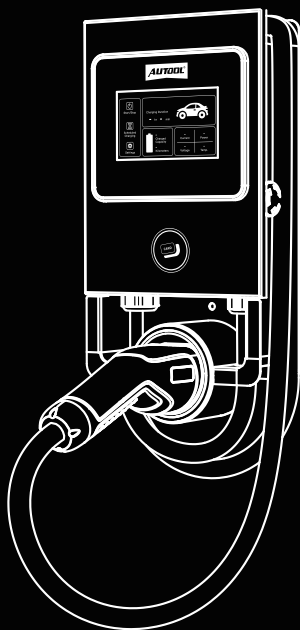


AUTOOL C721

EV Charging Station

User Manual

用户手册





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® 执行标准/Execution standard: GB/T 18487.1-2023



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IMPORTANT GUIDELINES

Caution



Before using this product, it is essential to pay close attention to the following instructions:

- ▶ When using this product, always adhere to essential safety measures, including the following instructions concerning fire and electric shock risks.
- ▶ Avoid installing or operating this product in proximity to flammable, explosive, chemical materials, or vapors.
- ▶ Prior to installing or cleaning this product, make sure to deactivate the power at the circuit breaker.
- ▶ When using this equipment in areas with children, exercise strict supervision.
- ▶ This product should be operated within specified parameters.
- ▶ Do not use this product if it exhibits defects, cracks, wear, fractures, or any other damage that hinders its proper functioning.
- ▶ If the power cord or EV cable is worn, torn, or damaged in a way that interferes with normal operation, refrain from using this product.
- ▶ Avoid disassembling, repairing, altering, or modifying this product. This product is not user-serviceable; for any maintenance or alterations, consult a professional electrician.
- ▶ When transporting this product, handle it with care. Prevent applying excessive force or impacts that could lead to pulling, twisting, bending, knotting, or stepping on the product or its components, in order to prevent damage.
- ▶ Do not insert fingers or foreign objects into any part of this product.

Safety guidelines

- ▶ This product is designed to operate within a temperature range of -20°C to 50°C. Do not use it outside of this temperature range.
- ▶ Immersing this product in water is strictly prohibited. It is suitable for normal rain exposure but should be avoided in heavy rain.

- ▶ If there is any damage to the charging cable or the external shell of the charging gun, do not use the product. Please contact our aftersales service for assistance.
- ▶ When using this product for charging, ensure that the gun head is securely and properly connected to the vehicle. The connection indicator light should be illuminated, indicating that the charging gun is properly connected to the vehicle.
- ▶ When charging with this product and if there are children nearby, it is advisable to keep them at a safe distance, preventing them from operating or playing around the product or the charging equipment.
- ▶ To prevent unnecessary damage, it is recommended to keep the charging gun away from exposure to heavy rain while in use.
- ▶ During the charging process, avoid touching the metal conductor to prevent electrical accidents due to high current.
- ▶ The housing of the charging gun is made of thermoplastic material. Avoid subjecting it to external impacts to ensure uninterrupted use.
- ▶ When charging, be cautious not to tangle or expose the charging cable to friction with the ground, as this may damage the cable's insulation.
- ▶ After charging is complete, remove the charging gun and insert it into the charging gun holder. Do not leave the charging gun on the ground to avoid potential damage.
- ▶ Incorrect installation and testing of this product can lead to damage to the vehicle's battery, components, and the AC charging station itself. Any such damage is not covered under warranty.
- ▶ This product can be used both indoors and outdoors.
- ▶ Installation of the AC charging station must be carried out by qualified personnel with training and experience in working with electrical systems.

PRODUCT OVERVIEW

This product primarily consists of a charging station main unit, a charging gun, cables, and installation back brackets. It is an electric vehicle charging device that, when connected to the mains power supply, charges electric vehicles through the charging station and the charging gun's head.

Technical specifications

Installation Method	Wall-mounted
Wiring Method	Bottom entry, Bottom exit
Cable Length	5m
Input Voltage	AC 380V $\pm 20\%$
Input Frequency	50HZ
Rated Power	21kW
Output Voltage	AC 380V $\pm 20\%$
Measurement Accuracy	Level 2
Standby Power Consumption	Less than 2W
Output Current	32A
Operating Temperature	-20°C~+50°C
Applicable Environment	Indoor / Outdoor
Operating Humidity	5%~95% non-condensing
Protection Level	IP65 (Control Box), IP55 (Gun Head-Coupling State)
Operating Altitude	Less than 2000m
Cooling Method	Natural cooling
User Interface	Display screen

Product safety features

- Leakage Protection**

If a leakage fault is detected, the protection system will automatically restore power after a 3-minute delay.

