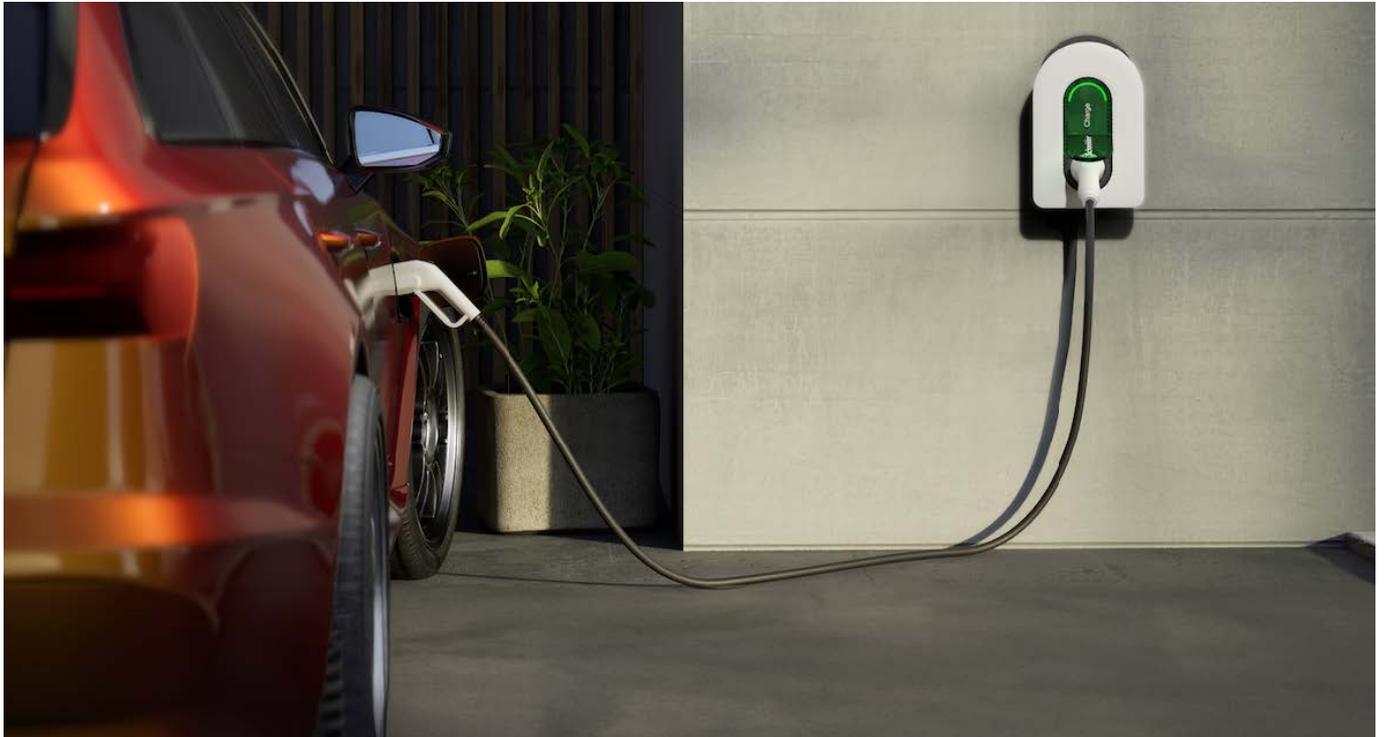


Schneider Charge

Device user guide

Information about features and functionality of the device.

09/2024



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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.

Schneider Charge

A.



B.



A. EVH5A22N2S

B. EVH5A11N2Cx, EVH5A07N2C5

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 by to detect any potential damage (visual inspection).
- In case the charger is damaged, it must be immediately turned off and replaced.
- 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 charger to the electric vehicle.
- Do not connect any other type of loads to the charger (power tools, etc.). Only connect electric vehicles or their charging equipment.
- Do not use brute force to unplug the charging connector from the Electric Vehicle as it is mechanically locked.
- Prevent the connector to be in contact with 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)

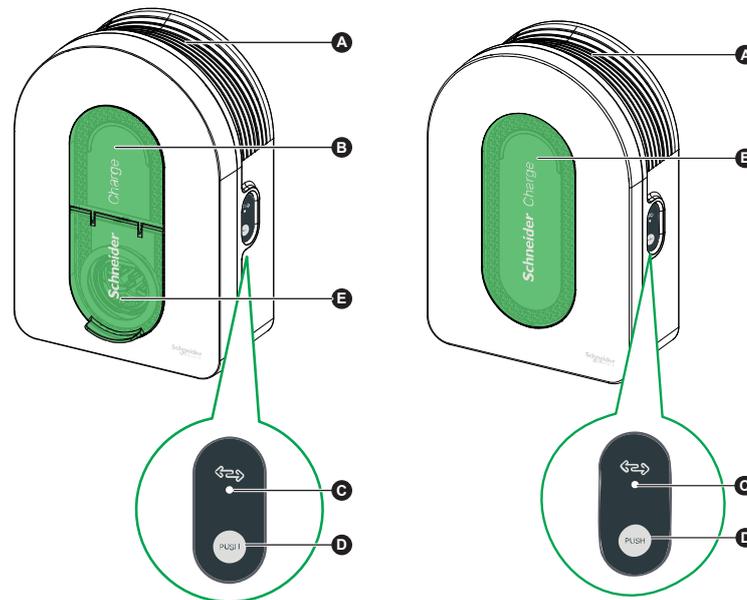
Failure to follow these instructions can result in injury or equipment damage.

About the device

The Schneider Charge provides homeowners with an easy and smart charging experience. This charging station is an electrical appliance that supplies electric energy to charge plug-in electric vehicles for indoor and private outdoor areas. The Wiser Home app enables easy access to monitor and control the charging experience remotely, and schedule charging sessions using renewable energy from solar. This helps homeowners to optimize consumption, avoid power overruns and reduce the carbon footprint.

The Schneider Charge when installed with Anti-Tripping Module, provides an end-to-end solution for power load management. For more information, refer Anti-tripping System, page 52.

Operating elements



A	Cable winding trough	When not in use, wrap the charging cable around the charging station's trough to avoid tripping hazards and equipment damage.
B	Front indicator light	Indicates the status of the charging station and charging session. Refer LED Indication.
C	Side indicator light	Indicates status during Wi-Fi® access point commissioning and anti-tripping module pairing.
D	Functional button (Push button)	Press to enable Wi-Fi access point/Reset PIN Code/anti-tripping module pairing (power off and then back on the product to enable this button).
E	Charging socket	Plug in your T2 charging cable.

IMPORTANT:

- Anti-tripping module is designed for use with the Schneider Charge. Do not use with other electrical devices.
- When the Anti-tripping module is employed with Schneider Charge as a standalone, the use of PowerTag in the system is precluded, thereby restricting the functionality of certain features such as Reduce My Bill - AI.

Installing instruction

Refer to the installation instruction supplied with this product.

Installing Anti-tripping system

Refer to the installation instruction supplied with this product.

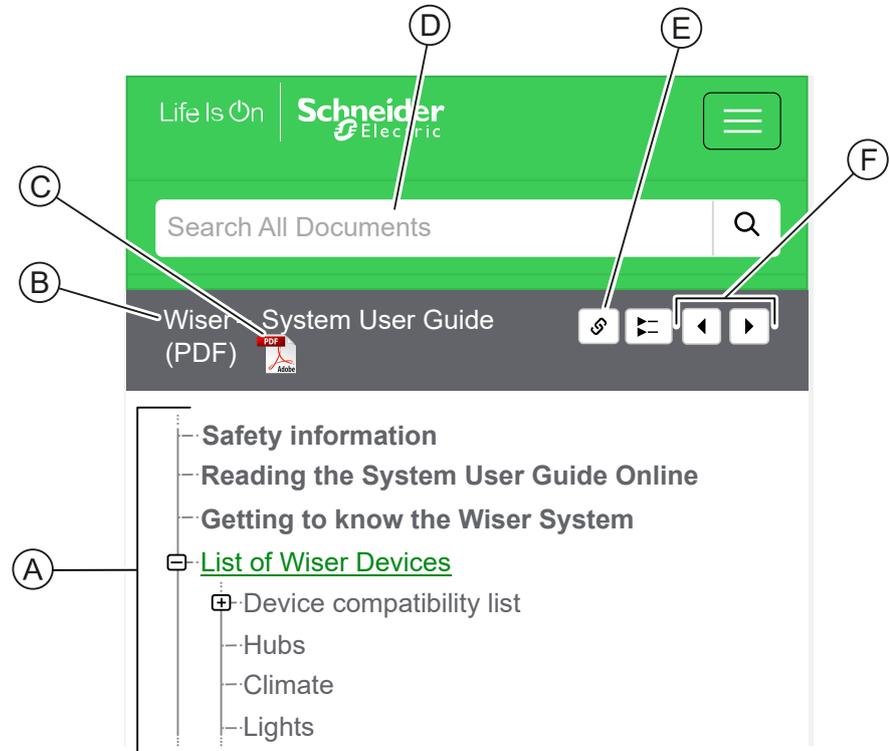
- Anti-Tripping Module for Single Phase Installation: EVA4HPC1, EVA2HPC1
- Anti-Tripping Module for Three Phase Installation: EVA2HPC3

Wiser system guide

Reading the System User Guide Online

Navigating through the System User Guide and getting to know the functions.

The System User Guide is for online presentation. Several functions are available to help you navigate.



A	Table of Contents	Tap/Click to navigate through the topics. Tap/Click the + and - icons to expand/collapse a chapter.
B	Document name	Tap/Click to navigate to the first page of the document.
C	PDF Icon	Tap/Click to open the document as a PDF file.
D	Search field	Enter a search term and tap/click the magnifying icon.
E	Copy Link	Tap/Click to generate a link for the current chapter displayed on the screen.
F	Previous / Next	Tap/Click to navigate through the previous and next topics.

Setting-up the Wiser System

The following chapters guide you through the initial setup of your Wiser system.

System Requirements

For a Wiser system you need at least the following devices and conditions.

Wiser Hub

The Hub communicates with all Wiser devices and the Wiser Home app.

You can find more information about the available Hubs in Chapter

Internet access for the Hub

In order to properly control Wiser Devices, the Hub needs to be connected to the internet via your router.

Wiser devices

You can find more information about the available Wiser Devices in Chapter

Smartphone

iOS Version 12 and higher

Android Version 5 and higher

Wiser Home App

For more information, please read chapter [Downloading the Wiser Home App](#), page 10.

A valid e-mail address.

To set up your Wiser system, you will need to register an account at Schneider Electric with a valid e-mail address.

Data localization

Data Localization in general refers to a mandatory legal or administrative requirement directly or indirectly requiring that data be stored or processed, exclusively or non-exclusively, within a specified jurisdiction.

If data localization laws apply in your region, we strongly recommend setting up this device or system in a way that would not conduct a data cross-border transfer directly or through other channels. Details of data localization laws may vary in different regions. Your legal team is the best resource to give you compliance advice for your specific situation.

Wiser Home App

Use the Wiser Home app to set up the Wiser system, control Wiser devices and receive notifications.

Downloading the Wiser Home App

Before you can set up your home, you need the Wiser Home app.

Download the Wiser Home app from the relevant app store:

iOS

Requires iOS 12.0 or later

Search term: Wiser Home

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



Android

Requires Android 5.0 or later

Search term: Wiser Home

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



Cybersecurity Principles

This system hardening guideline can help you to follow best practices to improve the security of your system.

Passwords

- Passwords should include upper case, lower case, number and special characters.
- The password must have 10 characters minimum.
- The password should not be easily found in the dictionary and a phrase is preferred.
- Passwords should be changed frequently, at least once a year.
- A default Admin password must be changed immediately when first received and after a factory reset.
- Never reuse passwords.
- After first login, change default password for local access.

Network

- IoT devices should only be connected in your personal home internal network.
- IoT devices should not be made directly accessible from internet. Ensure that you DO NOT use port forwarding to access an IoT device from the public internet.
- An IoT device should be on its own network segment. If your router supports a VLAN or other form of network segmentation, the IoT device should be located there.
- Use the strongest Wi-Fi® encryption available.

Software

- Always use the latest software for all devices in order to get new features, cyber security fixes and improvements.
- Keep your devices up to date.

Firmware

- Always use the latest firmware for controlling devices in order to get new features, cyber security fixes and improvements.
- Keep the controlling devices up to date.

Creating an Account

To be able to control the system from your smartphone, you need to create an account and log in.

Once the professional installer sets up the Wiser system, they will hand it over to the homeowner. Subsequently, the homeowner will create an account to have control over the Wiser system. Refer to the chapter *Setting-up the Wiser System*, page 9 for information on how to setup the wiser system.

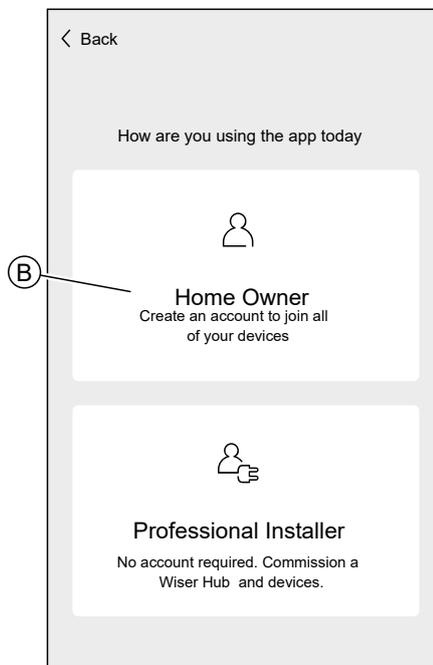
If the homeowner decides to set up the Wiser system independently, they need to begin by creating an account before proceeding with setting up the Wiser system.

IMPORTANT: Only a Home Owner has access to create an account.

1. On the welcome screen, tap **Get started** (A).



2. Tap **Home Owner** (B) to create an account.



3. Enter your name and e-mail address

4. Enter a password

NOTE: The password must meet at least the following criteria:

- Eight characters long
- Contain at least one uppercase and one lower case letter
- Contain at least one number

TIP: Increase the security of your password by observing the following points:

- Do not use any personal information such as a name, birthday, e-mail address, etc. These data are publicly visible and make it easier to guess the password.
- Use a long password. It should contain at least six characters; longer passwords help increase security.
- Do not use a password that you have already assigned for another service.
- If possible, include numbers, special characters and differences in upper and lower case.
- Change the password frequently.

