Next Gen JuiceBox
User Manual

ENGLISH

enel way

755-000215 Rev F

Table of contents

Welcome to JuiceBox

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 operate the JuiceBox outside its operating temperature rating indicated on the JuiceBox label.
⚠ **WARNING:** Do not use solvents to clean the JuiceBox as they may degrade or damage the plastic enclosure.

INSTRUCTIONS PERTAINING TO A RISK OF FIRE OR ELECTRIC SHOCK

⚠ **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 JuiceBox away from flammable, explosive, harsh or combustible vapors, materials or chemicals.
⚠ **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.

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 Apple 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 antennas must be installed so as to maintain at all times a distance minimum of at least 20 cm between the radiation source (antenna) and any individual. This device may not be installed or used in conjunction with any other antenna or transmitter.

Package Contents

> JuiceBox

NOTE: In some markets, JuiceBox 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 JuiceBox onto wall bracket (#10-32 Phillips head machine screws).

Required Tools

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

Installation Instructions

Installation Prerequisites

OVERVIEW

JuiceBox requires either a hardwired electrical connection, NEMA 6-50 outlet, or a NEMA 14-50 outlet.

The JuiceBox 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 JuiceBox 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.

	32A	40A	48A
Circuit Requirements	40 Amp 2 pole breaker	50 Amp 2 pole breaker	60 Amp 2 pole breaker
Recommend Wiring	#8 or 10AWG at 75°C or 90°C respectively or larger gauge copper wires for the conductors per NEC ARTICLE 310 Table 310.16	#8AWG at 75°C or 90°C or larger gauge copper wires for the conductors per NEC ARTICLE 310 Table 310.16	#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 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 is able to 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.

Installation

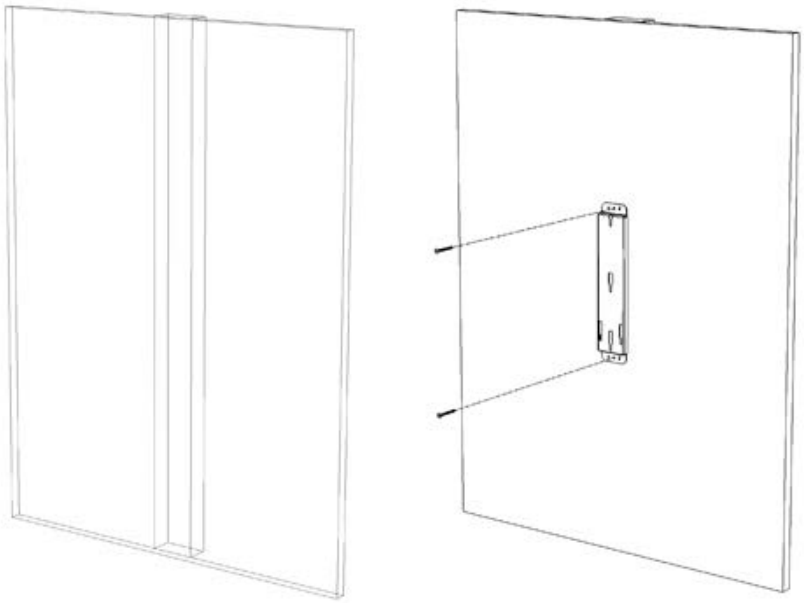
Fully read and understand the directions before installation. Refer to IMPORTANT SAFETY INSTRUCTIONS at the beginning of this document.

The JuiceBox is intended to be mounted to a solid surface using the included mounting screws and wall bracket.

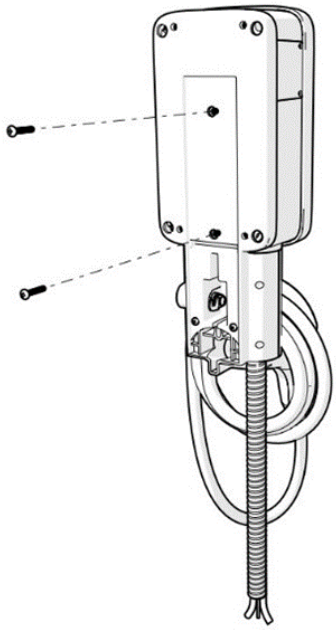
1. Turn off the circuit breaker to the NEMA 14-50 outlet, NEMA 6-50 outlet, or hardwired electrical connection.

⚠ **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.

