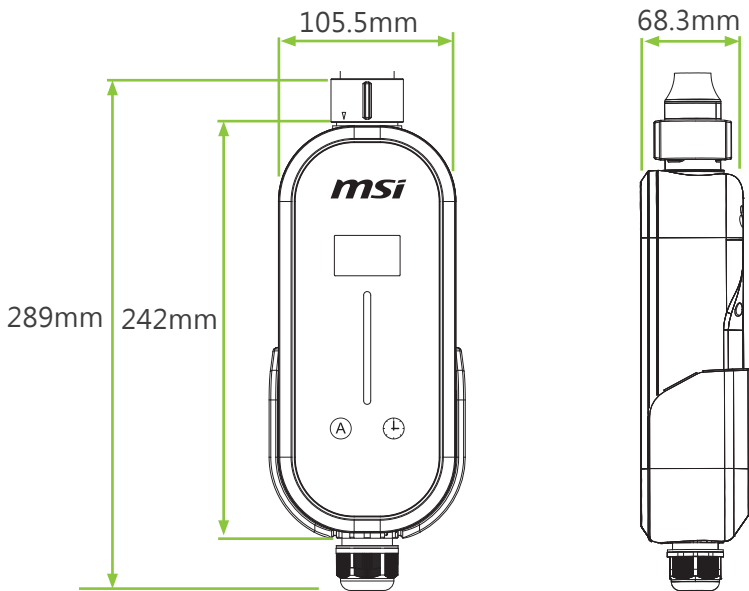
This portable EV charger is compatible with the following dedicated power cords, designed for standard household outlets in various countries. Suitable plug adapters can be purchased separately, if needed.

US	US / Taiwan	AU (15A/10A)	Thailand	Korea/ Europe
NEMA 5-15	NEMA 14-50	Type I	Type O	Type E+F
				
United Kingdom	Japan	IEC60309	IEC60309	Taiwan / Japan
Type G	JWDS 0033	16A	32A	Type B
				

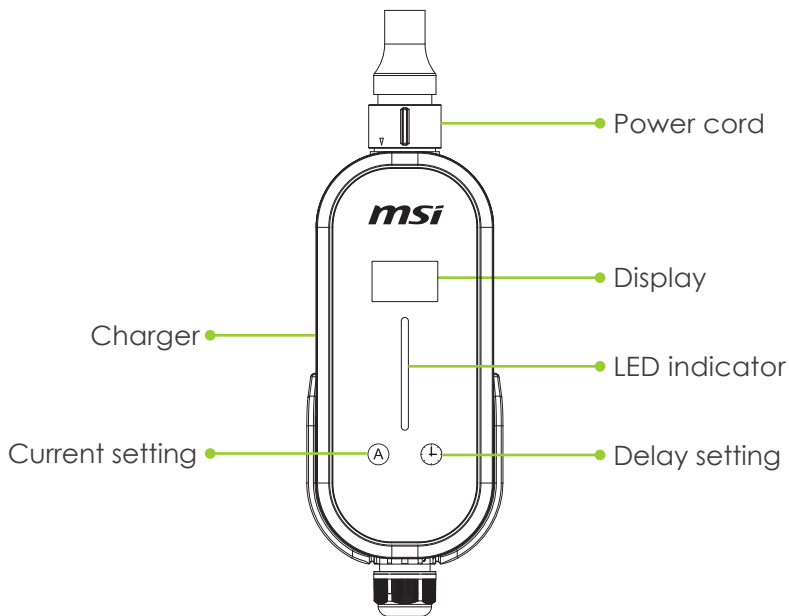


4.1 Dimensions

Unit:mm



4.2 Product Introduction



4.3 Charging Power

The charging time may vary depending on the voltage and current of the power source. It is also influenced by ambient temperature and the vehicle's battery temperature. If the battery temperature is outside the optimal range, the system will pre-condition the battery (by heating or cooling) before or during charging.

To estimate the time required to fully charge the battery (from approximately 0% to 100%), use the following formula:

$$\text{Charging time (hours)} = \frac{\text{Battery capacity (kWh)}}{\text{Charging power (kW)}}$$

Be advised that variations in charging equipment or adapters may lead to differences in current and power output, which in turn may change the overall charging duration.

