

User Manual



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Welcome

Privacy Policy

Refer to [Enel X Way USA Privacy Policy](#)

IMPORTANT SAFETY INSTRUCTIONS

Read all safety instructions before installing this product. SAVE THESE INSTRUCTIONS.

- ⚠ WARNING:** This device should be supervised when used around children.
 - ⚠ WARNING:** Do not put fingers into the electric vehicle connector.
 - ⚠ WARNING:** Do not use this product if the flexible power cord is frayed, has broken insulation, or shows any other signs of damage.
 - ⚠ WARNING:** For use with electric vehicles only.
 - ⚠ WARNING:** Do not use this device with an extension cord.
 - ⚠ WARNING:** Do not remove cover or attempt to open the enclosure. No user serviceable parts inside. Refer servicing to qualified service personnel.
 - ⚠ WARNING:** Install and use the charging station away from flammable, explosive, harsh or combustible vapors, materials or chemicals.
 - ⚠ WARNING:** Do not operate the charging station outside its operating temperature rating indicated on the charging station label.
 - ⚠ WARNING:** This device is intended only for electric vehicles not requiring ventilation during charging.
 - ⚠ WARNING:** Do not use this product if the enclosure or the EV connector is broken, cracked, open, or shows any other indication of damage.
- WARNING:** Do not use solvents to clean the charging station as they may degrade or damage the plastic enclosure.

FCC Compliance

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and

2. This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- > Reorient or relocate the receiving antenna.
- > Increase the separation between the equipment and receiver.
- > Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- > Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this product not authorized by Honda could void the electromagnetic compatibility (EMC) and wireless compliance and negate your authority to operate the product.

This product has demonstrated EMC compliance under conditions that included the use of compliant peripheral devices and shielded cables between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, television sets, and other electronic devices.

RF Exposure

The antenna must be installed so as to maintain a minimum distance of at least 7.87 in (200 mm) between the radiation source (antenna) and any individual at all times. This device may not be installed or used in conjunction with any other antenna or transmitter.

Warranty Coverage

Your charger has a 3 year warranty from the date of purchase. This warranty is non-transferable.

The charger will be repaired or replaced if it is defective in material or workmanship under normal use.

Package Contents

- > Charging Station



NOTE: In some markets, charging station arrives secured to a cable holder that includes keys.

- > Wall bracket
- > 2 wall bracket screws (#10 self-tapping Phillips head wood screws)
- > 2 screws to hang charging station onto wall bracket (#10-32 Phillips head machine screws)
- > 2 lock cylinder keys.

Required Tools

- > Phillips Screwdriver (No. 2 drive size)
- > Stud sensor
- > Wire stripper
- > Wire nut or wire coupler
- > Allen key
- > Electrical tape
- > Wrench or torque wrench

Installation

Installation Prerequisites

OVERVIEW

The charging station requires a hardwired electrical connection.

The charging station power supply must be connected to a circuit breaker that is rated for at least 125% of the device's continuous load.



NOTE: Ensure that all power connection wiring conforms to the rules and regulations of any national and local codes.

LOCATION

WARNING: 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 18 inches (1.5 feet) and 48 inches (4 feet) from grade.

When selecting a location to install the hardwire connection or outlet, keep in mind that the charging station should be positioned:

- > Within reach of the vehicle's charge port
- > If applicable, within range of a cellular connection or the local Wi-Fi network.

WIRING AND CIRCUIT REQUIREMENTS

For additional specifications, refer to the **Specifications** section.

WARNING: To reduce the risk of fire, connect only to a circuit provided with maximum branch circuit overcurrent protection in accordance with the ANSI/NFPA 70 National Electrical Code and CSA C22.1 Canadian Electrical Code, Part 1.

	48A
Circuit Requirements	60 Amp 2 pole breaker
Recommend Wiring	#6AWG at 75°C or 90°C or larger gauge copper wires for the conductors per NEC ARTICLE 310 Table 310.16

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.

Installation

Fully read and understand the directions before installation. Refer to important safety instructions at the beginning of this document.

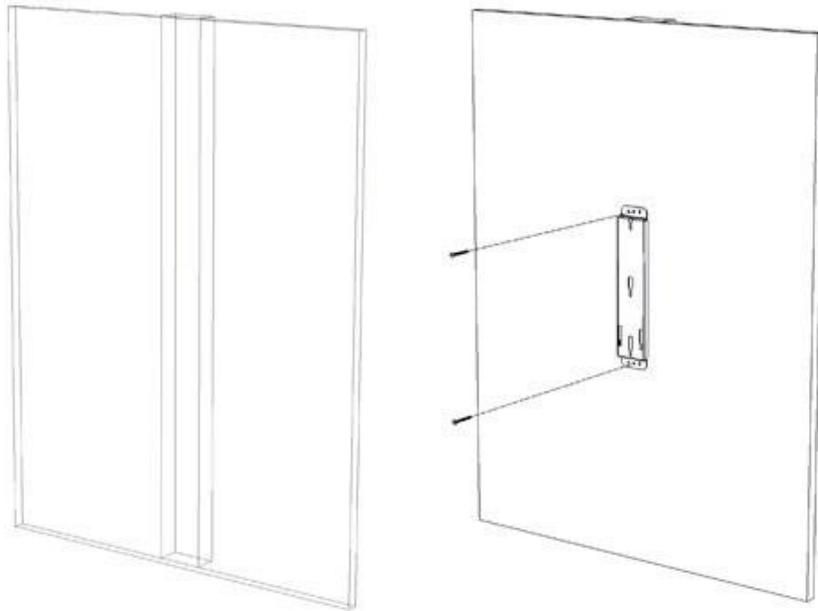
The charging station is intended to be mounted to a solid surface using the included mounting screws and wall bracket. If mounting to a hollow wall, use wall anchors rated for weight of charging station and cables combined.

1. Turn off the circuit breaker to the hardwired electrical connection.

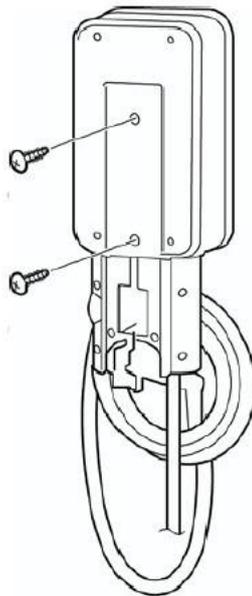


WARNING: Do not continue this installation until the circuit breaker is turned off.

2. Use a stud sensor to determine an appropriate mounting location, then use the 2 screws to secure the wall bracket.



3. Insert the enclosure screws into the enclosure, as shown. Tighten the screws until approximately 0.08 in (2.0 mm) of thread are visible.