TIP: For more information about securing your network, read chapter Cybersecurity Principles, page 11

5. Select the country in which your home is located.

6. Tap **Continue** .

< Back Account

• First name

• Last name

• Email address

Password

Repeat Password

• Country

Please ensure your password is at least 8 characters and it includes at least 1 capital and 1 number.

• Required

I accept the Terms of Use

[View Privacy Notice](#)

Continue

7. Activate account.

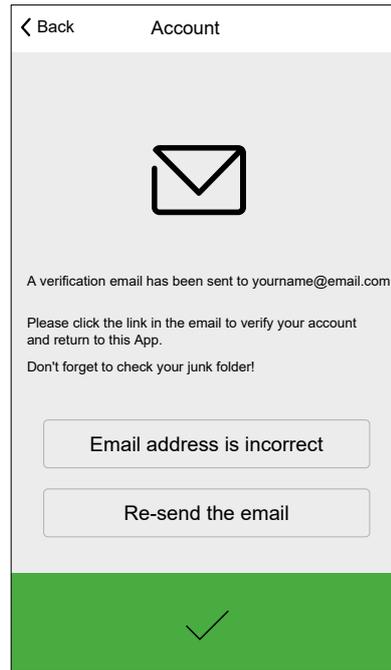
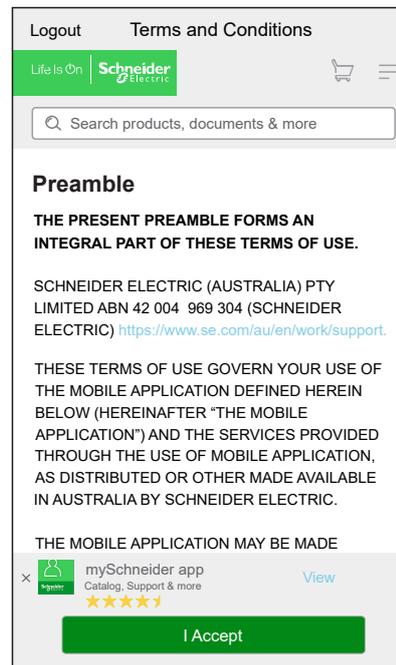
An e-mail will be sent to the specified e-mail address. Check your inbox and click the link in the e-mail.

TIP: If you do not see the e-mail in your inbox, also check the spam folder if your provider offers one.

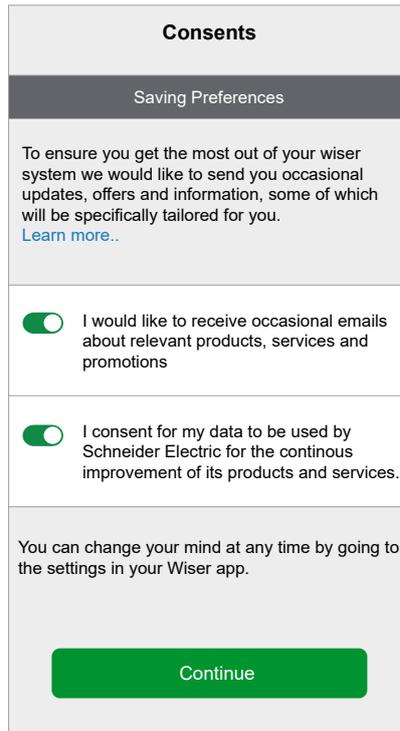
You can change the information and have the e-mail sent again

After confirming the e-mail, the Wisser Home app shows the confirmation that the setup is complete.

8. Tap ✓ icon.

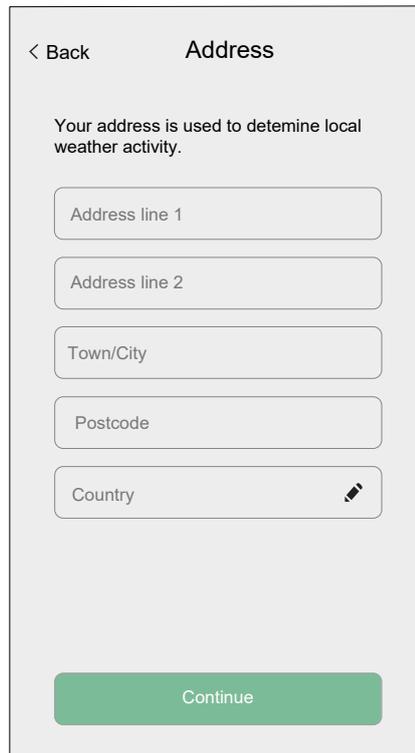
9. Read and tick the check box to agree with the **User Agreement** and **Privacy Notice** and tap **I accept**.

10. Personalize your consents and tap **Continue**.



11. Enter your home address and tap **Continue**.

The home address is required so that functions dependent on the location work properly.



You can now control your home with the Wiser Home app, add and set up Devices and Rooms.

Configuring the Wiser System

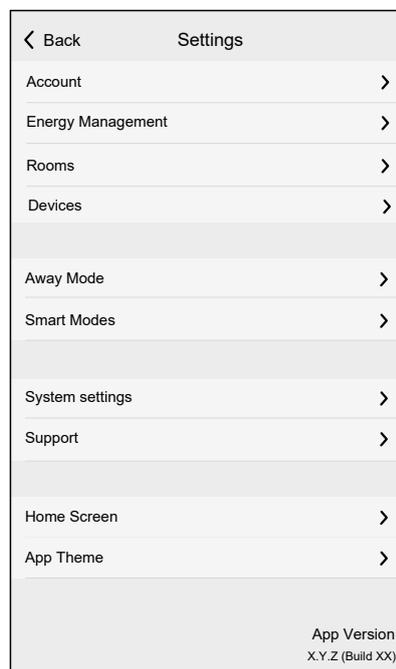
Modes

Away Mode

The Away Mode is designed to set your home in a state that is sensible when you are away for longer periods of time (e.g. being away for the weekend). It temporarily overrides the normal control (e.g. moments, automation) implemented in the Hub. When you disable the away mode, the controls revert to the state they were in prior to entering the Away mode.

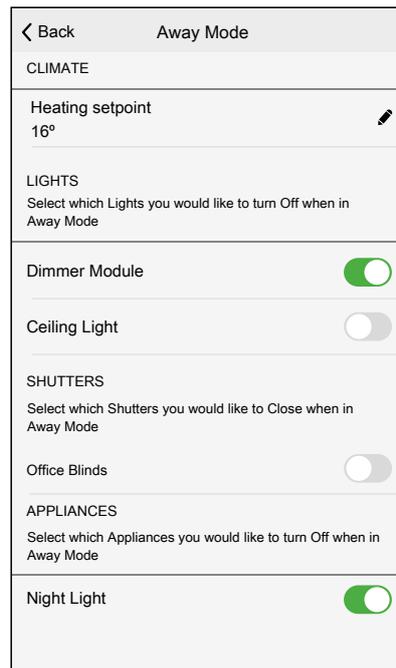
Set the Device State in Away Mode:

1. On the home page, tap  > **Away Mode**.



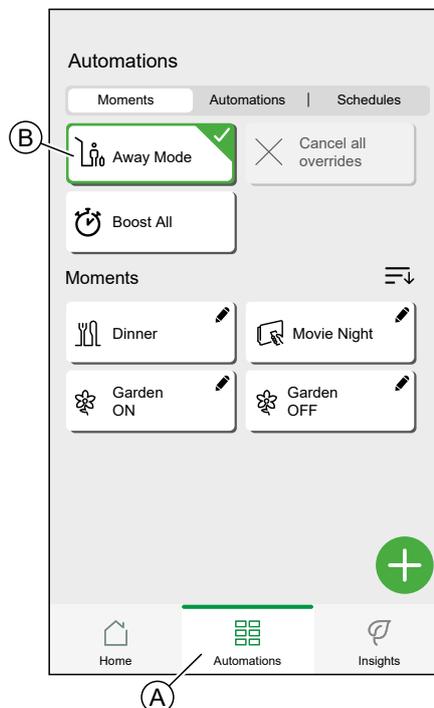
2. Tap the toggle switch to enable/disable the device when in away mode.

NOTE: The **Heating setpoint** feature is not available at this time.



Enable/Disable Away Mode

1. On the home page, tap **Automation** (A).
2. Tap **Away Mode** (B) to activate or deactivate the away mode.



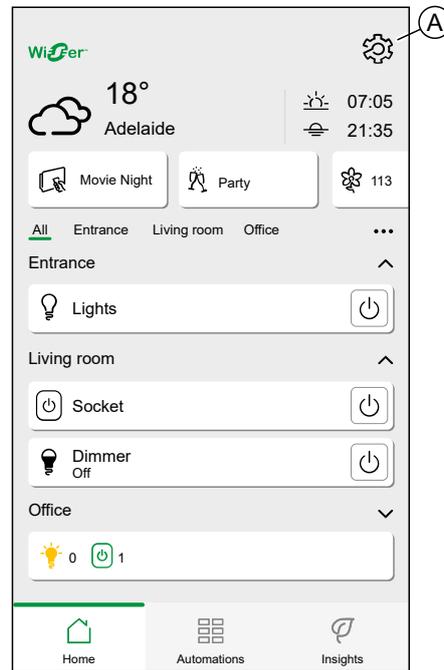
App Settings

Overview of the options available in the settings menu.

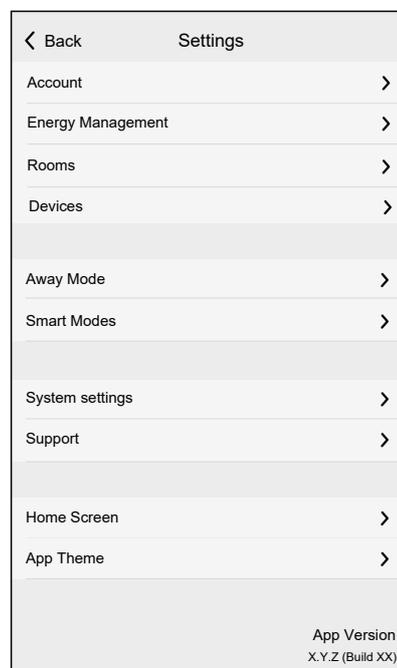
The settings menu contains various settings for parts of the Wiser Home System. Rooms and Devices are managed from the settings menu.

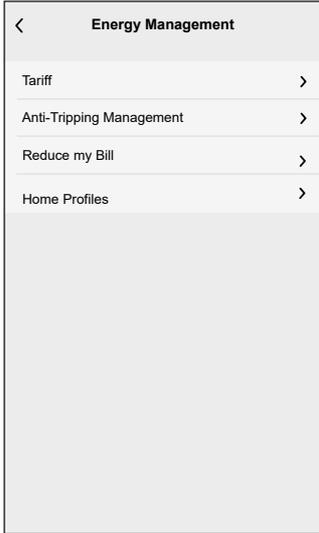
On the Home Screen:

1. Tap **Settings** (A).



The settings menu:



Account	Change the details of your account, like password, notification settings, home address, etc. NOTE: You can also find the notification settings (e.g. Battery low) here.
Energy Management	<p>This option is available only if you have Energy devices installed at your home.</p> <ul style="list-style-type: none"> • Tariff: Set the tariff to access your energy cost and billing data. You can set the tariff based on your contract type. Refer to respective device user guide for detailed information on how to set the tariff. • Anti-Tripping Management: To enable/disable the Anti-Tripping Management for devices. The Anti-Tripping Management prevents the circuit breaker from tripping by switching off the load (e.g. Schneider Charge EV charger) or reducing the power of the load. Devices that are eligible will be added automatically to the Anti-Tripping Management. Refer to respective device user guide for detailed information on how to enroll the Anti-Tripping management. • Reduce my Bill: To enable/disable the Reduce my Bill feature for the devices. The Reduce my Bill feature allows users to reduce electricity costs by enrolling high energy devices like Schneider Charge EV charger. Refer to respective device user guide for detailed information on Reduce my Bill. • Home Profiles: To edit the routine questions you have answered during the enrollment of Reduce my Bill service. Refer to respective device user guide for detailed information on Reduce my Bill. 
Rooms	List of all Rooms of your Home. Access to Room options.
Devices	List of all Devices of your Home. Access to Device options.
Away Mode	Specify what happens when you activate the Away Mode, like temperature setting and which devices should be switched off. Refer to <i>Away Mode</i> , page 16 for detailed information.
Smart Modes	The Smart Modes feature is not available at this time.
System Settings	More detailed Wisier Home App information. Set your time zone here.
Support	Provides you the general assistance such as the link to the FAQ section of clipsal.com, access detailed guide, report errors, and provides contact information for customer support. Refer to <i>Support</i> , page 19 for the detailed information.
Home Screen	Customize the appearance of the Home Screen.
App Theme	Personalize the appearance of Wisier home app to light mode or dark mode. Refer to <i>App Theme</i> , page 20.

Support

The Support page provides you with the essential resources and assistance options. From finding solutions to reporting errors, it's your go-to place for resolving issues and getting help.

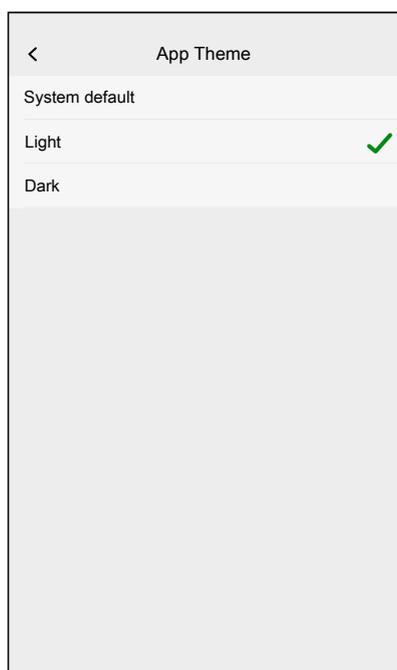
1. On the App Settings, page 17, click on **Support**.
2. Support menu:

Help	Provides general assistance to users. Tap on the option to open the link to the FAQ section of se.com and contact information for customer support. Users can access this section to find solutions to common issues or seek guidance on how to use specific features within the app.
Wiser System Status	Tap to check the current status of the Wiser system.
Upload Logs	This option allows you to upload log files if you have identified any issues in the app. When you tap on the option, a popup will appear, allowing you to describe the issue. Click OK to generate an ID number for this problem, and then contact the Schneider support team for further assistance.
Show App Connection Type	This option displays information about the type of connection the app is using. It indicates whether the app is connected via local internet (when the phone and Hub are on the same Wi-Fi®) or via the cloud (when the phone uses mobile data or is connected to a different Wi-Fi® than the Hub). If this function is enabled, you can view the connection status directly from the app's Homescreen.

