ELOCITY
A CONNECTED EV WORLD

ELOCITY HIEV Black EVSE User Manual

ELOCITY HIEV EVSE

The Elocity HIEV EVSE Series EV charger is an AC power charging station that supplies AC power to charge electric vehicles. The EV charger is suitable for both outdoor and indoor use, including locations such as garages, carports, underground parking areas, apartment complexes, hotel parking lots, and other areas where EV charging is required

All versions of the HIEV EVSE, except the plug-and-play model, can be operated using an RFID card or through our EV Charger app.

This manual contains instructions intended solely for the listed model numbers and should not be used with any other products. The user is fully responsible for ensuring the safe and proper use of this product. Failure to do so may result in injury or damage. Please read all instructions carefully and exercise caution when operating the product.

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1. SAFETY INSTRUCTIONS

This document contains essential instructions and safety warnings that must be followed when operating the HIEV EVSE. Before using the EVSE, carefully read this entire manual, including all sections marked with the WARNING and CAUTION symbols. Failure to follow these instructions may result in injury, electric shock, fire, or equipment damage. Ensure that all users are familiar with the safety information and operational guidelines outlined in this document.

The Symbols Used Have the Following Meanings

⚠ CAUTION

- ✕ Do not use the charger if it is damaged.
- ✕ Do not use an extension lead on the charging cable.
- ✕ Do not touch or insert foreign objects into plugs.
- ✕ Do not install the charger near flammable, explosive, or combustible materials.
- ✕ Do not touch live electrical parts

⚠ WARNING

1. All work on the equipment must only be carried out by qualified personnel who have read and fully understood all safety information and installation requirements contained in this manual.
2. The charger must be out of reach from children.
3. Do not use this product if the flexible power cord or EV cable is ragged, has broken insulation, or any other signs of damage.
4. EV charger must be connected to a protective earth conductor.
5. The electrical installation must comply with all local applicable safety requirements, standards and guidelines.
6. No modifications must be made to the EV charger.
7. Components should not be changed or replaced by the end-user or unqualified personnel.

Symbol	Explanation
	**RISK OF DANGER, WARNING AND CAUTION** Safety information is important for human safety. Failure to observe the safety information in this manual may result in injury or death.
	**BEWARE OF HIGH VOLTAGE AND OPERATING CURRENT.** The EV charger operates at high voltage and current. Work on the EV charger must only be carried out by skilled and authorised electricians.
	**DO NOT DISPOSE** of the EV charger with household waste. Improper disposal may pose environmental and safety risks. Dispose of the unit in accordance with **local electronic waste regulations.**
	**RISK OF FIRE:** : Do not install near flammable materials, vapours, or gases. Inspect regularly for signs of overheating, discolouration, or unusual odours during operation.

SAVE THESE INSTRUCTIONS

The EVSE is designed for durability and does not require routine internal maintenance. However, before each charging session, inspect the cables and enclosure to ensure they are in good condition and free from visible damage.

The unit is providing resistance against water and dust. While the enclosure is rugged, periodic cleaning is recommended to maintain optimal appearance and performance.

1.1 MAINTENANCE GUIDELINES:

- Clean the exterior using a soft, automotive-grade cloth with mild soap and water.
- Do not use chemical solvents, abrasive cleaners, or pressurised sprays.
- Do not submerge the unit in water or expose it to high-pressure water jets.
- Always store the output cable in the holster after use to prevent wear or tripping hazards.

Note: Do not open, disassemble, repair, tamper with, or modify any part of the EVSE. Unauthorised access may void the warranty and compromise safety.

For service or repair, please contact Technical Support.

1.2 TRANSPORTING AND STORAGE INSTRUCTIONS:

When transporting or relocating the charging station:

- Always lift and carry the unit by its main body.
- Never lift or move the unit by its electrical cables, as this may cause internal damage or compromise safety.