- **Overcurrent Protection**

If the current exceeds 35A, the charging station will shut off power and automatically resume after a 1-minute delay.

- **Overvoltage Protection**

When the voltage exceeds 275V, the protection system activates and will automatically restore power once the voltage stabilizes.

- **Undervoltage Protection**

If the voltage falls below 88V, the protection system initiates and will automatically restore power when the voltage stabilizes.

- **Temperature Protection (Overtemperature Protection, Low-temperature Protection)**

If the temperature exceeds 83°C, the protection system activates, and power is automatically restored when the temperature drops to 80°C.

- **Grounding Requirement**

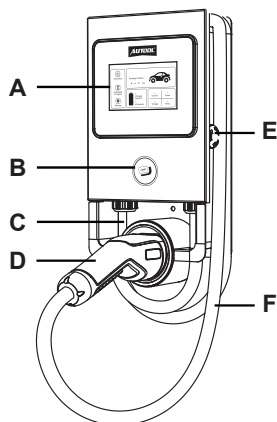
The system requires a proper ground connection for safe charging.

- **Emergency Stop Protection**

Pressing the emergency stop switch will disconnect power output from the charging station. Normal operation is restored when the emergency stop switch is reset.

PRODUCT STRUCTURE

Structure diagram

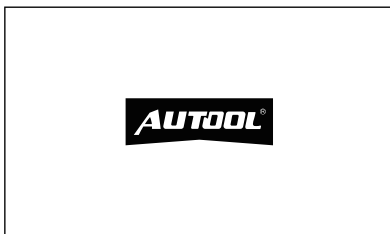


A	Display Screen	B	Card Swipe Area
C	Input Cable	D	Charging Gun Head
E	Emergency Stop Switch	F	Charging Gun Cable

USAGE INSTRUCTIONS

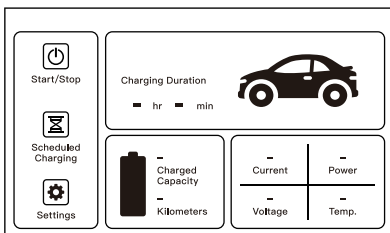
Startup interface

- Connect the charging station to the electrical grid using the correct wiring method and supply power to the charging station. The display will appear as shown in the following image:

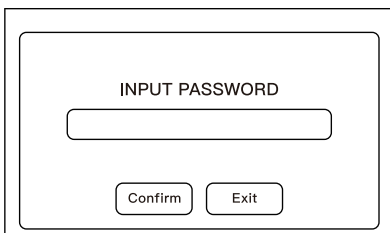


Charging interface

- Use an IC card to access the charging interface (the default factory setting is card swipe mode to unlock the screen, and the screen will automatically turn off after 5 minutes of inactivity).



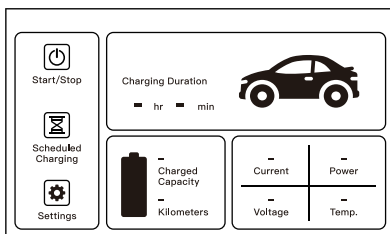
- Enter the password (the initial password is 123456) to access the charging interface.



Charging methods

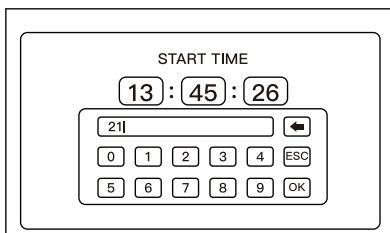
Standard Charging

- Insert the charging gun and tap the screen on “Start/Stop” to begin or terminate charging.



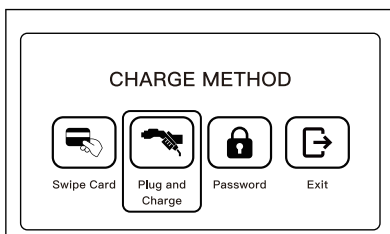
Scheduled Charging

- Insert the charging gun and tap the screen on “Scheduled Charging”. Set the desired start time for future charging, then tap “Confirm” and return to the main interface. The screen will display “Scheduled charging”, which means reservation is successful, and the charging will automatically start at the scheduled time without the need to tap “Start/Stop”. To cancel a scheduled charging, tap “Scheduled Charging” on the screen, and in the settings interface, click “Cancel”.



