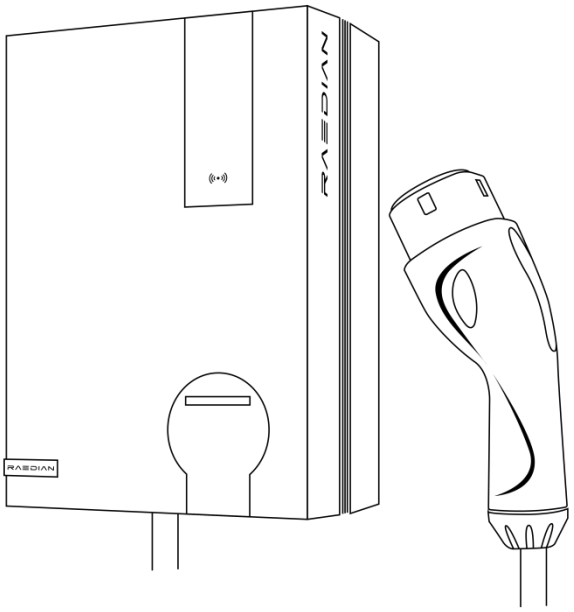
ENERGIZE THE FUTURE OF EMOBILITY

RAEDIAN




# USER MANUAL

NEO

CABLE VARIANT



# Safety Notice

It's crucial to familiarize with this manual and abide by all safety precautions outlined, including those indicated by safety markings on the equipment.

**General safety first** While this manual provides helpful guidance, it's not exhaustive. Always prioritize general safety requirements, design, production, and established safety standards when operating the charger.

**Local regulations matter** Follow the specific regulations and guidelines related to EV charging installation and usage in your region along with the instructions in this manual.

**Check before you charge** Never use a charger that appears defective, cracked, damaged, or malfunctioning. It's better to be safe than sorry.

**Keep water way** Direct water exposure can damage the charger. Opt for a sheltered location for optimal performance and longevity.

**Avoid hazardous locations** Never install the charger near or in areas with flammable materials like gasoline, explosives, chemicals, or steam. Treat it like keeping lighters away from fireworks for safety!

**Seek shade** Direct sunlight can impact the charger's performance. Opt for a shaded area for efficient charging.

**Extreme weather warning** Extreme weather conditions, like heavy rain, snow, or scorching heat, can compromise the charger's functionality. Avoid using it in such circumstances.

**EV manual matters** Before charging your specific electric vehicle with this product, always consult its manual for any additional safety instructions or compatibility detail.

**Protecting the product**

- Keeping safety marks, warning signs, nameplates, and cabling marks intact ensures you have readily available safety information.

- Never insert fingers or sharp objects into any product component. Curiosity can lead to injury.
- Don't submerge the charging connector in water. Remember, electricity and water don't mix!

**Prepping for safe charging**

- Always turn off your electric or hybrid vehicle before charging. Safety first!
- Resist the urge to disassemble, repair, or modify the product yourself.
- Avoid dropping, squeezing, or piercing the product. Treat it with respect to avoid device faults.
- Don't fold, crush, or damage any component with sharp objects. Keep it smooth and safe.

**Stick to your vehicle**

Only connect the charger to a vehicle, not other devices. Mixing and matching can lead to trouble or damages.

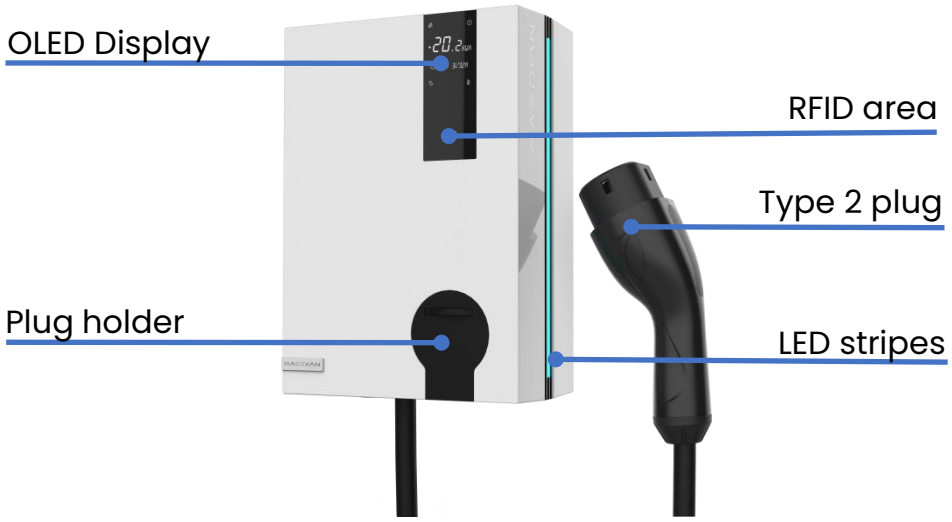
**WARNING**

This product shall only be installed, repaired or serviced by certified electricians. All applicable local, regional and national regulations for electrical installations must be followed strictly.

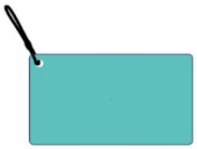
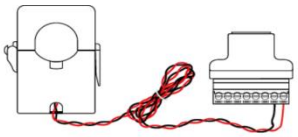
**Notice of PIN Code**

The PIN code is required for the charger register and located on the front of quick guide, backplate and product label. Once the charger is registered in the APP, please reset PIN Code.