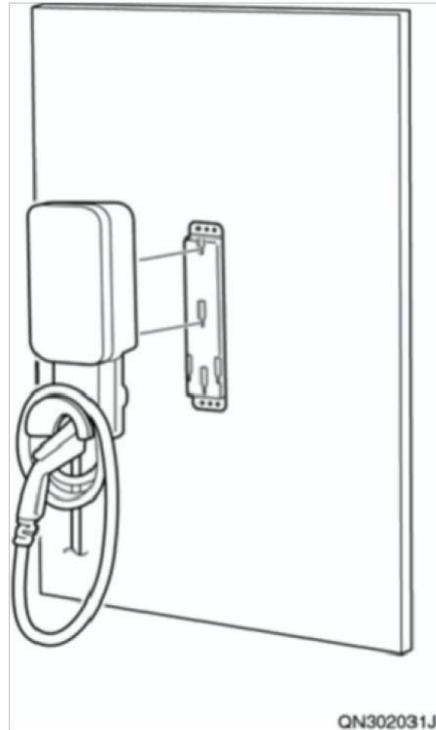


QN302021J

4. Hang the charging station onto the wall bracket.



NOTE: If the charging station does not hang securely, adjust the screws that were installed in step 3.



5. Connect the charging station:

➤ **1-Phase Hardwired Version:** Connect the harness to a junction box.



WARNING: It is the installers responsibility to ensure that the charging station is wired in accordance with the local electrical code.



NOTE: The hardwire versions of the charging station are shipped with appropriate wires that meet the National Electric Code (NEC) NFPA 70 and require a nearby junction box connection. Any alteration of the supplied wiring will invalidate the warranty and may not conform to NEC.

COLOR	SIGNAL
Black	L1
Red	L2
Green	Ground

6. Turn on the circuit breaker that supplies power to the hardwired electrical connection.

Load Balancing

- > Only balance to the circuit level.
- > Only balance stations with the same specifications.
- > Balancing specifications cannot exceed the rated continuous load of the circuit. (60 amp circuit = 48 amp continuous load allowed) (NEC 625.41 & 42) 2017 code.
- > Per NEC 625.42 additional outlets per circuit can be added due to the JuiceNet Automated Load Management System.

Locking Your Charging Station

After installing your charging station, use the included keys to lock the charging station to the wall frame.

Operation

Wi-Fi Setup

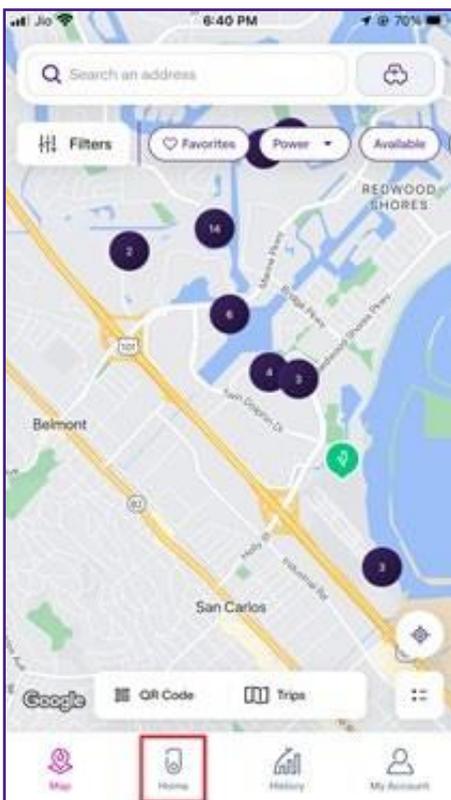
Wi-Fi Setup - Mobile Device

For best results, perform this procedure while standing within 5 ft (1.6m) of the charging station.

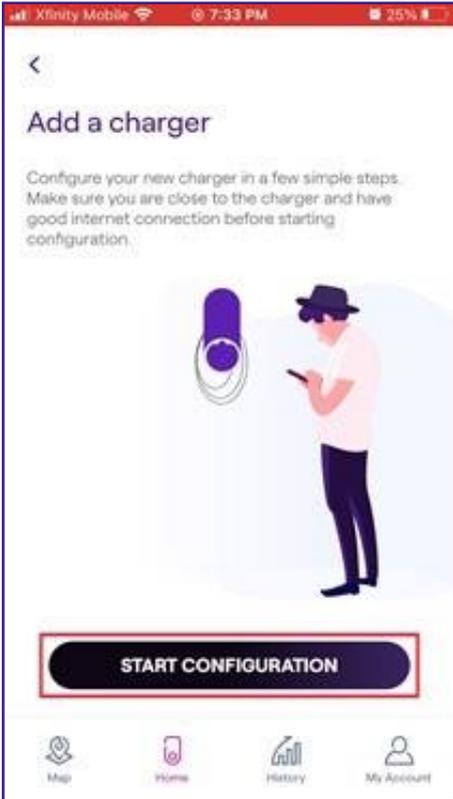
1. Download and install the “**Enel X Way**” app onto your mobile device.



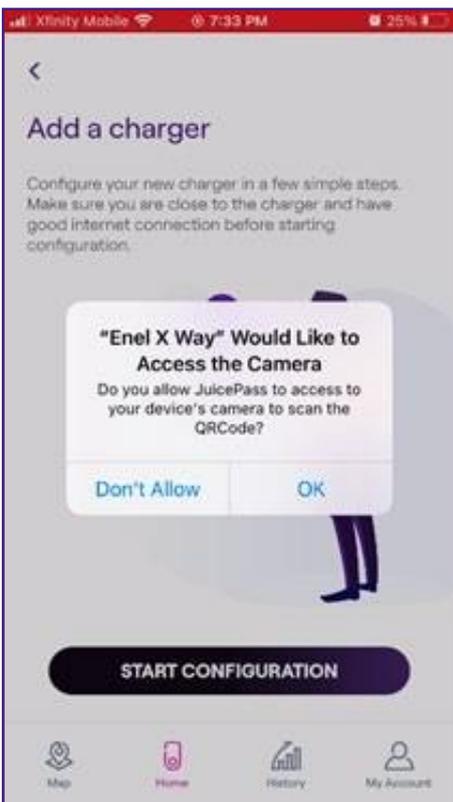
2. Log into the **Enel X Way** app. If you do not have an account, create one.
3. On the bottom left corner of your screen, select **Home** button.



4. Tap **START CONFIGURATION**.



NOTE: You can allow the Enel X Way app to access your device's camera to scan the QR code to avoid manually entering the charging station's serial number.