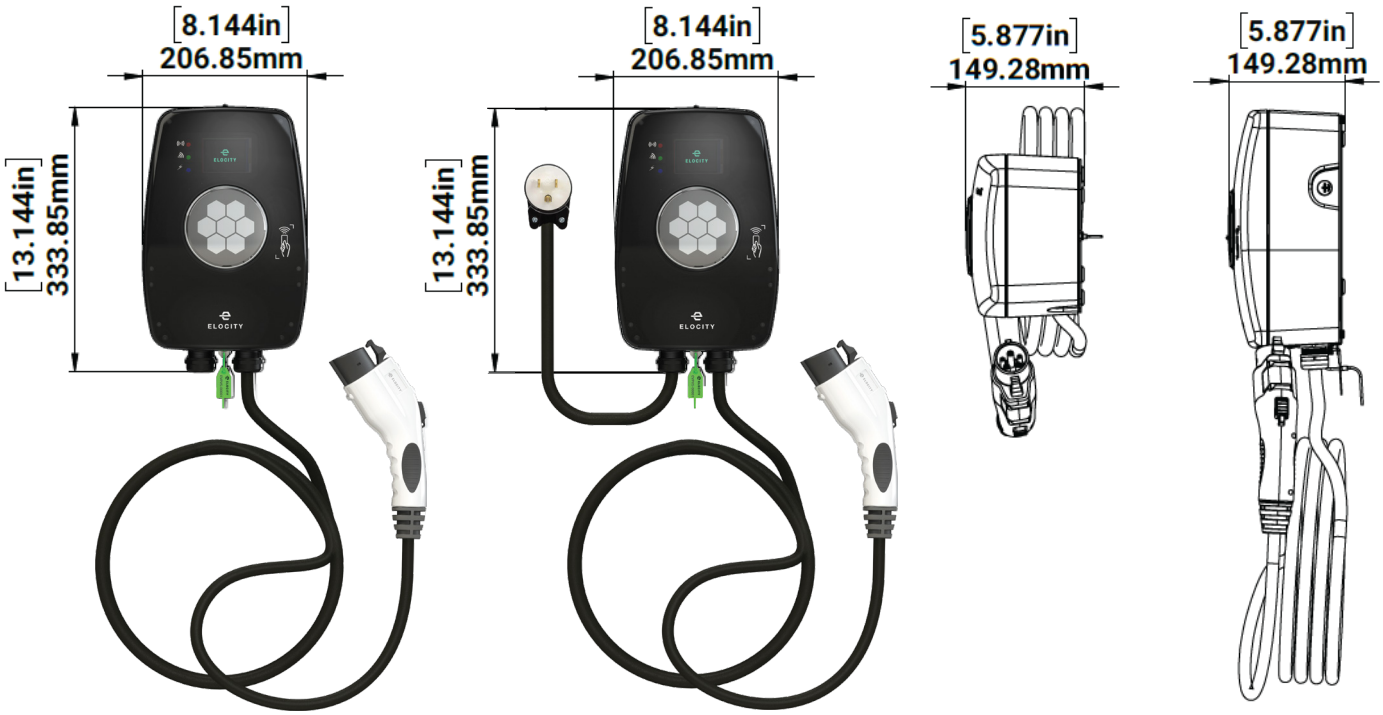
For proper storage:

- Store the unit in a dry environment, away from standing water or excessive moisture.
- Recommended storage temperature range from -30°C (-22°F) to 60°C (140°F)

2. PRODUCT INFORMATION AND DIMENSIONS

This document contains essential instructions and safety warnings that must be followed when operating theHIEV EVSE. Before using the EVSE, carefully read this entire manual, including all sections marked with the WARNING and CAUTION symbols. Failure to follow these instructions may result in injury, electric shock, fire, or equipment damage. Ensure that all users are familiar with the safety information and operational guidelines outlined in this document.

HIEV EVSE available in **plug in** and **Hardwire model**



3. LEDs INDICATIONS

The following table explains the meaning of each LED status indicator on the EVSE unit. These LEDs provide visual cues for operational status, errors, and connectivity.

