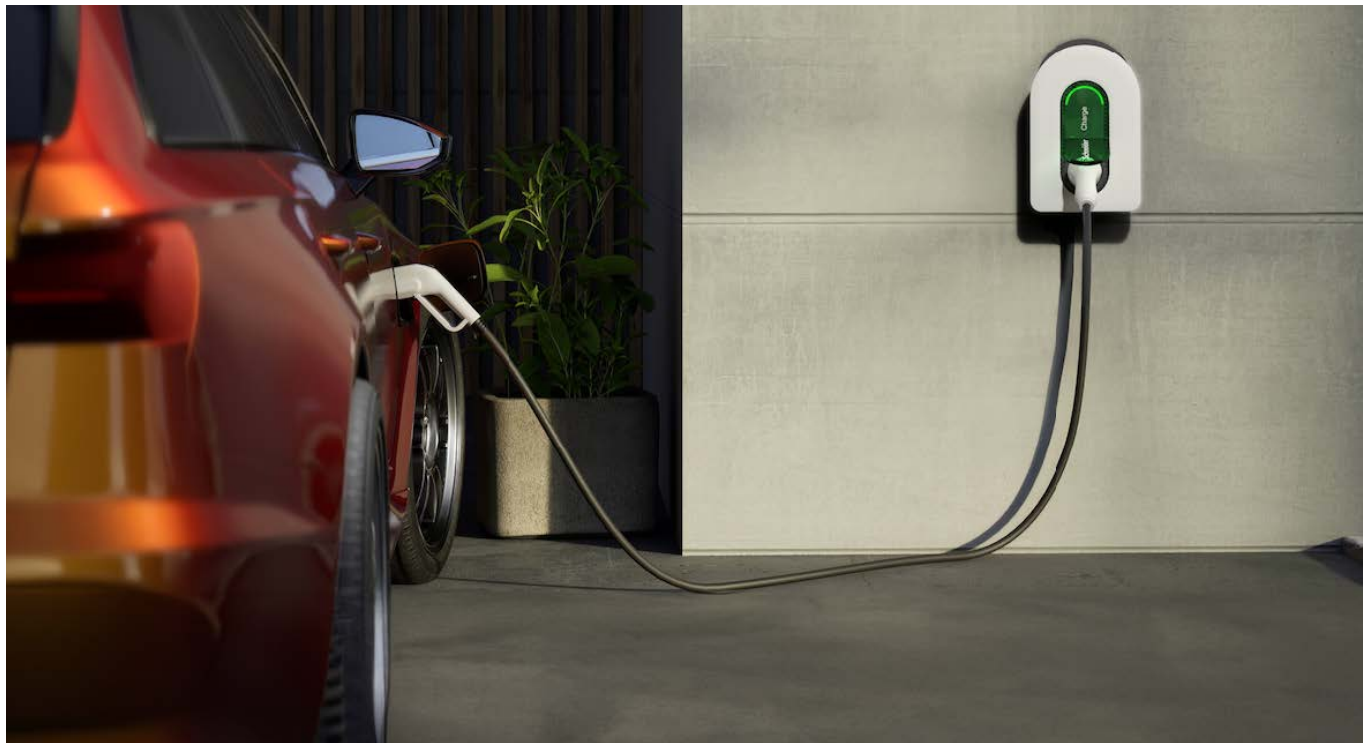


ELKO - Schneider Charge

Wiser Home Device User Guide

10/2025



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The information provided in this document contains general descriptions, technical characteristics and/or recommendations related to products/solutions.

This document is not intended as a substitute for a detailed study or operational and site-specific development or schematic plan. It is not to be used for determining suitability or reliability of the products/solutions for specific user applications. It is the duty of any such user to perform or have any professional expert of its choice (integrator, specifier or the like) perform the appropriate and comprehensive risk analysis, evaluation and testing of the products/solutions with respect to the relevant specific application or use thereof.

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Safety Information

Important Information

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service, or maintain it. The following special messages may appear throughout this manual or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of either symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that accompany this symbol to avoid possible injury or death.

DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

Failure to follow these instructions will result in death or serious injury.

WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

About the document

Document Scope

This document provides detailed instructions for commissioning, and using the Schneider Charge with the Wiser Home app. It explains how to configure network settings, set charging modes, create schedules, and monitor energy consumption. Users can pair the charger with the Anti-Tripping Module for load management. The guide also covers firmware updates, device renaming, exporting charge history, and managing charging sessions through app-based controls.

Validity Note

The characteristics of the products described in this document are intended to match the characteristics that are available on www.se.com. As part of our corporate strategy for constant improvement, we may revise the content over time to enhance clarity and accuracy. If you see a difference between the characteristics in this document and the characteristics on www.se.com, consider www.se.com to contain the latest information.

For your safety

⚠️⚠️ DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION OR ARC FLASH

- The equipment must be installed, commissioned, serviced, and maintained only by qualified personnel.
- The charger, the cable and the connector must be regularly checked to detect any potential damage (visual inspection).
- In case the charger is damaged, turn it off immediately and replace it
- Do not open or modify the charger.

Failure to follow these instructions will result in death or serious injury.

⚠️ WARNING

RISK OF INJURY

- Do not use any extension cable to connect the electric vehicle with charger.
- Do not connect any other type of loads to the charger (power tools, etc.).
- Do not use brute force to unplug the charging connector from the electric Vehicle as it is mechanically locked.
- Prevent the connector from being in contact with a heat source, dirt, or water.
- When using an integrated charger to charge your electric car, please read the vehicle's tips and instructions carefully.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

⚠ CAUTION**RISK OF DAMAGING THE CHARGING STATION**

Never clean the charging point by spraying it with water (Hose for garden watering, high pressure cleaners, etc).

Failure to follow these instructions can result in injury or equipment damage.

General Cybersecurity Information

In recent years, the growing number of networked machines and production plants has seen a corresponding increase in the potential for cyber threats, such as unauthorized access, data breaches, and operational disruptions. You must, therefore, consider all possible cybersecurity measures to help protect assets and systems against such threats.

To help keep your Schneider Electric products secure and protected, it is in your best interest to implement the cybersecurity best practices as described in the [Cybersecurity Best Practices](#) document.

Schneider Electric provides additional information and assistance:

- Subscribe to the [Schneider Electric security newsletter](#).
- Visit the [Cybersecurity Support Portal](#) web page to:
 - Find Security Notifications.
 - Report vulnerabilities and incidents.
- Visit the [Schneider Electric Cybersecurity and Data Protection Posture](#) web page to:
 - Access the cybersecurity posture.
 - Learn more about cybersecurity in the cybersecurity academy.
 - Explore the cybersecurity services from Schneider Electric.

Environmental Data

Find and download comprehensive environmental data about your products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP), End-of-Life instructions (EOL) and much more.

<https://www.se.com/myschneider>



General information about Schneider Environmental Data Program

Click the link below to read about Schneider Electric's Environmental Data Program.

<https://www.se.com/ww/en/about-us/sustainability/environmental-data-program/>



Declaration of Conformity

Hereby, Schneider Electric Industries SAS, declares that this product is in compliance with the essential requirements and other relevant provisions of RADIO EQUIPMENT DIRECTIVE 2014/53/EU.

Declaration of conformity can be downloaded on:

- <https://www.go2se.com/ref=Evh5A22N2S>
- <https://www.go2se.com/ref=Evh5A11N2C5>

Available Languages of the Document

The document is available in these languages:

- English
- Norwegian

Information on Non-Inclusive or Insensitive Terminology

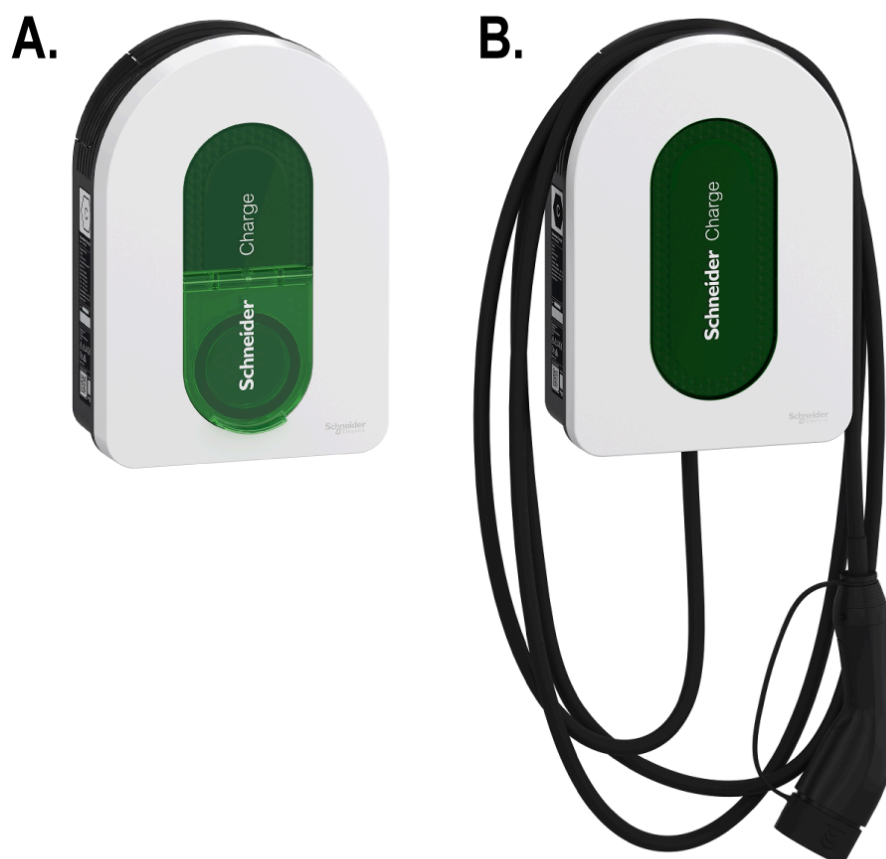
As a responsible, inclusive company, Schneider Electric is constantly updating its communications and products that contain non-inclusive or insensitive terminology. However, despite these efforts, our content may still contain terms that are deemed inappropriate by some customers.

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- Google Play™ Store and Android™ are brand names or registered trademarks of Google Inc.
- Wi-Fi® is a registered trademark of Wi-Fi Alliance®.
- QR Code is a registered trademark of DENSO WAVE INCORPORATED in Japan and other countries.

Other brands and registered trademarks are the property of their respective owners.

ELKO - Schneider Charge



A. EVH5A22N2S, EVH5A22N400F, EVH5A07N2SUK

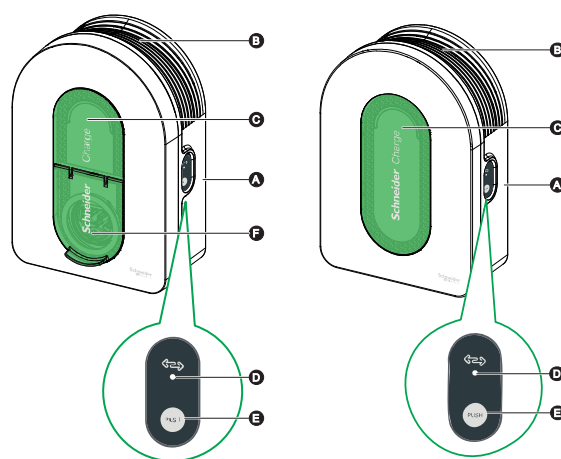
B. EVH5A11N2Cx, EVH5A07N2C5, EVH5A07N2C7UK

About the device

The Schneider Charge provides homeowners an easy and smart way to charge their electric vehicles. The Wiser Home app enables easy access to monitor and control the charging experience remotely, and schedule charging sessions using renewable energy from solar panels. This helps to optimize the energy consumption, avoid power overruns and reduce the carbon footprint.

