

User Manual



Silk Series Home Charger

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Safety and Warnings

English:



WARNING: Important Safety Instructions:

This manual contains important instructions for Models AC010K-AU-35/AC010K-GU-35. The following basic precautions should be followed during installation, operation and maintenance. For the general instructions, the types of specific models are not required to be indicated:

- Read all the instructions before installing or using this product.
- The charging should be supervised when used around children. Do not allow children to operate the charger.
- Do not touch the connector or end terminals with your fingers or any sharp metallic objects or tools.
- Do not use this product if the flexible power cord or EV cable is frayed, has broken insulation, or has any other signs of damage.
- Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indication of damage.

Please save these instructions.



WARNING: Improper connection of the equipment-grounding conductor will result in a risk of electric shock. Please contact a qualified technician if you are confused about whether the product is properly grounded. Do not refit the plug provided with the product – if it does not fit the socket, please contact a qualified technician to have a proper socket installed.



WARNING: Grounding Instructions:

This product must be grounded. If it occurs malfunction or breaks down, grounding will provide a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord that has an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate socket that is properly installed and grounded under the local regulations.



WARNING: User Maintenance Instructions:

Turn off the power to the charger before cleaning. Do not use cleaning solvents to clean any part of the charger. The enclosure, cable and connector should be cleaned with a clean, dry cloth to remove dust and dirt. grounded under the local regulations.

-  **WARNING: Moving, Transporting, and Storage Instructions:** Improper movement or storage of the charger will result in damage to the product.
-  **WARNING:** Turn OFF the circuit breaker at the service panel before performing any electrical work or repair.
-  **WARNING:** The charging should be supervised when used around children. Do not allow children to operate the charger.
-  **WARNING:** Keep the charge point away from explosive or flammable materials, chemicals, vapors and other hazardous objects.
-  **WARNING:** Do not touch the connector or end terminals with your fingers or any sharp metallic objects or tools. Do not put fingers into the socket pin when the unit is powered on.
-  **WARNING:** If the charge point occurs repeated fault, please contact the qualified personnel.
-  **WARNING: Use or operate charger:**
- It should be in a well-lit area and away from the crowded place to avoid accidental tripping risk.
 - Away from areas of child activity to avoid potential shock risk
-  **WARNING:** Turn off the power supply or unplug the charge connector to achieve electrical isolation.
-  **WARNING:** Do not tamper with or modify this device.
-  **WARNING:** Do not use this device if the charger fails to work correctly in accordance with the operation manual. Contact the qualified technician to repair or contact the supplier for replacement.
-  **WARNING:** Improper installation of the charger will result in personal injury or product damage.
-  **WARNING:** This charger installation guide is not a substitute for electrical safety precautions.
-  **WARNING:** Use this charger within the specified operating parameters, otherwise may result in injury or death.
-  **WARNING:** Install the charger in a location where the charging cable will not be stepped on, tripped over, damaged or stressed.



WARNING: Do not use the charger if the flexible power cord or cable is frayed, has broken insulation, or any other signs of damage.



CAUTION: Incorrect installation of the charger will result in the risk of damage to the battery of vehicle and the charger itself. These damages will void the warranty for the vehicle and the charger.



CAUTION: Do not operate the charger in temperatures beyond its specified operating range.

Alternating current supply symbol:



Pour le français:



AVERTISSEMENT:

Consignes de sécurité importantes :

Ce manuel contient des instructions importantes pour les modèles AC010K-AU-35/AC010K-GU-35. Les précautions de base suivantes doivent être suivies lors de l'installation, de l'utilisation et de la maintenance. Pour les instructions générales, il n'est pas nécessaire d'indiquer les types de modèle spécifique: required to be indicated:

- Lisez toutes les instructions avant d'installer ou d'utiliser ce produit.
Le chargement doit être supervisé lorsqu'il est utilisé à proximité d'enfants. Ne laissez pas les enfants utiliser le chargeur.
Ne touchez pas le connecteur ou les bornes d'extrémité avec vos doigts ou des objets ou outils métalliques pointus.
- N'utilisez pas ce produit si le cordon d'alimentation flexible ou le câble EV est effiloché, a une isolation brisée ou présente tout autre signe de dommage.
N'utilisez pas ce produit si le boîtier ou le connecteur EV est cassé, fissuré, ouvert ou présente tout autre signe de dommage.
- Veuillez conserver ces instructions.



