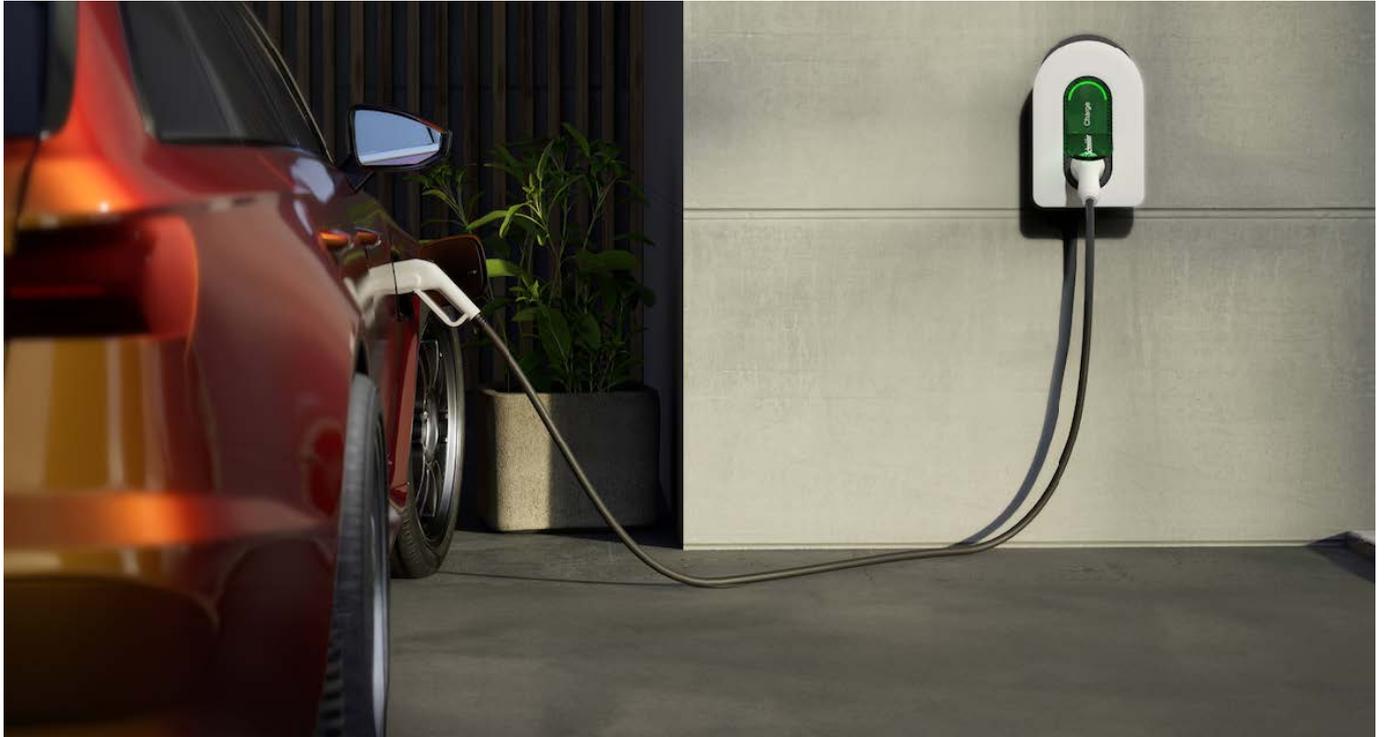


Schneider Charge

Device user guide

Information about features and functionality of the device.

05/2025



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The information provided in this document contains general descriptions, technical characteristics and/or recommendations related to products/solutions.

This document is not intended as a substitute for a detailed study or operational and site-specific development or schematic plan. It is not to be used for determining suitability or reliability of the products/solutions for specific user applications. It is the duty of any such user to perform or have any professional expert of its choice (integrator, specifier or the like) perform the appropriate and comprehensive risk analysis, evaluation and testing of the products/solutions with respect to the relevant specific application or use thereof.

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Safety Information

Important Information

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of either symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

Failure to follow these instructions will result in death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

Schneider Charge

A.



B.



A. EVH5A22N2S, EVH5A22N400F, EVH5A07N2SUK

B. EVH5A11N2Cx, EVH5A07N2C5, EVH5A07N2C7UK

For your safety

DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION OR ARC FLASH

- The equipment must be installed, commissioned, serviced, and maintained only by qualified personnel.
- The charger, the cable and the connector must be regularly checked by to detect any potential damage (visual inspection).
- In case the charger is damaged, it must be immediately turned off and replaced.
- Do not open or modify the charger.

Failure to follow these instructions will result in death or serious injury.

WARNING

RISK OF INJURY

- Do not use any extension cable to connect the charger to the electric vehicle.
- Do not connect any other type of loads to the charger (power tools, etc.). Only connect electric vehicles or their charging equipment.
- Do not use brute force to unplug the charging connector from the Electric Vehicle as it is mechanically locked.
- Prevent the connector to be in contact with heat source, dirt or water.
- When using an integrated charger to charge your electric car, please read the vehicle's tips and instructions carefully.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

CAUTION

RISK OF DAMAGING THE CHARGING STATION

Never clean the charging point by spraying it with water (Hose for garden watering, high pressure cleaners, etc)

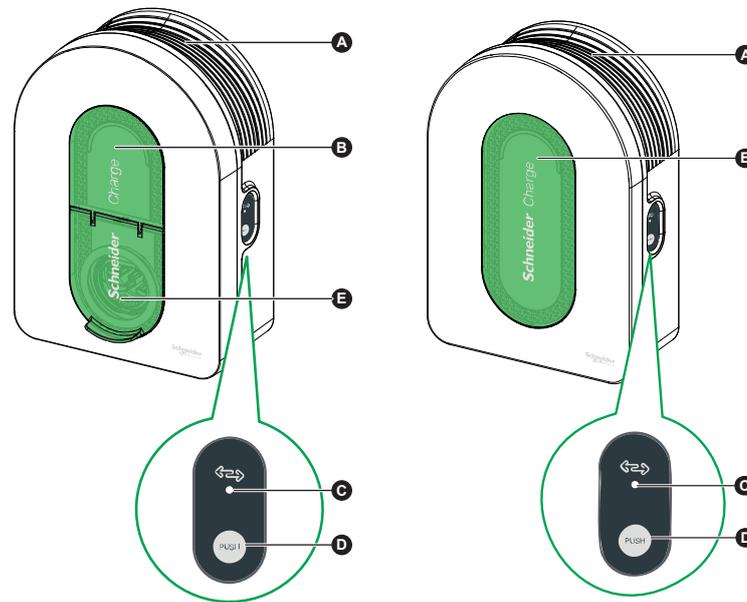
Failure to follow these instructions can result in injury or equipment damage.

About the device

The Schneider Charge (also referred as EV Charger) provides homeowners with an easy and smart charging experience. This charging station is an electrical appliance that supplies electric energy to charge plug-in electric vehicles for indoor and private outdoor areas. The Wiser Home app enables easy access to monitor and control the charging experience remotely, and schedule charging sessions using renewable energy from solar. This helps homeowners to optimize consumption, avoid power overruns and reduce the carbon footprint.

The Schneider Charge when installed with Anti-Tripping Module, provides an end-to-end solution for power load management. For more information, refer Anti-tripping System, page 34.

Operating elements



A	Cable winding trough	When not in use, wrap the charging cable around the charging station's trough to avoid tripping hazards and equipment damage.
B	Front indicator light	Indicates the status of the charging station and charging session. Refer LED Indication.
C	Side indicator light	Indicates status during Wi-Fi® access point commissioning and anti-tripping module pairing.
D	Functional button (Push button)	Press to enable Wi-Fi access point/Reset PIN Code/anti-tripping module pairing (power off and then back on the product to enable this button).
E	Charging socket	Plug in your T2 charging cable.

IMPORTANT:

- Anti-tripping module is designed for use with the Schneider Charge. Do not use with other electrical devices.
- When the Anti-tripping module is employed with Schneider Charge as a standalone, the use of PowerTag in the system is precluded, thereby restricting the functionality of certain features such as Reduce My Bill - AI.

Installing instruction

Refer to the installation instruction supplied with this product.

Installing Anti-tripping system

Refer to the installation instruction supplied with this product.

- Anti-Tripping Module for Single Phase Installation: EVA4HPC1, EVA2HPC1
- Anti-Tripping Module for Three Phase Installation: EVA2HPC3

Installers Commissioning for Schneider Charge

Commissioning via eSetup

Once the Schneider Charge is installed, follow the steps to commission via eSetup app.

For installation refer Installing the device.

IMPORTANT: This process should only be used by authorized/professional installers.

To commission Schneider Charge, please download and install eSetup app.

NOTE: This app should only be used by authorized/professional installers.

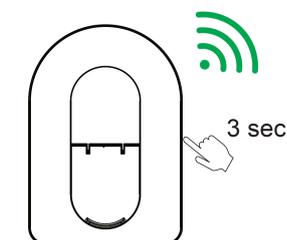
For Android mobile phones:
Click here or scan below code

For Apple mobile phones:
Click here or scan below code



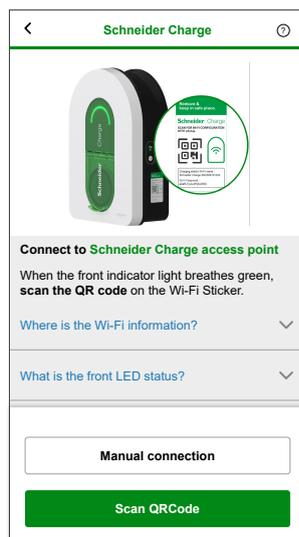
1. Open eSetup app and select **Schneider Charge** and select one of the following:
 - **Skip the tutorial:** To skip the tutorial and continue with step 2.
 - **Start the tutorial:** To start commissioning tutorial.
2. Power On the Schneider Charge, when the side LED indicator turns solid green tap **Yes, it is green** in the app.

NOTE: If the side LED indicator does not turn on after powering on the Schneider Charge, attempt to reactivate the side LED by powering off and then on the Schneider Charge.
3. On Schneider Charge, when the side LED indicator turns solid green, press and hold the side push button for 3 s.
This will create a temporary wireless network of the Schneider Charge which will be active for 4 min.



