22kW AC EV Charger

User Manual

NET EV™
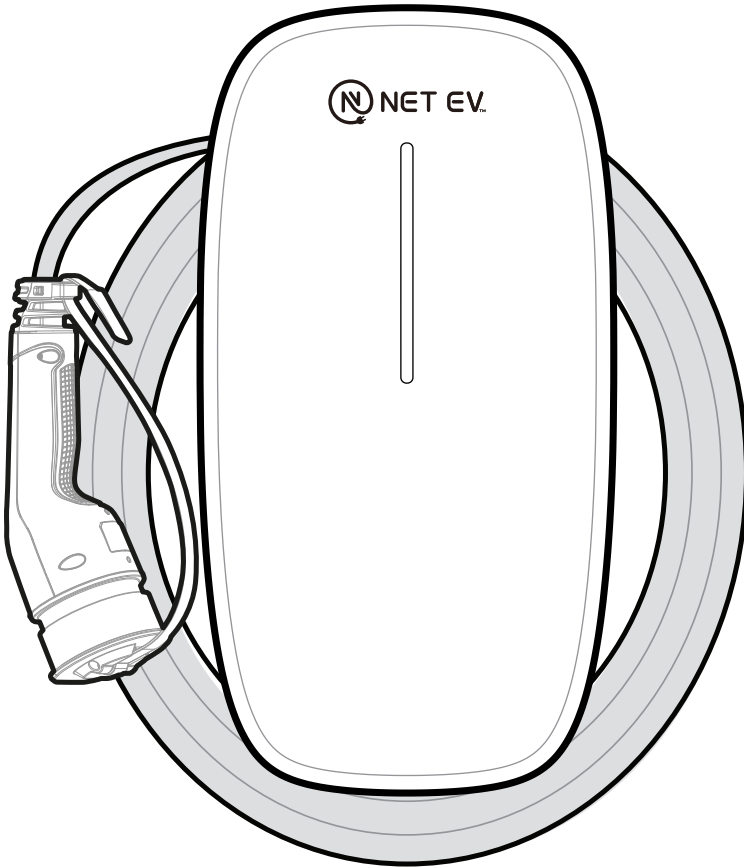
Table of Contents

Description

The NAC022-03 AC EV Charger is a premium charging station for electric vehicles and plug-in hybrids.

The NAC022-03 AC EV Charger has been created with the user in mind. Unique features, unmatched user friendliness, and extreme durability characterizes.

- Efficient cable management : Cable clip keep the cable tidy.
- Robust and durable : Polycarbonate housing ensures a long product life, even in rough conditions.
- Easy to wind : The flexible and durable cable.
- LED Charging Status Indicator
- User-friendly APP : User-friendly Mobile APP for instant control.
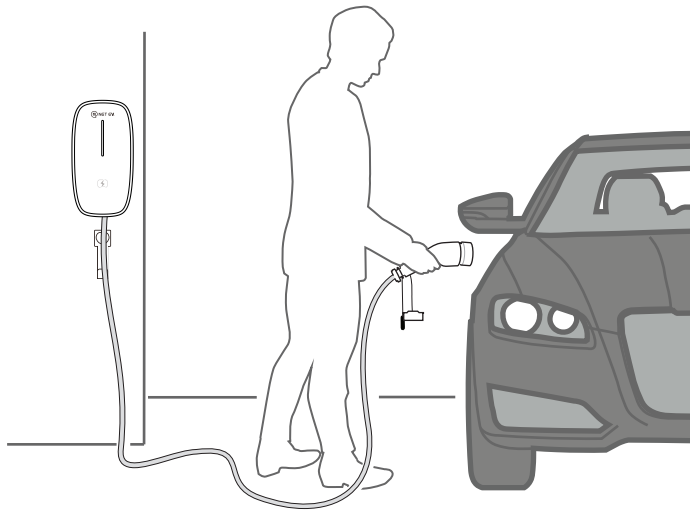
Safety information

Important! Read this document before using the device. Failure to follow any of the instructions or warnings can result in material damage or personal injury.
Important! If the device fails to behave according to instructions, immediately contact an electrician or support, see chapter Contact information.
Important! The EV Charger must be installed, uninstalled or repaired by a licensed electrician. These actions must be executed in accordance with national and local regulations.