Charging Power Reference Table

Power Cord	Current	Power at 100 V
Type B	6A	0.6kW

Power Cord	Current	Power at 110 V
Type B	12A	1.32kW
NEMA 5-15	12A	1.32kW

Power Cord	Current	Power at 220 V
Type G	13A	2.86kW
Type O	16A	3.52kW
Type I 10A	10A	2.2kW
Type I 15A	15A	3.3kW
Type E+F (CEE7/7)	16A	3.52kW
IEC60309 32A Blue	32A	7.04kW
JWDS 0033	16A	3.2kW
NEMA 14-50	40A	8.8kW
NEMA 14-50	32A	7.04kW

Power Cord	Current	Power at 400 V
IEC60309 16A Red	16A	11kW



5. Installation Instructions



WARNING :

- Ensure that the socket is correctly and reliably grounded.



CAUTION :

- Before each use, check the power cord for any damage.

Installation Video



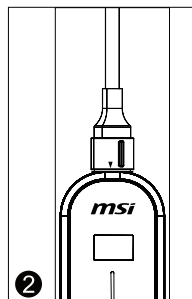
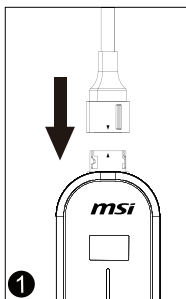
Step 1.

Match the triangles (▲) and push in until you hear a "CLICK".



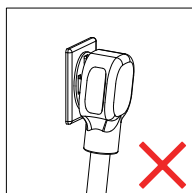
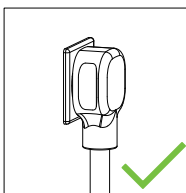
NOTICE :

- Images are for reference only and subject to actual delivery.



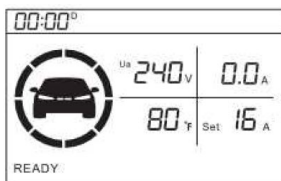
Step 2.

Insert the power cord into the outlet and wait for the EZgo Charger to start.



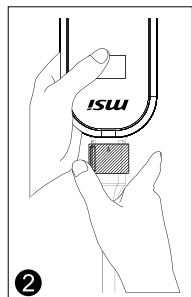
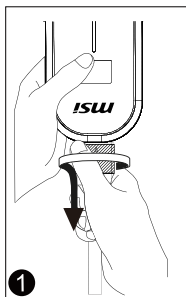
Step 3.

After activation, the screen lights up when ready.



Remove the power cord

Twist left to unlock, then pull out.



6. Operation and Settings

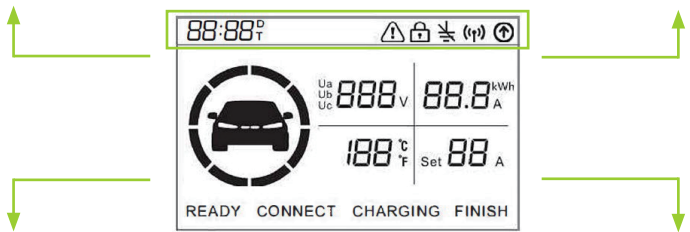
6.1 LED Indicator Status Definitions

LED Status Indicator	Description
Blue light up sequentially	Ready
Blue (Flicker)	Standby
Blue (Flashing)	Plug-In
Blue lights flow	Charging
Blue (Constantly Bright)	Charge Finished
Red (Constantly Bright)	Alarm Status

6.2 Screen Instructions

Icon	$88:88^{\circ}$	$88:88^{\tau}$					
Description	Delay Time	Charging Duration	Warning	Screen Lock	Ungrounded	Connected to APP	Updating System

Icon	$\begin{matrix} U_a \\ U_b \\ U_c \end{matrix} 888^v$	$E88$		<th>Icon</th> <td>88.8^{kWh}</td> <td>88.8^A</td>	Icon	88.8^{kWh}	88.8^A
Description	Single-phase : Display shows Va. Three-phase : Display cycles through Va, Vb and Vc.	Error codes E01-E20 are displayed alongside the alarm icon.		<th>Description</th> <td>kWh = Charged energy A = Charging current</td> <td></td>	Description	kWh = Charged energy A = Charging current	
					<ul style="list-style-type: none"> These two values alternate on the display. 		



Icon	$188^{\circ}F$
Description	Charger Temperature

Icon	$Set\ 88^A$
Description	Current Setting

Status	Description
READY	The charger is ready to charge.
CONNECT	The plug is connected to the vehicle.
CHARGING	Charging
FINISH	Charging Completed



6.3 Charging Function Settings

6.3.1 Current Setting



CAUTION :

- Settings cannot be changed during charging.
- Max current subject to local regulations; settings >16A may be unavailable.

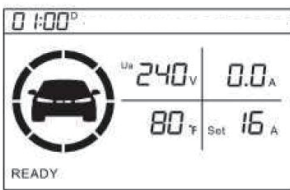
When the charger is in the "READY" state, press the "Ⓐ Current Button" to adjust the charging current.

