

User Manual



Electrical Vehicle Charging Station Level 2 EVduty EVC30/EVC40/EVC48



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(REV31)

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1. IMPORTANT SAFETY INSTRUCTIONS

This manual contains important instructions for the EVduty EVC30/EVC40/EVC48 EV Charging Station that shall be followed during installation, operation and maintenance of the unit.

SAVE THESE INSTRUCTIONS

DEFINITIONS



This symbol represents a risk of electric shock.



This symbol represents a warning.

GROUNDING AND AC POWER CORD CONNECTION INSTRUCTIONS

This product must be grounded. If it should malfunction or break down, grounding provides a path of least resistance for electric current to reduce the risk of electric shock. This product is equipped with a cord having an equipment grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.

WARNING

- Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician or serviceman if you are in doubt as to whether the product is properly grounded. Do not modify the plug provided with the product – if it will not fit the outlet, have a proper outlet installed by a qualified electrician.

- To reduce the risk of fire, connect only to a circuit provided with **40A** (for EVC30), **50A** (for EVC40) or **60A** (for EVC48) maximum branch circuit overcurrent protection in accordance with the National Electrical Code, ANSI/NFPA 70 and C.E.C Part1 C22.1-12.

- When using electric products, basic precautions should always be followed, including the following:

- a) Read all the instructions before using this product.
- b) This device should be supervised when used around children.
- c) Do not put fingers into the electric vehicle connector.
- d) Do not use this product if the flexible power cord or EV cable is frayed, has broken insulation, or any other signs of damage.
- e) Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indication of damage.
- f) Do not use the product if the Main LED is lighting or flashing in RED or if the Main LED isn't working at all.
- g) Servicing or maintenance shall be done while unit is de-energized.

2. Product

The EVduty EVC30/EVC40/EVC48 is a Level 2 Electric Vehicle Charging Station. Its primary function is to send electrical power to an Electrical Vehicle that is equipped with the SAE J1772 Electric Vehicle connector. Here are the main parts of the product.

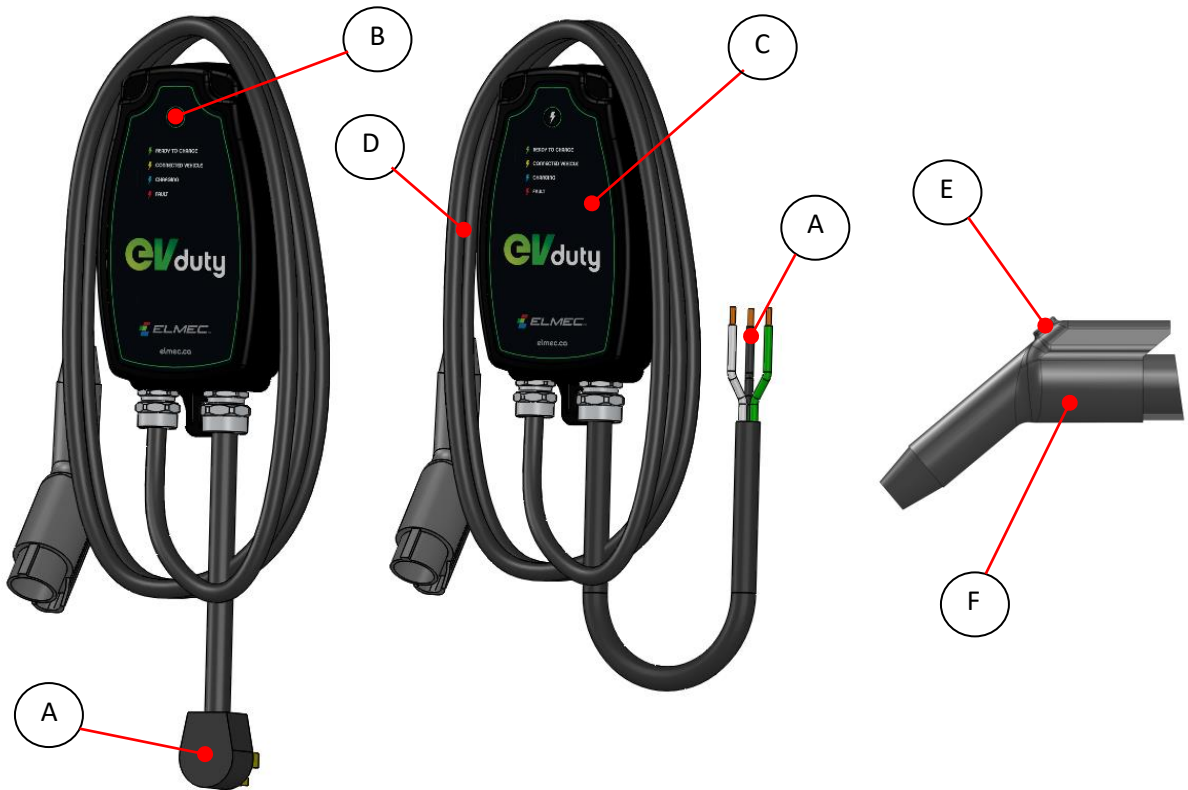


Figure 1 : Portable model, Permanent Installation model, Output connector

A : 240V input connector (or wiring leads on some models);

B : Main LED;

C : Enclosure;

