

Sigen EV AC Charger



- Green power charging with Sigenenergy home energy solution
- Data tracking & scheduled charging on mySigen App
- Dynamic load management to prevent overload, user-friendly charging*
- Easy installation with less steps and top/bottom entry option
- Integrated residual current failure protection reduces installation costs
- IP65 and wall/pole-mounted installation provide high adaptability

* Only works with Sigenenergy home energy solution or additional Sigen Power Sensor

Sigen EV AC Charger 7 / 11 / 22 kW

Sigen EVAC	7	11	22	Units
AC Input & Output				
Nominal charging power	7	11	22	kW
Nominal output voltage	1P/N/PE, 220 ~ 240	3P/N/PE, 220 ~ 240 / 380 ~ 415	3P/N/PE, 220 ~ 240 / 380 ~ 415	V
Output current range	6 ~ 32	6 ~ 16	6 ~ 32	A
Nominal AC frequency		50 / 60		Hz
Vehicle connection	Type 1 connector / Type 2 connector / Type 2 socket with shutters			
AC input cable width range		25 ~ 6.0		mm ²
Protection				
Integrated DC fault detection ¹		6		mA
Integrated AC fault detection ¹		30		mA
Flame retardant rating		UL94-5VB		
Over / Under voltage protection		Supported		
Overload protection		Supported		
Over temperature protection		Supported		
PEN protection		Supported		
TIC electricity linky meter interface		Supported		
Randomized charging delay		Supported		
Ground fault protection		Supported		
Surge protection		Supported		
Grounding system		TT, TN, IT		
User Interface & Communication				
Protocol		Modbus TCP		
Communication		4G / WLAN / Fast Ethernet		
Authentication		RFID card / App / Auto-charge (no authentication)		
Display		LED indicator / App		
Charging mode		Standard charging / Scheduled charging / Solar boost charging		
Metering		External meter with RS485 / Integrated metering IC		
Dynamic load management		Supported		
Phase switching		Supported		
General Data				
Dimensions (W / H / D)		234 / 384 / 126		mm
Weight (case B / case C)		4.5 / 6.4		kg
Storage temperature range		-40 ~ 70		°C
Operating temperature range		-30 ~ 55		°C
Relative humidity range		5% ~ 95%		
Max. operating altitude		4000		m
Cooling		Natural convection		
Ingress protection rating		IP65		
Installation method		Wall-mounted		
Application environment		Outdoor / Indoor		
Standby self-consumption		< 3.6		W
Standard charging cable length		5		m
Standard Compliance				
Standard ²	EN IEC 61851-1, IEC 62995, EN IEC 61851-21-2, ETSI EN 300 330 V2.1.1, ETSI EN 301 511 V12.5.1, EN IEC 62311, EN50665, ETSI EN 300 328 V2.2.2			

1. Residual direct current protective device (RDC-PD) with integrated AC pulsating DC and 6mA DC detection, evolution and mechanical switching in the Sigen EV AC Charger is tested according to IEC 62955.
2. For all standards refer to the certificates category in the Sigenenergy website.



Factory Limited Warranty for EV AC Charger

(For Australia and New Zealand)

Limited Product Warranty

Sigenenergy Technology Co., Ltd. and its affiliates ("SIGENERGY") warrants that the hardware of electronics and enclosure will be free of defects caused by improper workmanship or defective materials. This Limited Product Warranty is valid only for the duration of the applicable "Warranty Period" defined in the table below and is subject to the following terms and conditions:

Covered Product*	Warranty Period
Sigen EV AC Charger	3 years

*Installed on or after January 1st, 2024

Product Warranty commencing on the earlier of:

- (i) The date of product be installed, activated and registered on site.
- (ii) The date of retailers' invoice or written documents (such as receiving note) to prove the time when product is delivered to the installation site.

If it can't be judged by the above two information, the warranty starting date shall be 6 months after the product was manufactured.

Precondition For Warranty

This Warranty is subject to the following conditions:

- (i) If the equipment is not to be installed or used immediately, the storage environment needs to meet the following conditions
 - a. Storage temperature: -40°C ~ 80°C , 20°C ~ 30°C is recommended.
 - b. Storage humidity: 5% to 80% RH, and 40% to 50% is recommended.
 - c. Place the equipment in a cool place where away from direct sunlight and rain.
 - d. Keep the equipment away from inflammable, explosive, and corrosive matters.
- (ii) The ambient temperature during the operation of the products shall not fall below -30°C or exceed 55°C .
- (iii) The charging system shall be installed by a skilled and trained installer.
- (iv) The charging system installation location must be ventilated in accordance with the requirements of User Manual and Installation Guide.
- (v) To improve operational performance, SIGENERGY may perform firmware updates at SIGENERGY's sole discretion without prior notice. If SIGENERGY cannot perform these firmware updates due to a lack of network connection, the customer shall be solely liable for any issues that could be addressed via firmware updates.

Claim Process



The claimant can make service request by creating and submitting service ticket to SIGENERGY via APP. Please follow the instructions and steps in "support" menu of mySigen APP. Generally, the mySigen APP will automatically collect the following information before claimant submit service ticket:

- (i) Contact information of claimant, including name of the person, phone number, email and address.
- (ii) Information regarding all defective system, including model No., serial number, installation date and failure date.
- (iii) Error message on APP screen and additional information regarding the fault/error.
- (iv) Description of trouble shooting actions before the failure and detailed information of previous problems.