DANGER Sections marked with this symbol draw attention to electrical voltages that represent a danger to life and limb, Actions contrary to these safety notices may lead to severe or fatal injury. Actions contrary to these safety notices must not be carried out under any circumstances.

WARNING Sections marked with this symbol draw attention to additional hazards that may lead to damage to the cable itself or to other electrical devices. Actions marked with this symbol must be carried out with special care.

NOTICE Sections marked with this symbol draw attention to additional important information and special features that are necessary for the reliable operation of the device. Actions marked with this symbol should be carried out as required.

Danger

Do not use if the outer shell has been damaged.

Do not use the charging cable if it is defective or appears cracked, broken or other-wise damaged.

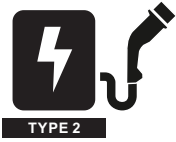Do not use unauthorized adapters or extension cords.

Physical repairs must be executed by a licensed electrician.

Changes to the settings or the power connections must be executed by a licensed electrician.

Warning

TYPE 2

The product is designed only for Type 2 charging of vehicles. Do not use it for any other purpose.

Do not allow the cable to be under strain during charging.

Do not allow water to enter the charging port while charging.
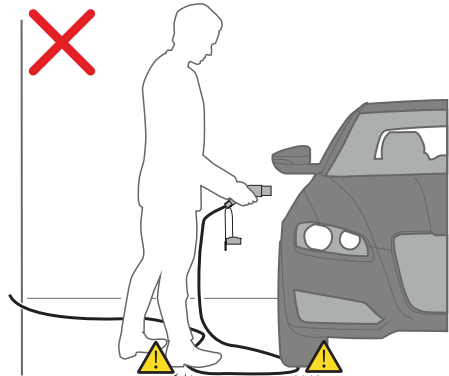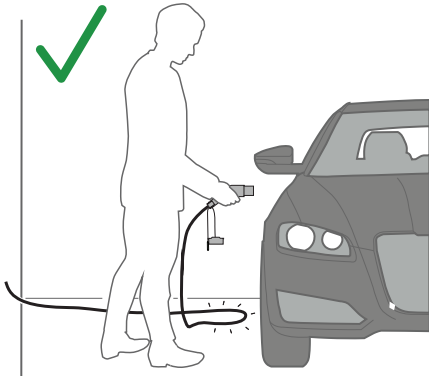
Keep the plug and EV Charger away from water. Do not expose to a direct jet, or splashes of water.
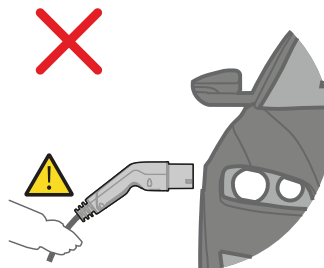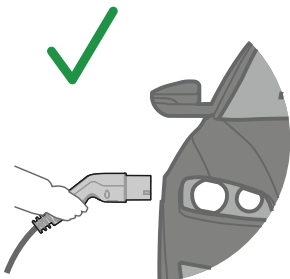
Handling

 DANGER Ensure that the cable is never run over by a vehicle.

Handle the EV charger with care and do not subject it to strong force or impact. Do not pull, twist, tangle, drag, or step on the cable.
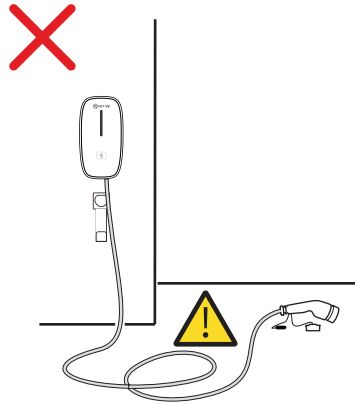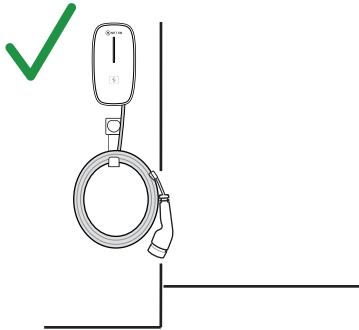

Always hold the cable by the handle when pulling it. Do not pull the cable itself.

Storing

- Always store with the cable coiled. Do not leave the cable on the ground after usage.
- Attach the plug cap or plug into the cable hanger to protect the vehicle plug when the product is not in use.