When installed with Anti-Tripping Module, Schneider Charge provides an end-to-end solution for power load management. For more information, refer [Anti-tripping System](#), page 36.

Operating elements



A	Charging station	The charging station provides electrical energy to electric vehicles that are plugged into the Schneider Charge.
B	Cable winding trough	When not in use, wrap the charging cable around the charging station's trough to avoid tripping hazards and equipment damage.
C	Front indicator light	Indicates the status of Schneider Charge. Refer LED indication , page 55.
D	Side indicator light	Indicates the status during Wi-Fi® access point commissioning and anti-tripping module pairing.
E	Functional button (Push button)	To enable Wi-Fi access point/reset PIN code/anti-tripping module pairing (power off and then switch on the device to enable this button).
F	Charging socket	To plug in your T2 charging cable.

IMPORTANT:

- Use the Anti-tripping module only with the Schneider Charge. Do not use it with other electrical devices.
- Pair the Anti-tripping module with Schneider Charge as a standalone product. it prevents the use of SmartTag in the system. Hence, it restricts the functionality of certain features like Wiser Home AI.

Installation instructions

Refer to the installation instruction supplied with this product and Installation Instruction - Video.

Installing Anti-tripping system

Refer to the installation instruction supplied with this product.

- Anti-Tripping Module for Single Phase Installation: EVA4HPC1, EVA2HPC1
- Anti-Tripping Module for Three Phase Installation: EVA2HPC3

Installers Commissioning for Schneider Charge

Commissioning via eSetup

Once the Schneider Charge is installed, follow the steps to commission via eSetup app.

For installation refer Installation instructions, page 10 and refer Installation instructions video.

IMPORTANT: This process should only be used by authorized/professional installers.

To commission Schneider Charge, download and install eSetup app.

NOTE: This app should only be used by authorized/professional installers.

For Android mobile phones:
Click here or scan below code

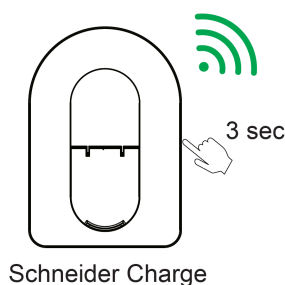


For Apple mobile phones:
Click here or scan below code

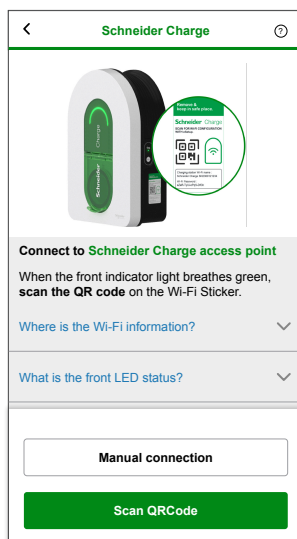


1. Open eSetup app and select **Schneider Charge**.
2. Select one of the following:
 - **Skip the tutorial:** To continue with step 3.
 - **Start the tutorial:** To start commissioning tutorial.
3. Power on the Schneider Charge, when the side LED indicator turns solid green, tap **Yes, it is green** in the app.

NOTE: If the side LED indicator does not turn on after powering on the Schneider Charge, attempt to reactivate the side LED by powering off and then turning on the Schneider Charge.
4. On the Schneider Charge, when the side indicator light turns solid green, press and hold the functional button (Push button) for 3 s.
This will create a temporary wireless network, which will be active for 4 min.



5. on the app, tap **Yes, it's breathing green** and select one of the following methods to connect to the temporary wireless network.



Scan QRCode:

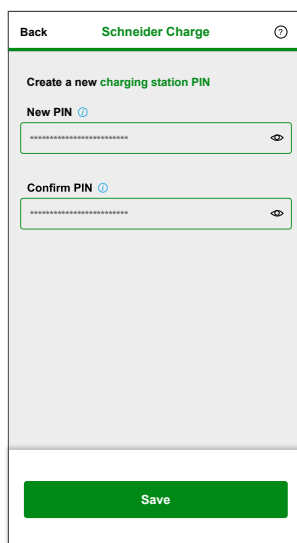
IMPORTANT: Enable the camera for eSetup app only.

- a. Tap **Scan QRCode**.
- b. Tap **OK**, on the pop-up dialog box.
- c. Scan the QR code on the right-side of the Schneider Charge, to join the temporary wireless network.

Manual connection:

- a. Tap **Manual connection > Open Wi-Fi Settings**.
 - b. Select **SchneiderCharge_###-##-##** from the list and enter the Wi-Fi® password found on the side of the device.
 - c. Once connected, return to the Wiser Home app.
6. Enter a **New PIN**, re-enter the PIN and tap **Save**.

NOTE: The PIN must contain 6 to 16 digits, cannot contain the same digit more than thrice and the PIN should not have six digits in sequence.



New PIN is set successfully.

7. On the next page, enter the New PIN and tap **Connect**.
8. On the Firmware upgrade page, tap **Continue**.
Wait for a few seconds for the app to check the charger firmware version.

9. Tap **Upgrade** to upgrade the latest firmware to the Schneider Charge. Wait for few minutes to complete firmware update.



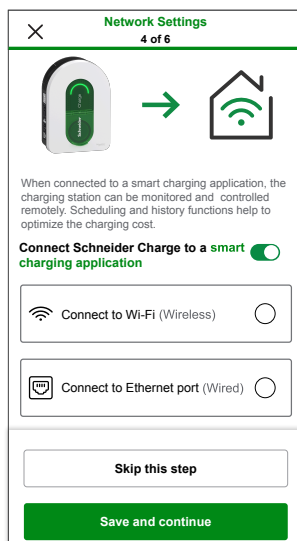
NOTE: If the firmware is up-to date tap **Continue** and proceed to step 9.

10. On the **Electrical Settings** page, you can use the sliding bar or **-/+** to set the charging current as required, and then tap **Save and continue**.



11. In **Network Settings**, turn on the toggle switch **Connect Schneider Charge to a smart charging application**.

IMPORTANT: If you have a Wiser Hub for remote monitoring and control, make sure that both the Schneider Charge and the Hub are connected to the same Wi-Fi® network.



12. Select one of the following methods to connect the Schneider Charge to the internet and then tap **Save and continue**.

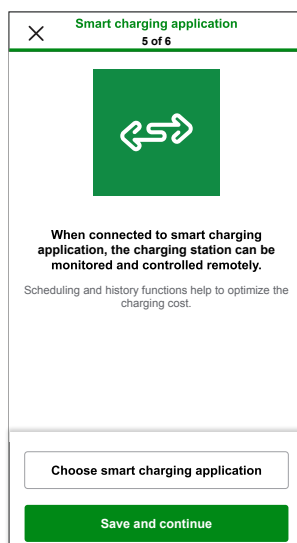
- **Connect to Wi-Fi (Wireless):** Tap on **Scan QR Code** and scan the QR code on your router to connect to Wi-Fi automatically. Alternatively, you can choose from the list of available networks by tapping **Select a network** or manually enter the Wi-Fi network name and password.
- **Connect to Ethernet port (Wired):** Enter the network details to connect (use RJ45 cable type).

NOTE:

- Ensure that the Ethernet cable is connected before starting the commissioning process of the Schneider Charge.
- For Schneider Charge installed outdoors or in garages without access to an internet router or Wi-Fi repeater, a wired Ethernet connection is recommended over Wi-Fi for better stability.
- If using an Ethernet cable is not feasible, it is advisable to install a Wi-Fi repeater near the Schneider Charge to ensure a reliable connection.

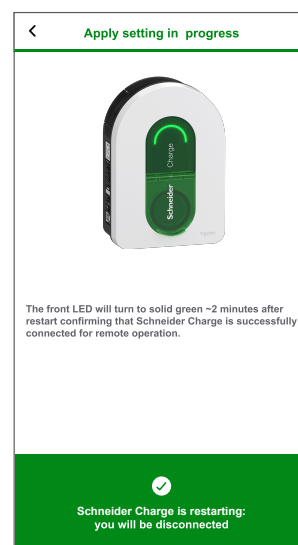
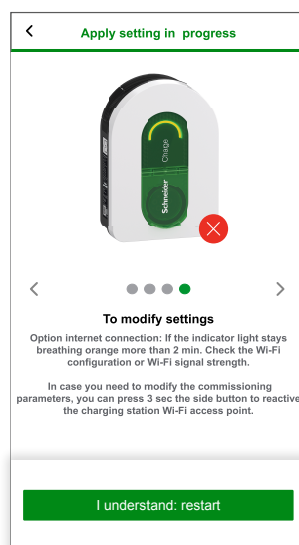
13. In Smart charging application, select one of the following:

- **Choose smart charging application:** To select the Smart Home application. Example: Wiser Home
- **Save and continue:** To save the setting and continue to step 12.



14. Tap **Handover to customer** to share the PIN with the customer.

15. After handover, read all instructions by tapping on **</>** and, then tap **I understand : restart**.
wait for a few minutes to finish setup and connect to the internet.



Schneider Charge will be restarted according to the applied configuration. The front LED turns solid green after restart, indicating that the Schneider Charge is successfully connected for remote operation.

NOTE: The front LED slowly blinks amber when the Schneider Charge is not connected to the internet. Refer to the [Troubleshooting](#), page 56

Resetting the PIN via eSetup app

If you lose the commissioning PIN, you can reset the PIN to default value using the eSetup app.

1. Open eSetup app, select **Schneider Charge** and tap **Skip the tutorial**.
2. Power on the Schneider Charge, when the Side indicator light turns solid green, tap **Yes, it is green** in the app.
3. When the Side indicator light turns solid green, press and hold the side push button for 3 s.
This will create a temporary wireless network, which will be active for 4 mins.



Schneider Charge

NOTE: If the side LED indicator light is off, turn off the charging station and then turn on to re-activate the side button.

4. In the app, tap **Yes, it's breathing green**, and perform one of the following method to scan the QR code located on the side of your Schneider Charge to connect to the temporary wireless network.

Connect manually:

- a. Tap **Connect manually > Open Wi-Fi Settings**.
- b. Select the **SchneiderCharge_###-###-###** from the list and enter Wi-Fi® password located on the side of the device.
- c. Once connected, return to the Wiser Home app.

Tap **Open camera**:

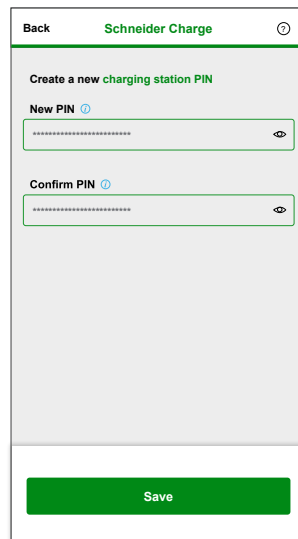
IMPORTANT: Enable the camera for Wiser Home app only.