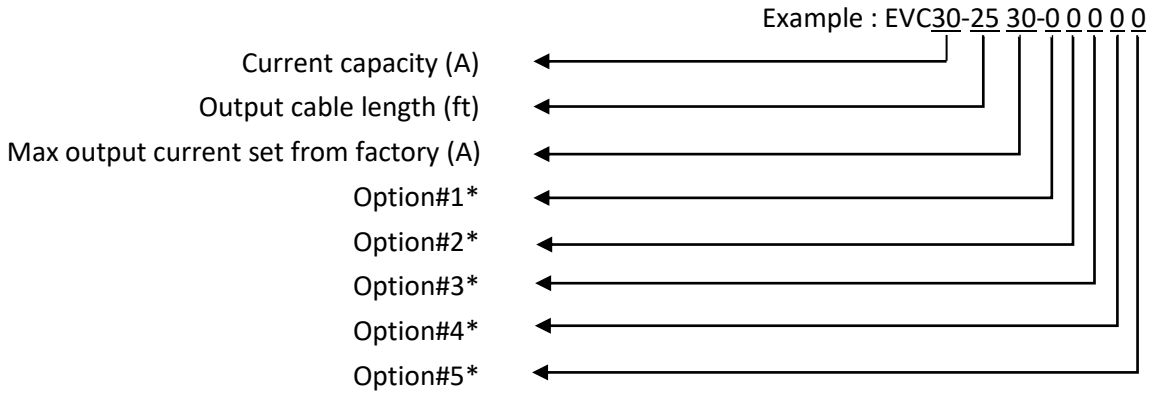
D : Electric Vehicle Charging Cable;

E : SAE J1772 Connector's Release Button;

F : SAE J1772 Electric Vehicle Connector;

2.1. Models

This charging station is offered in a variety of different models. The base options choices include length of the output cable and output current. There are also some other options : communication module, Power Input Type, Input Plug Type, etc. The part number of the unit is built as shown below :



Option #1 : N/A (reserved for future, default as "0")

Option #2 : N/A (reserved for future, default as "0")

Option #3 : Communication module 0 = None
 1 = Smart-Home Module
 2 = Smart-Pro Module

Option #4 : Power Input Type : 0 = Plug
 1 = Wiring leads

Option #5 : Input Plug Type : 0 = NEMA 6-50P (discontinued)
 1 = NEMA 14-50P (EVC30/EVC40 only)
 2 = None (only available if Option #4 is 1)

* Please contact the manufacturer for more details concerning these options.

3. Technical specifications

Table 1 : Specifications vs models

	EVC30	EVC40	EVC48
<i>Input voltage</i>	208-240VAC, 50-60Hz		
<i>Required circuit breaker</i>	40A	50A	60A
<i>Output current</i>	30A	40A	48A
<i>Output power</i>	7.2kW	9.6kW	11.5kW
<i>Power input cable with NEMA 6-50P plug</i>	(discontinued)	(discontinued)	N/A
<i>Power input cable with NEMA 14-50P plug</i>	STD	STD	N/A
<i>Power input cable 3' long with wiring leads</i>	OPT	OPT	STD
<i>Output cable/connector</i>	SAE J1772, 7.5m (25')		
<i>Personal protections</i>	Ground Monitoring; Charge Circuit Interrupting Device with 20mA threshold (CCID20)		
<i>Smart-Home functions</i>	OPT	OPT	STD
<i>Smart-Pro functions</i>	OPT	OPT	OPT
<i>Connectivity</i>	WiFi (802.11 b/g/n, 2.4GHz), OCPP 1.6J		
<i>Enclosure environment rating</i>	UL/CSA NEMA Type 3R		
<i>Operating temperature</i>	-40°C to 40°C		
<i>Storage temperature</i>	-40°C to 80°C		
<i>Dimensions (Length x Width x Depth)</i>	330mm x 165mm x 60mm (13.00'' x 6.50'' x 2.50'')		
<i>Weight</i>	4,5 kg (10 lbs)		

4. Installation

4.1. Physical installation

4.1.1. Portable model

The Electrical Vehicle Charging Station EVC30/EVC40 can be configured as a portable-type charger. Its design allows it to be installed in a non-permanent way on a wall by using the included wall mount bracket. Figure 2 illustrates the mounting of the unit to a wall.

The wall mount bracket must be installed on a wall and fixed on a vertical stud that can support at least 4 times the weight of the unit (so, able to support at least 18kg (40 lbs)).

This device shall be mounted at a sufficient height from grade such that the height of the storage means for the coupling device is located between 600 mm (24 inches) and 1.2 m (4 feet) from grade.

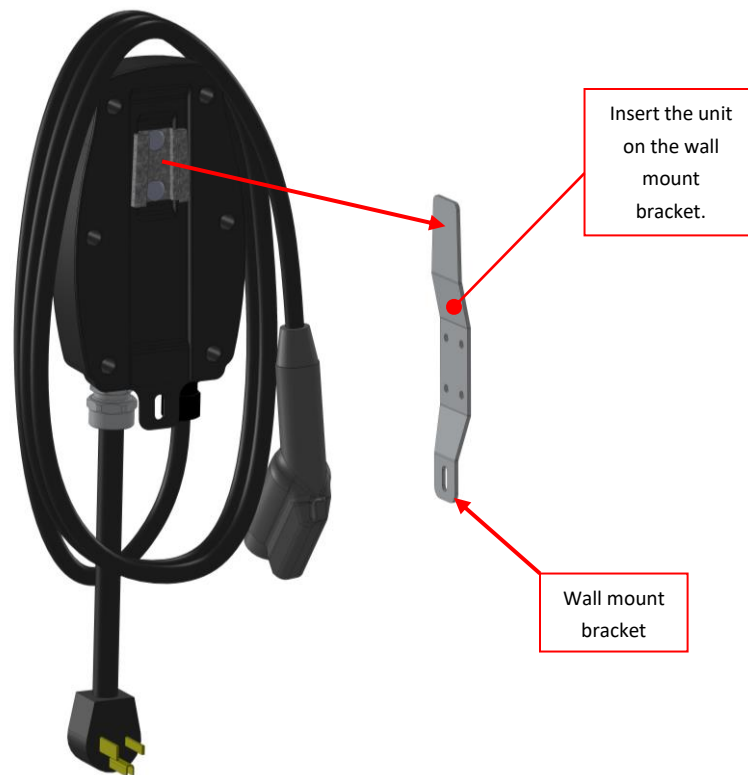


Figure 2: Wall mount installation

Because the input power cable is quite short, the input power receptacle must be located correctly vs the position of the charging unit station. Figure 3 illustrates where the unit should be mounted for the input power cable to line up properly with the input power receptacle.