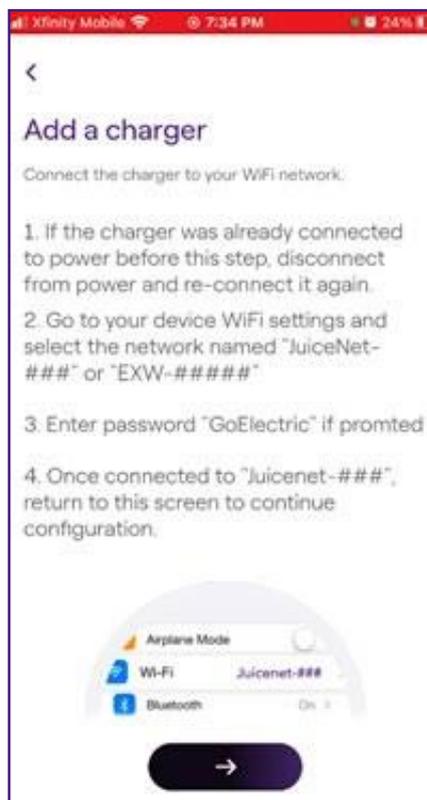
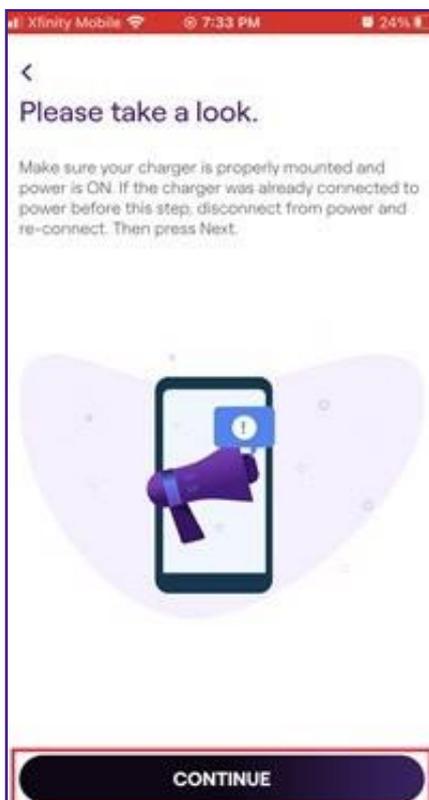
5. Scan the QR code on the charging station or locate the 28-digit number above the **Serial Number** and enter it manually. Then, select “→” button.



6. Have your Wi-Fi network password ready and tap **CONTINUE**, then “→” button.



NOTE: If the charging station LED is not flashing blue, turn the electrical breaker off and then back on.



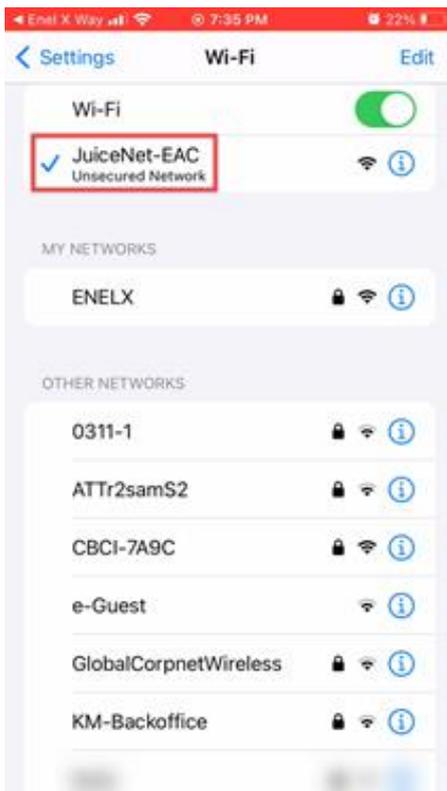


NOTE: After powering the charging station, steps 7 through 10 must be completed within 2 minutes.

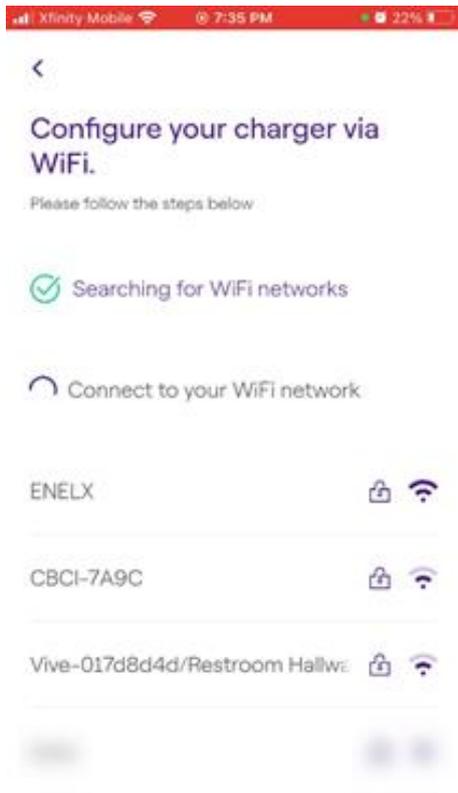
7. Navigate to the Wi-Fi settings on your mobile device. Connect to the “JuiceNet-###” or “EXW-#####” Wi-Fi network. If the network requires a password, use the password “GoElectric” (case-sensitive).



NOTE: The actual name of the network varies by device, such as “EXW-#####”.



8. Return to the **Enel X Way** app.



9. In the **Enel X Way** app, select the desired local Wi-Fi network.
10. Enter the Wi-Fi network password, if necessary. Then, select **CONNECT CHARGER TO WIFI**.



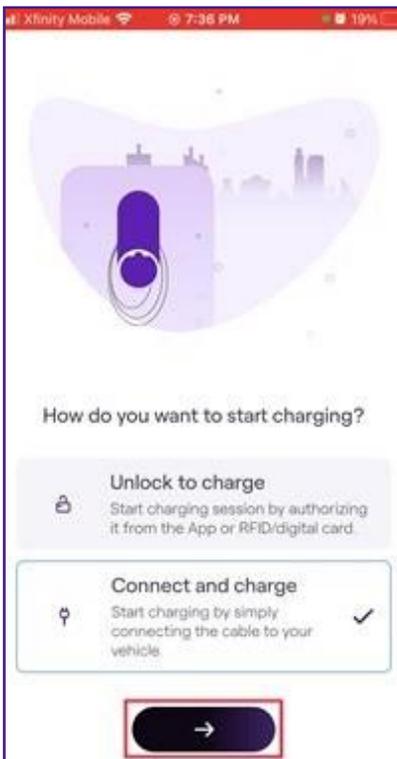
11. The app connects the charging station to the Wi-Fi network.