- a. Tap **Open camera**.
 - b. Tap **OK**, on the pop-up dialog box.
 - c. Scan the QR code on the right-side of the Schneider Charge, to join the temporary wireless network.
5. On the screen enter the **New PIN**, confirm the PIN and tap **Save**.

NOTE: The PIN must contain 6 to 16 digits, cannot contain the same digit more than thrice and the PIN should not have six digits in sequence.

New PIN is set successful.

6. Enter **New PIN** and tap **Reset PIN**.



Back Schneider Charge ⓘ

Create a new charging station PIN

New PIN ⓘ

Confirm PIN ⓘ

Save

After reset, app displays the status.

Commissioning via Wiser Home

Once the Schneider Charge is installed, follow the steps to commission via Wiser Home app.

For installation refer Installation instructions, page 10.

IMPORTANT: This process should only be used by authorized/ professional installers.

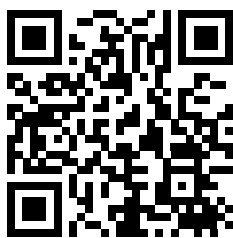
To download the app, scan the QR code or click on the link.

For iOS

Requires iOS 15.0 or later

Search term: Wiser Home

<https://apps.apple.com/app/wiser-heat/id1222853887>



For Android

Requires Android 8.0 or later

Search term: Wiser Home

https://play.google.com/store/apps/details?id=com.schneider_electric.WiserHeat



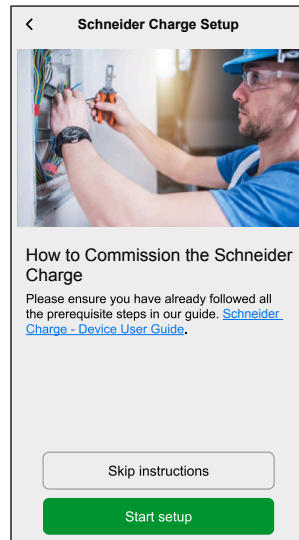
1. Open the Wiser Home app, tap **Get started > Professional Installer**.
2. Select your country or region to open the **Add Devices** menu, to display the list of supported device based on your location.
3. In the device list, select **Schneider Charge** and wait for a few seconds for the app to check the firmware version.

If new firmware is available, tap **Download**, else proceed with step 4.

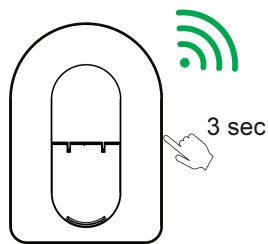


NOTE: The app will download the latest firmware and automatically upload it to the Schneider Charge once connected to Wi-Fi®.

4. On the Schneider Charge Setup, tap **Start setup**.



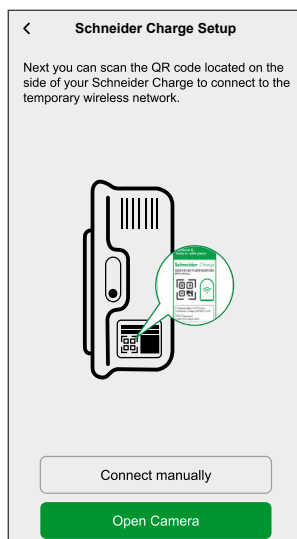
5. Read the instructions in the app, and then tap **Next**.
6. On the Schneider Charge, when the side LED indicator turns solid green, press and hold the functional button (Push button) for 3 s. This will create a temporary wireless network which will be active for 4 min.



Schneider Charge

NOTE: If the side LED indicator light is off, turn off the charging station and then turn on re-activate the side button.

7. On the app, tap **Next** and select one of the following method to connect to the temporary wireless network.



Tap **Open camera**:

IMPORTANT: Enable the camera for Wiser Home app only.

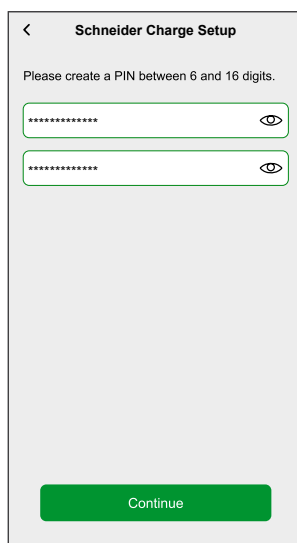
- Tap **Open camera**.
- Tap **OK**, on the pop-up dialog box.
- Scan the QR code on the right-side of the Schneider Charge, to join the temporary wireless network.

Connect manually:

- Tap **Connect manually** > **Open Wi-Fi Settings**.
- Select the **SchneiderCharge_##-##-##** from the list and enter the Wi-Fi® password located on the side of the device.
- Once connected, return to the Wiser Home app.
- Tap **Continue** to proceed with the commissioning process.

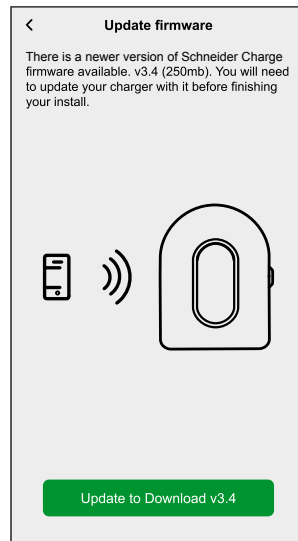
8. Enter a **New PIN**, re-enter the PIN and tap **Continue**.

NOTE: The PIN must contain 6 to 16 digits, cannot contain the same digit more than thrice and the PIN should not have six digits in sequence

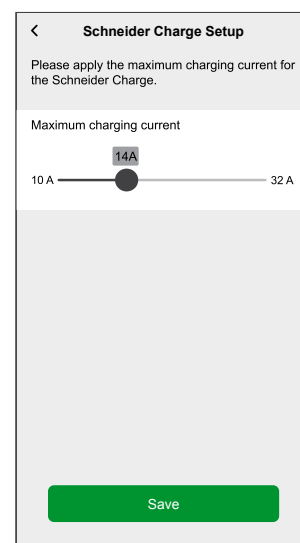
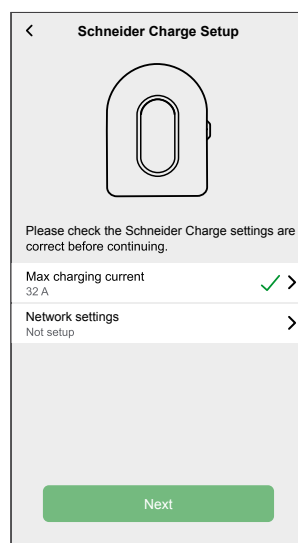


NOTE: If the PIN is already set, enter the PIN and tap **Continue**. If you enter the wrong PIN more than 3 times, tap **OK** on the pop-up menu and retry after 5 min or refer resetting the PIN for reset.

9. On the next page, enter the New PIN and tap **Connect**.
Wait for a few seconds for the app to check the charger firmware version.
If the charger has the latest firmware, proceed with step 11.
10. Tap **Update to Download v3.4**, to upgrade to the latest firmware.
Wait for a few minutes to complete firmware update.



11. Tap **Max charging current** to set the maximum charging current depending on the device type.
You can use the **sliding bar** or **-/+** to limit the charging current and tap **Save**.



12. Tap **Network Settings > Continue** and select the way to connect the charger to the internet.

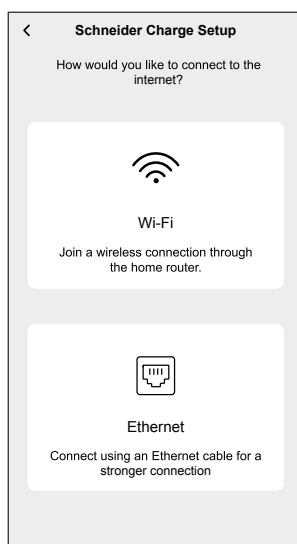
IMPORTANT: If you have a Wiser Hub for remote monitoring and control, make sure that both the Schneider Charge and the Hub are connected to the same Wi-Fi® network.

- **Wi-Fi:** You can select Wi-Fi® network from the list and enter the password or Tap **Enter Wi-Fi Manually** to enter the network name, security type, and password.

- **Ethernet:**

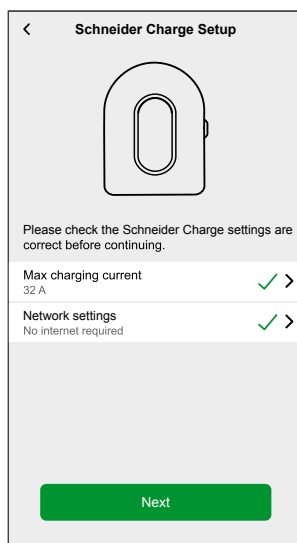
NOTE:

- Ensure that the Ethernet cable is connected before starting the commissioning process of the Schneider Charge.
- For Schneider Charge installed outdoors or in garages without access to an internet router or Wi-Fi repeater, a wired Ethernet connection is recommended over Wi-Fi for better stability.
- If using an Ethernet cable is not feasible, it is advisable to install a Wi-Fi repeater near the Schneider Charge to ensure a reliable connection.

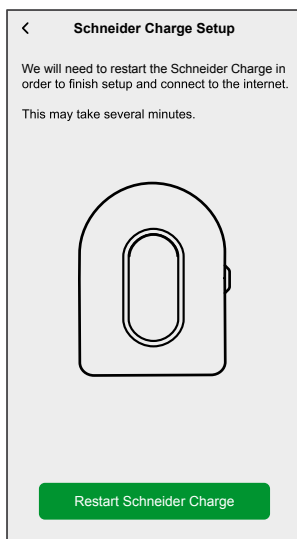


Wait for few minutes for the charger to be configured.

13. After current and network setting, tap **Next** on the setup page to continue.

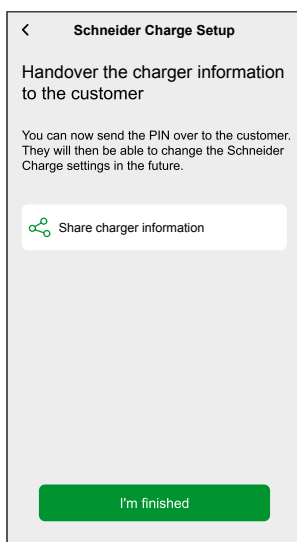


14. Tap **Restart Schneider Charge** to restart the Schneider Charge.
Please wait for few minutes in order to finish setup and connect to the internet.



Schneider Charge will be restarted according to the applied configuration. The front LED will turn to solid green after restart, confirming that Schneider Charge is successfully connected for remote operation.

15. After restart, tap **Handover to customer** to share the PIN with the customer and tap **I'm finished** to complete commissioning process.



NOTE: The front LED slowly pulse amber when the Schneider Charge is not connected to the internet. Refer to the troubleshooting section, page 56 for support.