Schneider Charge

4. In the app, tap **Yes, it's breathing green** and perform one of the following method to connect to the temporary wireless network.



Manual connection:

- a. Tap **Manual connection** > **Open Wi-Fi Settings**.
- b. Select the **SchneiderCharge_##-##-##** from the list and enter Wi-Fi® password located on the side of the device.
- c. Once connected, return to the Wiser Home app.

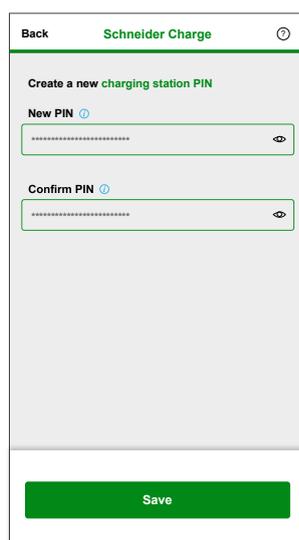
Scan QRCode:

Tap **Scan QRCode**, on the pop-up message tap **OK** and scan the QR Code located on the right side of the charger to join the temporary wireless network.

IMPORTANT: Make sure the camera permission is enabled for eSetup app only.

5. On the screen enter the **New PIN**, confirm the PIN and tap **Save**.

NOTE: The PIN must contain 6 to 16 digits, cannot contain the same digit more than 3 times and code that should not have 6 sequential digits.



New PIN is set successful.

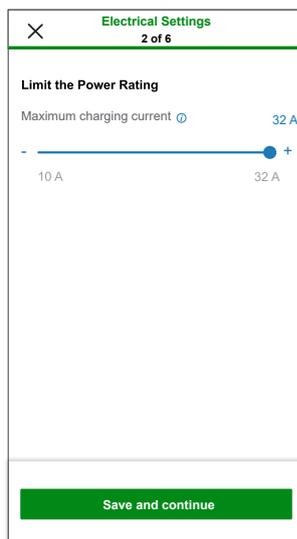
6. On the next page, enter the New PIN and tap **Connect**.
7. In Firmware upgrade, tap **Continue**.
Wait for a few seconds for the app to check the charger firmware version.

8. Tap **Upgrade** to upload the latest firmware to the charger.
Wait for few minutes to complete firmware update.



NOTE: If firmware is up-to date tap **Continue** and proceed to step 9.

9. In **Electrical settings**, you can use the **sliding bar** or **-/+** to limit the charging current depending on the device type then and tap **Save and continue**.



10. In **Network Settings**, turn on the toggle switch for **Connect Schneider Charge to a smart charging application** and select the way to connect the charger to the internet and tap **Save**.

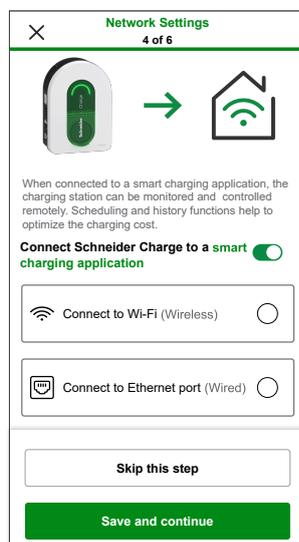
IMPORTANT: If you have a Wiser Hub for remote monitoring and control, make sure that both the Schneider Charge and the Hub are connected to the same Wi-Fi® network.

- **Connect to Wi-Fi (Wireless):** Tap on **Scan QR Code** and scan the QR code on your router to connect to Wi-Fi automatically. Alternatively, you can choose from the list of available networks by tapping **Select a network** or manually enter the Wi-Fi network name and password.
- **Connect to Ethernet port (Wired):** Enter the network details to connect (use RJ45 cable type).

NOTE: Make sure to plug-in Ethernet cable before commissioning the charging station.

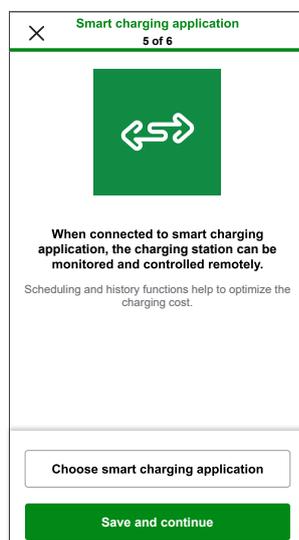
For charging stations installed outside or in a garage without an Internet box/router or Wi-Fi repeater, using an Ethernet cable connection is preferable to a Wi-Fi connection.

If an Ethernet cable connection is not practical it is recommended to install a Wi-Fi repeater close to the charging station.



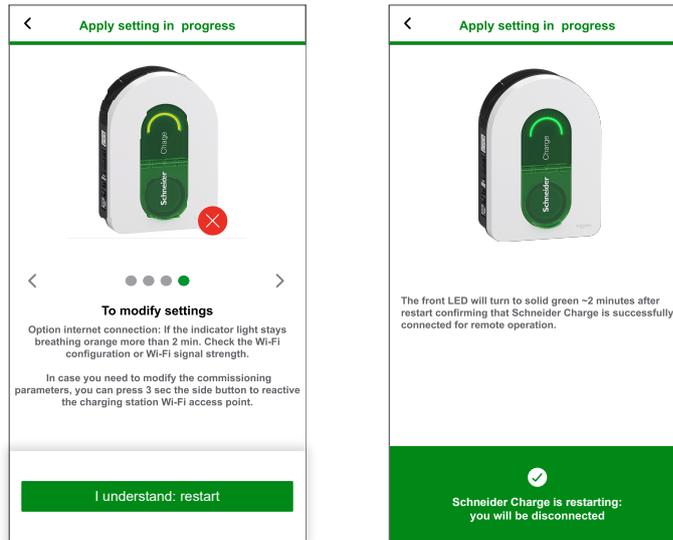
11. After network setting, select one of the following:

- **Choose smart charging application:** To select the Smart Home application. Example: Wiser Home
- **Save and continue:** To save the setting and continue to step 12.



12. Tap **Handover to customer** to share the PIN with the customer.

13. After handover, read all instruction by tapping on **</>** and then tap **I understand : restart** to restart the Schneider Charge. Please wait for few minutes in order to finish setup and connect to the internet.



Schneider Charge will be restarted according to the applied configuration. The front LED will turn to solid green after restart, confirming that Schneider Charge is successfully connected for remote operation.

NOTE:

- You can connect to the charging station after restarting if you need to modify the commissioning parameters. Temporary wireless network of the Schneider Charge which will be active for 5 min after restart.
- The front LED slowly pulse amber when the Schneider Charge is not connected to the internet. Refer to the troubleshooting.

Resetting the PIN via eSetup app

If the commissioning PIN code is lost, you can reset the PIN code to default value using the eSetup app.

1. Open eSetup app and select **Schneider Charge** and tap **Skip the tutorial**.
2. Power On the Schneider Charge, when the side LED indicator turns solid green tap **Yes, it is green** in the app.
3. In Schneider Charge, when the side LED indicator turns solid green, press and hold the side push button for 3 s.
This will create a temporary wireless network of the Schneider Charge which will be active for 4 min.



Schneider Charge

NOTE: If the side LED indicator light is OFF, power OFF the charging station and then turn it ON to re-activate the side button.

4. In the app, tap **Yes, it's breathing green** and perform one of the following method to scan the QR code located on the side of your Schneider Charge to connect to the temporary wireless network.

Open camera:

Tap **Open camera**, on the pop-up message tap **OK** and scan the QR Code located on the side of charger to join the temporary wireless network.

IMPORTANT: Make sure the camera permission is enabled for eSetup app.

Connect manually:

- a. Tap **Connect manually > Open Wi-Fi Settings**.
 - b. Select the **SchneiderCharge_##-##-##** from the list and enter Wi-Fi® password located on the side of the device.
 - c. Once connected, return to the Wiser Home app.
5. On the screen enter the **New PIN**, confirm the PIN and tap **Save**.

NOTE: The PIN must contain 6 to 16 digits, cannot contain the same digit more than 3 times and code that should not have 6 sequential digits.

New PIN is set successful.

6. Enter **New PIN** and tap **Reset PIN**.

The screenshot shows a mobile application interface for creating a new charging station PIN. At the top, there is a navigation bar with a 'Back' button, the app name 'Schneider Charge', and a refresh icon. Below the navigation bar, the main heading is 'Create a new charging station PIN'. Underneath, there are two input fields: 'New PIN' and 'Confirm PIN'. Each input field contains a series of asterisks and has an eye icon to the right, indicating that the PINs are hidden. At the bottom of the screen, there is a prominent green button labeled 'Save'.

After reset, app displays the status.

Commissioning via Wiser Home

Once the Schneider Charge is installed, follow the steps to commission via Wiser Home app.

For installation refer Installing the device.

IMPORTANT: This process should only be used by authorized/ professional installers.

To download the app, scan below code or click on the link

For iOS

Requires iOS 12.0 or later

Search term: Wiser Home

<https://apps.apple.com/app/wiser-heat/id1222853887>



For Android

Requires Android 5.0 or later

Search term: Wiser Home

https://play.google.com/store/apps/details?id=com.schneider_electric.WiserHeat



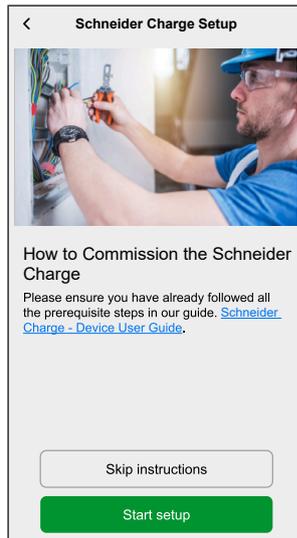
1. Open Wiser Home app, tap **Get started > Professional Installer**.
2. Select you country or region to open **Add Devices** menu.
Add device menu shows the list of supported device based on your location.
3. In the device list, select **Schneider Charge** and wait for few seconds for the app to check the firmware version.

If new firmware is available tap **Download** in the next page, else processed with step 4.



NOTE: App download the new firmware now and upload it to the Schneider Charge once connected via Wi-Fi®.

- In setup page, tap **Start setup**.



- Read the instruction in the app and then tap **Next**.
- In Schneider Charge, when the side LED indicator turns solid green, press and hold the side push button for 3 s. This will create a temporary wireless network of the Schneider Charge which will be active for 4 min.



