

Wallbox Energy Control, eng
Operating manual

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HEIDELBERG

A Operating manual

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1 Operating manual for Wallbox Energy Control

1.1 Safety

Before installing and starting up the Wallbox, please carefully read the enclosed safety instructions.

1.2 Cleaning the Wallbox

Do not use any aggressive cleaners (e.g. benzine solvents, acetone, ethanol, spirit glass cleaner) to clean the Wallbox and especially the plastic disc. These can attack/damage the surface.

Permissible cleaners are mild detergent solutions (rinsing solution, neutral cleaner) and a soft, moistened cloth.

1.3 Load management (optional)

The Wallbox "Energy Control" can be operated with load management. This way, the Wallbox can be operated with various strategies, e.g.:

- Operation of several Wallboxes in a network with monitoring of the power distribution (load management),
- Operation of the Wallbox with different types of energy supply, e.g. solar energy, normal power network, ...

For additional information, see the online instructions "Wallbox Energy Control, Local Load Management and External Load Management":

<https://wallbox.heidelberg.com/>

1.4 Operation

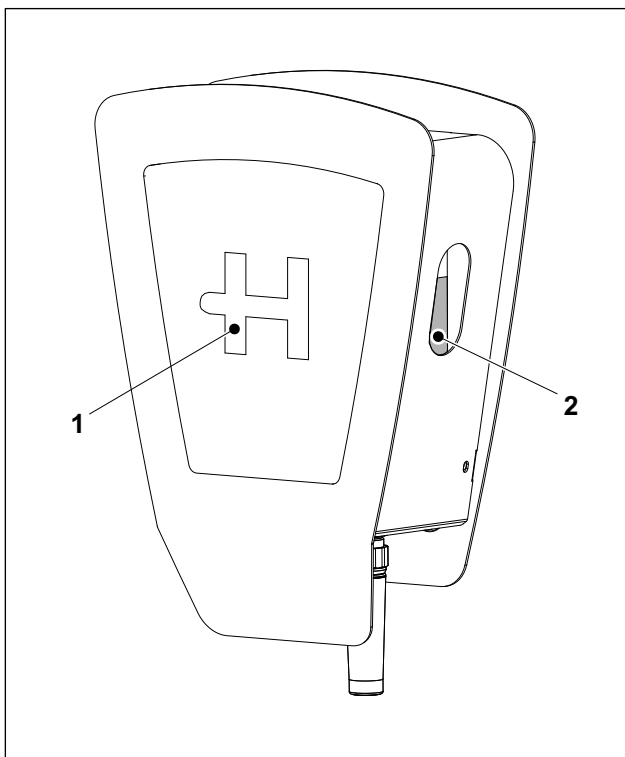


Fig. 1 Heidelberg Wallbox Energy Control

- 1 Front illumination
- 2 Nameplate

1. Completely unwind the charging cable from the Wallbox.
2. Remove the cover from the coupler of the charging cable.
3. Plug the charging cable into the vehicle.

Charging process

As soon as you have plugged the charging cable into the vehicle, the Wallbox switches to "ready" and the front illumination lights up white. If the vehicle has requested the charging process, the front illumination pulses and it is charged.

When the vehicle has stopped charging, the Wallbox terminates the charging process. The front illumination lights up white.

These two operating statuses may be repeated a number of times during a complete charging cycle.

► **Note**

If an external blocking device is used, when the vehicle is connected, it checks whether there is an external block (e.g. by means of a key switch or similar). As long as the external device has not enabled the Wallbox, the front illumination lights up white with brief interruptions (95% on / 5% off) and no charging takes place. After the external device has enabled the Wallbox, the front illumination lights up steady white until the vehicle requests the charging process.

End of charging

When the charging process is finished, you must unplug the charging cable from the vehicle and close the cover on the cable. You must then wind up the charging cable onto the Wallbox.

After 12 minutes, the Wallbox goes into Standby to save energy.

► **Note**

If the charging cable is not wound up and lies loosely on the ground, someone may trip over it. When winding the cable, make sure you do not pull it too hard or wind it too tightly. Repeatedly pulling too hard or winding too tightly can lead to cable breakages.

