



goMCharger App User Manual

Note: Before using this product, please read this manual carefully and keep it for future reference. The design and specifications are subject to change without prior notice for product improvement. Consult with your dealer or manufacturer for details. Included diagrams are reference purposes. Please take the appearance of the actual product and app as the current standard.

Get to know your AC Charger

After installing and starting the AC Charger according to the instructions in the installation guide, AC Charger can charge your vehicle. You need to download the GOMCHGARGER app to your mobile device and create a GOMCHGARGER account to manage the intelligent functions of AC Charger

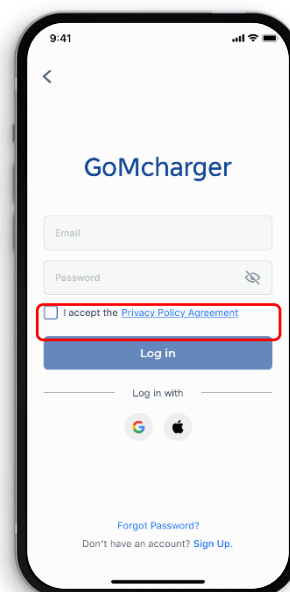
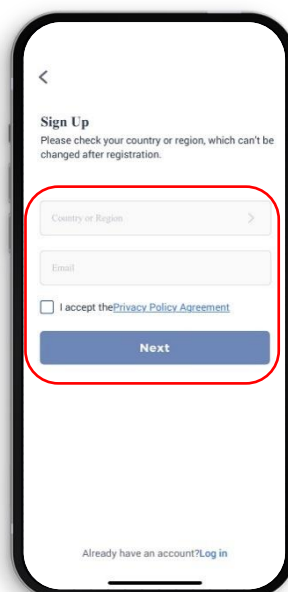
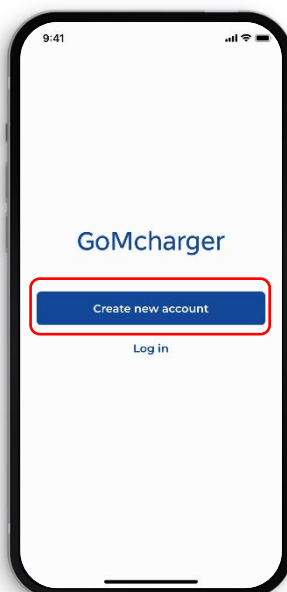
Downloading the GOMCHGARGER app

To access and manage your charger's smart functions from your mobile device, you must first download the GOMCHGARGER app and create your GOMCHGARGER account.



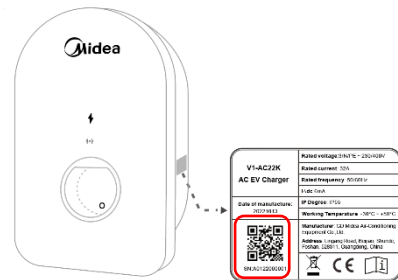
Creating your GOMCHGARGER account

1. Launch the GOMCHGARGER app on your mobile device.
2. Tap "Create new account".
3. Provide your personal details on the registration form, and accurately select the country and region where the AC Charger is installed.
4. Tap "Accept".
5. Check your email account for your Email verification code, follow the instructions to confirm your account registration, and set your account password.
6. After the registration is completed, Login to complete charger set-up.
7. In case you have forgotten your login password, tap "forget password" option to generate a new password.