Schneider Charge

NOTE: If the side LED indicator light is OFF, power OFF the charging station and then turn it ON to re-activate the side button.

7. In the app, tap **Next** and perform one of the following method to scan the QR code located on the side of your Schneider Charge to connect to the temporary wireless network.



Open camera:

Tap **Open camera**, on the pop-up message tap **OK** and scan the QR Code located on the side of charger to join the temporary wireless network.

IMPORTANT: Make sure the camera permission is enabled for Wisier Home app.

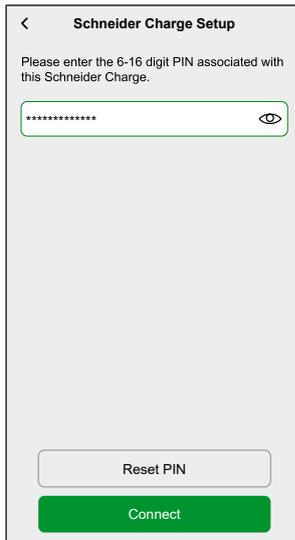
NOTE: If you are not able to join the network by scanning the QR code, tap **I can't scan the QR code** and follow the steps mentioned below in connect manually.

Connect manually:

- a. Tap **Connect manually > Open Wi-Fi Settings**.
- b. Select the **SchneiderCharge_##-##-##** from the list and enter Wi-Fi® password located on the side of the device.
- c. Once connected, return to the Wisier Home app.
- d. Tap **Continue** to continue commissioning process.

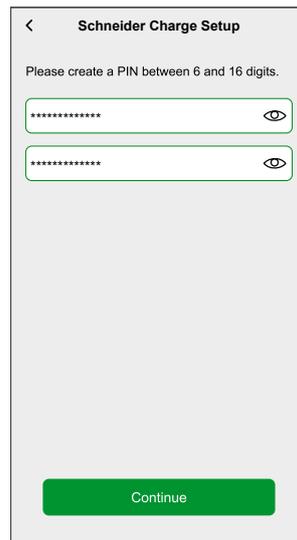
8. On the screen enter the **New PIN**, confirm the PIN and tap **Continue**.

NOTE: The PIN must contain 6 to 16 digits, cannot contain the same digit more than 3 times and code that should not have 6 sequential digits.



New PIN is set successfully.

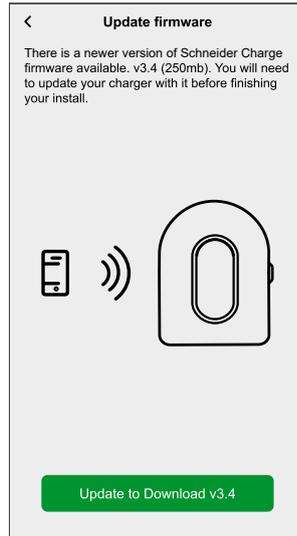
NOTE: If the PIN is already set, enter the PIN and tap **Continue**.



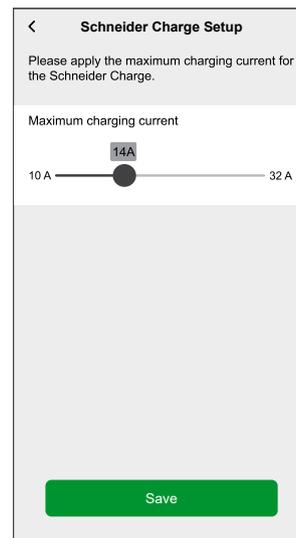
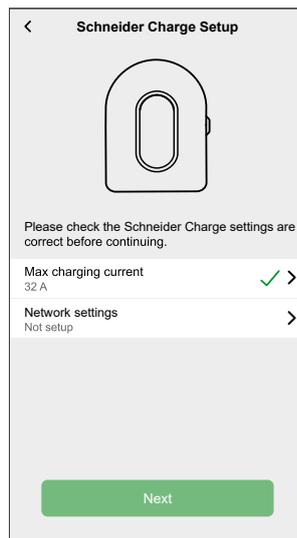
If you enter the wrong PIN more than 3 times, tap **Ok** on the pop-up menu and retry after 5 min or refer resetting the PIN for reset.

9. On the next page, enter the New PIN and tap **Connect**.
Wait for few seconds for the app to check the charger firmware version.
If the firmware is update to latest version skip step 10.

10. Tap **Update** to upload the latest firmware to the charger.
Wait for few minutes to complete firmware update.



11. Tap **Max charging current** to set the maximum charging current depending on the device type.
You can use the **sliding bar** or **-/+** to limit the charging current and tap **Save**.



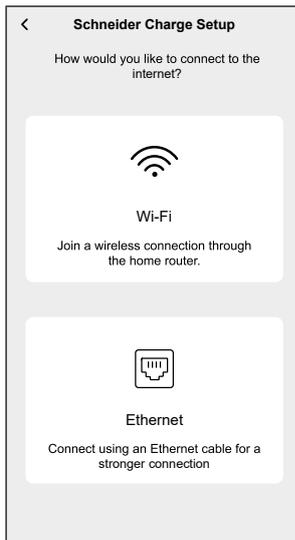
12. Tap **Network Settings > Continue** and select the way to connect the charger to the internet.

IMPORTANT: If you have a Wiser Hub for remote monitoring and control, make sure that both the Schneider Charge and the Hub are connected to the same Wi-Fi® network.

- **Wi-Fi:** You can select Wi-Fi® network from the list and enter the password or Tap **Enter Wi-Fi Manually** to enter the network name, security type, and password.
- **Ethernet:**

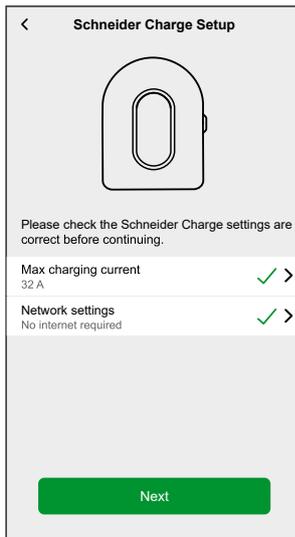
NOTE: Make sure to plug-in Ethernet cable before commissioning the charging station.

Ethernet cable connection is preferred over a Wi-Fi connection if the charging station is installed outside or in a garage that does not have an Internet box/router or Wi-Fi repeater. If an Ethernet cable connection is not practical it is recommended to install a Wi-Fi repeater close to the charging station.

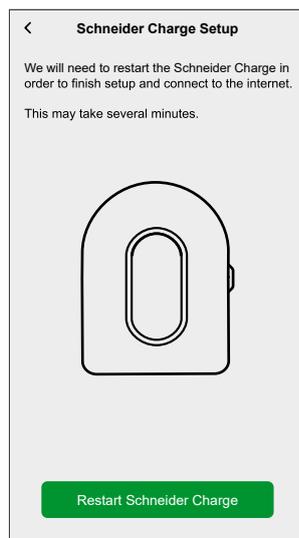


Wait for few minutes for the charger to be configured.

13. After current and network setting, tap **Next** on the setup page to continue.

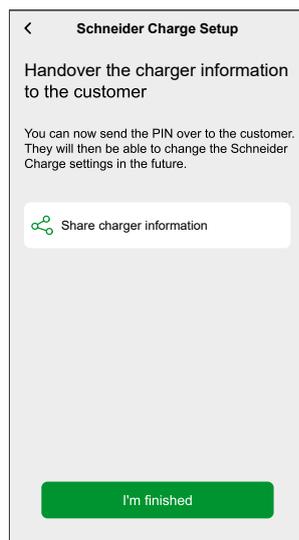


14. Tap **Restart Schneider Charge** to restart the Schneider Charge. Please wait for few minutes in order to finish setup and connect to the internet.



Schneider Charge will be restarted according to the applied configuration. The front LED will turn to solid green after restart, confirming that Schneider Charge is successfully connected for remote operation.

15. After restart, tap **Handover to customer** to share the PIN with the customer and tap **I'm finished** to complete commissioning process.



NOTE:

- You can connect to the charging station after restarting if you need to modify the commissioning parameters. Temporary wireless network of the Schneider Charge which will be active for 5 min after restart.
- The front LED slowly pulse amber when the Schneider Charge is not connected to the internet. Refer to the troubleshooting section, page 53 for support..

Resetting the PIN via Wiser Home app

If the commissioning PIN code is lost, you can reset the PIN code to default value using the Wiser Home app.

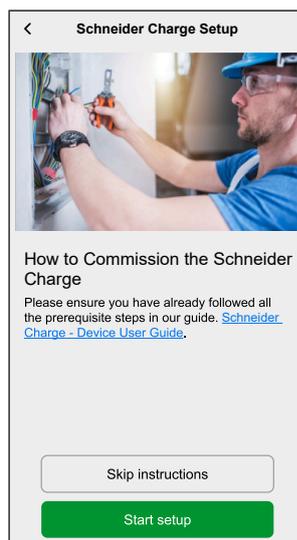
1. Open Wiser Home app, tap **Get started > Professional Installer**.
2. Select your country or region to open **Add Devices** menu.
Add device menu shows the list of supported device based on your location.
3. In the device list, select **Schneider Charge** and wait for few seconds for the app to check the firmware version.

If new firmware is available tap **Download** in the next page, else processed with step 4.



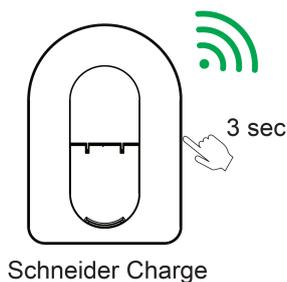
NOTE: App download the new firmware now and upload it to the Schneider Charge once connected via Wi-Fi®.

4. In setup page, tap **Start setup**.



5. Read the instruction in the app and then tap **Next**.

6. In Schneider Charge, when the side LED indicator turns solid green, press and hold the side push button for 3 s. This will create a temporary wireless network of the Schneider Charge which will be active for 4 min.



NOTE: If the side LED indicator light is OFF, power OFF the charging station and then turn it ON to re-activate the side button.

7. In the app, tap **Next** and perform one of the following method to scan the QR code located on the side of your Schneider Charge to connect to the temporary wireless network.



