

AUTOOL C721

Wall-Mounted EV Charger

User Manual

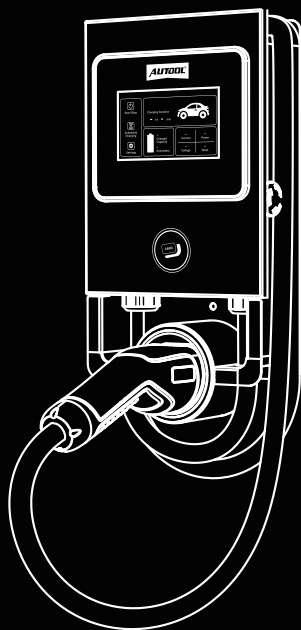


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IMPORTANT GUIDELINES

Caution



Before using this product, it is essential to pay close attention to the following instructions:

- ▶ When using this product, always adhere to essential safety measures, including the following instructions concerning fire and electric shock risks.
- ▶ Avoid installing or operating this product in proximity to flammable, explosive, chemical materials, or vapors.
- ▶ Prior to installing or cleaning this product, make sure to deactivate the power at the circuit breaker.
- ▶ When using this equipment in areas with children, exercise strict supervision.
- ▶ This product should be operated within specified parameters.
- ▶ Do not use this product if it exhibits defects, cracks, wear, fractures, or any other damage that hinders its proper functioning.
- ▶ If the power cord or EV cable is worn, torn, or damaged in a way that interferes with normal operation, refrain from using this product.
- ▶ Avoid disassembling, repairing, altering, or modifying this product. This product is not user-serviceable; for any maintenance or alterations, consult a professional electrician.
- ▶ When transporting this product, handle it with care. Prevent applying excessive force or impacts that could lead to pulling, twisting, bending, knotting, or stepping on the product or its components, in order to prevent damage.
- ▶ Do not insert fingers or foreign objects into any part of this product.

Safety guidelines

- ▶ This product is designed to operate within a temperature range of -20°C to 50°C. Do not use it outside of this temperature range.
- ▶ Immersing this product in water is strictly prohibited. It is suitable for normal rain exposure but should be avoided in heavy rain.

- ▶ If there is any damage to the charging cable or the external shell of the charging gun, do not use the product. Please contact our aftersales service for assistance.
- ▶ When using this product for charging, ensure that the gun head is securely and properly connected to the vehicle. The connection indicator light should be illuminated, indicating that the charging gun is properly connected to the vehicle.
- ▶ When charging with this product and if there are children nearby, it is advisable to keep them at a safe distance, preventing them from operating or playing around the product or the charging equipment.
- ▶ To prevent unnecessary damage, it is recommended to keep the charging gun away from exposure to heavy rain while in use.
- ▶ During the charging process, avoid touching the metal conductor to prevent electrical accidents due to high current.
- ▶ The housing of the charging gun is made of thermoplastic material. Avoid subjecting it to external impacts to ensure uninterrupted use.
- ▶ When charging, be cautious not to tangle or expose the charging cable to friction with the ground, as this may damage the cable's insulation.
- ▶ After charging is complete, remove the charging gun and insert it into the charging gun holder. Do not leave the charging gun on the ground to avoid potential damage.
- ▶ Incorrect installation and testing of this product can lead to damage to the vehicle's battery, components, and the AC charging station itself. Any such damage is not covered under warranty.
- ▶ This product can be used both indoors and outdoors.
- ▶ Installation of the AC charging station must be carried out by qualified personnel with training and experience in working with electrical systems.

PRODUCT OVERVIEW

This product primarily consists of a charging station main unit, a charging gun, cables, and installation back brackets. It is an electric vehicle charging device that, when connected to the mains power supply, charges electric vehicles through the charging station and the charging gun's head.

Technical specifications

Installation Method	Wall-mounted
Wiring Method	Bottom entry, Bottom exit
Cable Length	5m
Input Voltage	AC 380V $\pm 20\%$
Input Frequency	50HZ
Rated Power	21kW
Output Voltage	AC 380V $\pm 20\%$
Measurement Accuracy	Level 2
Standby Power Consumption	Less than 2W
Output Current	32A
Operating Temperature	-20°C~+50°C
Applicable Environment	Indoor / Outdoor
Operating Humidity	5%~95% non-condensing
Protection Level	IP65 (Control Box), IP55 (Gun Head-Coupling State)
Operating Altitude	Less than 2000m
Cooling Method	Natural cooling
User Interface	Display screen

Product safety features

- Leakage Protection**

If a leakage fault is detected, the protection system will automatically restore power after a 3-minute delay.

- **Overcurrent Protection**

If the current exceeds 35A, the charging station will shut off power and automatically resume after a 1-minute delay.