AVERTISSEMENT:

Une connexion incorrecte du conducteur de mise à la terre de l'équipement entraînera un risque de choc électrique. Veuillez con

correctement mis à la terre. Ne remettez pas la fiche fournie avec le produit - si elle ne rentre pas dans la prise, veuillez contacter un technicien qualifié pour faire installer une prise appropriée.



AVERTISSEMENT:Instructions de mise à la terre :

Ce produit doit être mis à la terre. En cas de dysfonctionnement ou de panne, la mise à la terre fournira un chemin de moindre résistance pour le courant électrique afin de réduire le risque de choc électrique. Ce produit est équipé d'un cordon doté d'un conducteur de mise à la terre et d'une fiche de mise à la terre. La fiche doit être branchée dans une prise appropriée qui est correctement installée et mise à la terre conformément aux réglementations locales.



AVERTISSEMENT:Instructions d'entretien pour l'utilisateur :

Coupez l'alimentation du chargeur avant de le nettoyer. N'utilisez pas de solvants de nettoyage pour nettoyer les pièces du chargeur. Le boîtier, le câble et le connecteur doivent être nettoyés avec un chiffon propre et sec pour enlever la poussière et la saleté.



AVERTISSEMENT:

Le chargeur ne contient aucune pièce réparable par l'utilisateur. N'essayez pas de démonter, réparer ou remonter le chargeur vous-même. Si nécessaire, veuillez contacter un technicien qualifié.



AVERTISSEMENT:Instructions de déplacement, de transport et de stockage:

Un déplacement ou un stockage incorrect du chargeur entraînera des dommages au produit.



AVERTISSEMENT:Éteignez le disjoncteur au niveau du panneau de service avant d'effectuer tout travail ou réparation électrique.



AVERTISSEMENT:La charge doit être supervisée lorsqu'elle est utilisée à proximité d'enfants. Ne laissez pas les enfants utiliser le chargeur.



AVERTISSEMENT:Maintenez la borne de recharge à l'écart des matières explosives ou inflammables, des produits chimiques, des vapeurs et d'autres objets dangereux.



AVERTISSEMENT:Maintenez la borne de recharge à l'écart des matières explosives ou inflammables, des produits chimiques, des vapeurs et d'autres objets dangereux.



AVERTISSEMENT: Ne touchez pas le connecteur ou les bornes d'extrémité avec vos doigts ou tout objet ou outil métallique pointu. Ne mettez pas les doigts dans la broche de la prise lorsque l'appareil est sous tension.



AVERTISSEMENT: Si le point de charge présente des défauts répétés, veuillez contacter le personnel qualifié.



AVERTISSEMENT: Utiliser/faire fonctionner le chargeur:

- Il doit être dans une zone bien éclairée et loin des endroits bondés pour éviter tout risque de trébuchement accidentel.
- Loin des zones d'activité des enfants pour éviter tout risque de choc potentiel.



AVERTISSEMENT:

Coupez l'alimentation ou débranchez le connecteur de charge pour obtenir une isolation électrique.



AVERTISSEMENT: Ne pas altérer ni modifier cet appareil.



AVERTISSEMENT: N'utilisez pas cet appareil si le chargeur ne fonctionne pas correctement conformément au manuel d'utilisation. Contactez le technicien qualifié pour réparer ou contactez le fournisseur pour le remplacement.



AVERTISSEMENT: Une installation incorrecte du chargeur entraînera des blessures corporelles ou des dommages au produit.



AVERTISSEMENT: Ce guide d'installation du chargeur ne remplace pas les précautions de sécurité électrique.



