



MaxiCharger AC Ultra (Street)

Installation and Operation Manual

Version 1.0

CE Model

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1. Using This Manual

This manual describes the installation and use of the AC Ultra (Street). Prior to installation, read through this manual to become familiar with the instructions of this charging station to ensure a successful installation and smooth operations.

1.1 Signal Word



DANGER

Indicates an imminently hazardous situation with a high risk level which, if the danger is not avoided, will cause death or serious injury.



WARNING

Indicates a potentially hazardous situation with a moderate risk level which, if the warning is not obeyed, can cause death or serious injury.



CAUTION

Indicates a potentially hazardous situation with a medium risk level which, if the caution is not obeyed, may cause minor or moderate injury or damage to the equipment.



NOTICE

Provides helpful information such as additional explanations, tips, and comments.

1.2 Target Group

This document is intended for:

- Qualified installers who can properly complete the installation work and identify potential danger
- Users of the charging station

1.3 Revision History

Version	Date	Descriptions
V1.0	2025.02	Initial version

1.4 Terminology

Term	Definition
AC	Alternating current
EV	Electric vehicle
OCPP	Open charge point protocol, open standard for communication with charging stations
RCBO	Residual current breaker with overload
RFID	Radio-frequency identification, a method of charging authentication
TCU	Transaction Control Unit, an intelligent hardware to handle the human-machine interface, metering, transaction, and communication with back office

2. Safety

The safety messages herein cover situations of which Autel is aware. Autel cannot know, evaluate or advise you as to all of the possible hazards. You must be certain that any condition or service procedure encountered does not jeopardize your personal safety.

2.1 Safety Warnings

- Read and follow all warnings and instructions before installing and operating the charging station.
- Only a qualified electrician is allowed to install, service, repair and relocate the charging station.
- The user must not attempt to service or repair the charging station as it does not contain user-serviceable parts.
- Switch off input power before installing the charging station. Keep the power off until it is fully installed and secured.
- Do not use explosive or readily flammable substances near the charging station.
- It is recommended that you install a fire alarm system in an appropriate place in order to detect fires at an early stage.
- Do not use the charging station if it is frayed, broken or damaged, or if it fails to operate.
- Do not use the charging station if the enclosure or the EV connector is frayed, broken or damaged, or if it fails to operate.
- In the event of danger and/or an accident, a qualified electrician must immediately disconnect the electrical supply from the charging station.
- Refer to the vehicle user manual to check if the vehicle releases hazardous or explosive gases when charging.
- Follow the instructions given in the vehicle user manual before choosing the charging location of the charging station.
- Do not direct powerful water jets toward the charging station.
- Do not operate the charging station with wet hands.
- Do not put the charging handle into any liquid.
- Do not install or open the charging station in wet environment (such as rain or heavy fog).
- Ensure that the charging cable is positioned so that it will not be stepped on, tripped over, driven over or subjected to excessive force or damage. Ensure that the charging cable is correctly stowed when not in use and that the charging handle does not touch the ground.

- Keep the charging handle away from heat sources, dirt or water.
- Use this charging station to charge compatible electric vehicles only. Refer to the technical specifications in this manual. Refer to the vehicle manual to check if the vehicle is compatible.
- Only use the charging station under the specified operating conditions in this manual.
- Local regulations may be applicable and may vary depending on your region/country of use. The qualified electrician must always ensure that the charging station is installed in accordance with the local regulations.
- Adaptors or conversion adapters are not allowed to be used. Cord extension sets are not allowed to be used.
- Ensure that the charging cable is not damaged or tangled prior to use.
- Do not insert fingers into the charging port.
- Do not leave objects inside the charging port.
- Use of the charging station may affect or impair the operation of any medical or implantable electronic devices, such as an implantable cardiac pacemaker or an implantable cardioverter defibrillator. Ask your electronic device manufacturer the effects that charging may have on the electronic devices before using the charging station.
- Wear personal protective equipment such as eye protection, cut-resistant gloves, and non-slip safety shoes to prevent personal injuries.
- In case of short-circuit, the value of I^2t at the EV socket-outlet of the Mode 3 charging station shall not exceed 75000 A²s.

2.2 Disposal Instructions

Handling waste incorrectly may have a negative effect on the environment and human health due to potential hazardous substances. Discarding the charging station correctly can facilitate the reuse and recycling of materials and promote environmental protection.

- Obey the local rules when discarding parts, packaging materials or the charging station.
- Discard electrical and electronic equipment separately in compliance with the WEEE-2012/19/EU Directive on the waste of electrical and electronic equipment.
- Do not mix or dispose the charging station with the household waste.

3. General Introduction

This MaxiCharger AC Ultra (Street) is designed to charge an electric vehicle (hereinafter called “EV”). Tailored for commercial use, it features fast and efficient charging experience while offering best-value design and smart charging.

Intended Use

This charging station is intended for the AC charging of EVs. It is intended for both indoor and outdoor use.



DANGER

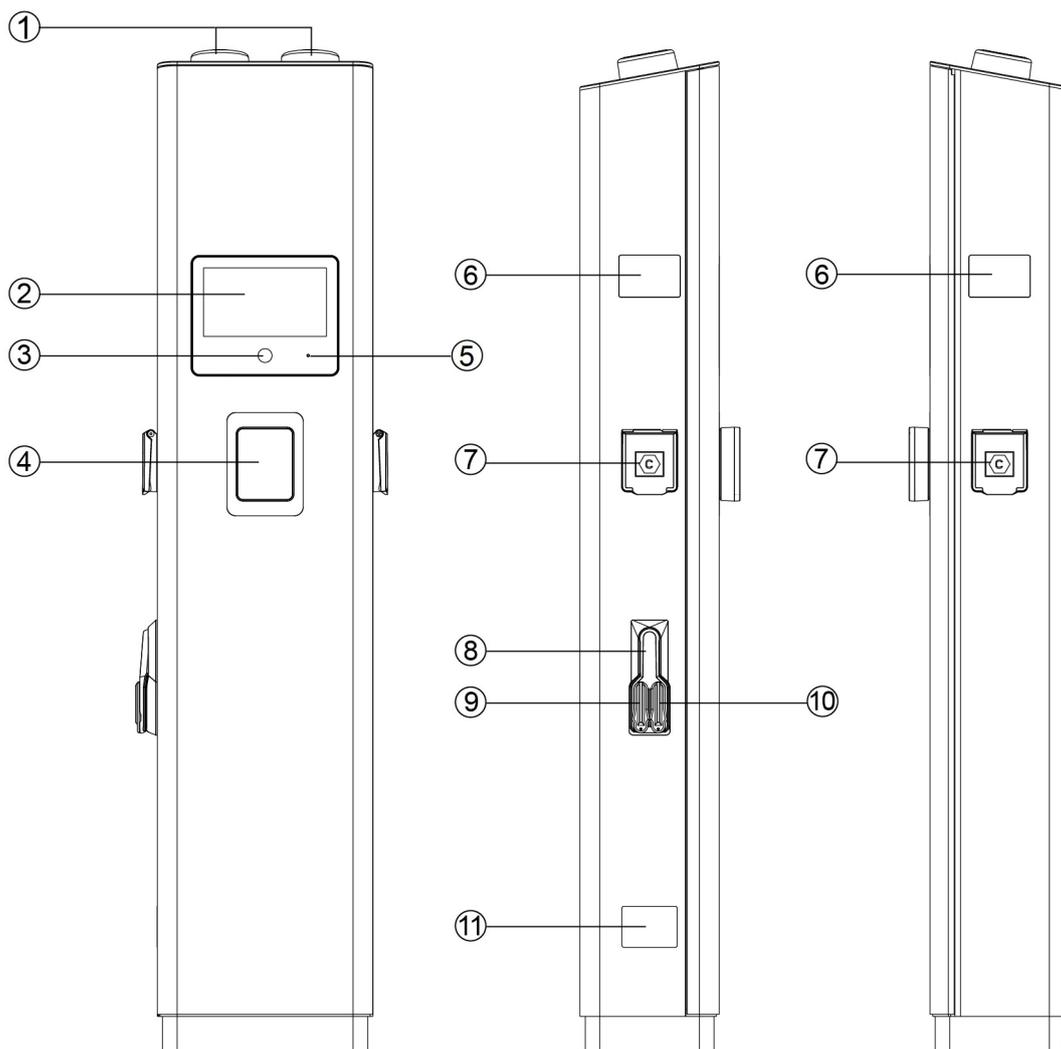
- The charging station must be operated as described in this manual or other related documents released by Autel. Failure to comply may result in human injury and/or damage to the property.
- Use the charging station only as intended.



