

Technician:

Customer:

Address:

Vehicle:

Date:

Serial Number:

Charger version (SW):

1. Provide photos of the charger, include a clear photo of the inside of the charger both cover and body

2. WallBox Checks

- 2.1 Is the status led on? Yes No Check electric installation and Molex, also if there is any LED on inside
- 2.2 What is the front LED color of the status?
 Yellow Green Blue Orange Red Turquoise White LED Off Blinking
(review section 5.2. of the Annex)
- 2.3 Does it allow to navigate through the menu? Yes No Observations:
 (Eg the screen gives false pulses, the keyboard does not allow symbols, ...)
- 2.4 Is possible to synchronize with Wallbox APP? Yes No
- 2.5 Charger appears on nearby devices? Yes No Name:
 (check in the Bluetooth settings of the mobile (Android) or BLE Scanner 4.0 App (Apple))
- 2.6 Is it conected to internet? WiFi Ethernet 3G/4G No
- 2.7 Is the WallBox making any noise or buzzing? Yes No
- 2.8 In what position is the current selector? 0 to 9

2. Current selector (I-4)

Use the selector to select the maximum input current of the device. Positions 0, 8 and 9 are reserved for the Power Sharing Smart feature.

| | | | | | | | | | | |
|-------------|---|---|----|----|----|----|----|----|---|---|
| POSITION | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| CURRENT (A) | 0 | 6 | 10 | 13 | 16 | 20 | 25 | 32 | 0 | 0 |



I-4: Current selector

2.9 In which state are the LEDs on the Carrier (CR)?

| | Blinking | Fix | Off | |
|--------|--------------------------|--------------------------|--------------------------|---|
| LD301 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Communication RPi-MCU |
| LD302 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Normally off. If blinking, count the number of blinks and make a video |
| LD303 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Hearbeat |
| LD201 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | RPI |
| LD1302 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Power Meter feedback |
| Power | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Power ON |



2.10 In which position are the switches on the Carrier (CR)?

| | T | NT |
|---------|--------------------------|--------------------------|
| CAN BUS | <input type="checkbox"/> | <input type="checkbox"/> |
| RS485 | <input type="checkbox"/> | <input type="checkbox"/> |

3 Electric Installation

Single-Phase IT MCB (A) Other:
 Bi-Phase
 Three-Phase TT/ TN RCD (Type)

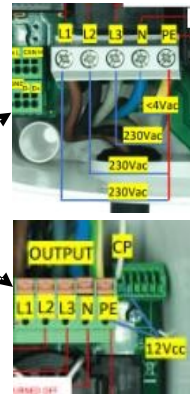
3.1 Earth resistance of the charger installation:
 (Some EV car models do not accept more than 150 Ohm). Ohm

3.2 Voltage measurements on the charger: (review section 5.1. of the Annex)
The measurements in 3.2.1 and 3.2.2 must be carried out **with power supply** to the charger!

3.2.1 Measurements on the power supply of the charger.

| | |
|-----------------|--|
| N-PE (0Vac) | |
| N-L1 (230Vac) | |
| N-L2 (230Vac) | |
| N-L3 (230Vac) | |
| PE-L1 (230Vac) | |
| PE-L2 (230 Vac) | |
| PE-L3 (230Vac) | |
| CP-PE (12Vdc) | |

(12 V in case no error is detected by the charger, as it would measure -12V)



3.2.2 EVgun measures:

(review section 5.3. of the Annex)

| | |
|---------------|--|
| N-PE (0Vac) | |
| N-L1 (0Vac) | |
| N-L2 (0Vac) | |
| N-L3 (0Vac) | |
| PE-L1 (0Vac) | |
| PE-L2 (0 Vac) | |
| PE-L3 (0Vac) | |
| CP-PE (12Vdc) | |

(12 V in case no error is detected by the charger, as it would measure -12V)

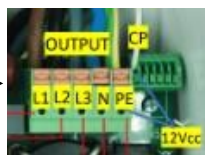
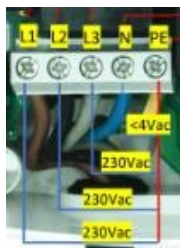


3.3 Continuity measurements on the charger

The measurements in 3.3.1 and 3.3.2 and 3.3.3 must be carried out **without power supply** to the charger!

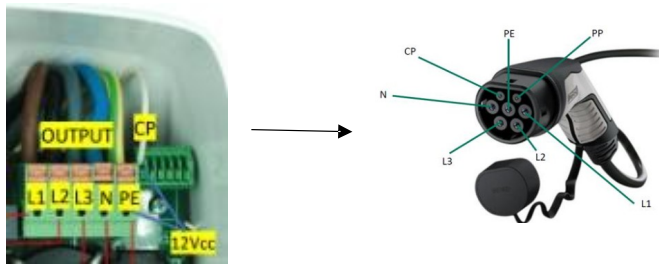
3.3.1 Verification of relays, must be measured between the supply connections and the terminals of the hose output:
 There must be no continuity in the lines, only on the ground (PE).