Open camera:

Tap **Open camera**, on the pop-up message tap **OK** and scan the QR Code located on the side of charger to join the temporary wireless network.

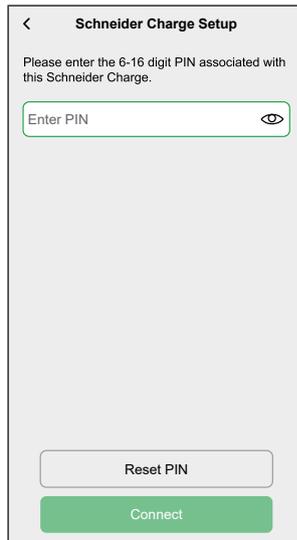
IMPORTANT: Make sure the camera permission is enabled for Wisier Home app.

NOTE: If you are not able to join the network by scanning the QR code, tap **I can't scan the QR code** and follow the steps mentioned below in connect manually.

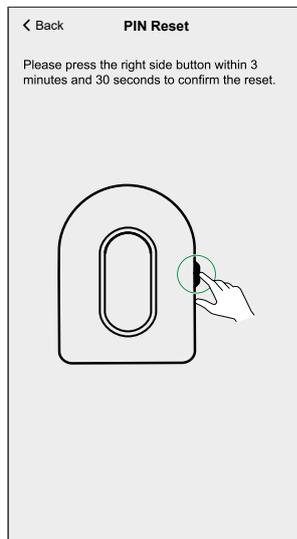
Connect manually:

- a. Tap **Connect manually** > **Open Wi-Fi Settings**.
- b. Select the **SchneiderCharge_##-##-##** from the list and enter Wi-Fi® password located on the side of the device.
- c. Once connected, return to the Wisier Home app.
- d. Tap **Continue** to continue commissioning process.

8. Tap **Reset PIN**, read the pop-up message and tap **Yes**.



9. Please press the right side button on Schneider Charge within 3 minutes and 30 seconds to confirm the reset.



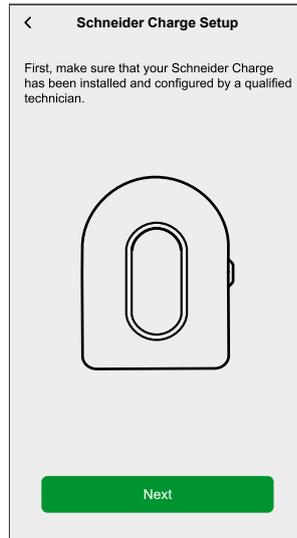
After few seconds PIN will be reset to default.

Pairing the device to Wiser Home app

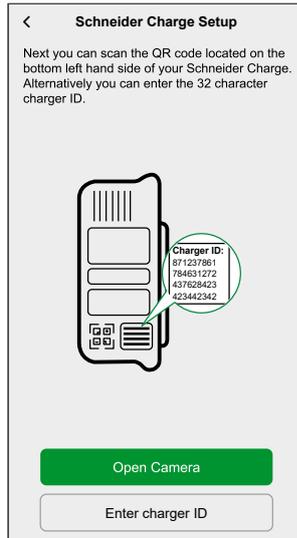
IMPORTANT: Make sure that the Schneider Charge has been configured by a professional installer and pairing between Anti-Tripping Module and Schneider Charge is successful.

1. On the **Home** page, tap .
2. Tap **Devices** >  > **Energy**.
3. Select **Schneider Charge** and then tap **Next** on setup page.

TIP: You can also navigate by tapping **Control** >  > **Energy** > **Schneider Charge**.



- Select one of the following options to enrol your Schneider Charge using the charger ID.



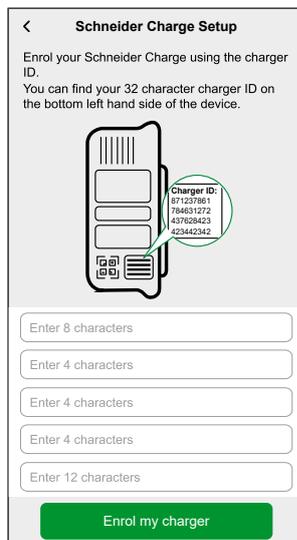
Open camera:

Tap **Open camera**, on the pop-up message tap **OK** and scan the QR code located on the bottom left hand side of your Schneider Charge.

IMPORTANT: Make sure the camera permission is enabled for Wiser Home app.

Enter charger ID:

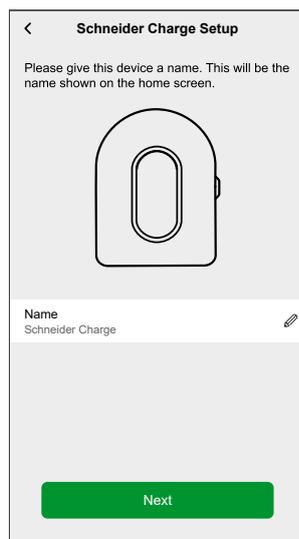
Tap **Enter charger ID** to enter the 32 character charger ID located next to QR code on the bottom left hand side of your Schneider Charge and tap **Enrol my charger**.



Wait for 5 min for the charger to get connected.

5. Once connected, tap **Name**  to enter the name based on your preference and then tap **Next**.

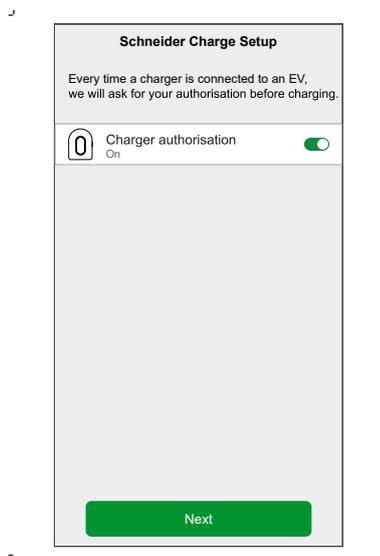
NOTE: By default, the name will appear as **Schneider Charge**.



6. Turn on the toggle switch to enable **charging authorisation** and then tap **Next**.

If enabled, you can initiate the charging process by tapping **Authorize charge** in the control panel of the Wiser Home app after connecting the charger to an EV. If not enabled, the charging will start immediately upon connecting the charger to an EV.

Refer [Enabling charging authorisation](#), page 30 for more info.



7. Tap **Finish** to complete pairing process.

On successful pairing, the Schneider Charge will appear on the app's **Control** page.

NOTE: If you only have an EV Charger in the Wiser System, the **Control** page will not be visible. All functions will be accessible through the **Home** page.

Configuring the device

Renaming the device

Using the Wisier Home app, you can rename your device for easy identification.

1. On the **Control** tab, tap **All > EV Charger > Device settings**.

2. Tap  next device name and then enter a new name.

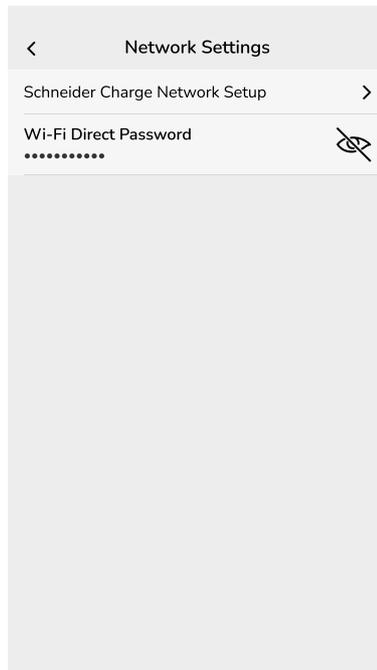
The settings will be saved automatically.

Network settings

If Wi-Fi® network setting as changed, you can update the setting in Schneider Charge via Wisier Home app.

1. On the **Home** page, tap **All > Schneider Charge > Device settings**.

2. Tap **Network Settings > Schneider Charge Network Setup >** to update the network settings.



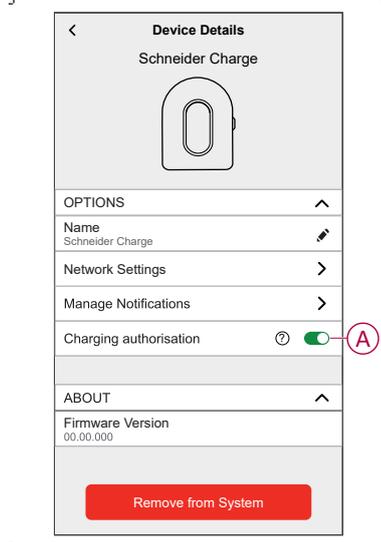
IMPORTANT: If you have a Wisier Hub for remote monitoring and control, make sure that both the Schneider Charge and the Hub are connected to the same Wi-Fi® network.

Enabling charging authorisation

You can establish an authorisation process every time a charger is connected to an EV, Wisier Home app will ask for your authorisation prior to initiating the charging process to prevent anyone to use the charger without authorisation.

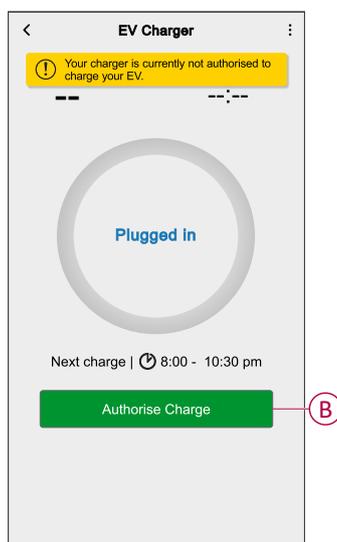
NOTE: If charging authorisation is not enabled, the charging will start immediately upon connecting the charger to an EV.

1. On the **Home** page, tap **All** > **Schneider Charge** > **Device details**.
2. Turn on the toggle switch (A) to enable charging authorisation.



When enabled, upon connecting the charger to an EV, tap **Authorise charge** (B) in the control panel to initiate the charging process.

If authorisation is not approved control panel displays an alert banner that charger is currently not authorised to charge your EV.



TIP: On the home screen, you can tap **Unlock** to initiate the charging process.

Tariff

You can set tariff in the Wisier Home app to access your energy cost and billing data.

