



**GWM**

# **G Series 7kW Charger EU Standard**

- ⚡ RFID version(Default status)
- ⚡ APP version

**User manual**

# Contents

⚡	Multinational language .....	01
⚡	Safety Precautions .....	02
⚡	Packing List .....	03
⚡	Product Features .....	04
⚡	Installation Environment Requirements .....	05
⚡	Installation Process .....	05
⚡	Operation Instruction .....	08
⚡	Operation Flow .....	09
⚡	ZEEDAENERGY Charging App Operation Manual .....	10
⚡	Troubleshooting .....	21
⚡	Warranty, Repair & Maintenance .....	24
⚡	Warranty Disclaimer .....	24
⚡	Customer Support .....	24
⚡	Certification .....	24

# Multinational language

ES: Para otros idiomas, escanee el código QR.

PT: Para outras línguas, digitalize o código QR.

TH: ภาษาอื่นๆโปรดสแกนรหัสQR-Code



<https://aospic10001.websiteonline.cn/pmo33f007/doc/GMWGseriesofflineRFID.pdf>

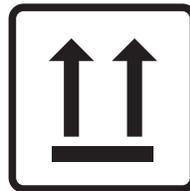
## Contact us:

Web: <https://www.zdenergy.com/>

Mail: [service@zdenergy.com](mailto:service@zdenergy.com)

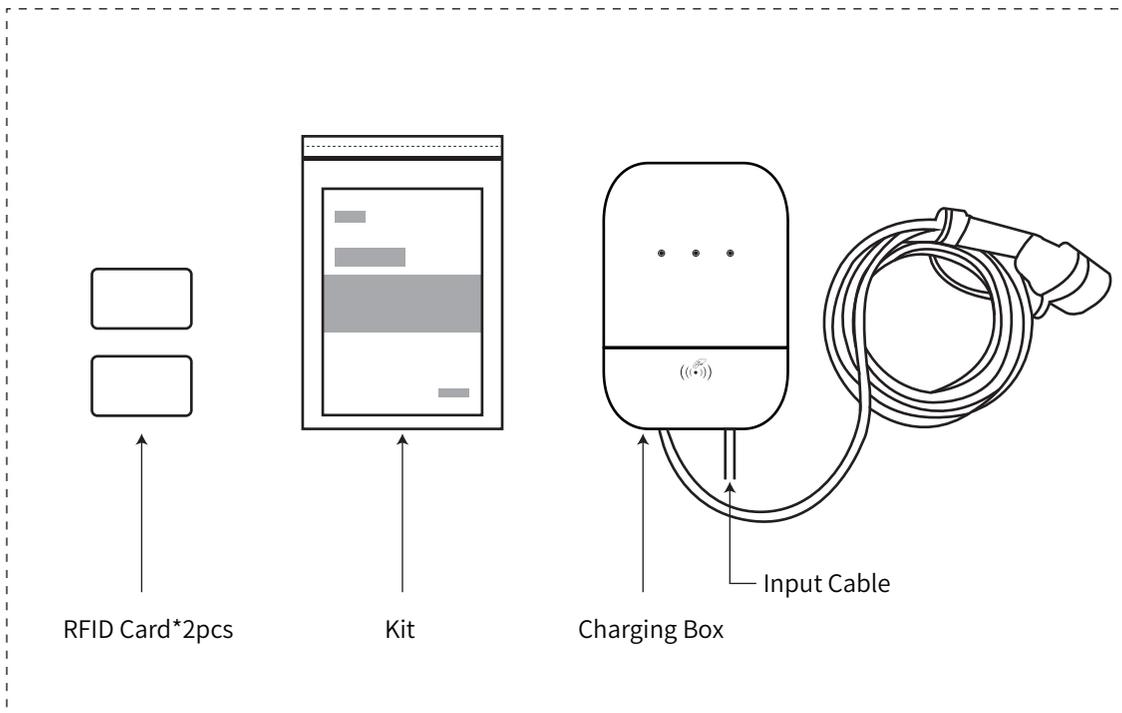
# Safety Precaution

1. Carefully read the user manual before installing and using the product. Ignoring precautions may result in serious injury or damage.
2. Only a qualified electrician should install and maintain the charger. Untrained individuals should not perform these tasks.
3. Improper installation or repairs can be hazardous and may increase the risk of fire.
4. Improper installation and repair will invalidate the product warranty.
5. Avoid disassembling the product. Improper re-assembly could lead to damage, leaks, and water ingress.
6. Ensure the power supply is disconnected and the switch is off before any installation or maintenance.
7. Do not use the product with any charging adapters or converters.
8. It is required to install with a dedicated Micro Circuit Breaker (MCB) and a Residual Current Device (RCD) for safety.