AVERTISSEMENT: Utilisez ce chargeur dans les paramètres de fonctionnement spécifiés, sinon cela pourrait entraîner des blessures ou la mort.



AVERTISSEMENT: Installez le chargeur dans un endroit où le câble de charge ne sera pas piétiné, trébuché, endommagé ou soumis à des contraintes.



AVERTISSEMENT: N'utilisez pas le chargeur si le cordon d'alimentation flexible ou le câble est effiloché, a une isolation brisée ou tout autre signe de dommage.



AVERTISSEMENT: N'utilisez pas ce chargeur si le boîtier ou le connecteur est cassé, fissuré, ouvert ou présente tout autre signe de dommage.



AVERTISSEMENT: Une installation incorrecte du chargeur entraînera un risque d'endommagement de la batterie du véhicule et du chargeur lui-même. Ces dommages annuleront la garantie du véhicule et du chargeur.



AVERTISSEMENT: Si le point de charge présente des défauts répétés, veuillez contacter le personnel qualifié.



AVERTISSEMENT: Ne faites pas fonctionner le chargeur à des températures au-delà de sa plage de fonctionnement spécifiée.

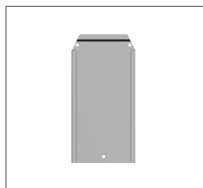
Symbole d'alimentation en courant alternatif:



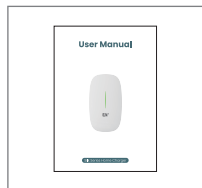
01/ Package Contents



AC Charger (*1)



Mounting Template (*1)



User Manual (*1)



M4*12 Screw (*2)



M4*32 Screw (*6)



Cable Hook (*1)



Φ 6 Wall Plugs (*6)



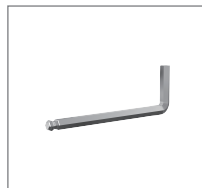
NEMA 14-50P
(Optional)



NEMA 6-50P
(Optional)



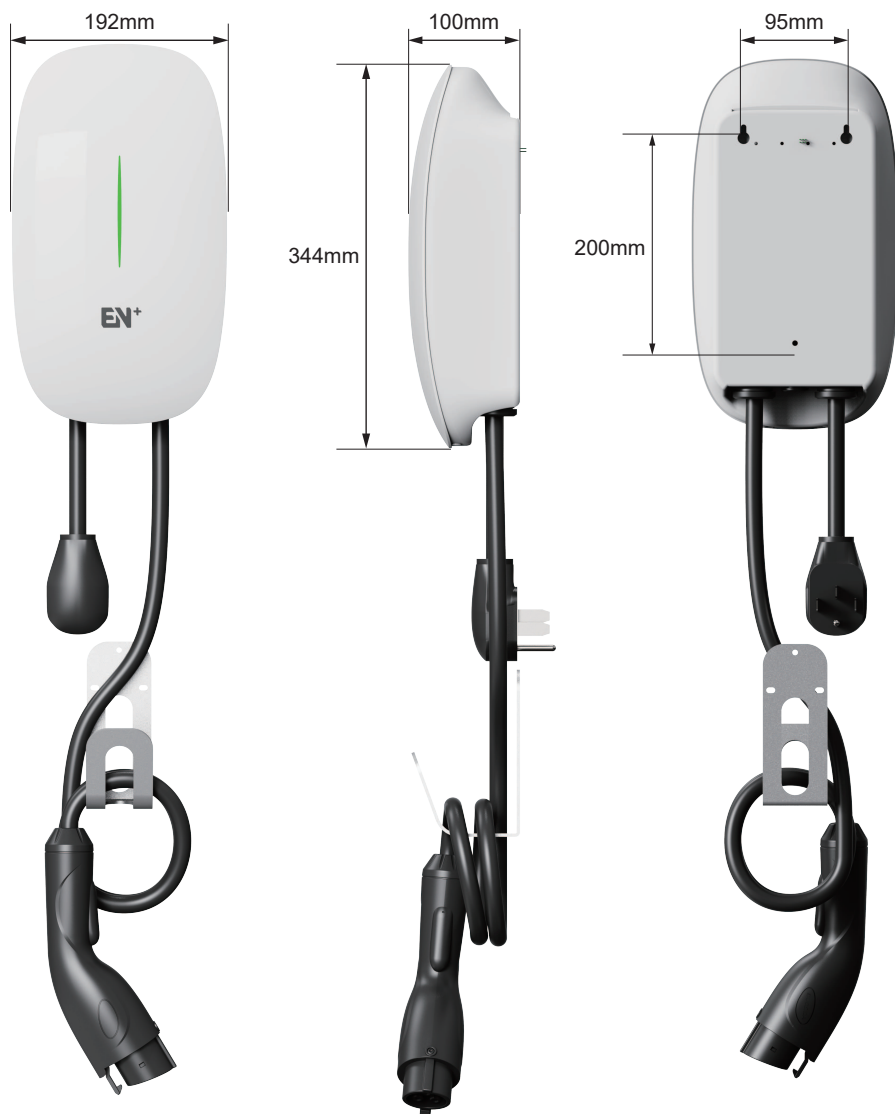
Dismounting Tool (*1)