To accurately deliver real-time information on energy consumption, it is essential to include the relevant tariff information. The cost associated with energy

consumption is determined by your specific contract type. The different contracts will have varying rates, which can affect how much you pay for the energy you use. By providing the tariff details, we can make sure that the energy consumption data reflects the most accurate costs, helping you better understand your energy usage and manage your expenses effectively.

The cost of energy consumption is based on below contract type:

- Flat rate
- Peak/Off-Peak Hours rate
- No contract

For more information on **Setting Tariff** refer to the respective System User Guide.

Charging mode

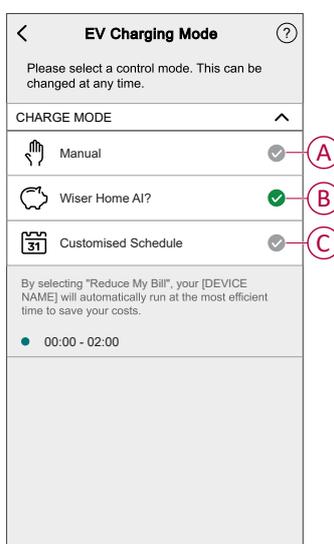
Using the Wisier Home app, you can manage the mode of charging.

1. On the **Control tab**, tap **All devices > EV Charger**.
2. On the device control panel page, tap **Charging Mode**.
3. On the **EV Charging Mode** menu, select any one of the following options:
 - A. **Manual**: charging will start as soon as the cable is plugged in to Electric vehicles (EV).
 - B. **Wiser Home AI**: your electric vehicle will automatically start charging at the next cost effective time period based on the tariff to reduce your total cost of charging.

IMPORTANT: This feature is applicable only when there are suitable tariffs created. Refer to Wisier Home AI and Tariff plan configuration.

- C. **Customized Schedule**: create your own schedule to charge your electric vehicle.

Refer to [Creating a schedule](#), page 42.



NOTE: For more information on Wiser Home AI and Setting Tariff refer to the respective System User Guide.

NOTE: You can change the charging mode at any time.

Wiser Home AI

Using the Wiser Home app, you can view how the devices are controlled and scheduled for usage.

The Wiser Home AI feature automatically schedules your high-consuming devices to run during the cheapest electricity rates, helping to lower your energy bill. By enrolling devices like EV chargers or resistive water boilers, this feature shifts loads to low-tariff periods. It also helps the EV chargers to consume the excessive solar energy production. It works with variable tariffs, such as peak/off-peak rates, and requires users to answer routine questions.

For more information on Wiser Home AI refer to the respective System User Guide.

Schneider Charge Anti-tripping system

Anti-Tripping Module



EVA2HPC1

EVA4HPC1

EVA2HPC3

Overview

Schneider Charge anti-tripping module, working in conjunction with a Schneider Charge charging station, forms an intelligent load management system that continuously adapts the charger's power output to the electric vehicle based on the available power in the home.

The power availability is calculated by the load management system by comparing the utility power limit and the home consumption gathered by a current transformer positioned on the bottom of the main circuit breaker.

The communication between the Home Anti-tripping system and the Schneider Charge charging station is done with power line communication, so no need to add a communication cable.

NOTE: Anti-tripping module is designed for use with the Schneider Charge. Do not use with other electrical devices.

Pairing Anti-Tripping Module with Schneider Charge

You can pair Anti-Tripping Module and Schneider Charge with each other to prevent disturbance between them.

IMPORTANT:

- Make sure the installation of Anti-Tripping Module and Schneider Charge is complete according to the installation manual.
- Do not shut down the power supply during pairing process.

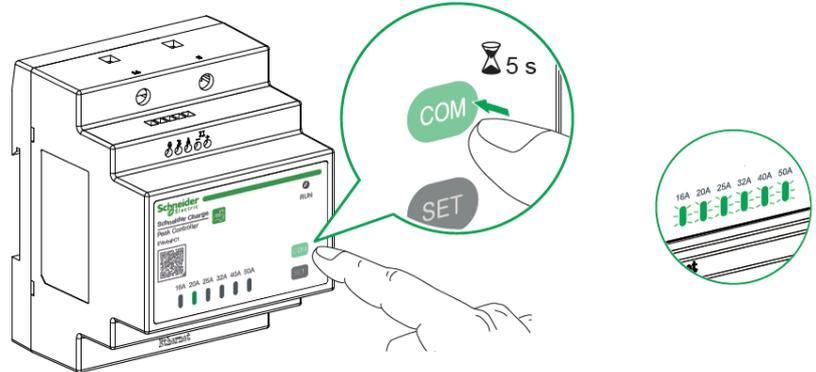
Activate pairing mode

1. Activate pairing mode in Anti-Tripping Module as mentioned below:

a. **For EVAxHPC1 module:**

Power On the module and then press **COM** button for 5 s to enter the pairing mode.

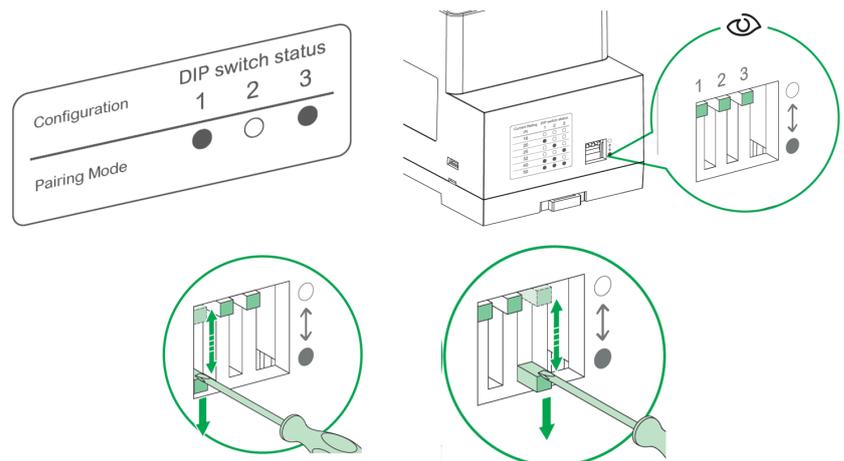
All LEDs blinks green.



b. **For EVA2HPC3 module:**

Using a screw driver set the first and last DIP switch to ON position and then Power On the module.

Only System LED blinks green.



2. Power On the Schneider Charge. When the side LED turns green, press the **Push** button on Schneider Charge 3 times to activate the pairing mode. **Side LED blinks blue.**



When both are in pairing mode, wait for a few minutes for them to connect with each other.

Upon successful pairing:

- On EVAxHPC1 module, both **Peak** LED and **Run** LED turn solid green.
- On EVA2HPC3 module, **System** LED blinks green while **Communication** LED turn solid green.
- On Schneider Charge, side LED turn solid green.

NOTE: After successful pairing set the max. current limit in the Anti-Tripping Module, refer respective installation manual.

Unpairing / Aborting from pairing mode

Enter pairing mode as mentioned above and follow below procedure to unpair or abort pairing mode:

- On EVAxHPC1 module, before successful pairing press **COM** button once to abort.
- On EVA2HPC3 module, set other current rating before successful pairing using DIP switch.
- On Schneider Charge, press the side button 5 seconds to abort.

NOTE: It is recommended to separately perform the unpairing process for the anti-tripping and charging station.

Anti-Tripping Management

The Anti-Tripping Management prevents the circuit breaker from tripping by switching off the load or reducing the power of the load. This keeps the total consumption of the system under a defined limit. The limit value is set by the size of the main incomer switch, refer to [Setting Tariff](#). Devices that are eligible will be added automatically to the Anti-Tripping Management.

IMPORTANT:

- When the Grid reaches more than 80% of the contract limit, the Anti-Tripping algorithm will activate to control devices enrolled in the Anti-Tripping Management.
- When a device is managed by the Anti-Tripping management, the Schedules, Moments and Automations for that device are not executed.

Pre-requisite:

Case 1: with Anti-Tripping Module

- If PowerTag Energy is installed, it should be removed from the grid system.
NOTE: Once the PowerTag is removed from the system you will not be able to use Reduce My Bill - AI feature.
- Anti-Tripping Module should be installed and paired with Schneider Charge. Refer [Pairing Anti-Tripping Module and Schneider Charge](#), page 34
- Main incomer rating should be set. Refer to [Setting Tariff](#).

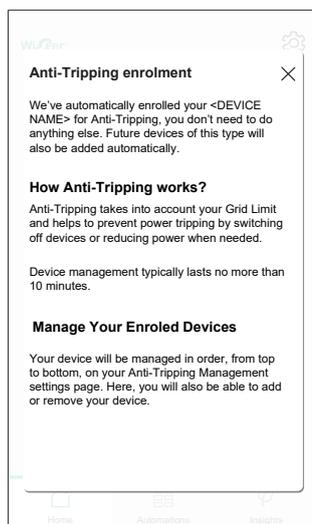
Case 2: with PowerTag Energy

- If Anti-Tripping Module is installed, it should be removed from the system.
- Make sure that PowerTag Energy is installed and paired with the Wiser Home system, and configure one of the PowerTag devices as Grid. Refer [Pairing main PowerTag as Grid](#).
- Main incomer rating should be set.
A default contract limit is automatically set when pairing the main **PowerTag Energy** as a **Grid**. You can change the contract limit later if the Grid value set during the PowerTag Energy installation does not match the tariff. Refer to [Setting - Setting Tariff](#).

NOTE: The main incomer rating is used by the Anti-Tripping Management algorithm. If set incorrectly it may not work as expected and could result in the power tripping.

Enabling Anti-Tripping Management

Once the prerequisites are completed, user gets notified that this feature is available. The **Anti-Tripping** screen appears on the **Home** page.



1. Read the feature update and swipe to navigate to next screen.
2. Tap **X** to close the overlay screen.
 - The supported devices will be enrolled automatically.