# Packing List

Please check the content inside the box.



## Composition of the Kit

User Manual \* 1

Quality Certificate \* 1

M4 \* 6, pan head screw \* 2

ST6\*60, Hex Flange Screw\* 4

Φ8\*60, Expansion Tube \* 4

# Product Features

Specifications	
Model	ZDA4-DC1-C12E/ZDA4-DC1-C11E
Rated Voltage (V)	230V
Rated Current (A)	32A
Maximum Output Power	7kW
Cable Width	3×6mm <sup>2</sup>
Frequency (Hz)	50Hz/60Hz
Working Altitude	≤3000m
Charging Mode	Mode 3
Dimension	310×210×90mm (without cable)
Weight	3.5kg
Operating Temperature	-40 °C to 55 °C
Storage Temperature	-40 °C to 85 °C
Certifications	IEC 61851-1, IEC 61851-22, IEC 62196-2
Connector Type (IEC 62196-2)	Type 2
Ingress Protection	IP55/IK10
Residual Current(DC)	6mA
Residual Current(AC)	30mA
Start/Stop Method	<ul style="list-style-type: none"> <li>• Authenticated by RFID card, swipe the card to start and stop charging.</li> <li>• APP</li> </ul>

# Installation Environment Requirements

The charger installation environment should meet the following conditions:

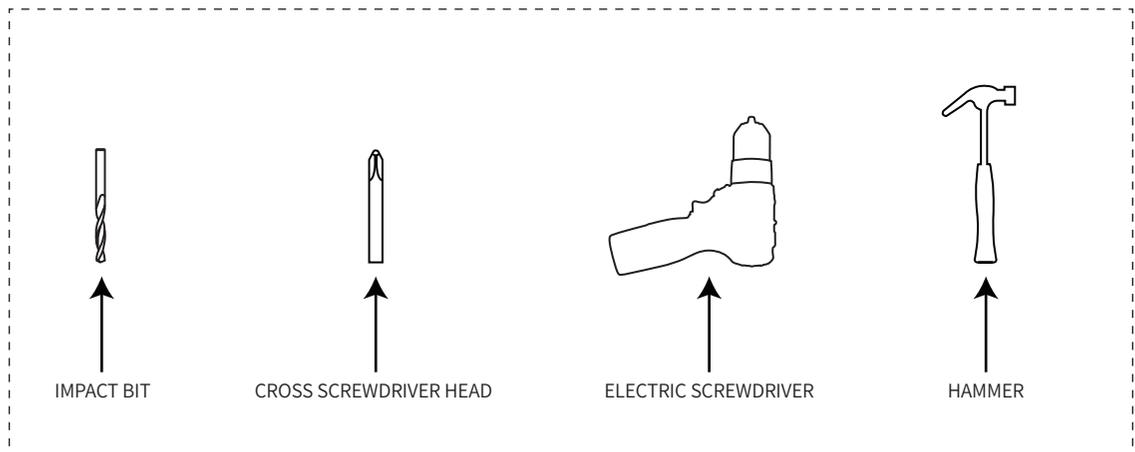
1. A location that offers a suitable cable length for easy charging access.
2. At least 1.3 meters above the ground.
3. Minimum clearance of about 50cm around the charger when wall-mounted.
4. A well-ventilated area to allow for proper heat dissipation.
5. An open area with no obstructions.
6. Avoid hazardous areas prone to electrical shocks or the presence of flammable or explosive materials.
7. Avoid areas that are likely to flood, or have accumulation of water.

## Install Process

Only a qualified electrician should install and maintain the charger. Untrained individuals should not perform these tasks. Improper installation and repair will invalidate the product warranty.

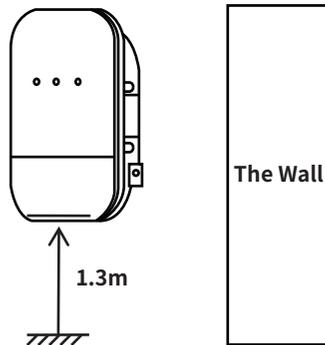
### 1. Installation tools

The picture below are the tools you need for installation.