NOTICE

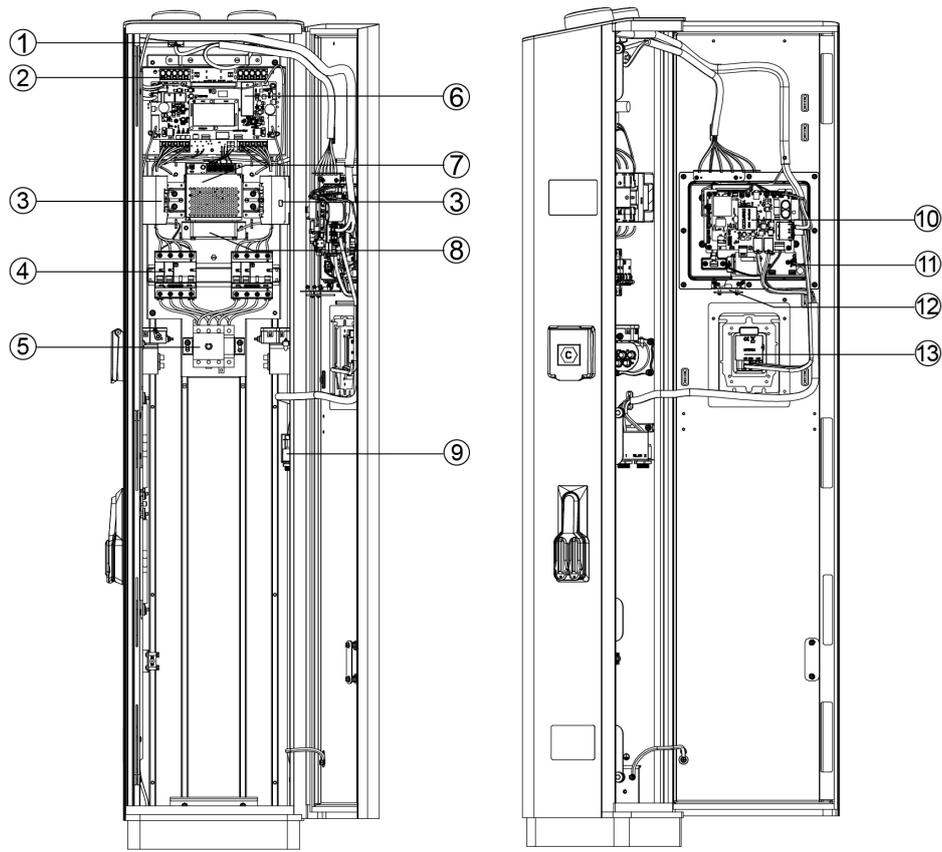
The images and illustrations depicted in this manual may differ slightly from the actual product.

3.1 Product Overview (Outside)



1. Antenna
2. Display
3. RFID Reader
4. POS Terminal (Optional)
5. Ambient Light Sensor — detects ambient brightness
6. Meter
7. Socket
8. Door Handle
9. Cylinder for End Customer (I)
10. Cylinder for Distribution System Operator (II)
11. Product Label

3.2 Product Overview (Inside)



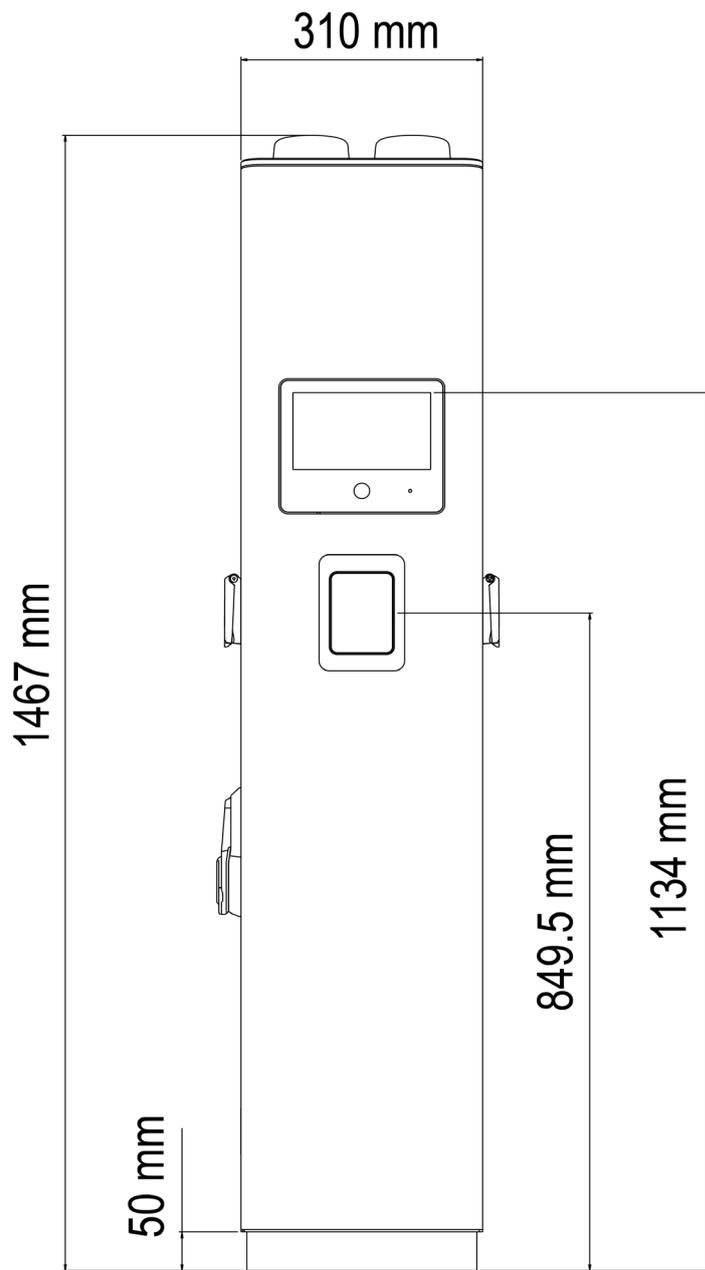
- | | |
|-------------------------|---------------------------------------|
| 1. GPS Antenna | 8. Cooling Fan |
| 2. Power Board (Bottom) | 9. Ethernet Port/RS485 Terminal Block |
| 3. Meter | 10. TCU |
| 4. RCBO | 11. NFC |
| 5. Switch-disconnector | 12. SIM Card Socket |
| 6. Power Control Board | 13. POS Terminal (Optional) |
| 7. Auxiliary Power | |



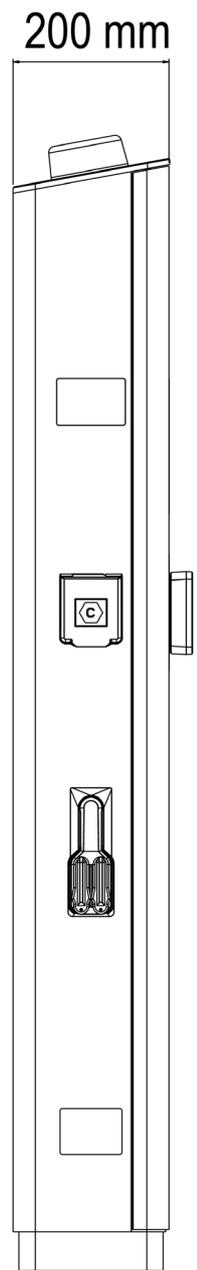
NOTICE

In the illustration above, the left shows what is inside of the charging station and the right showcases what is behind the door.

3.3 Product Dimensions



Front View



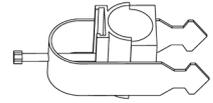
Side View

3.4 In the Box

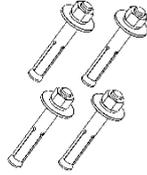
Charging Station
1 PC



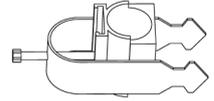
Cable Clamp (22-30 mm)
1 PC



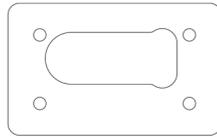
Expansion Bolt
(M10 x 30, optional)
4 PCS



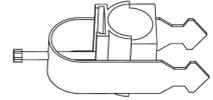
Cable Clamp (18-22 mm)
1 PC



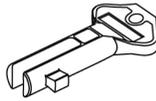
Drilling Template
(optional)
1 PC



Cable Clamp (12-18 mm)
1 PC



Key
1 PC



Quick Reference Guide
1 PC

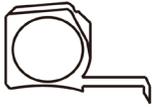


Packing List
1 PC

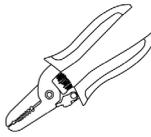


3.5 Recommended Tools

Tape Measure



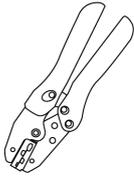
Wire Stripper



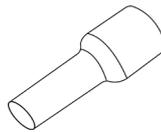
Phillips Screwdriver



Crimping Plier



Crimp Connector
(EVN16-18, recommended)



Open Spanner



NOTICE

The tools mentioned above are not included in the package. Ensure they are readily available prior to installation.