LEDs	Indication	Explanation
	Error or Fault	Indicates an error condition. The charger has encountered a fault or abnormal state. Please check error logs or contact support.
	Communication, Server Connectivity	**Flashing:** No communication. The charger is powered on but not communicating with the server or network. **Slow Blinking:** Waiting to connect to the server. The charger is attempting to establish a network or backend connection. **Solid:** Charger connection established with backend or server
	Charging Status	Charging in progress. The vehicle is successfully connected and receiving energy.

3.1 LED ERROR INDICATION:

When the charger experiences an error, the red LED will either flash or remain solid, depending on the nature of the issue. The table below describes each error indication pattern and its possible meaning:

Red LED Behaviour	Error Type on Display	Description / Recommended Action
Flashing	Under Voltage	Input voltage is below the operational threshold. Check power supply stability.
Flashing	Over Voltage	Input voltage exceeds allowed threshold. Verify the power source.
Flashing	Over Current	The current drawn by the EV exceeds safe limits. Charging is interrupted. Disconnect and reconnect. Contact support if issue persists.
Solid	Earth Missing	Detected a ground fault condition. Charging has stopped to prevent risk. Verify installation and grounding integrity.
Flashing	Self-Test Failure	The Ground Fault Circuit Interrupter (GFCI) self-test failed. The charger will not operate until issue is resolved. Contact technical support.
Flashing	Relay Fault	Internal relay malfunction detected. Do not use the charger. Contact technical support.
Flashing	GFCI Leakage	Ground fault leakage current detected. Charging halted to ensure safety. Inspect wiring and environment for possible faults.
Flashing	High Temperature	Internal temperature exceeds safe operating limits. The charger has paused operation. Allow to cool and check for ventilation issues.
Flashing	Power Meter Failure	Internal metering system malfunction detected. Contact support for service or replacement.

3.2 INTELLIGENT MONITORING AND HANDLING:

When a charging session is interrupted due to a temporary fault, the system is designed to automatically resume operation once the fault condition is resolved.

- The EVSE includes an auto-recovery feature, allowing it to restore normal operation without user intervention once the issue is cleared.
- If the error condition resolves, the charger will automatically reset and return to standby or charging mode.
- If the fault persists, the charger will continue to display a solid or flashing RED LED to indicate the error.

3.3 ERROR TROUBLESHOOTING PROCEDURE:

If the charger is unable to automatically recover from an error condition, follow the steps below to perform a manual reset and identify the issue:

1. Disconnect the charging connector from the vehicle
2. Observe the red LED indicator and the Device display to help identify the specific error type.
3. Turn off the charger by switching the upstream circuit breaker to the “OFF” position.
4. Wait for 1–2 minutes to allow the system to fully discharge and reset.
5. Switch the circuit breaker back to the “ON” position to restore power to the charger.
6. Check the charger status: Ensure the red fault LED is no longer active.
7. If the fault persists or the LED remains illuminated, contact Technical Support for further assistance.

4. CONFIGURATION HIEV EVSE

The HIEV EVSE is preconfigured to operate with Elocity's Charging Management System (CMS). However, if integration with a third-party CMS is required, please follow the configuration steps outlined below.

1. Connect the Ethernet cable:

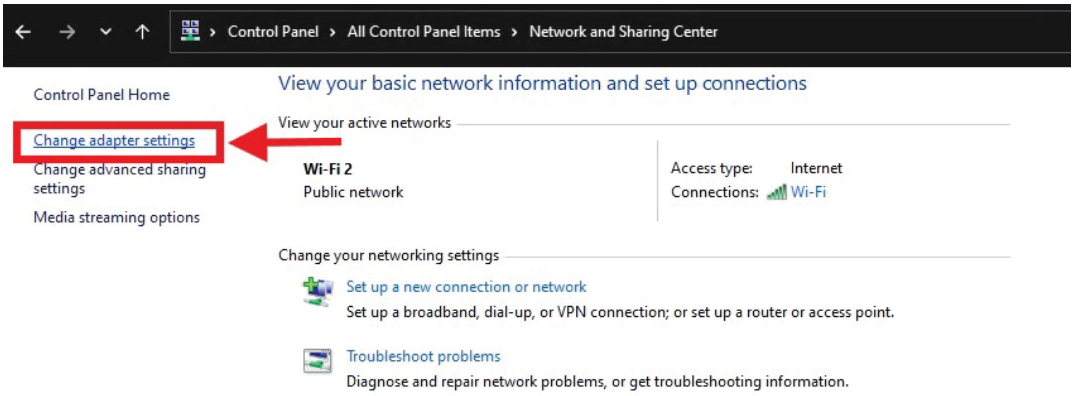
Plug one end of the Ethernet cable into your laptop's Ethernet port or USB-to-Ethernet adapter. Plug the other end into the Ethernet port located on the EV charger.