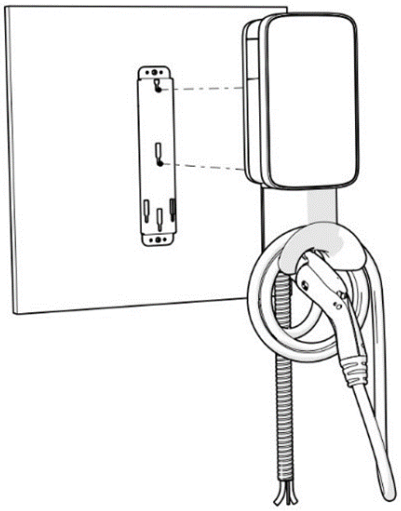


3. Insert the enclosure screws into the enclosure, as shown. Tighten the screws until approximately 2 mm of thread are visible.



4. Hang the JuiceBox onto the wall bracket.

NOTE: If the JuiceBox does not hang securely, adjust the screws that were installed in step 3. Few JuiceBox models are hardwire only and do not have a plug as shown.



5. Connect the JuiceBox:

> **Plug-In Version:** Plug the JuiceBox into the NEMA 14-50 outlet or NEMA 6-50 outlet.

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

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

NOTE: The hardwire versions of the JuiceBox 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 NEMA 14-50 outlet, NEMA 6-50 outlet, or 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. (50 amp circuit = 40 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 JuiceBox

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

Operation

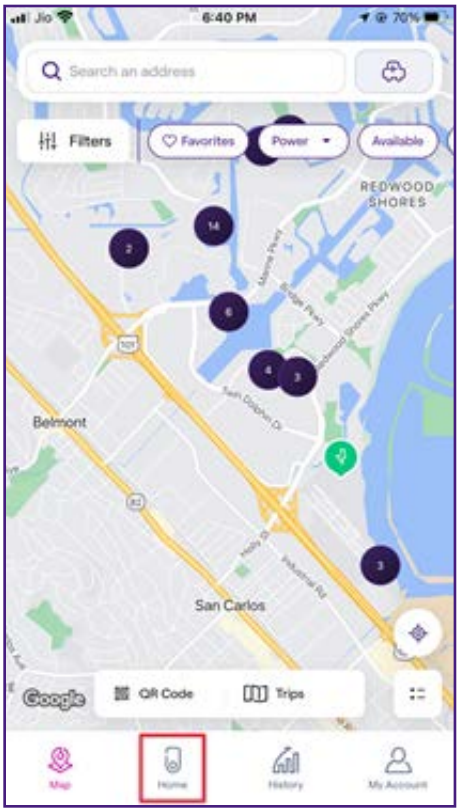
Wi-Fi Setup

Wi-Fi Setup - Mobile Device

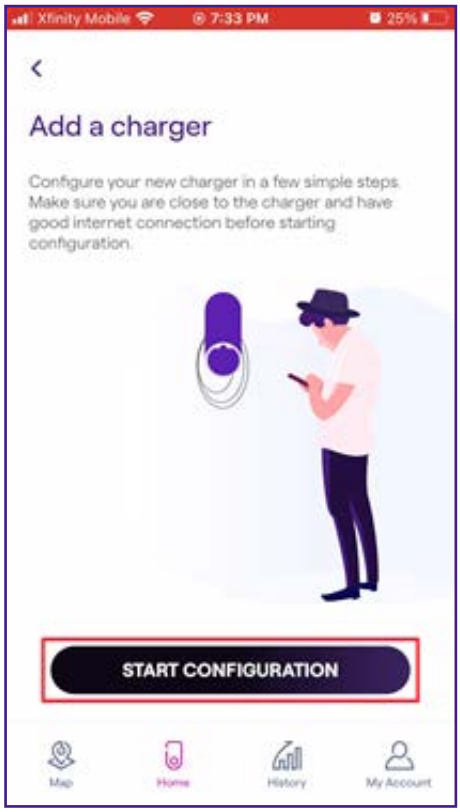
For best results, perform this procedure while standing within 5 ft (1.6m) of the JuiceBox.