## 3.Product overview




## 2.Accessories

| | | |
|---|---|---|
|  RFID card X2 |  Security label |  CT clamp and adaptor |
|   Wall mounting screw X4 Plastic anchor X4 |  Security screw X2 |  Rubber plug |

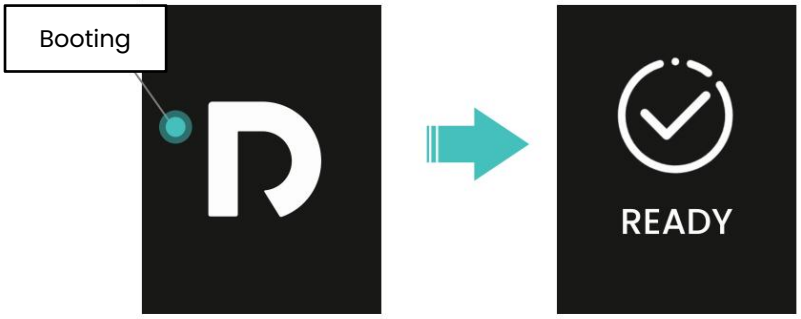
# 3.Specification

| Feature and Function | Cable |
|---|---|
| Charging mode | AC Mode 3 |
| Charging connector | Type 2 with cable |
| AC power output | 7/11/22KW |
| Mounting options | Wall mounted or pedestal with wiring backplate |
| HMI | OLED screen, LED stripes |
| Load management | Via APP, CT Clamp, RS-485 |
| **Communication** | |
| Interface | Wi-Fi, BLE, 4G (optional), CT Clamp, RS-485 |
| User authentication | RFID, APP, Plug and Charge |
| Backend protocol | OCPP 1.6 JSON |
| Software upgrade | OTA via APP, OCPP |
| **Electrical Design** | |
| Power supply | Single phase: 230VAC ± 20%, 50/60Hz<br>Three phase: 230/400VAC ±20%, 50/60Hz |
| Earthing system | TN/TT/IT |
| Protection | UVP, OVP, OCP, Relay Stuck, Over Temperature |
| RCD | Type A + 6mA d.c per IEC 62955 |
| Energy metering | ±1% Accuracy |
| **General Design** | |
| Operating temperature | -30 to 45˚C without direct sunlight<br>-30 to 55˚C with derating mechanism |
| Operating altitude | 3000m |
| Environmental rating | Indoor and outdoor, IP55, IK10 |
| Enclosure dimension | 297x210x110 (mm) |
| Net weight | 5.8kg |

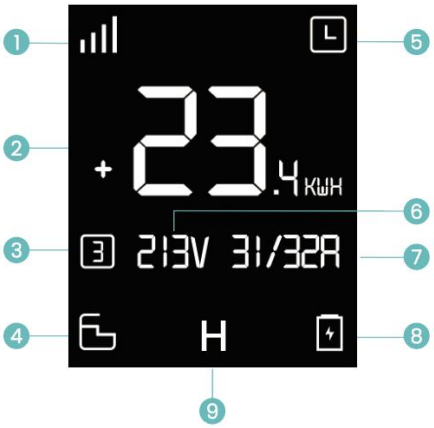
# 4.How to use my charger ?

## Step 1 Power on

Power on the charger. OLED Display and LED light stripes will be automatically on.




After the booting, the OLED Display will show READY.

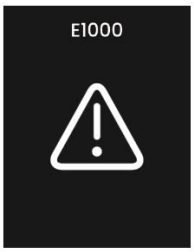



1. Connectivity
   - Wi-Fi
   - BLE
   - 4G (optional)
2. Energy Delivered
3. Phase
   - 1 Phase
   - 3 Phase
4. EV Connected
5. Schedule
6. Voltage
7. Real-time Charging Current/ Current Available
8. Charging
9. Load Management Scene
   - H Home Balance
   - S Solar Only
   - S+ Solar Smart
   - E EMS




OTA

Error Code




Faulted

### LED stripes indicators

| LED Status | Definition |
|---|---|
| White | Available |
| Green | Preparing, Cable plugged in<br>Pending for authorization or waiting for EV |
| Cyan | Charging in progress |
| Red | Fault state |

### Step 2 EV charging

Plug in the cable into EV socket inlet, the charging will start immediately.

### Step 3 Connect with your mobile phone

Scan the following QR code and download RAEDIAN APP. Use Bluetooth close to the charger and get connected.

## User APP download

GET IT ON Google Play

Download on the App Store

For further APP use, please scan and follow RAEDIAN video channel.

## 5.Maintenance

Chargers do not need special maintenance. You are advised to check and clean the enclosure of the charger and accessories such as the charging connector every six months. Check whether the charger and cable are damaged.Use a dry cloth to clean the surface of the charger if necessary.

## 6.Warranty policy

The charger is guaranteed to be free from material defects and complies with consumer protection laws and regulations in the country of purchase. All correctly installed RAEDIAN hardware is covered by a limited warranty. The specific warranty periods depend on local regulations. If your charger needs repair during the warranty period, you should contact RAEDIAN distributors. More details can be found on RAEDIAN support website:www.raedian.com

## 7.Return and complain policy

Contact your RAEDIAN distributor or RAEDIAN customer support regarding the return and complain of your product.