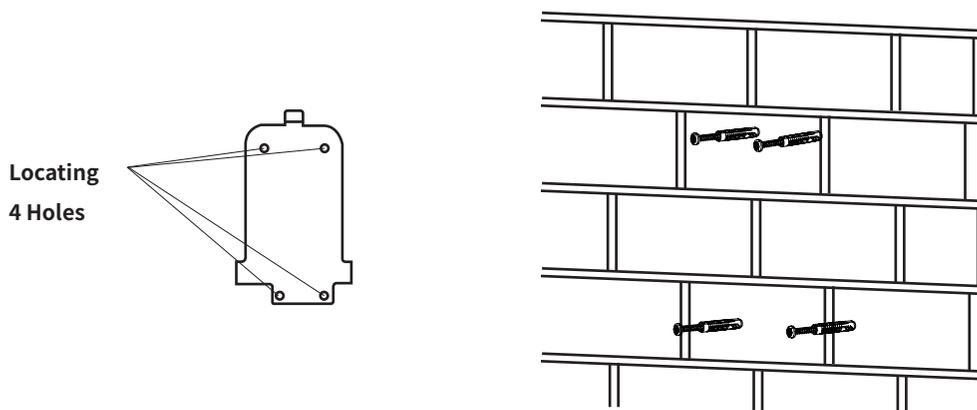


## 2. Installation steps

a. Confirm the charging station's location and mark it. The station's center must be installed at least 1.3 meters above the ground.

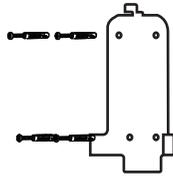


b. Align the four locating holes on the hanging plate, then mark the wall. Drill a 60mm-deep hole at each mark and insert four  $\Phi 8 \times 60\text{mm}$  expansion pipes.

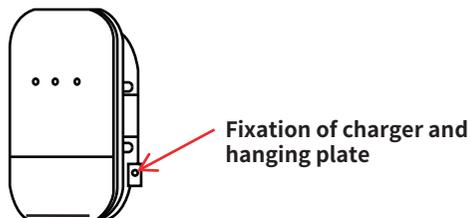


## 2. Installation steps

c. Secure the hanging plate to the wall using four M6 x 60mm cross-slot tapping screws, aligning them with the expansion pipes.



d. Hang the charger with the attached power line on the hanging plate. Secure the charger to the plate with two M4 x 6 cross-recessed pan head screws on each side. Upon tightening, the installation is complete.



# Operation Instruction



## Inspection Before Charging

Check the charging cable and connector for damage, ensuring no foreign objects, water, or impurities are present.



## Connecting to Vehicle

Attach the charging connector to the vehicle and wait for the light indicator to flash green slowly, signaling it's ready to charge.

## You can choose one of the following methods to authenticate or stop charging

- Charge with RFID



Swipe an RFID card near the RFID Reader to start the charging process and swipe the RFID card again to stop the charging process

- Charge by APP



Click the 'Start charging' Button to start the charging process, and click the 'Stop charging' Button to stop the charging process.



## Charging Indicator

During charging, the blue and green lights will remain illuminated.



## Stop Charging

1. Swipe an RFID card near the RFID Reader to stop the charging process.
2. The light will turn green when charging stops.
3. Unplug and close the charging port.
4. Secure the plug and coil the cable on the holder.

## Charging APP

Currently the charger requires you to scan RFID card every time as authentication to charge your vehicle. If you like to charge without scanning RFID card, you can change the charging mode to “Plug and Charge” in “ZeedaEnergy” app. The ZeedaEnergy app is available from Apple and Android stores.

EN: Please scan the QR code to download the APP, and you can download the user guide.

ES: Por favor, escanee el código QR para descargar la APP, a continuación, puede descargar la guía del usuario.

PT: Leia o código QR para baixar o aplicativo e, em seguida, baixe o guia do usuário.

TH: คุณสามารถดาวน์โหลดแอปพลิเคชันและวิธีการใช้งานผ่านQR codeด้านล่าง .