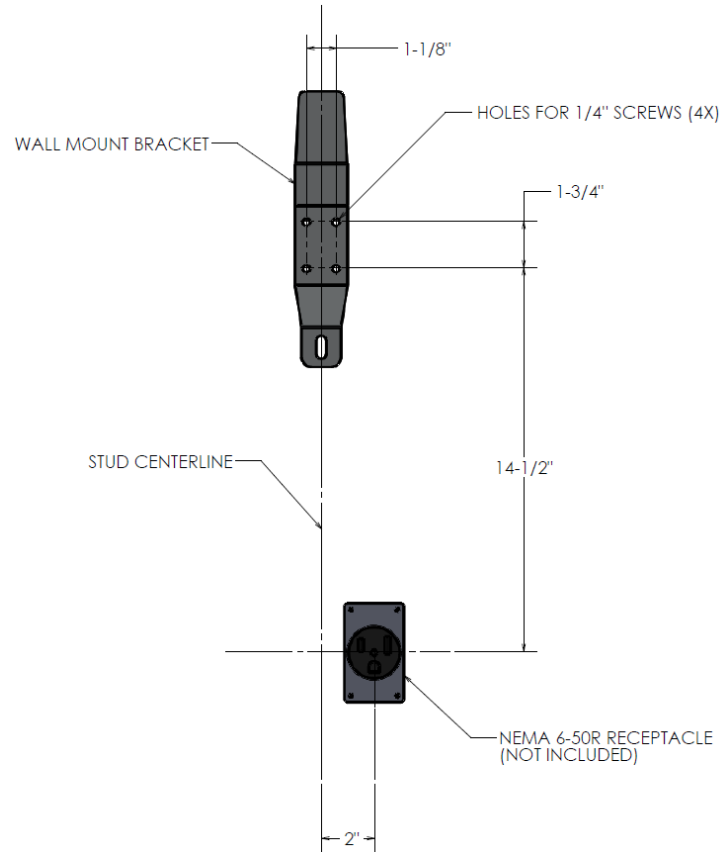


Figure 3: Position of the unit vs the input power receptacle (indoor installation)



Figure 4 : Position of the unit vs the input power receptacle (outdoor installation)

4.1.2. Permanent installation model

This Electrical Vehicle Charging Station can be configured for a permanent installation type of charger. The physical installation is nearly identical as the portable model (see Section [Installation / Physical Installation / Portable Model]) but require the unit to be locked on his wall mount bracket by installing a padlock in the hole as shown in Figure 5.



Figure 5 : Installation of padlock for anti-theft protection

4.2. Electrical installation



This equipment should be installed, adjusted, and serviced by qualified electrical personnel familiar with the construction and operation of this type of equipment and the hazards involved. Failure to observe this precaution could result in death or severe injury.



This Electrical Vehicle Charging Station requires a dedicated 40A (for EVC30), 50A (for EVC40) or 60A (for EVC48) circuit breaker in the main electrical panel (a circuit breaker with a lower value could be used depending on the output current adjustment).

IMPORTANT: The circuit breaker must be non-GFCI.



Wires used for input connection to the mains should have the required certification with suitable current carrying capability.

4.2.1. Portable model

- 1- Simply connect the input connector (NEMA 6-50P or NEMA 14-50P) into a suitable receptacle. (If the receptacle has to be installed, consult qualified electrical personnel.)
- 2- Once the unit is receiving power, the unit will do a self-test. During this test, the **Main LED** will light up RED (for a few seconds only). Once the test is complete and everything is in good shape, the **Main LED** will light up GREEN.

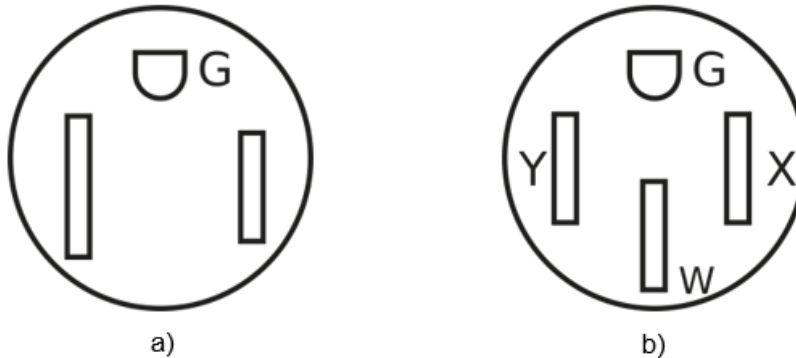


Figure 6: NEMA 6-50R receptacle (a) and NEMA 14-50R receptacle (b)

4.2.2. Permanent installation model



GROUNDING INSTRUCTIONS

This product must be connected to a grounded, metal, permanent wiring system, or an equipment-grounding conductor must be run with the circuit conductors and connected to the equipment grounding terminal or lead on the product.

- 1- Route the input cable into a suitable junction box.



It is forbidden to remove the power input cable in order to bring the cables coming from the electrical panel directly inside the charging station. This action will void the product warranty. It is mandatory to use a junction box between the electrical panel and the charging station in the case of the permanent installation model.

- 2- Do the connections as per the Table 2 :

Table 2 : Connections inside junction box for permanent installation model

Description	Cable from main electrical panel	Power input cable from charging station		
		Type 1	Type 2	Type 3
Line 1	Black wire	Black wire	Black wire	Brown wire
Line 2	Red wire	White wire	Red wire	Blue wire
Neutral	White wire	N/A	N/A	N/A
Ground	Bare copper wire	Green wire	Green wire	Yellow-Green wire

- 3- Put the circuit breaker at ON.
- 4- Once the unit is receiving power, the unit will do a self-test. During this test, the **Main LED** will light up RED (for a few seconds only). Once the test is complete and everything is in good shape, the **Main LED** will light up GREEN.

