EverCharge

FAST A10/S20 DCFC
User Guide

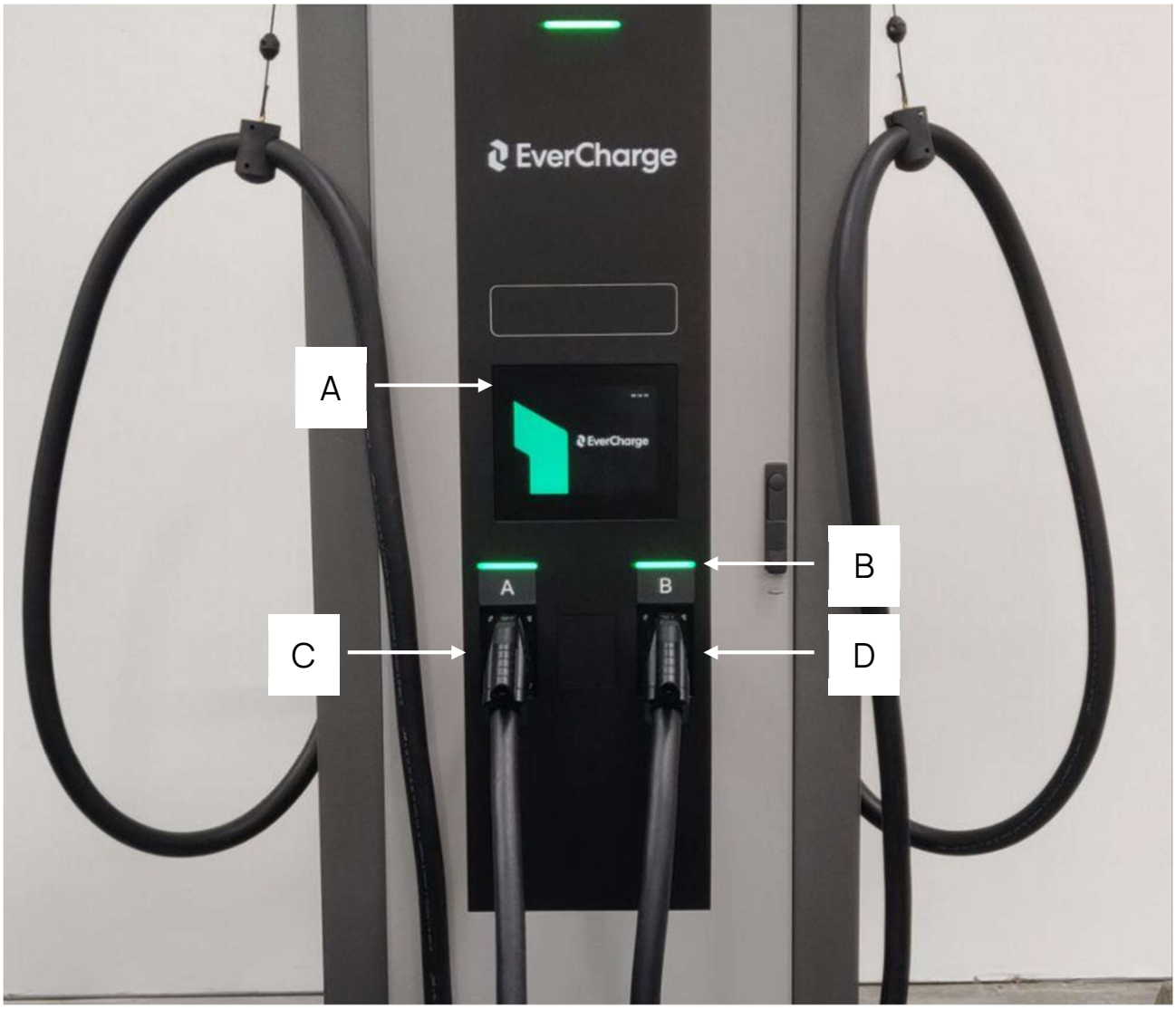


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Charger Features Overview

The touchscreen display shows information about the charging status, and allows you to stop a charge. The indicator lights above the connector holsters also show the current status of each handle.



Label	Description
A	Display
B	Status light
C	Left charging connector
D	Right charging connector

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Status Light Description

The status lights above the connector holsters indicate the status of that connector. The following table provides an overview of the various possible states.

