FLO Home™ X5 Model

Installation Guide

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Casing: 100% aluminum NEMA 4X certied designed for outdoor or indoor installation

Finish: Metallic Grey with high resistance coating

Voltage: 208 - 240 V @ 60 Hz

Output Current: Adjustable from 6 A to 30 A

Maximum Output Power: 7.2 kW @ 240 V or 6.2 kW @ 208 V

Cable: 7.62 m (25 ft) ultra flexible cable

Charging Connector: SAE J1772™ designed to withstand over 10,000 charging cycles

Security Features: Integrated GFCI circuit breaker (20 mA, 3 reset attempts at 15-minute intervals)

Operating Temperature: -40°C to 50°C (-40°F to 122°F)

Weight with cable, connector and mounting plate: 11.23 kg (24.76 lbs)

Communication Interface: Power-line communication (PLC)

MODEL NUMBER: FH-1-STA-X5-HY5N-FL1

MANUFACTURER: AddÉnergie Technologies Inc.

Safety Instructions

INSTRUCTIONS PERTAINING TO A RISK OF FIRE OR ELECTRIC SHOCK SAVE THESE INSTRUCTIONS

WARNING: When using electrical appliances, basic precautions should always be followed. This manual contains important instructions that must be followed when installing, operating and maintaining the unit. **Please read this guide carefully before attempting to install the charging station.**

1. **CAUTION** -To reduce the risk of fire, connect only to a branch circuit provided with a maximum surge protection of 40A in accordance with the Canadian Electrical Code (CSA C22.1-12) and the National Electrical Code (ANSI / NFPA 70).
2. This charging station has been designed for wall or post mounting.
3. Ensure that the mounting surface for the wall or pole are strong enough to support the weight of the charging station and that the anchors used are compatible with the surface.
4. Verify that there is no piping, electrical installation or underground electrical installation in the area where you will install the station, to avoid serious injuries.
5. Connect the power supply of the charging station with caliber 6 AWG to 8 AWG copper conductors rated for usage at a temperature of at least 75°C.
6. This product must be connected to a grounded, metal, permanent wiring system, or an equipment-grounding conductor must be run with the circuit conductors and connected to the equipment grounding terminal and installed by a certified electrician.
7. Communicate with a certified contractor, certified electrician or trained installer to ensure compliance with local building code, regulation, security standards and weather conditions.
8. Any modification to a part of the charging station will void the warranty.
9. Handle parts with care, since they can be sharp-edged. Always use safety glasses and gloves when unpacking and installing.
10. Do not install on or over a combustible surface.
11. The power supply cables of the charging station must be rated FT2 minimum.
12. The input cable strain relief, conduits or armed-cable bushings and adapter:
    A) have to be certified for both Canada and USA;
    B) have to be waterproof (NEMA 4X);
    C) have to be suitable for the outside diameter of the chosen cable and suitable for mounting into a 28.17 mm (1,109 in) diameter opening (for connection through the bottom or back cable opening).

GENERAL SAFETY INSTRUCTIONS

This device should be supervised when used around children.

Never insert your finger into the electric vehicle connection.

Never use the charging station if the flexible power cord or EV cable is frayed, has broken insulation, or any other signs of damage.

Never use the charging station if the enclosure or the EV connector is broken, cracked, open, or shows any other signs of damage.

This charging station was designed to be used with electric vehicles equipped with a SAE-J1772 connector.

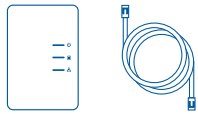
This charging station is to be used to charge vehicles that do not require a ventilated environment during charging.

Always disconnect the power supply of the charging station before servicing.