Continuity L1 input - L1 output: Yes No
 Continuity L2 input - L2 output: Yes No
 Continuity L3 input - L3 output: Yes No
 Continuity N input - N output: Yes No
 Continuity PE input - PE output: Yes No



3.3.2 EVgun cable continuity: should be measured between the EVgun pins and the hose output terminals:

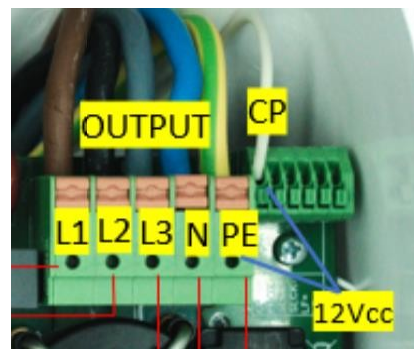
- Continuity L1 EVg - L1 output: Yes No
- Continuity L2 EVg - L2 output: Yes No
- Continuity L3 EVg - L3 output: Yes No
- Continuity N EVg - N output: Yes No
- Continuity PE EVg - PE output: Yes No
- Continuity CP EVg - CP output: Yes No



3.3.3 check output connections

Especially in cases of no continuity of the Evgun or no 12Vcc in the CP or with or in cases of intermittent charges (review section 5.5. of the Annex)

- Is the L1 properly connected? Yes No
- Is the L2 properly connected? Yes No
- Is the L3 properly connected? Yes No
- Is the N properly connected? Yes No
- Is the PE properly connected? Yes No
- Is the CP properly connected? Yes No



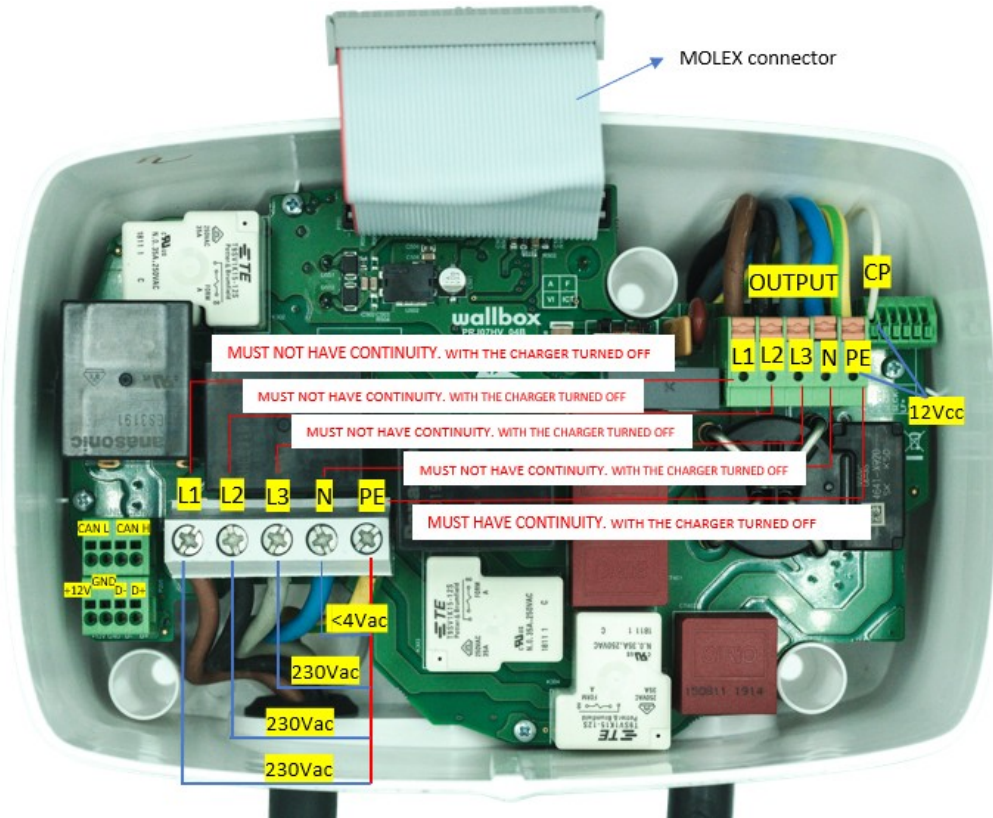
3.4 More details of the place of installation (eg, it is at the end of the line, there is heavy machinery nearby, it is located in an industrial area, ...)