Distinguish the type of your AC Charger

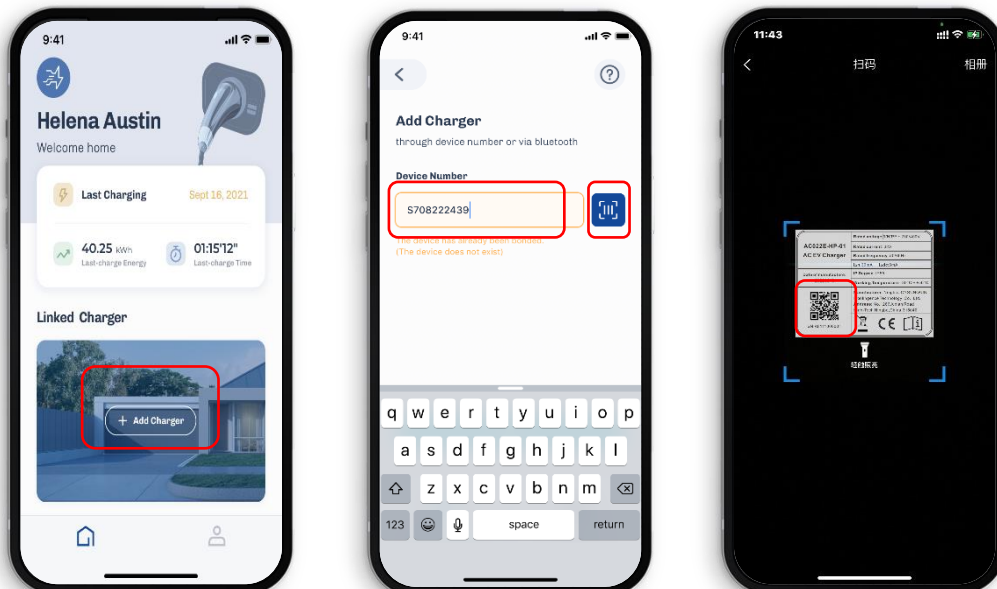
1. Check the nameplate of AC Charger.
(Located on the right side of the AC Charger) .
2. Check the SN and QR code.



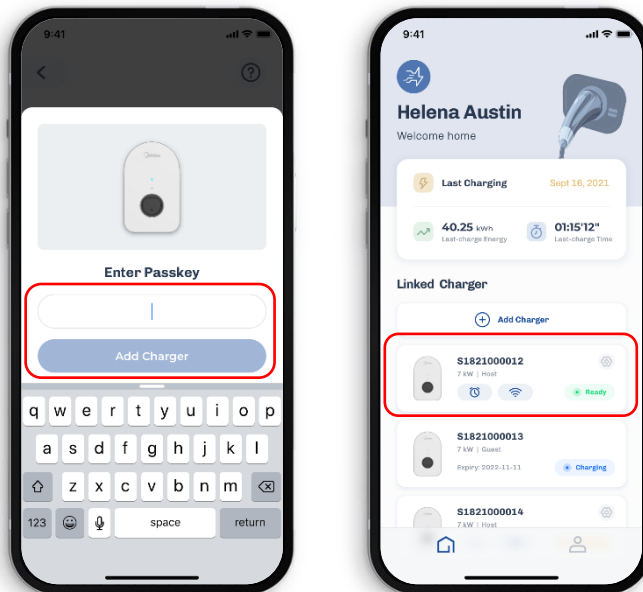
Adding your AC Charger to your GOMCHGARGER account

(1) Scan QR code or manual input SN

1. Launch the GOMCHGARGER app and login.
2. On the app home screen, tap “Add Charger”.
3. On the “Add Charger” screen, scan QR code or manual input SN.