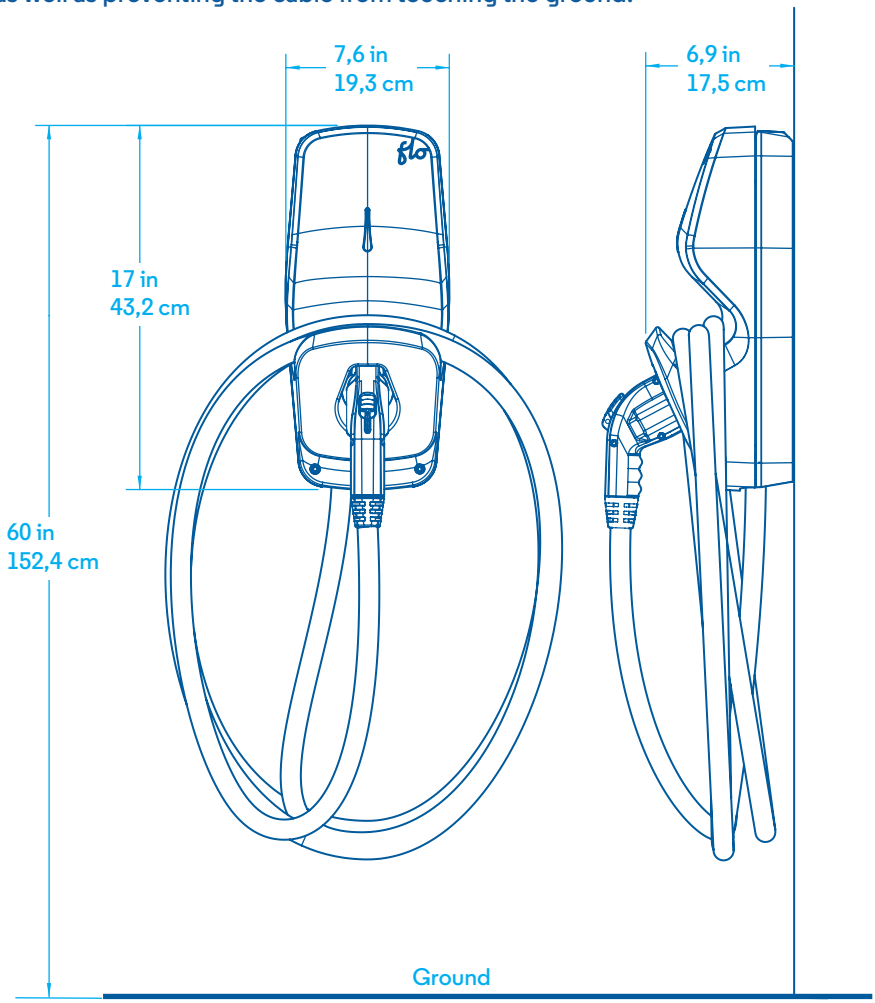
Do not put fingers into the electric vehicle connector.

Box Contents

1. Charging Station
2. Cable and charging connector
3. Wall mounting plate
4. PLC Module and Ethernet Cable
5. Card with association code



Recommended height to facilitate handling of the connector, as well as preventing the cable from touching the ground.



Planning your Installation

IMPORTANT CONSIDERATIONS WHEN INSTALLING THE STATION

The station must be installed by a certified electrician.

The station has built-in protection against overvoltage conditions and leakage current to ground.

Any alteration to any part of the charging station will void the warranty.

Connecting your new charging station requires:

- Single-Phase 120/240 VAC supply (figure 1) or 3-Phase 120/208 VAC supply (figure 2)
- A connection with 6 AWG to 8 AWG copper conductors
- Protection by a 40A double circuit breaker or two fuses
- 2 phases and a ground connection with 120 VAC between each phase and ground

Note: Neutral is not required.

Maximum output power: 7.2 kW @ 240 V or 6.2 kW @ 208 V

Figure 1

Single-Phase 120/240 VAC

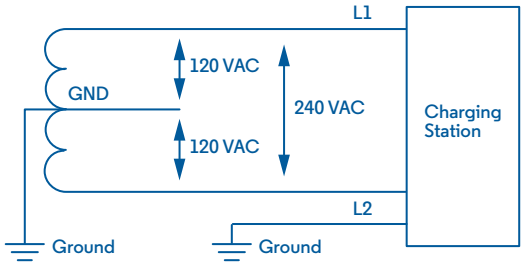
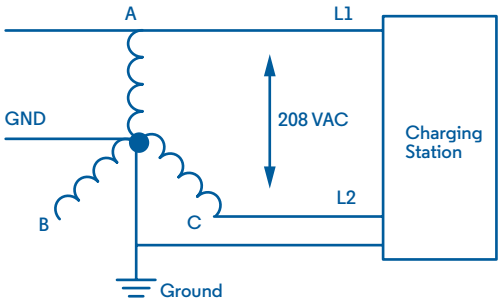