Resetting the PIN via Wiser Home app

If you lose the commissioning PIN, you can reset the PIN to default value using the Wiser Home app.

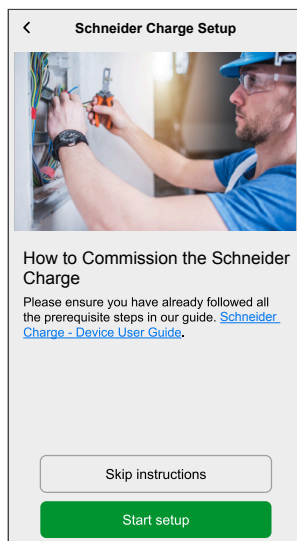
1. Open Wiser Home app, tap **Get started > Professional Installer**.
2. Select your country or region to open **Add Devices** menu.
The menu shows the list of supported device based on your location.
3. In the device list, select **Schneider Charge** and wait for a few seconds for the app to check the firmware version.

If a new firmware is available, tap **Download**, else proceed with step 4.



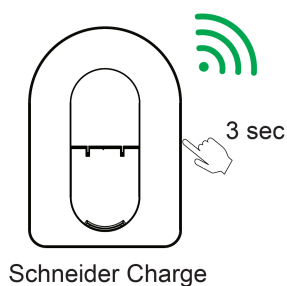
NOTE: The app will download the latest firmware and automatically upload it to the Schneider Charge once connected to Wi-Fi®.

4. On Schneider Charge Setup, tap **Start setup**.



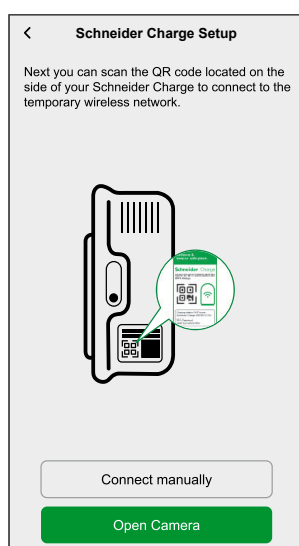
5. Read the instructions in the app and then tap **Next**.

6. In Schneider Charge, when the side LED indicator turns solid green, press and hold the side push button for 3 s.
This will create a temporary wireless network of the Schneider Charge which will be active for 4 min.



NOTE: If the side LED indicator light is off, turn off the charging station and then turn it on to re-activate the side button.

7. In the app, tap **Next** and perform one of the following method to scan the QR code located on the side of your Schneider Charge to connect to the temporary wireless network.



Tap **Open camera**:

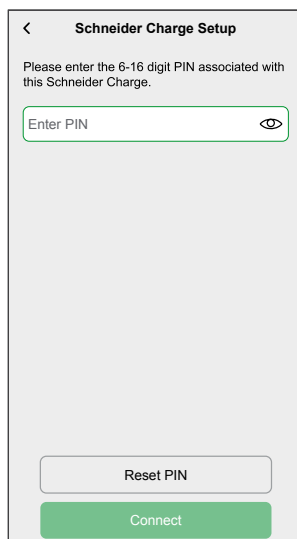
IMPORTANT: Enable the camera for Wiser Home app only.

- a. Tap **Open camera**.
- b. Tap **OK**, on the pop-up dialog box.
- c. Scan the QR code on the right-side of the Schneider Charge, to join the temporary wireless network.

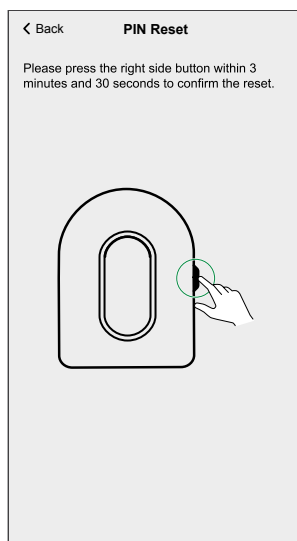
Connect manually:

- a. Tap **Connect manually > Open Wi-Fi Settings**.
- b. Select the **SchneiderCharge_###-###-###** from the list and enter Wi-Fi® password located on the side of the device.
- c. Once connected, return to the Wiser Home app.
- d. Tap **Continue** to continue commissioning process.

8. Tap **Reset PIN**, read the pop-up message and tap **Yes**.



9. Please press the right side button on Schneider Charge within 3 minutes and 30 seconds to confirm the reset.



After few seconds PIN will be reset to default.

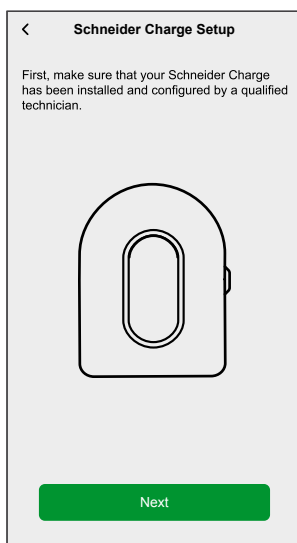
Pairing the device to Wiser Home app

IMPORTANT: Make sure that the Schneider Charge has been configured by a professional installer and pairing between Anti-Tripping Module and Schneider Charge is successful.

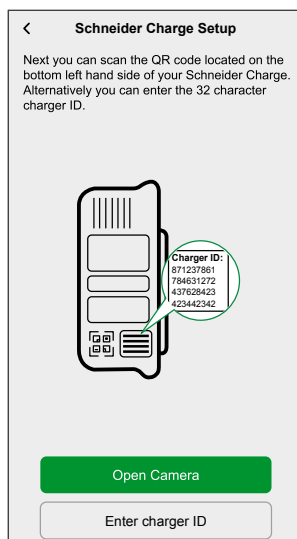
1. On the **Home** page, tap .
2. Tap **Devices** >  > **Energy**.

3. Select **Schneider Charge** and then tap **Next** on setup page.

TIP: You can also navigate by tapping **Control** > **+** > **Energy** > **Schneider Charge**.



4. Select one of the following options to enrol your Schneider Charge using the charger ID.



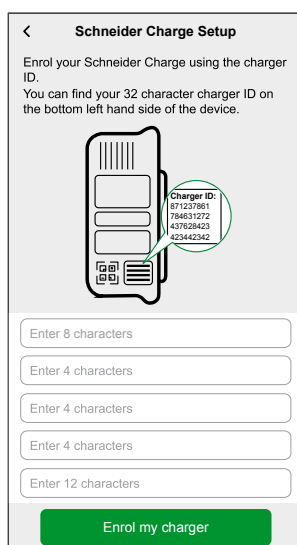
Open camera:

Tap **Open camera**, on the pop-up message tap **OK** and scan the QR code located on the bottom left hand side of your Schneider Charge.

IMPORTANT: Make sure the camera permission is enabled for Wiser Home app.

Enter charger ID:

Tap **Enter charger ID** to enter the 32 character charger ID located next to QR code on the bottom left hand side of your Schneider Charge and tap **Enrol my charger**.



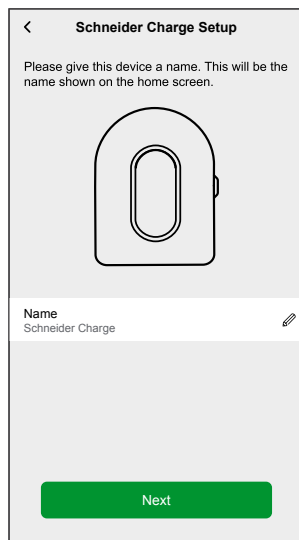
NOTE: The following error scenarios may occur while enrolling a Schneider charger to the Wiser hub. The app shows the appropriate action based on the error type. Resolve the error and try again.

- Schneider charge is unavailable.
- Schneider charge is already connected to another Wiser account
- Incorrect QR code
- Invalid Schneider charger ID
- No response from Schneider charge due to internet connectivity issue

Wait for 5 mins for the charger to get connected.

5. Once connected, tap **Name**  to enter the name and then tap **Next**.

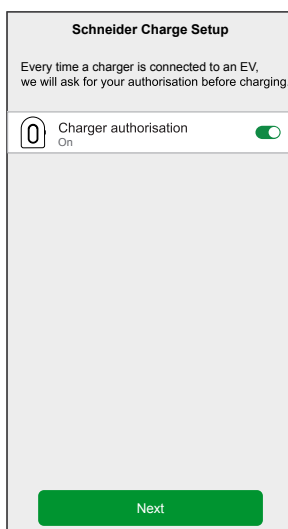
NOTE: By default, the name will appear as **Schneider Charge**.



6. Turn on the toggle switch to enable **charging authorisation** and then tap **Next**.

If enabled, you can initiate the charging process by tapping **Authorize charge** in the control panel of the Wiser Home app after connecting the charger to an EV. If not enabled, the charging will start immediately upon connecting the charger to an EV.

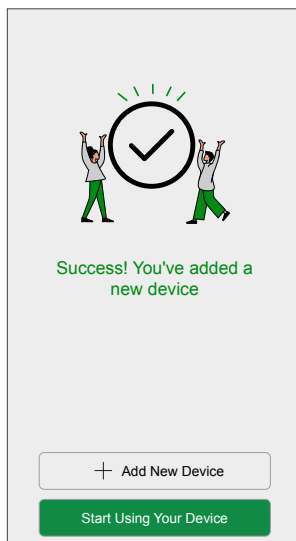
Refer [Enabling charging authorisation](#), page 32 for more info.



7. Tap **Finish** to complete pairing process.

After you pair the device, a success screen appears with the following options:

- **+ Add New Device:** Tap to continue pairing more devices.
- **Start Using Your Device:** Tap to start using the paired device.



NOTE: The success screen appears only if you are logged in as a **Home Owner**.

Now, you can see the newly added device on the **Control** tab under the **All** and **Room** tabs.

NOTE: If you only have an Schneider Charge in the Wiser System, the **Control** page will not be visible. All functions will be accessible through the **Home** page.

Configuring the device

Renaming the device

With the Wiser Home app, you can rename your device for easy identification.

1. On the **Control** tab, tap **All > Schneider Charge > Device settings**.

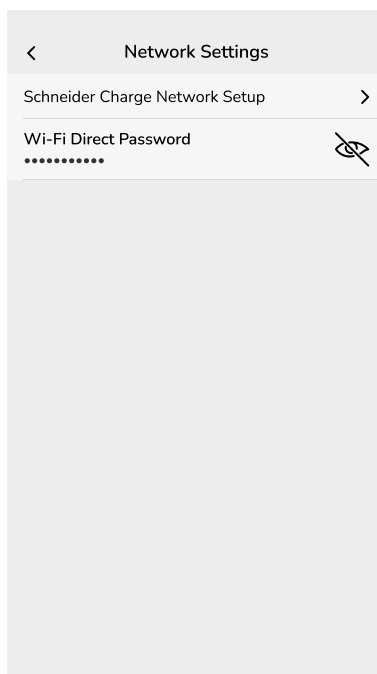
2. Tap  next to the device name, and enter a new name.

The settings will be saved automatically.

Network settings

If the Wi-Fi® network setting has changed, update the setting in Schneider Charge via the Wiser Home app.