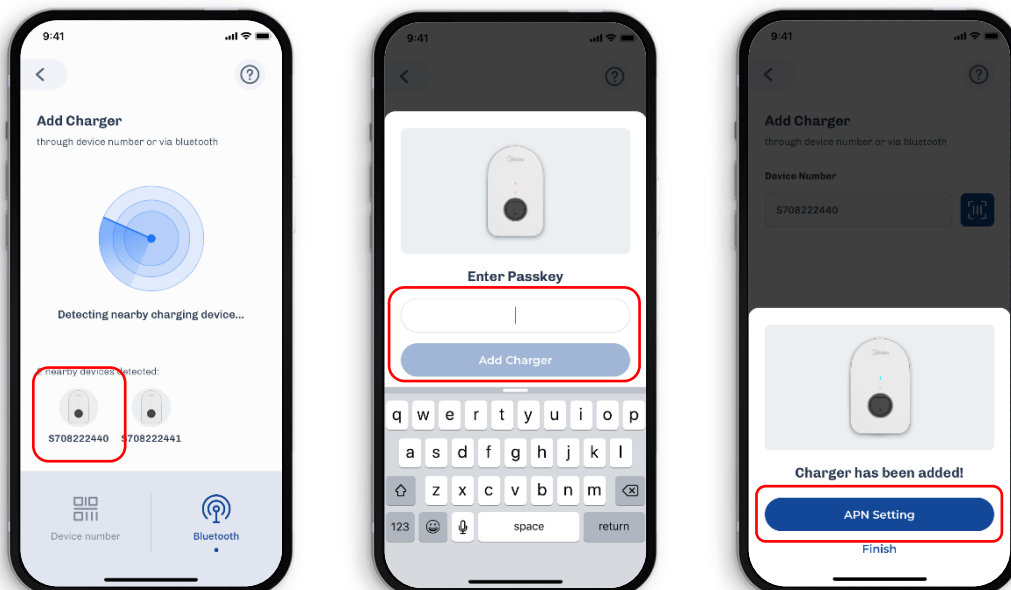
4. Input the passkey, tap “Add Charger”.
5. Ensure that the locating setting is correct for your country and region.
6. The charger will now appear in your charger list.



(2) Via Bluetooth

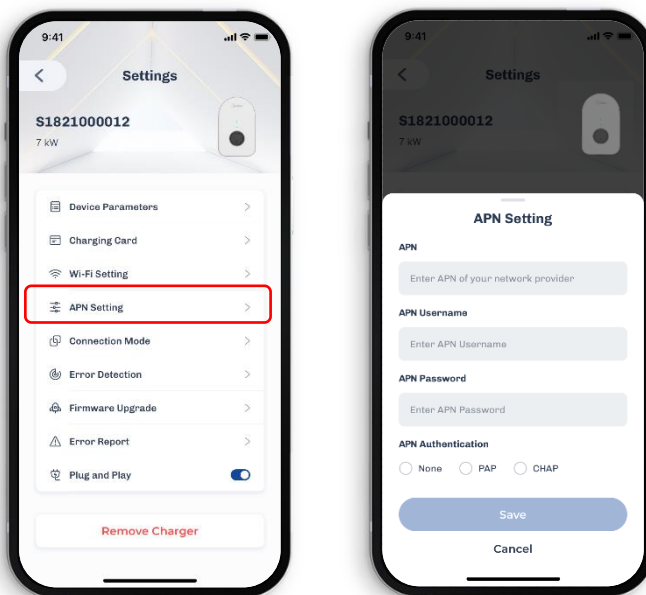
Only Wi-Fi Charger can add charger via Bluetooth.

1. On the “Add Charger” screen, tap “Bluetooth”.
2. Ensure that Bluetooth is enabled on your mobile device. Please stand near to the charger with your mobile device without any wall or obstruction in between.
3. Select your charger.
4. Input the passkey, tap “Add Charger”.
5. Tap “Wi-Fi Setting”, connecting your charger to a Wi-Fi network right now.



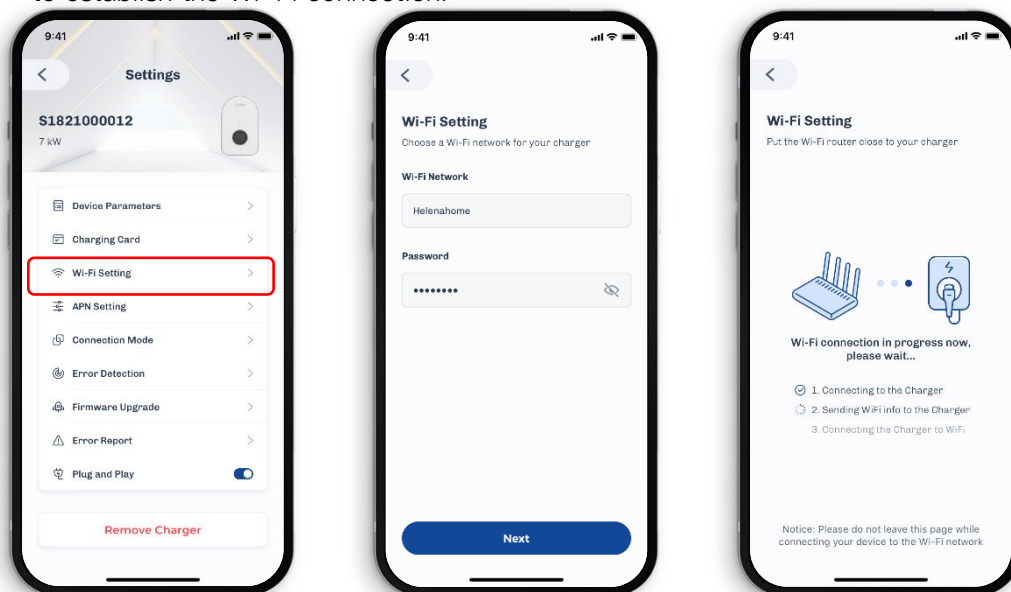
APN Set 4G Charger to access mobile network