Plug and Charge

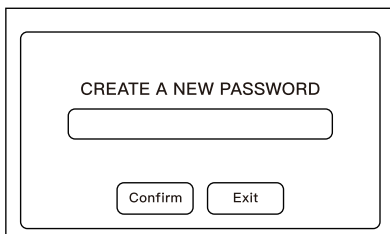
- On the main interface, tap “System Settings” to access the system settings screen. Tap “Startup Mode”, and in the selection interface, double-tap “Plug and Play”. In this mode, plugging in the gun will immediately initiate charging without further screen interaction.



Unlocking methods

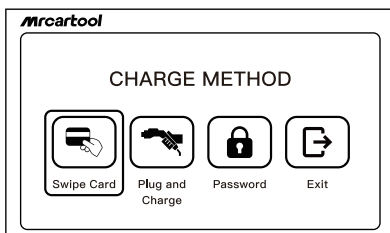
Password Unlock

- Access the system settings, tap "Startup Mode", and in the selection interface, double-tap "Input Password". Set a new password and tap "Confirm" to save and exit. On the standby screen, tap the screen to enter the password and access the main interface.



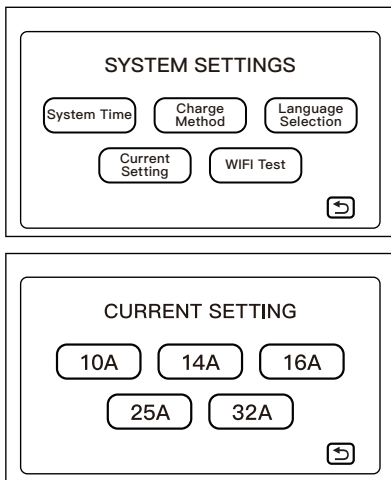
Card Swipe Unlock

- Access the system settings, click "Startup Mode", and in the selection interface, double-tap "Swipe Card". On the standby screen, use an IC card to access the main interface.



Setting the current

- Prior to initiating the charging process, go to the “System Settings” interface, select “Current Setting”, and opt for the suitable current as required. Double-tap on the chosen current level, and the system will automatically save the current setting. Once the selection is made, return to the main interface (it's not possible to adjust the current setting during the charging process; the current setting persists even in the event of a power loss).



NOTE

- If jumper cap (JP2) is utilized for the current setting, then the current setting here is not applicable.

INSTRUCTIONS FOR CONNECTING THE MOBILE PHONE TO THE DEVICE

App download and installation • Scan the QR code to install the app.



Adding the device

- Press the emergency stop switch, then turn the knob within 5 seconds to release the switch, putting the device into network configuration mode.
 - Connect the phone to the WIFI network and enable Bluetooth.
 - Open the app, click on “Add Device”, and wait for device detection.
 - After successful detection, add the device and input the WIFI name and password, then wait for successful device addition.
-

App usage instructions

Instant Charging

- On the app homepage, tap “C721” to enter the device interface: Tap the switch and slide right to charge.

Scheduled Charging

- On the app homepage, tap “C721” to enter the device interface: Tap “Charging Mode”, select the scheduled charging time period, and confirm to set the device for scheduled charging.

Adjusting Current

- On the app homepage, tap “C721” to enter the device interface: Tap “Settings > Charging Current > Modify the current and

confirm”.

- The charging current must be between 6~32A; other values are invalid.

Charging Record Inquiry and Export

- On the app homepage, tap “C721” to enter the device interface:
To inquire records: Tap “Records” to view.
To export records: Tap “Settings > Export Charging Records > Enter email + time period > Confirm”.

Device Family Sharing

- On the app homepage, tap “C721” to enter the device interface:
1) Create a family: Tap “Me > Home Management > Create a Home > Enter the Home Name and choose room information as per personal needs > Save”.
2) Add family members: Tap “Me > Home Management > Select the created family > Add Member > Select invitation method > Share information with family members”. Family members, upon receiving the information, log in to the [Smart Life] App, go to “Me > Home Management > Join a Family”, and enter the invitation code (valid for 3 days).
3) Remove members: Tap “Me > Home Management > Select the created family > Select added Member > Remove Member”.
4) Management Permission: Tap “Me > Home Management > Select the created family > Select added members > Family Role > Choose Admin/Common Member”.

