

FAQs



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1. Can I install the easyWallbox in an unprotected environment with risk of rain/snow/fog and in the maritime area?

The **easyWallbox** is a device with **IP54** protection rating and is therefore suitable for installation in an external environment in an area that is at least partially sheltered. In general, atmospheric agents do not constitute a limit to use. All plastics are in a specific polycarbonate for outdoor installations.

2. What is the maximum operating temperature for the easyWallbox?

The ambient temperature range of use is from **-20 ° C to + 50 ° C**. There is a temperature sensor inside the **easyWallbox** that interrupts operation when the limit of internal temperature is exceeded. It is important to point out that if having the **easyWallbox** installed under full sun, the 50 ° C limit could be reached in a short time and therefore installation with a canopy or shelter is required.

3. Can the easyWallbox catch fire?

The body of the **easyWallbox**, like most of the appliances, is made of polycarbonate with class of extinction **V0** according to **UL94**, the highest in terms of safety. Inside there are no flammable materials, therefore even in the presence of external fire the appliance does not add load fire. **easyWallbox** is equipped with a temperature sensor which interrupts operation when the upper limit temperature is exceeded in order to avoid inappropriate overheating.

4. Can I manage the easyWallbox with a mobile application?

Yes, to control and manage the **easyWallbox**, **My easyWallbox** App for iOS and Android platforms has been developed.

My easyWallbox allows you to connect to all your **easyWallboxes** via Bluetooth and keeps track of the following data regarding the charging sessions such as:

- the energy absorbed by the vehicle
- the time spent to recharge the vehicle
- any alarms of the device

When the user is in proximity to the **easyWallbox**, **My easyWallbox** installed on the smartphone allows you to:

- monitor its operation
- configure it
- START and STOP the charging session
- set a timer to postpone the start of the charging session

You can also access the **easyWallbox**'s configuration. It should be noted that some parameters are "read-only" for safety reasons, while others can be modified. For example, through **My easyWallbox** you can set the maximum available power according to your electricity supply contract, useful for the Dynamic Power Management (DPM) functionality which avoids untimely shots of the meter, or configure the maximum absorbable power threshold for vehicle charging (min 1.4kW - max 7.4kW). **My easyWallbox** is also able to show in real time:

- the status of a connected **easyWallbox**
- the power absorbed by **easyWallbox** and other domestic loads
- the energy exchanged
- the duration of the current session
- ON / OFF status of the DPM function
- whether or not the charging cable is inserted in the vehicle

5. What are the requirements to install My easyWallbox in a smartphone?

My easyWallbox can be installed on two operating system platforms:

- iOS versions: iOS 12 and 13
- Android versions: every version starting from Lollipop (5.0, API 21)

6. How can I be sure that using the easyWallbox does not continually trigger the home meter?

The **easyWallbox** is equipped with an accessory that performs “Dynamic Power Management”, meaning the use of the power available to recharge the vehicle net of domestic users.

Example when applying Dynamic Power Management:

5kW	Utility Contract Power
3kW	Home instantaneous consumptions
2.0kW	EV charging power with DPM regulation

The Dynamic Power Management sets the maximum demand of the vehicle in respect of the power available anytime. It should be noted that the minimum power required by the car to be recharged is approximately 1.4kW. Below this power, charging is interrupted until at least 1.4kW are available again. Alternatively, to Dynamic Power Management and vehicle power demand, it is possible to schedule the recharge start via **My easyWallbox** and set the upper power threshold to be used for the vehicle according to user habits and contractual power.

7. What are the typical charging times?

The best estimation of the charging duration leads to consider that a Jeep Renegade (11.4kWh) is fully recharged in less than 5 hours in Plug & Play mode with limit at 2.3kW (10A), and in 1h40' at 7.4kW (32A at 230V) with an exclusive electrical installation. For a New 500 HR top of the range it is estimated a complete recharge in Power Upgrade mode in about 6 hours.

Vehicle	Plug & Play mode (10A – 2.3 kW)	With Power Upgrade (32 A- 7.4kW)	Recharging capacity (SOC)
Jeep**	less than 5h	up to 100'	from 0%* to 100%
New 500 HR**	less than 20h	up to 6h15'	from 0%* to 100%
New 500 HR**	up to 12h30'	less than 4h	from 15%* to 80%

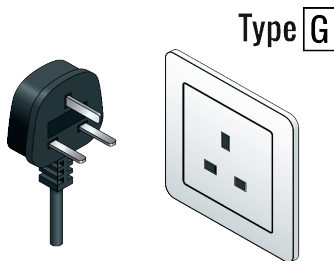
* = minimum SOC allowed by the vehicle

** as evaluated by FCA

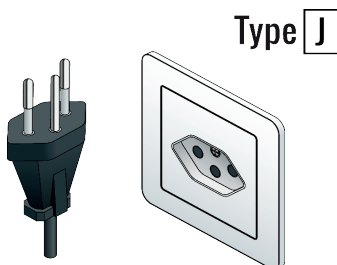
8. Can I use the easyWallbox in non-European countries?

The **easyWallbox** can also be used in non-European countries where IEC standards are recognized. Please make sure about usability of **easyWallbox** with local installers and complying to local regulations.