IOS

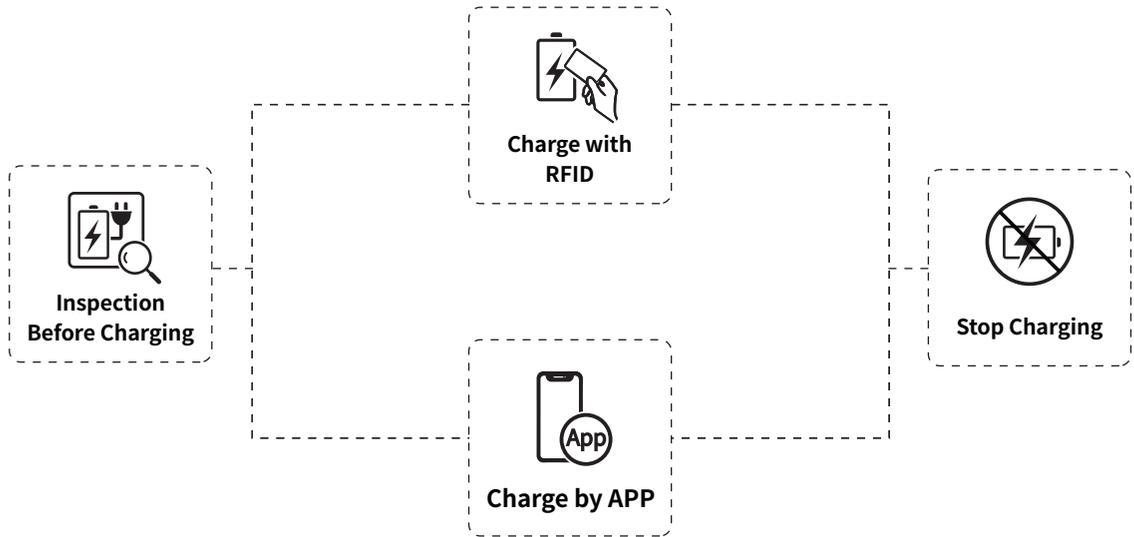


Android



APP guide

# Operation Flow



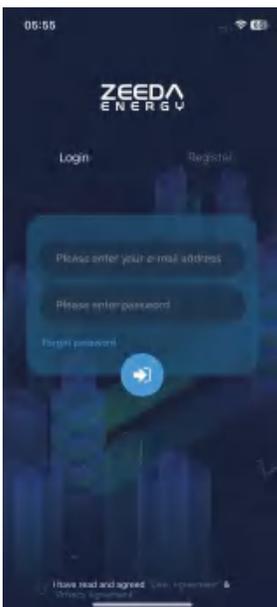
Indicator Status		Charging Status	Next Step
	Green light stays on	Standby mode	Connect the charging plug to vehicle
	Green light flashing slowly	Vehicle-connector connected	Swipe the RFID card to start charging
	Green light flashing quickly	Waiting for charging	Waiting for the vehicle to start
	Green and blue light stays on	Charging	Swipe the RFID card to stop charging
	Red light flickering	Error alert	Check the troubleshooting chapter in this manual for solutions. Or contact the supplier of our product

# ZEEDAENERGY Charging App Operation Manual

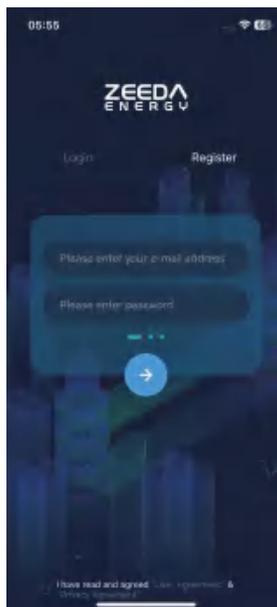
## 1.Login/Register

### 1.1 Registration

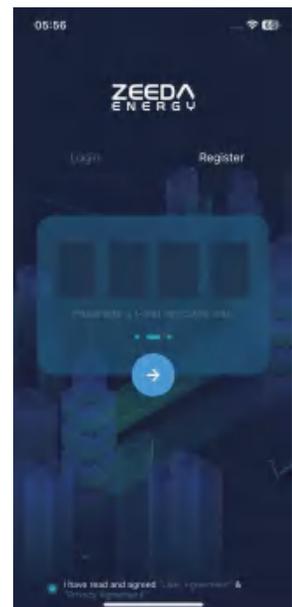
- ① Enter your email address and password, then check the box to agree to the User Agreement and Privacy Policy.
- ② Click next button to display the verification code input pop-up box, the system will send the registration verification code to the registered e-mail address.
- ③ Fill in the correct verification code, click the Next button to display the registration success pop-up box, registration is complete.
- ⑤ Click the Next button to enter the main interface.