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

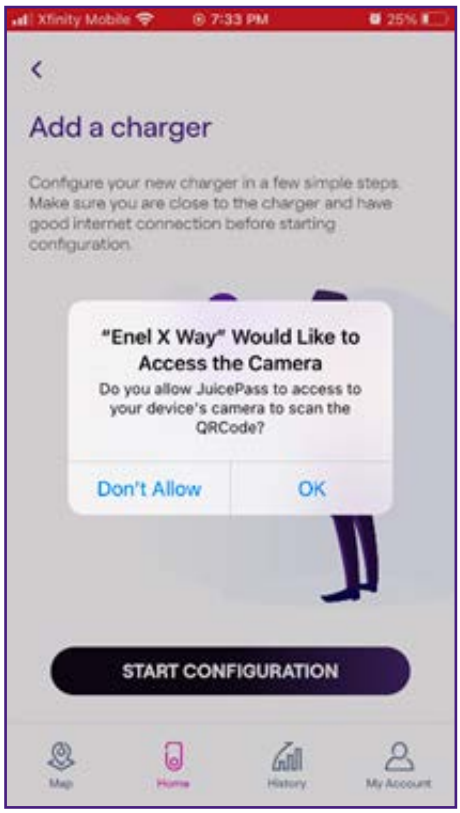
2. Log into the **Enel X Way** app. If you do not have an account, create one.
3. On the bottom left corner of your screen, select **Home** button.



4. Tap **START CONFIGURATION.**



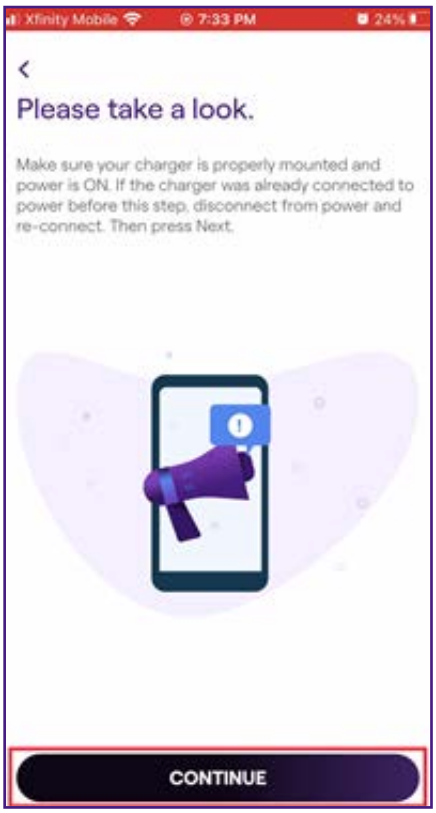
NOTE: You can allow the Enel X Way app to access your device's camera to scan the QR code to avoid manually entering the charging station's serial number.



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.

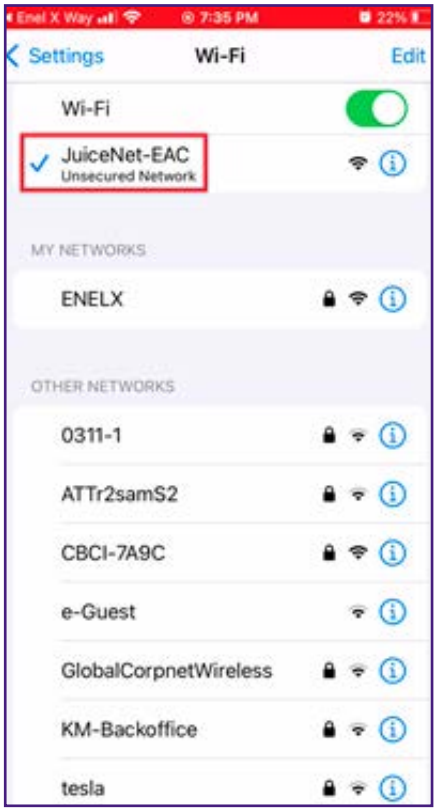
NOTE: If the JuiceBox LED is not flashing blue color, disconnect it from power source and re-connect before proceeding.



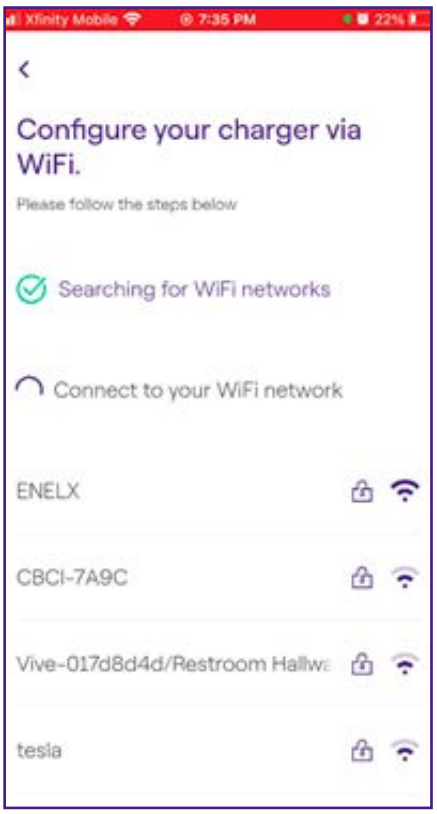
NOTE: After powering the JuiceBox, steps 7 through 10 must be completed within 2 minutes.