4. Installation

4.1 Preparing for Installation

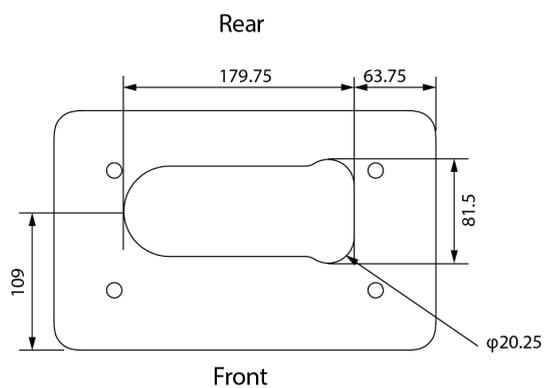
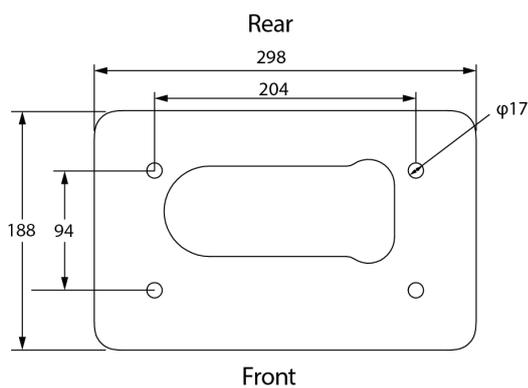
4.1.1 Unpacking

1. Open the package.
2. Remove the charging station and other parts from the box.
3. Remove all packaging material.
4. Discard the packaging material.
5. Ensure that all parts are delivered according to the order. Refer to [3.4 In the Box](#).
6. Check the charging station and the parts for damage. In case any damage is found or the parts are not consistent with the order, contact the delivery personnel or Autel technical support.

4.1.2 Location Requirements

➤ Preparing the Foundation

Refer to the specification of the bottom of the charging station to prepare the foundation.



Unit: mm



NOTICE

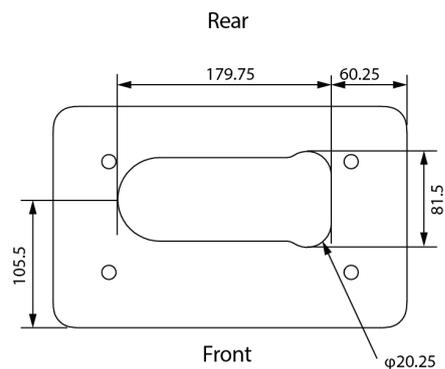
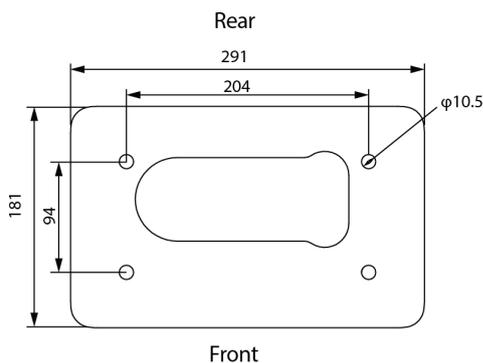
It is recommended that the conduit stub-up measure a maximum of 20 mm above the surface.

The table below describes the recommended cable length reserved above the surface of the foundation.

Cable Connection	Cable Length
AC Input Cable	1100 - 1300 mm
PE Cable	200 - 300 mm/900 - 1000 mm
Ethernet Cable (if available)	850 - 1000 mm
RS485 Cable (if available)	850 - 1000 mm

➤ Drilling Holes

1. Place the drilling template on the foundation, aligning its central hole with the conduit stub-up. Then level the template using a spirit level.
2. Mark the four mounting holes on the foundation. Remove the drilling template.
3. Drill into the holes measuring 10.5 mm in diameter and 60 mm in depth. Remove any debris using a brush.



Unit: mm

4.1.3 Checklist

- The local installation regulations are identified and followed.
- All necessary permits are obtained from the local authority that has jurisdiction.
- The existing electrical load has been calculated to find the maximum operating current for the charging station installation.
- A miniature circuit breaker (MCB) or fuse (NH000 80A, recommended) is installed upstream to ensure the RCBO trips before the MCB or fuse does.
- The correct cables are available at the installation site, and the wires are long enough to be stripped and connected.
- The recommended installation tools are available at the site. Refer to [3.5 Recommended Tools](#).

4.1.4 Electrical Design

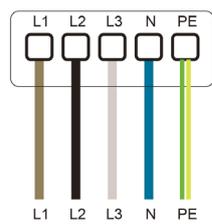


DANGER

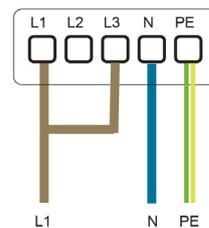
Connecting the charging station to the power supply other than what is specified in this section can cause incorrect installation, which may bring the risk of electric shock, damage to the charging station, and personal injury or death.

Earthing System	TN-system	PE cable
	TT-system	Earth electrode installed separately (self-installed)
	IT-system	Earth electrode installed separately (self-installed)

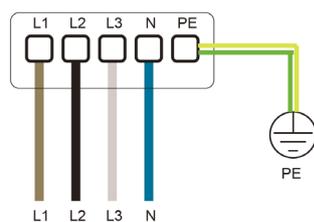
Observe the illustration below for power supply connection of the charging station and choose one way of connection based on the specifications of the power supply cabinet.



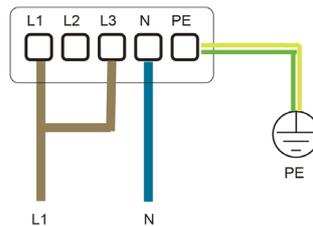
TN 3-phase
3 × 230/400 V



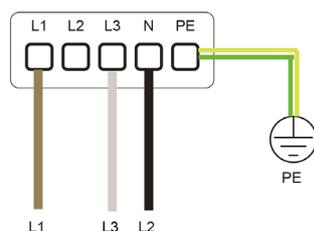
TN 1-phase
230 V



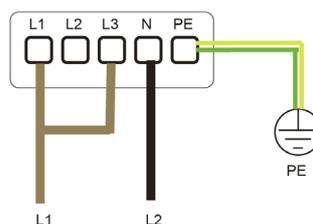
TT 3-phase
3 × 230/400 V



TT 1-phase
230 V



IT 3-phase
3 × 230/400 V



IT 1-phase
230 V

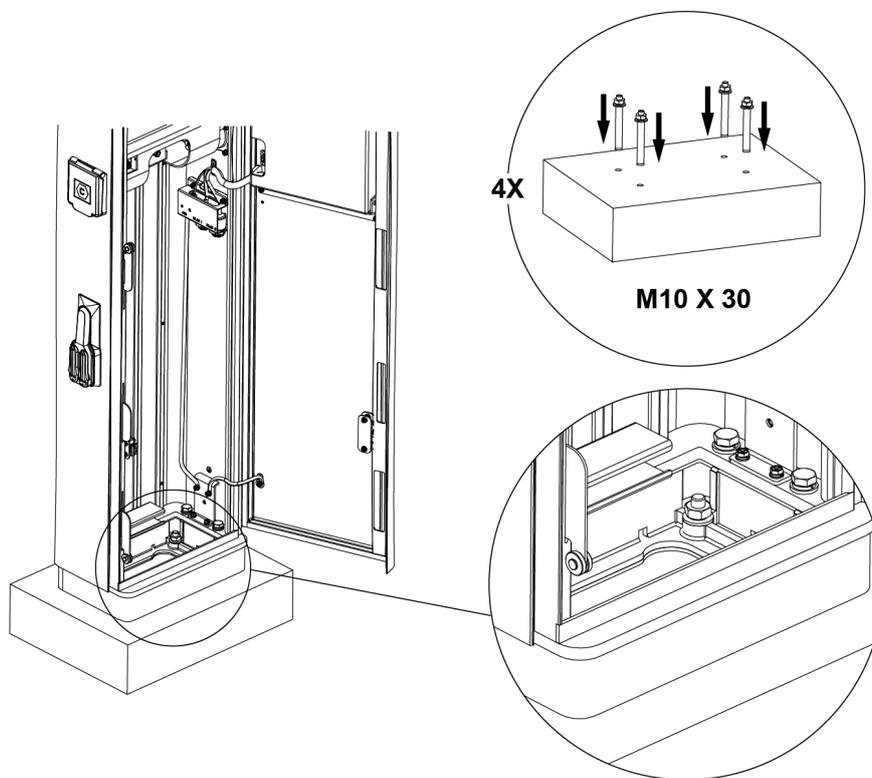


NOTICE

The IT system is only applicable to the UK model. The DE model does not support this system.

4.2 Mounting the Charging Station

1. Open the door with the key.
2. Place the charging station onto the foundation, aligning with the conduit stub-up and four mounting holes.
3. Tap the included M10 x 30 expansion bolts into the four mounting holes. Tighten the bolts to 32 Nm using a 16 mm socket wrench to secure the charging station.