Use the Plug Cap or Cable Hanger Cap

Always cover the plug with the cap, or plug into the cable hanger cap, this will prevent the plug from collecting water and dirt, and prolong the life span of the plug.
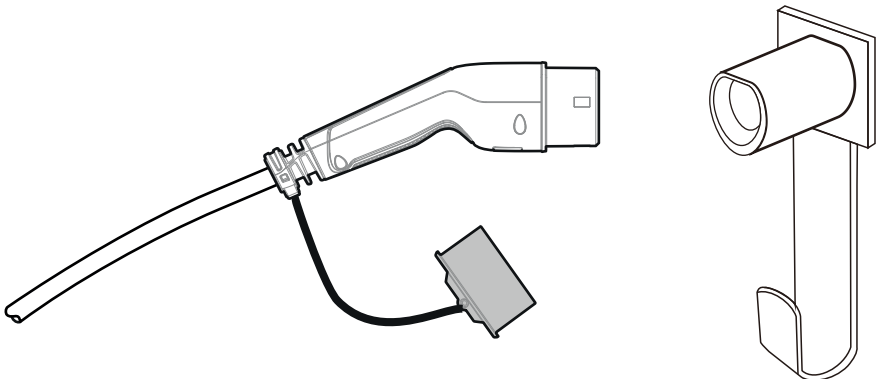
Main Parts

Charging station
A. NET EV Charger
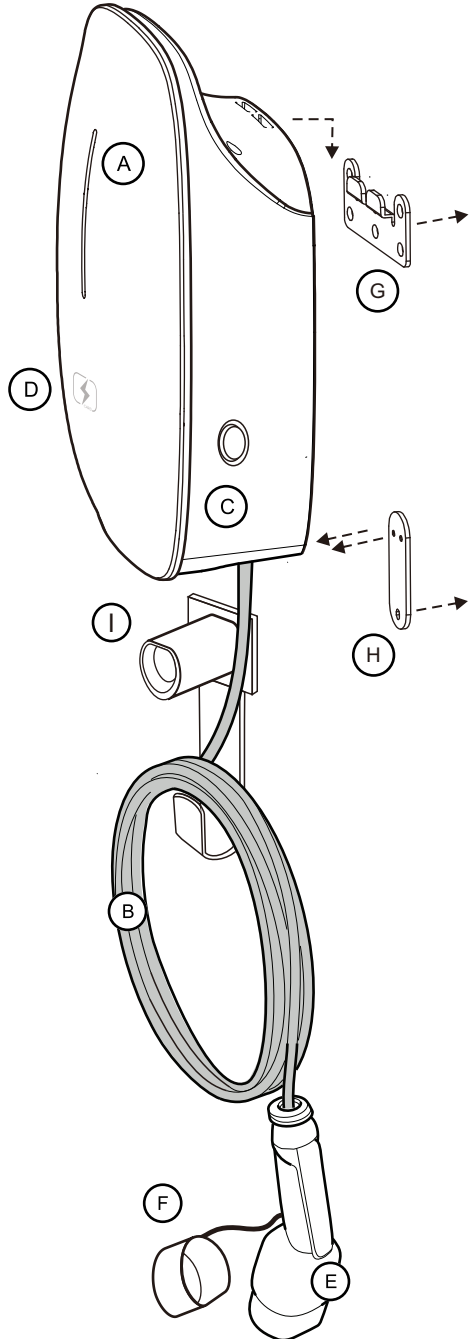B. Charging cable
C. Emergency Switch
D. RFID Reader
E. Plug cap
F. Vehicle plug
G. Hanger bracket
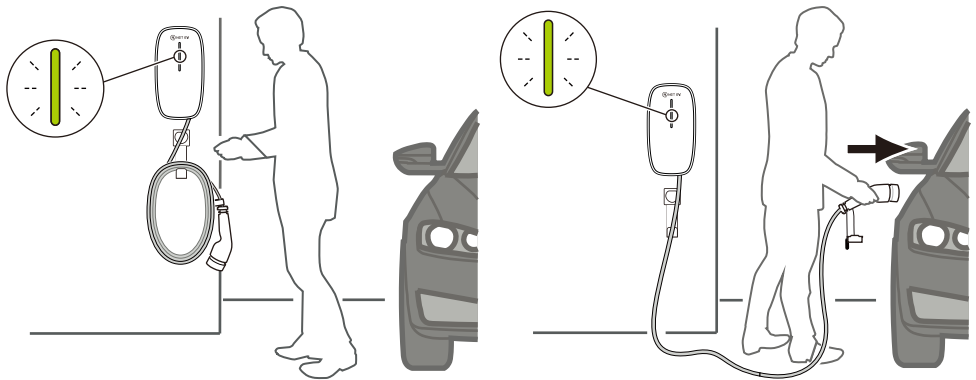H. Locking Clip
 I. Cable Hanger

Charge the vehicle

 NOTICE Please read the charging instructions in the vehicle's manual before using the charging station.