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 "JuiceBox-123".

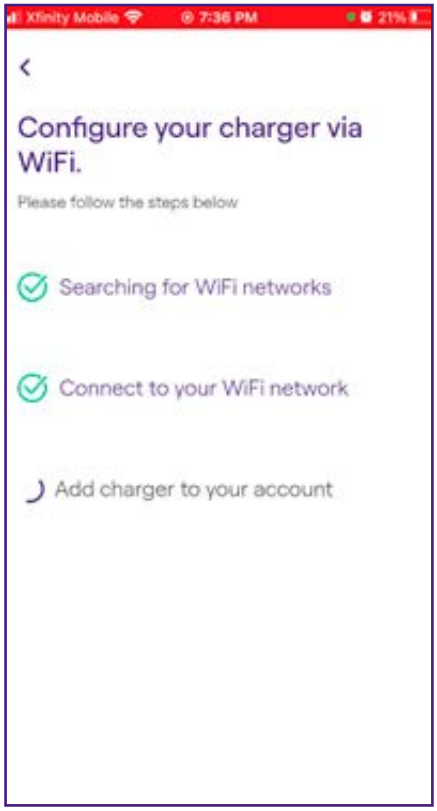


8. Return to the **Enel X Way** app.

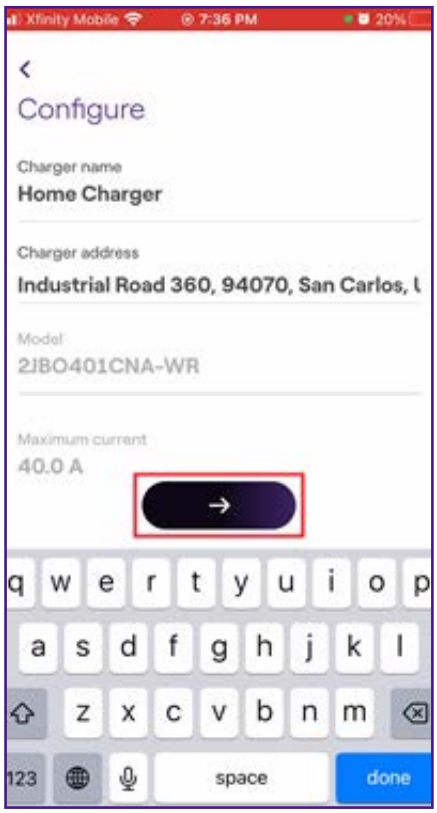


9. In the **Enel X Way** app, select the desired local Wi-Fi network.
10. Enter the Wi-Fi network password, if necessary. Then, select **CONNECT CHARGER TO WIFI.**

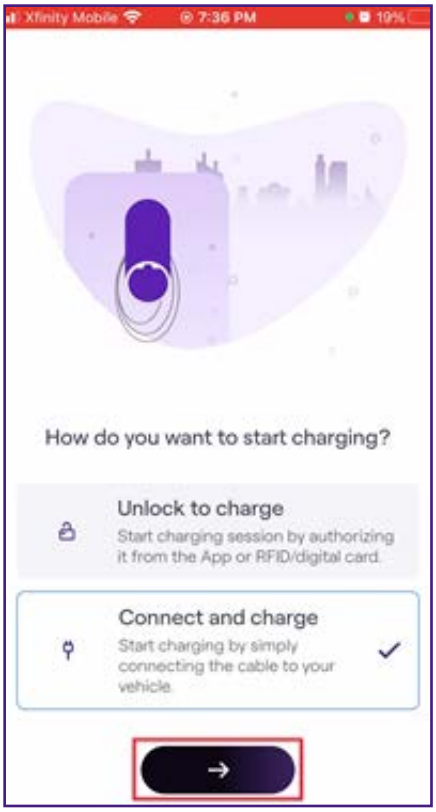
11. The app connects the JuiceBox to the Wi-Fi network.