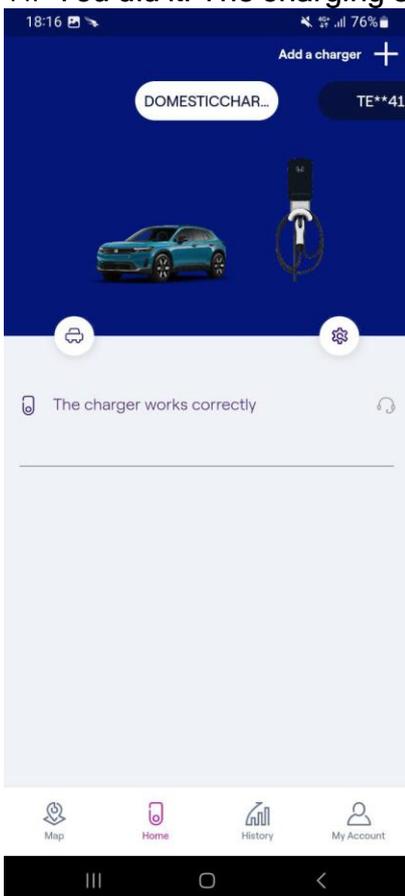
12. Enter the charger's name and address. Then, select “→” button.



13. Select between **Unlock to charge** or **Connect and charge**. Then, select “→” button.



14. You did it! The charging station is now online and ready to charge.



NOTE: Once getting online, the charging station checks its firmware and performs any necessary updates. Wait 10 minutes before plugging in a vehicle.



NOTE: Customize your experience by following the onscreen app instructions to select your vehicle and charging profile.

Wi-Fi Setup - Personal Computer (or smartphone with no Enel X Way app)

Connect to Wi-Fi

1. Turn on the charging station and wait for 30 seconds. The charging station LED indicator starts flashing blue color.
2. Open the Wi-Fi settings on your personal computer. Connect to the "EXW-XXXXX" Wi-Fi network where XXXXX are 5 digits. If there are multiple charging station's present, verify that you are connected to the correct charging station by checking that the 5 digits XXXXX are the same 5 digits listed at the beginning of the second line of digits below the QR code on the side safety label of the charging station.

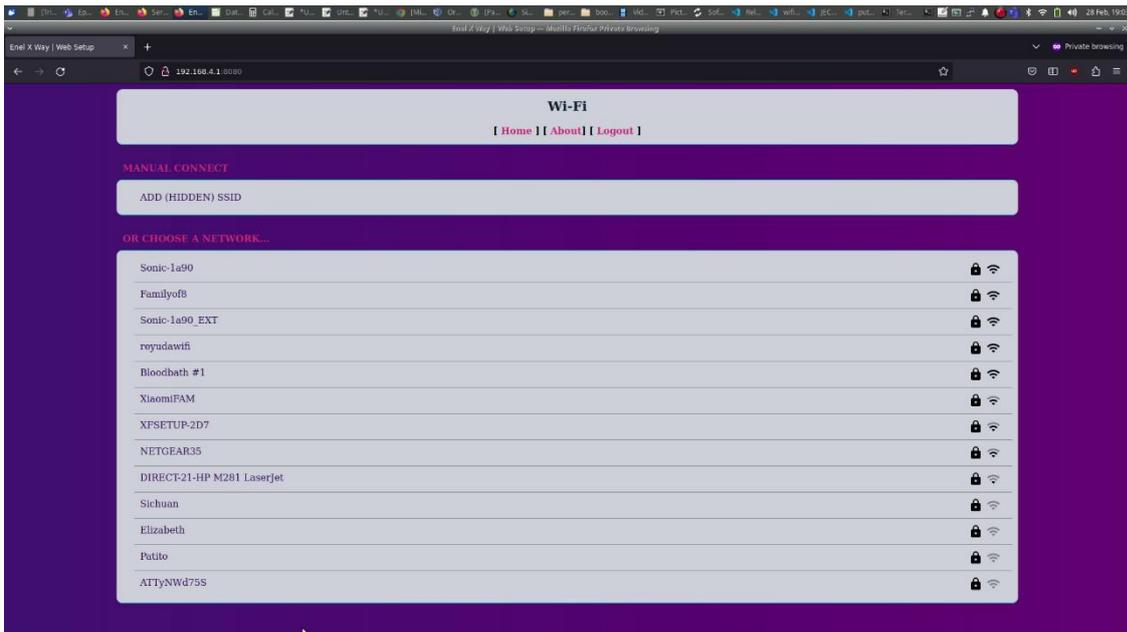


Verify that the charging station is connected by checking the LED indicator on the enclosure is solid blue.