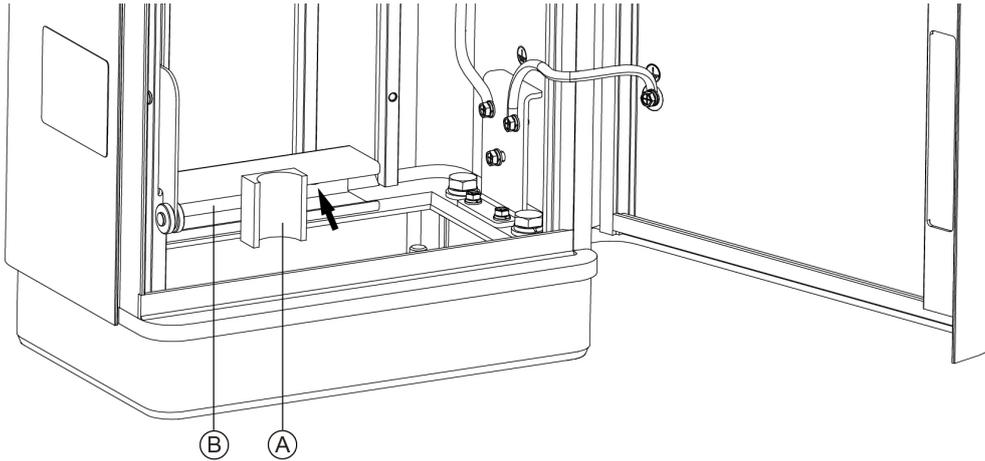
4.3 Wiring



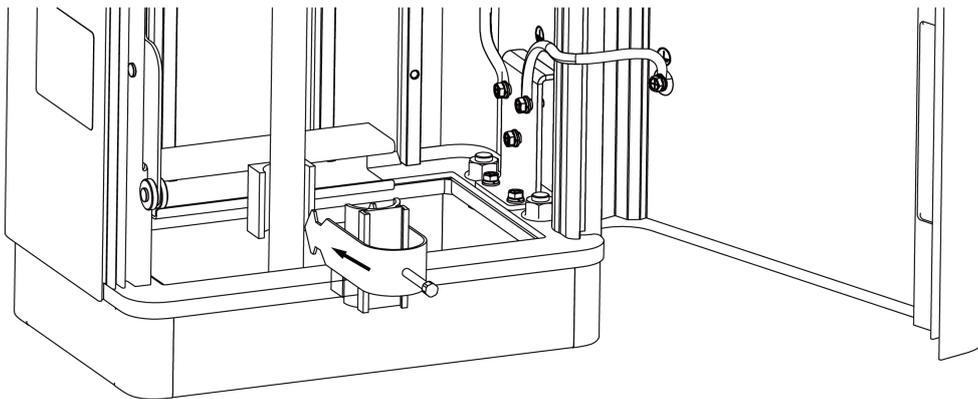
NOTICE

It is recommended that you use a 16 mm² copper wire. Ensure that you select wires based on the power supply available, the local electrical code, and the distance from the distribution box.

1. Attach the back plate (A) onto the fixing bracket (B).



2. Run the AC input cable through the back plate. Then attach the cable clamp (A) onto the fixing bracket and tighten the screw (B) using an open spanner to fix the cable.



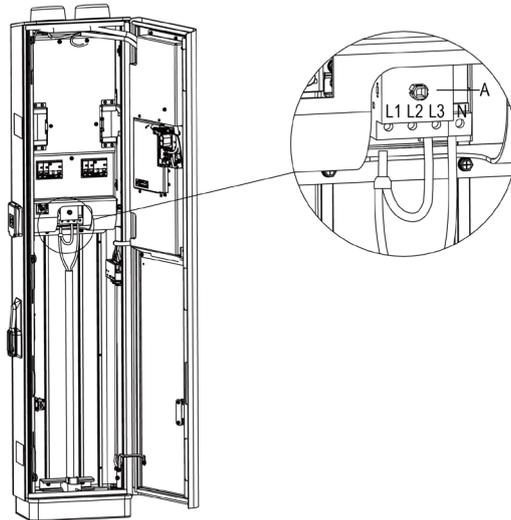
NOTICE

When installing the cable clamp, ensure that the characters of the specifications at the right side of it must be upside down.

3. Connect the AC input cable to the switch-disconnector (**A**).

When connecting the device to the single-phase power:

- i. Prepare a twin cord end terminal (TE16-44, recommended).
- ii. Crimp the live wire to the twin cord end terminal using a crimping plier as shown below.
- iii. Connect the AC input cable to the switch-disconnector.



When connecting the device to the three-phase power:

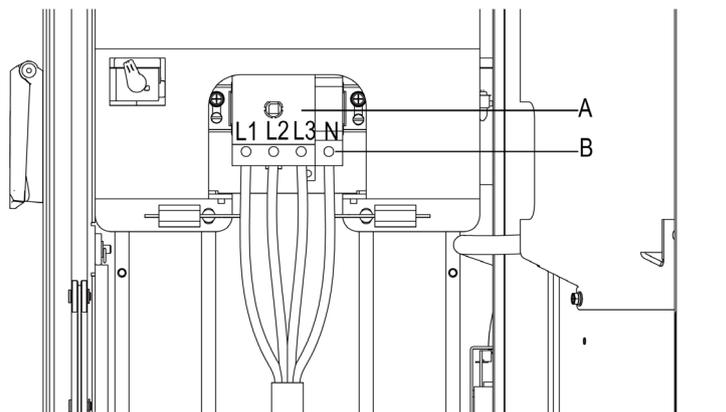
- i. Cut and strip the wires to the required length.
- ii. Crimp the wires to the crimp connectors using a crimping plier.
- iii. Use a Phillips screwdriver to hold the release button (**B**) above the connector hole and push the wires into the hole as shown:

L1 (Brown)

L2 (Black)

L3 (Grey)

Neutral (N, blue)

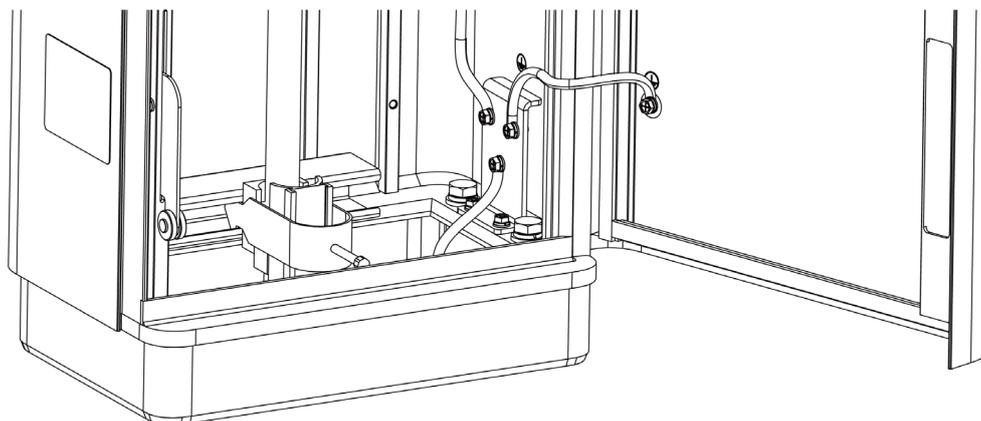


NOTICE



- The instructions on wiring here are only applicable to the TN and TT system. For the IT system, refer to the illustrations in [4.1.4 Electrical Design](#) for details.
- The illustrations here take the UK model as an example and may slightly differ from the actual product.

4. Connect the PE cable to the PE busbar as shown.



4.4 Internet Connection

The MaxiCharger AC Ultra (Street) can access the Internet via Ethernet cable, cellular network or Wi-Fi.



NOTICE

The illustrations in this section take the UK model as an example and may slightly differ from the actual product.