Device Remote Upgrade

- On the app homepage, tap “C721” to enter the device interface:
1) Automatic Upgrade: If a new device upgrade is detected, an upgrade prompt will automatically appear, allowing users to choose to cancel or upgrade immediately.
2) Manual Upgrade: “Me > Settings > Device Upgrade” interface, manually upgrade the device.

SPECIAL CASE OF THE PRODUCT

Resetting the password

- Press the red emergency stop switch.
- Power off and restart.
- Access the “Set New Password” interface, where you can reset your password.

INSTALLATION

Installation precautions

- This product must be installed by individuals who have been trained and are qualified to work with electrical systems.
 - Incorrect installation and testing of this product may result in damage to the vehicle's battery or the AC charging station itself. Any such damage is not covered under the warranty.
 - Before installation, ensure that the foundational equipment meets the requirements, including dedicated wiring and an air switch, and that it is installed in the pre-designated location.
 - Do not install this product near flammable, explosive, combustible materials, or chemicals.
 - Ensure that the power on the circuit breaker is turned off before proceeding with installation.
-

Tools required for installation

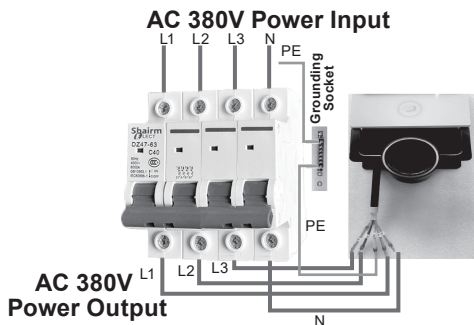
- Electric Drill;
 - Hammer;
 - Standard Phillips Screwdriver;
 - Wire Stripper
-

Installation of the back bracket

- Use the provided Back Bracket dimensions to drill four mounting holes in the wall.
- Insert four plastic expansion anchors into the respective holes.
- Position the installation Back Bracket over the four mounting holes and secure it to the wall using four Phillips round-head screws M4*30.
- Mount the AC charger station onto the Back Bracket.

Wiring diagram

- The input and output cables adhere to the national standard 2.5-square copper core wire specifications.



- As shown in the diagram, connect the five wires at the input end of the charging station (L1 = Line 1, L2 = Line 2, L3 = Line 3, N = Neutral, PE = Protective Earth) to the respective terminals on the circuit breaker. Then, connect the circuit breaker to the mains power supply.

MAINTENANCE SERVICE

Our products are made of long-lasting and durable materials, and we insist on perfect production process. Each product leaves the factory after 35 procedures and 12 times of testing and inspection work, which ensures that each product has excellent quality and performance.

Maintenance To maintain the performance and appearance of the product, it is recommended that the following product care guidelines be read carefully:

- Be careful not to rub the product against rough surfaces or wear the product, especially the sheet metal housing.
- Please regularly check the product parts that need to be tightened and connected. If found loose, please tighten it in time to ensure the safe operation of the equipment. The external and internal parts of the equipment in contact with various chemical media should be frequently treated with anti-corrosion treatment such as rust removal and painting to improve the corrosion resistance of the equipment and extend its service life.
- Comply with the safe operating procedures and do not overload the equipment. The safety guards of the products are complete and reliable.
- Unsafe factors are to be eliminated in time. The circuit part should be checked thoroughly and the aging wires should be replaced in time.
- Adjust the clearance of various parts and replace worn (broken) parts. Avoid contact with corrosive liquids.
- When not in use, please store the product in a dry place. Do not store the product in hot, humid, or non-ventilated places.

WARRANTY

From the date of receipt, we provide a three-year warranty for the main unit and all the accessories included are covered by a one-year warranty.

Warranty access

- The repair or replacement of products is determined by the actual breakdown situation of product.
- It is guaranteed that AUTOOL will use brand new component, accessory or device in terms of repair or replacement.
- If the product fails within 90 days after the customer receives it, the buyer should provide both video and picture, and we will bear the shipping cost and provide the accessories for the customer to replace it free of charge. While the product is received for more than 90 days, the customer will bear the appropriate cost and we will provide the parts to the customer for replacement free of charge.

These conditions below shall not be in warranty range

- The product is not purchased through official or authorized channels.
- The product breakdown because the user does not follow product instructions to use or maintain the product.