1. On the **Home** page, tap **All > Schneider Charge > Device settings**.
2. Tap **Network Settings > Schneider Charge Network Setup > .**



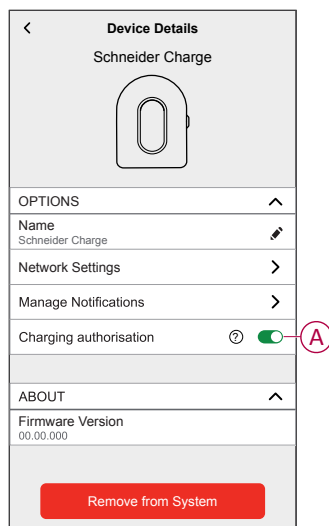
IMPORTANT: If you have a Wiser Hub for remote monitoring and control, both the Schneider Charge and the Hub must be connected to the same Wi-Fi® network.

Enabling charging authorisation

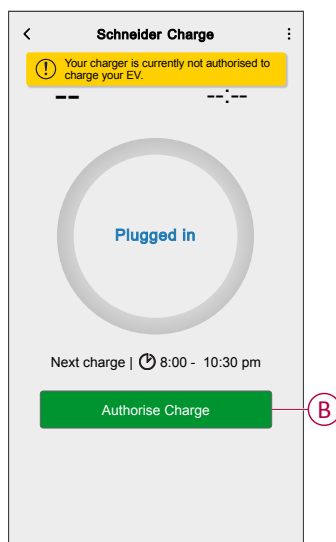
You can establish an authorisation process every time the charger is connected to an electric vehicle. The Wiser Home app will ask for your authorization before initiating the charging, to prevent misuse.

NOTE: If charging authorisation is not enabled, charging starts immediately when the charger is connected to the electric vehicle.

1. On the **Home** page, tap **All > Schneider Charge > Device details**.
2. Turn on the toggle switch (A) to enable charging authorisation.



When this feature is enabled, tap **Authorise Charge** (B) in the control panel each time you connect the Schneider Charge to an EV. If the authorisation is not approved, the control panel shows a warning message that your charger is currently not authorised to charge your EV.



TIP: On the home screen, tap **Unlock** to initiate the charging process.

Tariff

Set tariff in the Wiser Home app to view energy costs and billing information.

Accurate calculation of real-time energy consumption is based on the specific contract type and tariff information. To ensure accurate cost calculations, it is important to provide the correct tariff details. This allows the system to reflect the

true cost of your energy usage, helping you better understand your energy usage and manage your expenses effectively.

The cost of energy consumption is based on the contract type:

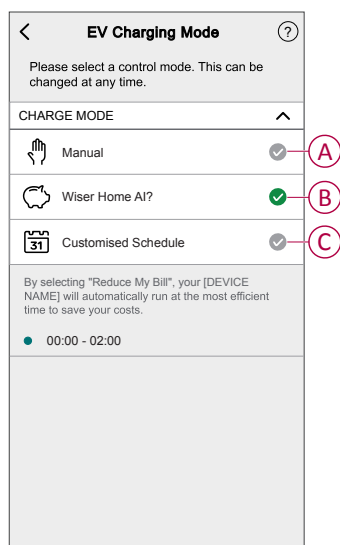
- Flat rate
- Peak/Off-Peak Hours rate
- Dynamic tariff
- No contract

For more information on **Setting Tariff**, refer to the respective System User Guide.

Charging mode

Using the Wiser Home app, to manage the mode of charging.

1. On the **Control tab**, tap **All devices > Schneider Charge**.
2. On the device control panel page, tap **Charging Mode**.
3. On the **EV Charging Mode** menu, select one of the following:
 - A. **Manual**: To initiate the charging process immediately after being plugged into an electric vehicle.
 - B. **Wiser Home AI**: To automatically initiate charging during the next available cost-effective slot, based on tariff details.
IMPORTANT: This feature is applicable only when there are suitable tariffs created. Refer to Wiser Home AI and Tariff plan configuration.
 - C. **Customized Schedule**: To create your own schedule for charging. Refer to [Creating a schedule](#), page 45.



NOTE:

- For more information refer [Wiser Home AI and Setting Tariff](#)
- You can change the charging mode at any time.

Wiser Home AI

Using the Wiser Home app, you can view how the devices are controlled and scheduled for usage.

The Wiser Home AI feature automatically schedules your high-consuming devices to run during the cheapest electricity rates, helping to lower your energy bill. By enrolling devices like EV chargers or resistive water boilers, this feature shifts loads to low-tariff periods. It also helps the EV chargers to consume the excessive solar energy production. It works with variable tariffs, such as peak/off-peak rates, and requires users to answer routine questions.

For more information on [Wiser Home AI](#) refer to the respective System User Guide.

Schneider Charge Anti-tripping system

Anti-Tripping Module



EVA2HPC1

EVA4HPC1

EVA2HPC3

Overview

Schneider Charge Anti-Tripping Module, when used with a Schneider Charge charging station, functions as an intelligent load management system. It continuously adjusts the charger's power output to the electric vehicle based on the available power in the home.

The load management system determines power availability by comparing the utility power limit with the home's power consumption. This consumption data is measured using a current transformer installed at the bottom of the main circuit breaker.

Communication between the Home Anti-Tripping System and the Schneider Charge charging station is established via power line communication (PLC), eliminating the need for a separate communication cable.

NOTE: The Anti-Tripping Module is specifically designed for use with Schneider Charge charging stations. Do not use it with other electrical devices.

Pairing Anti-Tripping Module with Schneider Charge

You can pair Anti-Tripping Module and Schneider Charge with each other to prevent disturbance between them.

IMPORTANT:

- Ensure that the installation of the Anti-Tripping Module and Schneider Charge is completed as per the installation manual.
- Do not shut down the power supply during pairing process.

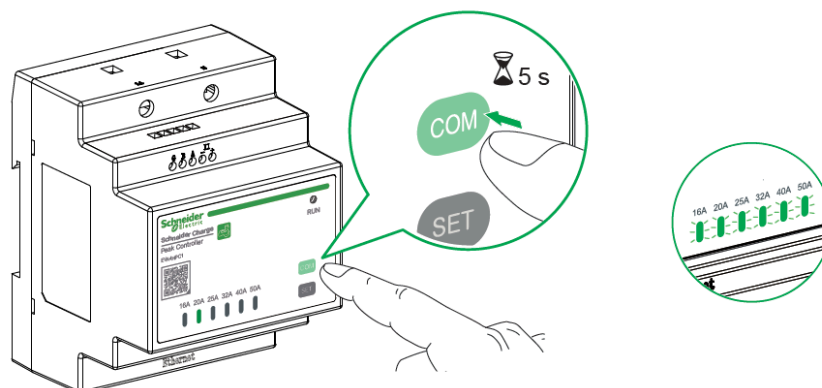
Activate pairing mode

1. Activate pairing mode in Anti-Tripping Module as mentioned below:

a. **For EVAxHPC1 module:**

Power on the module and then press **COM** button for 5 s to enter the pairing mode.

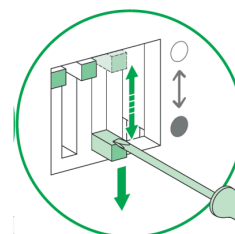
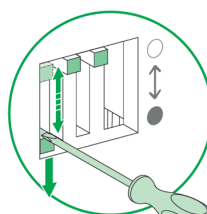
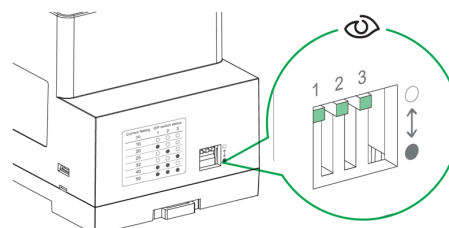
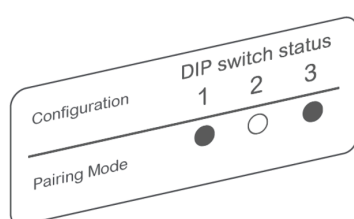
All LEDs blinks green.



b. **For EVA2HPC3 module:**

Using a screw driver set the first and last DIP switch to on position and then Power on the module.

Only System LED blinks green.



2. Power on the Schneider Charge. When the Side indicator light turns green, press the Functional button (Push button) on Schneider Charge 3 times to activate the pairing mode.

Side indicator light blinks blue



When both are in pairing mode, wait for a few minutes for them to connect with each other.

Upon successful pairing:

- On EVAxHPC1 module, both **Peak** LED and **Run** LED turn solid green.
- On EVA2HPC3 module, **System** LED turns green while **Communication** LED turn solid green.
- On Schneider Charge, Side indicator light turns solid green.

NOTE: After successful pairing set the max. current limit in the Anti-Tripping Module, refer respective installation manual.

Unpairing / Aborting from pairing mode

Enter pairing mode as mentioned above and follow below procedure to unpair or abort pairing mode:

- **On EVAxHPC1 module:** Before successful pairing, press the **COM** button once to abort.
- **On EVA2HPC3 modul:** Before successful pairing, change the current rating using the **DIP switch** to abort.
- **On Schneider Charge:** Press and hold the **side button** for 5 seconds to abort.

NOTE: It is recommended to perform the unpairing process separately for both the anti-tripping module and the charging station.

Anti-Tripping Management

The Anti-Tripping Management prevents the circuit breaker from tripping by switching off the load or reducing the power of the load. This keeps the total consumption of the system under a defined limit. The limit value is set by the size of the main incomer switch, refer to [Setting Tariff](#). Devices that are eligible will be added automatically to the Anti-Tripping Management.

IMPORTANT:

- When the Grid reaches more than 80% of the contract limit, the Anti-Tripping algorithm will activate to control devices enrolled in the Anti-Tripping Management.
- When a device is managed by the Anti-Tripping management, the Schedules, Moments and Automations for that device are not executed.

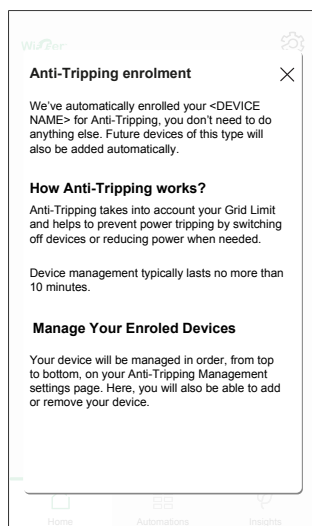
Pre-requisite:

Case 1: with Anti-Tripping Module

- If SmartTag Energy is installed, it should be removed from the grid system.
NOTE: Once the SmartTag is removed from the system you will not be able to use Wiser Home AI feature.
- Anti-Tripping Module should be installed and paired with Schneider Charge. Refer [Pairing Anti-Tripping Module and Schneider Charge](#), page 36
- Main incomer rating should be set.
Refer to [Setting Tariff](#).
- If Anti-Tripping Module is installed, it should be removed from the system.
- Make sure that SmartTag Energy is installed and paired with the Wiser Home system, and configure one of the SmartTag devices as Grid.
Refer [Pairing main SmartTag as Grid](#).
- Main incomer rating should be set.
A default contract limit is automatically set when pairing the main **SmartTag Energy** as a **Grid**. You can change the contract limit later if the Grid value set during the SmartTag Energy installation does not match the tariff. Refer to [Setting - Setting Tariff](#).
NOTE: The main incomer rating is used by the Anti-Tripping Management algorithm. If set incorrectly it may not work as expected and could result in the power tripping.