1. Ensure that Bluetooth is enabled on your mobile device. Please stand near to the charger with your mobile device without any wall or obstruction in between.
2. Allow GOMCHARGER app to access Bluetooth authorization.
3. Tap “APN Setting”,go to configuration.
4. Input APN 、 APN Username、 APN Password, and select APN Authentication. Tap “Save”.
5. Keep the 4G Charger within your mobile device’s Bluetooth range.
6. It can take up to 30 seconds to establish the Bluetooth connection, please wait.

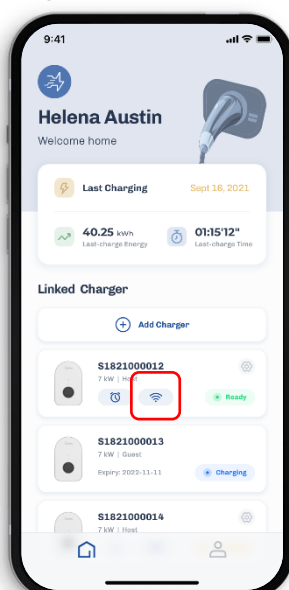


Connecting your Wi-Fi Charger to a Wi-Fi network

1. Ensure that Bluetooth is enabled on your mobile device. Please stand near to the charger with your mobile device without any wall or obstruction in between.
2. Allow GOMCHARGER app to access Bluetooth authorization.
3. Tap “Wi-Fi Setting”,go to configuration.
4. Ensure that your mobile device was connected a Wi-Fi network which your Wi-Fi Charger will connect. or, you can choose to manually input Wi-Fi network.
5. Keep the Wi-Fi Charger within Wi-Fi range.
6. Input Wi-Fi password, tap “Next”.
7. The LED on the charger will turn to be white breathing , it can take up to 30 seconds to establish the Wi-Fi connection.

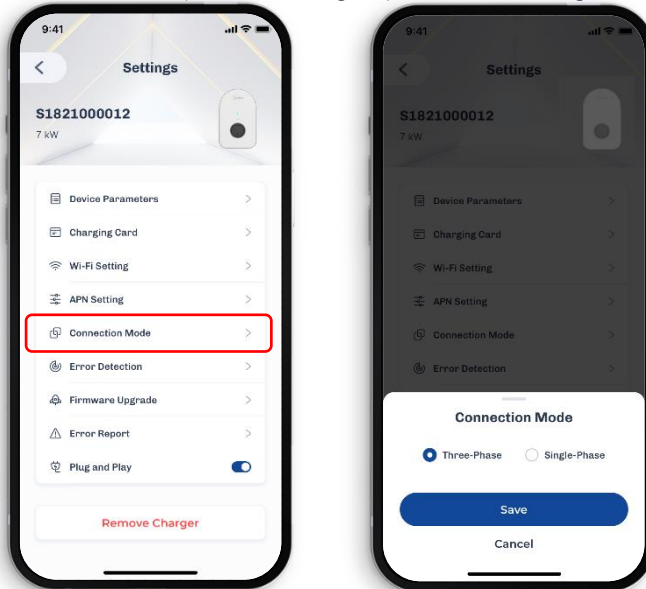


8. The charger list will now show a Wi-Fi symbol.
9. If you need to reconnect your Wi-Fi Charger to a new Wi-Fi network, tap “Wi-Fi symbol” or “Wi-Fi Setting”,go to configuration.