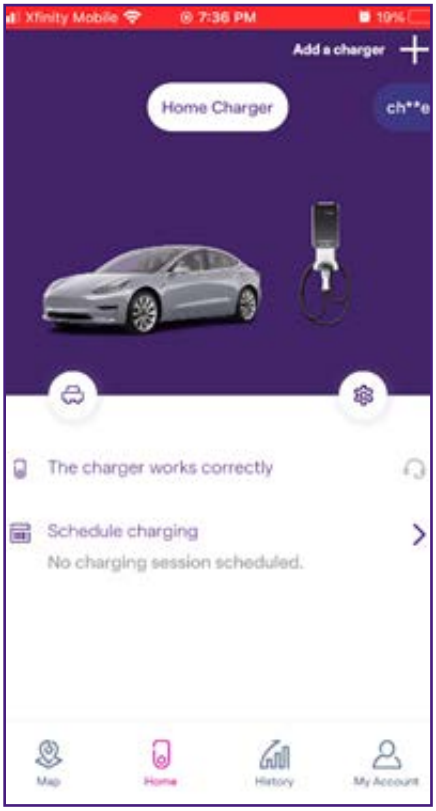
12. Enter the charger's name and address. Then, select "➔" button.



13. Select between **Unlock to charge** or **Connect and charge**. Then, select "➔" button.



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



NOTE: Once getting online, JuiceBox 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

Connect to Wi-Fi

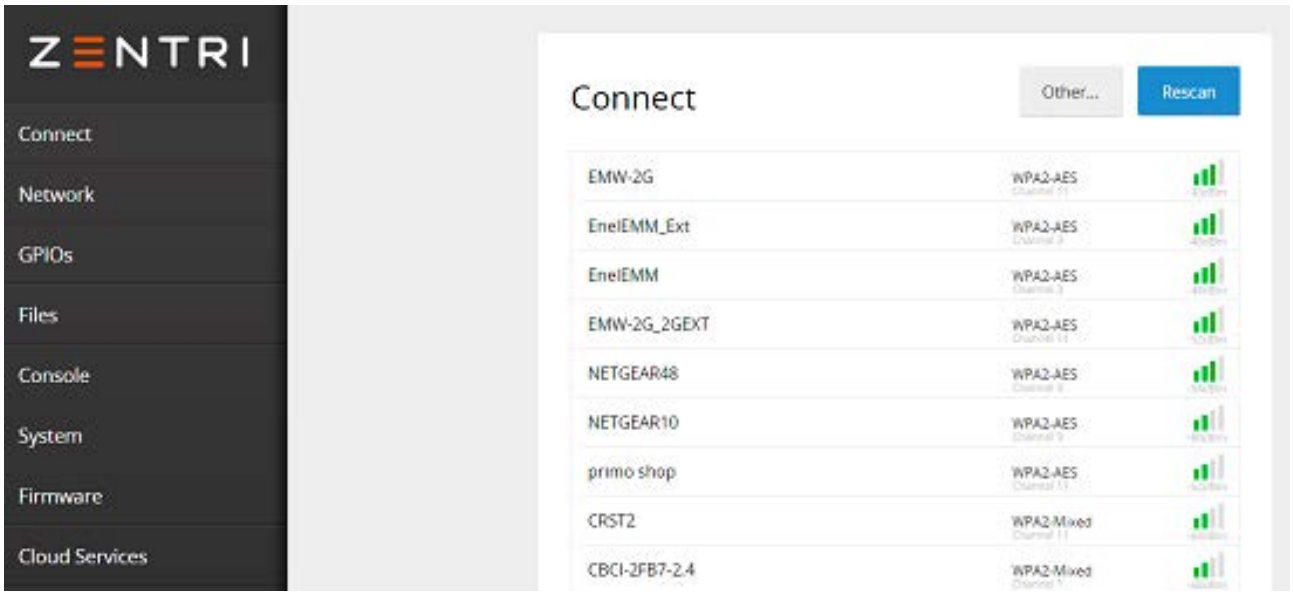
1. Unplug the JuiceBox, then plug it back in.

NOTE: The following steps must be completed within 2 minutes of plugging in the JuiceBox.

2. Open the Wi-Fi settings on your personal computer. Connect to the "JuiceBox-###" or "JuiceNet-###" Wi-Fi network using the password "GoElectric" (case-sensitive).

NOTE: The actual name of the network varies by device, such as "JuiceBox-123".