Figure 2

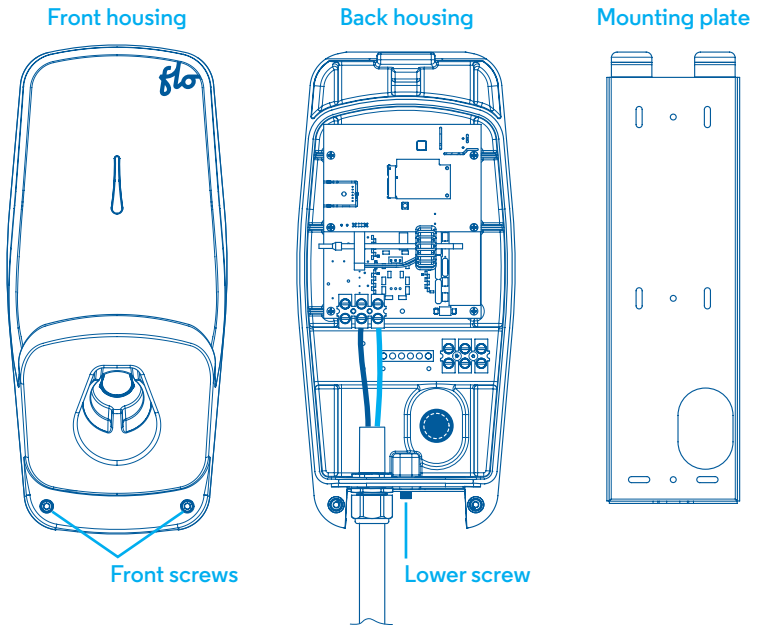
3-Phase 120/208 VAC



Installing the Station

WARNING Your station must be installed by a certified electrician.

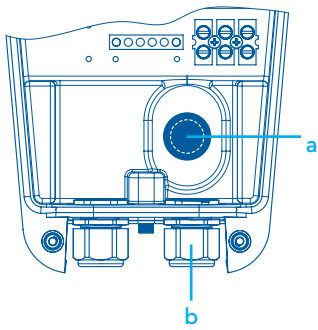
1 Disassemble the front housing by removing the 2 front screws and then separate the mounting plate by unscrewing the lower screw.



NOTE

The power supply cable can be inserted from the rear (a) or from under (b) the station:

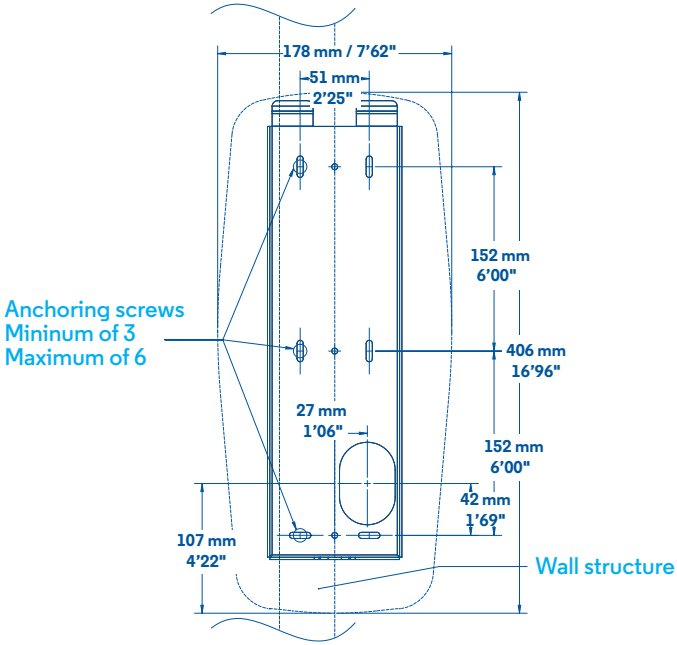
- 3/4 knockout (a) and (b)
- Remove a single cap
- Strain relief not included



Installing the Station

2 Use the mounting plate as a drilling template after determining the input to be used, either at the rear or under the station.

3 Hang the mounting plate securely to a stable surface using a minimum of 3 anchor screws.

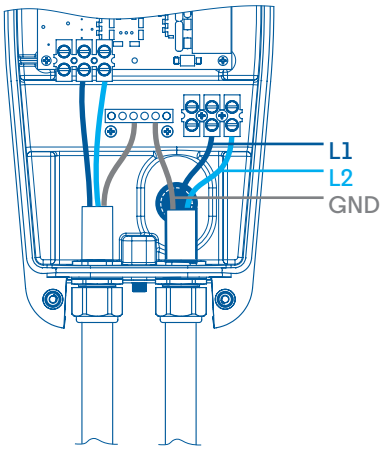


4 Insert the conductors and secure the strain relief to the rear housing so that the conductors are long enough to reach the terminals.