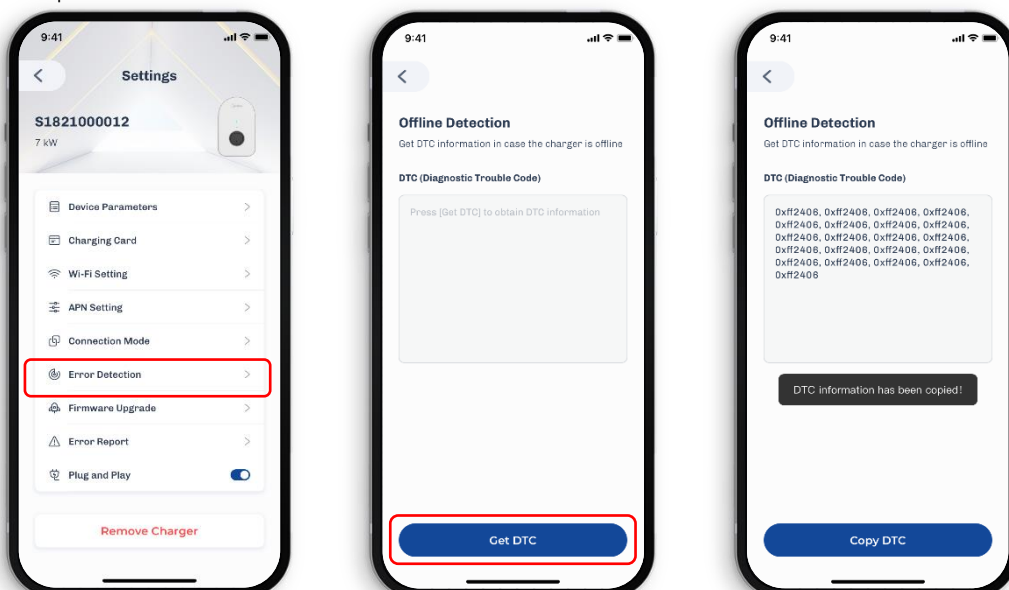
Set Charger's connection mode

1. Complete the wiring of the charging pile according to the installation manual.
2. Tap “Connection Mode”, go to configuration.
3. Select Three-phase or single-phase according to the actual wiring mode.



Get DTC with Bluetooth when AC Charger is offline

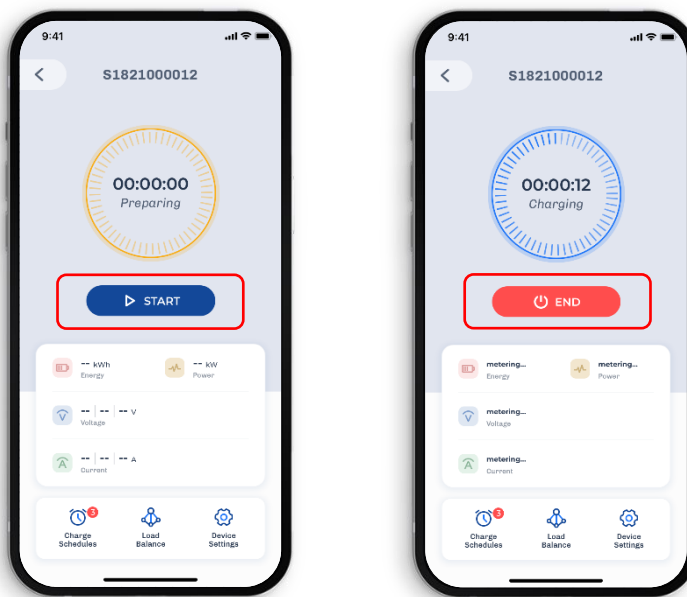
1. When the AC Charger is powered on, but the app displays offline.
2. Tap “Offline Detection”, go to get DTC information.
3. Ensure that Bluetooth is enabled on your mobile device. Please stand near to the charger with your mobile device without any wall or obstruction in between.
4. Tap “Get DTC”.
5. Keep the AC Charger within your mobile device's Bluetooth range.
6. It can take up to 30 seconds to establish the Bluetooth connection and get DTC, please wait.



