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Enua Charge & Charge E
User manual

Table of contents

Enua Charge & Charge E

Thank you for choosing Enua Charge / Enua Charge E — a smart and reliable charging station solution designed for safe, efficient, and user-friendly charging of all electric vehicles.

This instruction manual explains the features, configuration, and everyday use of Enua Charge and Enua Charge E. It is intended for users who want a clear understanding of how to operate and get the most out of their Enua charging station

The charging station is designed to work well with modern energy systems and supports smart functionality such as automatic load management, monitoring, and integration with external systems. Enua Charge and Enua Charge E are built with a focus on safety, performance, and long-term reliability.

For instructions on installing and configuring the Enua Wallmount, there is a separate installation manual for this on enua.io/usermanual.

Safety instructions

> ⚠ **Please read the user manual carefully before installing and using the product.**

- The product should be installed on a stable surface; ensure that the mounting surface has sufficient load-bearing capacity, and that the product is installed vertically.

- Avoid installing the products in areas with high temperatures (e.g. direct sunlight), or where it may come into contact with running water.

- If the product is damaged or faulty, it should not be used. Please contact your installer if you find any damage to your product.

- All repairs on the product shall only be performed by Enua or personnel and/or companies approved and instructed by Enua.

- Failure to follow the safety and installation instructions provided in this manual will void the warranty. Enua AS and our partners accept no liability for errors or damages resulting from this.

How to install

- The Charge (E) is installed on an already configured Wallmount.
- Make sure there are no obstructions on or around the Wallmount.
- Hold your Charge (E) with both hands and press it on a Wallmount in one movement. Make sure you install it parallell to the Wallmount. See illustrations below.

How to remove

- Remove charging cables before you proceed.
- Use your Enua app or access enua.cloud through a web browser.
- Find the charging station you want to remove. Select Unlock Wallmount lock under controls and wait for the white light to pulsate.
- Pull the charger towards you. You can also wiggle it lightly from side to side to ease the process.

First use

> ⚠ **When installing a Charge on a Wallmount, please make sure that there are no obstructions present. Wait to install a charging cable until the charging station is securely locked and has a solid white light.**

- When connected to a Wallmount the Charge (E) will automatically download the correct configuration for the Wallmount it's used on.

- If the facility is to be controlled by a Charge Point Operator (CPO) the charging station will automatically try to connect to this CPO.

- When lights turn solid white the charging station is ready for use.

- You can control the charging station through our Enua app that can be downloaded in Apple app store and Google play store.

- Register your products through the registration code received from the installer.

- If you use a Charge Point Operator you will need to use their app and systems to control the charging station.