Enabling Anti-Tripping Management

Once the prerequisites are completed, user gets notified that this feature is available. The **Anti-Tripping** screen appears on the **Home** page.



1. Read the feature update and swipe to navigate to next screen.
2. Tap **X** to close the overlay screen.
 - The supported devices will be enrolled automatically.

Disabling Anti-Tripping Management

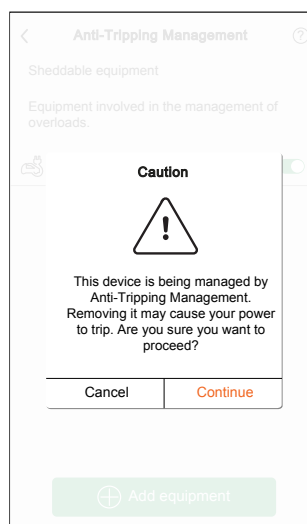
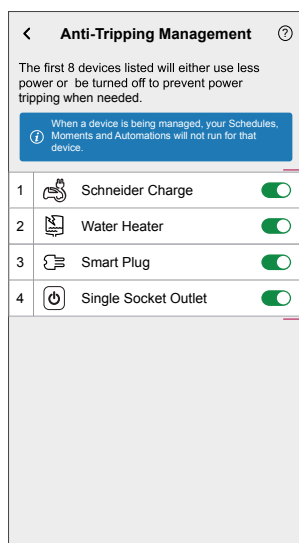
The Anti-Tripping Management feature for the supported devices can be deactivated at any time.

1. On the **Home** page, tap  > **Energy Management** > **Anti-Tripping Management**.

Tap the toggle switch (A) for the devices you want to disable.

If the device is currently in use, a notification will prompt you that deactivating this feature may cause your power to trip.

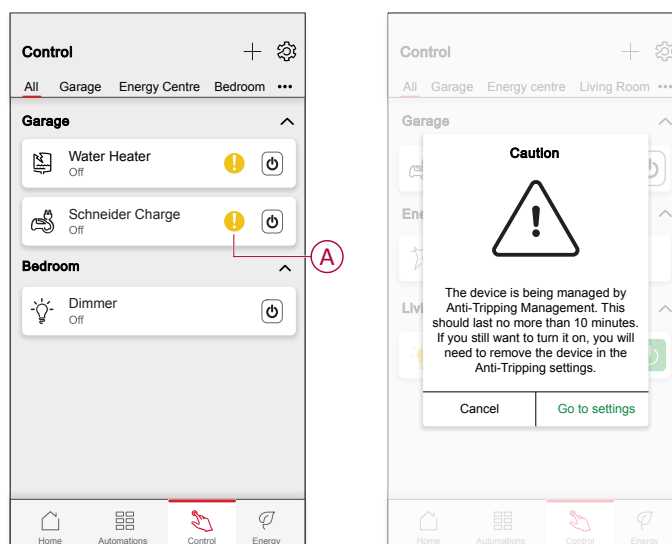
2. Tap **Continue** to disable.



Activation status

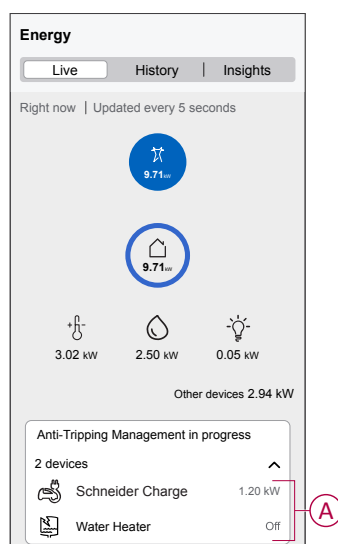
On the Home page and control panel page of the devices,  (A) denotes the Anti-Tripping management status.

- The devices will typically be off for upto 10 minutes. It will restart automatically when power is available.
- If you wish to turn on the device in Home page or control panel page, a **Caution** window is prompted that the device is being actively managed. Read the information and tap **Go to settings** and disable the toggle switch to remove the device from the Anti-Tripping Management.



Live status

When the Anti-tripping feature is active for any device, the load shedding (A) is shown in the **Live** tab.



Troubleshooting

Error	Possible cause	Solution
 Algorithm is currently unavailable displayed in the Live tab.	- The device is offline. - Technical issue.	Restart your Hub. If the problem still persists contact your installer or visit Help and Support and select your country.

	System/Hub is unable to receive data from the device.	• Check if the Hub and the charger are in same Wi-Fi network. • Restart your Hub. If the problem still persists contact your installer or visit Help and Support and select your country.
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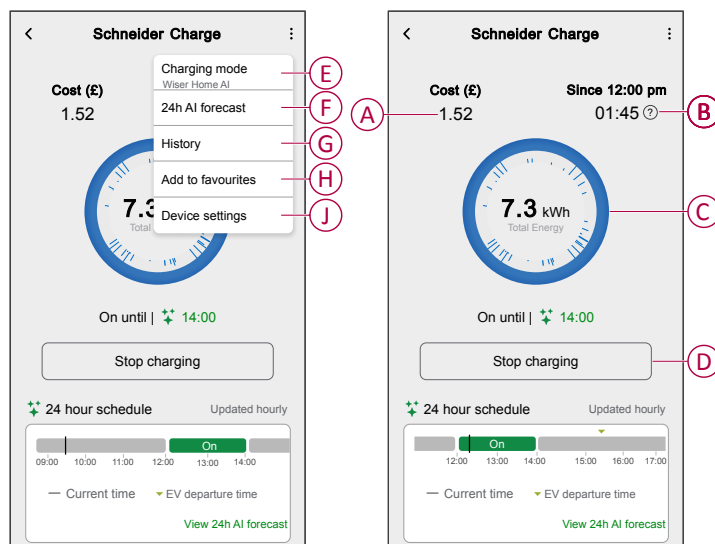
Using the device

The Control Panel allows you to start and stop charging and monitor the power consumption.

On the **Control** page, tap **Schneider Charge** to access the control panel.

On the control panel page,

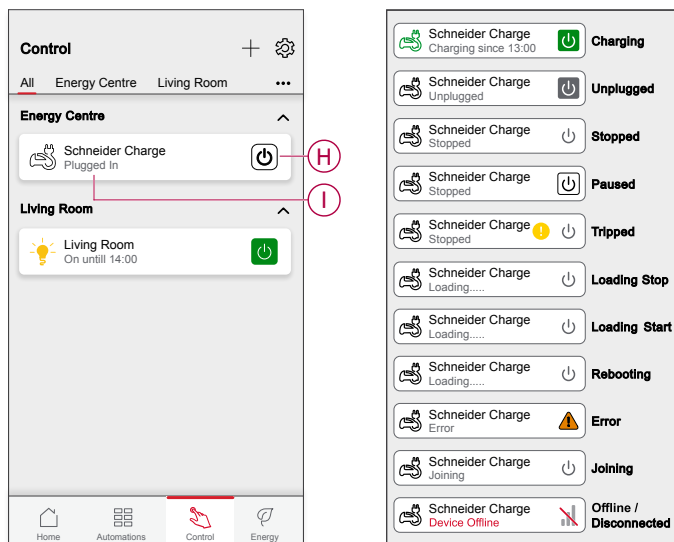
- You can see the options A, B, C, D.
- Tap  to see the options E, F, G, H, J.



A	Total cost of charging session.
B	Total time of charging in the session.
C	Total energy consumption in the session.
D	Control button (Start charging/Stop charging, Pause/Resume).
E	To select the charging mode. Refer to Charging Mode , page 34.
F	To see the 24 hr schedule based on the electricity rates.
G	To see the history. Refer to History , page 47.
H	To add the device to the Favourite devices section on the Home screen. To know more about Favourite , refer to Managing Favourites in the respective System User Guide.
J	You can rename the device or remove the device from the Wiser system. Refer to Renaming the device , page 31 and Removing the device , page 54.

Similarly, you can control and check the current status from **Control** page.

- Control button (H).
- Current state of the device (I).



TIP: You can also start and stop charging when you add the device to your Favorite list.

NOTE:

- If you only have an Schneider Charge in the Wiser System, the **Control** page will not be visible. All functions will be accessible through the **Home** page.
- Electric vehicles (EV) can't be charged immediately after they have stopped. Reconnect the plug to start charging. Refer [Connecting/disconnecting the charger](#), page 44.

Connecting/disconnecting the charger

Connecting

1. Plug in the charging cable connector into the Schneider Charge.
2. Plug in the charging cable connector into the electric vehicle's inlet.
3. The Schneider Charge's LED indicator will change from constant green to pulsing blue.

NOTE: For information on LED color, refer to [LED indication](#), page 55.

Disconnecting

1. Stop charging the vehicle with Wiser Home app to unlock the charging cable from vehicle socket.
2. Unplug the Schneider Charge's connector from the electric vehicle's inlet.
3. Wind the charging cable around the Schneider Charge winding trough.

Managing the cable

- Make sure that the charging connector and charging cable are securely stored between charging sessions.
- Wrap the charging cable around the charging station's cable trough.
- If the Schneider Charge is installed outdoors, Remove the cap.
- If the Schneider Charge is installed indoors, protect the connector by covering it with the dust cap.

Creating a schedule

Schedules can control the charging process of Schneider Charge. Once the schedule is set, your system will follow the active schedule. You can create or modify the schedules at any time.

1. On the **Control** tab, tap **All > Schneider Charge**.

2. Tap **Charging Mode**.

NOTE: If you have Schneider Charge installed with Wiser Hub you can also navigate the following path to create schedules:

- On the **Home** screen, tap .
- Tap **Schedules > EV schedule**. Proceed with step 3.

3. On the **EV Charging Mode** page, select **Customized Schedule**.

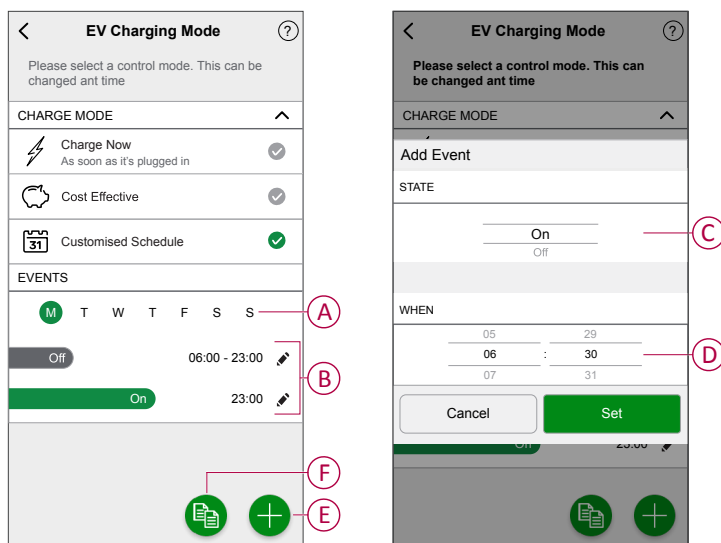
NOTE: The Schneider Charge will have a default schedule pre set to the user. You can edit the schedule as required.