Start/Pause the charging

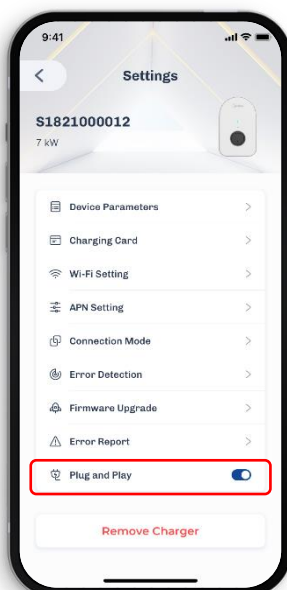
(1) Remote start/pause via GOMCHGARGERR app

1. Connect your charger to vehicle, the LED on the charger will turn to be blue breathing and the state of GOMCHGARGER app will be **“Preparing”**. This indicates your charger is ready to charge.
2. Click **“Start”** on the app screen. The LED on the charger will turn to be green breathing and the state of GOMCHGARGER app will be **“Charging”**.
3. While charging is in process, the connector of charger will be locked. Click the **“End”** on the app screen. The LED on the charger will turn to be blue breathing.



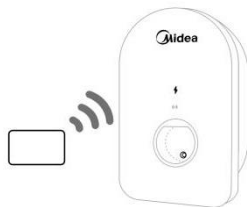
(2) Plug and play

1. Turn on **“Plug and play”**, Plug and Play can only be used when all charging schedule are ineffective.
2. When the EV connector is plugged into the vehicle, charging start automatically.



(3) Card authorization

1. Put the card nearby the LED.
2. If the EV connector has plugged into the vehicle, charging start.
3. If the EV connector has not plugged into the vehicle, the charging authorization will be conducted and lasts for 5min, and the LED will turn to be orange breathing. Please plug the EV connector into the vehicle before the charging authorization expires.

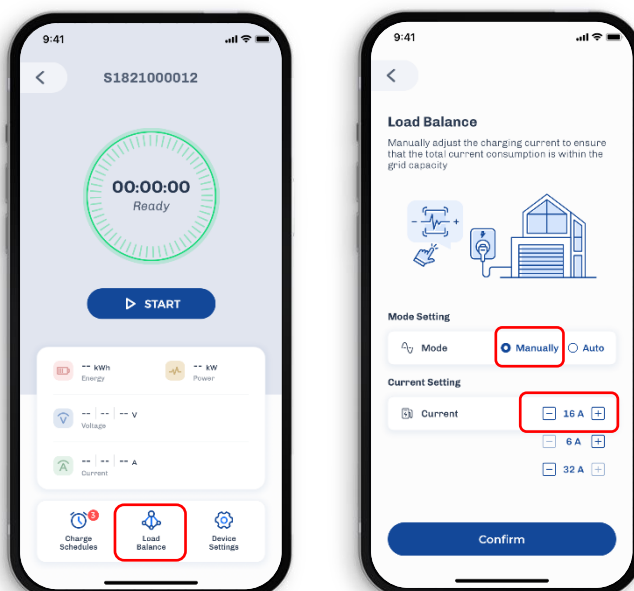


Load Balance

If your charger shares a high voltage circuit with other appliances, you may want to temporarily reduce the amperage available to charge your vehicle when operating those other appliances to ensure you do not overload the circuit. Or you can manually adjust the current to control the charging time.