5 Secure the rear housing of the station to the mounting plate.

6 Screw the lower screw to secure the mounting.

7 Connect the two power wires (L1 and L2) and the ground wire (GND).



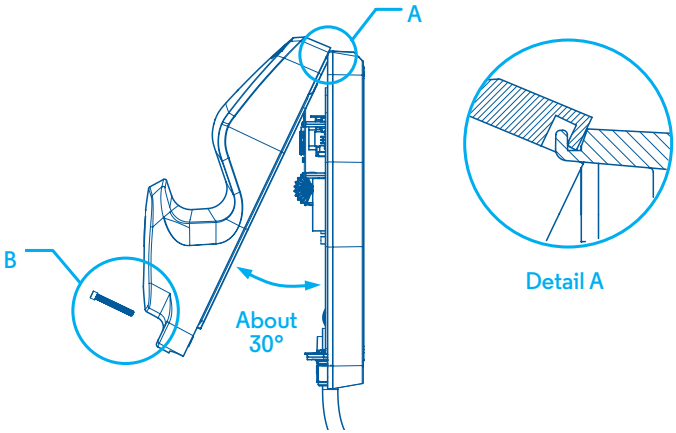
Nominal torque for conductors:
L1-L2: 6 AWG = 16 lbs-in
8 AWG = 16 lbs-in
GND: 6 AWG = 45 lbs-in
8 AWG = 40 lbs-in

WARNING: Always use a manual screwdriver; DO NOT use a Impact Driver for the station screws, in which case the warranty would no longer be valid.

8 Install the front housing of the charging station:

A) Hang the top by presenting the front housing at an angle of about 30 degrees, then pivot vertically without forcing.

B) Tighten the 2 front screws with a nominal torque of 55 lbs-in.



9 Switch on the electrical circuit breaker.

Your new station can now charge your vehicle!

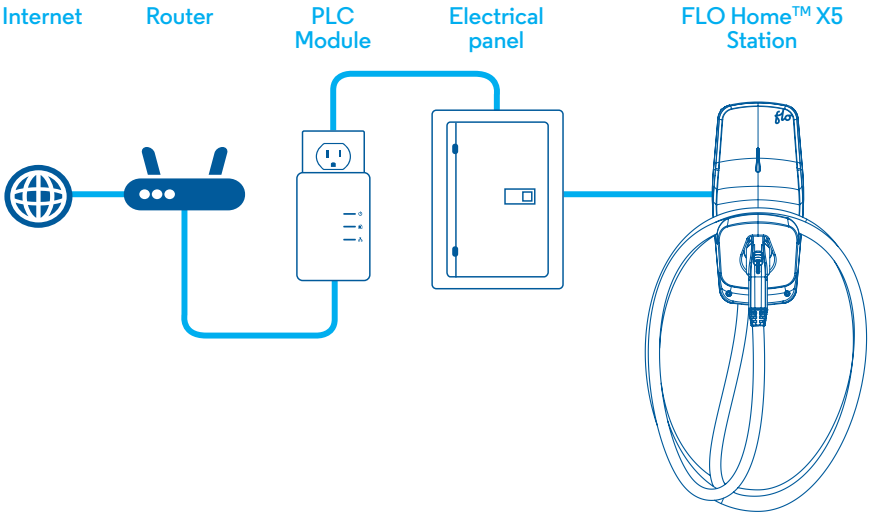
Installing the PLC

To connect your new FLO Home™ X5 station to your FLO account, you must first connect the PLC module (included). To do this, you will need the following:

1. Internet access
2. A free Ethernet socket on your router
3. A free wall power outlet near your router

10 Connect one end of the Ethernet cable (included) to your PLC module and the other end to a free port on your router.

11 Plug the PLC module into a wall outlet.

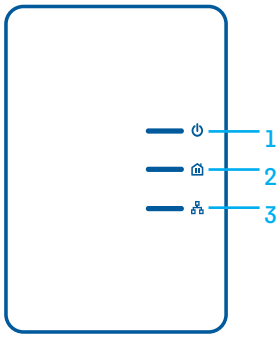


WARNING Do not connect the PLC module to an overvoltage protection device (surge protector), extension cord or power strip.

Checking the PLC Connection

The station and the PLC module are preconfigured at the factory to connect automatically.

12 After 30 seconds, check that the 3 LEDs of the PLC module are all lit.



The three lights on indicate that the connection is successful.