M4 Hex Key (*1)

02/ Product Introduction

2.1 External Structure



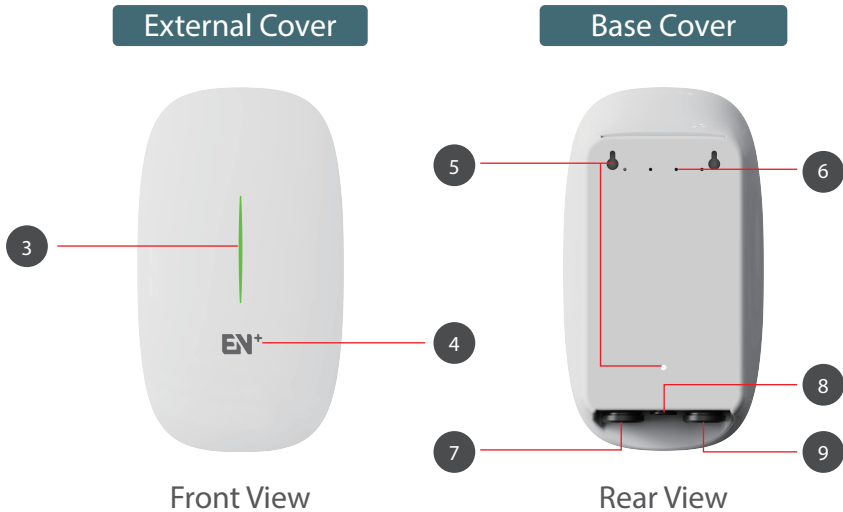
2.2 Product Details



- 1 External Cover
Detachable; locked onto
the base cover.



- 2 Base Cover
To protect the printed
circuit board (PCB).



3 Indicator Strip
Green light
yellow light
red light

4 Logo
Logo Only

5 Mounting Holes
To fix the charger on the
mounting template.

6 Drain Holes
Prevent water
penetration from the
top.

7 Charging Con-
nector Hole
For charging
connector cable.

8 Reserved Hole
For network cable.

9 Incoming Cable Hole
For incoming cable.

Note: Only to be opened by qualified person.