(1) Manually adjust the charging current

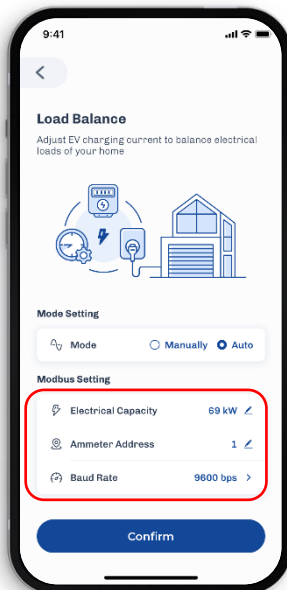
1. Tap “Load Balance”.
2. Select manual mode.
3. Click the plus button to increase the current, and the minus button to reduce the current.



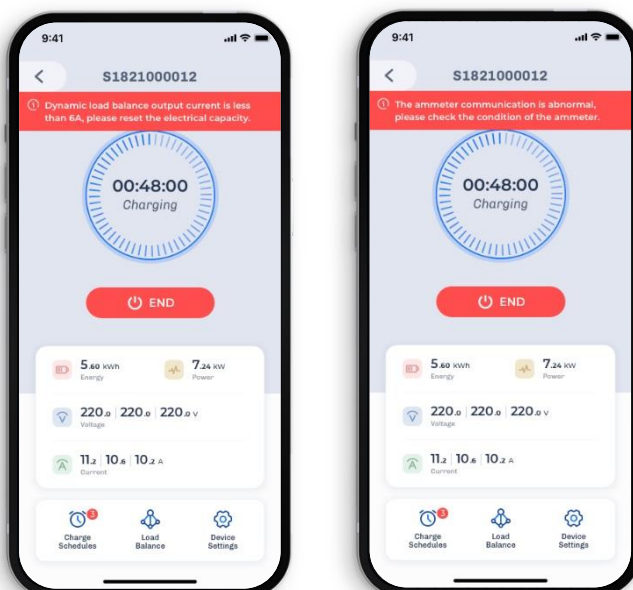
(2) Dynamic load balancing

Real-time monitoring of the total household power load, before the power load exceeds the preset maximum electrical capacity, automatically reduce the output current of the AC Charger to achieve protection purposes. Once other appliances stop working, the AC Charger will automatically resume or increase the charging speed.

1. Tap “Load Balance”.
2. Select auto mode.
3. Input the ammeter address and select baud rate.
4. Set the upper limit of “Electrical Capacity”.



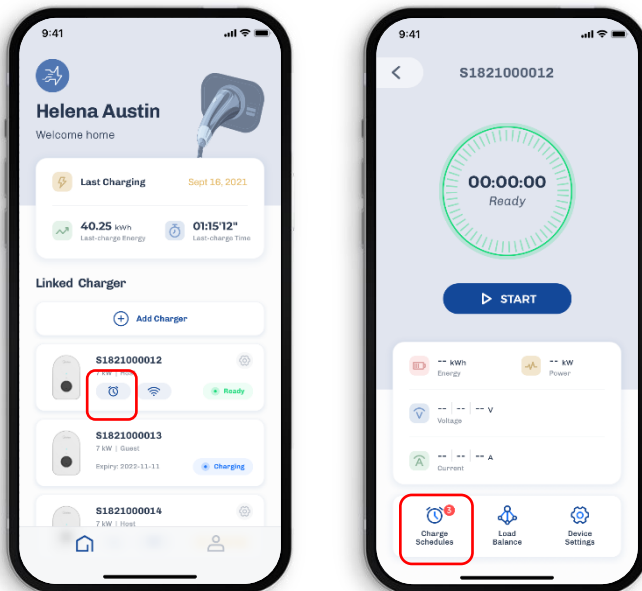
5. If the preset maximum electrical capacity is too low, the output current of the AC Charger is less than 6A. The AC Charger will stop working, reset larger electrical capacity, the AC Charger will resume charging.
6. The ammeter communication is abnormal, please check the condition of the ammeter.