App Theme

Wiser Home app is available with different color schemes. By default, the app automatically matches your device's overall theme for a seamless look. You can also personalize the app experience by selecting your preferred appearance to light mode or dark mode.

1. On the App Settings, page 17, click on **App Theme**.
2. App Theme:

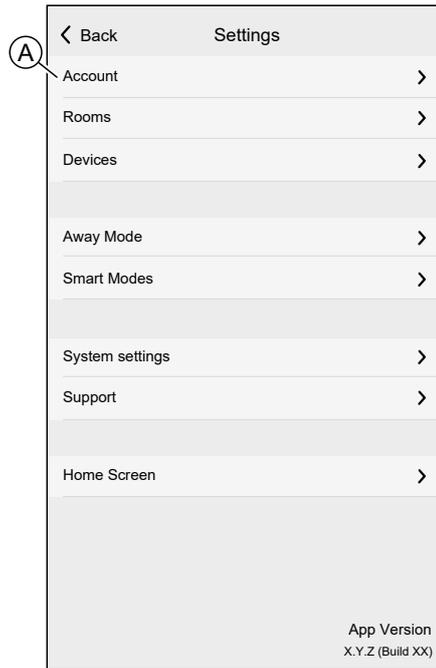


Account settings

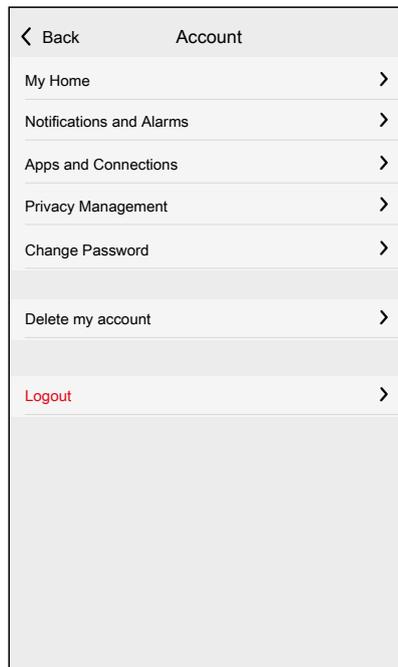
In the account menu you can manage your address, customize notifications and alarms, manage privacy, connect third-party apps, update your password, and even delete your account when needed.

In the Settings menu, page 17:

1. Tap **Account (A)**.



The Account menu:



My Home	Set the details of your home.
Notifications and Alarms	Set which Notifications and Alarms, page 22 you want to receive.
Apps and Connections	<p>The Apps and Connections has following options:</p> <ul style="list-style-type: none"> • If you have a Wiser Energy account, you can link your Wiser Energy app or create an account. • Integrate with popular third-party apps like Alexa and Google Home for convenient voice control. Refer to for detailed information. • To stop or restart the Reduce my Bill service. This service is available if you have high energy devices like a Schneider Charge EV charger. Refer to respective device user guide for detailed information.

Privacy Management	<p>Activate or deactivate the option to receive marketing emails, contribute to data analysis for service improvement, and share energy insights data to enhance our eliq service.</p> <p>Provide details about the terms of use and privacy notice.</p>
Change Password	<p>You can change you password here.</p> <p>NOTE: You can find the requirements of the Wiser Home password in chapter <i>Creating an Account</i>, page 11</p> <p>TIP: Please consider the tips about passwords and other methods to harden your system in chapter <i>Cybersecurity Principles</i>, page 11</p>
Logout	<p>Log out of your Account</p> <p>NOTE: In order to use the Wiser Home app, you need to be logged in with an Account.</p>
Delete my account	<p>Delete your Account.</p> <p>Deleting your account is immediate and permanent.</p> <p>You need to be logged in to your Wiser Hub to be able to delete your account.</p> <p>NOTE: Deleting your Account will flag your E-Mail Address as deleted. You will not be able to create another Wiser Account with the same E-Mail address.</p> <p>NOTE: A deleted account cannot be restored.</p> <p>NOTE: Deleting your Account will log you out of your Wiser System and you will not be able to log in again. Make sure to decommission your Wiser System first.</p> <p>NOTE: If you have enabled personalized Energy Insights feature for your energy device, deleting your account will cancel the subscription from the personalized Energy Insights notifications.</p> <p>TIP: Instead of deleting your account if you need to leave a Wiser System behind (e.g. moving out), reset the Hub and keep your credentials ready for the next Wiser System.</p>

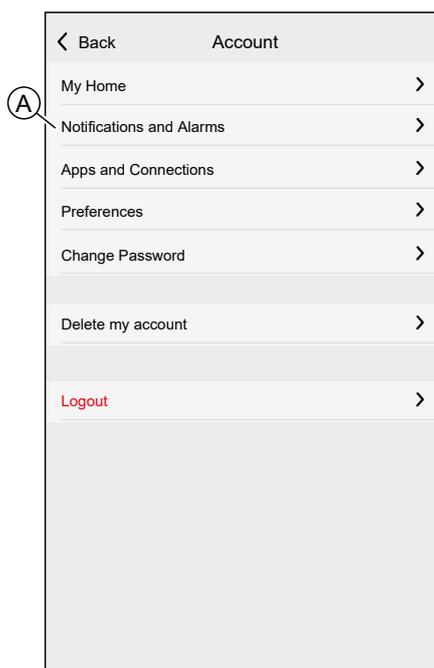
Notifications and Alarms

Notifications and Alarms allows the Wiser Home app to send messages that show up in the notifications of your mobile device's operating system and also you can set an alarm for overconsumption and no consumption of the specific device.

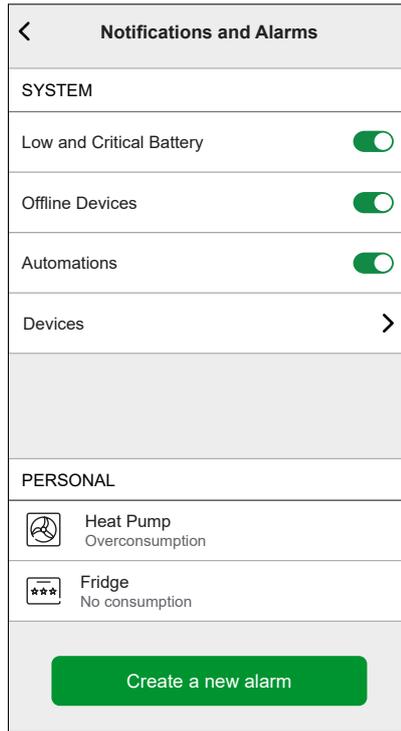
You can select the Notifications and Alarms in the Account options of the Settings menu, page 17.

NOTE: Notifications and Alarms settings are saved for an account in the Wiser cloud. Changes to one mobile device affect all mobile devices using the same account.

1. Tap **Notifications and Alarms (A)**.



Notification and Alarm settings:



SYSTEM	
Low and Critical Battery	Will notify you when the battery of a Device is low.
Offline Devices	Will notify you when the hub lost connection to a Device.
Automations	Will notify you when an automation has been triggered.
Devices	Certain Devices can send notifications on their own. You can select the devices that are allowed to send notifications. TIP: You can also enable or disable notifications of a device in the device options.
PERSONAL	
Overconsumption	The app will trigger an alarm when the device's usage exceeds the set limit, helping you to manage and reduce overconsumption effectively. Refer to for information on how to set the overconsumption alarm.
No Consumption	The app will trigger an alarm when the device consumes 0 watts for a set period of time. Refer to for information on how to set the no consumption alarm.

Installers Commissioning for Schneider Charge

Commissioning via Wiser Home

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

For installation refer Installing the device.

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

To download the app, scan below code or click on the link

For iOS

Requires iOS 12.0 or later

Search term: Wiser Home

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



For Android

Requires Android 5.0 or later

Search term: Wiser Home

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



1. Open Wiser Home app, tap **Get started > Professional Installer**.
2. Select you country or region to open **Add Devices** menu.

Add device menu shows the list of supported device based on your location.

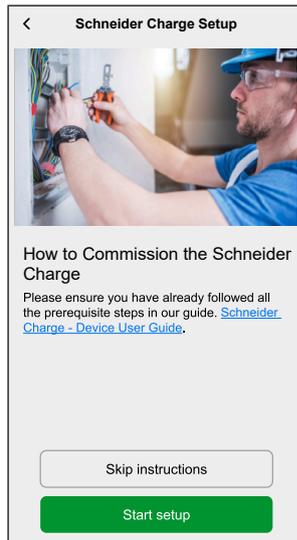
3. In the device list, select **Schneider Charge** and wait for few seconds for the app to check the firmware version.

If new firmware is available tap **Download** in the next page, else processed with step 4.

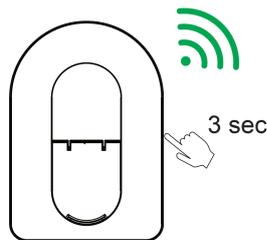


NOTE: App download the new firmware now and upload it to the Schneider Charge once connected via Wi-Fi®.

- In setup page, tap **Start setup**.



- Read the instruction in the app and then tap **Next**.
- 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.



Schneider Charge

NOTE: If the side LED indicator light is OFF, power 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.



Open camera:

Tap **Open camera**, on the pop-up message tap **OK** and scan the QR Code located on the side of charger to join the temporary wireless network.

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

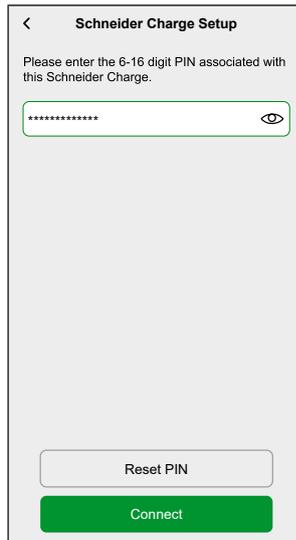
NOTE: If you are not able to join the network by scanning the QR code, tap **I can't scan the QR code** and follow the steps mentioned below in connect manually.

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 Wisier Home app.
- d. Tap **Continue** to continue commissioning process.

- On the screen enter the **New PIN**, confirm the PIN and tap **Continue**.

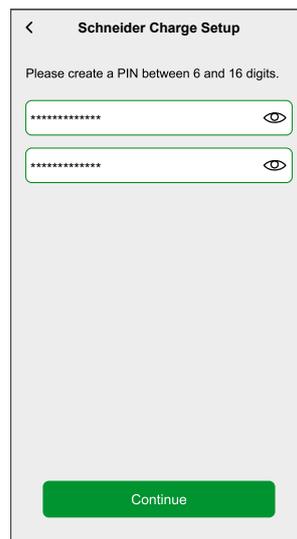
NOTE: The PIN must contain 6 to 16 digits, cannot contain the same digit more than 3 times and code that should not have 6 sequential digits.



The screenshot shows the 'Schneider Charge Setup' screen. At the top, there is a back arrow and the title 'Schneider Charge Setup'. Below the title, the instruction reads: 'Please enter the 6-16 digit PIN associated with this Schneider Charge.' There is a single text input field containing a series of asterisks, with a small eye icon to its right. At the bottom of the screen, there are two buttons: a light gray 'Reset PIN' button and a green 'Connect' button.

New PIN is set successfully.

NOTE: If the PIN is already set, enter the PIN and tap **Continue**.

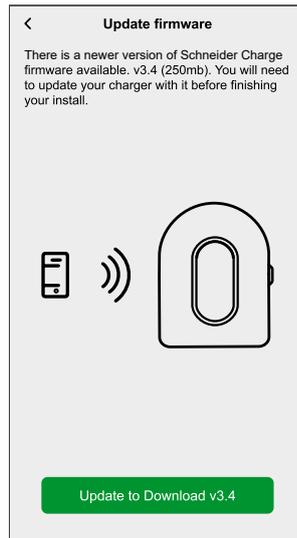


The screenshot shows the 'Schneider Charge Setup' screen. At the top, there is a back arrow and the title 'Schneider Charge Setup'. Below the title, the instruction reads: 'Please create a PIN between 6 and 16 digits.' There are two text input fields, each containing a series of asterisks and a small eye icon to its right. At the bottom of the screen, there is a green 'Continue' button.

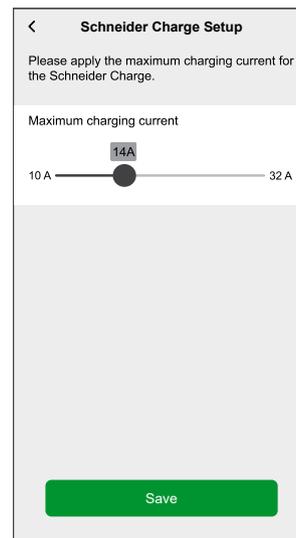
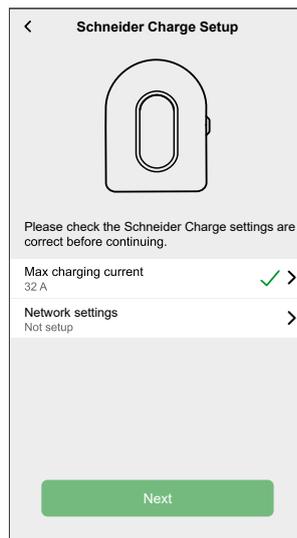
If you enter the wrong PIN more than 3 times, tap **Ok** on the pop-up menu and retry after 5 min or refer resetting the PIN for reset.

- On the next page, enter the New PIN and tap **Connect**.
Wait for few seconds for the app to check the charger firmware version.
If the firmware is update to latest version skip step 10.

10. Tap **Update** to upload the latest firmware to the charger.
Wait for 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**.

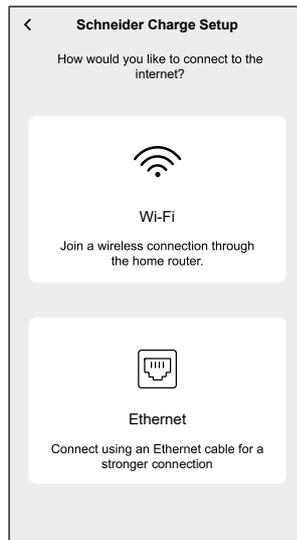


12. Tap **Network Settings > Continue** and select the way to connect the charger to the internet.

- **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:**

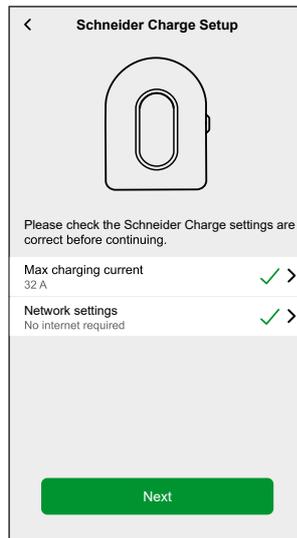
NOTE: Make sure to plug-in Ethernet cable before commissioning the charging station.