5. Smart-Home or Smart-Pro Module

A EVduty EVC30/EVC40/EVC48 charging station equipped with a Smart-Home or Smart-Pro Module requires an initial configuration and offer extended features. This section describes the configuration procedure and the extended features.

5.1. Initial configuration

Only a EVduty EVC30/EVC40/EVC48 charging station equipped with a Smart-Home/Pro Module requires an initial configuration. This configuration is necessary for the charging station to connect to the local Wi-Fi network and then be controlled by the EVduty mobile application. Please follow the following steps to complete the configuration:

- 1- Download and install the EVduty mobile app available on AppStore for iOS devices and on Google Play for Android devices.
- 2- Open the EVduty mobile app and create an EVduty account by following the instructions in the app. If you already have an EVduty account, log in by entering your username (email) and password.
- 3- Make sure that the charging station is powered on and functional (**Main LED** is lit in GREEN).
- 4- Make sure that the charging station is at a reasonable distance from the source of the Wi-Fi signal to which the charging station should connect. (To check if this is the case, use a mobile device near the charging station and check that the Wi-Fi network is available and that the signal strength is sufficient).
- 5- In the EVduty mobile app, go to the “My terminals” tab.
- 6- Click on “Add a station”.
- 7- Enter the information of the station (name of the station, address, description (optional), photo (optional)).
- 8- Click on “Add a terminal”.
- 9- Click on “Open Wi-Fi Settings”.
- 10- In the settings, connect to the Wi-Fi network emitted by the charging station that has a name of the type "EVduty-EVCYY-XXXXX" where “YY” is the capacity of the charging station (30, 40 or 48) and "XXXXX" represents the serial number of the charging station.
- 11- Go back to the EVduty mobile app.
- 12- Enter the required information for the configuration:
 - Terminal’s name
 - Wi-Fi network’s name to which the charging station should connect
 - Wi-Fi network’s password
 - Value of the protection circuit breaker
 - Access mode

- Datalogging : the charging station will offer an immediate charging mode. Only the charge session data will be logged.
 - Access control and datalogging : the charging station will offer a controlled access charging mode. The charge session must be started using the EVduty mobile app.
 - Nominal input voltage
- 13- Click on “Done”. The configuration information will be sent to the charging station and a reset of the charging station will be performed. During this time, a clock icon will be displayed next to the terminal in the charging station in the EVduty mobile app.
- 14- The charging station will attempt to connect to the Wi-Fi network using the data provided during the configuration. If everything worked well, the charging station should be displayed in the “Available” state after about 45s.

5.2. Extended features

5.2.1. Configure the charging station as “public” (Smart-Pro only)

The owner of a charging station equipped with a Smart-Pro Module can configure the charging station as a “public” one. A “public” charging station will be visible to all users of the EVduty mobile app.

To access this feature in the mobile app:

- Go to “My terminals” tab.
- In the Stations/Terminals list, click on the desired terminal.
- Go to “Details” tab.
- Activate “Public terminal” option.
- If wanted, activate “Paying terminal” option and modify the price and the associated price time.

5.2.2. Display the current charging session

The owner of a charging station can display the current charging session (if there is a charging session in progress).

To access this feature in the mobile app:

- Go to “My terminals” tab.
- In the Stations/Terminals list, click on the desired terminal.
- Go to “Charge” tab.

5.2.3. Manage the access to the charging station

The owner of a charging station may restrict access to charging station (the charging station must be configured in "Access Mode" of type "Access control and datalogging"). This is done by sending invitations by SMS or email. For a private charging station, the owner and the guests will be the only ones to have access to this charging station.

To access this feature in the mobile app:

- Go to "My terminals" tab.
- In the Stations/Terminals list, click on the desired terminal.
- Go to "Access" tab.
- Click on "Invite".
- Send invitation(s) to the desired person(s).
- A SMS or an email will be sent to the guest.

5.2.4. Activity log

The owner of a charging station can consult the history of the activities that took place on his charging station. It can be the start/stop of a charging session, an error, etc.

To access this feature in the mobile app:

- Go to "My terminals" tab.
- In the Stations/Terminals list, click on the desired terminal.
- Go to "Activity" tab.

5.2.5. Power Sharing ("Link")

The owner of multiple EVduty EVC30/EVC40/EVC48 charging stations (all equipped with a Smart-Home or Smart-Pro Module) installed inside the same Station can configure them in Power Sharing mode. This Power Sharing configuration is named a "Link". There may be several "Links" per Station.

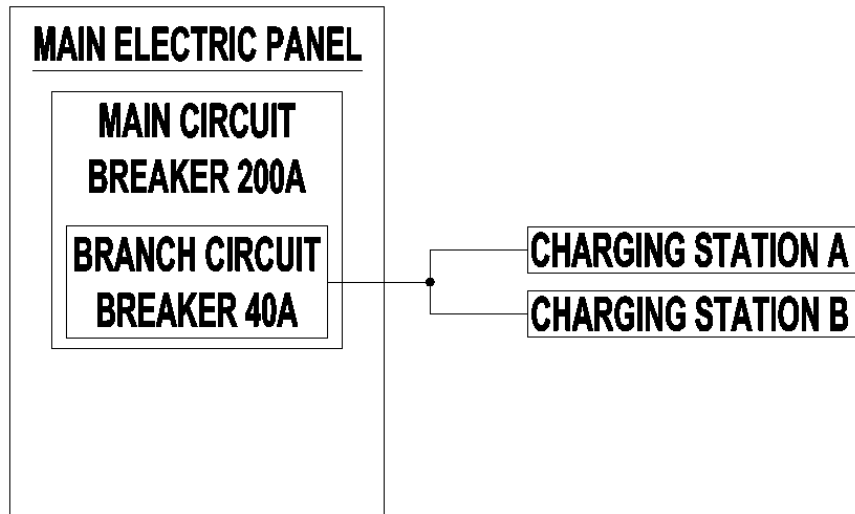
This function allows a group of charging stations to share the available power according to the capacity of the protection circuit breaker that protects the power supply of the charging stations and the number of charging stations currently in use. This function has two levels that can be used separately or simultaneously.