We AUTOOL pride ourselves on superb design and excellent service. It would be our pleasure to provide you with any further support or services.

Disclaimer

All information, illustrations, and specifications contained in this manual, AUTOOL reserves the right to modify this manual and the machine itself with no prior notice. The physical appearance and color may differ from what is shown in the manual, please refer to the actual product. Every effort has been made to make all descriptions in the book accurate, but inevitably there are still inaccuracies, if in doubt, please contact your dealer or AUTOOL after-service centre, we are not responsible for any consequences arising from misunderstandings.

RETURN & EXCHANGE SERVICE

Return & Exchange

- If you are an AUTOOL user and are not satisfied with the AUTOOL products purchased from the online authorized shopping platform and offline authorized dealers, you can return the products within seven days from the date of receipt; or you may exchange it for another product of the same value within 30 days from the date of delivery.
- Returned and exchanged products must be in fully saleable condition with documentation of the relevant bill of sale, all relevant accessories and original packaging.
- AUTOOL will inspect the returned items to ensure that they are in good condition and eligible. Any item that does not pass inspection will be returned to you and you will not receive a refund for the item.
- You can exchange the product through the customer service center or AUTOOL authorized distributors; the policy of return and exchange is to return the product from where it was purchased. If there are difficulties or problems with your return or exchange, please contact AUTOOL Customer Service.

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注意事项

警告

⚠ 安装和使用本产品时，请仔细阅读本说明手册。

- ▶ 使用本产品时，应始终遵守基本注意事项，包括以下与火灾或触电风险相关的说明。
- ▶ 请勿在易燃、易爆、化学物或蒸汽附近安装或使用本产品。
- ▶ 安装或清洁本产品前，请关闭断路器上的电源。
- ▶ 在有儿童出现的场所使用本设备时，应严加看管。
- ▶ 需按照指定的操作参数使用本产品。
- ▶ 若本产品存在缺陷、裂痕、磨损、破裂或受到其他损坏，不能正常工作，请勿使用。
- ▶ 若软电源线或EV电缆存在磨损，破裂或受到其他损坏，不能正常工作的，请勿使用本产品。
- ▶ 请勿试图拆卸、维修、篡改或改装本产品。本产品不是用户可维修的设备，若要进行任何维修或改装，请找专业的电工。
- ▶ 运输产品时，请务必小心谨慎。请勿使其承受强作用力或冲击力成拉动、扭曲、打结或踩踏本产品，以防止其自身或组件受损。
- ▶ 请勿将手指或异物插入本产品的任何部件。

注意

- ▶ 本产品的工作范围是-20℃-50℃，请勿在超出此范围的温度下对其进行操作。
- ▶ 本产品严禁泡水后使用，正常淋雨可以使用，尽量避免大雨中使用。
- ▶ 本产品充电枪线统若出现破损，充电枪外壳破裂等情况时，严禁使用，请联系售后处理。
- ▶ 使用本产品充电时，需将枪头和车辆耦合到位；连接指示灯亮，说明充电枪连接车辆OK。

- ▶ 使用本产品充电时，如有小孩在附近，建议对小孩进行合理约束，严禁对产品进行操作或拉扯，或者在产品周边嬉戏打闹。
- ▶ 使用本产品充电时，尽量避免将充电枪暴露在雨中，以免造成不必要的损失。
- ▶ 使用工作过程承受大电流切勿接触金属导体以杜绝触电事故。
- ▶ 产品充电枪外壳为热塑性塑料，切勿受外力冲击以免影响使用。
- ▶ 充电时尽量避免枪线打卷缠绕，尽量避免枪线与地面摩擦损坏线外皮。
- ▶ 充电完成后，先取下充电枪，将充电枪插入挂枪座，严禁将充电枪丢弃于地面上，以免造成充电枪损坏。
- ▶ 本产品的错误安装和测试可能会损坏车辆的电池、组件和交流充电桩本身。由此造成的任何损坏均不属于保修范围。
- ▶ 本产品室内室外均可使用。
- ▶ 必须由接受过培训并且有资格操作电气系统的人员安装交流充电桩。