The charger
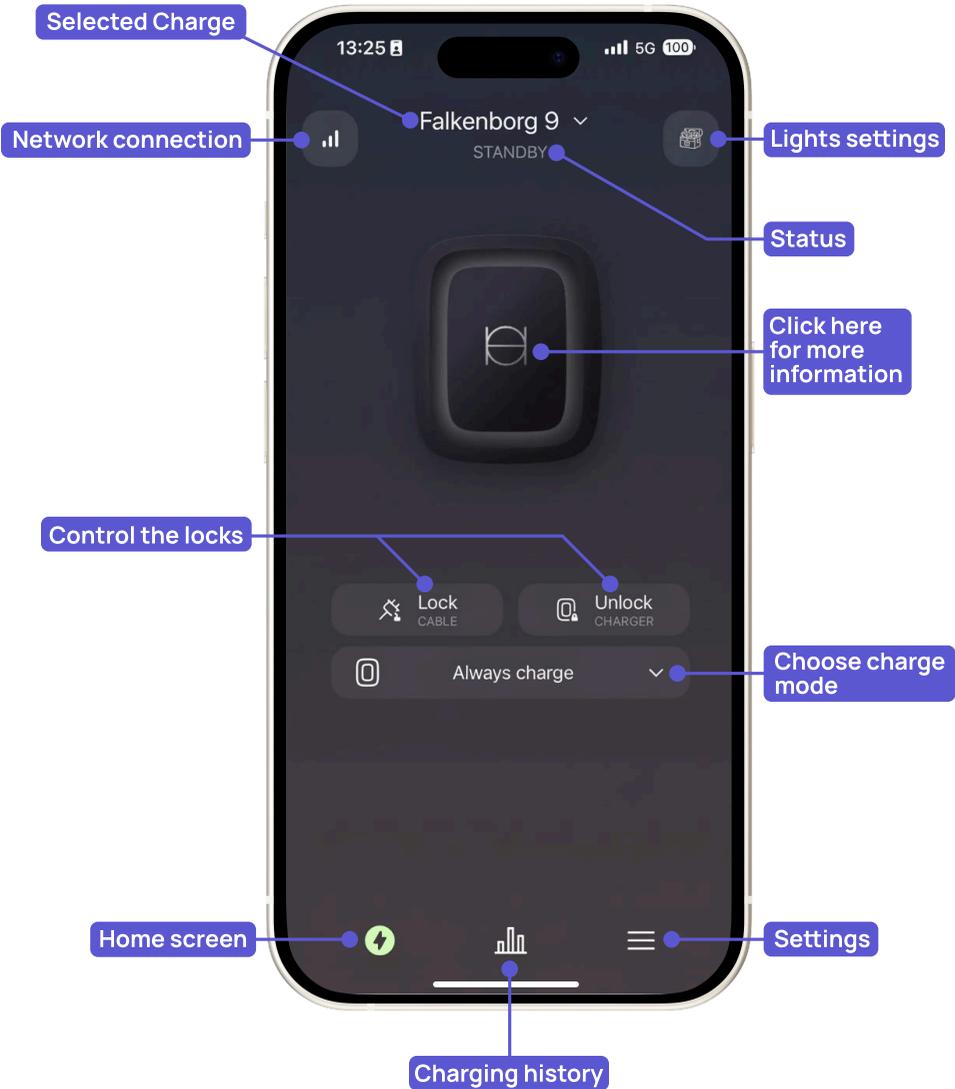
Lights will illuminate here

Insert charging cable here

Scan the charging tag here

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Enua app

Use the Enua App for controlling your charging station. Download the app on your phone and create an account to get started.

Selected Charge

Network connection

Lights settings

Status

Falkenborg 9 ⌄

STANDBY

Click here for more information

Control the locks

Lock
CABLE

Unlock
CHARGER

Always charge ⌄

Choose charge mode

Home screen

Settings

Charging history

Lights on charger

Everyday use

Solid white - Standby or Finished charging

Rotating white - Charging in progress

Pulsating white - Wallmount lock is open

Solid red - Error during charging, check your Enua app or our portal on **enua.cloud**

Starting up / Update

Solid blue - Charger starting up

Purple animation - Software update

Facility / Authorisation

Solid yellow - Waiting for authorisation after connecting charging cable (charging tag/CPO)

Pulsating blue - Checking authorisation

Solid green - Authorisation approved

Blinking red - Authorisation denied

Installation - After installing a Charge on a Wallmount
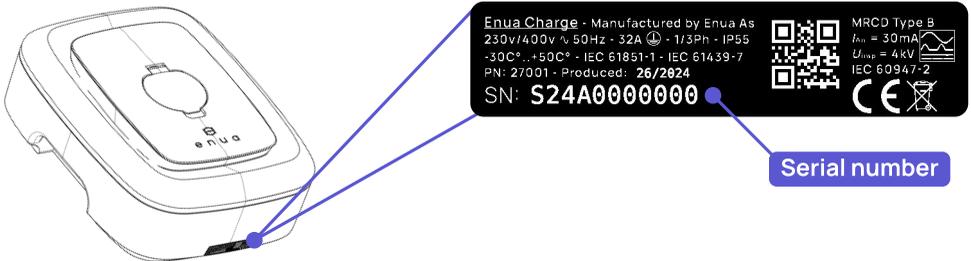
Solid red - Wallmount not configured

Solid yellow - No permission to use Wallmount

Maintenance

- Clean the product with a damp cloth, without soap.

- The product should not be cleaned with running water, a garden hose, or a high-pressure cleaner.

- Regularly inspect the product for damage or other visible defects. If damage occurs or you suspect a fault, the product should not be used. Contact your installer for further assistance.

Troubleshooting and support

If the product does not function as intended or you have any technical questions you can contact your installer, visit enua.io/support or visit the Customer Support tab in the Enua app. Remember to have the product's serial number or your address ready for quicker assistance.

Serial number

> **Questions about warranty and warranty claims should be directed to the installer or the company where the product was purchased.**

Recycling

Enua products are designed with a focus on the environment, with energy-efficient components and materials that can be recycled.

1. **Recycling of electronic equipment**
   Do not dispose Enua products in general waste. Deliver to an approved electronic waste collection point.

2. **Packaging**
   Recycle all packaging according to local recycling schemes.

Regulatory information

On enua.io/usermanual you will find our Declaration of Conformity. Where all relevant standards are listed. Together, these provide a safe and secure product, designed to give you peace of mind when charging your electric vehicle. In addition, we have the following marking:

1. **CE**
   These products comply with the European safety, health and environmental requirements. The CE mark indicates that the product meets the requirements of relevant EU directives.

2. **WEEE**
   According g to the Waste Electrical and Electronic Equipmemt (WEEE) directive, the products must not be disposed in general household waste. Correct disposal is necessary to avoid damage to the enviroment.

Technical specifications

Article number

27001

Weight

2,20 kg

Protection grade

UV resistant
IP55 enclosure rating
IK10 impact protection
UL94-V0 flame resistance

Protection class

Protection class I
Overvoltage category III (4 kV)

Energy measurement

3-phase active energymeter
±1 % accuracy

Communication

e-Sim with LTE-M and NB-IoT
WiFi 2,4GHz,
RFID/ NFC
OCPP 1.6j and 2.0.1
(Connection fee may apply for e-Sim
connectivity)

Material

PC/ASA, PA6 and PC

Dimensions (mm)

H: 273 x W: 220 x D: 100

Installation Voltage

TN, IT and TT
230 V AC ± 10 %
400 V AC ± 10 %

RCD

Integrated MRCD Type B
(IEC60947-2, Annex M)
30mA AC and 6mA DC

Overcurrent protection

32A integrated fuse (IEC 60269-2)

Maximum Power

22 kW @ 32 A/3-phase (TN-g rid)
12,7 kW @ 32 A/3-phase (IT -g rid)
7,4 kW @ 32 A/1-phase (IT/ TN-g rid)

Software

Automatic FW update on Charge (E)
Enua app for controlling the device

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