"Level 1" is used when multiple charging stations are protected by a single circuit breaker whose capacity is between 10A and recommended breaker value. If more than one charging station is in use, the power delivered by each charging station will be reduced equally for all charging station currently in use so as not to trip the circuit breaker.

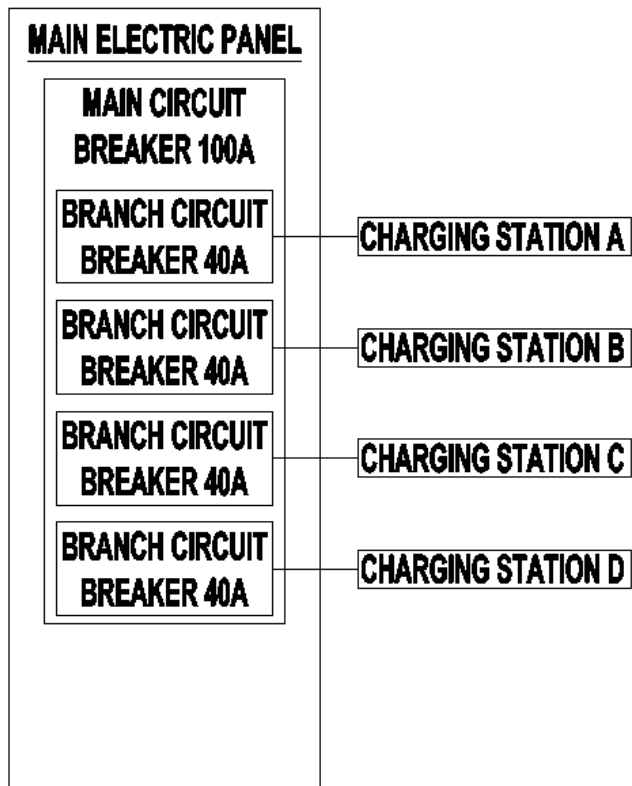
"Level 2" is used when multiple charging stations are individually protected by a circuit breaker whose capacity is between 20A and recommended breaker value and when all these circuit breakers are protected by a main circuit breaker whose capacity is between 40A and 400A.

Examples of typical configurations

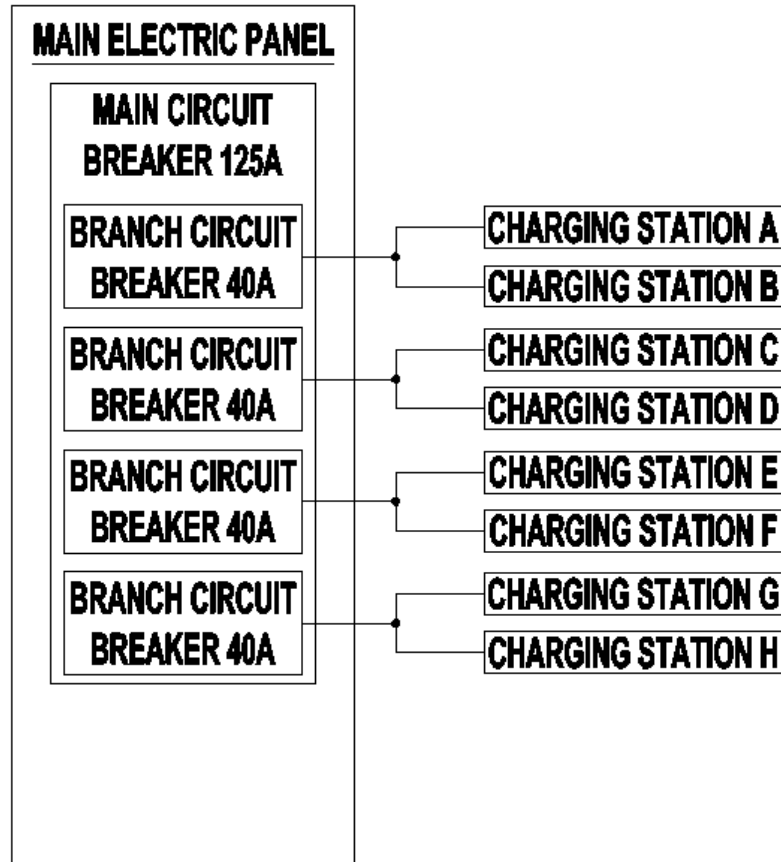
Example #1: 2 charging stations protected by a single 40A circuit breaker. (1x "Level 1" "Link" only)



Example #2: 4 charging stations individually protected by 40A circuit breakers. These 4 circuit breakers are protected by a 100A main breaker. (1x “Level 2” “Link” only)



Example #3: 4 pairs of charging stations. Each pair of charging station is protected by a 40A circuit breaker. These 4 circuit breakers are protected by a 125A main breaker. (4x “Level 1” “Link” and 1x “Level 2” “Link”)



To access this feature in the mobile app:

- Go to “My terminals” tab.
- In the Stations/Terminals list, click on “Configure” on the desired Station.
- Click on “Terminal links”.
- Create/add a “Link” by configuring the following parameters:
 - Link level
 - Value of the protection breaker
 - Select the charging stations to link
- Click on “Link” to validate the form.
- The charging stations in the “Link” will receive the configuration of the “Link” and will reset.