1 Power LED

- SOLID: The device is receiving electrical power.
- BLINKING: The device is setting itself up after reset or simple connect button was pressed orpower saving mode enabled.
- OFF: The device is not receiving electrical power.

2 Powerline LED

- SOLID: The device is connected to your station.
- OFF: The device did not detect your station.

The colors (Green or Orange or Red) indicate a connection between your station and the PLC module.

3 Ethernet LED

- SOLID : The Ethernet port is connected to your router.
- OFF : There is no Ethernet connection.

**PLC : Power-line communication technology enables you to build a computer network on your home's electrical network.*

Associate the Station to your Account FLO

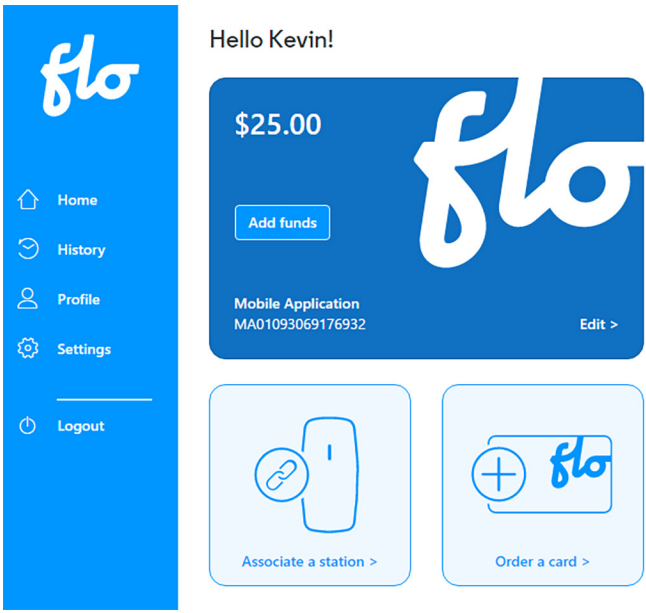
When your station is powered and the PLC module is installed, the station automatically connects to the Internet.

Simply connect to your FLO account to access your new station.

If your new station is not present in your account, you can add it using the association code that is included in the box.

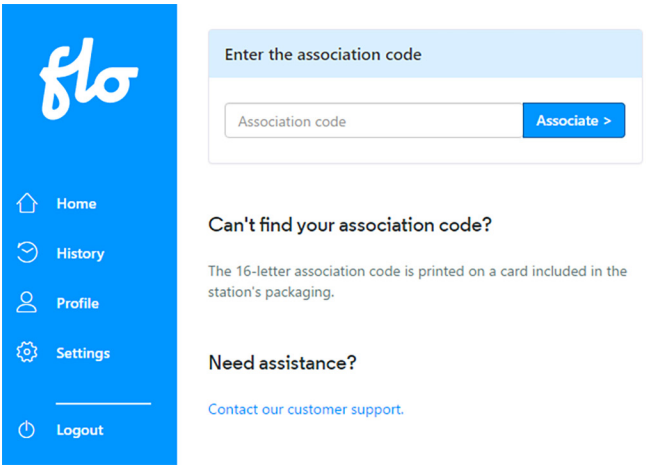
13 If you have not already done so, you can create your FLO account. Using your favorite web browser, go to https://flo.ca/signup and follow the instructions.