Ethernet cable connection is preferred over a Wi-Fi connection if the charging station is installed outside or in a garage that does not have an Internet box/router or Wi-Fi repeater. If an Ethernet cable connection is not practical it is recommended to install a Wi-Fi repeater close to the charging station.

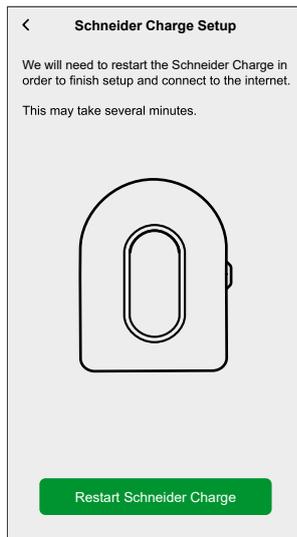


Wait for few minutes for the charger to be configured.

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

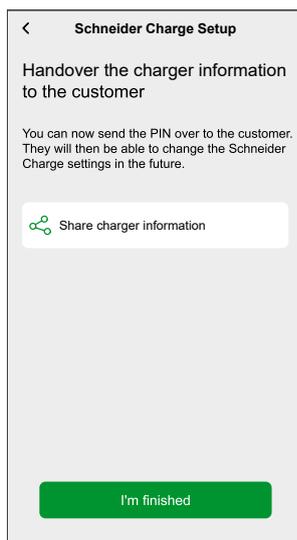


14. Tap **Restart Schneider Charge** to restart the Schneider Charge. Please wait for few minutes in order to finish setup and connect to the internet.



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:

- You can connect to the charging station after restarting if you need to modify the commissioning parameters. Temporary wireless network of the Schneider Charge which will be active for 5 min after restart.
- The front LED slowly pulse amber when the Schneider Charge is not connected to the internet. Refer to the troubleshooting section, page 83 for support..

Resetting the PIN via Wiser Home app

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

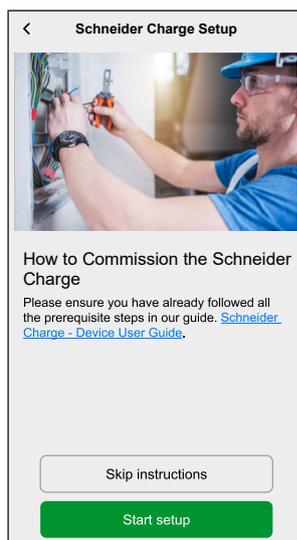
1. Open Wiser Home app, tap **Get started > Professional Installer**.
2. Select your country or region to open **Add Devices** menu.
Add device menu shows the list of supported device based on your location.
3. In the device list, select **Schneider Charge** and wait for few seconds for the app to check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

If new firmware is available tap **Download** in the next page, else processed with step 4.



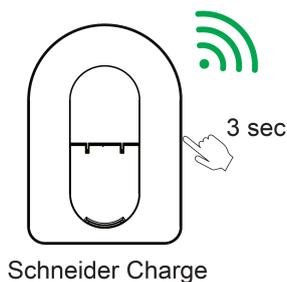
NOTE: App download the new firmware now and upload it to the Schneider Charge once connected via Wi-Fi®.

4. In setup page, tap **Start setup**.



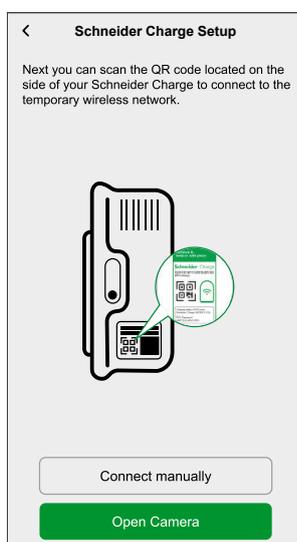
5. Read the instruction in the app and then tap **Next**.

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, power 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.



Open camera:

Tap **Open camera**, on the pop-up message tap **OK** and scan the QR Code located on the side of charger to join the temporary wireless network.

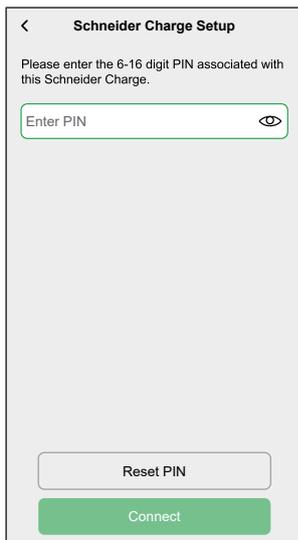
IMPORTANT: Make sure the camera permission is enabled for Wisier Home app.

NOTE: If you are not able to join the network by scanning the QR code, tap **I can't scan the QR code** and follow the steps mentioned below in connect manually.

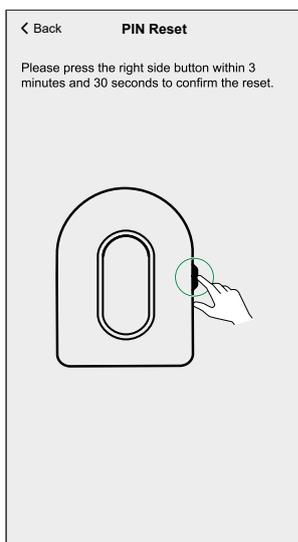
Connect manually:

- 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 Wisier 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.

Commissioning via eSetup

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

For installation refer Installing the device.

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

To commission Schneider Charge, please 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

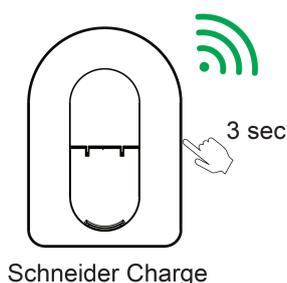


For Apple mobile phones:
Click here or scan below code

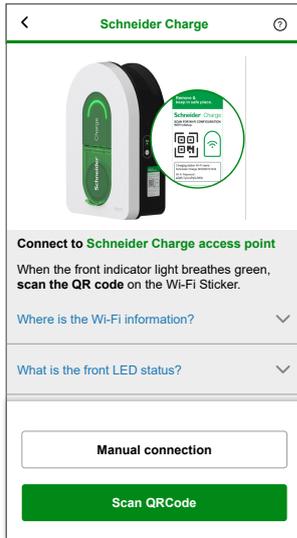


1. Open eSetup app and select **Schneider Charge** and select one of the following:
 - **Skip the tutorial:** To skip the tutorial and continue with step 2.
 - **Start the tutorial:** To start commissioning tutorial.
2. Power On the Schneider Charge, when the side LED indicator turns solid green tap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



- In the app, tap **Yes, it's breathing green** and perform one of the following method to connect to the temporary wireless network.



Manual connection:

- Tap **Manual connection > Open Wi-Fi Settings**.
- Select the **SchneiderCharge_##-##-##** from the list and enter Wi-Fi® password located on the side of the device.
- Once connected, return to the Wisier Home app.

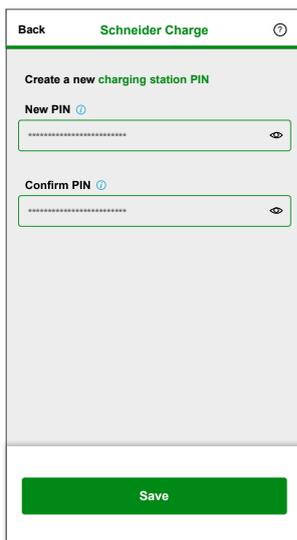
Scan QRCode:

Tap **Scan QRCode**, on the pop-up message tap **OK** and scan the QR Code located on the right side of the charger to join the temporary wireless network.

IMPORTANT: Make sure the camera permission is enabled for eSetup app only.

- 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 3 times and code that should not have 6 sequential digits.



New PIN is set successful.

- On the next page, enter the New PIN and tap **Connect**.
- In Firmware upgrade, tap **Continue**.

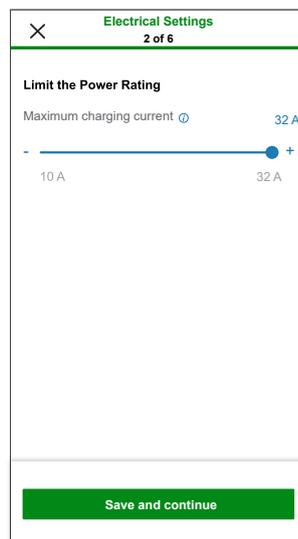
Wait for a few seconds for the app to check the charger firmware version.

8. Tap **Upgrade** to upload the latest firmware to the charger.
Wait for few minutes to complete firmware update.



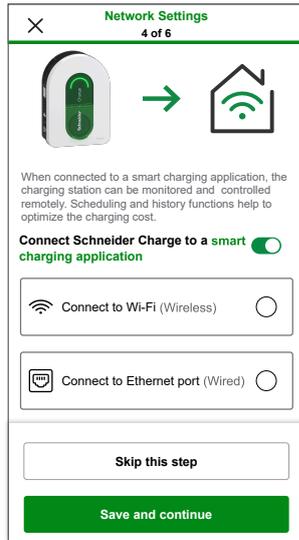
NOTE: If firmware is up-to date tap **Continue** and proceed to step 9.

9. In **Electrical settings**, you can use the **sliding bar** or **-/+** to limit the charging current depending on the device type then and tap **Save and continue**.

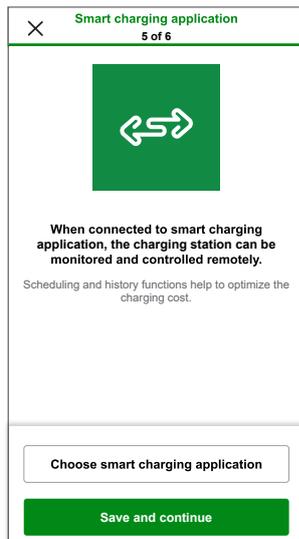


10. In **Network Settings**, turn on the toggle switch for **Connect Schneider Charge to a smart charging application** and select the way to connect the charger to the internet and tap **Save**.
 - **Connect to Wi-Fi (Wireless)**: Tap on **Scan QR Code** and scan the QR code on your router to connect 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: Make sure to plug-in Ethernet cable before commissioning the charging station.
For charging stations installed outside or in a garage without an Internet box/router or Wi-Fi repeater, using an Ethernet cable connection is preferable to a Wi-Fi connection.
If an Ethernet cable connection is not practical it is recommended to install a Wi-Fi repeater close to the charging station.

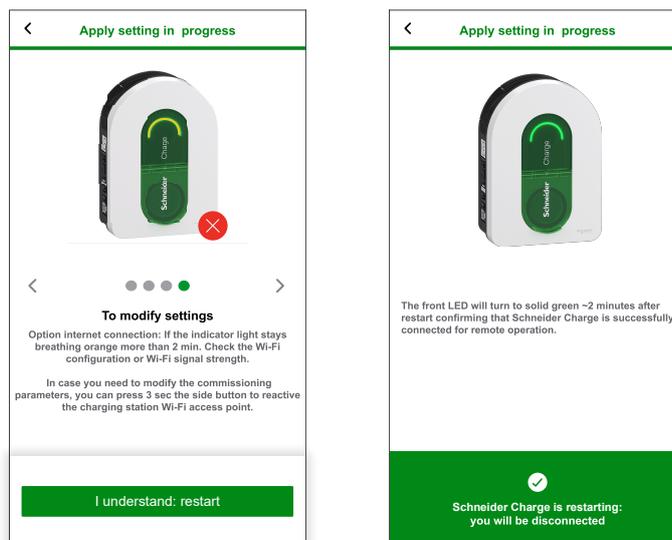


11. After network setting, select one of the following:
 - **Choose smart charging application**: To select the Smart Home application. Example: Wiser Home
 - **Save and continue**: To save the setting and continue to step 12.



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

13. After handover, read all instruction by tapping on </> and then tap **I understand : restart** 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.

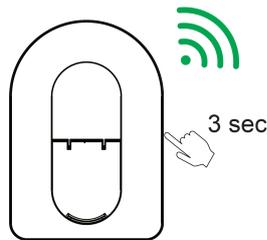
NOTE:

- You can connect to the charging station after restarting if you need to modify the commissioning parameters. Temporary wireless network of the Schneider Charge which will be active for 5 min after restart.
- The front LED slowly pulse amber when the Schneider Charge is not connected to the internet. Refer to the troubleshooting.

Resetting the PIN via eSetup app

If the commissioning PIN code is lost, you can reset the PIN code to default value using the eSetup app.

1. Open eSetup app and select **Schneider Charge** and tap **Skip the tutorial**.
2. Power On the Schneider Charge, when the side LED indicator turns solid green tap **Yes, it is green** in the app.
3. 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.



Schneider Charge

NOTE: If the side LED indicator light is OFF, power OFF the charging station and then turn it 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.

Open camera:

Tap **Open camera**, on the pop-up message tap **OK** and scan the QR Code located on the side of charger to join the temporary wireless network.

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

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.
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 3 times and code that should not have 6 sequential digits.

New PIN is set successful.

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

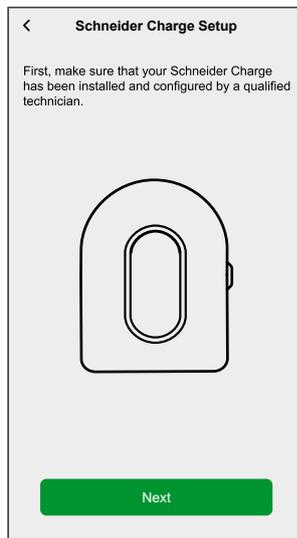
The screenshot shows a mobile application interface for creating a new charging station PIN. At the top, there is a navigation bar with a 'Back' button, the app name 'Schneider Charge', and a refresh icon. Below the navigation bar, the main heading is 'Create a new charging station PIN'. Underneath, there are two input fields: 'New PIN' and 'Confirm PIN'. Both fields contain masked characters (dots) and a toggle icon to show or hide the characters. At the bottom of the screen, there is a prominent green button labeled 'Save'.

After reset, app displays the status.