6. Operation sequence



Never operate the unit if the enclosure isn't sealed.

The **Main LED** located in the front of the unit (as seen in Figure 1) monitors the state of the unit. All models offer the immediate charging mode. Models that have the Smart-Home or Smart-Pro Module can offer the controlled access charging mode.

6.1. Immediate charging mode

- 1- Make sure that the unit has power (**Main LED** should be GREEN).
- 2- Using the Electrical Vehicle Charging Cable, connect the unit to the Electric Vehicle suitable SAE J1772 inlet connector.
- 3- Once connected, the **Main LED** should light up briefly YELLOW before going to BLUE.
- 4- The **Main LED** will stay lit in the BLUE color during the charging sequence.
- 5- The **Main LED** will light up YELLOW once the charge is complete.
- 6- When the charge is finished (or when the user wants to terminate the charge), simply disconnect the SAE J1772 connector from the Electric Vehicle by pressing the release button on the SAE J1772 connector.
- 7- Replace the Electric Vehicle Charging Cable on the supplied wall hook while making sure that the cable is coiled with a large enough radius to not damage the cable.

6.2. Controlled access charging mode

- 1- Make sure that the unit has power (**Main LED** should be GREEN).
- 2- Using the Electrical Vehicle Charging Cable, connect the unit to the Electric Vehicle suitable SAE J1772 inlet connector.
- 3- Once connected, the **Main LED** should light up YELLOW.
- 4- Using a smart phone, open the EVduty mobile app (log in to your EVduty account if necessary).
- 5- Choose the Station where you are located. Then select the charging station with which you want to start a charging session.
- 6- Click on "Start". Charging should begin and a charging session screen should appear containing valuable information such as voltage, current, power, energy, cost and duration of the session.
- 7- The **Main LED** will stay lit in the BLUE color during the charging sequence.
- 8- The **Main LED** will light up YELLOW once the charge is complete.
- 9- If you want to stop the charging session, simply disconnect the SAE J1772 connector from the Electric Vehicle by pressing the release button on the SAE J1772 connector. You can also press the "Stop" button in the charging session screen in the EVduty mobile app.

10- Replace the Electric Vehicle Charging Cable on the supplied wall hook while making sure that the cable is coiled with a large enough radius to not damage the cable.

Table 3 explains all the states of the unit depending on the color of the **Main LED**.

Table 3: Charging station state based on Main LED color

Main LED Color	Charging station actual state
Green	Unit is powered on and ready to charge a vehicle.
Flashing Green	Unit is powered on, but wasn't able to connect to the Wi-Fi network. It is possible to re-configure the unit from the EVduty mobile app (Smart-Home/Pro Module only)
Yellow	A vehicle is connected to the unit, but the charge is not allowed right now. Waiting for the vehicle to accept the charge.
	A vehicle is connected to the unit and the battery is fully charged.
Blue	A vehicle is connected and charging.
Flashing Blue	A vehicle is connected and charging and the maximum output current is limited by the charging station. (e.g. Power Sharing Link, Power Limit Schedule, etc.)
Red	Unit is in the initialization process.
Flashing Red	Please consult the Troubleshooting table.

7. Output current adjustment

The EVduty EVC30/EVC40/EVC48 charging station offers the possibility to adjust the maximum output current. This adjustment may be necessary in the case where the charging station must be powered by a circuit which is protected by a circuit breaker of a value less than the specified value. Table 4 is used to determine the value of the maximum output current based on the value of the circuit breaker that protects the charging station.

Table 4 : Maximum output current vs circuit breaker value

Circuit Breaker value (A)	Max output current (A)
15	12
20	16
25	20
30	24
40	30
50	40
60	48

To adjust the maximum output current, perform the following steps:

- 1- Disable the electrical circuit that powers the charging station by setting the appropriate circuit breaker to « OFF » in the main electrical panel.
- 2- Disconnect the charging station's input power cable (either from the wall receptacle or from the junction box, depending on the model) and remove it from its wall-mount bracket.
- 3- Remove the six (6) screws holding the back plate to the charging station's enclosure.
- 4- Remove the back plate.
- 5- Using a small flat screwdriver, modify the state of the DIP Switch by moving the small white levers to the left or to the right according to the desired value. Please refer to Figure 7 and Figure 8 and also to Table 5 and Table 6 depending on the revision of the control circuit board installed in the unit.
- 6- Do the sequence of steps 1 to 4 in reverse for the reinstallation of the charging station.

Table 5 : Maximum output current adjustment (SW1, R4.10)

Control circuit board revision 4.10 (SW1 component)			
Max output current (A)	DIP Switch position #1	DIP Switch position #2	DIP Switch position #3
16	Right	Right	N/A
20	Left	Right	N/A
24	Right	Left	N/A
30	Left	Left	N/A

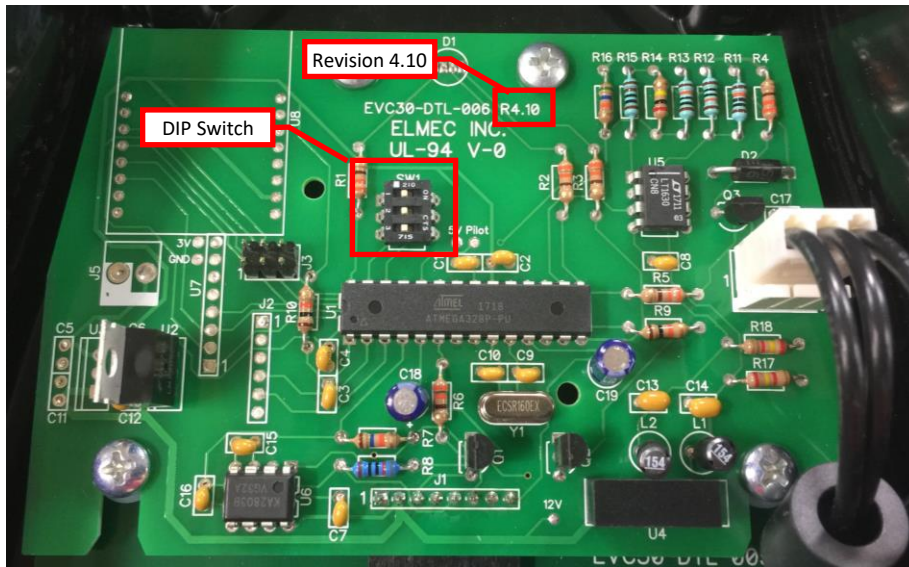


Figure 7 : Position of DIP Switch (SW1, R4.10)

