

Heidelberg Wallbox Home Eco
Operating manual

00.999.3018/01

A Operating manual

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1 Operating manual

1.1 Safety

Before installing and starting up the Wallbox, please carefully read the enclosed safety instructions.

1.2 Cleaning the Wallbox

Do not use any aggressive cleaners (e.g. benzine solvents, acetone, ethanol, spirit glass cleaner) to clean the Wallbox and especially the plastic panel. These can attack/damage the surface.

Permissible cleaners are mild detergent solutions (rinsing solution, neutral cleaner) and a soft, moistened cloth.

1.3 Specifications

Designation	Technical specifications
Regulations	IEC 61851-1
Charging capacity type 3	up to 11 kW
Nominal voltage	230 V / 400 V / 1/3 AC
Nominal current	up to 16 A adjustable from 6 A to 16 A in 2 A increments
Nominal frequency	50 Hz
Connection method	Spring clip method
Charging connection/ coupler	Type 2
Length of charging cable	3.5 m, 5 m or 7.5 m
Operation/status information	Pushbutton with LED
Protection rating	IP54
Residual current detection	AC 30 mA, DC 6 mA
Ambient temperature	-25 C to +40 C
Ventilation	No ventilation required
Protection class	I
Overvoltage category	III
Weight	approx. 8 kg

Tab. 1

1.4 Operation

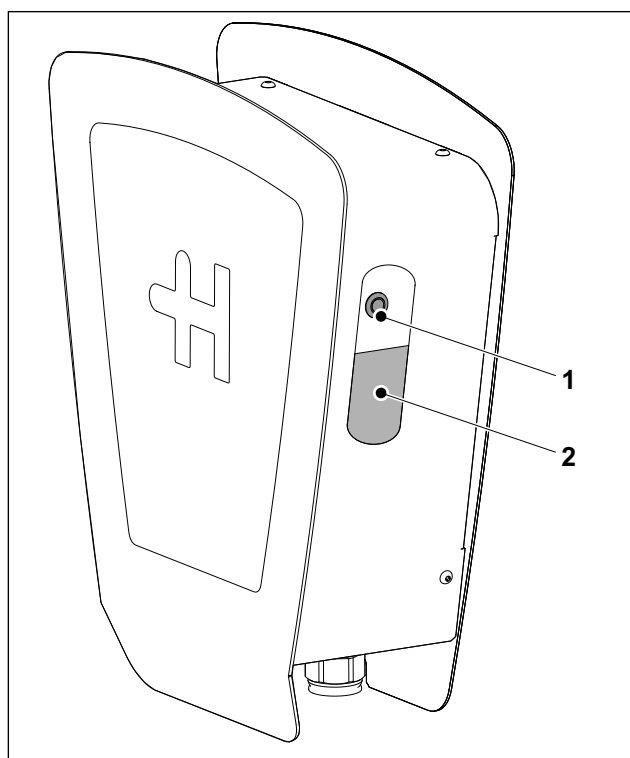


Fig. 1 Heidelberg Wallbox Home Eco

1 Pushbutton/LED combination

2 Nameplate

1. Completely unwind the charging cable from the Wallbox.
2. Remove the cover from the coupler of the charging cable.
3. Plug the charging cable into the vehicle.

As soon as you have plugged the charging cable into the vehicle, the Wallbox switches to "ready" and the LED lights up green.

After approx. 12 min in the ready mode without being connected to a vehicle, the Wallbox changes into the standby mode and the LED goes out.

Wake up option 1:

- When the charging cable is plugged into the vehicle while the Wallbox is in the standby mode, it automatically switches to the ready mode. The LED lights up green.

Wake up option 2:

- When the button is pressed (without connected vehicle), the Wallbox changes from the standby mode to the ready mode. The LED lights up green and the charging cable can now be plugged into the vehicle.

► **Note**

If an external blocking device is used, when the vehicle is connected, it checks whether there is an external block (e.g. by means of a key switch or similar). As long as the external device has not enabled the Wallbox, the LED lights up yellow and no charging takes place. After the external device has enabled the Wallbox, the LED lights up green.

Charging process

When you have plugged in the charging cable, charging of the vehicle can start. The LED blinks green during charging.