Disabling Anti-Tripping Management

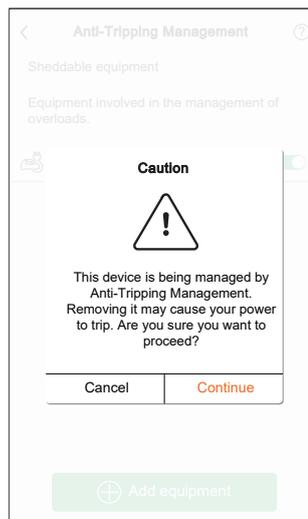
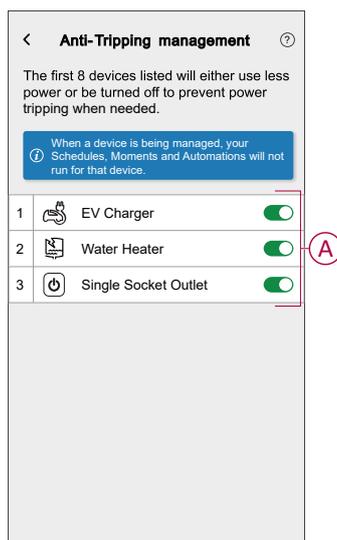
The Anti-Tripping Management feature for the supported devices can be deactivated at any time.

1. On the **Home** page, tap  > **Energy Management** > **Anti-Tripping Management**.

Tap the toggle switch (A) for the devices you want to disable.

If the device is currently in use, a notification will prompt you that deactivating this feature may cause your power to trip.

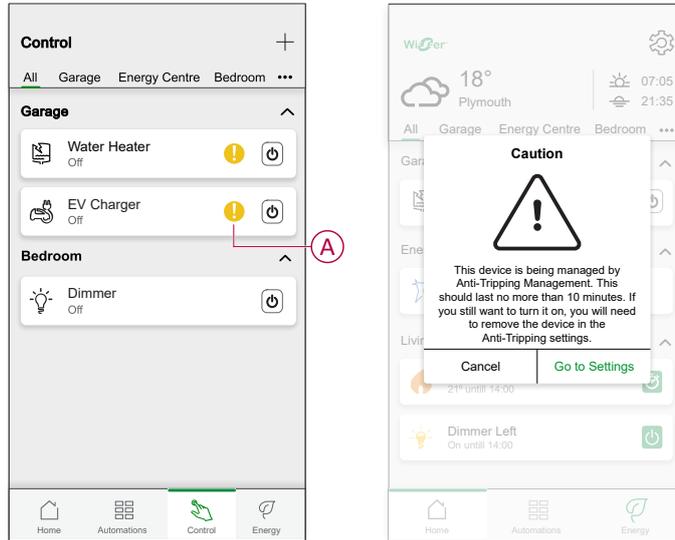
2. Tap **Continue** to disable.



Activation status

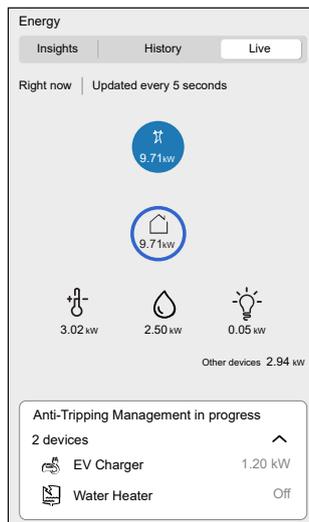
On the Home page and control panel page of the devices,  (A) denotes the Anti-Tripping management status.

- The devices will typically be off for upto 10 minutes. It will restart automatically when power is available.
- If you wish to turn on the device in Home page or control panel page, a **Caution** window is prompted that the device is being actively managed. Read the information and tap **Go to settings** and disable the toggle switch to remove the device from the Anti-Tripping Management.



Live status

When the Anti-tripping feature is active for any device, the load shedding (A) is shown in the **Live** tab.



Troubleshooting

Error	Possible cause	Solution
 Algorithm is currently unavailable displayed in the Live tab.	<ul style="list-style-type: none"> • The device is offline. • Technical issue. 	Restart your Hub. If the problem still persists contact your installer or visit Help and Support and select your country.

	System/Hub is unable to receive data from the device.	<ul style="list-style-type: none"> • Check if the Hub and the charger are in same Wi-Fi network. • Restart your Hub. If the problem still persists contact your installer or visit Help and Support and select your country.
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Using the device

The Control Panel allows you to start and stop charging and monitor the power consumption.

On the **Control** page, tap **EV Charger** to access the control panel.

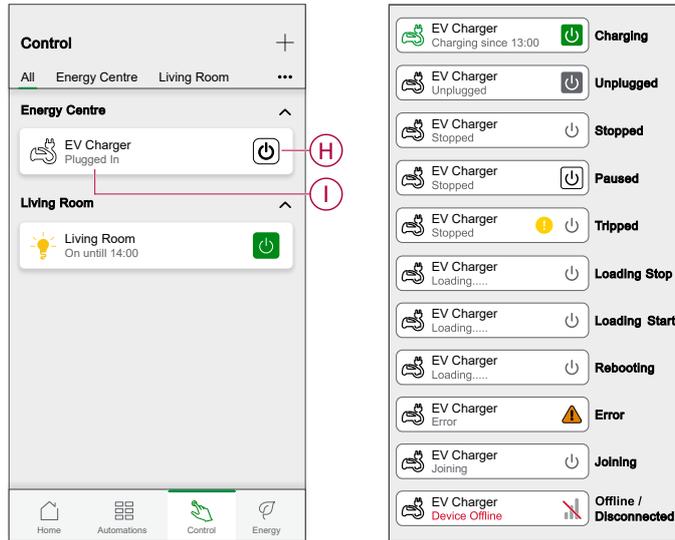
On the control panel page, you can see the following:

- Total cost of charging session (A).
- Total time of charging in the session (B).
- Total energy consumption in the session (C).
- Control button (Start charging/Stop charging, Pause/Resume) (D).
- Charging Mode, page 32 (E).
- Device settings (F) - You can rename the device or remove the device from the Wisier system. Refer to Renaming the device, page 29 and Removing the device, page 51.
- History, page 44 (G).



Similarly you can control and check the current status of EV from **Control** page.

- Control button (H).
- Current state of the device (I).



TIP: You can also start and stop charging when you add the device to your Favorite list. For more details about Favorites, refer to the respective System User Guide.

NOTE:

- If you only have an EV Charger in the Wiser System, the **Control** page will not be visible. All functions will be accessible through the **Home** page.
- Electric vehicles (EV) can't be charged immediately after they have stopped. Reconnect the plug to start charging. Refer *Connecting/ disconnecting the charger*, page 41.

Connecting/disconnecting the charger

Connecting

1. Plug in the charging cable connector into the EV Charger.
2. Plug in the charging cable connector into the electric vehicle's inlet.
3. The EV Charger's LED indicator will change from constant green to pulsing blue.

NOTE: For information on LED color, refer to LED indication, page 52.

Disconnecting

1. Stop charging the vehicle with Wiser Home app to unlock the charging cable from vehicle socket.
2. Unplug the EV Charger's connector from the electric vehicle's inlet.
3. Wind the charging cable around the EV Charger winding trough.

Managing the cable

- Make sure that the charging connector and charging cable are securely stored between charging sessions.
- Wrap the charging cable around the charging station's cable trough.
- If the Schneider Charge is installed outdoors, Remove the cap.
- If the Schneider Charge is installed indoors, protect the connector by covering it with the dust cap.

Creating a schedule

The EV charging can be controlled and triggered by a schedule. Once the schedule is set, your system will follow the active schedule. You can create or modify the schedules at any time.

1. On the **Control** tab, tap **All > EV Charger**.

2. Tap **Charging Mode**.

NOTE: If you have EV Charger installed with Wiser Hub you can also navigate the following path to create schedules:

- On the **Home** screen, tap .
- Tap **Schedules > EV schedule**. Proceed with step 3.

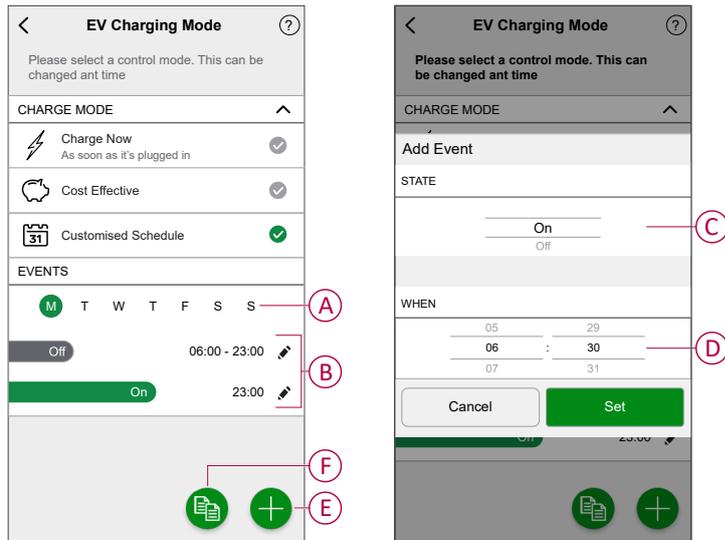
3. On the **EV Charging Mode** page, select **Customized Schedule**.

NOTE: The EV Charger will have a default schedule pre set to the user. You can edit the schedule as required.

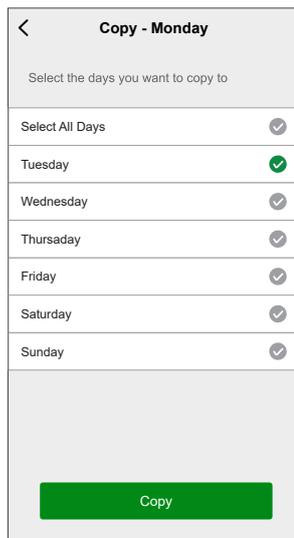
IMPORTANT: It is required to set an **On** and **Off** state for a schedule.

4. Select days (A).

5. Tap  (B) to edit the schedule.

6. Select a state (On/Off) (C), time period (D) and tap **Set**.**TIP:**

- You can add multiple schedules based on your requirement. Select days (A), tap **+** (E), set on/off state and time.
- You can copy the existing schedule to the days of your choice. Tap **📄** (F), select the days and tap **Copy**.



- When the schedule begins, you can see the **until time** in the following screens:
 - Device Control Screen.
 - Control tab under the device name.
 - Favourite devices section on the home screen.

Checking the device history

Using the Wisier Home app, you can monitor the cost and power consumption of the EV Charger by accessing the history.

1. On the **Control** tab, tap **All > EV Charger**.
2. On the device control panel page, tap **History**.
3. In the **History** page, you can see the total power consumption per charging cycle and total charging cost.