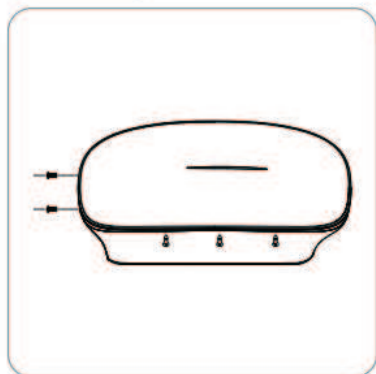
2.3 Specification

	Specification	AC010K-AU-35	AC010K-GU-35
Input	Power Supply	Single-Phase	
	Rated Voltage	240V AC	
	Rated Current	40A	
	Frequency	60Hz	
	Maximum Current	40A	
	Plug	NEMA 14-50P	NEMA 6-50P
Output	Output Power	9.6kW	
	Charging Outlet	SAE J1772	
	Cable Length	23ft	
User Interface	Housing Material	Plastic PC 940	
	LED Indicator	RGB	
	Start Mode	Plug & Charge	
Safety	Leakage Current Protection	CCID 20	
	Enclosure Rating	NEMA 4	
	Electrical Protection	Over current protection, Residual current protection, Ground protection, Surge protection, Over/Under voltage protection, Over/Under frequency protection, Over temperature protection	
	Certification	UL 2594, UL 2231-1 & -2, SAE J1772	
Environment	Installation	Wall-mount / Floor-mount	
	Working Temperature	-30℃~+50℃	
	Working Humidity	5%~95%	
	Working Altitude	<2000m	
Package	Net Weight	6kg	
	Product Dimension	344*201*100mm(H*W*D)	
	Package Dimension	430*330*335mm(L*W*H)	

03/ Installation Details

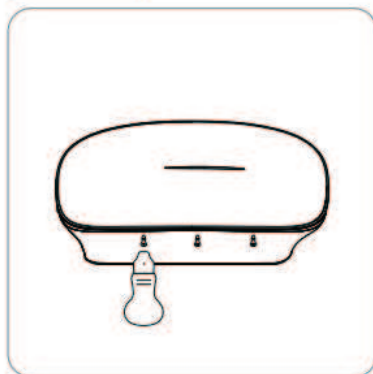
3.1 Opening

STEP 1



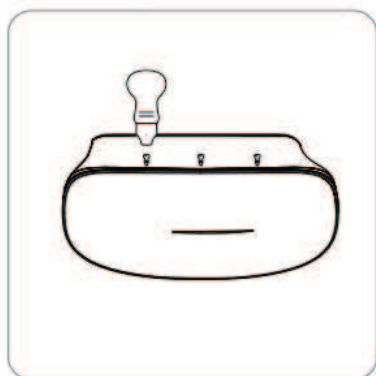
Remove the two screws at the bottom.

STEP 2



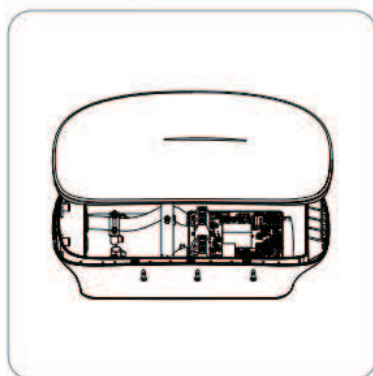
Use the dismantling tool to pry the marked points (1~3) along the edge in order.

STEP 3



Pry the marked points (1~3) along the edge on another side in order.

STEP 4



Finish opening the external cover.

3.2 Mounting

1. Installation Notice

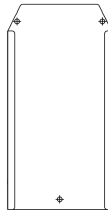
- All applicable local, regional, and national regulations must be applied when installing, repairing and maintaining this device.
- The charger can be installed on wood, stone, cement or metal walls, but make sure it can be fixed and will not fall easily.
- This device shall be mounted at a sufficient height from grade such that the height of the storage means for the coupling device is located between 450 mm (18 inches) and 1.2 m (4 feet) from grade.
- This device is installed permanently, if need to change the position, please use required tools.

2. Checks before starting the Installation Process

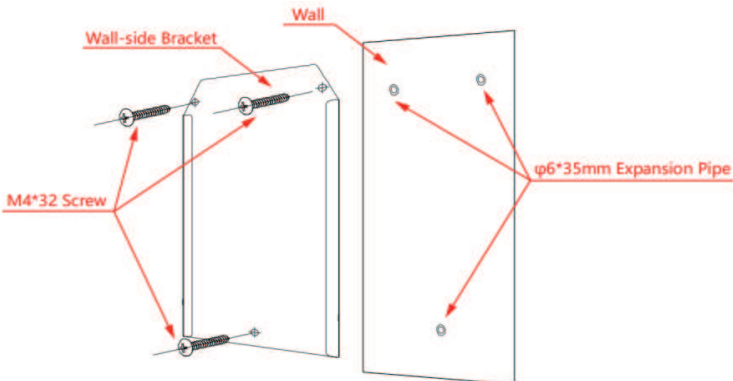
- Ensure the charger's location allows good operational access for normal use and repair & maintenance.
- The AC input components within the premise's power supply are correctly fitted with required protection items prior to installation of the charger.