The available current settings cycle as follows:

8A → 12A → 16A → 24A → 32A → 40A.

*Refer to the Charging Power Reference Table for details.

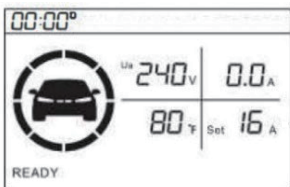
After selecting the desired current, press and hold the "Ⓐ Current Button" for 3 seconds to confirm. Once the plug is connected to the vehicle, the charger will start charging at the selected current.



When you press "Ⓐ Current Button" to select the charging current, the indicator will start flashing.

6.3.2 Time Setting

To set the charging time, press the "Ⓢ Time Button". Each press increments the delay by one hour. After selecting, press and hold the "Ⓢ Time Button" for 3 seconds to confirm.



When you press "Ⓢ Time Button" to select the charging time, the indicator will start flashing.

6.4 Stop Charging

If you need to manually stop charging during operation, please follow the steps below:

1. Press and hold "Ⓐ Current Button" for 3 seconds.
2. Release "Ⓐ Current Button", then wait approximately 1 second.
3. Press and hold "Ⓐ Current Button" again for 3 seconds to confirm stopping the charging process.

7. Charging Instructions

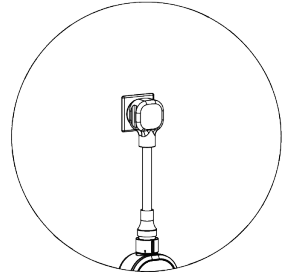


WARNING :

- Non-genuine parts void warranty and risk safety or performance.

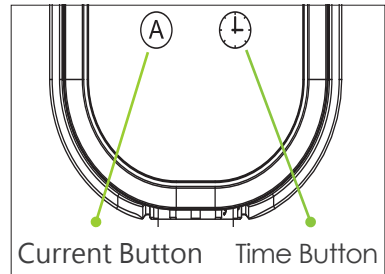
Step 1.

Plug the power cord into the socket and wait for the charger to power on.



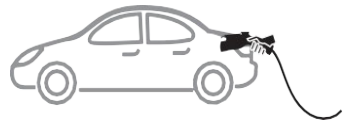
Step 2.

Adjust the charging current and delay time as required. For setup instructions, refer to Steps 6.3.1 and 6.3.2 on page 14.



Step 3.

Plug the charging connector into the vehicle.



Step 4.

When the vehicle is fully charged, remember to unplug the charging connector from the vehicle.

- Maintenance: Store cable safely to avoid tripping.
- Power: Disconnect power if unused for long periods.



8. Charger Standard Setting

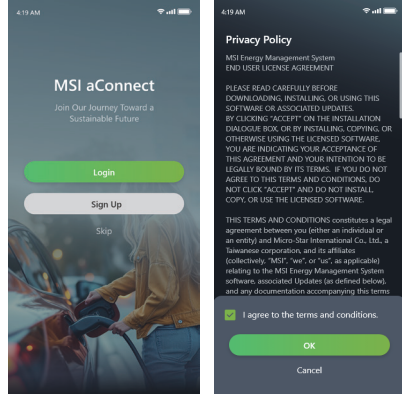
APP

- Before using the aConnect app, ensure that Bluetooth is enabled.
- Scan the QR code to download aConnect and pair it to control the charger from your device.



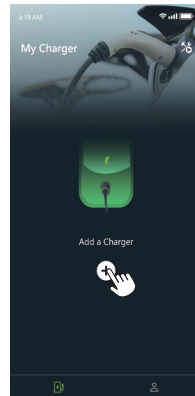
Step 1.

Open aConnect, accept the terms and tap OK, you can either log in, sign up, or simply tap Skip to continue.



Step 2.

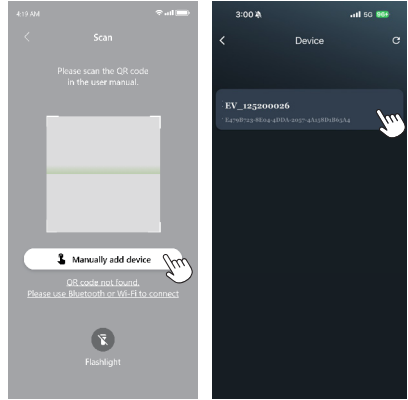
Tap the "+" to add your charger.