2. Configure IP Address on the Laptop:

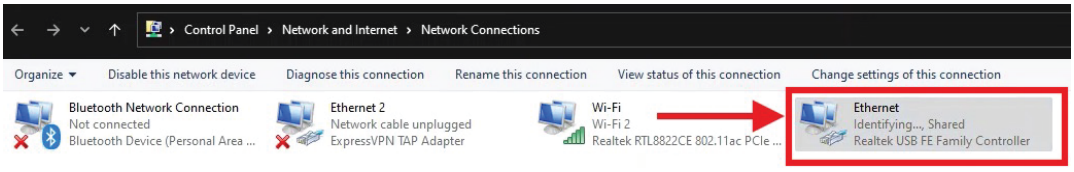
On your laptop, open the Network and Sharing Center

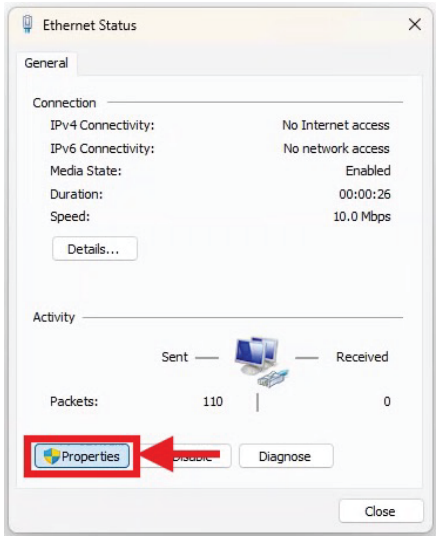
A. Go to Control Panel > Network and Sharing Center.