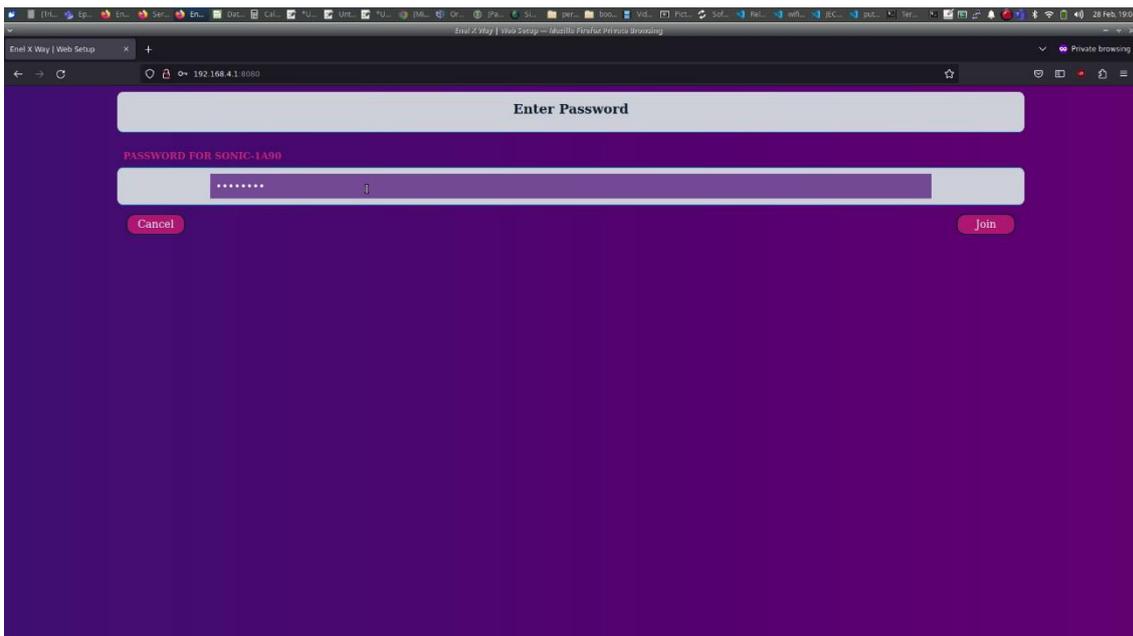


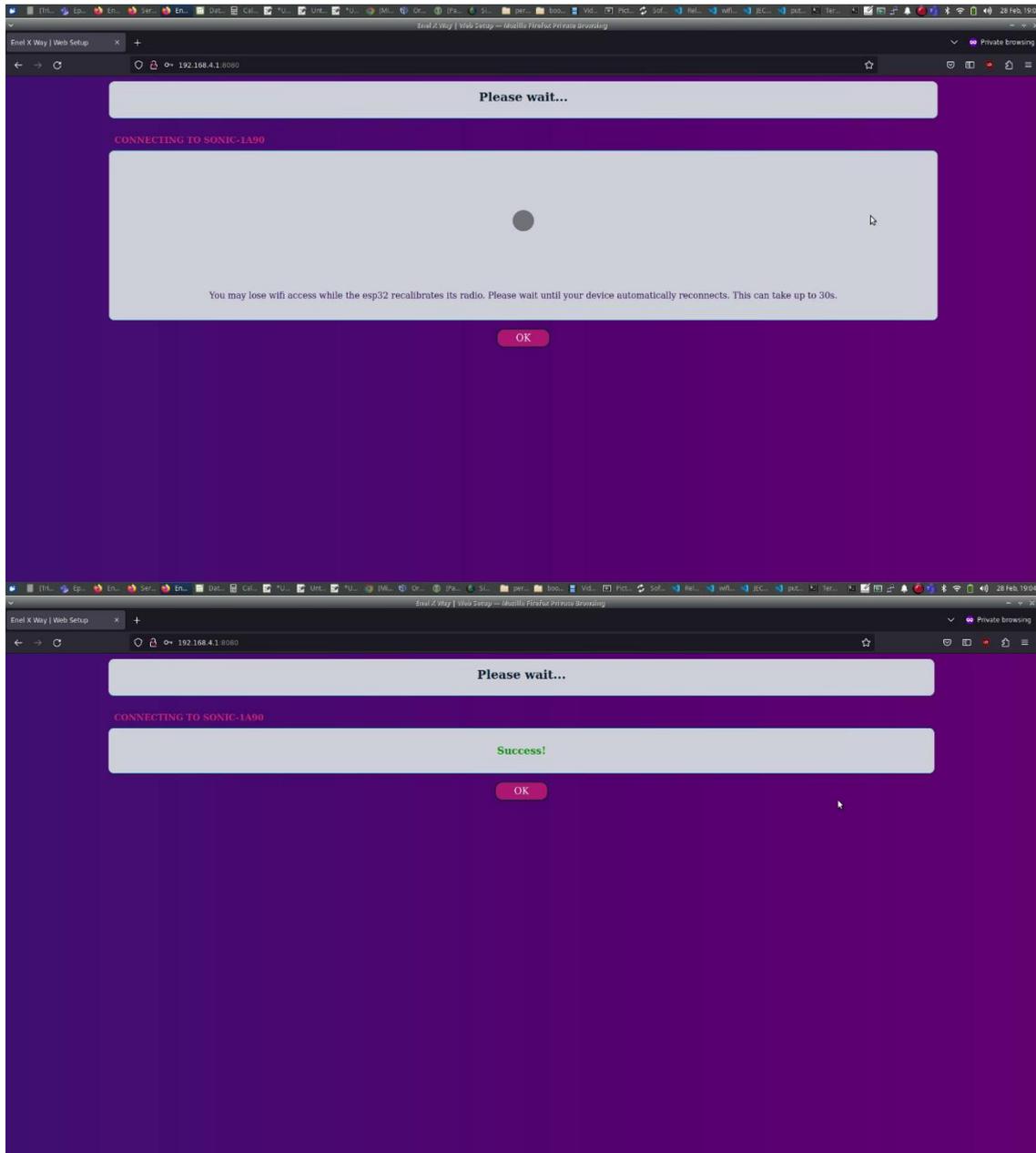
NOTE: This is an open access point with no password security.

3. In a web browser, navigate to 192.168.4.1:8080 to view a list of available Wi-Fi networks.



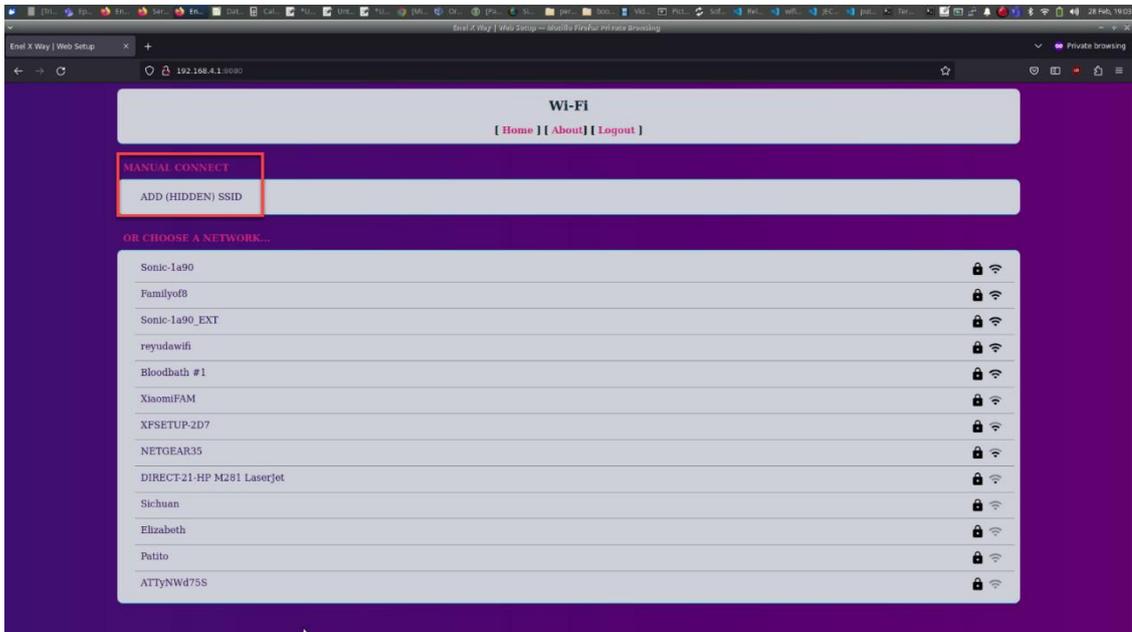
4. Select the desired Wi-Fi network. Enter the Wi-Fi network password, if necessary. Then, click **Join**.