Table 6 : Maximum output current adjustment (SW5, R5.4+)

Control circuit board revision 5.4+ (SW5 component)				
EVC30				
Max output current (A)	DIP Switch position #1	DIP Switch position #2	DIP Switch position #3	DIP Switch position #4
6	Right	Right	Right	N/A
8	Left	Right	Right	N/A
10	Right	Left	Right	N/A
12	Left	Left	Right	N/A
16	Right	Right	Left	N/A
20	Left	Right	Left	N/A
24	Right	Left	Left	N/A
30	Left	Left	Left	N/A
EVC40 / EVC48				
Max output current (A)	DIP Switch position #1	DIP Switch position #2	DIP Switch position #3	DIP Switch position #4
24	Right	Right	Right	N/A
32	Left	Right	Right	N/A
40	Right	Left	Right	N/A
48	Left	Left	Right	N/A
48	Right	Right	Left	N/A
48	Left	Right	Left	N/A
48	Right	Left	Left	N/A
48	Left	Left	Left	N/A

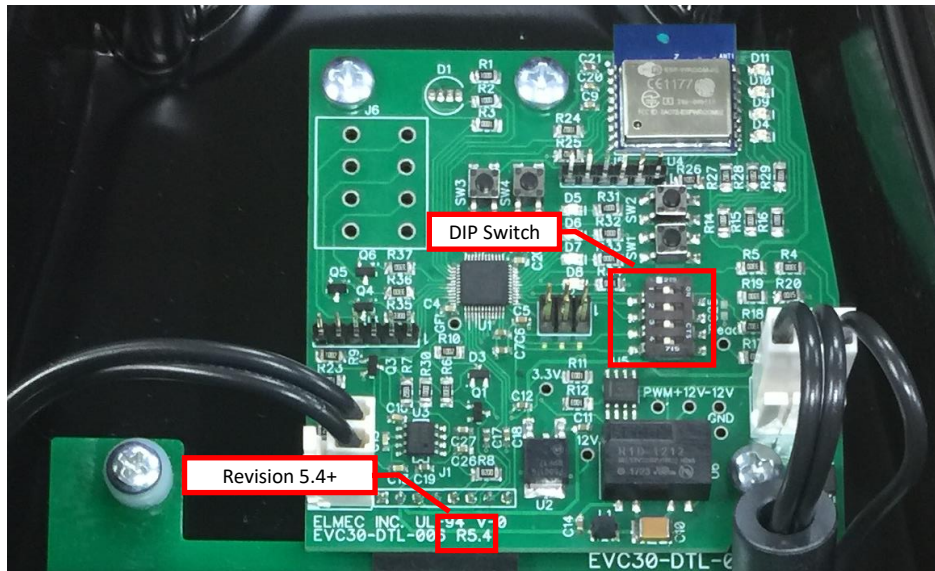


Figure 8 : Position of DIP Switch (SW5, R5.4+)

8. Maintenance and cleaning

8.1. Maintenance

This charging station does not require any major maintenance except a regular verification to be sure that there are no damages or excessive wear to the charging station itself or to any of the power cords/plugs/connectors.

8.2. Cleaning

The charging station, the charging cable and the SAE J1772 charging connector should be cleaned regularly. The cleaning process can be done using a wet rag. **Do not use water jet, high pressure washer, chemicals agents or solvents during the cleaning process.**

9. Moving and Storage

The portables models of the charging station must be stored in a clean and dry location and it must be located away from any high heat sources.

Avoid oily or corrosive substances to contact the charging station, the charging cable and the SAE J1772 charging connector between uses.

Avoid any fall or drop that can lead to impacts between a hard surface and the charging station. Keep any sharp object to be in contact with the charging station, the charging cable and the SAE J1772 charging connector.

To move the unit, unplug it from the wall outlet, then lift it vertically from its wall-mounted bracket. Do not lift or carry the unit by either the flexible input cord or the EV cable.

The unit has a non-operational storage temperature range of -40°C to +80°C (-40°F to +176°F).

10. Troubleshooting

10.1. Common problems

Table 7 lists some of the common problems and their possible solutions.

Table 7: Troubleshooting

Diagnostic	Problem	Solution(s)
The Main LED don't light up when the unit is powered ON.	The power to the unit is bad or absent.	Check if the dedicated circuit breaker is at the ON position. Check if the input cable is correctly connected into his receptacle.
	One or more fuses on the PCB are blown.	Call the manufacturer support service.
The Main LED is flashing red.	The unit is in fault.	Consult "Table : Diagnostic codes".
		Call the manufacturer support service.
The Main LED is going from blue to yellow rapidly.	The Electric Vehicle Charging Cable is worn, damaged or dirty.	Call the manufacturer support service.
The Main LED stays green after a connection with a vehicle.	The Electric Vehicle Charging Cable is worn, damaged or dirty.	Call the manufacturer support service.
The Main LED stays yellow after a connection with a vehicle.	The battery of the vehicle is full. No charging allowed.	N/A
	The Electric Vehicle Charging Cable is worn, damaged or dirty.	Call the manufacturer support service.