IMPORTANT: It is required to set an **On** and **Off** state for a schedule.

4. Select days (A).

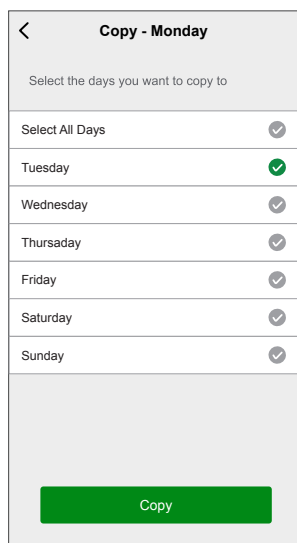
5. Tap  (B) to edit the schedule.

6. Select a state (On/Off) (C), time period (D) and tap **Set**.



TIP:

- You can add multiple schedules based on your requirement. Select days (A), tap  (E), set On/Off state and time.
- You can copy the existing schedule to the days of your choice. Tap  (F), select the days and tap **Copy**.



- When the schedule begins, you can see the **until time** in the following screens:
 - Device Control Screen.
 - Control tab under the device name.
 - Favourite devices section on the home screen.

Exporting the charge history

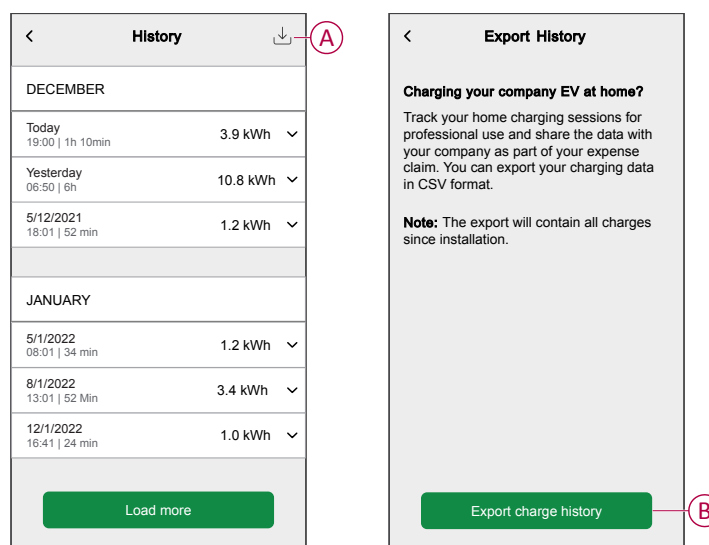
Using the Wiser Home app, you can monitor the cost and power consumption of the Schneider Charge by accessing the history.

1. On the **Control** tab, tap **All > Schneider Charge**.
2. On the device control panel page, tap **History** to see the total power consumption per charging cycle.

Tap **Load More** to view the records of the past 30 days.

IMPORTANT: If you have installed both SmartTag and Schneider Charge, you can monitor the powerflow and energy consumption in the **Energy** tab. For more information, refer to [Live](#).

3. Tap  on the each charging cycle to see the charging cost of the session.
4. Tap  (A) and then tap **Export charge history** (B) to export the charger history



Your history report will be exported in CSV format.

Enabling notifications

Using Wiser Home app, you can enable notifications to view the charging status.

1. On the **Home** screen, tap .
2. Tap **Account > Notifications**.
3. Enable the **Schneider Charge** toggle switch.

Automation

An automation allows you to group multiple actions that are usually done together, triggered automatically or at scheduled times when certain conditions are met. Using the Wiser Home app, you can create automations based on your needs.

Creating an automation

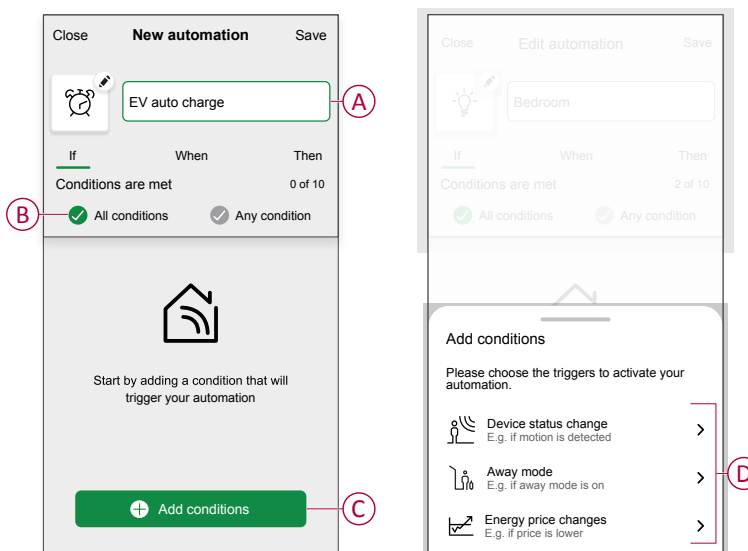
The following is an example of creating an automation to start the Schneider Charge when you are away.

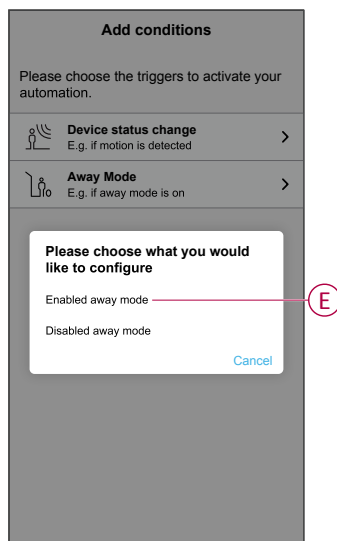
NOTE: Schneider Charge can only act as an action.

1. On the **Home** page, tap .
2. Go to **Automation** and then tap  to create an automation.
3. Tap  and choose an icon that best represents your automation.
4. Enter a name of the automation (A) and select any of the following conditions to meet (B).
 - **All conditions:** All conditions must be met to trigger an automation
 - **Any condition:** Any one of the condition must be met to trigger an automation.
5. Tap **Add conditions** (C) and select any of the following (D):
 - **Device status change** (Select the device)
 - **Away Mode** (Enable or Disable)
 - **Energy Price changes** (To define the energy price limit.)

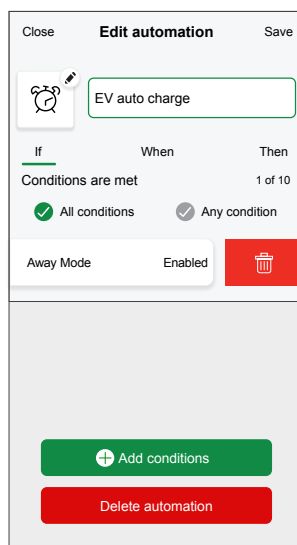
NOTE: This condition is available only if your tariff is set to Peak/Off-Peak or Dynamic. Refer to **Setting Tariff**.

NOTE: Maximum 10 conditions can be added.



6. Select **Enabled mode away (E)**.

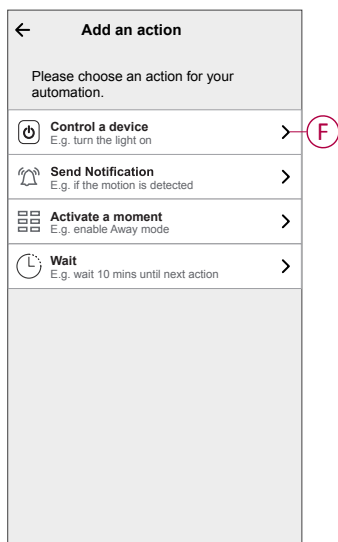
NOTE: To remove an added condition, swipe left and tap .



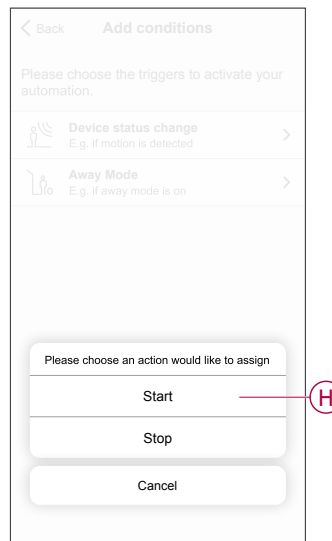
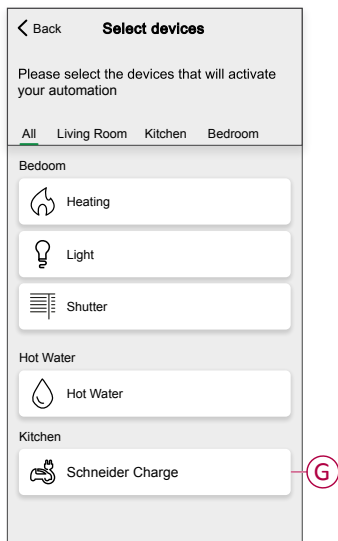
7. To add an action, tap **Then > Add an action** and select any of the following. In this case, **Control a device** (F).

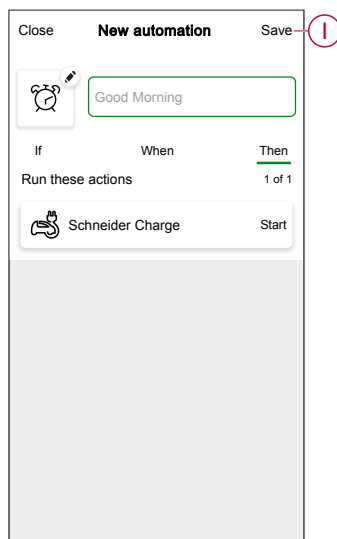
NOTE: Maximum 10 actions can be added.

- **Control a device:** Select a device that you want to trigger.
- **Send notification:** Turn on the notification for the automation.
- **Activate a moment:** Select the moment that you want to trigger.
- **Wait:** This option allows you to add a delay in an automation sequence. You can set the wait time in increments of 1 hour and 1 minute, up to a maximum of 24 hours. This feature is useful for delaying actions within an automation.



8. Select **Schneider Charge** (G) and then select an action (H) to assign.



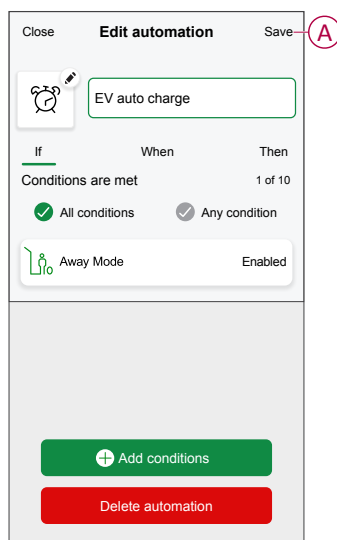
9. Tap **Save** (I).

The saved Automation is displayed on the **Automation** page. Tap the toggle switch on the **Automation** page to enable/disable the Automation.