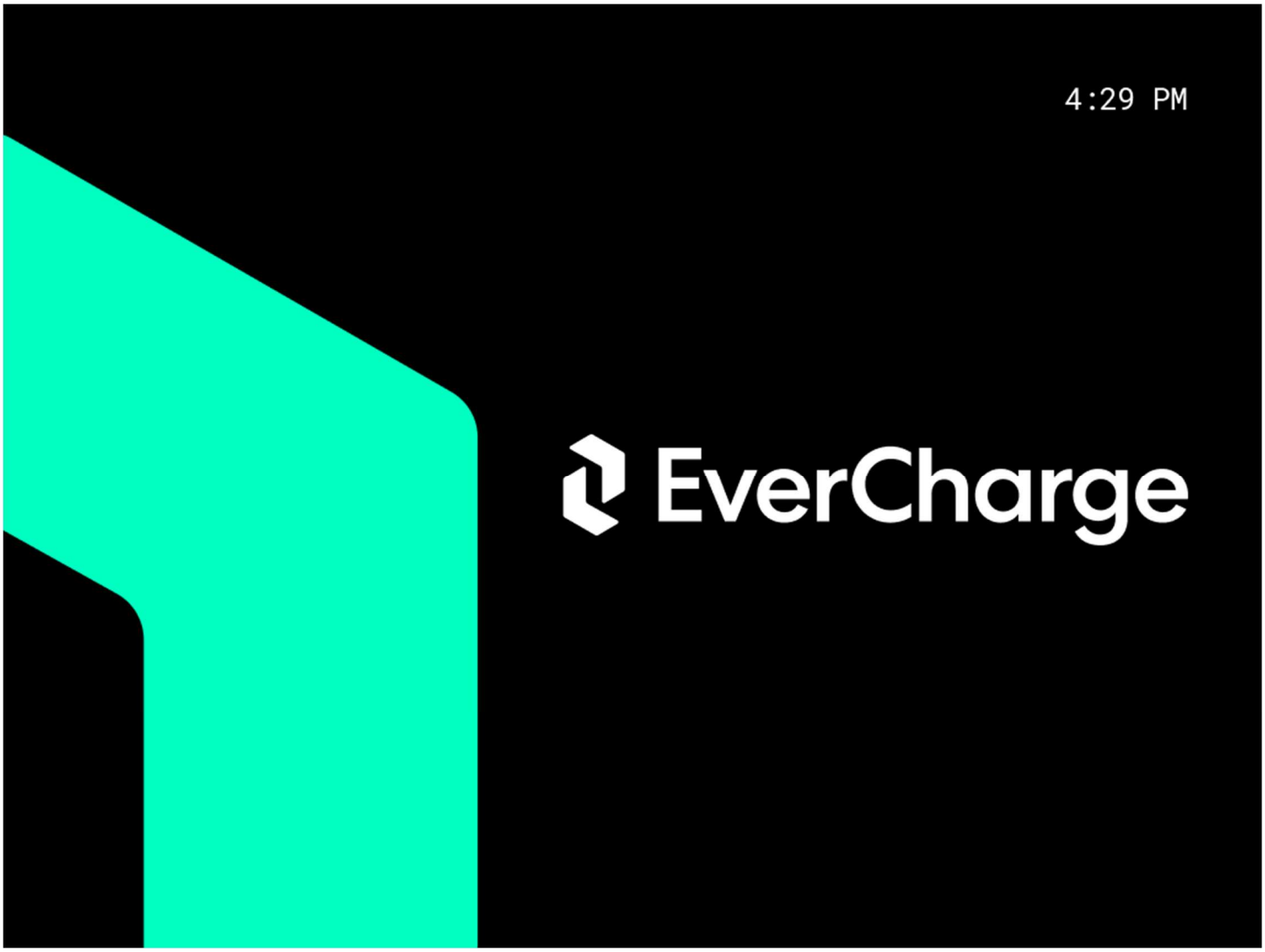
Status Light	Meaning
 Green indicator	Ready to charge.
 Blue indicator	Vehicle plugged in and actively charging.
Yellow indicator	**Warning:** There is currently an issue with the charger but it will still continue to charge.
 Red indicator	**Fault:** There is an error that is actively preventing the charger from operating.

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Basic Charging Instructions

Ready Screen

If the charger is ready and no EVs are charging then you will see the following home screen:

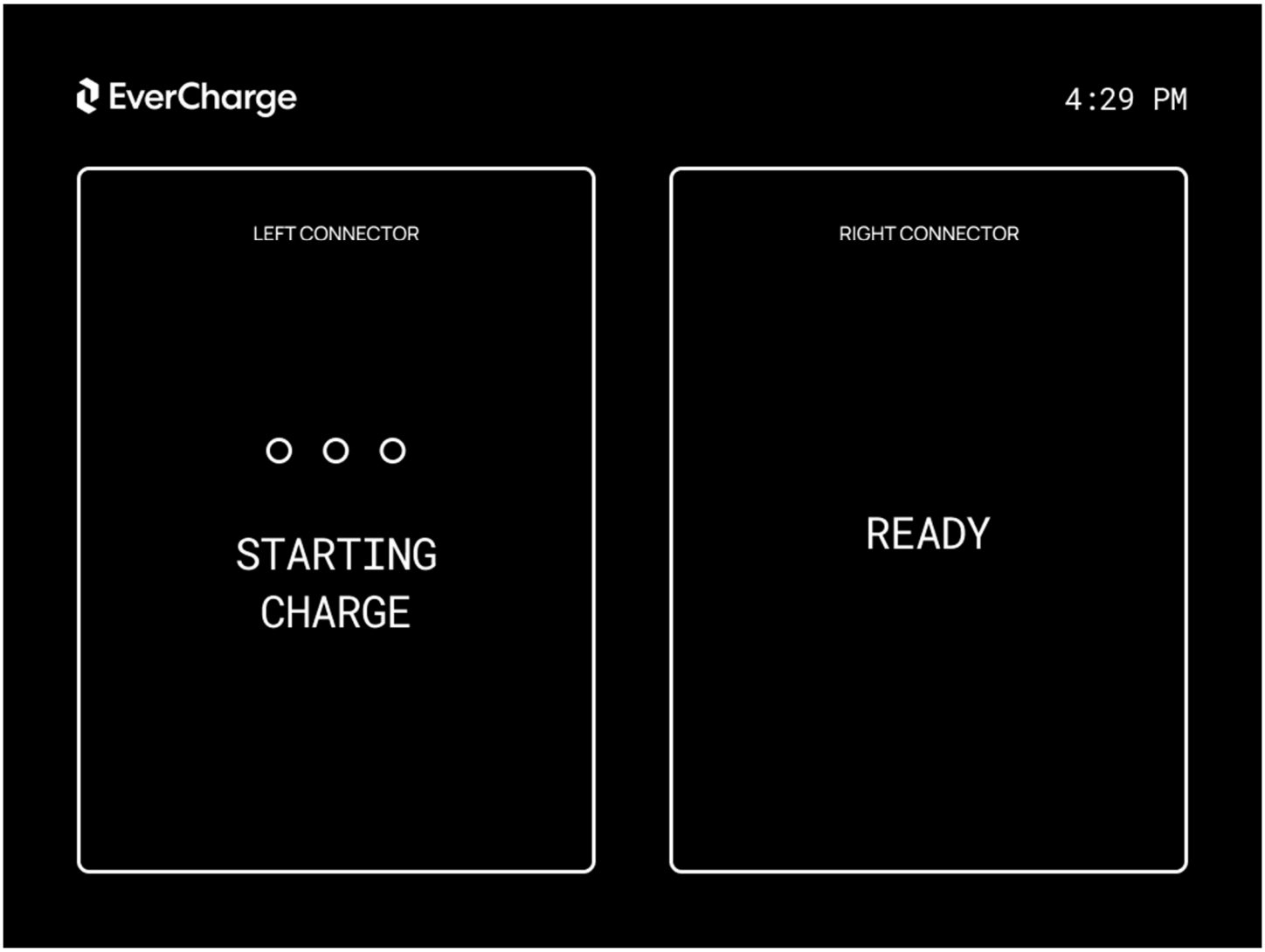


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Starting a Charge

To begin charging an EV, remove the connector from the holster and plug it into the charging port of the car. Ensure the connector seats fully by listening for a **click** when plugging it into the car.

When the charger detects that it has been plugged in, the following display will appear:

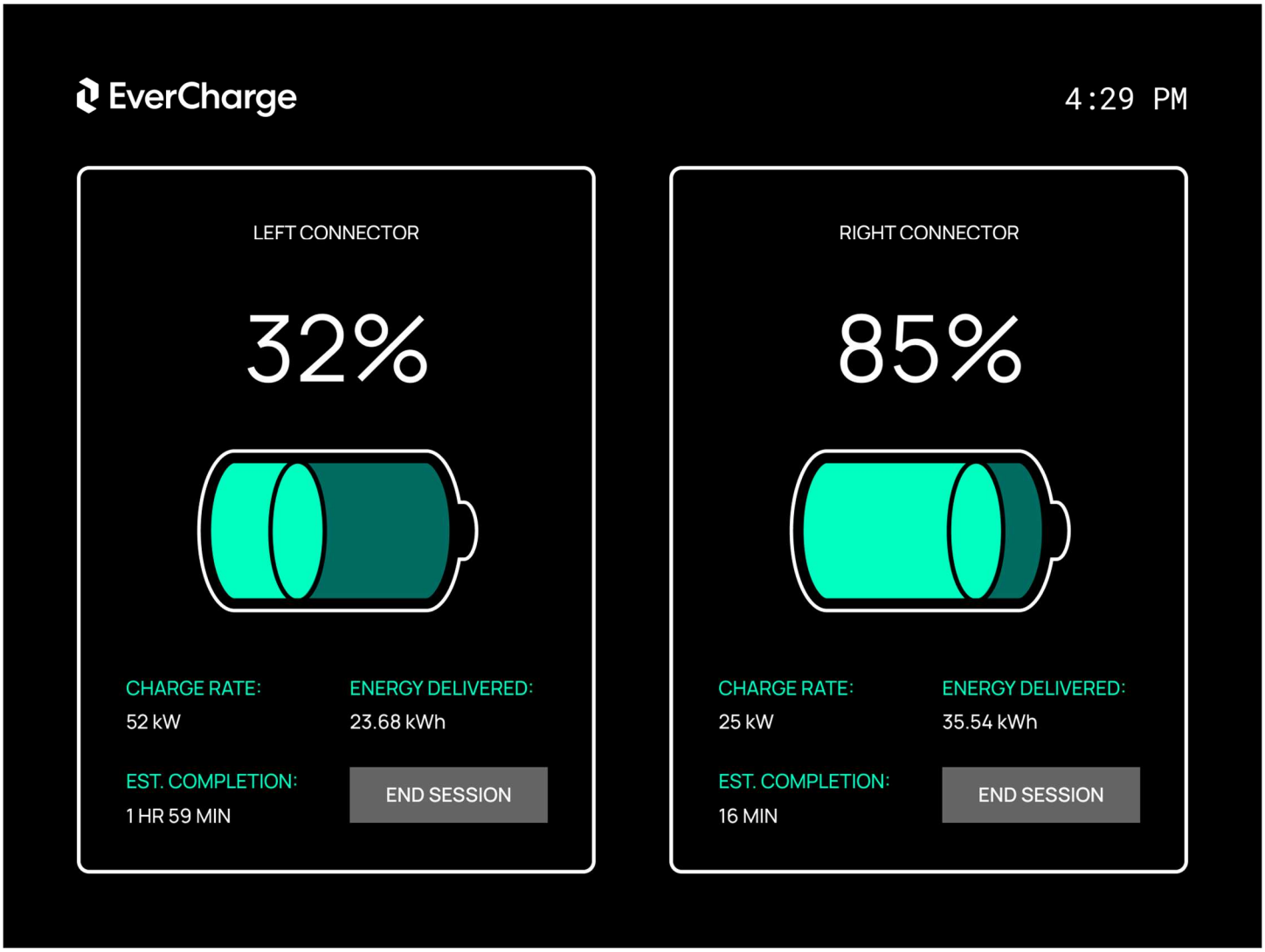


The status of the left and right charging connector are displayed separately.

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Charging Active

When the car is actively charging, the following display will appear:



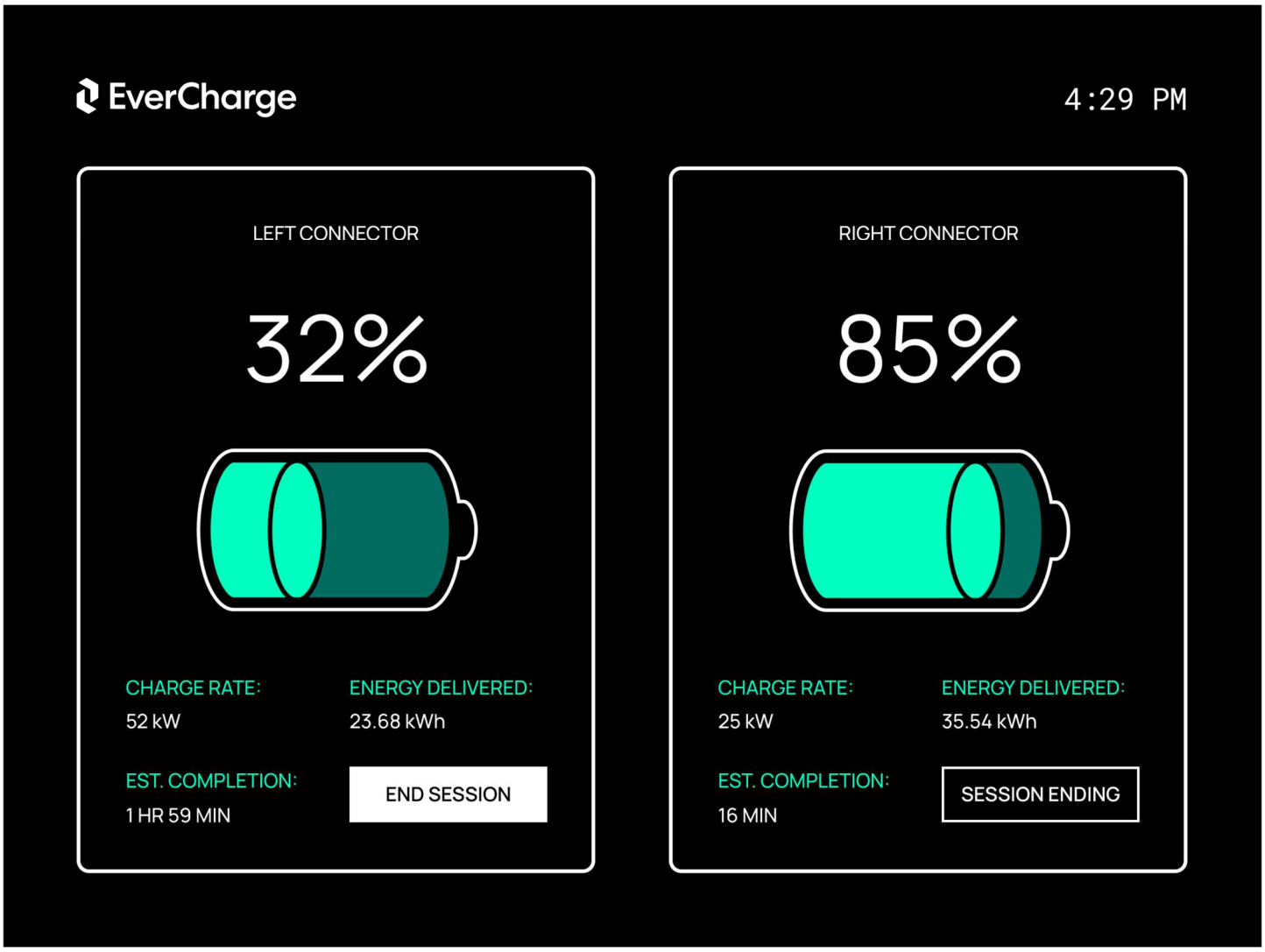
Each connector (Left/Right) will display that connected car's state of charge (SoC) as a percentage, the current charging rate (in kW), total energy delivered (kWh), and the estimated completion time. The estimated completion time may not be present if the car does not provide it. When the car is actively charging, the light above the connector holster will be blue.