- **Overvoltage Protection**

When the voltage exceeds 275V, the protection system activates and will automatically restore power once the voltage stabilizes.

- **Undervoltage Protection**

If the voltage falls below 88V, the protection system initiates and will automatically restore power when the voltage stabilizes.

- **Temperature Protection (Overtemperature Protection, Low-temperature Protection)**

If the temperature exceeds 83°C, the protection system activates, and power is automatically restored when the temperature drops to 80°C.

- **Grounding Requirement**

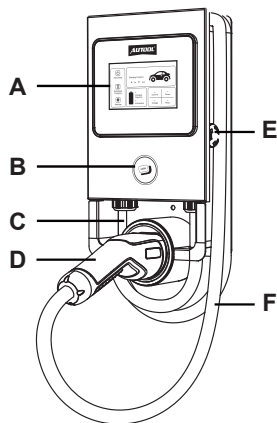
The system requires a proper ground connection for safe charging.

- **Emergency Stop Protection**

Pressing the emergency stop switch will disconnect power output from the charging station. Normal operation is restored when the emergency stop switch is reset.

PRODUCT STRUCTURE

Structure diagram

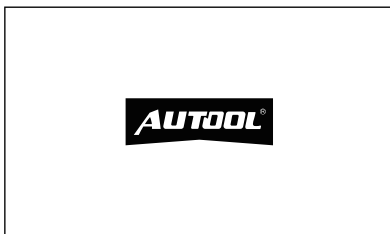


A	Display Screen	B	Card Swipe Area
C	Input Cable	D	Charging Gun Head
E	Emergency Stop Switch	F	Charging Gun Cable

USAGE INSTRUCTIONS

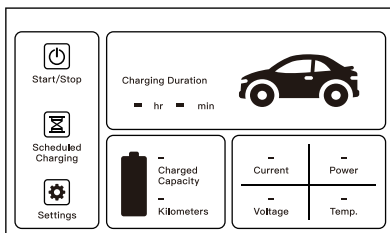
Startup interface

- Connect the charging station to the electrical grid using the correct wiring method and supply power to the charging station. The display will appear as shown in the following image:

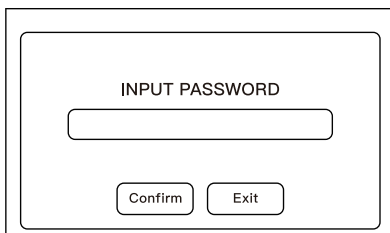


Charging interface

- Use an IC card to access the charging interface (the default factory setting is card swipe mode to unlock the screen, and the screen will automatically turn off after 5 minutes of inactivity).



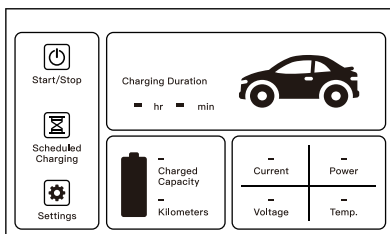
- Enter the password (the initial password is 123456) to access the charging interface.



Charging methods

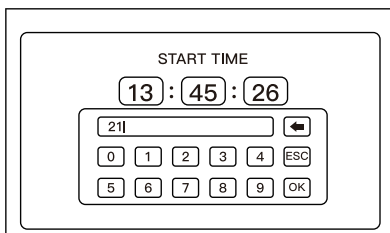
Standard Charging

- Insert the charging gun and tap the screen on “Start/Stop” to begin or terminate charging.



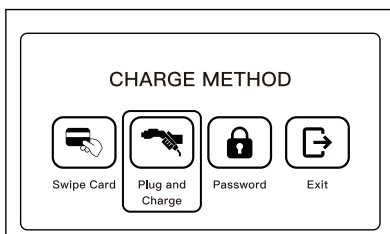
Scheduled Charging

- Insert the charging gun and tap the screen on “Scheduled Charging”. Set the desired start time for future charging, then tap “Confirm” and return to the main interface. The screen will display “Scheduled charging”, which means reservation is successful, and the charging will automatically start at the scheduled time without the need to tap “Start/Stop”. To cancel a scheduled charging, tap “Scheduled Charging” on the screen, and in the settings interface, click “Cancel”.



Plug and Charge

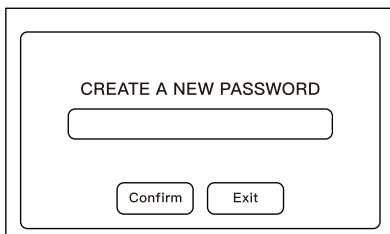
- On the main interface, tap “System Settings” to access the system settings screen. Tap “Startup Mode”, and in the selection interface, double-tap “Plug and Play”. In this mode, plugging in the gun will immediately initiate charging without further screen interaction.