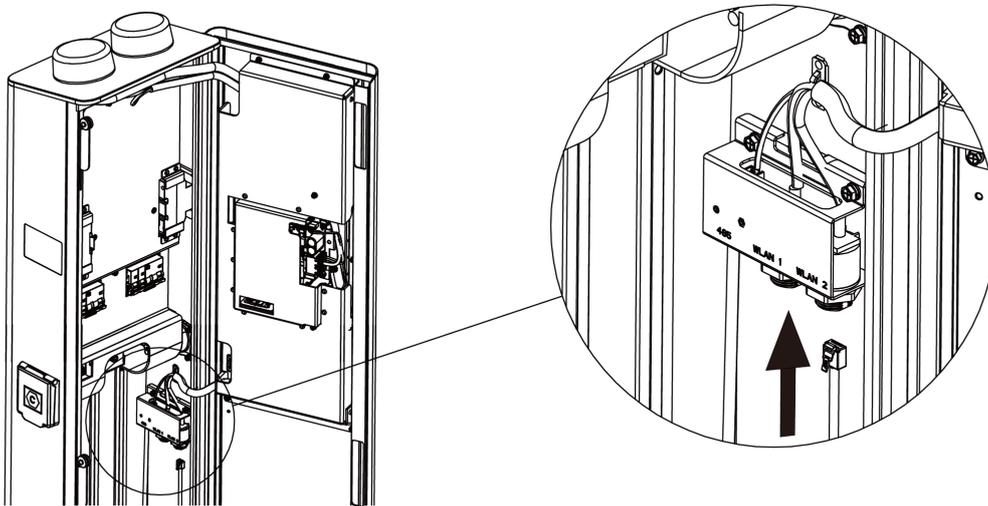
4.4.1 Via Ethernet Cable



NOTICE

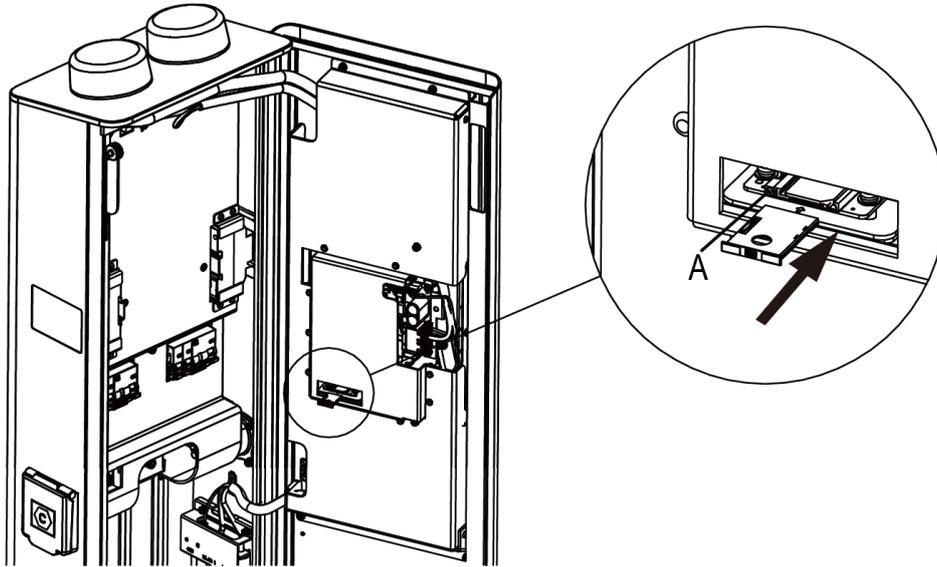
- Use Cat5 and above network cable with twisted pair wires.
- Shielded cable is recommended.
- For outdoor installation, use a UV-stabilized network cable.
- If an RJ45 plug is not pre-installed, install it on the network cable after routing the cable into the charging station.

Plug the Ethernet cable with the RJ45 plug into either of the RJ45 port as shown.



4.4.2 Via Cellular Network

1. Eject the SIM card tray by pressing the tiny button (A) next to it.
2. Place the SIM card into the tray as shown. Ensure it is inserted correctly.
3. Push the card tray back in place.



4.4.3 Via Wi-Fi

To connect the charging station to the Internet via Wi-Fi, please finish the installation first and refer to [5.1 Initial Setups](#).

4.5 Finishing Installation

Ensure that all installation and wiring are secure and correct. Then close the door and make sure it is properly locked. The installation is now completed.



CAUTION

Ensure all electrical connections are clean, tight, and free of wire strands and metal shavings.

5. Configuration

In order the charging station can function, a series of setups must be completed prior to use. Switch on the power to the charging station.



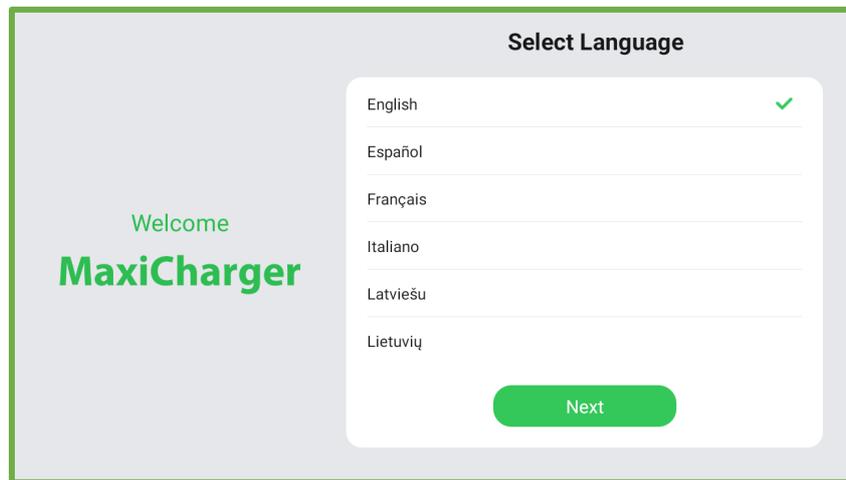
WARNING

Risk of electric shock

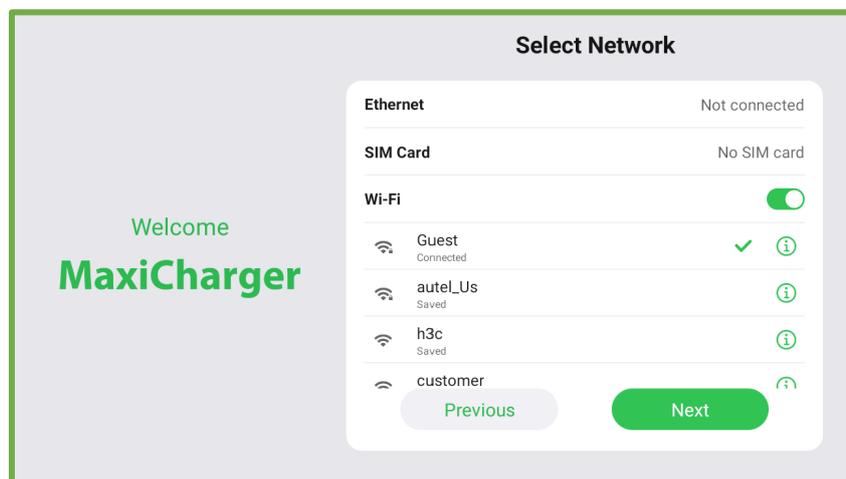
Only a certified installation engineer is allowed to configure the charging station.

5.1 Initial Setups

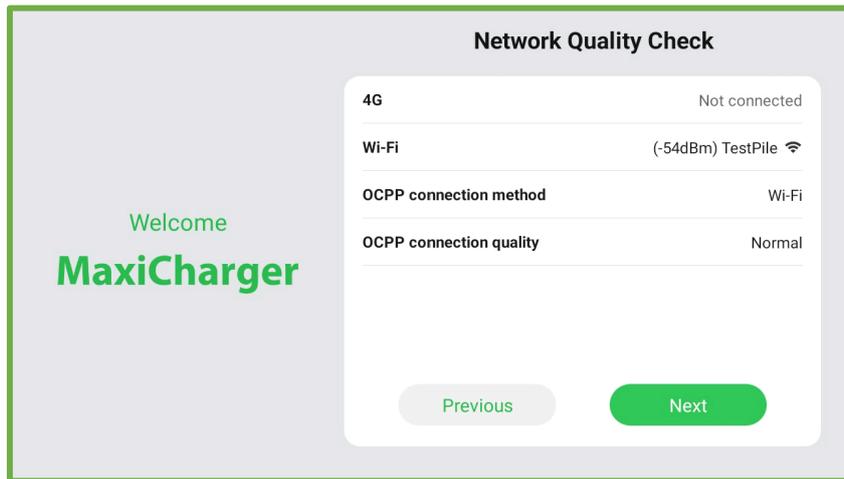
1. Select the language. Tap **Next** to continue.



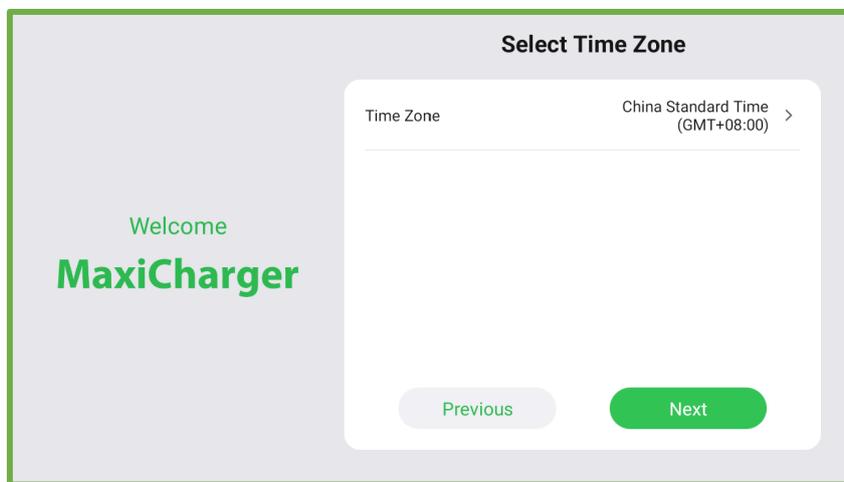
2. Select a local network and enter the Wi-Fi password. If the charging station has been connected to the Internet via SIM card or Ethernet cable, skip this step. Tap **Next** to continue or **Previous** to return to the previous page.



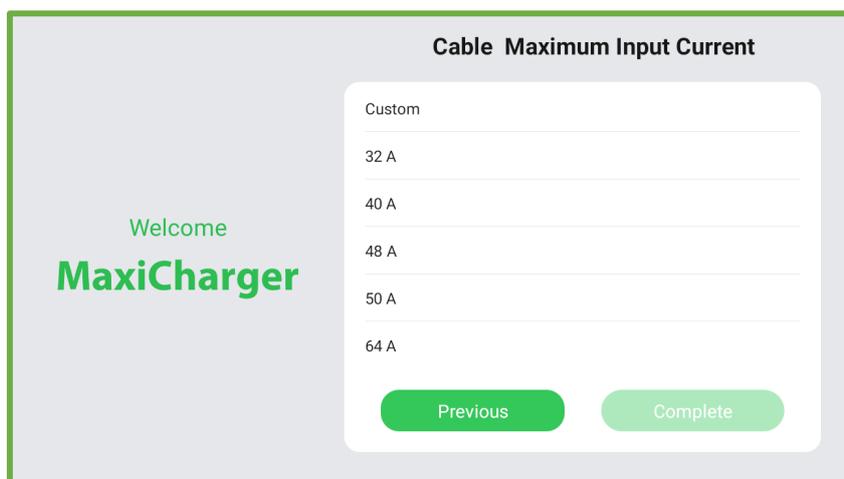
3. Check the quality of the network. Tap **Next** to continue or **Previous** to return to the previous page.