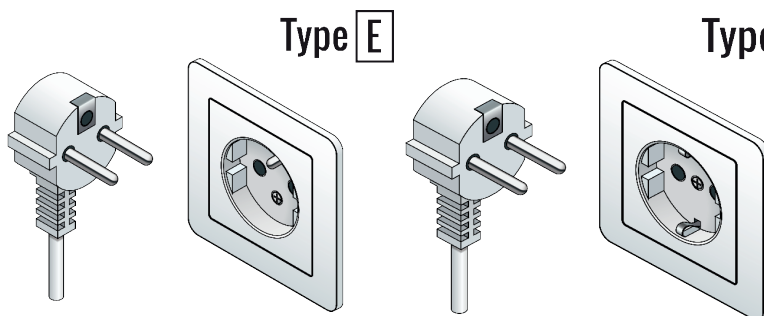
Plug G for UK



Type J for Switzerland



Plug E/F for all the other countries (including Denmark)



Attention! The electrical socket K, still in use in some countries (for example Denmark) is not compatible with using **easyWallbox** therefore must be substituted to use electrical sockets E, F, G or J. If the K plug type is connected to an E or F electrical socket type, **easyWallbox** will start the Allarm mode and charging will not be possible.

9. In case I don't have a proper socket (e.g. Schuko) available where to charge the car, may I use an adapter?

As adapters might lead to dangerous situations including fire, adapters are forbidden. If used, the risk is particularly serious if the car is left recharging for a long time in an unattended place such as a garage. Adapters, triples, "slippers" and others should not be used!

10. Can anyone install the easyWallbox?

When installed in Plug & Play mode, the **easyWallbox** can be installed “as purchased” without the intervention of a professional. Simply fix it to the wall using the plugs provided and then connect the power cable to the household socket.

HOWEVER, IT IS RECOMMENDED TO REFER TO LOCAL REGULATIONS OR TO A PROFESSIONAL IN CASE OF MORE TECHNICAL QUESTIONS

The installation with a **power upgrade**, however, can only be carried out by a **professional** who will operate on the basis of the local regulations in the country of installation.

An accessory (sensor) optional to install is supplied inside the packaging, which allows the **Dynamic Power Management (DPM)** for both Plug & Play mode and with a power upgrade applications. The DPM sensor’s installation should be carried out by a qualified professional.

11. Why use the easyWallbox in Plug & Play mode instead of the cable supplied with car?

The **easyWallbox** allows a higher level wallbox’s user experience: the advantages of using **Plug & Play** which compared to the cable supplied has several advantages including:

- **Dynamic Power Management**, installed by a qualified professional to follow local regulations.
- the convenience of having a fixed installation with a **ready-to-use cable** (not to be taken from the trunk at each recharge)
- a further possibility to **set the recharge start**, in addition to the one available via My Uconnect App of the vehicle

12. How can I find out what is the status of my easyWallbox?

The **easyWallbox** not only communicates via My easyWallbox App but returns information about its status through the LED located on the front. The colors of the LED follow the scheme:

BLUE	STAND-BY status. The easyWallbox is waiting to be connected to a vehicle for charging.
GREEN	Charging status. The easyWallbox is charging the car.
BLINKS RED	ALARM status. The easyWallbox is not reloading due to an error in the system. If the error does not recover itself, please contact the Customer Support Center .

13. How long does it take to install the power upgrade?

As this function requires a modification to electrical parts and eventually to the power line, in general it is half a day’s work for a professional **electrical installer**.

14. How long does it take to install the easyWallbox in the Plug & Play configuration (e.g. Schuko) purchased together with the car?

One of the advantages of the **easyWallbox** is that it does not require any special intervention for the installation. The time of installation is estimated in about **20 minutes**.

15. With which detergents can I clean the easyWallbox?

easyWallbox can be cleaned with any detergent as long as it is not aggressive neither abrasive.

16. Can I open the easyWallbox in the event of a malfunction?

No, in case of malfunctioning please call the Customer Support for technical assistance without opening the device. The opening of the **easyWallbox** is an action carried out at the risk of the owner. Any damage reported to the **easyWallbox** for this operation will not be covered by the warranty.

17. Are the maximum levels of current/power for recharging different for each country of installation?

Yes, **easyWallbox** is configured during manufacture. At this stage, several configurations are available depending on the destination country for the product. When delivered, **easyWallbox** is already configured with the correct power limit for use in the Plug&Play configuration. The maximum current/power that can be distributed is regulated by the local legislation in force after installation in the Power Upgrade configuration.

Country	Country limit Plug & Play Mode [A]/ [kW]	Plug type	INDICATIVE limit per Power Upgrade mode country [A]/[kW]
1. Germany	10/2.3	E/F	20/4.6
2. France	8/1.8	E/F	32/7.4
3. UK	10/2.3	G	32/7.4
4. Belgium	10/2.3	E/F	22/5.1
5. Luxembourg	10/2.3	E/F	32/7.4
6. Netherlands	10/2.3	E/F	22/5.1
7. Switzerland	8/1.8	J	16/3.7
8. Austria	10/2.3	E/F	16/3.7
9. Poland	10/2.3	E/F	32/7.4
10. Greece	10/2.3	E/F	32/7.4
11. Czech Republic	10/2.3	E/F	25/5.8
12. Slovakia	10/2.3	E/F	20/4.6
13. Hungary	10/2.3	E/F	32/7.4
14. Denmark	6/1.4	E/F	16/3.7
15. Sweden	10/2.3	E/F	32/7.4
16. Italy	10/2.3	E/F	26/6.0
17. Spain	10/2.3	E/F	32/7.4
18. Portugal	10/2.3	E/F	32/7.4
19. Norway	10/2.3	E/F	32/7.4