B. Click on Change adapter settings.

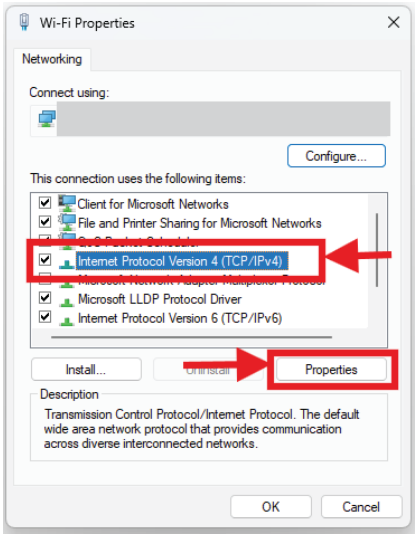


C. Right-click on the Ethernet connection and choose Properties.

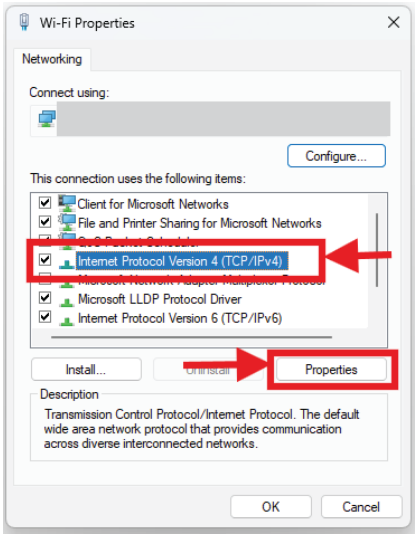




D. Click on Internet Protocol Version 4 (TCP/IPv4) and select Properties.



E. Set the IP address 192.168.4.1 and Subnet Mask 255.255.255.0, then click OK to save the settings



3. Access to the Webpage

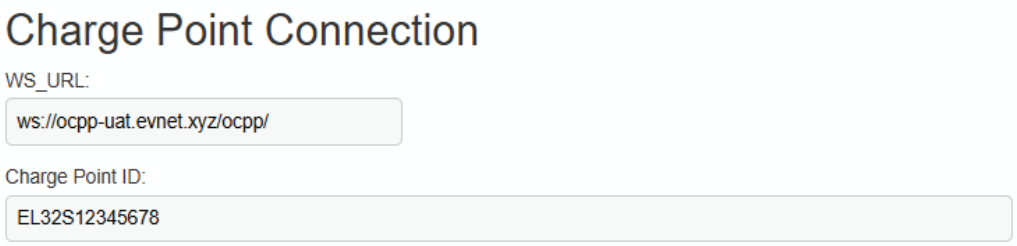
A. On the Google Chrome address bar, enter the IP address of the EV charger's 192.168.4.2 and press Enter.

B. Enter the login credentials, Username: elocity and Password: elocity123, then click on Sign in.

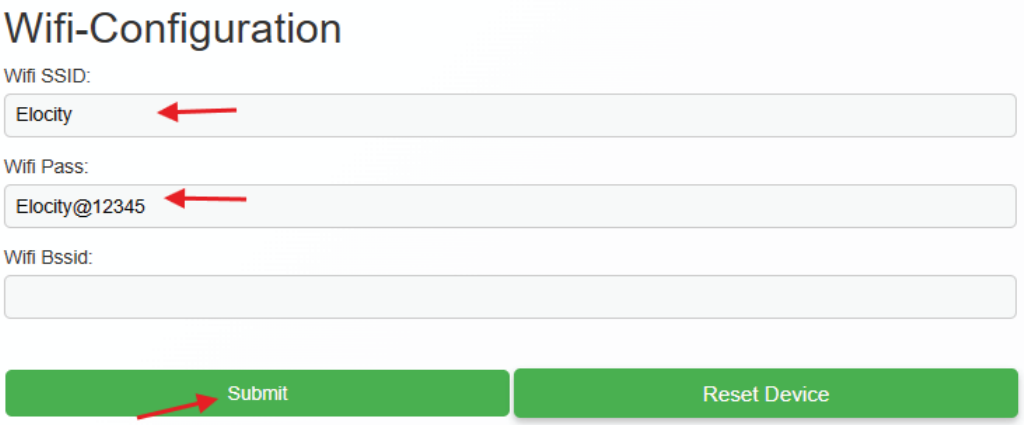
C. Once logged in, you will see the charger's configuration page

4. Configure the EV Charger Settings

A. On the configuration page, you can modify the WebSocket URL and Charge Point ID to integrate the charger with a third-party Charging Management System (CMS)



B. On the configuration page, change the Wi-Fi SSID, password and BSSID (Optional) settings. Ensure the selected Wi-Fi SSID operates on the 2.4 GHz band, as the charger does not support 5 GHz networks. After making changes, ensure the signal strength is greater than -65 dBm RSSI (Optimal range -35 to -65 RSSI), click Submit to save the settings.



C. Once you click Submit, the device will restart. Unplug the Ethernet cable, then the charger will connect to the Wi-Fi network you configured

5. FUNCTIONAL INSTRUCTIONS

The HIEV EVSE is preconfigured to operate with Elocity's Charging Management System (CMS). However, if integration with a third-party CMS is required, please follow the configuration steps outlined below.

5.1 PLUG IN THE CONNECTOR

1. For J1772

A. Press and hold the latch release button on the charging connector. Ensure the button is fully compressed to allow insertion.

B. Align and insert the connector into the EV's charge port. Push until the connector is fully seated and locked into place.

C. Release the latch button to secure the connection.

2. For NACS

A. Align and insert the NACS connector into the EV inlet until fully engaged.

B. Connect the NACS plug to the vehicle, ensuring it is properly locked before starting the charging session.

5.2 UNPLUG THE CONNECTOR

1. For J1772

A. Press and hold the latch release button on the connector. Ensure the button is fully compressed to release the lock.

B. Carefully remove the connector from the vehicle's charge port. Do not pull by the cable—hold the connector body.

C. Return the connector to the holster or designated holder on the charging unit. This prevents damage and keeps the connector clean and secure.