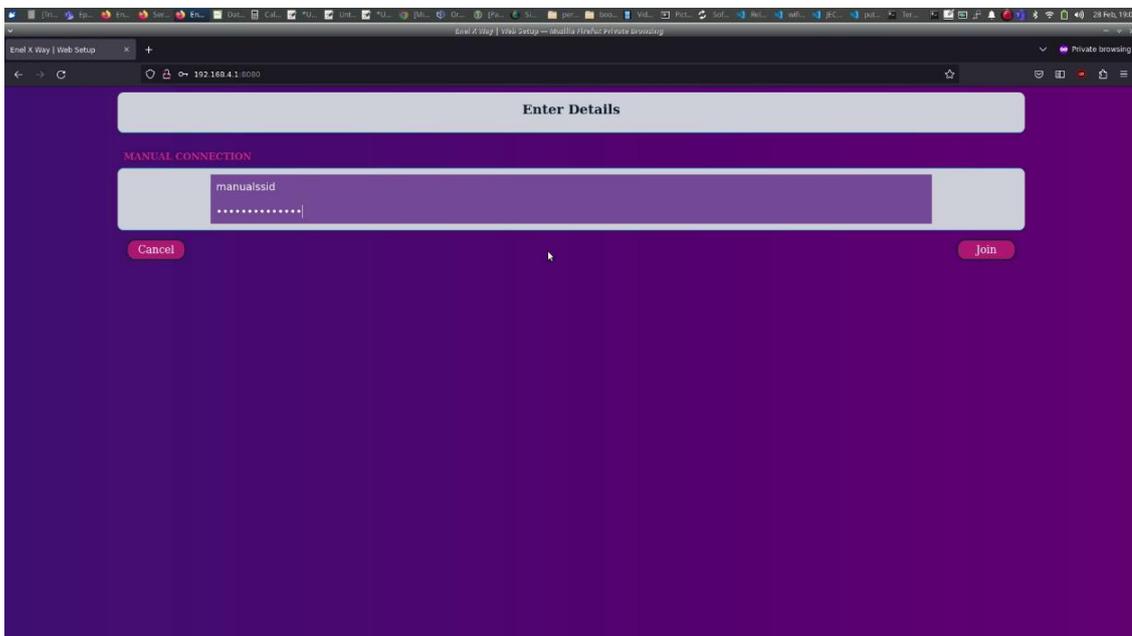


If the desired Wi-Fi network is not displayed in the list, do the following steps to connect manually:

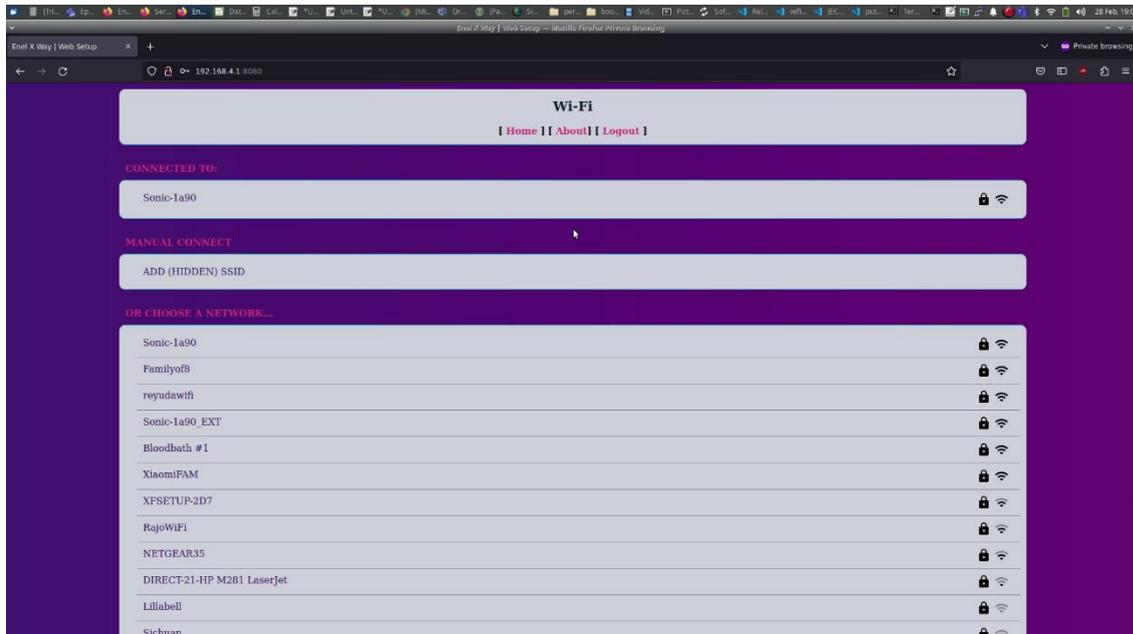
- a. Click **ADD (HIDDEN) SSID**.



b. Enter the SSID and password and click **Join**.