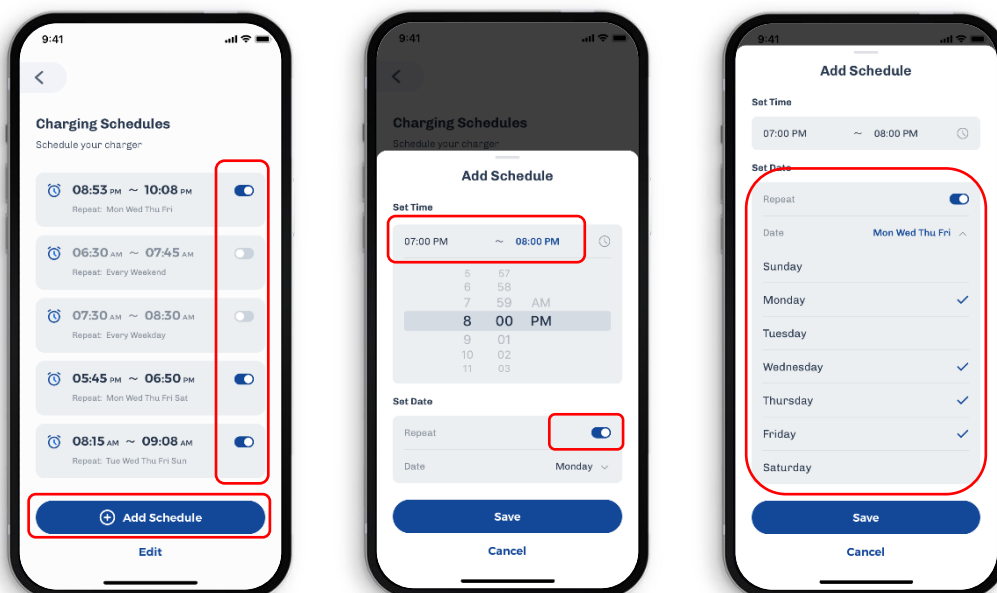
To schedule one or more charging sessions

After switching between winter and summer time, please add or reactivate charging schedule.

1. Tap the “clock symbol” or “Charge Schedules”, go to schedule one or more charging sessions.



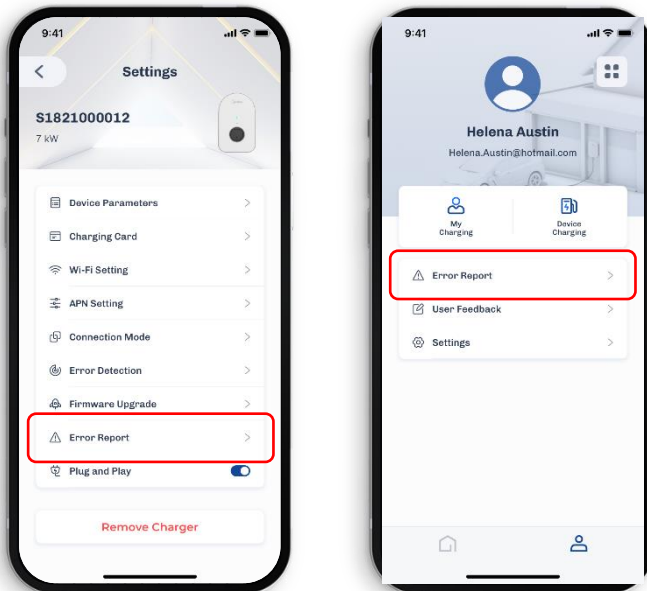
2. Manage your charging schedules, you can turn on or off schedules, charging schedule can only be added or switched on when Plug & Play is switched off..
3. Tap “Add Schedule”, add a new schedule.
4. Set start time and end time. Use the times selection wheels to set the time you want.
5. Select whether to repeat weekly.



Error Report

If you want to unlock the 22kW power limit of the charger, check the error type “unlock 22kW power”, and upload the electrical certificate and commitment with pictures, and upload the SN and passkey of the charger in text.

1. Tap “Error Report” to initiate a crash claim on “Charger Setting” or “Personal Center”.



2. Select the charger SN.
3. Choose the error type.
4. Upload pictures or text descriptions .
5. Tap “Submit”.
6. Error Report Request will be accepted within 7 business days, you will be contacted by registering the mailbox number of the GOMCHGARGER, tap on the top right “Progress” icon to view the progress of repair.