⚠	**WARNING:** Do not attempt to remove the connector from the car while it is actively charging without first stopping the charge session on the dispenser (as shown) or inside the car.

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Stopping a Charge

To end charging before the car reaches its configured charge ceiling, tap “End Session” on the desired connector side (shown on the right side below) the button will then update to say “Session Ending”:



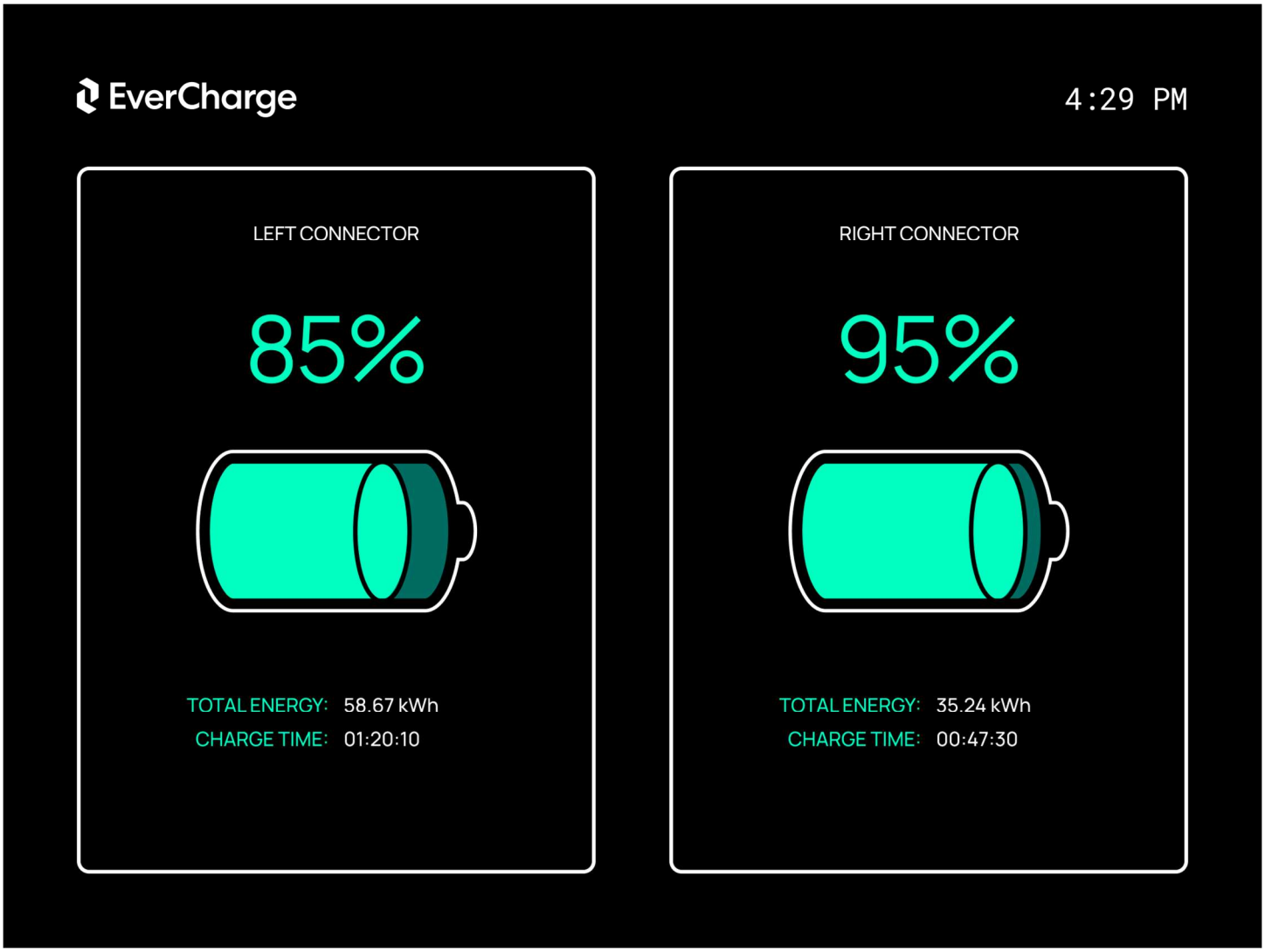
Wait until the charger indicates it has stopped the charge, by displaying the charging complete screen, before removing the connector from the car.