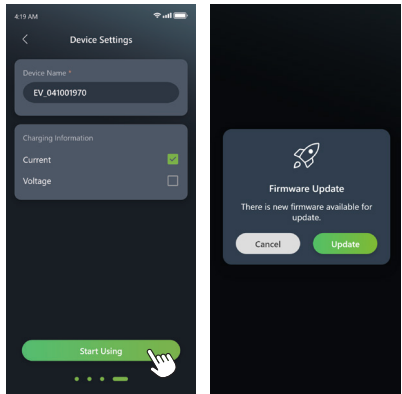
Step 3.

Tap "Manually Add Device", select the Bluetooth device to connect.



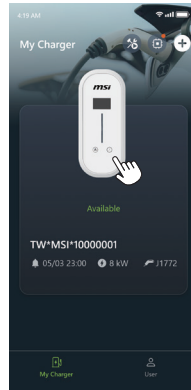
Step 4.

After a successful connection, tap "Start to Use" to complete the pairing setup. If a version update is available, a notification will be displayed.



Step 5.

Tap the device to begin using it.





9. Error Codes and Troubleshooting

Code	Description	Solution
E01	Control Pilot Fault	Contact Customer Service.
E02	Over Voltage Protection	Check that the voltage is correct.
E03	Under Voltage Protection	Check that the voltage is correct.
E04	Over Current Protection	(1)Please unplug the charging cable and try again. (2)Turn off the charger and restart it. If the issue persists, please contact Customer Service.
E05	Residual current protection	(1)Turn off the charger and restart it. (2)Ensure the plug and cable are not damaged.
E06	Abnormal plug temperature	Allow the charger to cool down. If the issue persists, please contact Customer Service.
E07	Ground fault	Please confirm the grounding system.
E08	Temperature fault	Allow the charger to cool down. If the issue persists, please contact Customer Service.
E09	Temperature fault	Allow the charger to cool down. If the issue persists, please contact Customer Service.
E10	Temperature fault	Allow the charger to cool down. If the issue persists, please contact Customer Service.
E11	Relay fault	Turn off the charger and restart it. If the issue persists, please contact Customer Service.
E14	Relay self-test Fault	Turn off the charger and restart it. If the issue persists, please contact Customer Service.
E15	RCD self-test Fault	Turn off the charger and restart it. If the issue persists, please contact Customer Service.
E16	Ground self-test Fault	Please confirm the grounding system.
E17	Loss of phase on L2	Check that the voltage is correct.



E18	Loss of phase on L3	Check that the voltage is correct.
E19	L/N Reversed	Swap the L and N connections in the socket.
E20	Three-phase unbalance	Check that the voltage is correct.



NOTICE :

- Error codes E17, E18 and E20 occur only with three-phase hardware specifications.

Thank you for your purchase.

To explore more about MSI or to get in touch with our team, simply scan the QR code provided.





Regulatory Notices

CE Conformity

This product has been tested and found to comply with the harmonized standards for Information Technology Equipment published under Directives of Official Journal of the European Union.



FCC-B Radio Frequency Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.



This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the measures listed below:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which thereceiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Notice 1

The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Notice 2

Shielded interface cables and AC power cord, if any, must be used in order to comply with the emission limits.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

WEEE Statement

Under the European Union “(EU)” Directive on Waste Electrical and Electronic Equipment, Directive 2012/19/EU, products of “electrical and electronic equipment” cannot be discarded as municipal waste anymore and manufacturers of covered electronic equipment will be obligated to take back such products at the end of their useful life.



Chemical Substances Information

In compliance with chemical substances regulations, such as the EU REACH Regulation (Regulation EC No. 1907/2006 of the European Parliament and the Council), MSI provides the information of chemical substances in products at:

<https://csr.msi.com/global/index>

Battery Information

Please take special precautions if this product comes with a battery.

- Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer.
- Avoid disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, which can result in an explosion.
- Avoid leaving a battery in an extremely high temperature or extremely low air pressure environment that can result in an explosion or the leakage of flammable liquid or gas.
- Do not ingest battery. If the coin/button cell battery is swallowed, it can cause severe internal burns and can lead to death. Keep new and used batteries away from children.

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/>



Environmental Policy

- The product has been designed to enable proper reuse of parts and recycling and should not be thrown away at its end of life.
- Users should contact the local authorized point of collection for recycling and disposing of their end-of-life products.
- Visit the MSI website and locate a nearby distributor for further recycling information.
- Users may also reach us at gpcontdev@msi.com for information regarding proper disposal, take-back, recycling, and disassembly of MSI products.
- Please visit <<https://us.msi.com/page/recycling>> for information regarding the recycling of your product in the US.

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Technical Support

If a problem arises with your product and no solution can be obtained from the user's manual, please contact your place of purchase or local distributor. Alternatively, please visit <https://www.msi.com/support/> for further guidance.