4. Resume

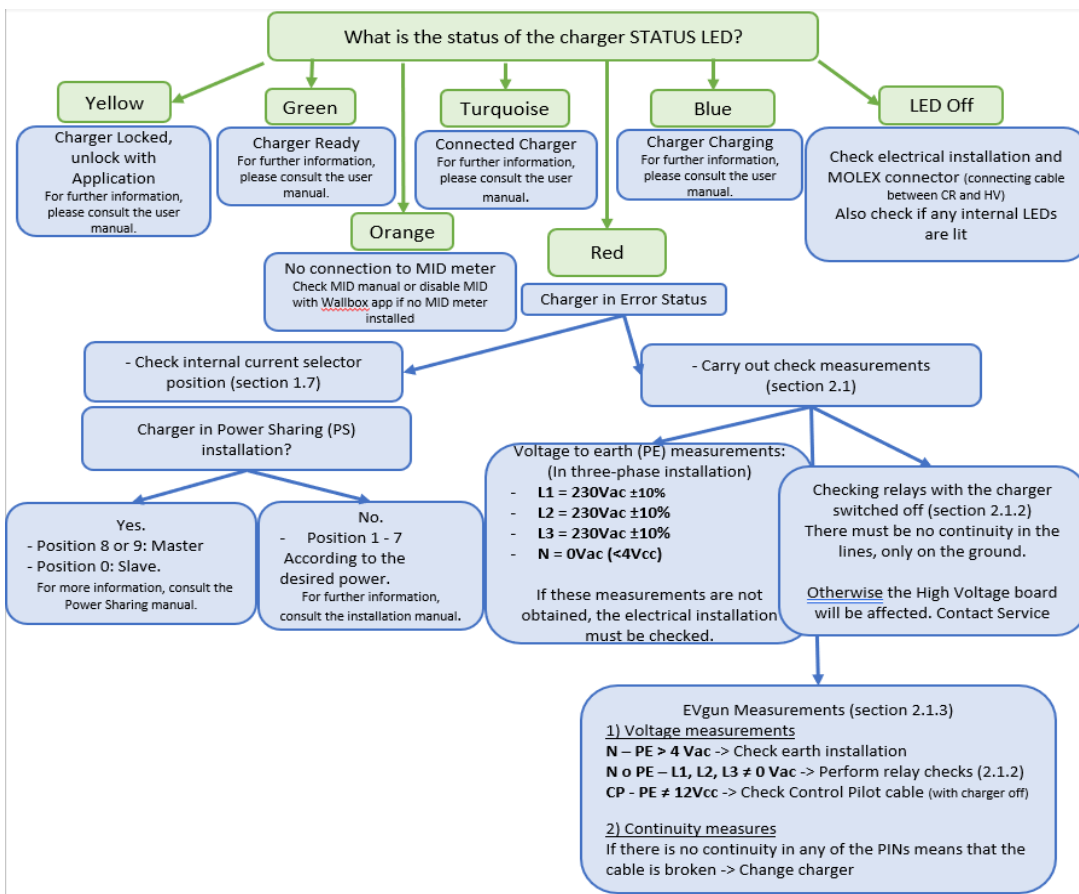
4.1 Spare part needed?

- COVER
- EV Gun
- Complete Unit
- PCB HV&PS
- PLAIN CABLE
- Plastics

4.2 Fault description:



5.2 LED status

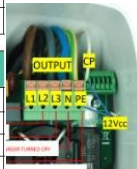


5.3 EVgun mesures:



| PINS | MEDIDAS |
|---------------|---------------------------------|
| NEUTRO-TIERRA | 0V ca (obligatorio menos de 5V) |
| NEUTRO - L1 | 0V ca |
| NEUTRO - L2 | 0V ca |
| NEUTRO - L3 | 0V ca |
| TIERRA - L1 | 0V ca |
| TIERRA - L2 | 0V ca |
| TIERRA - L3 | 0V ca |
| CP - PE | 12V cc |

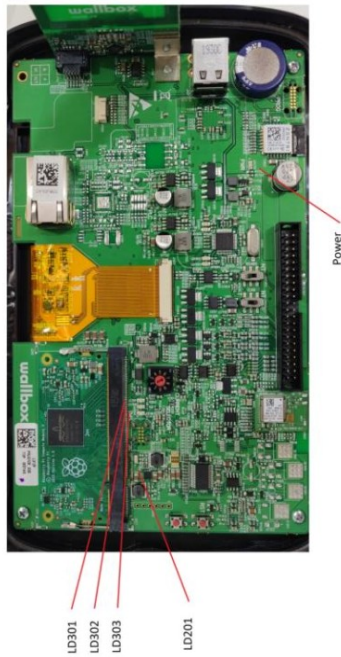
| PINS | CONTINUIDAD EVG A WALLBOX (con el cargador apagado) |
|--------------------|---|
| L1 EVG - L1 OUTPUT | Continuidad? |
| L2 EVG - L2 OUTPUT | Continuidad? |
| L3 EVG - L3 OUTPUT | Continuidad? |
| N EVG - N OUTPUT | Continuidad? |
| PE EVG - PE OUTPUT | Continuidad? |
| CP EVG - CP OUTPUT | Continuidad? |