3. Installation Procedure

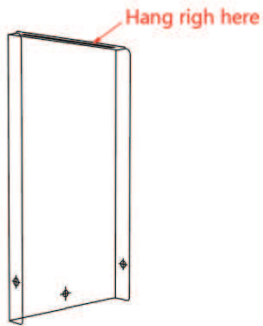
- 1) Based on the holes of the wall-side bracket, drill 3 x $\Phi 6 \times 35$ mm holes on the wall, and insert the expansion pipe.



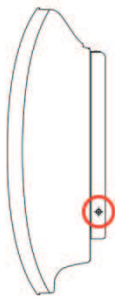
- 2) Lock the wall-side bracket onto the wall by 3 x M4*32mm self-tapping screws.



3) Hang the EV charger on the wall-side bracket, let the top of wall-side bracket inset into charger-side bracket, and two sides of charger-side bracket insert into wall-side bracket.

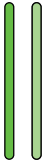


4) Lock the 2 x M4*12mm screws on two sides of the bracket component.



04/ Charging Procedure

Standby



A green indicator flashing slowly for 1s at 3-sec intervals indicates the charger is ready to use.

Plug in



Plug the charger into your EV's charging socket.

A yellow indicator flashing for 1S at 1-sec intervals indicates the gun is plugged in.

Charging



A green indicator breathing at 1-sec intervals indicates the charging is in progress.

Fully charged



Solid green light indicates the EV is fully charged.

Unplug



Unplug the charger.
Return to standby mode after the charging has finished.

05/Troubleshooting

Problems	Light Status
Grounding error	Flashing yellow at 2-sec intervals
Relay adhesion	Steady Red for 3s, yellow for 1s, red flash once, yellow for 1s, red flash once, yellow for 1s
Input polarity reverse	Steady Red for 3s, yellow for 1s, red flash twice, yellow for 1s, red flash once, yellow for 1s
CP fault	Steady Red for 3s, yellow for 1s, red flash 3 times, yellow for 1s, red flash once, yellow for 1s
Leakage current fault	Steady Red for 3s, yellow for 1s, red flash 4 times, yellow for 1s, red flash once, yellow for 1s
Input terminal overtemperature	Steady Red for 3s, yellow for 1s, red flash for once, yellow for 1s, red flash twice, yellow for 1s
Relay overtemperature	Steady Red for 3s, yellow for 1s, red flash for twice, yellow for 1s, red flash twice, yellow for 1s
Under voltage fault	Steady Red for 3s, yellow for 1s, red flash for 3 times, yellow for 1s, red flash twice, yellow for 1s
Over voltage fault	Steady Red for 3s, yellow for 1s, red flash for 4 times, yellow for 1s, red flash twice, yellow for 1s
Overload fault	Steady Red for 3s, yellow for 1s, red flash once, yellow for 1s, red flash for 3 times, yellow for 1s
Over frequency fault	Steady Red for 3s, yellow for 1s, red flash twice, yellow for 1s, red flash for 3 times, yellow for 1s
Owe frequency fault	Steady Red for 3s, yellow for 1s, red flash for 3 times, yellow for 1s, red flash for 3 times, yellow for 1s
Leakage current loop abnormal	Steady Red for 3s, yellow for 1s, red flash for 4 times, yellow for 1s, red flash for 3 times, yellow for 1s
Meter communication abnormal	Steady Red for 3s, yellow for 1s, red flash for once, yellow for 1s, red flash for 4 times, yellow for 1s
Large CT metering error	Steady Red for 3s, yellow for 1s, red flash for 2 times, yellow for 1s, red flash for 4 times, yellow for 1s
Gun lock fault	Steady Red for 3s, yellow for 1s, red flash for 3 times, yellow for 1s, red flash for 4 times, yellow for 1s