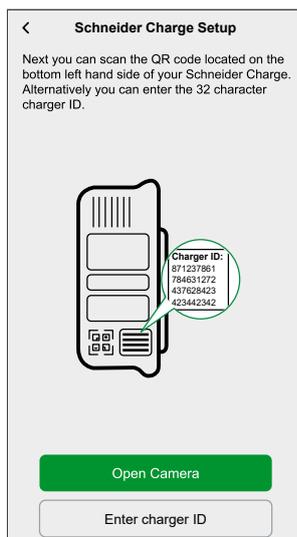
Pairing the device to Wisier Home app

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.



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



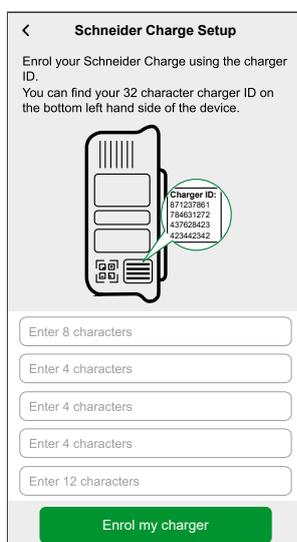
Open camera:

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 Wisier Home app.

Enter charger ID:

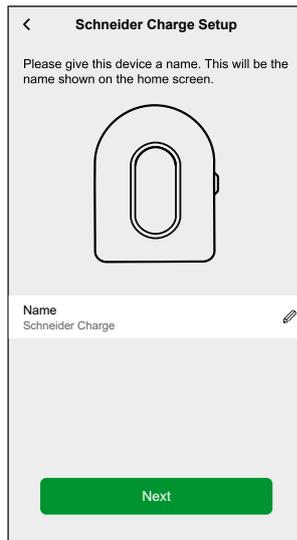
Tap **Enter charger ID** to enter the 32 character charger ID located next to QR code on the bottom left hand side of your Schneider Charge and tap **Enrol my charger**.



Wait for 5 min for the charger to get connected.

5. Once connected, tap **Name**  to enter the name based on your preference and then tap **Next**.

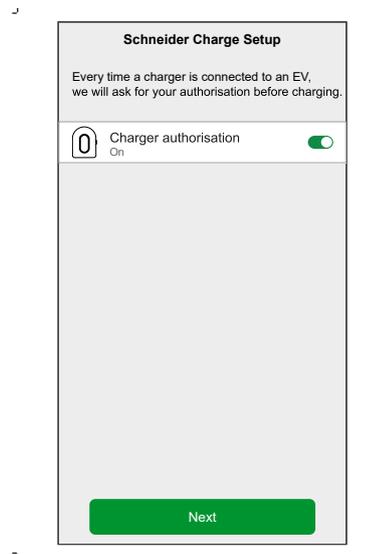
NOTE: By default, the name will appear as **Schneider Charge**.



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 Wisier 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 45 for more info.



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

On successful pairing, the Schneider Charge will appear on the app's home page.

Configuring the device

Renaming the device

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

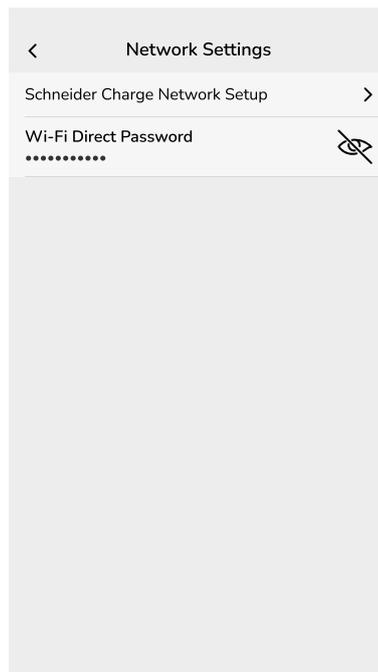
To rename the device:

1. On the **Home** page, tap **All** > **Schneider Charge** > **Device settings**.
2. Tap  and enter a new name.
The settings will be saved automatically.

Network settings

If Wi-Fi network setting as changed, you can update the setting in Schneider Charge via Wiser Home app.

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

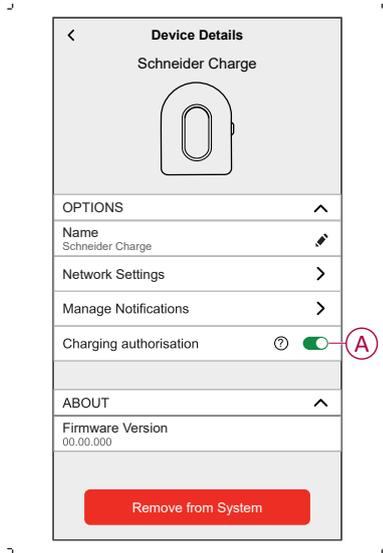


Enabling charging authorisation

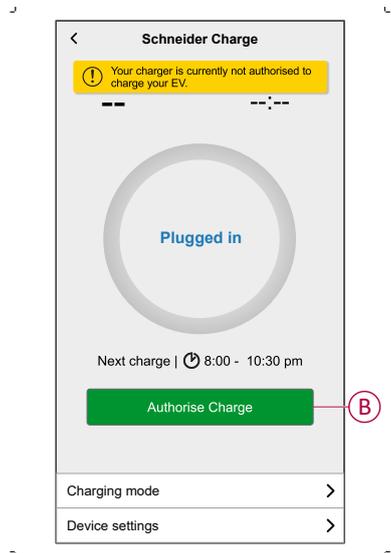
You can establish an authorisation process every time a charger is connected to an EV, Wiser Home app will ask for your authorisation prior to initiating the charging process to prevent anyone to use the charger without authorisation.

NOTE: If charging authorisation is not enabled, the charging will start immediately upon connecting the charger to an EV.

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



When enabled, upon connecting the charger to an EV, tap **Authorise charge** (B) in the control panel to initiate the charging process. If authorisation is not approved control panel displays an alert banner that charger is currently not authorised to charge your EV.



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

Setting Tariff

You can set tariff in the Wisier Home app to access your energy cost and billing data.

You can set the tariff based on your contract type:

- **Flat rate:** Flat rate is defined as the fixed rate for the entire time period of electricity service. Configuring - flat rate, page 47.
- **Peak/Off-Peak Hours rate:** Peak rate is defined as a rate set to a specific period of time at which electrical consumption is at its highest. Off peak rate is the time period when the demand for power is at its lowest. It is the amount you pay for each unit of electricity consumed for the time period set. Refer to Configuring - peak rate, page 49.
- **No contract:** Electricity rate is not set, no information related to bill will be shown in the app.

NOTE: By default, **No Contract** option is set.

- **Feed in tariff:**

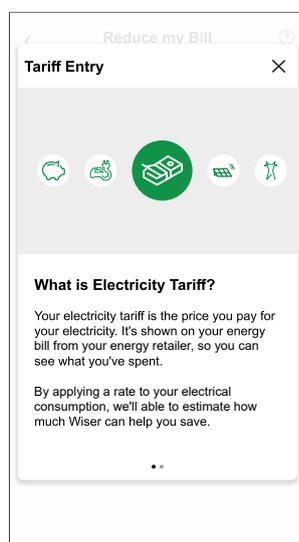
IMPORTANT: Feed in tariff will be shown only if you have set the PowerTag for Solar or Solar and Battery which feed electricity to the Grid.

The electricity generated from solar or solar and battery that is not used is exported to the electricity grid. You are eligible for a payment for the exported electricity. This payment is called a feed-in tariff. Refer to Configuring - feed in tariff.

NOTE: You can see the tariff data based on your local currency.

Once PowerTag is commissioned and the contract limit/main incomer size is set, user gets notified that this feature is available. The **Tariff Entry** screen appears on the Home page.

1. Tap **Continue**.
2. Read the feature update and swipe to navigate to next screen.
3. Tap **X** to close the overlay screen.



NOTE: If you have not configured your tariff, a push notification will be sent after 2 weeks and the last reminder after 6 weeks.

Configuring - flat rate

1. After reading the Tariff onboarding information. On the **Tariff** screen, tap **Electricity**.

NOTE: If you have already configured your tariff settings, follow below menu navigation if you need to modify tariff rate.

On the **Home** page, tap  > **Tariff** > **Electricity**.

2. Tap  (A) and select **Flat**.

IMPORTANT:

- **Contract limit/Main incomer size** is already set when pairing the main **PowerTag** as **Grid**. Refer to *Pairing the main device*.
- If you like to change the contract limit/main incomer size, proceed to step 3.

3. Tap  (B) to set the Contract limit/Main incomer size. The Contract Limit/Main Incomer Size page appears.

- a. Select your contract limit/main incomer size (kVA/A/kW) from the drop down menu, then tap  and enter a value using the dial pad as per your country.

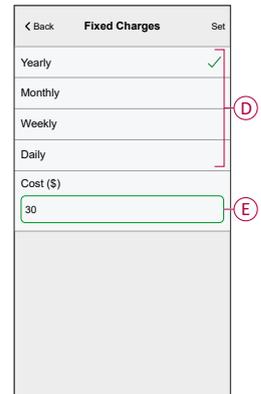
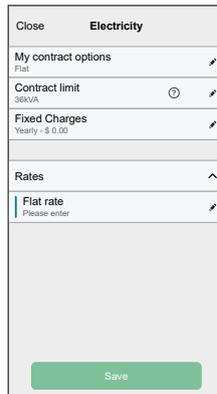
TIP: Default value is 63 A with range of 15 A to 160 A.

A notification window will be prompted that the Contract Limit/Main Incomer Size is used by Anti-Tripping Management algorithm. If set incorrectly it may not work as expected and could result in the power tripping.

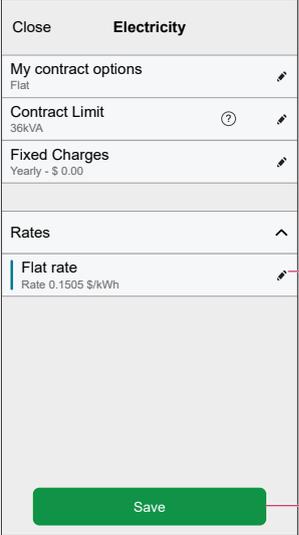
- b. Tap **Continue**, if you like to proceed.

4. Tap  (C) and select a subscription type (D) (refers to recurrent fee).

5. Enter a value in the **Cost (\$)** (E) field and tap **Set**.



6. Tap  (F), enter a flat rate of consumption in the **Rate - \$/kWh** field and tap **Update**.
7. Tap **Save** (G).



Close Electricity	
My contract options	✎
Flat	
Contract Limit	ⓘ ✎
36KVA	
Fixed Charges	✎
Yearly - \$ 0.00	
Rates ^	
Flat rate	✎ (F)
Rate 0.1505 \$/kWh	
Save (G)	

Configuring - (peak/off-peak) rate

- After reading the Tariff onboarding information. On the **Tariff** screen, tap **Electricity**.

NOTE:

- If you have already configured your tariff settings, follow this menu navigation to if you need to make changes:
- On the **Home** page, tap  **Tariff > Electricity**.

- Tap  (A) and select **Time of use (peak /off-peak hours)**.

IMPORTANT: Contract limit/Main incomer size is already set when pairing the main **PowerTag** as **Grid**. Refer to *Pairing the main device*. If you like to change the contract limit/main incomer size, proceed to step 3.

- Tap  (B) to set the contract limit/main incomer size.

- Select your contract limit/main incomer size (kVA/A/kW) from the dropdown menu, then tap  and enter a value using the dial pad as per your country.

A notification window will be prompted that the Contract Limit/Main Incomer Size is used by Anti-Tripping Management algorithm. If set incorrectly it may not work as expected and could result in the power tripping.

- Tap **Continue**, if you like to proceed.

- Tap  (C) and select a Fixed charge type (refers to recurrent fee) -**Yearly, Monthly, Weekly, Daily**.

- Enter a fixed charge value in the **Cost (\$)** field and tap **Set**.

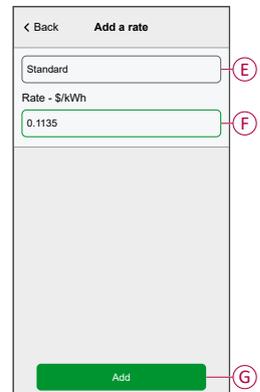
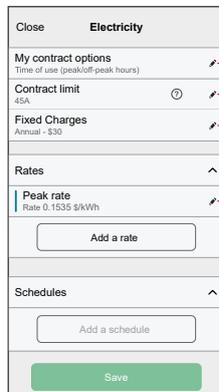
NOTE: The **Fixed Charge** is applied to recover the basic cost of electric service, independent of how much energy is used. These charges are electricity costs that don't change no matter how much electricity you use. This amount is fixed in your electricity bills.

- Tap  (D), enter peak rate of consumption in the **Rate - \$/kWh** field and tap **Update**.

- Tap **Add a rate**.

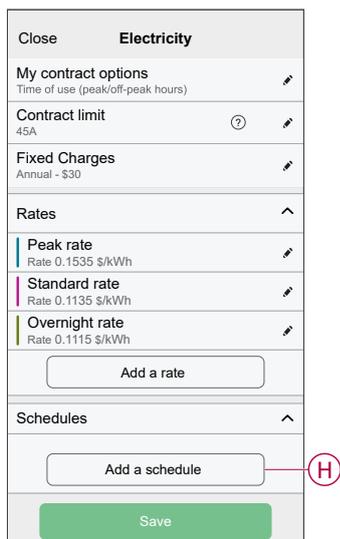
- Enter the name of the rate in the text field (E).

- Enter a target value in the **Rate - \$/kWh** field (F) and tap **Add** (G).



NOTE: Maximum 5 additional rates can be added.

10. Tap **Add a Schedule (H)** to set the time frame.



11. Enter a schedule name in the **NAME** field. Example, Weekend tariff.

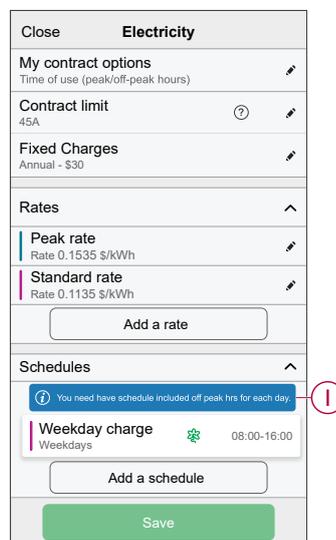
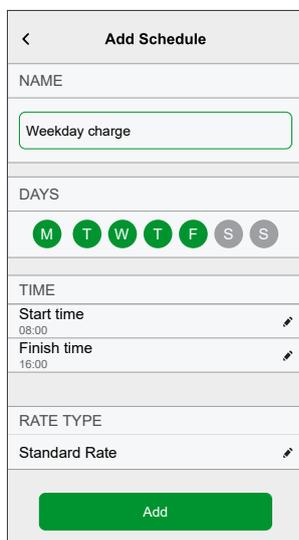
12. Select the days of the week in **DAYS** field to apply the schedule.