产品概述

本产品主要由充电桩主机、充电枪、线缆以及安装背板等部件组成。是一款电动汽车充电设备，通过接入市电，由充电桩及充电枪枪头给电动汽车充电。

技术参数

安装方式	壁挂式
走线方式	下进线，下出线
线缆长度	5m
输入电压	AC 380V \pm 20%
输入频率	50HZ
额定功率	21kW
计量精度	2级
输出电压	AC 380V \pm 20%
额定输出电流	32A
待机功耗	小于2W
适用环境	户内/户外
环境温度	-20°C~+50°C
工作湿度	5%~95% 无凝露
工作海拔	小于2000m
冷却方式	自然冷却
人机界面	显示屏
防护等级	IP65(控制盒)、IP55(枪头-耦合状态)

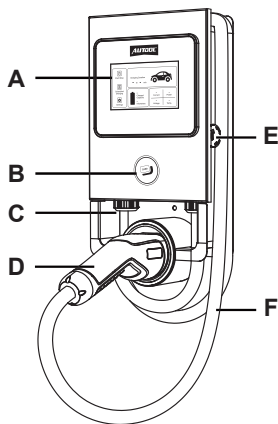
产品保护功能

- **漏电保护**
当漏电保护启动后，3分钟后自动恢复；
- **过流保护**
当电流超过预警值35A后，充电桩切断电源输出，1分钟后自动恢复；

- **过压保护**
当电压超过275V后启动保护，待电压恢复并稳定后自动恢复；
- **欠压保护**
当电压低于88V后启动保护，待电压恢复并稳定后自动恢复；
- **温度保护（过温保护、低温保护）**
温度超过83℃时启动保护，待温度降低到80℃后自动恢复；
- **未接地保护**
系统默认未接地不能充电；
- **急停保护**
按下急停开关，充电桩切断电源输出，复原急停开关恢复正常；

产品结构

结构图



A	显示屏	B	刷卡区域
C	输入线	D	充电枪头
E	急停开关	F	充电枪线

使用说明

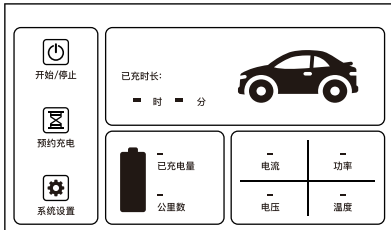
开机界面

- 将充电桩按正确接线方法接入到电网中，并给充电桩供电后显示如下图：

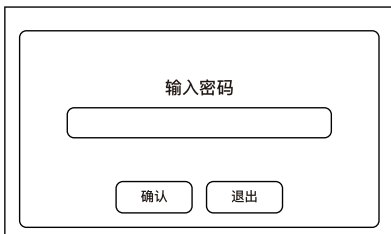


充电界面

- 使用IC卡刷卡进入充电界面(出厂默认使用刷卡模式解锁屏幕，5分钟屏幕无操作自动熄屏)。



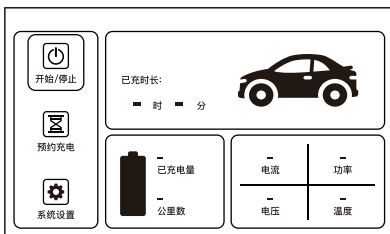
- 输入密码 (初始密码123456) 进入充电界面。



充电方式

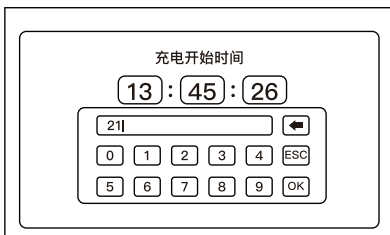
普通充电

- 插上充电枪，点击屏幕“开始/停止”，开始充电或者停止充电。



预约充电

- 插上充电枪，点击屏幕“预约充电”，设置未来开始充电时间，点击“确定”后，退出返回主界面，屏幕显示“预约充电”，预约充电成功，到时间自动启动充电，无需点击“开始/停止”。取消预约充电，点击屏幕“预约充电”，在设置界面点击“取消”即可。