Stopping the charging process

There are three ways of stopping the charging process:

- Stop the charging process with the vehicle's controls.
- Disconnect the Wallbox from the power supply by switching off the building's miniature circuit breakers.
- If the Wallbox has an external blocking device, you can use it to stop the charging process.

1.5 Diagnosis possibilities via front illumination

During initial installation, the illumination behavior can be specified.

- The front illumination goes out after 5 min.
- The front illumination is always active.

The illumination behavior only affects status messages.

Error messages always light up steadily.

The procedure for the selection of the illumination behavior is described in the installation instructions.

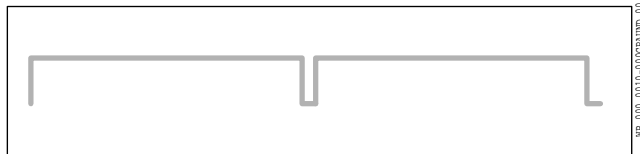


Fig. 2

Front illumination off

No vehicle connected.

- Plug the charging cable into the vehicle.

The front illumination lights up white. The vehicle can request the charging process.

If, after plugging the charging cable in, the Wallbox does not react, please check the building's power supply (miniature circuit breakers, residual current circuit breaker).

Lights up white with brief interruptions (95% on, 5% off)

External device has not yet enabled the Wallbox. There is no charging.

- Switch off the external blocking device.

After the external device has enabled the Wallbox, the front illumination lights up steady white. The vehicle can request the charging process.

Permanently lit white

Vehicle connected. Charging process not yet requested by the vehicle.

- The vehicle must request the charging process.

The vehicle is charged, the front illumination pulses white.

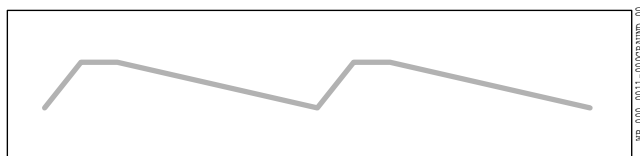


Fig. 3 Charging process display

Pulsing white (quickly increasing from 0 to 100 %, then slowly decreasing from 100 % to 0 %)

The vehicle is charged.

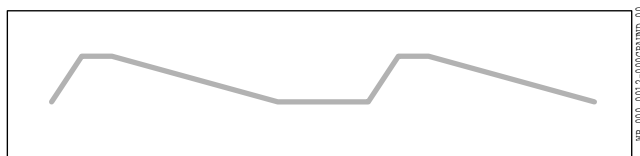


Fig. 4 Charging process display, reduced power

Pulsing white with pause (quickly increasing from 0 to 100 %, then slowly decreasing from 100 % to 0 %, then pause)

The vehicle is charged with reduced charging power.

This display version is only shown when the optional load management is used (operation of several Wallboxes in a network).

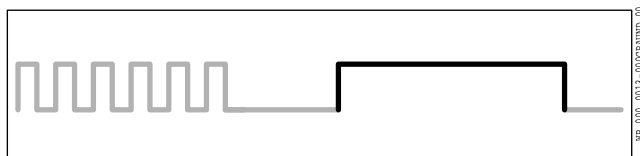


Fig. 5 Residual current display

Flashes six times white, pause, lights up blue (3 s), pause

Residual current circuit breaker in the Wallbox has been triggered.

- Make a visual inspection of the Wallbox, the charging cable, and the vehicle.
- To reset the residual current circuit breaker, you have to disconnect the charging cable from the vehicle for approx. 4 s.

After you have reconnected the charging cable to the vehicle, the charging process can be requested by the vehicle.

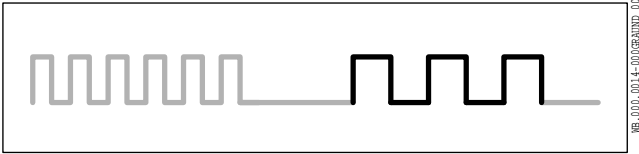


Fig. 6 Fault display

Six times flashing white, pause, three times flashing blue (50% on, 50% off), pause

Possible cause of the fault: overheating.