4. Select the time zone. Tap **Next** to continue or **Previous** to return to the previous page.

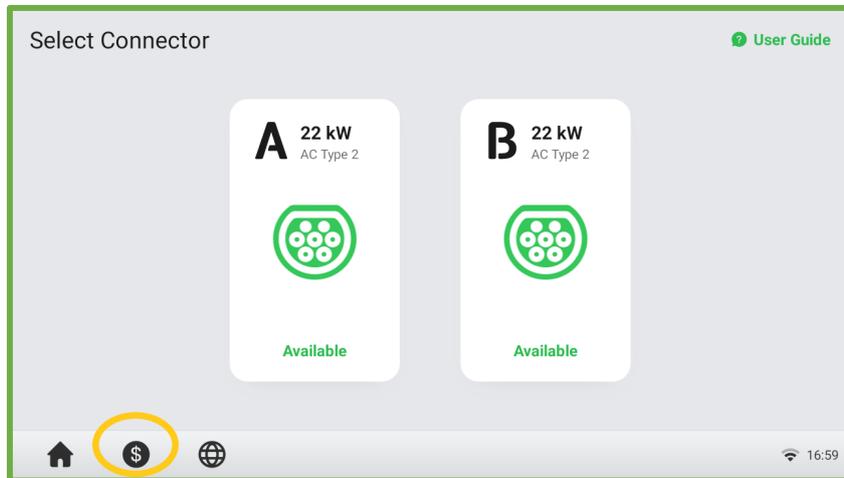


5. Select the maximum input current based on the ratings of the charging station and local grid capacity. Tap **Complete** to finish the initial setups or **Previous** to return to the previous page.

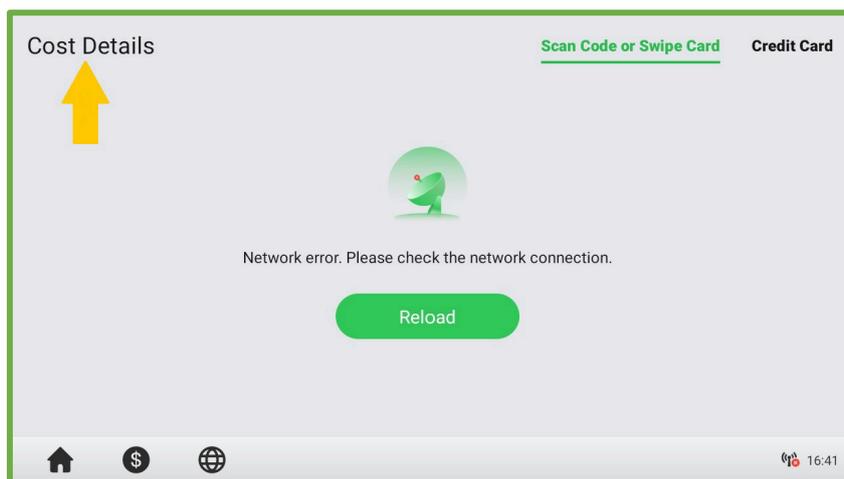


5.2 OCPP Settings

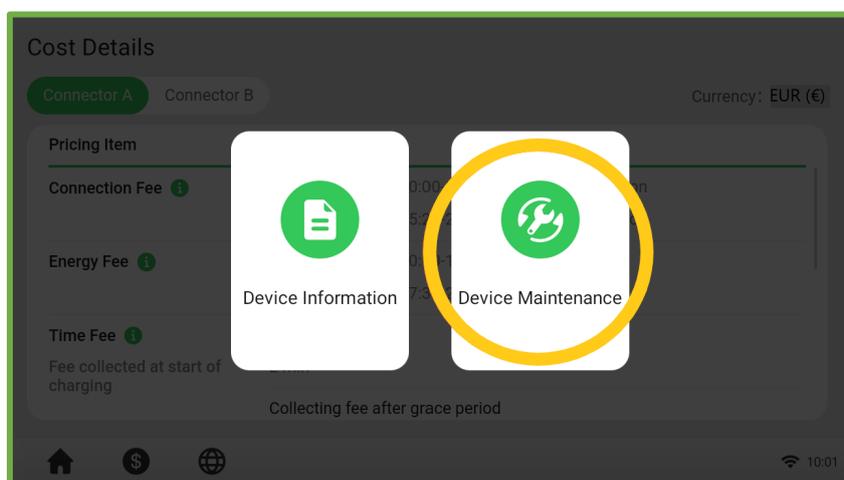
1. On the Standby Screen, tap the “currency (\$)” icon on the lower-left corner to enter the Cost Details Screen.



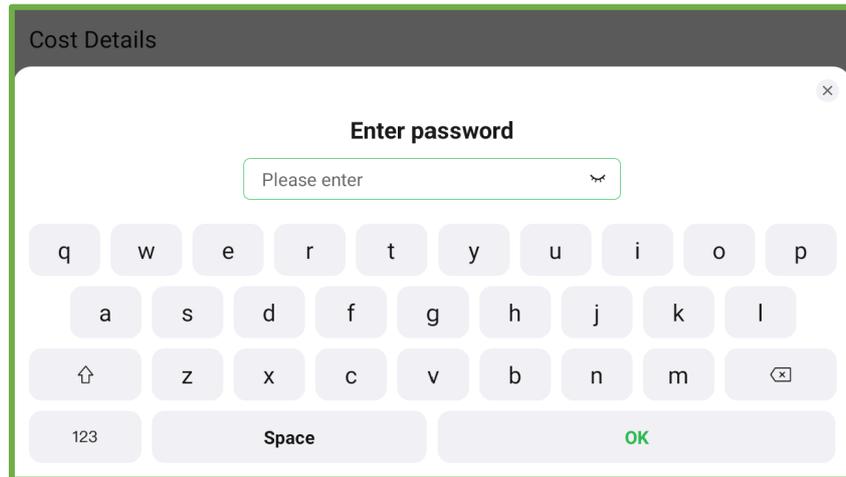
2. On the Cost Details Screen, **double tap** the upper-left corner to proceed.



3. Select **Device Maintenance** on the screen.



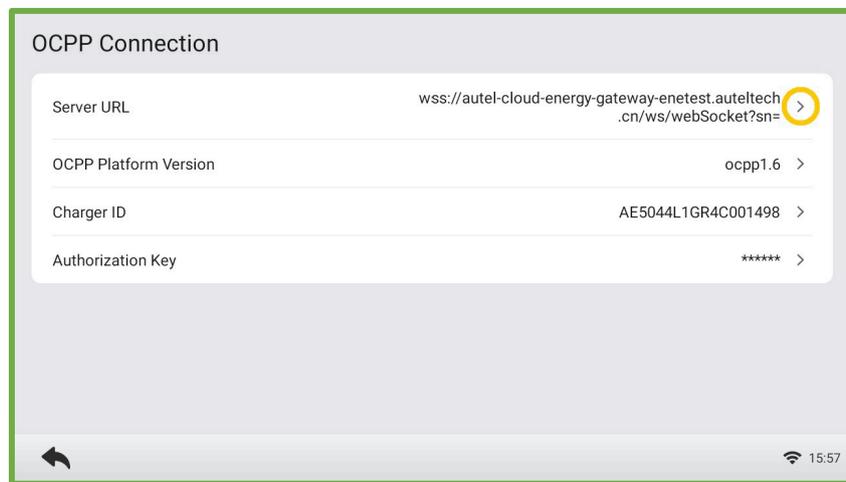
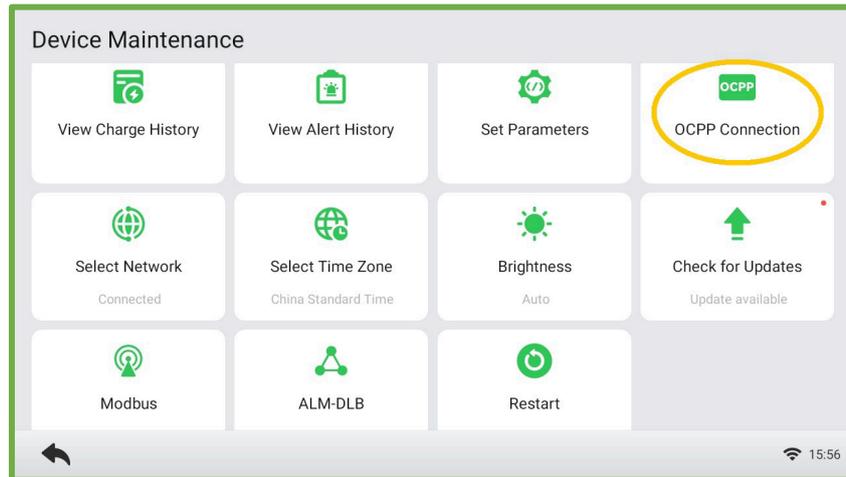
4. A password prompt will appear. Enter **the last 6 characters of the product's serial number** to continue, which can be found on the product label.