即插即用

- 点击主界面“系统设置”，进入系统设置界面，点击“启动方式”，在选择界面双击“即插即用”即可。此模式下，插枪马上启动充电，无需在屏幕操作。



解锁方式

密码解锁

- 进入系统设置，点击“启动方式”，在选择界面双击“输入密码启动”，设置新密码，点击“确认”后保存退出。在待机界面点击屏幕输入密码进入主界面。



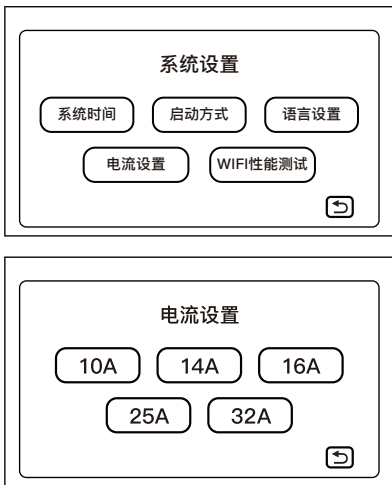
刷卡解锁

- 进入系统设置，点击“启动方式”，在选择界面双击“刷卡启动”，在待机界面使用IC卡进入主界面。



电流设置

- 充电开始前,进入“系统设置”界面,点击“电流设置”,根据需求选择合适的电流,双击电流档位,系统会自动保存电流档位。选择完毕后返回主界面即可(充电过程中无法设置电流,电流设置掉电保存)。



⚠ 注意

- 如果使用了跳帽JP2设置电流,则此处电流设置无效。

手机连接设备

APP下载安装 • 扫描二维码进行安装。



添加设备

- 按下急停开关，5秒内旋钮出急停开关，设备进入配网状态。
- 手机连接WIFI网络，并且打开蓝牙。
- 打开手机APP，点击添加设备，等待搜索设备。
- 搜索成功后，添加设备，等待设备识别。
- 设备识别成功后，需要输入WIFI名称和WIFI密码，等待设备添加成功。

APP使用说明

即时充电

- 手机APP首页，点击“C721”进入设备界面：点击开关，右滑合闸充电。

定时充电

- 手机APP首页，点击“C721”进入设备界面：点击“充电模式”，选择定时充电时间段，确认后设备进入定时充电。

调节电流

- 手机APP首页，点击“C721”进入设备界面：点击“设置 > 充电电流 > 修改电流并确认”。
- 充电电流必须在6~32A之间，其他值设置无效。

充电记录查询与导出

- 手机APP首页，点击“C721”进入设备界面：

查询记录：点击“记录”，即可查看。

导出记录：点击“设置 > 充电记录导出 > 输入邮箱+时间段 > 确认”。

设备家庭共享

- 手机APP首页，点击“C721”进入设备界面：

1)创建家庭：点击“我的 > 家庭管理 > 创建家庭 > 根据个人需求修改家庭信息和房间信息 > 保存”。

2)添加家庭成员：点击“我的 > 家庭管理 > 选择已创建的家庭 > 添加成员 > 选择邀请方式 > 分享信息给家庭成员”。家庭成员接收到信息后，登录[智能生活] App，前往“我的 > 家庭管理 > 加入一个家庭”，输入该邀请码即可（3日内有效）。

3)删除成员：点击“我的 > 家庭管理 > 选择已创建的家庭 > 选择已添加的成员 > 移除成员”即可。

4)修改成员权限：点击“我的 > 家庭管理 > 选择已创建的家庭 > 选择已添加的成员 > 家庭角色 > 选择管理员/普通成员”。

设备远程升级

- 手机APP首页，点击“C721”进入设备界面：

自动升级：如果发现新的设备升级，自动弹出升级提示，用户可选择取消或者立即升级。

手动升级：“我的 > 设置 > 设备升级”界面，手动升级设备。

产品特殊功能说明

忘记密码可以如下操作

- 按下红色急停开关。
- 断电重启。
- 进入“设置新密码”界面，用户可以重新设置密码。

安装

安装注意事项

- 本产品必须由接受过培训并且有资格操作电气系统的人员安装。
 - 本产品的错误安装和测试可能会损坏车辆的电池或交流充电桩本身。由此造成的任何损坏均不属于保修范围。
 - 安装的请先确认基础设备是否满足要求：专用电线的和空气开关并安装到预安装本产品的位置。
 - 请勿将本产品安装在易燃、易爆、可燃物品、化学物品附近前安装。
 - 请先确保关闭断路器上的电源。
-

安装所需工具

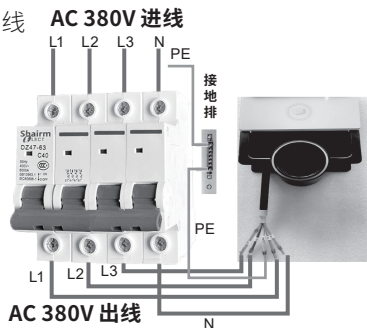
- 电钻；标准十字螺丝刀；锤子；剥线钳。
-

背板安装步骤

- 利用背板尺寸要求在墙体钻4个安装孔。
 - 然后将四个塑料膨胀胶塞分别敲入4个孔。
 - 将安装背板放到4个安装孔的对应位置，用4个十字圆头M4*30的螺丝将安装背板固定在墙上。
 - 将充电桩挂在背板上。
-