3. In a web browser, navigate to 10.10.10.1 or to setup.com to view a list of available Wi-Fi networks.



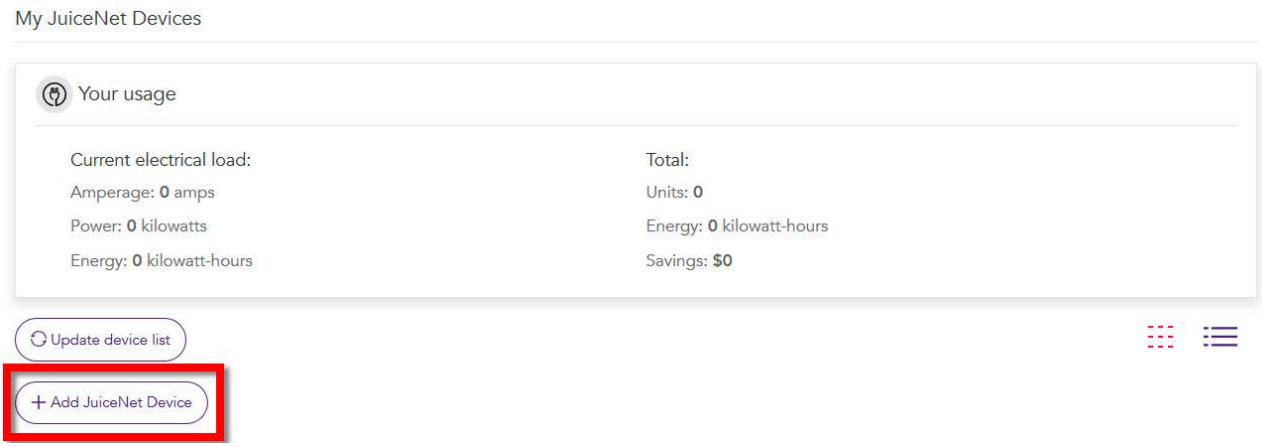
4. Select the desired Wi-Fi network. Enter the Wi-Fi network password, if necessary. Click **Connect.**

Verify that the JuiceBox is connected by checking that the "Network" indicator on the enclosure is solid blue.