⚠	**WARNING:** Never attempt to remove the connector from the car until you see the session has ended on the screen and/or you see the status light above the handle change from **Blue** to **Green**. Attempting to force the removal of the connector from the vehicle could result in damage to the vehicle or charger.

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Charging Complete

When the car reaches it's configured charge ceiling (typically 80 to 100%) the car will automatically command the charger to terminate the charge session and the display will update to show the final charge session details, as shown:



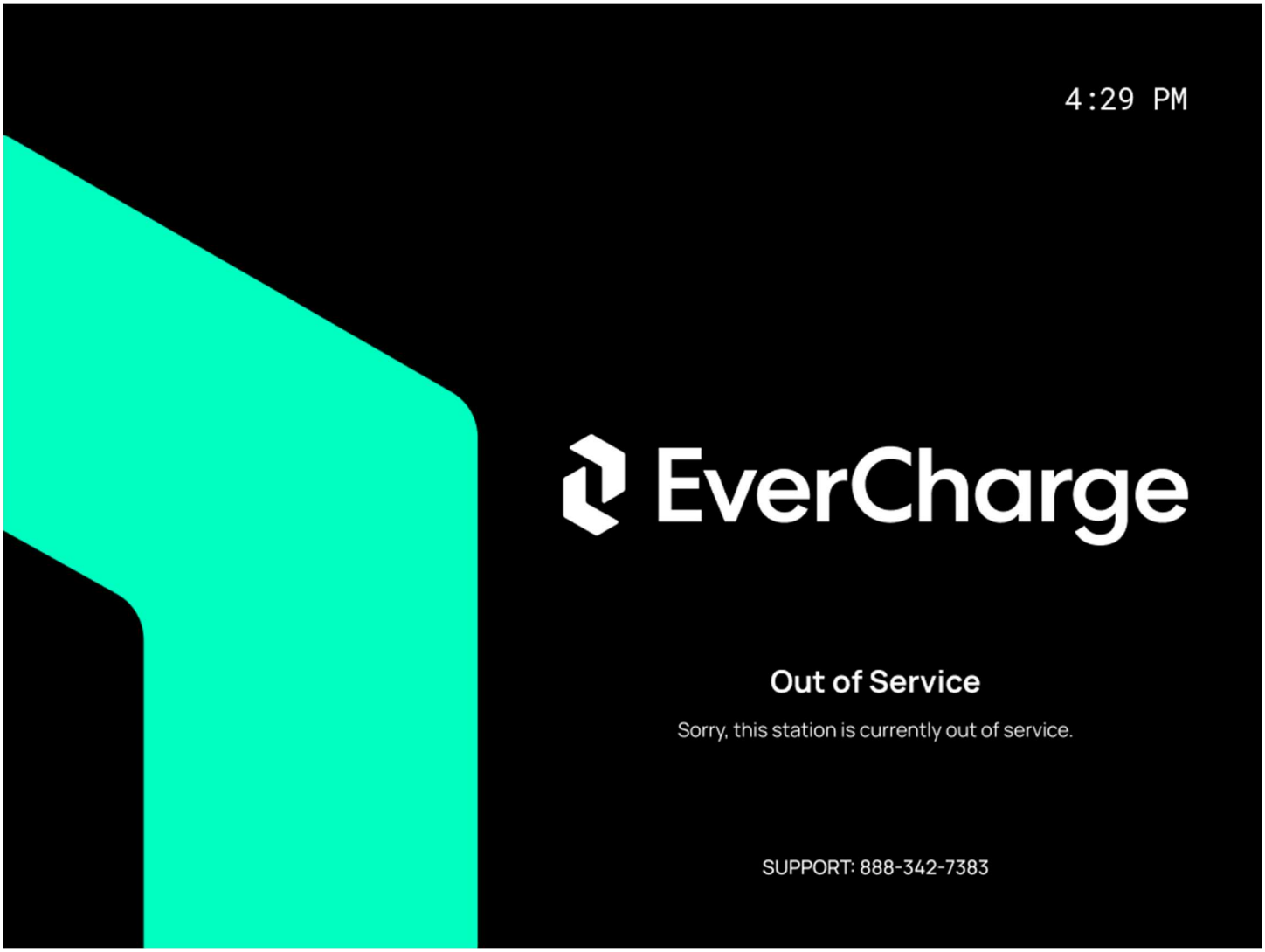
The total charging time and total energy (in kWh) delivered are displayed.