Problems	Light Status
CT fault	Steady Red for 3s, yellow for 1s, red flash for 4 times, yellow for 1s, red flash for 4 times, yellow for 1s
Smart meter communication fault	Steady Red for 3s, yellow for 1s, red flash for 5 times, yellow for 1s, red flash once, yellow for 1s
RS485 communication timeout 10s	Flashing red for 12 times at 500ms intervals, 3s off, cycle

Note:
If the problem occurs, please contact customer service: support@en-plus.com.cn

06/ Maintenance

No.	Item	Operating process
1	Keep the charging station clean.	Use a cloth to clean the charger surface. If there is any damage or dirt on the vehicle connector, charging cable, or vehicle connector holder, please contact customer service immediately.
2	Keep the charging station intact.	Do not hit or press hard on the case. If the case is damaged, please contact customer service.
3	Avoid letting moisture or water enter the charging station.	If there is water or moisture inside the charging station, you must immediately switch off the electricity supply to avoid immediate danger. Please notify your maintenance professional before continuing to use the station.
4	Avoid charging station rusted.	Keep the charging station away from dangerous substances such as flammable gases and corrosive materials.

07/ Warranty

Period: Unless otherwise stated by local laws, EN+ will provide a limited warranty of up to 2 years starting from the date of purchase.

Scope: The Charging station and charging connector.

The limited warranty does not cover the following :

1. Normal wear and tear.
2. Damage or failure caused by unauthorized upgrades conducted by a customer.
3. Damage or failure caused by external factors such as fire, flood, abnormal voltage, other natural disasters, and secondary disasters.

4. Damage or failure caused by improper handling of the charging station, such as impact from a fall and careless transportation after purchase.
Damage or failure caused by a customer not following the user manual.
5. Damage or failure caused by non-equipment factors like human error by a non-authorized individual carrying out maintenance.
6. Unauthorized repairs will render the limited warranty void.
Damage or failure caused by external factors such as power grid malfunctions.

Limitation of liability:

EN+ has compiled this document to the best of its knowledge but cannot guarantee that all information provided is error-free, nor will it accept liability in this respect.

To the maximum extent permissible under local applicable law, EN+ hereby disclaims any and all indirect, incidental, special and consequential damages arising out of or relating to the AC Charger, including, but not limited to, loss of time, loss of income, loss of use, loss of personal or commercial property, inconvenience or aggravation, emotional distress or harm, commercial loss (including but not limited to lost profits or earnings), incidental charges such as telephone calls, facsimile transmissions, and mailing expenses. To the maximum extent permissible under local applicable law, EN+ will not be liable for any direct damages in an amount that exceeds the market value of the AC Charger at the time of the claim.

The above limitations and exclusion will apply whether or not the customer's claim is in contract, tort (including negligence and gross negligence), breach of warranty or condition, misrepresentation (whether negligent for otherwise) or otherwise at law or in equity, even if EN+ has been advised of the possibility of such damages or such damages are reasonably foreseeable.

Nothing in this manual shall exclude, or in any way limit, EN+ liability for death or personal injury solely and directly caused by their negligence, or that of its employees, agents, or sub-contractors (as applicable), fraud, or fraudulent misrepresentation, or any other liability to the extent the same is proven in a court of competent jurisdiction in a final non-appealable judgment and may not be excluded or limited as a matter of local law.



Shenzhen EN Plus Tech Co., Ltd.

A: 3 Plants 1-6 Floors, 6 Plants 201, 301, Nangang No.2 Industrial Park, No. 1026 Songbai Road, Yangguang Community, Xili Street, Nanshan District, Shenzhen, Guangdong, China

E: support@en-plus.com.cn

W: <http://www.en-plustech.com>

Due to the EN+ policy of continual product development;
Specifications, colors and details of our products and those mentioned
in this manual are subject to change without notice.