13. Tap  to set **Start time** and **Finish time**.

14. Tap  and select a **RATE TYPE**.

IMPORTANT: It is necessary to set off-peak hours for each day per schedule (I) else you will not be able to save your tariff details.

15. Tap **Add** and then tap **Save**.



TIP: You can create multiple schedules by tapping **Add a schedule**.

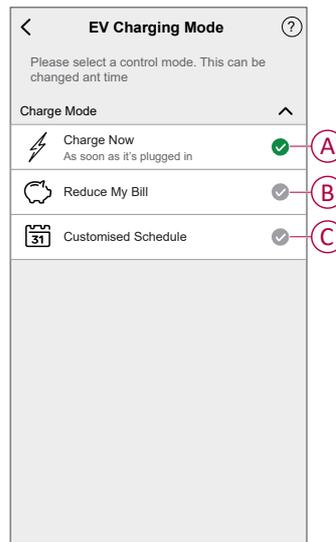
NOTE: Avoid assigning the same date and time to more than one schedule to avoid conflicts.

Charging mode

Using the Wisier Home app, you can manage the mode of charging.

1. On the **Home** page, tap **All > Schneider Charge**.
2. On the device control panel page, tap **Charging Mode**.

3. On the **EV Charging Mode** menu, select any one of the following options:
- A. **Charge Now:** charging will start as soon as the cable is plugged in to Electric vehicles (EV).
 - B. **Reduce My Bill:** your electric vehicle will automatically start charging at the next cost effective time period based on the tariff to reduce your total cost of charging.
IMPORTANT: This feature is applicable only when there are suitable tariffs created. Refer to [Reduce My Bill](#) and [Tariff plan configuration](#).
 - C. **Customized Schedule:** create your own schedule to charge your electric vehicle.
Refer to [Creating a schedule](#), page 72.



NOTE: You can change the charging mode at any time.

Schneider Charge Anti-tripping system

Anti-Tripping Module



EVA2HPC1

EVA4HPC1

EVA2HPC3

Overview

Schneider Charge anti-tripping module, working in conjunction with a Schneider Charge charging station, forms an intelligent load management system that continuously adapts the charger's power output to the electric vehicle based on the available power in the home.

The power availability is calculated by the load management system by comparing the utility power limit and the home consumption gathered by a current transformer positioned on the bottom of the main circuit breaker.

The communication between the Home Anti-tripping system and the Schneider Charge charging station is done with power line communication, so no need to add a communication cable.

NOTE: Anti-tripping module is designed for use with the Schneider Charge. Do not use 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:

- Make sure the installation of Anti-Tripping Module and Schneider Charge is complete according to the installation manual.
- Do not shut down the power supply during pairing process.

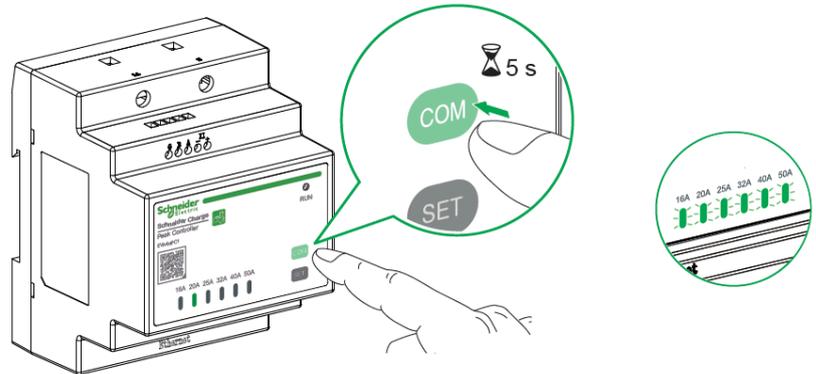
Activate pairing mode

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.

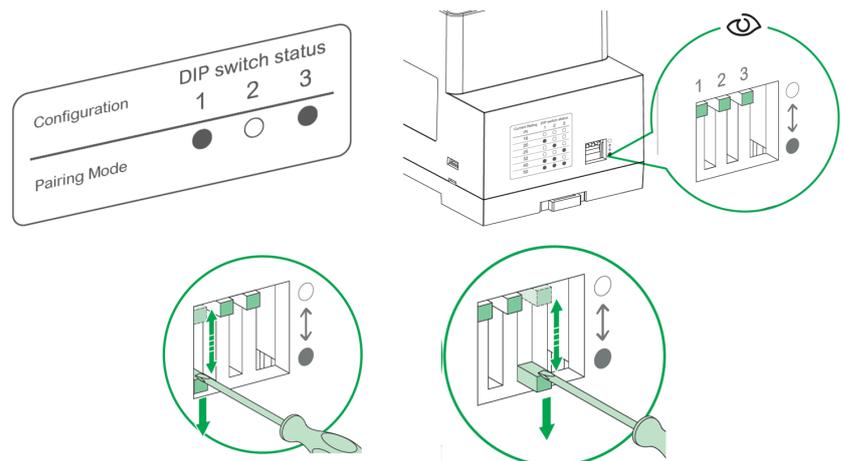
All LEDs blinks green.



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 LED turns green, press the **Push** button on Schneider Charge 3 times to activate the pairing mode. **Side LED 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 blinks green while **Communication** LED turn solid green.
- On Schneider Charge, side LED turn 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 **COM** button once to abort.
- On EVA2HPC3 module, set other current rating before successful pairing using DIP switch.
- On Schneider Charge, press the side button 5 seconds to abort.

NOTE: It is recommended to separately perform the unpairing process for the anti-tripping and 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 PowerTag Energy is installed, it should be removed from the grid system.
NOTE: Once the PowerTag is removed from the system you will not be able to use Reduce My Bill - AI feature.
- Anti-Tripping Module should be installed and paired with Schneider Charge. Refer [Pairing Anti-Tripping Module and Schneider Charge](#), page 52
- Main incomer rating should be set. Refer to [Setting Tariff](#).

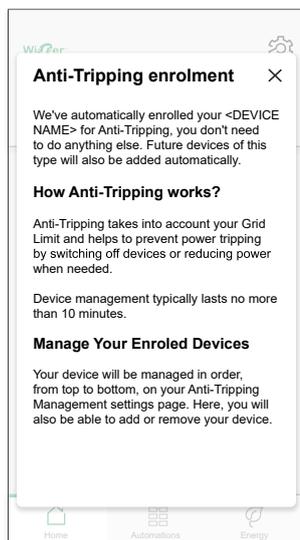
Case 2: with PowerTag Energy

- If Anti-Tripping Module is installed, it should be removed from the system.
- Make sure that PowerTag Energy is installed and paired with the Wiser Home system, and configure one of the PowerTag devices as Grid. Refer [Pairing main PowerTag as Grid](#).
- Main incomer rating should be set.
A default contract limit is automatically set when pairing the main **PowerTag Energy** as a **Grid**. You can change the contract limit later if the Grid value set during the PowerTag 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

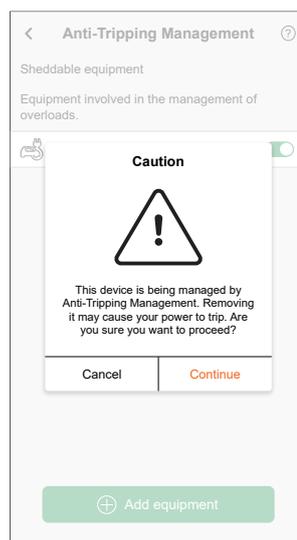
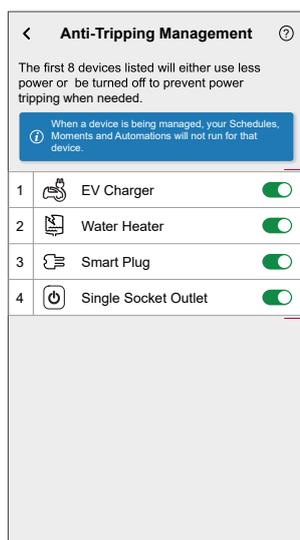
The Anti-Tripping Management feature for the supported devices can be deactivated at any time.

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.

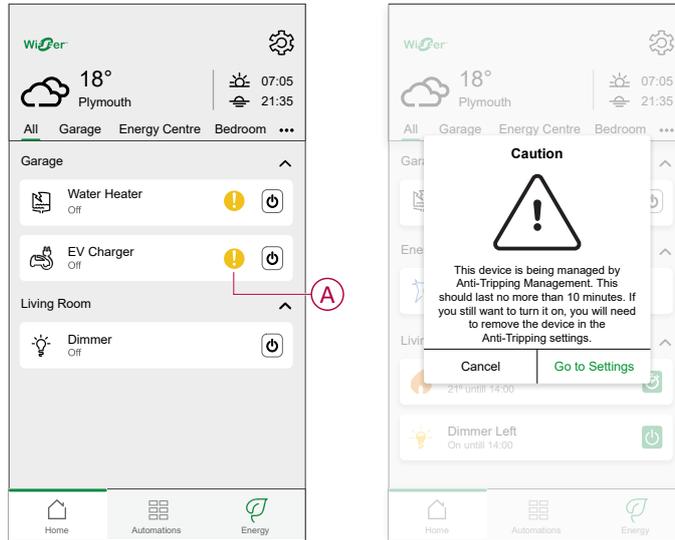
2. Tap **Continue** to disable.



Activation status

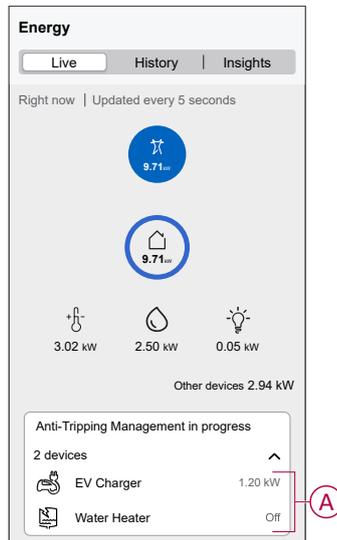
On the Home page and control panel page of the devices,  (A) denotes the Anti-Tripping management status.

- 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.
--	---	--

Reduce My Bill

Reduce my Bill - Expert rule

This feature automatically schedule the loads when the cost is the cheapest. Shifting loads at low tariff periods reduces the energy bill. Based on the tariff input, enabling this feature will automatically switch the high-consuming devices ON during the cheapest electricity rates and OFF during peak hours.

IMPORTANT: While the feature is active, Reduce My Bill schedules replace any customized schedules.

Pre-requisite

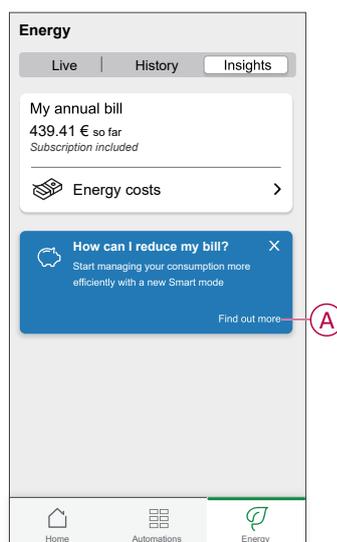
- Commission one of your PowerTag as Grid. Refer to Pairing the main device.
- Commission the supported devices. Refer to Pairing the Schneider Charge, page 41.
- Set your peak/off peak tariff according as per your electricity contract. Refer to Setting tariff, page 46.

Once device is commissioned and the tariff is set, user gets notified in the **Insights** tab that this feature is available and also a push-notification is sent.

Enabling Reduce my Bill

To enable Reduce my Bill:

1. On the Home page, tap **Energy > Insights** then tap **banner (A)**.



IMPORTANT:

- Do not accidentally close the banner as it takes 2 weeks for this option to reappear.
- If you close the banner again, a final reminder will appear after 6 weeks.

2. Read the tutorial information and tap **Next** twice, then tap **Go to Reduce my Bill settings**.
3. Enable the toggle switch for the devices you want to have this feature.

IMPORTANT:

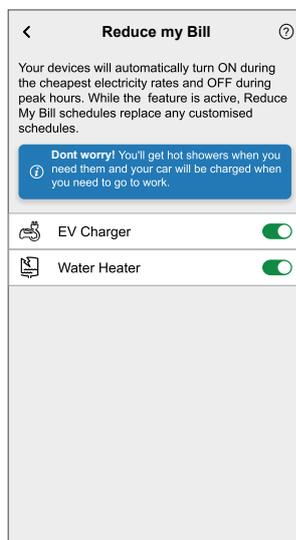
- If you have closed the reminder banner, you can also enable the **Reduce My Bill** feature in the **Settings** page.
- On the Home page, tap  > **Energy Management** > **Reduce my Bill** and follow step 3.

NOTE: After enrolling devices to RMB-AI, refer to [Using Reduce My Bill](#) to view how the devices are controlled and scheduled for usage.

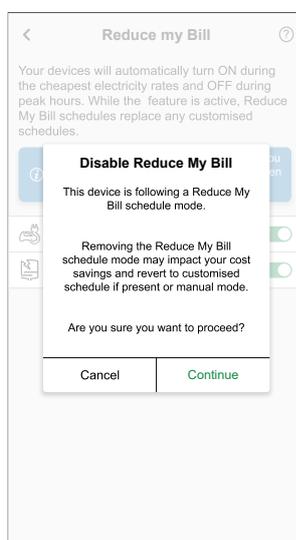
Disabling Reduce my Bill

To disable Reduce my Bill:

1. On the Home page, tap  > **Energy Management** > **Reduce my Bill**.



2. Disable the toggle switch for the devices you don't want to have this feature. A notification window is prompted. Read the information.
3. If you wish to proceed, tap **Continue** else tap **Cancel**.



Reduce My Bill - AI

Reduce my bill with Artificial Intelligence (hereinafter referred as RMB - AI) is a feature that allows users to save electricity costs by enrolling high energy devices like Schneider Charge. It is used with variable tariffs, such as peak/off-peak tariff, and relies on users to answer routine questions. The AI creates smart schedules for enrolled devices and limits the usage of these devices when electricity prices are high, while following user's habits. It adapts the last 30 days of consumption data from the Grid.