Plug in

1. Ensure that the charging station is turned on (Green LED indication is lit).
- In case the charging station is turned off, refer to the section Turn the charger on/off

2. Check the condition of the vehicle inlet before inserting the plug.
3. Uncoil the cable and grab the handle.
4. Insert the plug into the vehicle inlet.
5. Activate the charging on the APP, or swipe the RFID Card
6. The vehicle starts to charge which is indicated by the Blue lights is flashing.

Proper connection

The plug must be fully inserted into the inlet of the vehicle. Failure to do so will prevent the vehicle inlet from locking the plug in place and start charging.
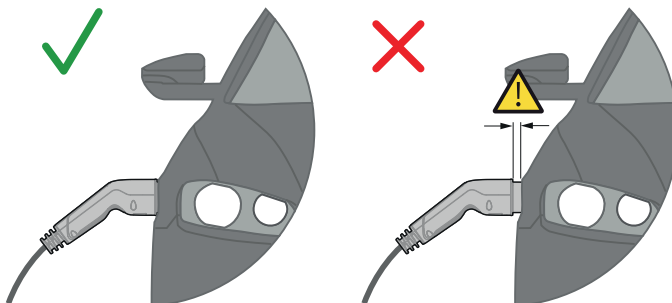
Unplug

⚠️ WARNING Do not unplug the charging cable while the vehicle is still charging. Always complete or end the charging before unplugging (refer to the vehicle's charging instruction for information about this).

- If the charging is finished, the Blue Lit will stop blinking. You can safely unplug the charging cable.
- If the charging isn't finished, you have to end the charging via the vehicle or APP before unplugging the charging cable.

1. Remove the plug from the vehicle inlet.
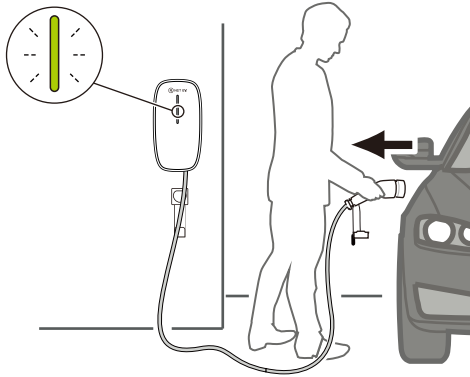
2. Coil the charging cable around the charging unit.

Turn the charging station on/off

Turn the charging station on/off by Switching On the Main Power Supply Please DO NOT to turn off the charging station when it is connected to a vehicle.

LED Display on the Charging Unit

ⓘ **NOTICE** To see video that explains the different signals, go to mynetev.com
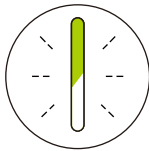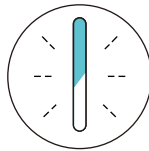
Charger Status Indication

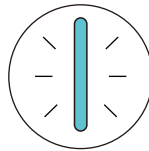ⓘ **NOTICE** This display does not display any information about the charging level of the vehicle's battery

Solid Green :
Charging Unit
has power input,
standby status

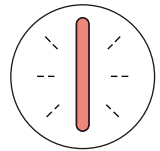Blink Green :
Charging Unit
connected with
Vehicle, ready to
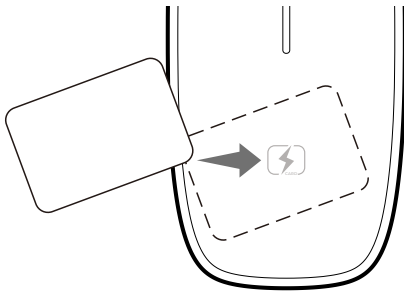charge

Blink Blue :
The charging on
the vehicle is in
progress

Solid Blue :
The charging of
vehicle is
completed

Blink Red :
Error on charging,
please contact us
for further
assistance

RFID Card

The initiation and cessation of charging can be accomplished by swiping the RFID card on the charging unit. Please ensure to swipe the card over the card icon located on the front of the charging unit, as illustrated below.