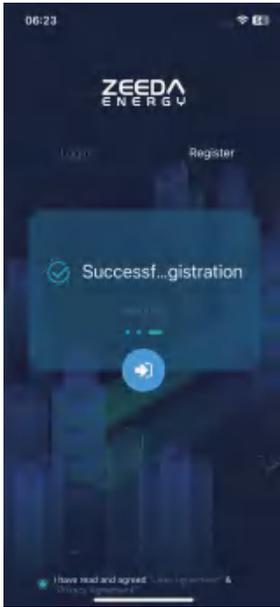
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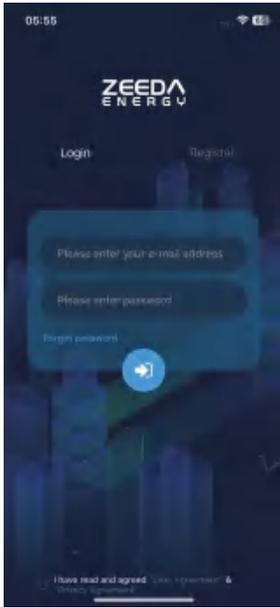
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## 1.2 Login

- ① Enter your registered email address and password, then check the box to agree to the User Agreement and Privacy Policy.
- ② Click the Next button to enter the overseas version of the charging app.
- ③ Click the Forgot Password button to enter the Forgot Password page.
- ④ Enter your email address and click the Next button to display the verification code input pop-up box, and the system will send the registration verification code to the registered email address.
- ⑤ Enter the new password and click the Next button to display the Reset Successful pop-up box; click the Login Now button to enter the main interface.



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## 2. EV Charge Binding

① Enter the overseas version of the charging APP, click the plus button at the bottom to enter the content page of the instructions, prompting the charger binding prerequisites.

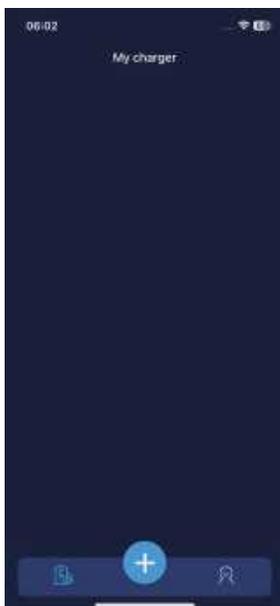
② If the phone does not open the Bluetooth is prompted to open the Bluetooth; Bluetooth open click on the next button to enter the charging post binding page.

③ The charging stake binding page can be manually entered into the stake code, or click on the code scanning button to scan the charging stake body QR code to automatically fill in.

④ After entering the correct stake code, agree to the Bluetooth pairing request and click the Next button to enter the WIFI configuration page.

⑤ Select the WIFI you need to connect to and enter the WIFI password to complete the WIFI configuration; you can also click the Skip button to do the WIFI configuration later;

Note: If you use IOS system, please turn on your cell phone Bluetooth and ignore the Bluetooth number of the charging post and then connect and pair again to connect your cell phone's connected Wifi.



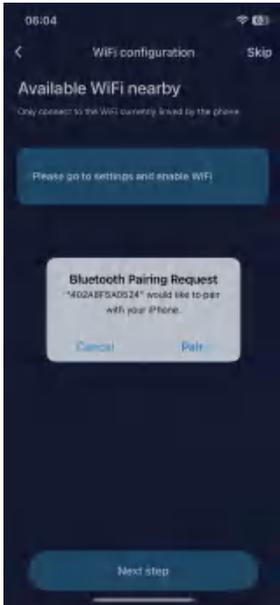
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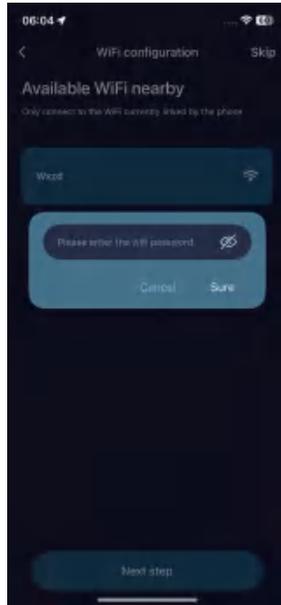
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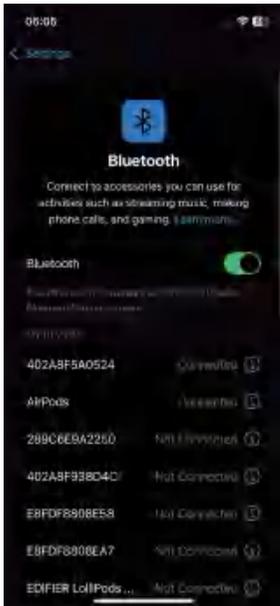