- Savings on electricity bills upto 10 %
- Savings will be monitored on a daily, monthly and yearly basis.

IMPORTANT:

- The AI system learns by itself and benefits from historical data on electricity consumption. It can already optimize to some extent without pre-existing data, and its performance will improve significantly over time.
- While this feature is active, RMB - AI schedules replace any customized schedules.
- You can enroll one Schneider Charge.

Pre-requisite

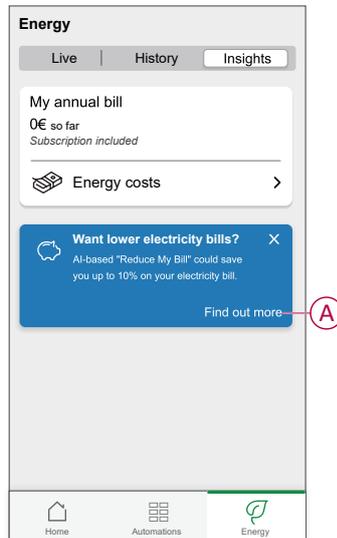
- Commission one of your PowerTag as Grid. Refer to Pairing the main device.
- If you have installed solar panels in your home. Refer to Pairing the device with Energy storage system.
- Commission the supported devices. Refer to Pairing the Schneider Charge, page 41.
- Set peak/off peak tariff according as per the electricity contract. Refer to Setting tariff, page 46.

Enabling Reduce My Bill with AI

The following is an example of enabling RMB-AI with Schneider Charge.

To enable RMB AI:

1. On the **Home** page, tap **Energy Dashboard > Insights**, then tap **splash screen (A)**.



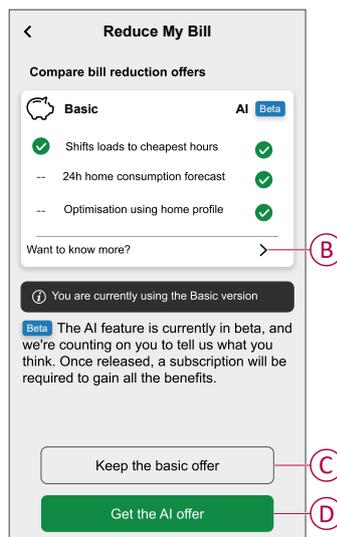
2. Tap (B) to read the tutorial information.

3. Follow any one of the steps as per need:

- Tap (C) if you want to use the basic offer.

NOTE: Basic offer is the RMB - Expert rule offer that is already opted.

- A notification window will be prompted for confirmation. Tap **Continue**. Refer to **Reduce My Bill**
- Tap (D) if you want to use the RMB-AI offer.
- On the **Home Profile** page, tap **Continue**.



4. Set the time when you want your car to be charged:
 - a. Tap (E), select a time period (F) and tap **Set**.
 - b. Tap (G), select a time period (F) and tap **Set**.

Home Profile

Step 1 of 3

When do you need your car to be fully charged?

On Weekdays -- : --

At Weekends -- : --

Choose Time

07 59

08 : 00

09 01

Cancel Set

5. Tap **Next**.
6. Enter the number of kilometers required to drive this car using the dial pad:
 - a. Tap **On week day**
 - b. Tap **Over the entire weekend**
7. Tap **Next**.

Home Profile

Step 2 of 3

On average, how many kilometers do you typically drive this car?

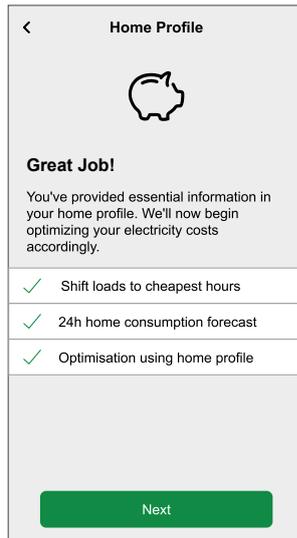
On a Week day 90 km

Over the entire Weekend -- km

Next

8. Enter how many members take showers using the dial pad:
 - a. Tap **In the mornings**
 - b. Tap **In the evenings**

9. Tap **Next**.



You will be directed to **Insights** tab.

Enrolling additional devices

You can have enroll 1 Schneider Charge. If you wish to add another Schneider Charge, you must first unpair/remove the previously enrolled device to enable the new device.

The following is an example of enrolling additional Schneider Charge with the same type of the existing device.

1. On the **Home** page, tap  > **Energy Management** > **Reduce My Bill**.
2. Tap **Schneider Charge** (A).

A notification window will be prompted. Read the information.

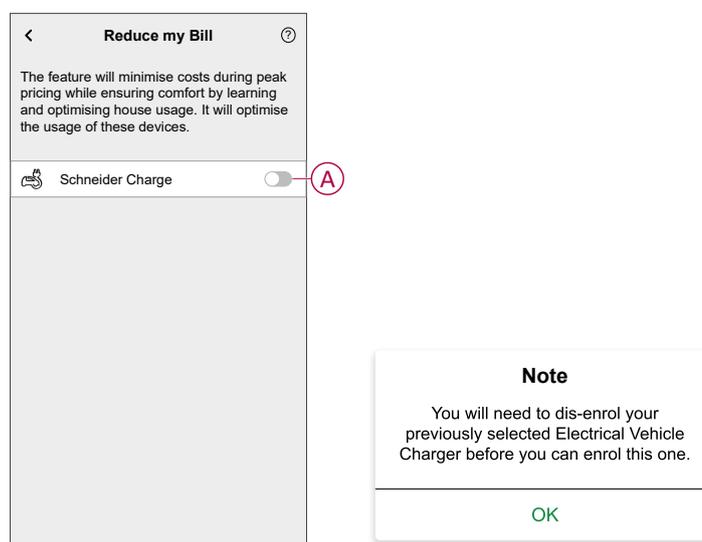
- a. Tap **OK** to close the window.

3. Disable the first enrolled device to enable your additional device.

A notification window will be prompted that **Removing the Reduce my Bill schedule mode may impact your cost savings and will revert to customised schedule if present or manual mode.**

- a. Tap **Continue**.

4. Enable the toggle switch (A) or (B) of the new device.



NOTE: After enrolling devices to RMB-AI, refer to [Using Reduce My Bill](#) to view how the devices are controlled and scheduled for usage.

Enabling Reduce My Bill - AI with Solar

If you have installed and configured solar panels in the home before opting for RMB - AI. You will be notified in the **Insights** tab. You could save up to 50% on your electricity bill.

Pre-requisite

- Commission one of your PowerTag as Grid. Refer to [Pairing the main device](#).
- If you have installed solar panels in your home. Refer to [Pairing the device with Energy storage system](#).
- Commission the supported devices. Refer to [Pairing the Schneider Charge](#), page 41.
- Set your flat rate tariff as per your electricity contract. Refer to [Setting tariff](#), page 46.

Enabling RMB-AI with Solar

- If you have installed solar for the first time before opting for RMB - AI, follow the same procedure for enabling RMB AI with solar as described in [Enabling Reduce My Bill with AI](#).



If you have installed solar after you have opted for RMB - AI, you will be notified in the **Insights** tab.

- The system will automatically optimize your solar production data.



Enrolling and Disenrolling devices from RMB - AI

You can enroll and disenroll the devices whenever required.

To enroll the existing disabled devices to RMB-AI:

1. On the Home page, tap  > **Energy Management > Reduce my Bill**.
2. Enable the toggle switch for the devices you want to have this feature.

Disenrolling devices from RMB-AI

To disenroll the devices from RMB-AI:

1. On the Home page, tap  > **Energy Management > Reduce my Bill**.
2. Disable the toggle switch for the devices you don't want to have this feature.
A notification window is prompted. Read the information.
3. If you wish to proceed, tap **Continue** else tap **Cancel**.

Changing your Home Profile

If you wish to change your home profile details for your devices:

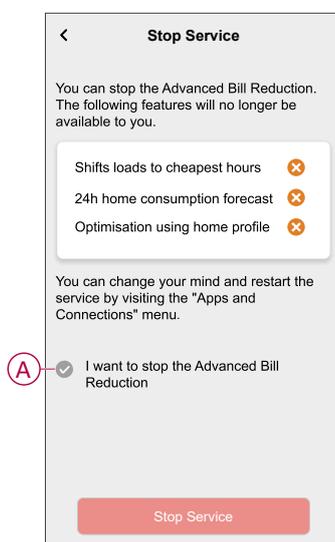
1. On the Home page, tap  > **Energy Management > Home Profiles**.
2. Tap  on the required detail to be updated.
 - **Car Usage**
 - Leave home (time)
 - Use daily (Km)

Disabling Reduce My Bill with AI

To disable Reduce My Bill with AI services

1. On the **Home** page, tap  > **Account > Apps and Connections > Reduce My Bill AI**.
2. Read the information and tap  (A), then tap **Stop Service**.

NOTE: To reactivate the service again, follow Item 1step 1, page 66 menu navigation and tap **Reduce My Bill AI**. Refer to Enabling Reduce My Bill with AI to follow the same procedure.

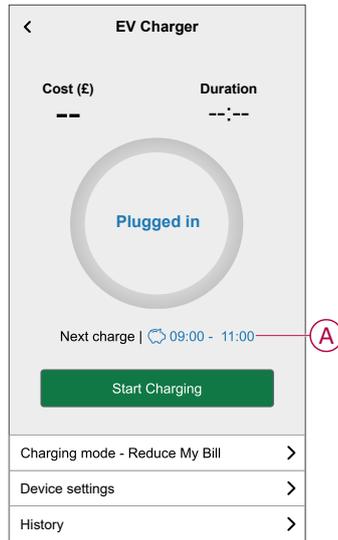


Using Reduce My Bill

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

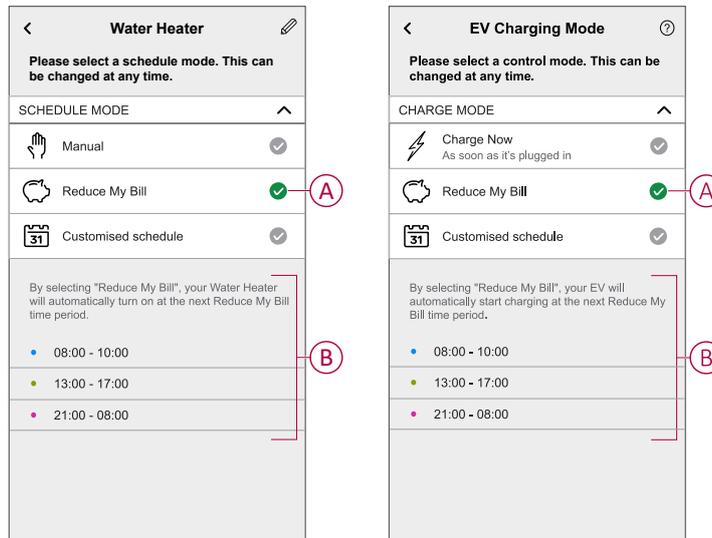
Control screen

On the Control Panel page, (A) denotes the next schedule for the device to switch on.



Schedule

when you select **Reduce My Bill** (A), In the next reduced bill period which is listed (B), the device will operate.



Away Mode

If you wish to activate Away Mode with Reduce My Bill. Away Mode will override Reduce My Bill commands based on high priority. For more information on Away Mode, refer to [Away Mode](#).



Insights

To view how much money is saved through Reduce my Bill, refer to Insights.

NOTE: Savings will be shown as per what offer you have opted.

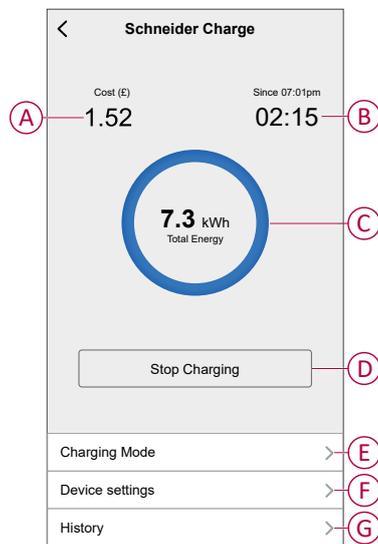
Using the device

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

On the **Home** page, tap **All > Schneider Charge** to access the control panel.

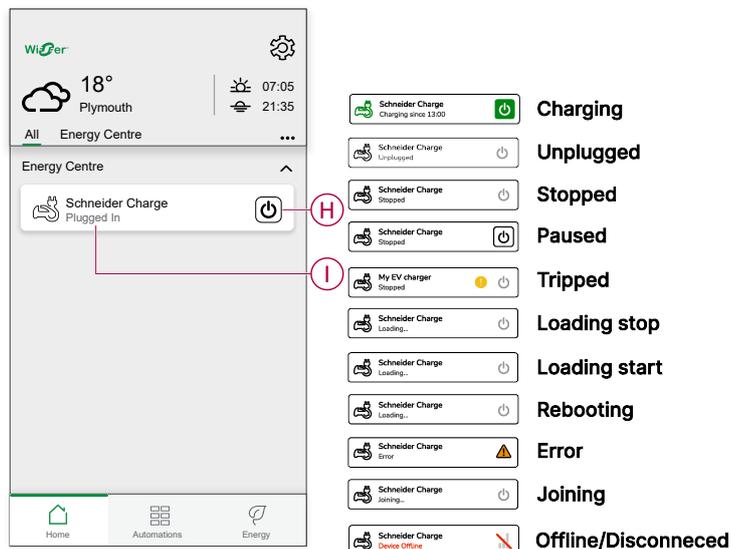
On the Schneider Charge panel page, you can see the following:

- Total cost of charging session (A).
- Total time of charging in the session (B).
- Total energy consumption in the session (C).
- Control button (Start charging/Stop charging, Pause/Resume) (D).
- Charging Mode, page 50 (E).
- **Device settings** (F) - You can rename the device or remove the device from the Wiser system. Refer to Renaming the device, page 44 and Removing the device, page 81.
- History, page 74 (G).



Similarly you can control and check the current status of Schneider Charge from **Home** page.

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



NOTE: Electric vehicles (EV) can't be charged immediately after they have stopped. Reconnect the plug to start charging. Refer *Connecting/disconnecting the charger*, page 70.

Connecting/disconnecting the charger

Connecting

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

NOTE: For information on LED color, refer to *LED indication*, page 82.

Disconnecting

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

The Schneider Charge can be controlled and triggered by a schedule. 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 **Home** page, tap **All > Schneider Charge**.