2. For NACS

A. Disconnect the charger connector from the vehicle's charge port. Grasp the connector firmly—do not pull by the cable.

B. Place the connector back into the holster on the charging station. This helps protect the connector and maintain cleanliness.

WARNING: No User-Serviceable Parts Inside

> Do NOT attempt to open, disassemble, or modify the charger.

> Tampering may cause shock, damage, or void the warranty.

6. HIEV MOBILE APP INSTRUCTIONS

The HIEV Canada Mobile app allows you to locate charging stations, monitor charging sessions in real time, and manage payments. It also provides session history, energy consumption insights, and charging status notifications.

The HIEV Canada mobile app is available on both iOS and Android devices.

For iOS and Android applications, download the HIEV Canada mobile app, and scan the following QR code using your phone

iOS

Android

Alternatively, follow these steps to download and install the app.

A. Open the App Store/Google Play Store on your device.

B. Tap the Search icon and type HIEV Canada.

C. Locate the app in the search results and tap Get/Install

D. If prompted, authenticate with Face ID, Touch ID, or your Apple ID password.

E. Wait for the installation to complete, then tap Open to launch the app.

For more information on using the HIEV mobile application, please refer to the user manual available at the link below:

https://app.docs.hiev.ca/

7. CHARGING OPERATIONS

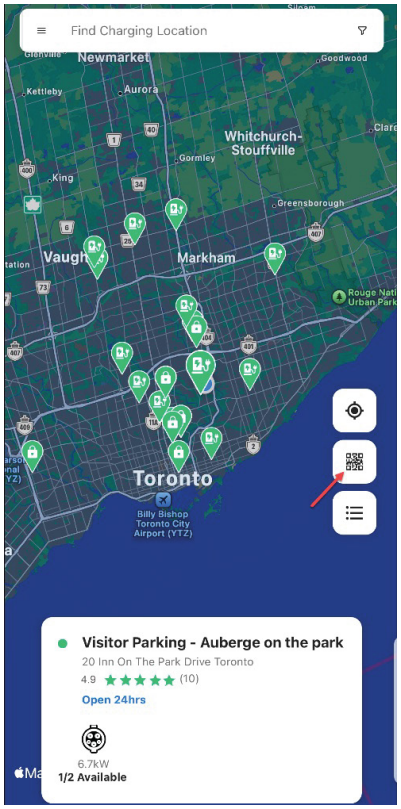
The HIEV EVSE supports three convenient methods to initiate a charging session, offering flexibility for different user needs and installation environments. The first method is via the **mobile application**, such as the Elocity app (HIEV) or another compatible platform. This allows users to remotely control charging sessions, monitor real-time charging status, view energy consumption, and even schedule charging based on preferred times or utility rates. It also adds a layer of security, as only authenticated users can initiate charging through the app.

The second method involves using a registered RFID tag or NFC (Near Field Communication). By tapping the card on the charger's built-in reader, users can securely authenticate and begin charging. This method is especially useful in shared environments like commercial parking lots, workplace chargers, or fleet operations, where controlled access and user identification are important. It also supports offline operation, meaning it doesn't rely on continuous internet connectivity.

The third method is **Plug and Play**, where charging automatically starts when the connector is plugged into the EV without requiring any app or RFID interaction. This option is ideal for home use or open-access public chargers where ease of use is prioritised. However, since no authentication is required, it is recommended only in secure or low-risk environments.