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

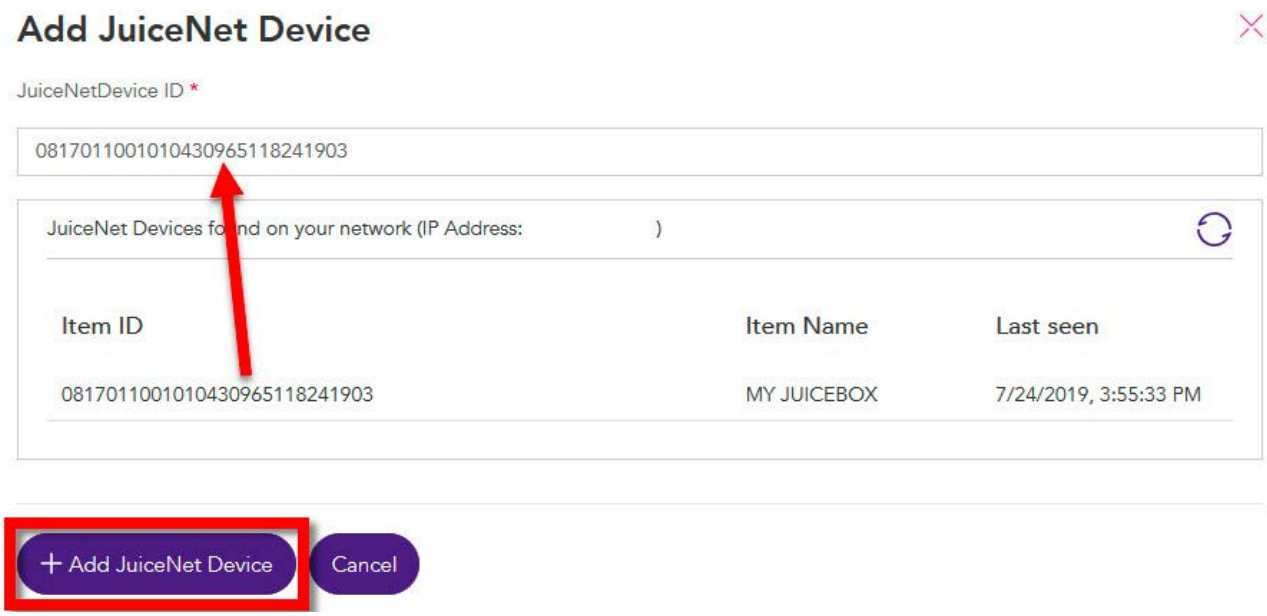
Set Up JuiceNet Dashboard

1. Log into the dashboard.
2. Select **Add JuiceNet Device.**

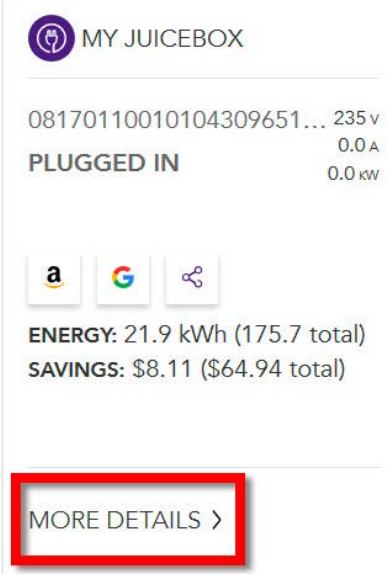


3. Enter the JuiceNet ID and select **Add JuiceNet Device.**

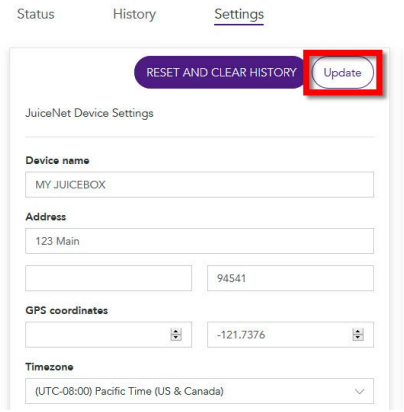
TIP: JuiceNet detects and displays all devices on the local network. Click on the appropriate Device ID to automatically paste it into the entry field.



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



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



Pairing Alexa

Refer to Pairing Alexa for more details.

Moving and Storage

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

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

Specifications

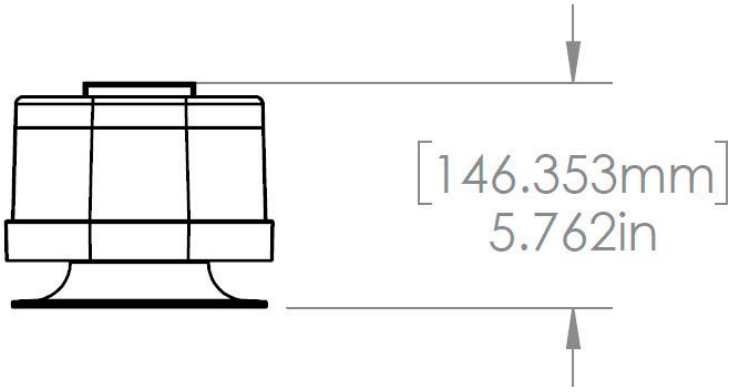
Characteristics

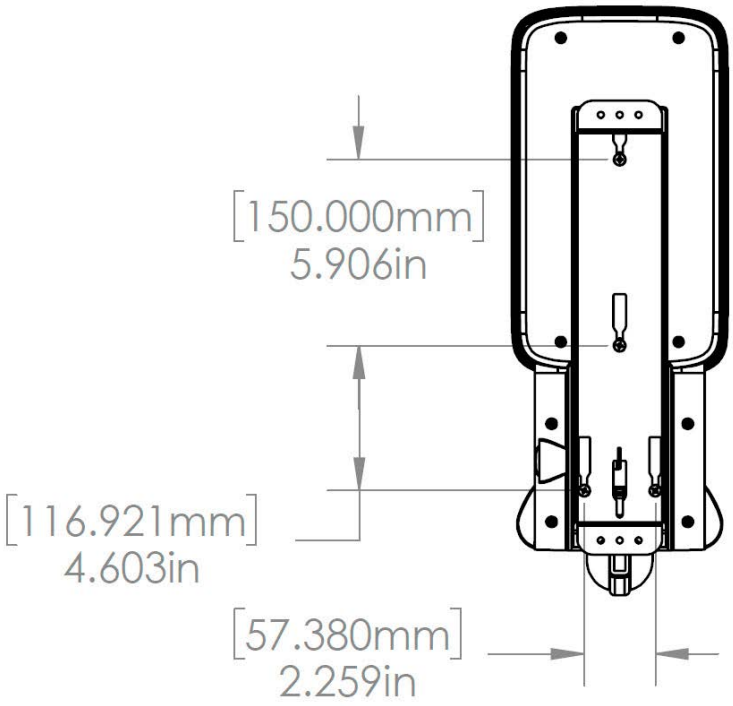
OUTPUT POWER	**32A max:** Up to 7.7 kW, 32A, 1-phase
	40A max: Up to 9.6 kW, 40A, 1-phase
	48A max: Up to 11.5 kW, 48A, 1-phase
INPUT VOLTAGE	120/240 VAC
LEDs	Dynamic LEDs displaying charging status
PROTECTION	IP66/NEMA 4X
	AC 20mA Ground Fault Detection
TEMPERATURE RANGE	From -40°C to +60°C
STANDARDS AND CERTIFICATIONS	IEC 61851-1
	UL and cUL Listed