When the vehicle has stopped charging, the Wallbox terminates the charging process. The LED lights up green.

These two operating statuses may be repeated a number of times during a complete charging cycle.

End of charging

When the charging process is finished, you must unplug the charging cable from the vehicle and close the cover on the cable. You must then wind up the charging cable onto the Wallbox.

- **Note**
- If the charging cable is not wound up and lies loosely on the ground, someone may trip over it.
- When winding the cable, make sure you do not pull it too hard or wind it too tightly. Repeatedly pulling too hard or winding too tightly can lead to cable breakages.

Stopping the charging process

The charging process **cannot** be stopped with the button (Fig. 1/1). There are three ways of stopping the charging process:

- Stop the charging process with the vehicle's operating controls. Instructions on this are given in the vehicle's operating manual.
- Disconnect the Wallbox from the power supply by disengaging the building's circuit breakers.
- If the Wallbox has an external blocking device, you can use it to stop the charging process.

1.5 Diagnostics

Wallbox does not react

If the Wallbox does not react after the charging cable has been plugged in or after pressing the button (Fig. 1/1), please check the building's power supply (circuit breakers, residual current circuit breaker).

LED lights up yellow

If an external blocking device is used, when the vehicle is connected, it checks whether there is an external block (e.g. by means of a key switch or similar). As long as the external device has not enabled the Wallbox, the LED lights up yellow and no charging takes place.

- Switch off the external blocking device.

After the external device has enabled the Wallbox, the LED lights up green.

LED blinks alternately yellow/red:

Residual current circuit breaker in the Wallbox has been triggered.

- Make a visual inspection of the Wallbox, the charging cable, and the vehicle.
- To reset the residual current circuit breaker, press the button (Fig. 1/1) for longer than 3 seconds. The LED flashes green.

After approx. 4 seconds, the Wallbox is ready for operation and the LED lights up green.

LED blinks yellow (blink sequence 50 % on / 50 % off)

Possible cause of the fault: overheating.

- You do not need to intervene.

After a self-test and elimination of the malfunction, the LED lights up green.

LED blinks yellow (blink sequence 90 % on / 10 % off)

Possible cause of the fault: supply voltage is too high or too low.

- You do not need to intervene.

After a self-test and elimination of the malfunction, the LED lights up green.

LED blinks yellow (blink sequence 10 % on / 90 % off)

Faulty communication with the vehicle or the maximum preset current has been exceeded.

- Check that the charging cable is correctly plugged into the vehicle.

After a self-test and elimination of the malfunction, the LED lights up green.

LED lights up continuously red:

Internal malfunction of the Wallbox.

- Disconnect the charging cable from the vehicle.
- Disconnect the Wallbox from the power supply by switching off the respective circuit breakers of the building.

Wait approx. 1 minute and then re-engage the circuit breakers.

After a self-test and elimination of the malfunction, the LED lights up green.

- Reconnect the charging cable to the vehicle.

Troubleshooting

If the above malfunctions continue, please contact our hotline.

1.6 Contact address/Customer Sales Representative

Hotline: +496222 82 2266

E-mail Wallbox@heidelberg.com

Contact language: German and English.

Website: <https://wallbox.heidelberg.com/>

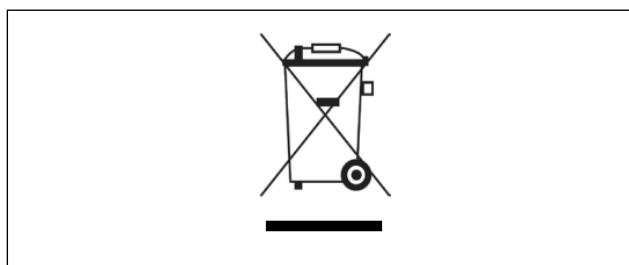
1.7 Environment

Fig. 2

This device is used for charging electrically powered vehicles and is thus regulated by EU Directive 2012/19/EU on waste electrical and electronic equipment (WEEE).

Its disposal must comply with the national and regional regulations for electrical and electronic equipment.

Waste equipment and batteries must not be disposed of by putting them in household or bulky waste. The device should be made inoperative before disposal.

Please dispose of the packaging material in the usual collection containers for cardboard, paper, and plastics for your region.