充电桩接线示意图

- 进出电线为国标2.5平方铜芯线
- 如图，将充电桩进线端的5根线（L1、L2、L3、N、PE）分别接入到空气开关对应的接口，然后由空气开关接入到市电中。



维修保养服务

您所拥有的AUTOOL产品选用持久耐用的材料，AUTOOL坚持精益求精的生产工艺，每一件产品出厂都经过35道工序及12次质检工作，从而确保每一件产品都拥有卓越的品质及性能。所以您的AUTOOL产品值得您定期维护保养，使其产品将能够长期稳定地工作。

维修保养

维护保养是为了保持产品性能和外观，我们建议您仔细阅读以下产品保养指南：

- 注意不要将产品与粗糙表面摩擦或揉搓产品，特别是钣金外壳。
- 对产品中需要紧固和连接的部位经常进行检查，如发现松动应及时紧固，以保证产品的安全运行。对与各种化学介质接触的产品外部和内部零件要经常进行除锈、喷漆等防腐处理，以提高产品的抗腐蚀能力，延长产品的使用寿命。
- 遵守安全操作规程，不超负荷使用产品。产品的安全防护装置齐全可靠，及时消除不安全因素。电路部分彻底检查，老化电线要及时更换。
- 定期清洗和更换易耗部件；调整各部位配合间隙和更换磨损（已坏）部件清洁时，避免产品接触带腐蚀性的液态物品。
- 不使用时，请将产品存放于干燥的位置。不要将产品存放在高温、潮湿或不通风的地方。

保修服务

AUTOOL主机自客户签收日起享有3年保修期。其所含附件自客户签收日起享有1年保修期。

保修方式

- 根据具体的故障情况对产品进行免费修理或更换；
- 我方保证所有更换的部件、附件或产品都是全新；
- 在客户收到产品90天内出现故障同时提供视频和图片，我方承担运费并免费提供相应配件给客户更换。收到产品超过90天，客户承担相应的费用，我方免费提供配件给客户更换；

以下情况不在免费保修范围：

- 非正规渠道购买AUTOOL的产品；
- 未按产品说明书要求使用和维护造成的损坏；

在AUTOOL，我们为精湛的设计和卓越的服务感到自豪。我们很乐意为您提供更多的支持或服务。

声明

偶然公司保留更改产品设计与规格的权利，届时恕不另行通知。实物外观与颜色可能与说明书中显示的有差别，请以实物为准。我们已尽最大努力力求使书中所有描述准确，但仍难免有不妥之处。如有疑问，请联系经销商或偶然售后服务中心。本公司对产品拥有最终解释权，不承担任何因误解而产生的后果。

退换货服务

退换货

- 如果您对从线上授权购物平台和线下授权经销商所购买的 AUTOOL 产品不满意, 根据《AUTOOL 全球销售条款》, 您可以自收到产品之日起七日内退货; 或者在产品交付之日起的 30 日内调换等值的其他产品。
- 退回及调换的产品必须处于完全可销售状态, 并附上相关销售单单据, 所有相关配件、纸质发票 (如有)。
- AUTOOL 将会对寄回退货的商品进行检查, 以确保其处于完好无损的状态并且符合条件, 相关条件详情请参阅《AUTOOL 全球销售条款》。任何未通过检查的商品将退还给您, 您将不会获得商品退款。
- 您可以通过客户服务中心或 AUTOOL 授权经销商调换产品; 退换货原则为从哪里购买, 就从哪里退换货。如果您退换货遇见困难或者阻碍, 请联系 AUTOOL 客户服务中心。通过客户服务中心退换货时, 我们建议您通过下面的方式进行:

中国区域致电	400-032-0988 / 18929303778
售后微信号	18929303778
海外区域致电	+86 0755 23304822
E-mail	aftersale@autooltech.com
Facebook	https://www.facebook.com/autool.vip
YouTube	https://www.youtube.com/c/autooltech

- 如您的退换货得到确认, 您将收到确认信息和邮件。