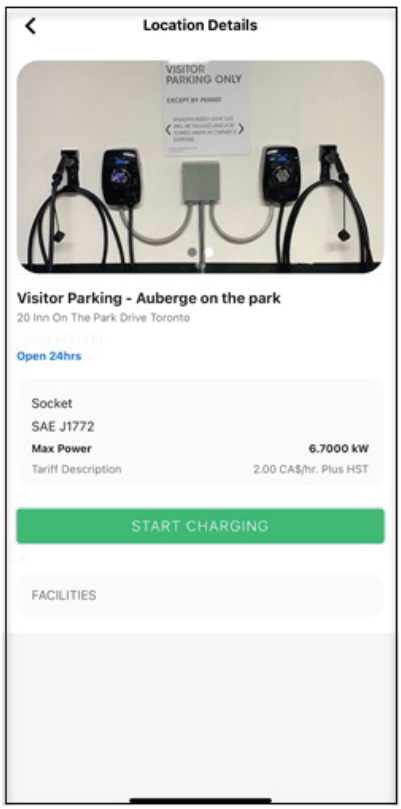
7.1 CHARGING SESSION USING THE HIEV APP

A. Tap on the QR button

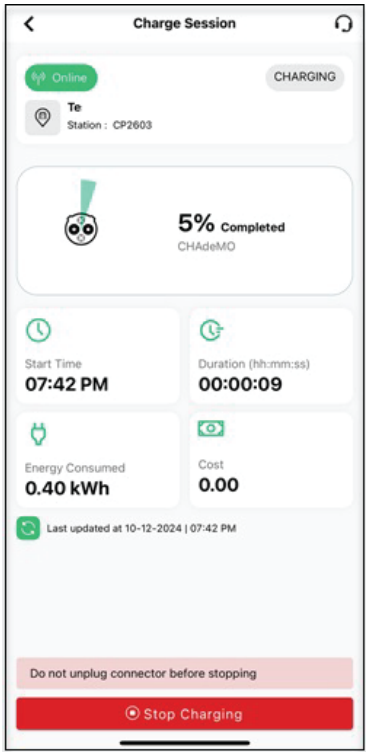


B. Scan the QR sticker stuck on the charging station.

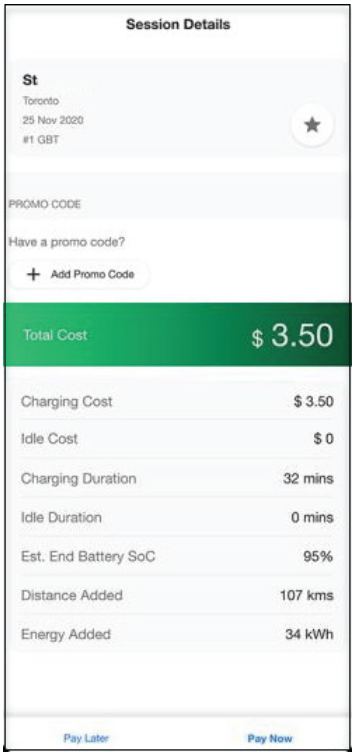
C. Tap on the START CHARGING button.



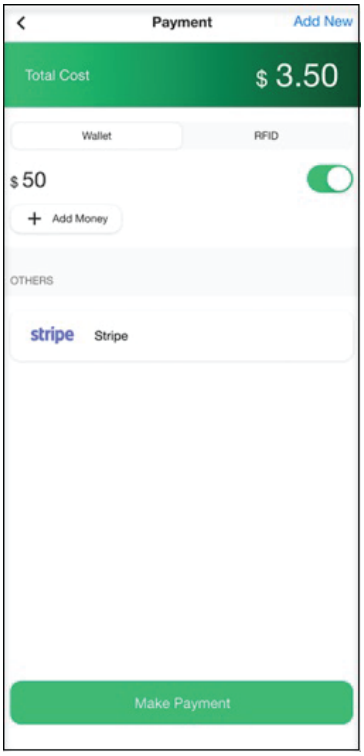
D. The Charge Session screen displays real-time charging updates. To stop charging, tap on the STOP CHARGING button.