EV GUN MEDIDAS (WALLBOX ON - Coche desconectado)

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5.4 LEDs status on the Carrier (CR)



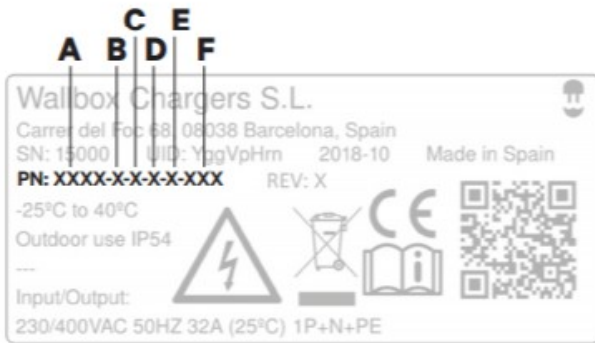
| Nº LED | Function | Expected behaviour | Status | Action (if the led does not have the expected behaviour) |
|----------|------------------------------------|--------------------------------------|--|---|
| 1 LD301 | Modbus Comm between RasPi and TMS. | Red - Every 250ms is ON shortly | If never blinks, there is no Comm between TMS and RasPi last around 30 sec to power on | make RESTORE + UPDATE (consult user manual) If the incident continues contact Service. |
| 2 LD302 | Error Control LED | Off | Normally off - if blinking indicates error | if it blinks, make a video where it is possible to count the number of blinks per interval |
| 3 LD303 | Heart Beat | Red - Blink every 1s | Alive | Check electrical installation and MOLEX connector. |
| 4 | - | | | |
| 5 | - | | | |
| 6 LD1301 | Power Boost TX | Green - ON shortly | Every time the LED is ON the charger looks for a power meter device | Only applies if installed with Power Boost. Please contact Service indicating the issue. |
| 7 LD1302 | Power Boost RX | Red - ON shortly | It is ON when the power meter is answering | Only applies if installed with Power Boost. Check the Power Boost wiring against the Power Boost installation manual. Also check correct installation of the Power Meter. |
| 8 LD201 | RasPi Access external memory | Green - ON shortly every few seconds | If no blinking or fixed, the RasPi is not functioning as expected | With the charger turned off. Remove the RasPi and reintroduce it into its lane. |
| 9 POWER | Power | Red - Always ON | If it is not fixed there is a problem with the Power Supply | Check electrical installation and MOLEX connector |

5.5 Output connections (Only in cases of no continuity on any of the measurements of the Evgun, point 3.3.2) check how to disassemble in the manual: "20201006 Commander 2 Service Manual EN"



5.6 Product code

Part Number Structure

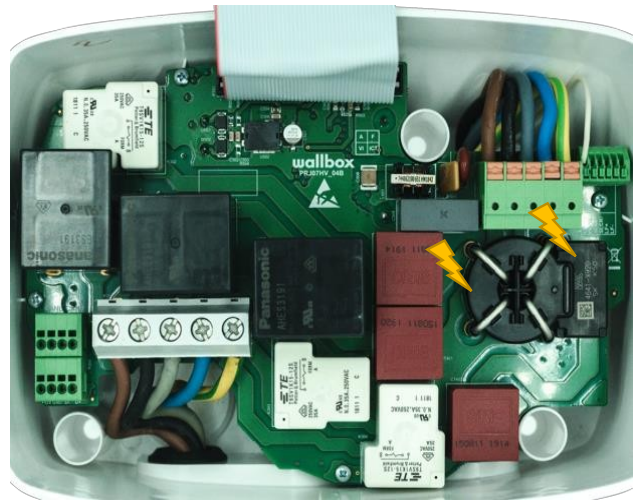


| | Code | Definition |
|-----------------------------|------|-----------------------------------|
| A Model | CMX2 | Commander 2 |
| | | |
| B Cable | 0 | 5 m |
| | M | 7 m |
| C Connector | 1 | Type 1 |
| | 2 | Type 2 |
| D Power | 1 | 3,7 kW |
| | 2 | 7,4 kW |
| | 3 | 11 kW |
| | 4 | 22 kW |
| E Additional Feature | 8 | Residual current detection + RFID |
| | | |
| F Custom | XX1 | White |
| | XX2 | Black |

WARNING:

High voltage.

Caution when the charger is power on.



Wallbox only recommends performing any manipulation of the charger by a technician / professional.

Wallbox assumes no liability for (personal injury or unit damage) that could result from a false manipulation of the device.