Editing an automation

To edit an automation:

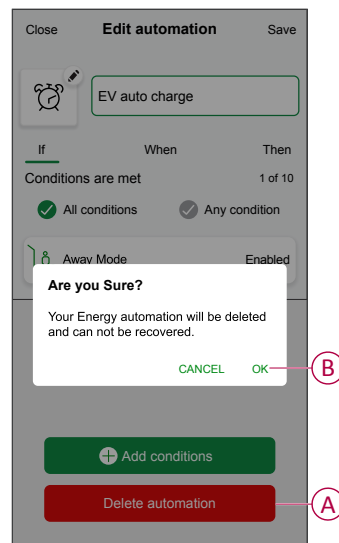
1. On the **Home** page, tap the .
2. In the **Edit automation** page:
 - Change the automation's name and icon.
 - Change the device's settings
 - Add a new action or condition
 - Delete an action or condition
3. Tap **Save** (A).



Deleting an automation

To delete an automation:

1. On the **Automation** tab, tap the automation that you want to delete.
2. On the **Edit automation** page, tap **Delete automation** (A).
3. Read the confirmation message and tap **OK** (B).



Firmware auto update

You can choose devices to be automatically updated to the latest firmware. This will give you access to the newest features.

1. On the **Home** page, tap **All > System Settings > Firmware Updates**.
2. Turn on the toggle for the device for which you want to enable auto firmware update.

This will allow the charger to update to the latest firmware when it becomes available.

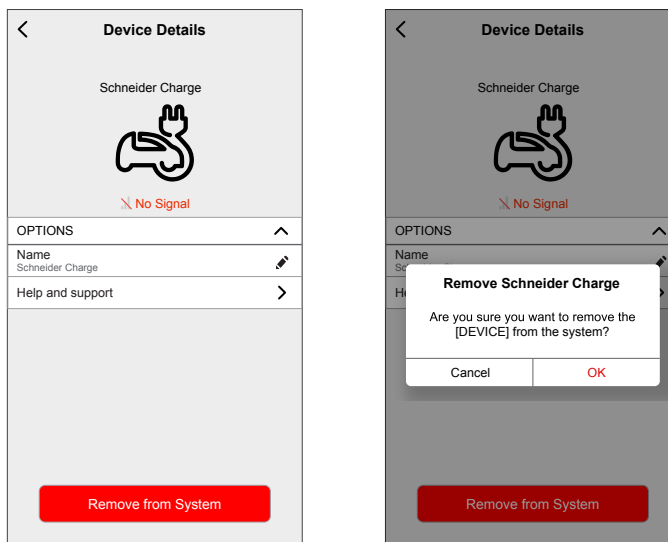
Removing the device from the Wiser system

Using the Wiser Home app, you can remove a device from the device list.

1. On the **Control** tab, tap **All > Device settings**.

NOTE: Tap **Help and support** to view the website where you can find answers to your queries.

2. Tap **Remove from System** for confirmation window to be prompted.



3. Tap **OK** to confirm.

The app will direct the user to the **Home** page. All the app related data will be deleted.

LED indication

Front Indicator Light		Charging station status
	Solid White	Restart of the charging station – Please wait!
	Breathing Green	Wi-Fi access point activated for commissioning
	Blinking Green	Firmware upgrade on going – Please wait!
	Solid Green	Ready
	Breathing Blue	Charging on going
	Blinking Blue	Charge suspension by the smart charging application or lack of remaining power in the house
	Solid Blue	Charge suspension by electric vehicle or battery full
	Breathing Orange	Not connected to the smart charging application when connectivity configured
	Solid Orange	Locked
	Solid Red	Stop/Error – Refer to trouble shooting section

Side indicator light		Charging station status
	No light	PUSH button not activated - Power off and then back on the charging station to activate it
	Solid Green	Ready to activate Wi-Fi access point for commissioning /
	Blinking Green	Wi-Fi® access point activated for commissioning
	Blinking Blue	Pairing mode with anti-tripping module (peak controller) activated
	Blinking Red	Anti-tripping module power line communication or TIC communication (France only) lost

Troubleshooting

Symptom		Possible causes and solutions
Connector plugged into electric vehicle but not charging, LED is solid green.		- Verify that the connector was inserted properly by unplugging and plugging it back into the socket. - Verify the charging sequence by following the procedure described in section "Operation".
Connector plugged into electric vehicle but not charging, LED is blinking blue.		- Verify that you do not have a schedule in progress through the smart charging application that prevents charging the car. - If you have installed the anti-tripping module, it can limit the maximum power drawn by the Schneider Charge, to avoid power outages in your home. Reduce the load consumed by electrical appliances and ensure at least 9 A is available per phase before restarting charging process. Ensure your grid capacity is sufficient for both EV charging and home appliances.
Connector plugged into electric vehicle but not charging, LED is blinking Solid blue.		Verify that you do not have a schedule in progress through your car that prevents charging the car.
Charging station's LED breathing Orange.		- Restart the Schneider Charge. - The Schneider Charge is not connected to the domestic network when using Wi-Fi: - Verify that you have connected the Schneider Charge to a 2.4 GHz Wi-Fi with WPA2 password. - Verify that the Wi-Fi name and password are correct. - In case the Wi-Fi signal is too weak: connect the charging station with Ethernet cable, or add a Wi-Fi repeater. - Verify that internet router is working properly.
Charging station's LED is blinking red		Switch off the power supply to the charging station, unplug the connector from the electric vehicle, reconnect the power supply, wait for the charging station to become ready (LED illuminated solid green), before reconnecting the connector to the electric vehicle.
Charging station's LED off.		- No power supply. Verify that the cabling is correct and that circuit breaker did not trip. - Otherwise, switch off the power supply to the charging station, The charging station is possibly damaged. Please contact Schneider Electric's Customer Care Centre.
Charging station's LED White light flashing and then power off.		Power supply overvoltage seriously (Voltage more than 300V between phase line and neutral line). Switch off the power supply to the charging station, The charging station is possibly damaged. Please check power voltage.
QR code sticker for Wi-Fi access point password is lost.		The Wi-Fi access point password to connect eSetup application to perform the configuration or modify the settings can be recovered inside the product by removing the front cover.
PIN code for installer commissioning is lost.		A new PIN Code can be created by clicking on "Reset PIN code" and follow the instructions in Wiser Home application.
Main incomer circuit breaker has tripped.		- Add a anti-tripping module to allow the load shedder. - If the anti-tripping module is already installed, check that the setting is correct and that it is correctly paired with the charging station: see anti-tripping module user guide.
Connect the charging station to a smart charging application unsuccessfully.		When the back-end application requests for the Serial Number, you shall enter the Charger Point Identification number (CPID) that you could find on the side of the charging station.

Technical data

Schneider Charge

General characteristics

Range	Schneider Charge
Product name	Schneider Charge
Product Type	AC charging station
Pole description	3 P + N / 1 P + N
Mounting mode	Wall-mounted
Rated supply voltage	400 V AC (+/- 10%) 50/60 Hz 3-ph 230 V AC (+/- 10%) 50/60 Hz 1-ph
Nominal output power	11 kW 16 A (3 P + N) 7.4 kW 32 A (1 P + N) 22 kW 32 A (3 P + N)
Cabling	Top, back or bottom cabling
Embedded protection	RCD-DD 6 mA DC filter
Maximum supply current	32 A 16 A
Socket-outlet type	1 (only T2S)
Attached cable	Attached cable 5 m or 7 m with T2 connect
Earthing system	TT, TN-S, TN-C-S, IT/TT without Neutral (230 V AC only)
Digital inputs for energy	Digital signal input to be connected to a dry contact TIC protocol (For France Only) iMNX/MNX
Load management system	Possibility to connect to an Anti-tripping system EVA2HPC1 or EVA4HPC1 (1-ph) EVA2HPC3 (3-ph)
Local signaling	Front face: 1 multi-color LED, function: status indication Side button: LED indication for Wi-Fi® setting and pairing functionality with anti-tripping system (accessory)
Communication	OCPP 1.6j for connection to the Wiser Home app or to third party apps Wi-Fi® connectivity or Ethernet port for connection to the home router
Smart Phone Application	Yes. Free Access to Wiser Home
Remote Features with Wiser Home app	• Charge scheduling • Energy consumption/cost. Monitoring • Charge history exporting
Metering	Built-in micro programmed Control Unit for measurement: accuracy 1%
Accessories	Anti-tripping module for load management system EV cable holder.

Technical characteristics

Standards	IEC/EN 61851-1 EN 61000-6-1 EN 61000-6-3 IEC 61851-21-2	
Product certifications	CE EV Ready/mobilized approved (France offer)	
IP degree of protection	IP55 conforming to IEC 60529	
IK degree of protection	IK10 conforming to IEC 62262	
Ambient air temperature for operation	T2S socket outlet: - 35 °C ~ 45 °C (3P 32A) - 30 °C ~ 50 °C (1P 32A) - 30 °C ~ 55 °C (3P 16A)	Attached cable with T2 connector: - 35 °C ~ 50 °C (1P 32A) - 35 °C ~ 55 °C (3P 16A)
Storage temperature	- 40 °C ~ 85 °C	
Relative humidity	5 ~ 95%	
Altitude	≤ 2000 meters	
Height x Width x Depth	Attached cable version: 352*244*107 mm. T2S version: 352*244*117 mm (not include socket flap)	
Net weight	T2S socket outlet: 3,2 kg Attached cable version with T2 connector: 1P+N 5m 5,5 kg / 7m 5,3 kg 3P+N 5m 4,4 kg / 7m 5,1 kg	

Sustainable offer status

REACH Regulation	REACH Declaration
EU RoHS Directive	Compliant EU RoHS Declaration

Offer sustainability

Mercury free	Yes
RoHS exemption information	Yes
Environmental disclosure	Product Environmental Profile
Circularity profile	End of Life Information

Schneider Charge Anti-tripping system

Characteristics	Single phase	Three phases
Power supply	TT, TN, IT/TT without Neutral (230 V AC only) 50/60 Hz	TT, TN, IT/TT without Neutral (230 V AC only) 50/60 Hz
Power input	220-240 V AC (+/- 10%) 50/60 Hz	220-240 V AC (+/- 10%) 50/60 Hz
Rated power	4 W	5 W
Number of phases	L+N	L1+L2+L3+N
Pairing functionality	Pairing functionality between charging station . Up to 6 sets allow to be used at same time within PLC function range (200-meter power cable length)	
Network interface communication	Power Line communication with Schneider Charge charging station.	
Polling interval	1000 ms	
Photovoltaic application	Continuously adapts the charging power taking home consumption and self-generated energy (PV, wind, storage...) into account	
Operating temperature	-30 °C / +50 °C	
Storage temperature	-40 °C / +85 °C	
Humidity	5% - 95% no condensation	
Altitude	≤ 2000 m	
Ingress protection mechanical	Indoor use	
Cooling	Natural cooling	
Dimensions	70 x 93 x 69 mm	72 x 89 x 75 mm
Weight	196 g	180 g
Regulation certification	EN 61010-1, EN 61326-1	
Rating	Low rating: 16 A to 50 A High rating: 32 A to 100 A	Low rating: 16 A to 50 A

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As standards, specifications, and design change from time to time, please ask for confirmation of the information given in this publication.

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