5. You will see the Wi-Fi network that is connected to the charging station.

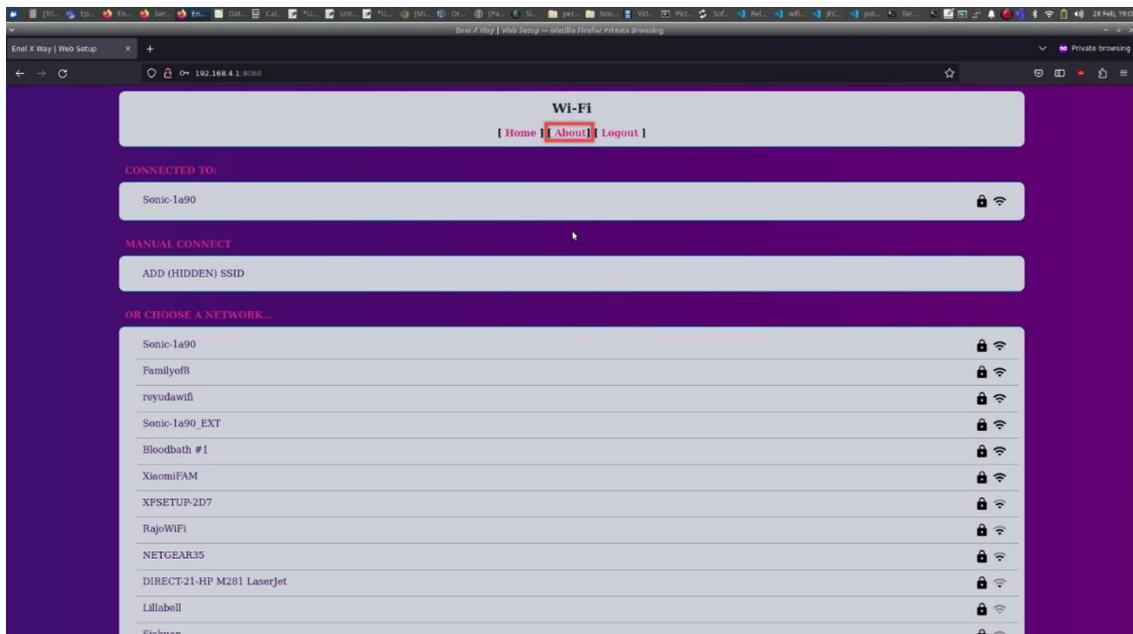


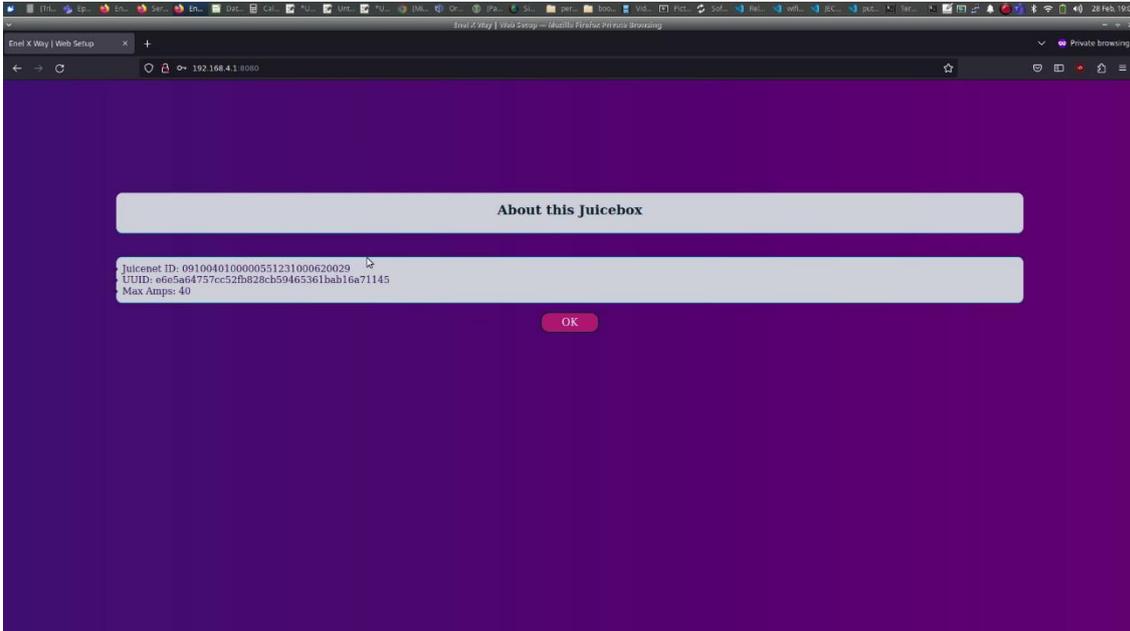
Verify that the charging station is connected to the intended Wi-Fi network by checking that the LED indicator on the enclosure turns solid white.



NOTE: After connecting, charging station checks its firmware version and performs any necessary updates. Wait 10 minutes before plugging in a vehicle.

6. At the top center of the screen, click **About** to know the JuiceNet ID, UUID, and maximum output current capacity of the charging station.





Set Up JuiceNet Dashboard

1. Log into the [dashboard](#).
2. Select **Add JuiceNet Device**.

My JuiceNet Devices

Your usage

Current electrical load:	Total:
Amperage: 0 amps	Units: 0
Power: 0 kilowatts	Energy: 0 kilowatt-hours
Energy: 0 kilowatt-hours	Savings: \$0

Update device list

+ Add JuiceNet Device

3. Enter the JuiceNet ID and select **Add JuiceNet Device**.

TIP: JuiceNet detects and displays all devices on the local network. Click on the appropriate Device ID to automatically paste it into the entry field.

Add JuiceNet Device



JuiceNetDevice ID *

0910040100000551231000620029

JuiceNet Devices found on your network (IP Address: 134.238.14.255)



Item ID	Item Name	Last seen	⌵
---------	-----------	-----------	---

No data available in table

+ Add JuiceNet Device

Cancel

4. In the lefthand navigation menu, select **My JuiceNet > My JuiceNet Devices**.
5. Locate the appropriate device and select **MORE DETAILS**.



Home Charger

240 V

0910040100000551231000620029

OFFLINE FOR 134 DAYS



ENERGY: 0.0000 kWh (0.0000 total)

SAVINGS: \$0 (\$0 total)

MORE DETAILS >

6. Select **Settings**.
7. Enter the device name, address, and time zone, then select **Update**.

JuiceNet Device Settings Reset And Clear History Update

Device name
Home Charger

Address * 123 Main City * Berkeley

State / Province / Region * CA Country * USA

Zip / Postal code * 94541 Timezone * (UTC-08:00) Pacific Time (US & Canada)

GPS coordinates
37.514 -122.261

Wire rating (A) 40 EV Efficiency (%) 92

Pairing Alexa

Refer to [Pairing Alexa](#) for more details.

Moving and Storage

WARNING: To prevent risk of fire or electric shock during subsequent use, do not lift or carry the charging station by holding the AC input or output cable.

Storage Temperature: -40°F to 158°F (-40°C to 70°C).

Specifications

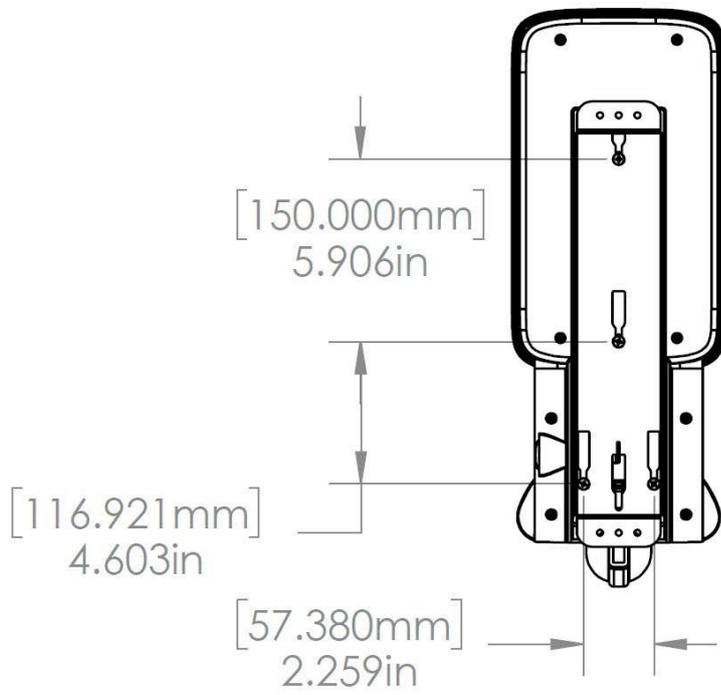
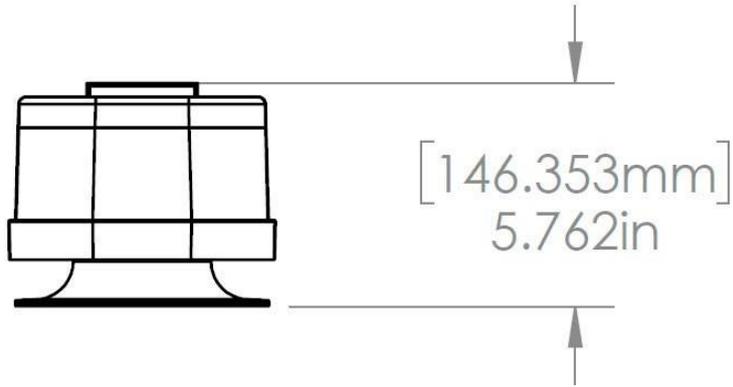
Characteristics