You can tap **Load More** to view the records of the past 30 days.

History	
December - 3 Charges	
Today 19:00 1h 10min	3.9 kWh ▾
Yesterday 06:50 6h	10.8 kWh ▾
Yesterday 18:01 52 min	1.2 kWh ▲
Plugged In	18:01 am
Stopped	18:53 am
Total Charging Cost	£1.78
5/12/2021 18:01 52 min	1.2 kWh ▾
November - 24 Charges	
13/10/2021 18:01 52 min	1.2 kWh ▾
Load More	

IMPORTANT: If you have installed both PowerTag and EV Charger, you can monitor the powerflow and energy consumption in the **Energy** tab. For more information, refer to [Live](#).

Enabling notifications

Using Wisier Home app, you can enable notifications to view the charging status.

1. On the **Home** screen, tap .
2. Tap **Account > Notifications**.
3. Enable the **EV Charger** toggle switch.

Automation

An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times when certain conditions are met. Using the Wisier Home app, you can create automations based on your needs.

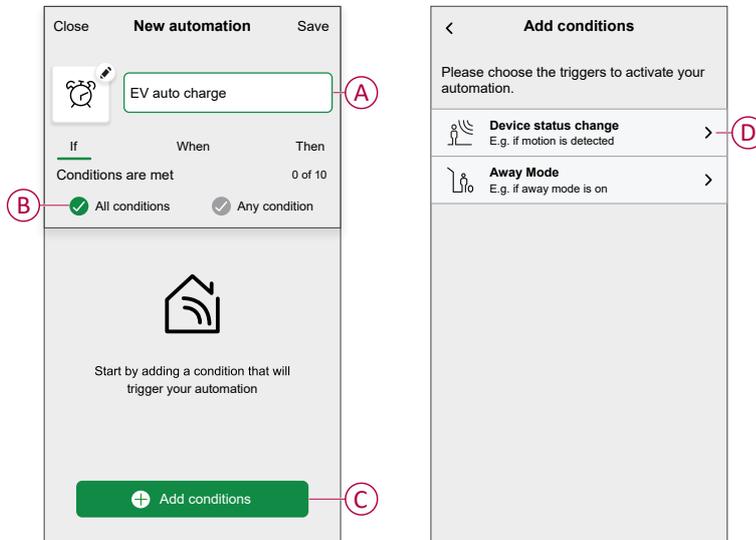
Creating an automation

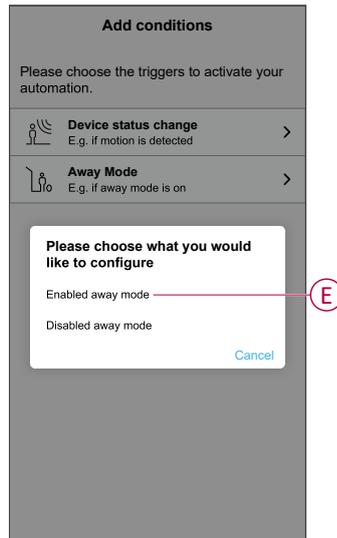
The following is an example of creating an automation to start the EV Charger when you are away.

NOTE: EV Charger can only act as an action.

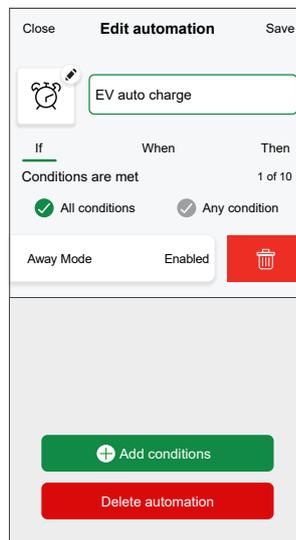
1. On the **Home** page, tap .
2. Go to **Automation** and then tap  to create an automation.
3. Tap  and choose an icon that best represents your automation.
4. Enter a name of the automation (A) and select any of the following conditions to meet (B).
 - **All conditions:** All conditions must be met to trigger an automation
 - **Any condition:** Any one of the condition must be met to trigger an automation.
5. Tap **Add conditions** (C) and select any of the following (D):
 - **Device status change** (Select the device)
 - **Away Mode** (Enable or Disable)

NOTE: Maximum 10 conditions can be added.



6. Select **Enabled mode away (E)**.

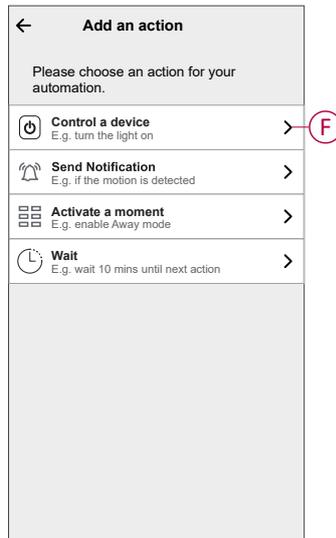
NOTE: To remove an added condition, swipe left and tap .



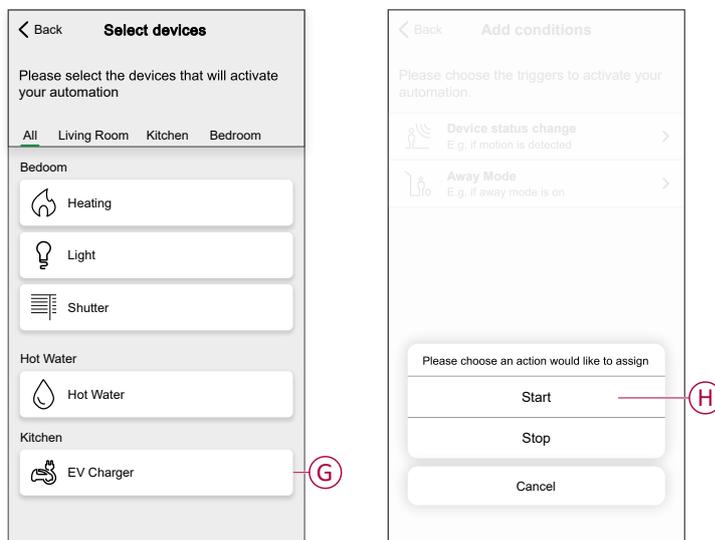
7. To add an action, tap **Then > Add an action** and select any of the following. In this case, **Control a device (F)**.

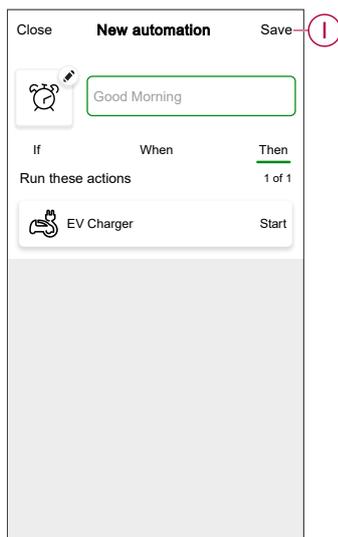
NOTE: Maximum 10 actions can be added.

- **Control a device:** Select a device that you want to trigger.
- **Send notification:** Turn on the notification for the automation.
- **Activate a moment:** Select the moment that you want to trigger.
- **Wait:** This option allows you to add a delay in an automation sequence. You can set the wait time in increments of 1 hour and 1 minute, up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.



8. Select **EV Charger (G)** and then select an action (H) to assign.



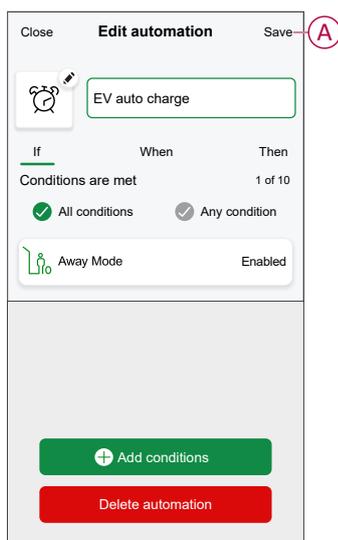
9. Tap **Save (I)**.

The saved Automation is displayed on the **Automation** page. Tap the toggle switch on the **Automation** page to enable/disable the Automation.

Editing an automation

To edit an automation:

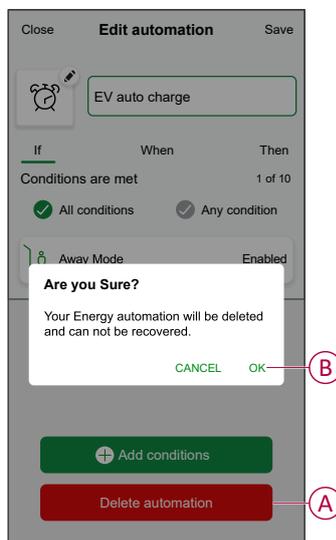
1. On the **Home** page, tap the .
2. In the **Edit automation** page:
 - Change the automation's name and icon.
 - Change the device's settings
 - Add a new action or condition
 - Delete an action or condition
3. Tap **Save (A)**.



Deleting an automation

To delete an automation:

1. On the **Automation** tab, tap the automation that you want to delete.
2. On the **Edit automation** page, tap **Delete automation** (A).
3. Read the confirmation message and tap **OK** (B).



Firmware auto update

You can choose devices to be automatically updated to the latest firmware. This will give you access to the newest features.

1. On the **Home** page, tap **All > System Settings > Firmware Updates**.
2. Turn on the toggle for the device for which you want to enable auto firmware update.

This will allow the charger to update to the latest firmware when it becomes available.

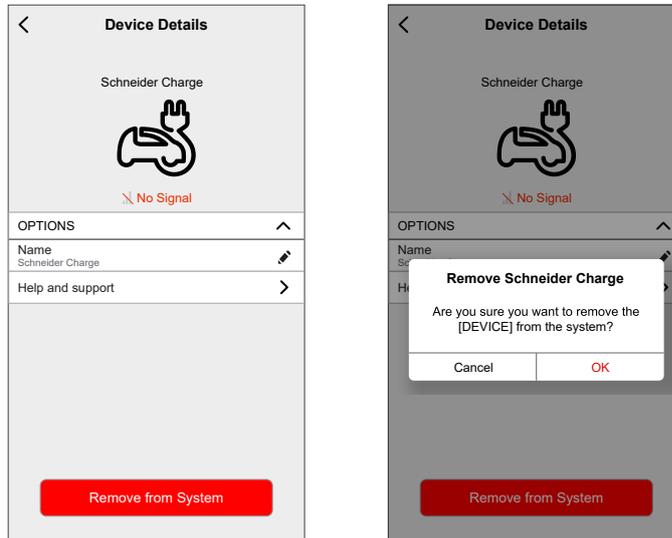
Removing the device from Wiser system

Using the Wiser Home app, you can remove a device from the device list.