NOTICE

For safety reasons, please contact Autel technical support to reset the password.

5. Check the Server URL provided by the client. If it is not correct, click on “>” to the right of the Server URL to change it.



NOTICE

Make sure that the URL you type is correct and without space.

5.3 Energy Management

Autel provides varied energy management solutions for the AC charging stations. These solutions include four operation modes:

- DLB (Dynamic Load Balancing) mode
- ALM (Adaptive Load Management) mode
- PV hybrid mode
- EMS (Energy Management System) mode

The features and required devices for installation are different for different operation modes. For more information, please contact your sales representative or Autel technical support.

6. Operation

6.1 Charging Operations

Before beginning a charge session, scan the QR code below to download the Autel Charge app to a mobile device from the Google Play or App Store. Then register an account. You are now ready to use the app to charge vehicles.



6.1.1 Start Charging

1. Insert the charging handle into the charging port on an EV and the charging station's socket outlet.
2. Choose from the following ways to start a charge session:
 - Tap the RFID card on the RFID reader.
 - Use the Autel Charge app by tapping **Start** on the Charging Screen.
 - Credit card. (Only available for charging stations with a POS device)

6.1.2 Stop Charging

1. To stop charging, choose either of the following two ways:
 - Wait for the charge session to end.
 - The Autel Charge app displays that the EV is fully charged.
 - The display shows that the EV is fully charged.
 - End the charge session by tapping the RFID card on the RFID reader again or tapping **Stop** on the Charging Screen on the Autel Charge app.
2. Remove the charging handle from the charging station socket outlet and the EV charging port.

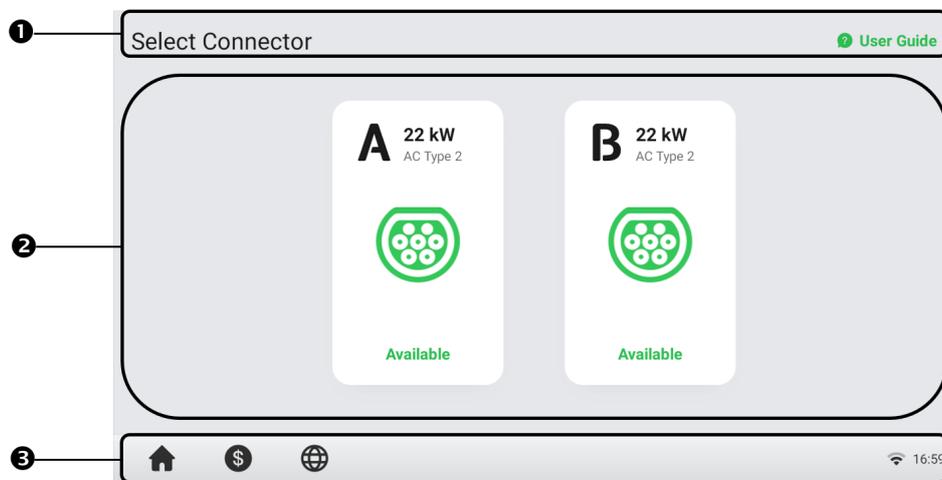
NOTICE



- If the charging handle is unplugged during the charge session, the charging station will automatically disconnect the power supply. This stops all charging operations.
 - When the vehicle is fully charged, the charging station will automatically disconnect the power supply.
-

6.2 Display Descriptions

6.2.1 Standby Screen

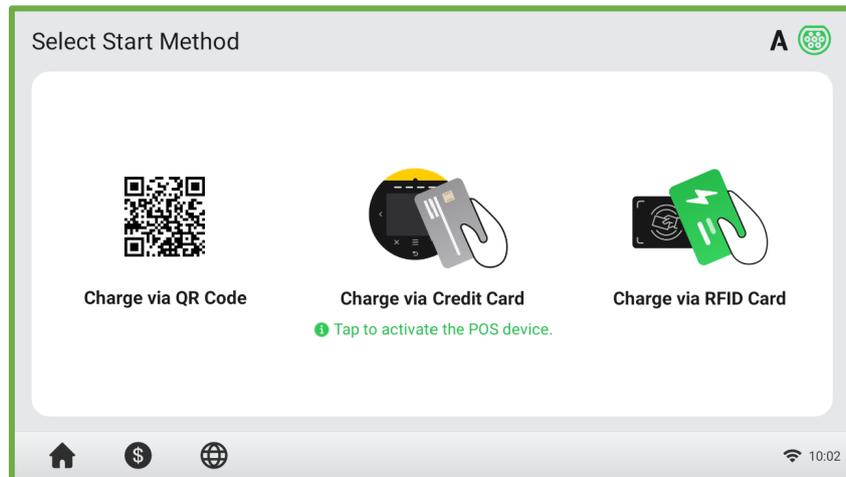


1. Top screen — displays the **User Guide** button (tap to view charging instructions)
2. Middle screen — tap to select a connector
3. Bottom screen — tap to return to the Home page, view the charging costs, and adjust the language

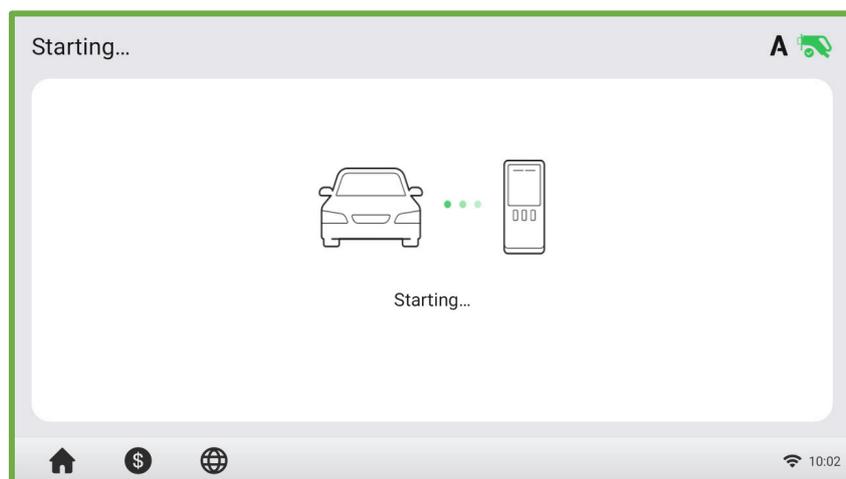
The Standby Screen appears when the charging station is in idle status, which indicates that the charging station is ready for use. When this screen appears, choose connector A or B to enter the Authorization Screen, or the Authorization Screen will automatically appear once an EV is connected.

6.2.2 Authorization Screen

Choose an authorization method to start a charge session — QR code, RFID card or credit card (optional).

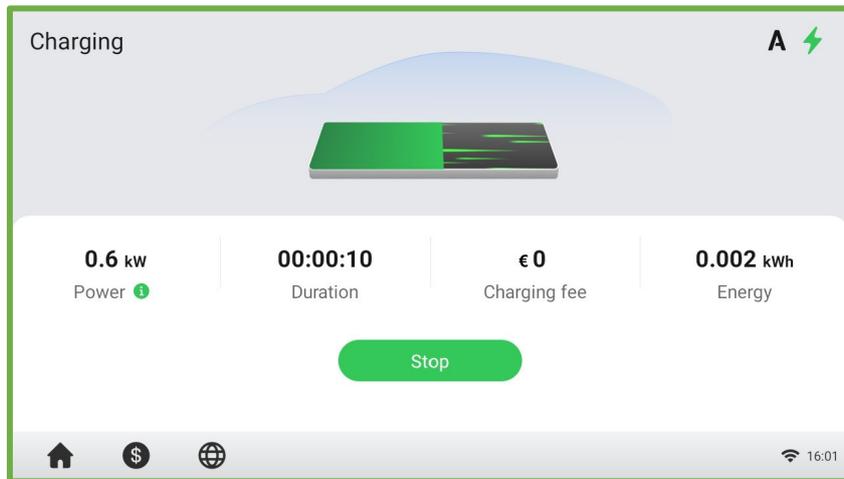


6.2.3 Start Charging Screen



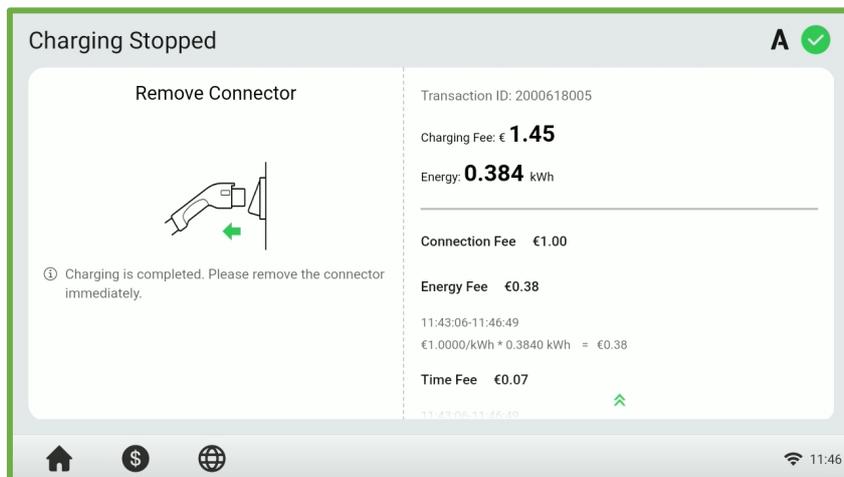
6.2.4 Charging Screen

The Charging Screen shows the real-time charging progress, current power, charging duration, current cost, and volume.