10.2. Diagnostic Code

This charging station unit has a feature that displays a Diagnostic Code when the unit is in a known fault state. The way it works is that the **Main LED** will flash RED in a certain manner and the numbers of flashes are related to a 2-digit number. Here's an example:

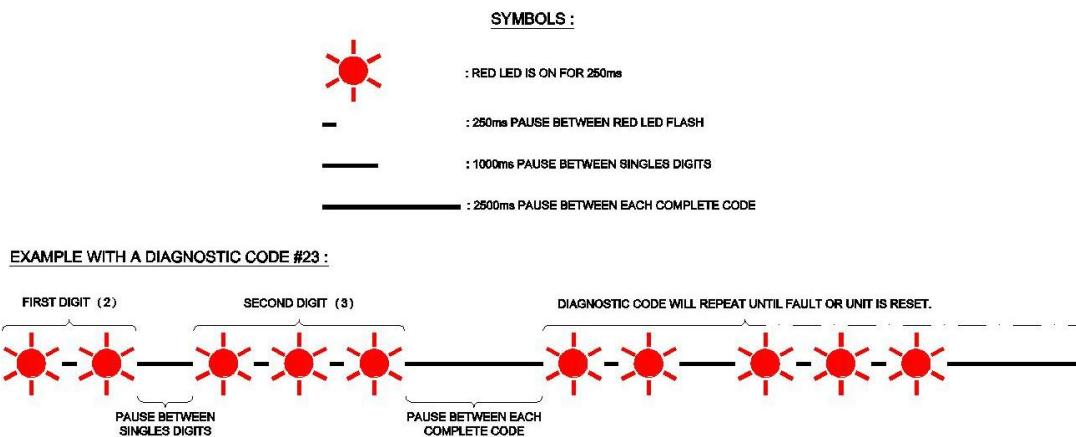


Table 8 lists the possible displayed Diagnostic Codes and the associated problems and solutions.

Table 8: Diagnostic codes

Diagnostic Code	Problem	Solution(s)
11	At the initial self-test, the unit was missing a ground (GND) or one of the two AC lines (L1 or L2).	Check wiring from main electrical panel to the unit.
		Check if the input cable is correctly connected into his receptacle.
		Call the manufacturer support service.
12	At the initial self-test, the unit finds that the contacts of the relay are stuck or welded.	Call the manufacturer support service.
13	At the initial self-test, the unit wasn't able to correctly test the GFCI protection.	Call the manufacturer support service.
14	Problem with the internal microcontroller.	Call the manufacturer support service.
	Automatic internal firmware update in process.	Wait for the end of the automatic internal software update.
21	While charging, the unit trips on a ground fault. Unit will automatically reset after 15 mins for up to 3 retries.	Verify if output cable or connector is damaged.
22	While charging, the unit trips on a missing ground fault. Unit will automatically reset after 15 mins for up to 3 retries.	Same as Diagnostic Code #11.
23	While charging, the unit trips on a ground fault 3 consecutives times.	Same as Diagnostic Code #21.
24	While charging, the unit trips on a missing ground fault 3 consecutives times.	Same as Diagnostic Code #11.
31	Vehicle requires ventilation.	This charging station isn't compatible with this type of vehicle. Please do not attempt to charge this vehicle with this charging station.
32	Electrical problem in the vehicle charge port.	Bring the vehicle to the dealer for verification/replacement of the vehicle charge port.
33	While initializing the charge session, the unit finds that the contacts of the relay are stuck or welded.	Call the manufacturer support service.
34	While initializing the charge session, the unit wasn't able to correctly test the GFCI protection.	Same as Diagnostic Code #13.
41	Immediately after the charge session begin, the unit trips on a ground fault.	Same as Diagnostic Code #21.
42	Immediately after the charge session begin, the unit trips on a missing ground fault.	Same as Diagnostic Code #11.
43	Invalid Pilot Signal.	Call the manufacturer support service.

11. Contact us

POSTAL ADDRESS:

SUPPORT SERVICE ELMEC INC.

1141, 2nd avenue

Shawinigan, QC, G9T 2X9

WEBSITE:

www.elmec.ca

EMAIL:

info@elmec.ca

SUPPORT SERVICE:

1-819-533-3888

FAX:

1-819-533-3074

12. Elmec Inc. Limited Warranty

What Does This Warranty Cover?

This warranty covers any defects or malfunctions of your new EVduty EVC30/EVC40/EVC48 Electric Vehicle Charging Station.

How Long Does The Coverage Last?

This warranty runs for five (5) years from the purchase date for the whole unit excepting the “Electric Vehicle Charging Cable/Connector”. The “Electric Vehicle Charging Cable/Connector” is under warranty for one (3) year from the purchase date.

What Elmec Inc. Will Do?

Elmec Inc. will repair any EVduty EVC30/EVC40/EVC48 Electric Vehicle Charging Station judged to have a defect or malfunction. In the event repair is not possible, Elmec Inc. will replace the EVduty EVC30/EVC40/EVC48 Electric Vehicle Charging Station with a new one of similar specifications and price.

What Does This Warranty Not Cover?

Any defect caused by an abnormal use of the product.

How To Get Service?

To use this warranty, you must contact the Elmec Inc. Support Service and a qualified technician will verify if there is a real problem with your EVduty EVC30/EVC40/EVC48 Electric Vehicle Charging Station. If it's the case, send the EVduty EVC30/EVC40/EVC48 Electric Vehicle Charging Station postage paid with a purchase proof to the following address:

SUPPORT SERVICE ELMEC INC.
1141, 2nd avenue
Shawinigan, QC, G9T 2X9

Elmec Inc. will inspect the EVduty EVC30/EVC40/EVC48 Electric Vehicle Charging Station and contact you within 72 hours following the product reception to tell you if the product will be repaired or replaced.

Your Rights Under The Actual Applicable Law

This warranty gives you specific legal rights, and you may also have other rights which vary from a province to another.