Unlocking methods

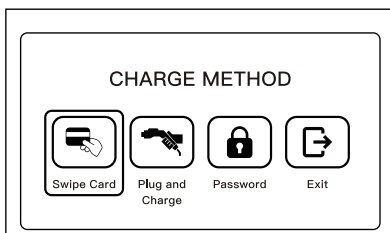
Password Unlock

- Access the system settings, tap “Startup Mode”, and in the selection interface, double-tap “Input Password”. Set a new password and tap “Confirm” to save and exit. On the standby screen, tap the screen to enter the password and access the main interface.



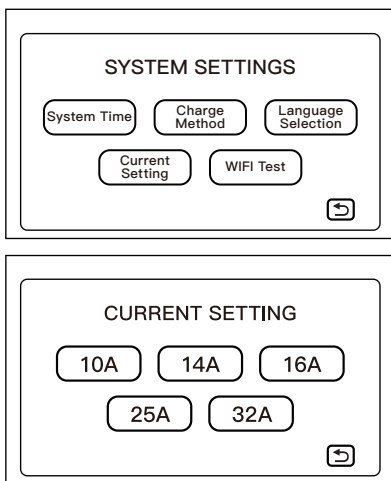
Card Swipe Unlock

- Access the system settings, click “Startup Mode”, and in the selection interface, double-tap “Swipe Card”. On the standby screen, use an IC card to access the main interface.



Setting the current

- Prior to initiating the charging process, go to the “System Settings” interface, select “Current Setting”, and opt for the suitable current as required. Double-tap on the chosen current level, and the system will automatically save the current setting. Once the selection is made, return to the main interface (it's not possible to adjust the current setting during the charging process; the current setting persists even in the event of a power loss).



NOTE

- If jumper cap (JP2) is utilized for the current setting, then the current setting here is not applicable.

INSTRUCTIONS FOR CONNECTING THE MOBILE PHONE TO THE DEVICE

App download and installation • Scan the QR code to install the app.



Adding the device

- Press the emergency stop switch, then turn the knob within 5 seconds to release the switch, putting the device into network configuration mode.
 - Connect the phone to the WIFI network and enable Bluetooth.
 - Open the app, click on “Add Device”, and wait for device detection.
 - After successful detection, add the device and input the WIFI name and password, then wait for successful device addition.
-

App usage instructions

Instant Charging

- On the app homepage, tap “C721” to enter the device interface: Tap the switch and slide right to charge.

Scheduled Charging

- On the app homepage, tap “C721” to enter the device interface: Tap “Charging Mode”, select the scheduled charging time period, and confirm to set the device for scheduled charging.

Adjusting Current

- On the app homepage, tap “C721” to enter the device interface: Tap “Settings > Charging Current > Modify the current and

confirm”.

- The charging current must be between 6~32A; other values are invalid.

Charging Record Inquiry and Export

- On the app homepage, tap “C721” to enter the device interface:
To inquire records: Tap “Records” to view.
To export records: Tap “Settings > Export Charging Records > Enter email + time period > Confirm”.

Device Family Sharing

- On the app homepage, tap “C721” to enter the device interface:
1) Create a family: Tap “Me > Home Management > Create a Home > Enter the Home Name and choose room information as per personal needs > Save”.
2) Add family members: Tap “Me > Home Management > Select the created family > Add Member > Select invitation method > Share information with family members”. Family members, upon receiving the information, log in to the [Smart Life] App, go to “Me > Home Management > Join a Family”, and enter the invitation code (valid for 3 days).
3) Remove members: Tap “Me > Home Management > Select the created family > Select added Member > Remove Member”.
4) Management Permission: Tap “Me > Home Management > Select the created family > Select added members > Family Role > Choose Admin/Common Member”.

Device Remote Upgrade

- On the app homepage, tap “C721” to enter the device interface:
1) Automatic Upgrade: If a new device upgrade is detected, an upgrade prompt will automatically appear, allowing users to choose to cancel or upgrade immediately.
2) Manual Upgrade: “Me > Settings > Device Upgrade” interface, manually upgrade the device.

SPECIAL CASE OF THE PRODUCT

Resetting the password

- Press the red emergency stop switch.
- Power off and restart.
- Access the “Set New Password” interface, where you can reset your password.