Please make the claim within 30 days from the failure date, otherwise SIGENERGY will treat it as you have abandoned the right to make a warranty claim.

If this way is not available, please have above information to hand as it may be required when contacting the local installer or SIGENERGY's national office.

In order to deliver a friendly and timely service, SIGENERGY is cooperating with many of distributors, installers and third-party service company all over the world. As such, please treat them as the default service channel of SIGENERGY; SIGENERGY will support and audit them to ensure they deliver a good service to customers.

SIGENERGY shall at its own discretion, remote diagnosis, modify and update software by Internet. Each time a warranty claim is made against the Products that have no internet connection, claimant is obliged to conduct an on-site inspection and data collection under the instruction of SIGENERGY. When there is hardware need to repair, SIGENERGY shall arrange an on-site replacement / exchange of hardware. The claimant is responsible for granting access, making time, and ensuring the safety of technician from SIGENERGY's service partner.

Warranty Obligations

If a claim is received within the warranty period and a fault is discovered that is covered, SIGENERGY will, at its own discretion,

- (i) Fix the issue by changing configurations or updating software.
- (ii) Replace the charging system for a system that is brand new or refurbished but at least functionally equivalent to the original system, or an upgraded model which is either functionally equivalent or functionally superior to the original one.

If SIGENERGY repairs or replaces a product part, its warranty continues for the remaining portion of the Warranty Period or 6 Months from the date of the repair or replacement, whichever is greater.

In case of replacement, the product removed shall become the property of SIGENERGY.

If the system is found not to be covered by this limited warranty, SIGENERGY reserves the right to charge a handling fee.

The warranty can only be transferred from the original owner to next owner in case the equipment is still installed in the initial location.

Warranty Cover Range

Unless a special/unique agreement exists between SIGENERGY and customer, the limited warranty covers:

- (i) Hardware materials costs for necessary to reestablish trouble-free operation of the covered product.
- (ii) Labor cost relating to repairs, uninstalling and reinstalling of spare parts /products on-site.
- (iii) Shipment cost which is normal ground transportation and customs duties for spare parts replaced as well as the cost of sending allegedly defective unit back.

Travel and accommodation fee of service on site as well as costs related to claimant's employees, unless otherwise agreed in writing in advance by SIGENERGY, are NOT covered by the limited warranty.

All other costs including but not limited to compensation from direct or indirect damages arising from the defective product, or loss of electrical power generated during the product downtime are NOT covered by the limited warranty.

General Exclusions

This Limited Warranty does not apply to circumstances from the following,

- (i) Warranty Claims arising from:
 - Damage caused by improper installation or use of the product.
 - Damage caused by willful or negligent conduct of users, installers or any third parties.
 - Disassembly, modification, repairs and replacement of parts by third-party/personnel not authorized by Sigenergy.
- (ii) Force majeure (storm damage, lightning strike, over-voltage, fire, thunderstorm, flooding, pests, etc.)
- (iii) Cosmetic issues, normal wear and tear, issues that do not significantly affect product function. This includes:
 - aesthetic appearance issues that do not affect system operation.
 - rust due to corrosive environments.
 - paint chipping or peeling due to corrosive environments.
- (iv) Damage caused by use of 3rd party software, 3rd party interfacing, parts or other products not supplied by Sigenergy.
- (v) Damage caused during transport.
- (vi) Damage caused by exceeding specified temperature ranges during storage or use.
- (vii) Damaged caused by environmental conditions, smoke, accidents and external influences that exceed specified parameters for use of the product.
- (viii) Vandalism, engraving, labels, contamination or theft.

Limitation of Liability



It is the end user's sole and exclusive remedy against SIGENERGY and SIGENERGY's sole and exclusive liability in respect of defects in product. This limited warranty** replaces all other SIGENERGY warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law, any implied conditions, warranties or other terms as regards satisfactory quality or fitness for purpose. However, this limited warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws. To the extent permitted by applicable law(s), SIGENERGY does not assume any liability for any loss of, damage to or corruption of data, for any loss of profit, loss of use of products or functionality, loss of business, loss of contracts, loss of revenue or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage, or punitive loss or damage. To the extent permitted by applicable law, SIGENERGY's liability shall be limited to the purchase value of the product. The above limitations shall not apply in case of gross negligence or intentional misconduct of SIGENERGY or in case of death or personal injury resulting from SIGENERGY's proven negligence.

** In some countries/districts, end users may receive an additional warranty promise (should be at least equivalent to the manufacturer's warranty) which is provided by SIGENERGY's local distributor; should any claims arise in this respect, please direct them to the local distributor. Please note this SIGENERGY limited warranty statement may NOT be the latest version, please refer to the latest version of the SIGENERGY limited warranty by visiting global website.

Important Note: Australian Consumer Law

If you have purchased your product in Australia, you should be aware that:
This warranty is provided in addition to other rights and remedies held by a consumer at law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

China Contact Information

Company: Shanghai SIGEN New Energy Technology Co.,Ltd.

Address: No.175 Weizhan Road,Lingang New Area,China(Shanghai)Pilot Free Trade Zone
Shanghai P.R.China.

Email: service@sigenergy.com

www.sigenergy.com

Tel: +86 (021) 61000956

Australia Importer information

Company: Sigenergy Australia Pty Ltd.

Address: Suite 02, Level 7, 191 Clarence Street, Sydney, NSW 2000, Australia

Email: service.au@sigenergy.com



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