Emergency stop button

This button serves to halt charging in the event of an emergency. Should an emergency arise at any moment—such as a fire, smoke, unusual noise, or water intrusion—please prioritize personal safety by pressing this button. Ensure you distance yourself from the charging unit and reach out to our support without delay.
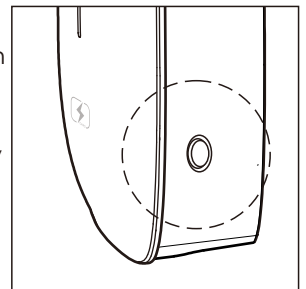
APP Instruction

Prior to utilizing the application, kindly navigate to the provided link to choose the appropriate platform for the APP and download it accordingly.
            www.mynetev.com/download.html
Or, you may scan the QR Code located on the final page of the manual, which will assist you in the installation process.
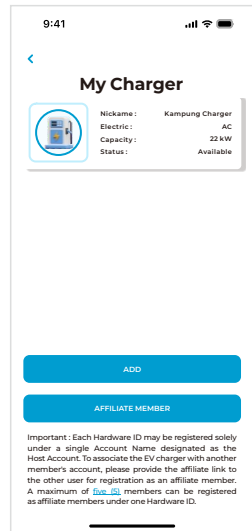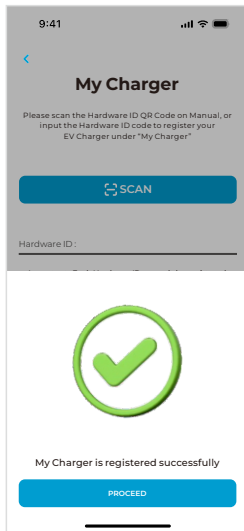
Step 1:
Once you download the APP, you can proceed the account registration and login.   Note : Access to the account is limited to the use of Mobile Number if a Recovery Email is not added.
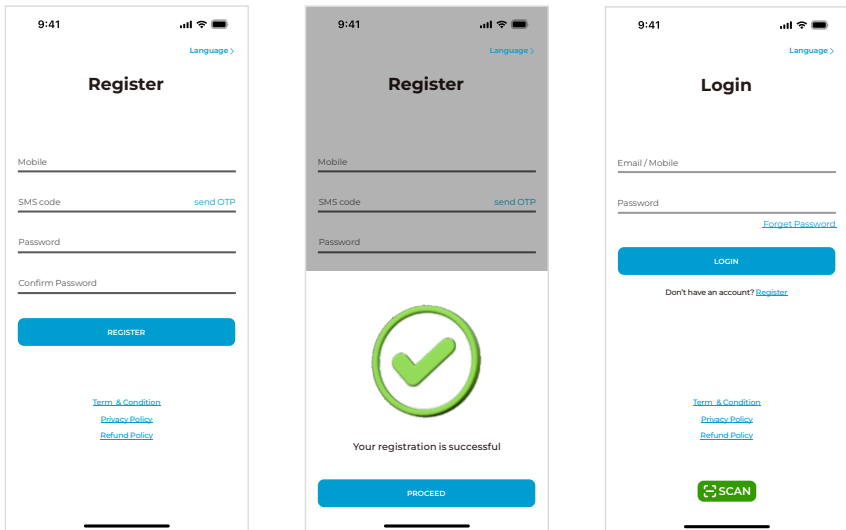
Step 2 :
Once you login, you can register your EV Charger under "My Charger" on "Me" page.
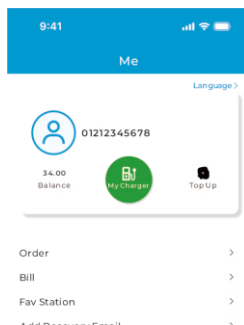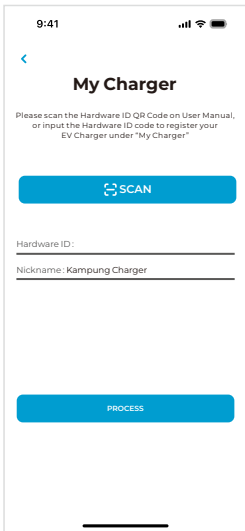
Step 3:

Upon registering your EV Charger in "My Charger", you are now able to use the APP to connect to the EV Charger. On the My Charger page, first choose the Charge Duration, and then click the "Start" button to commence the charging process. Or you can select "Book" to schedule a charging session for a future time.
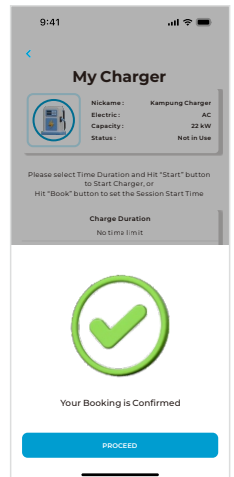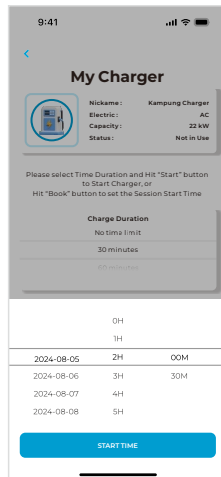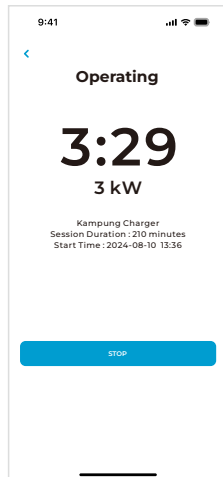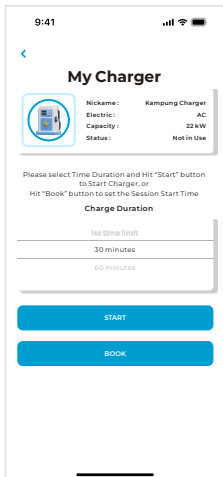
Now, Enjoy your Charging!

Maintenance and Care

⚠️ WARNING : Do not flush water on the charging station. Do not use harsh chemicals when cleaning.

Checking
- Keep the plug dry and check them regularly for dust, dirt, pebbles, etc..
- Check the cable regularly for cracks and other damage.
- Check the EV Charger regularly for cracks and other damage.

Cleaning
- Switch off the EV Charger before cleaning. This is done by switch off the main power supply.
- Use a damp cloth to clean. Do not use water or harsh chemicals.

Error and Solutions

A) Vehicle Side Error
It will occur if there is a problem on the vehicle side. This could be caused by the vehicle's battery, a faulty or damaged vehicle connection or a communications fault with vehicle.
Or the cable not being connected correctly, a damaged cable plug.
A vehicle-side error state can be triggered at any time when the EV Charger is connected to both a power supply and a vehicle inlet. This includes during an active charge sequence, in charge-ready or during start-up.

Try this
- Consult the vehicle's manual for information about possible issues.
- Contact the vehicle vendor
- Unplug the Charging Cable from the vehicle and then plug it in again.

B) EV Charger Error
This error state will display with Blinking Red Lit on EV Charger, this may be a problem detected with the internal electronics of the charging unit.

Try this
- Contact NET EV support, see Contact Information.
- Unplug the Charging Cable from the vehicle and then plug it in again.

C) Domestic Side Error
This error may be a problem detected with the domestic power supply to the EV Charger. This could include incorrect or fluctuating voltage, ground faults, or other errors

Try this
- Check if the control box is hot to the touch
- Check that the power supply to the property is functioning as expected
- Check that the domestic circuit breaker/fuse plug has not been triggered
- Unplug the Charging Cable from the vehicle and wait a few minutes, then plug it in again.
- Consult an electrician or the person responsible for installing the EV Charger, or contact support, see chapter Contact Information.

Technical Specification

Item number	NAC022-03
Hardware ID	Refer to the QR Code Sticker on Product
Rated Voltage	415 VAC, 50~60Hz
Rated Current	32A
Phase Type	Three Phase
Plug Type	Type 2
Cable Length	5 Meter
Communication	RFID Card(Optional), Ethernet, 4G LTE (Optional)
Operating Temperature	-30°C to +55°C
Storage Temperature	-40°C to +65°C
IP Rating	IP 54
Certification	CE, IEC 61851.1
Size (LxWxT)	354 x 186 x 111 mm
Weight	

Contact Information

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Email : support@mynetev.com

NET EV Official Site

APP Download

CE