INSTALLATION

Installation precautions

- This product must be installed by individuals who have been trained and are qualified to work with electrical systems.
 - Incorrect installation and testing of this product may result in damage to the vehicle's battery or the AC charging station itself. Any such damage is not covered under the warranty.
 - Before installation, ensure that the foundational equipment meets the requirements, including dedicated wiring and an air switch, and that it is installed in the pre-designated location.
 - Do not install this product near flammable, explosive, combustible materials, or chemicals.
 - Ensure that the power on the circuit breaker is turned off before proceeding with installation.
-

Tools required for installation

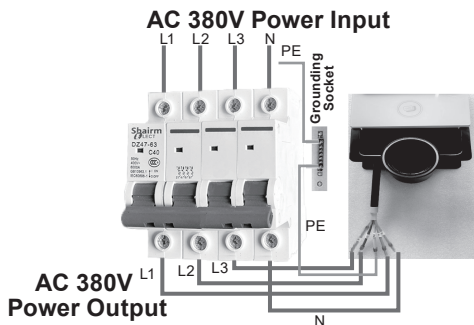
- Electric Drill;
 - Hammer;
 - Standard Phillips Screwdriver;
 - Wire Stripper
-

Installation of the back bracket

- Use the provided Back Bracket dimensions to drill four mounting holes in the wall.
- Insert four plastic expansion anchors into the respective holes.
- Position the installation Back Bracket over the four mounting holes and secure it to the wall using four Phillips round-head screws M4*30.
- Mount the AC charger station onto the Back Bracket.

Wiring diagram

- The input and output cables adhere to the national standard 2.5-square copper core wire specifications.



- As shown in the diagram, connect the five wires at the input end of the charging station (L1 = Line 1, L2 = Line 2, L3 = Line 3, N = Neutral, PE = Protective Earth) to the respective terminals on the circuit breaker. Then, connect the circuit breaker to the mains power supply.

MAINTENANCE SERVICE

Our products are made of long-lasting and durable materials, and we insist on perfect production process. Each product leaves the factory after 35 procedures and 12 times of testing and inspection work, which ensures that each product has excellent quality and performance.

Maintenance To maintain the performance and appearance of the product, it is recommended that the following product care guidelines be read carefully:

- Be careful not to rub the product against rough surfaces or wear the product, especially the sheet metal housing.
- Please regularly check the product parts that need to be tightened and connected. If found loose, please tighten it in time to ensure the safe operation of the equipment. The external and internal parts of the equipment in contact with various chemical media should be frequently treated with anti-corrosion treatment such as rust removal and painting to improve the corrosion resistance of the equipment and extend its service life.
- Comply with the safe operating procedures and do not overload the equipment. The safety guards of the products are complete and reliable.
- Unsafe factors are to be eliminated in time. The circuit part should be checked thoroughly and the aging wires should be replaced in time.
- Adjust the clearance of various parts and replace worn (broken) parts. Avoid contact with corrosive liquids.
- When not in use, please store the product in a dry place. Do not store the product in hot, humid, or non-ventilated places.

WARRANTY

From the date of receipt, we provide a three-year warranty for the main unit and all the accessories included are covered by a one-year warranty.

Warranty access

- The repair or replacement of products is determined by the actual breakdown situation of product.
- It is guaranteed that AUTOOL will use brand new component, accessory or device in terms of repair or replacement.
- If the product fails within 90 days after the customer receives it, the buyer should provide both video and picture, and we will bear the shipping cost and provide the accessories for the customer to replace it free of charge. While the product is received for more than 90 days, the customer will bear the appropriate cost and we will provide the parts to the customer for replacement free of charge.

These conditions below shall not be in warranty range

- The product is not purchased through official or authorized channels.
- The product breakdown because the user does not follow product instructions to use or maintain the product.

We AUTOOL pride ourselves on superb design and excellent service. It would be our pleasure to provide you with any further support or services.

Disclaimer

All information, illustrations, and specifications contained in this manual, AUTOOL reserves the right to modify this manual and the machine itself with no prior notice. The physical appearance and color may differ from what is shown in the manual, please refer to the actual product. Every effort has been made to make all descriptions in the book accurate, but inevitably there are still inaccuracies, if in doubt, please contact your dealer or AUTOOL after-service centre, we are not responsible for any consequences arising from misunderstandings.

RETURN & EXCHANGE SERVICE

Return & Exchange

- If you are an AUTOOL user and are not satisfied with the AUTOOL products purchased from the online authorized shopping platform and offline authorized dealers, you can return the products within seven days from the date of receipt; or you may exchange it for another product of the same value within 30 days from the date of delivery.
- Returned and exchanged products must be in fully saleable condition with documentation of the relevant bill of sale, all relevant accessories and original packaging.
- AUTOOL will inspect the returned items to ensure that they are in good condition and eligible. Any item that does not pass inspection will be returned to you and you will not receive a refund for the item.
- You can exchange the product through the customer service center or AUTOOL authorized distributors; the policy of return and exchange is to return the product from where it was purchased. If there are difficulties or problems with your return or exchange, please contact AUTOOL Customer Service.

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