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Troubleshooting

Out of Service Screen

If the charger has been taken out of service for any reason, the display will show the following message:

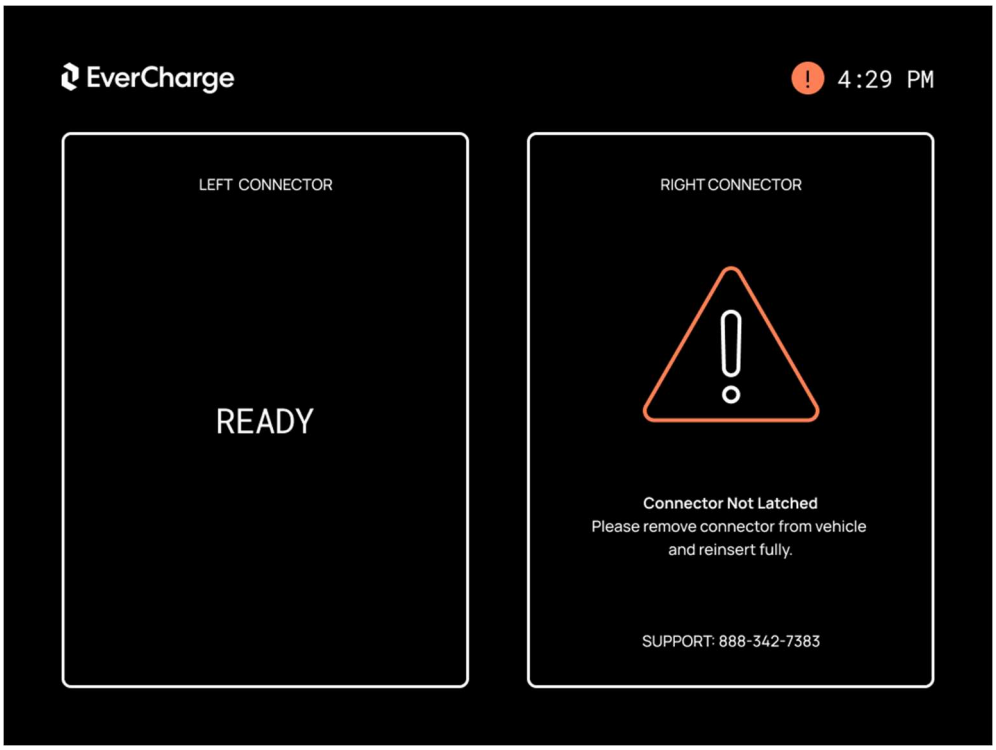


If the error persists, please contact EverCharge support at **888-342-3838** or **support@evercharge.com** for assistance.

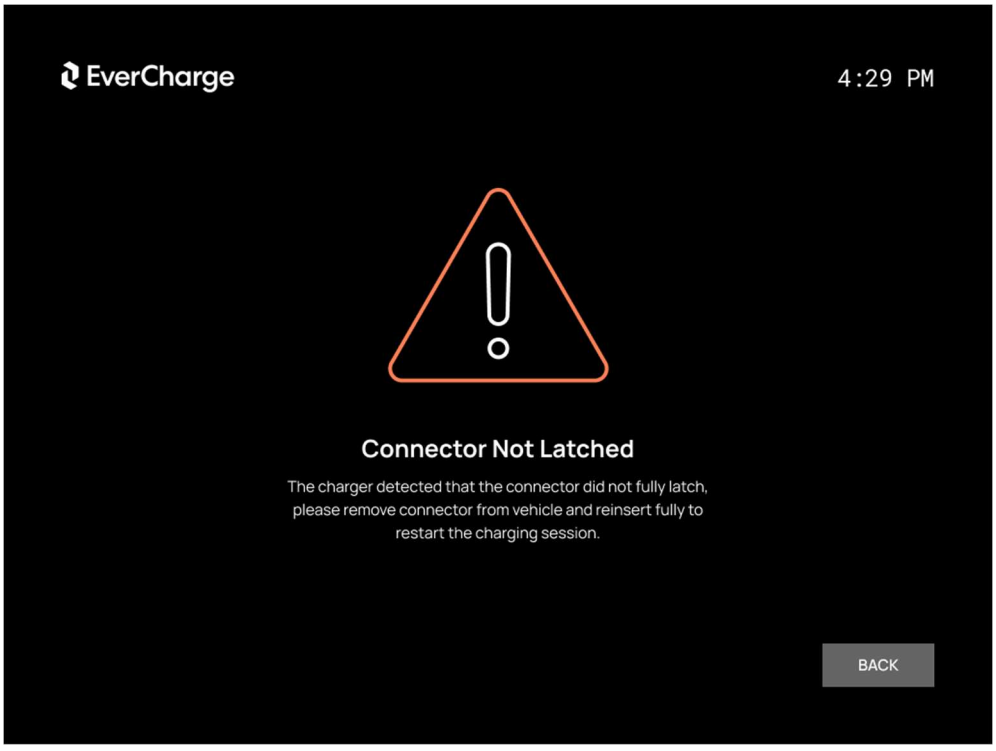
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Fault Screen

If the charger encounters an error (shown on the Right connector), the following display will appear indicating what has failed and a potential solution to resolve the issue:



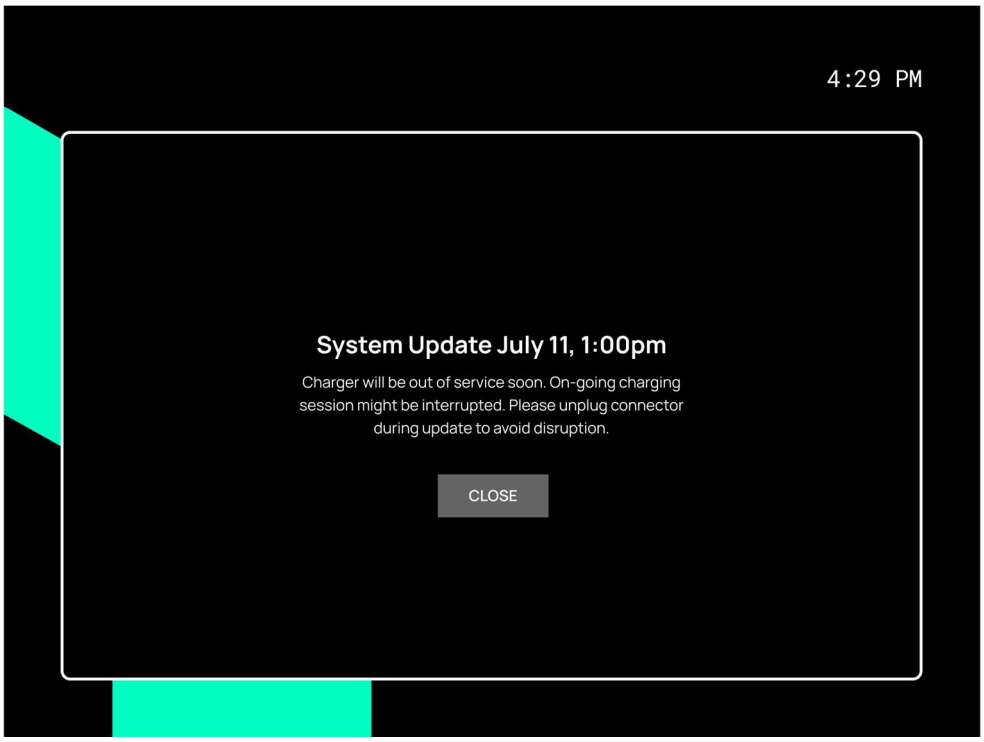
For more details about an active fault tap the orange exclamation point icon in the top right hand corner of the display to view the complete error message as shown below:



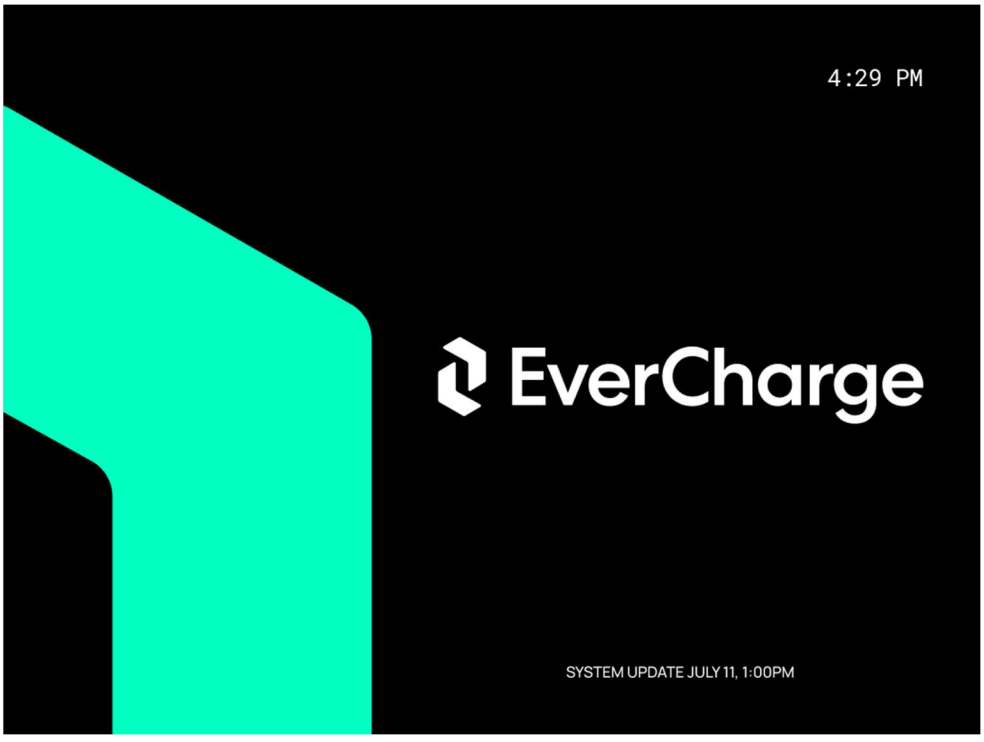
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Software Update

If a software update is queued for the charger, the following notice will appear showing the details of the update and the planned update window.:



Once the update popup window is closed, the home screen will continue to display the planned update time at the bottom:



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