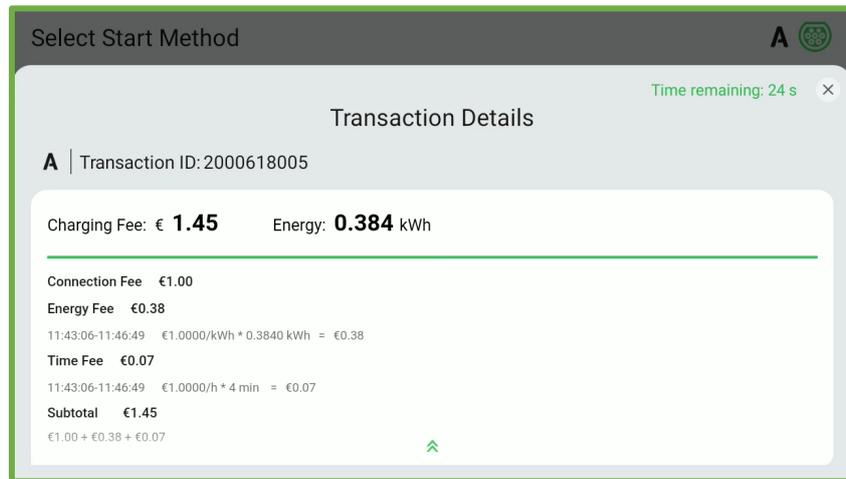
6.2.5 Stop Charging Screen

When the charge session ends, the Stop Charging Screen will appear.



6.2.6 Transaction Details Screen

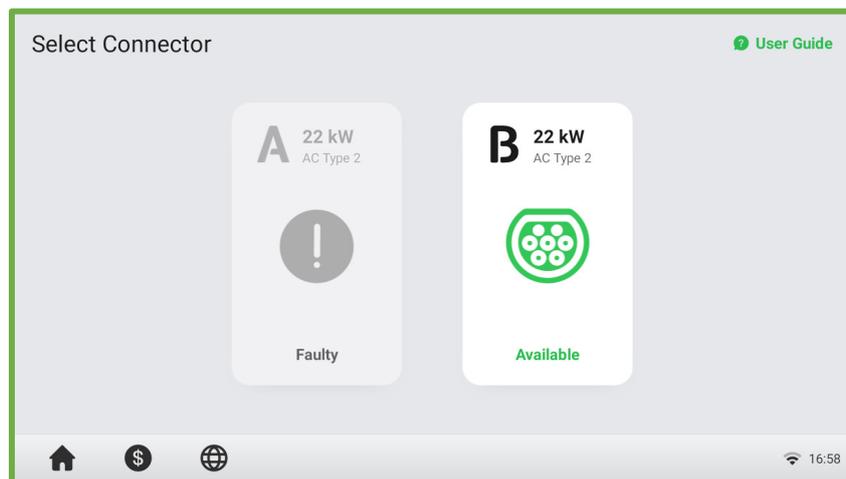
After the charging handle is removed from the EV charging port, the Transaction Details Screen will appear.



6.2.7 Error Screen

The display shows different error messages depending on the error type. Resolve the problem(s) by following the on-screen instructions, contacting Autel technical support or trying another charging station. Below is an example for the error screen:

If the charging handle is not available, the following screen may appear.



7. Troubleshooting

The table below describes the most common faults when operating the charging station. Contact Autel technical support if the fault encountered is not in this table.

Item	Problems	Solutions
1	Over-voltage	Use the multimeter to check whether the voltage on the power input is too high. If the result is greater than or equal to 120 % of the rated voltage (276 V), contact local power grid company.
2	Under-voltage	Use the multimeter to check whether the voltage on the power input is not sufficient. If the result is less than or equal to 70 % of the rated voltage (161 V), contact local power grid company.
3	Ground fault	Ensure the charging station is grounded correctly.
4	Power failure	Ensure the switch to the circuit breaker is on.
5	Over-heating	Check whether the EV charging cable is securely connected. Ensure the operating temperature is within the specified range on the product label. Stop charging. Restart charging until it is within the operation temperature range.
6	Residual current detected	Unplug the vehicle and plug in again. If the problem persists, contact customer support.
7	Internet connection fails	Try to connect another device to the same Internet, verifying the Internet connection is working properly. If the problem persists, contact customer support.

8. Technical Specifications

8.1 Technical Specifications

Product Information	
Charging Mode	Mode 3
Input/Output Power Rating and Current	Three-phase up to 2*22 kW/32 A
Input/Output Voltage	The UK model: 230 V ± 10%, single-phase; 50 Hz 400 V ± 15%, three-phase; 50 Hz The DE model: 230 V ± 15%, single-phase; 50 Hz 400 V ± 15%, three-phase; 50 Hz
Network Type	TT, TN, IT (only for the UK model)
Connector Type	IEC 62196 Type 2 socket or socket with shutter
Residual Current Detection	Type A + DC 6 mA
Protection	Overcurrent, overvoltage, undervoltage, integrated surge protection
Card Reader	ISO 15693, ISO 14443
Power Measurement Accuracy	±1.0%; build-in MID certified meter
General Characteristics	
IP and IK Rating	IP54; IK10
Operating Altitude	2000 m
Operating Temperature Range	-30 °C to + 50 °C
Storage Temperature Range	-30 °C to + 70 °C
Mounting	Floor standing
Dimensions (H×W×D)	1450 × 310 × 200 mm

User Interface	
Status Indication	APP/LCD (8-inch touch screen, 1280*720)
User Interface	Autel Charge APP; Autel Charge Cloud
Connectivity	<ul style="list-style-type: none"> ● Wi-Fi (802.11 a/b/g/n; frequency: 2.4 GHz) ● 4G (GSM900: 35 dBm, GSM1800: 32 dBm, WCDMA900/2100: 25 dBm, LTE Band 1/3/7/8/20/38/40/28A: 25 dBm) ● Ethernet ● RS485
Communication Protocols	OCPP 1.6 & OCPP 2.0.1
User Authentication	APP, RFID Card, Credit Cards (Optional)
Software Update	
Software Update	OTA updates via web portal
Certification and Standards	
Safety and Compliance	IEC 61851-1 IEC 62311 IEC 62955
Certification	CE
Warranty	36 months, warranty extension possible

8.2 Connectivity Specifications

Radio Characteristics	Operating Frequency	Max. Transmit Power	
2G/3G/4G Communication	(TX/RX) 880 MHz ~ 915 MHz, 925 MHz ~ 960 MHz (GSM900), 1710 MHz ~ 1785 MHz, 1805 MHz ~ 1880 MHz (DCS1800), 1920 MHz ~ 1980 MHz, 2110 MHz ~ 2170 MHz (WCDMA B1), 880 MHz ~ 915 MHz, 925 MHz ~ 960 MHz (WCDMA B8), 1920 MHz ~ 1980 MHz, 2110 MHz ~ 2170 MHz (LTE Band1), 1710 MHz ~ 1785 MHz, 1805 MHz ~ 1880 MHz (LTE Band3), 2500 MHz ~ 2570 MHz, 2620 MHz ~ 2690 MHz (LTE Band7), 880 MHz ~ 915 MHz, 925 MHz ~ 960 MHz (LTE Band8), 832 MHz ~ 862 MHz, 791 MHz ~ 821 MHz (LTE Band20), 703 MHz ~ 748 MHz, 758 MHz ~ 803 MHz (LTE Band28), 2570 MHz ~ 2620 MHz (LTE Band38), 2300 MHz ~ 2400 MHz (LTE Band40)	25 dBm, 32 dBm conducted	
	2.4G Wi-Fi	2400-2483.5 MHz	EIRP 18.04 dBm
	RFID Reader	13.56 MHz	7 dBμA/m @ 3m

9. Compliance

The product is in conformity with the following standards and/or other normative documents:

EN 50663:2017

EN 62311:2008

EN IEC 62311:2020

EN IEC 61851-1:2019

IEC 61851-1:2017

EN 301 489-1 V2.2.3:2019

EN 301 489-3 V2.3.2:2023

EN 301 489-17 V3.3.1:2024

EN 301 489-52 V1.2.1:2021

EN IEC 61851-21-2:2021

EN 50470-1:2006

EN 50470-3:2006

EN 300 328 V2.2.2:2019

EN 300 330 V2.1.1:2017

EN 301 908-1 V15.2.1:2023

EN 301 908-2 V13.1.1:2020

EN 301 908 -13 V13.2.1:2022

EN 301 511 V12.5.1:2017

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