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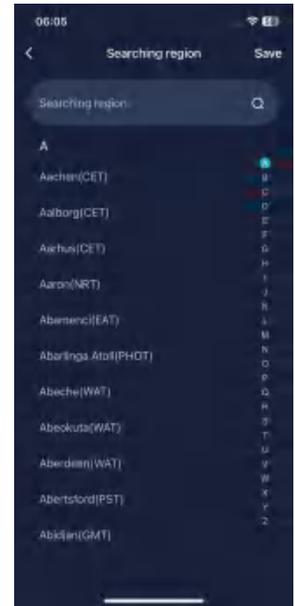
- ⑥ If you want to configure WIFI later, you need to ignore this charging post on the Bluetooth device list page of your cell phone before configuring it.
- (7) Configure or skip WIFI configuration to enter the basic configuration page; click the charger Name input box and enter the charger name.
- ⑧ Click on the charger in the region button to enter the search region page, select the region and click the Save button to return to the previous page.
- ⑨ Click on the Charging Post Time Zone button to enter the Search Time Zone page, which will retrieve the time zone based on the selected area field.
- ⑩ After selecting the time zone and saving, the charger is bound successfully, and the home page of the overseas version of the charging APP displays the charger that has been bound successfully.



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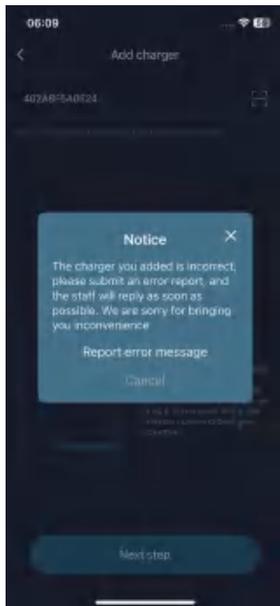


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⑪ If there is an error in filling in the charging post code, the display will show the prompt pop-up box, and click the button of reporting error to feedback the error information to the backend operation and maintenance personnel.



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### 3.Charging function

① Enter the charging post detail page, you can start and stop the charging post, adjust the charging mode, current, basic configuration and other operations.

②Charging methods: There are three types of charging methods: start-stop charge, plug-in and charge, and reservation charge.

③When the charging mode is selected as start-stop charge, you can use the overseas version of the APP to control the charger to start and stop charge.

④When the charging mode is selected as plug and play, the card and APP control is invalid, and charging can be started and stopped by plugging/unplugging the connector.

⑤ When the charging method is selected as appointment charging, enter the time selection page, select the appointment charging start and end time to save and take effect;

Charging can be operated manually before the appointment time, if it is still charging when it reaches the appointment time, the appointment charging will be invalidated for that day;

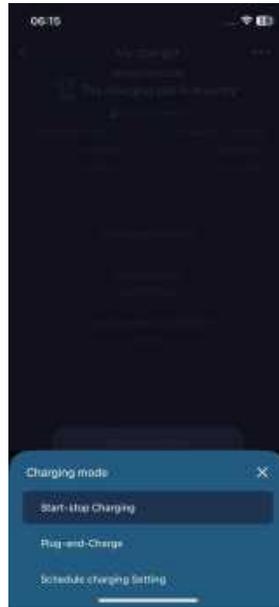
If the end time of the reservation is less than the start time, it will be considered as charging across the day;

If the current setup time is earlier than the appointment start time, the appointment charging starts on the same day;

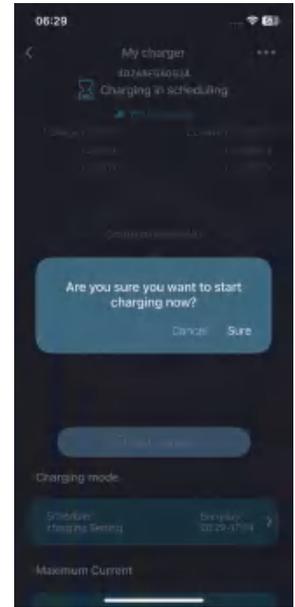
If the current setup time is within or after the appointment start time to end time, the appointment charging starts the next day.