- You do not need to intervene.

After a self-test and elimination of the malfunction, the front illumination lights up white. The vehicle can request the charging process.

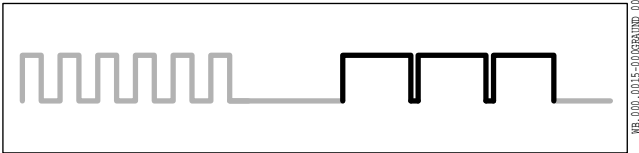


Fig. 7 Fault display

Six times flashing white, pause, three times flashing blue (90% on, 10% off), pause

Possible cause of the fault: supply voltage is too high or too low.

During operation with load management, this flashing sequence means that there is a communication error between the external control system and the Wallbox or between the leader Wallbox and the Wallbox.

- You do not need to intervene in case of over- or undervoltage.
- In case of communication errors, the installer has to check the correct installation of the communication line.

After a self-test and elimination of the malfunction, the front illumination lights up white. The vehicle can request the charging process.

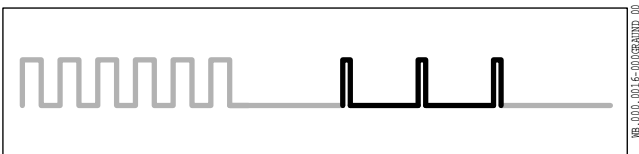


Fig. 8 Fault display

Six times flashing white, pause, three times flashing blue (10% on, 90% off), pause

Faulty communication with the vehicle or the maximum preset current has been exceeded.

- Check that the charging cable is correctly plugged into the vehicle.

After a self-test and elimination of the malfunction, the front illumination lights up white. The vehicle can request the charging process.

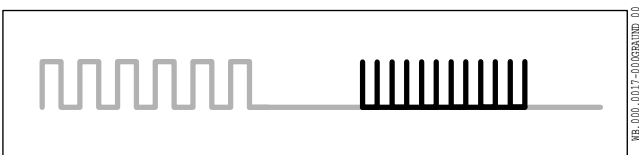


Fig. 9 Wallbox malfunction

Six times flashing white, pause, twelve times flashing blue, pause

Internal malfunction of the Wallbox.

- Disconnect the charging cable from the vehicle.
- Disconnect the Wallbox from the power supply by switching off the respective miniature circuit breakers of the building. Wait approx. 1 minute and then re-engage the miniature circuit breakers.
- Reconnect the charging cable to the vehicle.

After a self-test and elimination of the malfunction, the front illumination lights up white. The vehicle can request the charging process.

Troubleshooting

If the above malfunctions continue, please contact our hotline.

1.6 Contact address/Customer Sales Representative

Hotline: +496222 82 2266

E-mail: Wallbox@heidelberg.com

Contact language: German and English.

Website: <https://wallbox.heidelberg.com/>

1.7 Environment

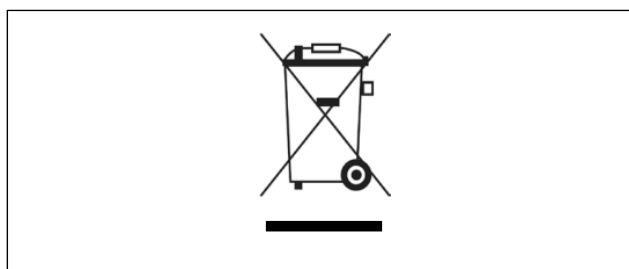


Fig. 10

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This device is used for charging electrically powered vehicles and is regulated by the corresponding EU Directive 2012/19/EU on waste electrical and electronic equipment (WEEE).

Its disposal must comply with the national and regional regulations for electrical and electronic equipment.

Waste equipment and batteries must not be disposed of by putting them in household or bulky waste. The device should be made inoperative before disposal.

Please dispose of the packaging material in the usual collection containers for cardboard, paper, and plastics for your region.