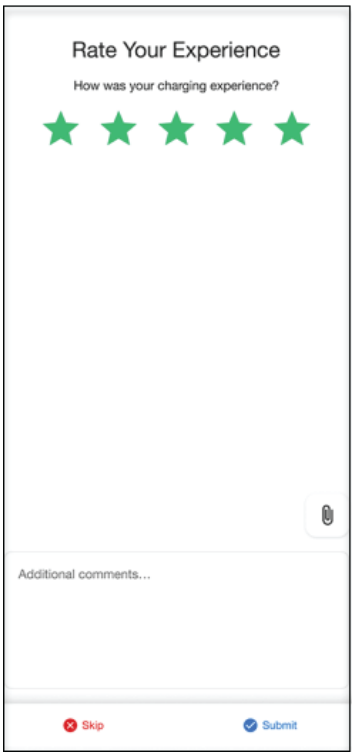
E. Once your session ends, you will see your charge session and payment details. Tap on the Pay Now button.



F. Tap the Make Payment button to pay for your charge session.



G. After you have paid for you charge session, rate your experience and provide your comments. Then, tap on the Submit button.



7.1.1 CHARGING SESSION USING PLUG AND PLAY CHARGING SESSION USING THE RFID OR NFC

A. To start the charging session, ensure the charger is powered on and in standby mode. This is typically indicated by a green LED or a display message showing Available

B. Insert the charging connector into your electric vehicle's charging port and ensure it is fully latched and seated.

C. Tap your registered RFID tag or NFC-enabled device on the charger's RFID/NFC reader area.

D. The charger will authenticate the card and, if recognised, will begin the charging session automatically.

E. Charging will commence, indicated by a solid Blue LED and a Charging message on the display. A steady Blue LED and on-screen status will confirm that charging is in progress

F. To stop the charging session, tap the same registered RFID tag or NFC card on the reader again while the session is active.

G. The charger will verify the card and terminate the charging session.

H. Wait for confirmation that the charging session has ended. The Blue LED will turn off, and the display will show **Transaction Stopped – Unplug Connector.**

The above process can also be performed while the charger is operating in offline mode (i.e., without an internet connection). However, to enable offline charging functionality, please contact your service provider. Once the configuration is completed, a power reset of the charger is required to activate offline mode.

7.2 CHARGING SESSION USING PLUG AND PLAY

The Plug and Play method allows the EV charger to start charging automatically, without requiring a mobile app, RFID, or NFC card. This method is ideal for residential users or locations where quick and simple access is preferred.

The Plug and Play charging process is described below.

A. Ensure the charger is powered on and in standby mode. The LED indicator should show green, and the display should indicate Available.

B. Insert the charging connector into your vehicle's charge port. Ensure the connector is fully seated and latched securely.

C. The charger will automatically detect the connection and begin charging. The Blue LED will turn solid, and the display will show Charging.

D. Wait until your vehicle completes charging, or manually stop charging from the vehicle side if needed.

E. Unplug the connector from the vehicle once the Blue LED turns off and the display shows **Transaction Stopped – Unplug Connector.**

F. Return the connector to the holster for storage.

The Plug and Play method is supported in both online and offline modes. In online mode, charging begins automatically without requiring authentication, provided the Plug and Play feature is enabled in the charger's configuration. Similarly, in offline mode, the charger operates the same way—allowing automatic charging even without an internet connection—as long as offline functionality has been properly configured. This makes Plug and Play an ideal solution for residential or low-security installations where ease of use is a priority

The Plug and Play mode must be enabled in the charger configuration settings.
To enable this feature or use it in offline mode, please contact the service provider or charger manufacturer for assistance. A **power reset** may be required after configuration.

8. CONCLUSION

Thank you for choosing the HIEV EVSE. We hope this manual has provided all the necessary information to ensure safe and efficient operation of your charging system.

Please remember to always follow the safety precautions, use the charger as instructed, and refer to this guide whenever needed. For any technical support, warranty claims, or product updates, feel free to contact our service team or visit our official website.

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CUSTOMER SUPPORT

If you experience any issues or have questions about installation, usage, or troubleshooting, please reach out to:

Contact Us

Elocity™ is committed to continually improve its products and services through customer experience. Hence, your feedback is important to us. Please send us your feedback or other comments to support@elocitytech.com.

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Australia | Singapore

RECYCLING AND DISPOSAL

Dispose of this product in accordance with local electronic waste regulations. Contact your local recycling authority or visit [provincial program website] for guidance. Do not dispose of with regular household waste.