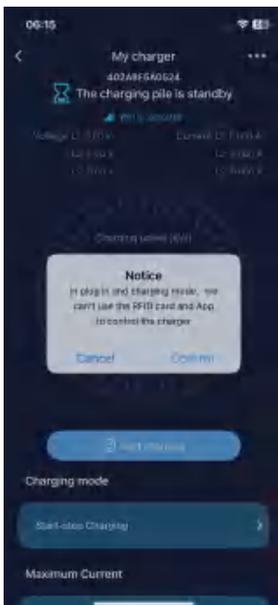
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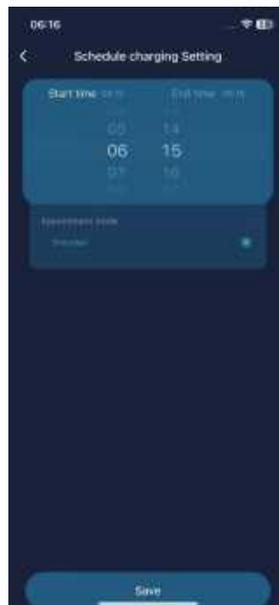
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- ⑥ Current adjustment: there are three types of current strength: 8A, 16A and 32A, and the current adjustment command will be sent to the charger after selection.
- ⑦ More settings: you can operate the charger unbinding, set the area and time zone, and set up networking method.



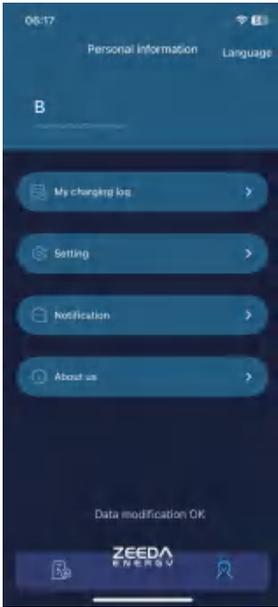
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#### 4. Other Functions

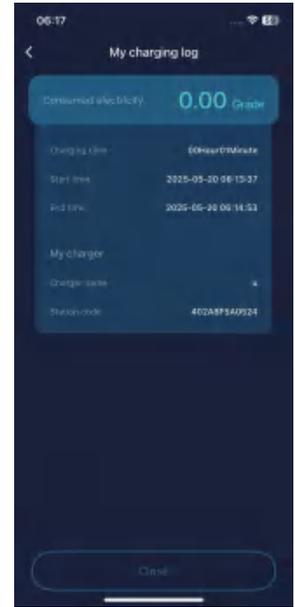
- ① Enter the personal information page, you can check personal information, charging log and operate other settings.
- ② Click the Charge Log button to enter the Charge Log page, which displays a list of recent charging records of the charging post.
- ③ Click the Charge Log button to enter the log detail page, you can view the detailed charging information such as charging degree, charging start and end time, and so on.
- ④ Click the Settings button to jump to the Settings page, where you can view your personal information, change your password, and log out of your login account.
- ⑤ Click the Profile button to enter the profile page, where you can view the account email and edit the owner's name.



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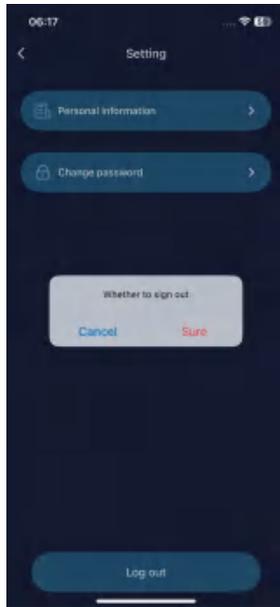


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- ⑥ Click the Change Password button to enter the Change Password page, enter the original password and the new password, and click the Save button to change the password successfully.
- ⑦ Click the Logout button to display the Confirm Logout pop-up box, and click the Confirm button to log out of the logged-in account.
- ⑧ Click the About Us button to enter the About Us page, showing the current version number of the APP, user agreement, privacy policy.