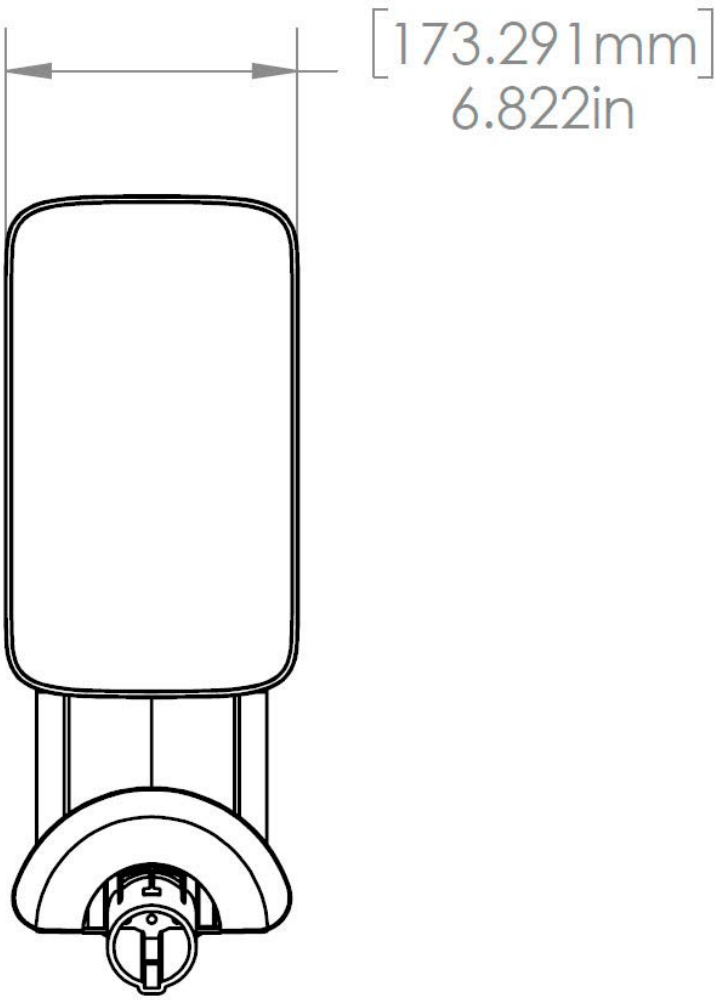
Connectivity

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


[146.353mm]
5.762in


[150.000mm]
5.906in
[116.921mm]
4.603in
[57.380mm]
2.259in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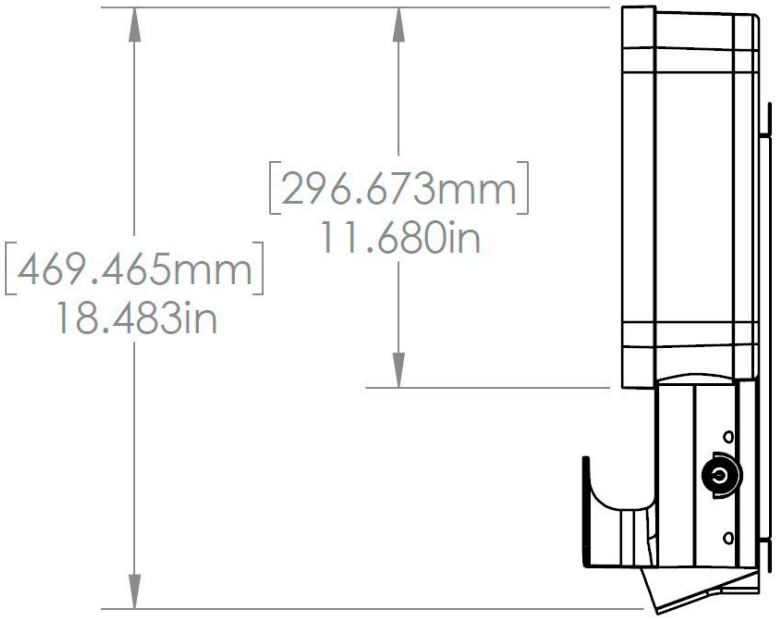
6.822in


[296.673mm]
11.680in
[469.465mm]
18.483in

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	Long Flash (5-sec duration)	RFID not authorized
	Flashing	Error (Refer to error codes)