2. Tap **Charging Mode**.

NOTE: If you have Schneider Charge installed with Wiser Hub 2nd generation you can also navigate the following path to create schedules:

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

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

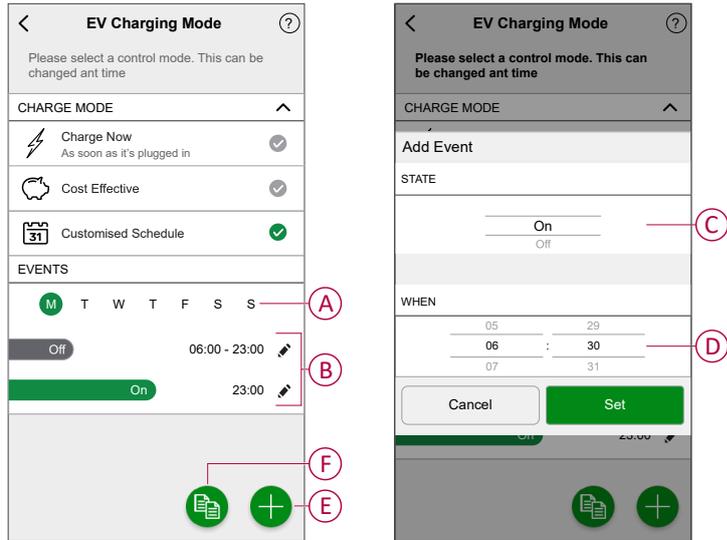
NOTE: The Schneider Charge will have a default schedule pre set to the user. You can edit the schedule as required.

IMPORTANT: It is required to set the on and off state for a schedule.

4. Select days (A).

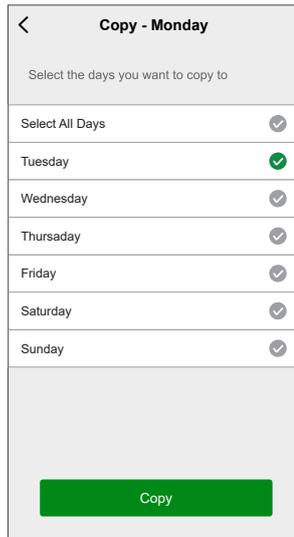
5. Tap  (B) to edit the schedule.

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**.



Checking the device history

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

To check the device history:

1. On the **Home** page, tap **All > Schneider Charge**.
2. On the device control panel page, tap **History**.
3. In the **History** page, you can see the total power consumption per charging cycle and total charging cost.

You can tap **Load More** to view the records of the past 30 days.

History	
December - 3 Charges	
Today 19:00 1h 10min	3.9 kWh ▾
Yesterday 06:50 6h	10.8 kWh ▾
Yesterday 18:01 52 min	1.2 kWh ▲
Plugged In	18:01 am
Stopped	18:53 am
Total Charging Cost	£1.78
5/12/2021 18:01 52 min	1.2 kWh ▾
November - 24 Charges	
13/10/2021 18:01 52 min	1.2 kWh ▾
<div style="background-color: #00a651; color: white; padding: 5px; display: inline-block; border-radius: 5px;">Load More</div>	

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

Enabling notifications

Using Wisier Home app, you can enable notifications to view the charging status. To enable notifications:

1. On the **Home** page, 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

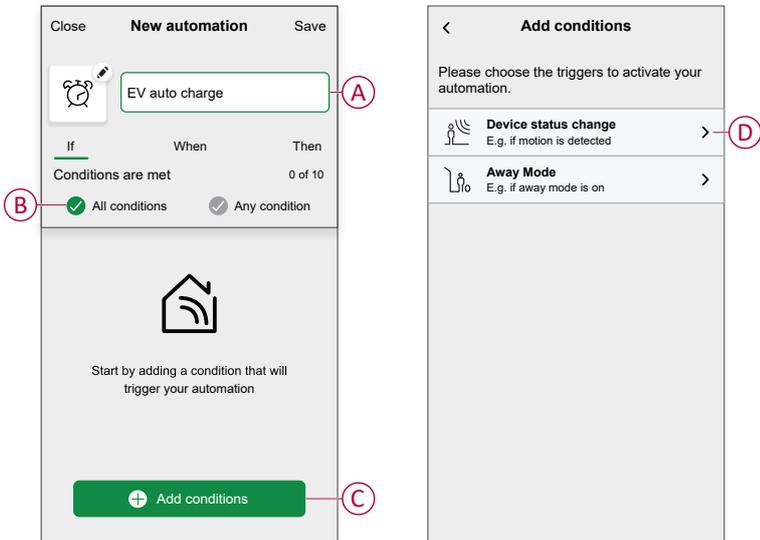
The following is an example of creating an automation to start the EVlink Home Smart when you are away.

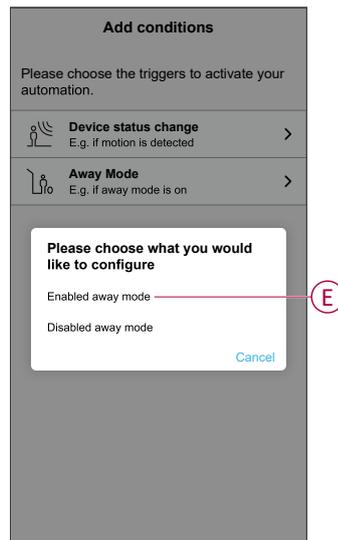
NOTE: Schneider Charge can only act as an action.

To create an automation:

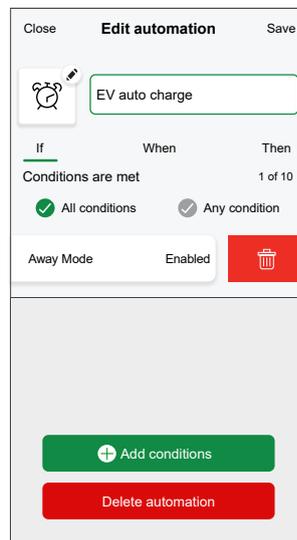
1. On the **Home** page, tap .
2. Go to **Automation** and then tap  to create an automation.
3. Tap  and choose an icon that best represents your automation.
4. Enter a name of the automation (A) and select any of the following conditions to meet (B).
 - **All conditions:** All conditions must be met 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)

NOTE: Maximum 10 conditions can be added.



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

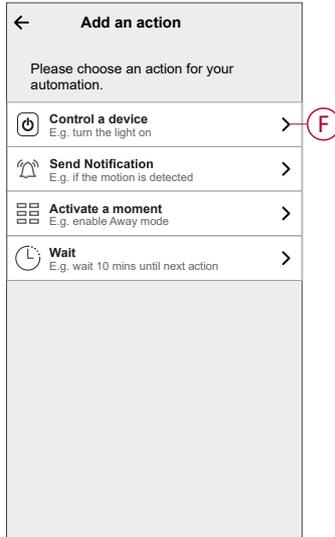
NOTE: To remove an added condition, swipe left and tap .



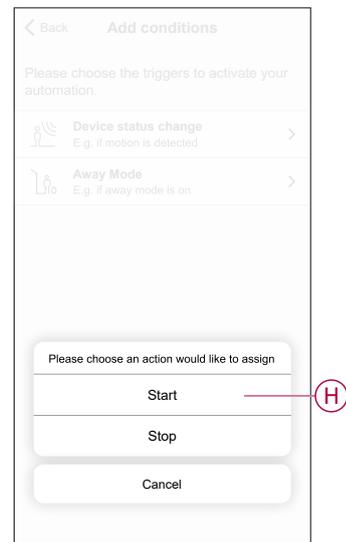
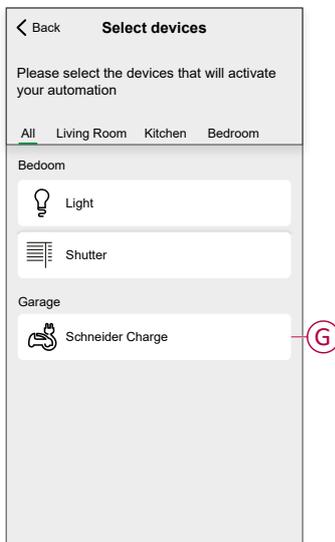
7. To add an action, tap **Then > Add an action** and select any of the following. In this case, **Control a device (F)**.

NOTE: Maximum 10 actions can be added.

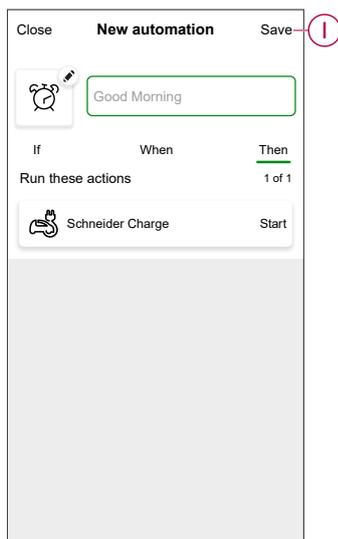
- **Control a device:** Select a device that you want to trigger.
- **Send notification:** Turn on the notification for the automation.
- **Activate a moment:** Select the moment that you want to trigger.
- **Wait:** This option allows you to add a delay in an automation sequence. You can set the wait 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)**.

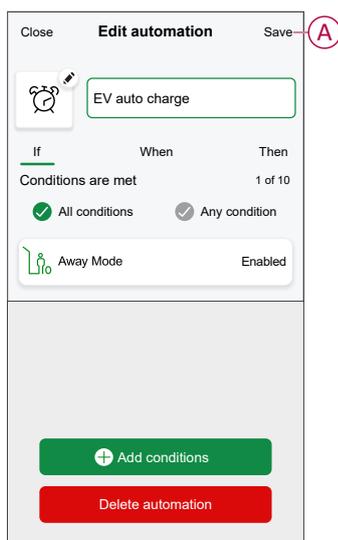


The saved Automation is displayed on the **Automation** page. Tap the toggle switch on the **Automation** page to enable/disable the Automation.

Editing an automation

To edit an automation:

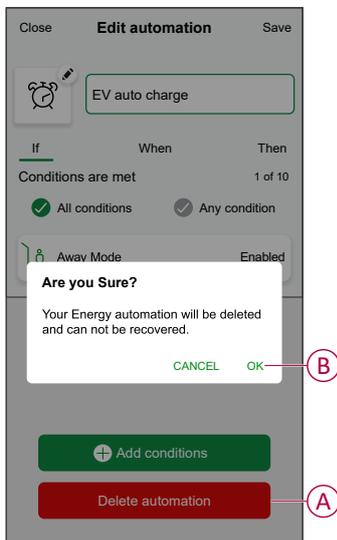
1. On the **Home** page, tap the .
2. In the **Edit automation** page:
 - Change the automation's name and icon.
 - Change the device's settings
 - Add a new action or condition
 - Delete an action or condition
3. Tap **Save (A)**.



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.

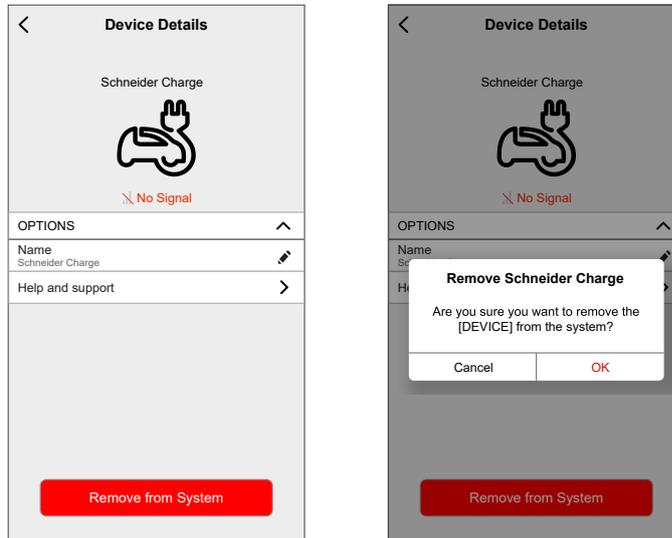
Removing the device from Wiser system

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

1. On the **Home** page, tap **All > Schneider Charge > 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 illuminated solid green.		<ul style="list-style-type: none"> Verify that the connector was inserted properly by unplugging and plugging it back into the electric vehicle's socket. Verify the charging sequence by following the procedure described in section "Operation".
Connector plugged into electric vehicle but not charging, LED illuminated Blinking blue.		<ul style="list-style-type: none"> Verify that you do not have a schedule in progress through the smart charging application that prevents charging the car. In case you have installed an anti-tripping module. The anti-tripping module limits the maximum power draw of the Schneider Charge and can completely stop the charge to avoid a power outage of your home electrical supply under all conditions. Reduce the home load to have at least 9A current available per phase to restart charging the car. Make sure your grid connection is sufficient to charge the car and for house loads.
Connector plugged into electric vehicle but not charging, LED illuminated Solid blue.		<ul style="list-style-type: none"> Verify that you do not have a schedule in progress through your car that prevents charging the car.
Charging station's LED breathing Orange.		<ul style="list-style-type: none"> Restart the Schneider Charge. The Schneider Charge is not connected to the domestic network when using Wi-Fi: <ul style="list-style-type: none"> 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 illuminated red		<ul style="list-style-type: none"> 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.		<ul style="list-style-type: none"> 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.		<ul style="list-style-type: none"> 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.		<ul style="list-style-type: none"> 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.		<ul style="list-style-type: none"> A new PIN Code can be created by clicking on "Reset PIN code" and follow the instructions in Wisier Home application.
Main incomer circuit breaker has tripped.		<ul style="list-style-type: none"> 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.		<ul style="list-style-type: none"> 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 Three Phase 230 V AC (+/- 10%) 50/60 Hz Single
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 (1PH) EVA2HPC3 (3PH)
Local signaling	Front face: 1 multi-color LED, function: status indication Side button: led indication for Wifi setting and pairing functionality with anti-tripping system (accessory)
Communication	OCPP 1.6j for connection to the Schneider Electric Wiser 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 app	Charge scheduling, remote Start/Stop, energy consumption/cost. Monitoring & History
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 Schneider Charge 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

Compliance

Compliance information for Green Premium products

Find and download comprehensive information about Green Premium products, including RoHS compliance and REACH declarations as well as Product Environmental Profile (PEP) and End-of-Life instructions (EOL).

<https://checkaproduct.se.com/>



General information about Green Premium products

Click the link below to read about Schneider Electric's Green Premium product strategy.

<https://www.schneider-electric.com/en/work/support/green-premium/>



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