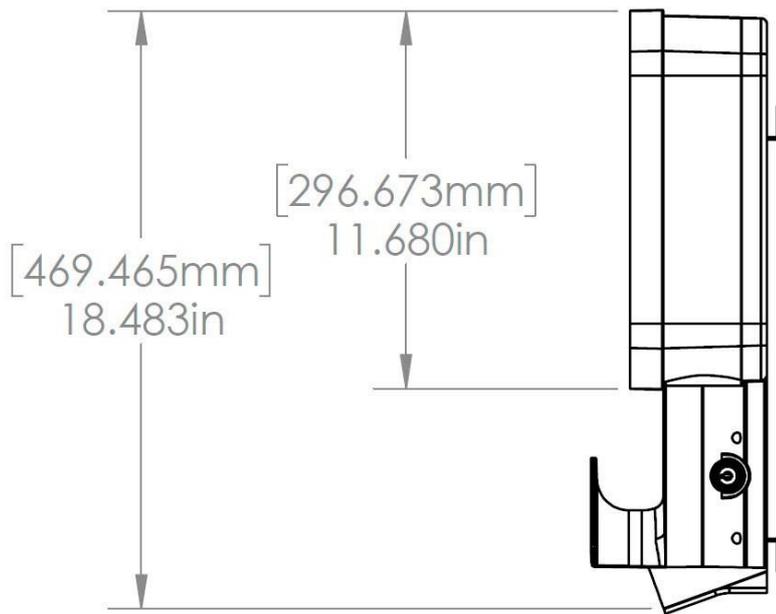
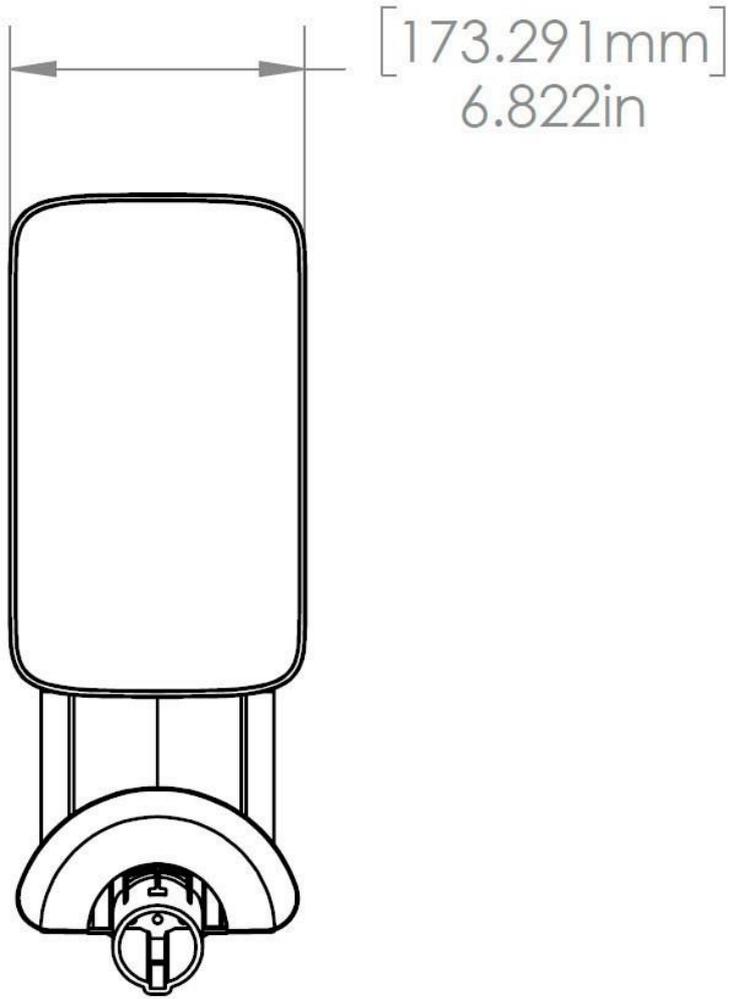
OUTPUT POWER	48A max: Up to 11.5 kW, 48A, 1-phase
INPUT VOLTAGE	120/240 VAC
LEDs	Dynamic LEDs displaying charging status
PROTECTION	IP66/NEMA 4X
	AC 20mA Ground Fault Detection
TEMPERATURE RANGE	-40°F to 140°F (-40°C to 60°C)
STANDARDS AND CERTIFICATIONS	IEC 61851-1
	UL and cUL Listed

Connectivity

WI-FI	IEEE 802.11b/g/n 2.4 GHz
(OPTIONAL) CELLULAR	LTE (CAT-1) Bands B2, B4, B5, B12/B13
3G	Bands B2 (1900), B5 (850); PTCRB and GCF certification

Dimensions





LED Indicator

COLOR	PATTERN	MEANING
Blue	Flashing	Setup Mode
	Solid	Wi-Fi setup device connected
Yellow	Solid	Booting after power (Note: During booting, solid Yellow may be followed by Purple before going to Setup Mode)
	Flashing	Vehicle plugged in, not charging (Note: EV not ready to charge or charging suspended (ToU) or in earlier releases: charging finished)
White	Solid	Online: Idle, vehicle not plugged in
Purple	Solid	Offline: Idle, vehicle not plugged in
Green	Solid	Vehicle finished charging
	Long Flash (5-sec duration)	RFID authorized
	Flashing	Vehicle charging
Red	Flashing	Error (Refer to error codes)

Customer Service Information

U.S. Owners

American Honda Motor Co., Inc.

Honda Automobile Customer Service

Mail Stop CHI-5

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Torrance, CA 90501-2746

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