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# Troubleshooting

For your safety, only a licensed electrician can test and diagnose any issues. The manufacturer is not responsible for damage or hazards caused by attempted repairs by an unqualified individual.

## 1. Indicator lamp explanation

Indicator Lamp Status	Likely Failure	What to Do
Red light flashes 1 time	Leakage	Contact the Customer Service
Red light flashes 2 times	CP Error	Contact the Customer Service
Red light flashes 3 times	Overvoltage	Contact local Power Utility Company
Red light flashes 4 times	Undervoltage	Contact local Power Utility Company
Red light flashes 5 times	Overcurrent	Contact the Customer Service
Red light flashes 6 times	Ground Fault	Contact authorized installer to Check the Grounding
Red light flashes 7 times	Charger is in the emergency stop status	If the charger is back to normal, please rotate the knob clockwise to unlock the emergency stop button.
Red light flashes 8 times	Short Circuit	Contact the Customer Service
Red light flashes 9 times	Over-temperature	Contact the Customer Service
Red light flashes 10 times	Temperature Sensor Error	Contact the Customer Service
Red light flashes 11 times	Metering Chip Error	Contact the Customer Service
Red light flashes 12 times	Leakage Self-test Fault	Contact the Customer Service
Red light flashes 13 times	Relay Contact Welding Fault	Contact the Customer Service

## 2.Common Issues and solutions

### **Emergency Button error:**

If you see the red light flashing 7 times, please rotate the knob clockwise to unlock the emergency stop button, and the fault will be restored. This button is prone to accidental activation, please check it carefully after each use.



### **Ground Fault:**

If the red light flashes 6 times, it indicates a ground fault. Please check whether the charger is connected to the ground wire. If the ground wire is already connected, please request a professional electrician to confirm whether the ground wire installation is in good condition.

**Failure to connect WiFi:** If the device fails to connect to WiFi, please make sure the connected WiFi frequency band is 2.4 GHz and the WiFi name should not contain special characters such as "@, ~, \*", etc. If the WiFi connection fails multiple times, please call the after-sales service provider of the local charger for assistance.

**Failure to bind the charger with APP:** If an abnormal configuration pops up or the charger cannot be found, please unbind the device and try again. When binding and connecting, keep the phone's Bluetooth close to the charger. If the distance between them is too far, the process may fail due to disconnection.

**Abnormal charging order information:** If the order information displayed on the APP is abnormal, please check whether the charger is connected to the network. If it is not connected, please reconnect to the network and then check the status of the charger in the APP again.

**Failure to adjusting the current:** If you encounter multiple failures in adjusting the current, please provide the station code and contact after-sales service to request them to remotely check and resolve the issue.

**Failure to start charging:** If the charger's light is flashing slowly in blue after the vehicle is plugged in and start the charger (swipe the RFID card, or plug and charge, or use APP to start), please first check whether the vehicle is in reservation mode or if there are other charging configuration settings. If the issue cannot be resolved, please restart the charger (cut off the power and then turn on the power again) and try again to see if the charging problem persists. If the problem remains unresolved after the above attempts, please contact the after-sales service provider.

# Warranty, Repair & Maintenance

The manufacturer warrants the new product without any material and manufacturing defects. During the warranty period, the manufacturer will repair and/or replace the parts if there is verified product failure.

Consult your local authorized representative for country-specific warranty details.

The product contains no user-serviceable parts. Any hardware or software defects during the warranty period should be served by an authorized service provider.

## Warranty Disclaimer

The manufacturer waives the product warranty under the following conditions:

1. Damage during customer transportation.
2. Unauthorized repairs attempted on the product.
3. Failure or damage from improper installation
4. Failure or damage from the usage outside of the defined working conditions.
5. Products outside the warranty period.
6. Damage from natural disasters (earthquakes, floods).
7. Cosmetic damage (burns, warping, deformation).

## Customer Support

1. Contact the authorized local service provider first.
2. Visit [www.zdenergy.com](http://www.zdenergy.com) and [www.zeedaenergy.com](http://www.zeedaenergy.com) for manufacturer help desk support, or email Customer Service at [service@zdenergy.com](mailto:service@zdenergy.com)

## Certification