1. On the **Control** tab, tap **All > Schneider Charge > Device settings**.

NOTE: Tap **Help and support** to view the website where you can find answers to your queries.

2. Tap **Remove from System** for confirmation window to be prompted.



3. Tap **OK** to confirm.

The app will direct the user to the **Home** page. All the app related data will be deleted.

LED indication

Front Indicator Light		Charging station status
	Solid White	Restart of the charging station – Please wait!
	Breathing Green	Wi-Fi access point activated for commissioning
	Blinking Green	Firmware upgrade on going – Please wait!
	Solid Green	Ready
	Breathing Blue	Charging on going
	Blinking Blue	Charge suspension by the smart charging application or lack of remaining power in the house
	Solid Blue	Charge suspension by electric vehicle or battery full
	Breathing Orange	Not connected to the smart charging application when connectivity configured
	Solid Orange	Locked
	Solid Red	Stop/Error – Refer to trouble shooting section

Side indicator light		Charging station status
	No light	PUSH button not activated - Power off and then back on the charging station to activate it
	Solid Green	Ready to activate Wi-Fi access point for commissioning /
	Blinking Green	Wi-Fi® access point activated for commissioning
	Blinking Blue	Pairing mode with anti-tripping module (peak controller) activated
	Blinking Red	Anti-tripping module power line communication or TIC communication (France only) lost

Troubleshooting

Symptom		Possible causes and solutions
Connector plugged into electric vehicle but not charging, LED illuminated solid green.		<ul style="list-style-type: none"> Verify that the connector was inserted properly by unplugging and plugging it back into the electric vehicle's socket. Verify the charging sequence by following the procedure described in section "Operation".
Connector plugged into electric vehicle but not charging, LED illuminated Blinking blue.		<ul style="list-style-type: none"> Verify that you do not have a schedule in progress through the smart charging application that prevents charging the car. In case you have installed an anti-tripping module. The anti-tripping module limits the maximum power draw of the Schneider Charge and can completely stop the charge to avoid a power outage of your home electrical supply under all conditions. Reduce the home load to have at least 9A current available per phase to restart charging the car. Make sure your grid connection is sufficient to charge the car and for house loads.
Connector plugged into electric vehicle but not charging, LED illuminated Solid blue.		<ul style="list-style-type: none"> Verify that you do not have a schedule in progress through your car that prevents charging the car.
Charging station's LED breathing Orange.		<ul style="list-style-type: none"> Restart the Schneider Charge. The Schneider Charge is not connected to the domestic network when using Wi-Fi: <ul style="list-style-type: none"> Verify that you have connected the Schneider Charge to a 2.4 GHz Wi-Fi with WPA2 password. Verify that the Wi-Fi name and password are correct. In case the Wi-Fi signal is too weak: connect the charging station with Ethernet cable, or add a Wi-Fi repeater. Verify that internet router is working properly.
Charging station's LED illuminated red		<ul style="list-style-type: none"> Switch off the power supply to the charging station, unplug the connector from the electric vehicle, reconnect the power supply, wait for the charging station to become ready (LED illuminated solid green), before reconnecting the connector to the electric vehicle.
Charging station's LED off.		<ul style="list-style-type: none"> No power supply. Verify that the cabling is correct and that circuit breaker did not trip. Otherwise, switch off the power supply to the charging station, The charging station is possibly damaged. Please contact Schneider Electric's Customer Care Centre.
Charging station's LED White light flashing and then power off.		<ul style="list-style-type: none"> Power supply overvoltage seriously (Voltage more than 300V between phase line and neutral line). Switch off the power supply to the charging station, The charging station is possibly damaged. Please check power voltage.
QR code sticker for Wi-Fi access point password is lost.		<ul style="list-style-type: none"> The Wi-Fi access point password to connect eSetup application to perform the configuration or modify the settings can be recovered inside the product by removing the front cover.
PIN code for installer commissioning is lost.		<ul style="list-style-type: none"> A new PIN Code can be created by clicking on "Reset PIN code" and follow the instructions in Wisier Home application.
Main incomer circuit breaker has tripped.		<ul style="list-style-type: none"> Add a anti-tripping module to allow the load shedder. If the anti-tripping module is already installed, check that the setting is correct and that it is correctly paired with the charging station: see anti-tripping module user guide.
Connect the charging station to a smart charging application unsuccessfully.		<ul style="list-style-type: none"> When the back-end application requests for the Serial Number, you shall enter the Charger Point Identification number (CPID) that you could find on the side of the charging station.

Technical data

Schneider Charge

General Characteristics

Range	Schneider Charge
Product name	Schneider Charge
Product Type	AC charging station
Pole description	3 P + N / 1 P + N
Mounting mode	Wall-mounted
Rated supply voltage	400 V AC (+/- 10%) 50/60 Hz Three Phase 230 V AC (+/- 10%) 50/60 Hz Single
Nominal output power	11 kW 16 A (3 P +N) 7.4 kW 32 A (1 P +N) 22 KW 32 A (3 P+N)
Cabling	Top, back or bottom cabling
Embedded protection	RCD-DD 6 mA DC filter
Maximum supply current	32 A 16 A
Socket-outlet type	1 (only T2S)
Attached cable	Attached cable 5 M or 7 M with T2 connect
Earthing system	TT, TN-S, TN-C-S, IT/TT without Neutral (230 V AC only)
Digital inputs for energy	Digital signal input to be connected to a dry contact TIC protocol (For France Only) iMNX/ MNX
Load management system	Possibility to connect to an Anti-tripping system EVA2HPC1 or EVA4HPC1 (1PH) EVA2HPC3 (3PH)
Local signaling	Front face: 1 multi-color LED, function: status indication Side button: led indication for Wifi setting and pairing functionality with anti-tripping system (accessory)
Communication	OCPP 1.6j for connection to the Schneider Electric Wiser app or to third party apps Wi-Fi® connectivity or Ethernet port for connection to the home router
Smart Phone Application	Yes. Free Access to Wiser Home
Remote Features with Wiser app	Charge scheduling, remote Start/Stop, energy consumption/cost. Monitoring & History
Metering	Built-in micro programmed Control Unit for measurement: accuracy 1%
Accessories	Anti-tripping module for load management system EV cable holder.

Technical Characteristics

Standards	IEC/EN 61851-1 EN 61000-6-1 EN 61000-6-3 IEC 61851-21-2	
Product certifications	CE EV Ready/mobilized approved (France offer)	
IP degree of protection	IP55 conforming to IEC 60529	
IK degree of protection	IK10 conforming to IEC 62262	
Ambient air temperature for operation	T2S socket outlet: - 35 °C ~ 45 °C (3P 32A) - 30 °C ~ 50 °C (1P 32A) - 30 °C ~ 55 °C (3P 16A)	Attached cable with T2 connector: - 35 °C ~ 50 °C (1P 32A) - 35 °C ~ 55 °C (3P 16A)
Storage temperature	- 40 °C ~ 85 °C	
Relative humidity	5 ~ 95%	
Altitude	≤ 2000 meters	
Height x Width x Depth	Attached cable version: 352*244*107 mm. T2S version: 352*244*117 mm (not include socket flap)	
Net weight	T2S socket outlet: 3,2 KG Attached cable version with T2 connector: 1P+N 5m 5,5 KG / 7m 5,3 KG 3P+N 5m 4,4 KG / 7m 5,1 KG	

Sustainable offer status

REACH Regulation	REACH Declaration
EU RoHS Directive	Compliant EU RoHS Declaration

Offer sustainability

Mercury free	Yes
RoHS exemption information	Yes
Environmental Disclosure	Product Environmental Profile
Circularity Profile	End of Life Information

Schneider Charge Anti-tripping system

Characteristics	Single phase	Three phases
Power supply	TT, TN, IT/TT without Neutral (230 V AC only) 50/60 Hz	TT, TN, IT/TT without Neutral (230 V AC only) 50/60 Hz
Power input	220-240 V AC (+/- 10%) 50/60 Hz	220-240 V AC (+/- 10%) 50/60 Hz
Rated power	4 W	5 W
Number of phases	L+N	L1+L2+L3+N
Pairing functionality	Pairing functionality between Schneider Charge charging station .Up to 6 sets allow to be used at same time within PLC function range (200-meter power cable length)	
Network interface Communication	Power Line communication with Schneider Charge charging station.	
Polling interval	1000 ms	
Photovoltaic application	Continuously adapts the charging power taking home consumption and self-generated energy (PV, wind, storage...) into account	
Operating temperature	-30 °C / +50 °C	
Storage temperature	-40 °C / +85 °C	
Humidity	5% - 95% no condensation	
Altitude	≤ 2000 m	
Ingress protection Mechanical	Indoor use	
Cooling	Natural Cooling	
Dimensions	70 x 93 x 69 mm	72 x 89 x 75 mm
Weight	196 g	180 g
Regulation certification	EN 61010-1, EN 61326-1	
Rating	Low rating: 16 A to 50 A High rating: 32 A to 100 A	Low rating: 16 A to 50 A

Compliance

Product Environmental Data

Find and download comprehensive environmental data about your products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP), End-of-Life instructions (EOL) and much more.

<https://www.se.com/myschneider>



General information about Schneider Environmental Data Program

Click the link below to read about Schneider Electric's Environmental Data Program.

<https://www.se.com/ww/en/about-us/sustainability/environmental-data-program/>



Declaration of Conformity

Hereby, Schneider Electric Industries SAS, declares that this product is in compliance with the essential requirements and other relevant provisions of RADIO EQUIPMENT DIRECTIVE 2014/53/EU.

Declaration of conformity can be downloaded on:

- <https://www.go2se.com/ref=Evh5A22N2S>
- <https://www.go2se.com/ref=Evh5A11N2C5>

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