14 Log in to your FLO account. https://flo.ca/login

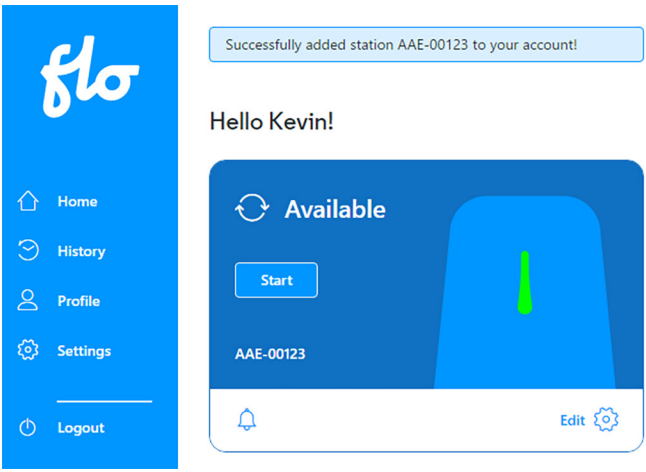


15 Click on « ***Associate a station*** ».

16 Enter the 16-character association code on the included card with your new station and click « ***Associate*** ».

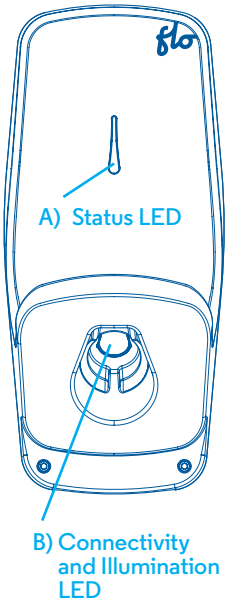


17 A message confirming the association should appear. Otherwise, contact our technical support for assistance.



Light Indicators

A) Station Status



Stable: Powered station, ready for use

Slow Blinking : Vehicle charging completed

Stable: Connector connected to the vehicle, without energy transfer (Waiting for the time schedule configured by the user)

Fast Blinking: Session permission obtained (this state is created when using the mobile application or the user web portal to start a remote session)

Slow Blinking: Waiting for an energy transfer request (check that the vehicle is switched off)

Stable: Connector plugged in, unrestricted power transfer (in full power mode)

Slow Blinking: Connector plugged in, power transfer with restriction (in reduced power mode)

Stable: Deactivated completely or inaccessible according to the access schedule

Stable: Major fault requiring a power cut on the circuit breaker

Slow Blinking: Major fault requiring a restart of the current session (please unplug the vehicle connector and restart your session)

B) Connectivity and Illumination LED

Slow Blinking from white to blue: Initial phase of detection of a second station (only at start-up for 2 minutes)

Stable: The station is connected to the FLO server and the white light guides the insertion of the connector

Slow Blinking: The station cannot connect to the FLO server (check the PLC installation)

Stable: The station is connected to the FLO server and is in power sharing mode with another X5 station

Slow Blinking: The station cannot connect to the FLO server (check the PLC installation)

Fast Blinking: The station is in configuration mode with the PLC module (after 3 minutes the terminal will restart)

Sound Indicator

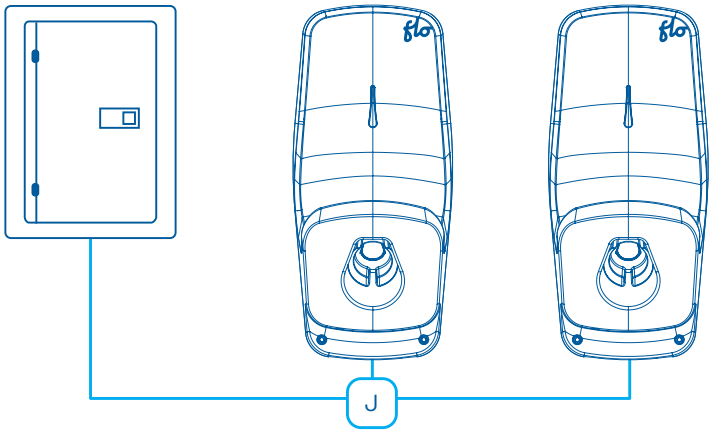
- **1 short beep:** Start of power transfer to vehicle
- **2 short beeps:** Modification of the current setpoint
- **3 short beeps:** End of energy transfer

- **1 long beep:** Major fault requiring a restart of the current session *(please unplug the vehicle connector and restart your session)*
- **2 long beeps:** Major fault requiring a power interruption *(please restart the station by cutting the power at the circuit breaker in the electrical panel for 10 seconds, then restore power)*

Installation of a second Station

Two FLO Home™ X5 can be fed to the same 40A circuit breaker via a junction box installed in accordance with the local electrical code. The charging terminal will automatically detect if it shares its power circuit with another FLO Home™ X5.

- Power sharing can only be done between two FLO Home™ X5 charging stations.
- When two stations are connected to the same circuit breaker, their output current will be limited to 16A.
- The synchronization of the two FLO Home™ X5 occurs following the restoration of power.



NOTE After a power failure, when two stations are powered from separate circuit breakers, they are automatically configured in power sharing mode for safety purposes.

To restore full power, follow these steps:

1. Disconnect the power from the 2 stations using the 2 circuit breakers
2. Power the first station and wait for 10 seconds
3. Power the second station

Compliance

C US
254081

IC statement: CAN ICES-3 (B)/NMB-3 (B)
This device complies with Industry Canada licence-exempt RSS standard(s) Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

FCC statement (for USA only)
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. This equipment has been tested and found to comply with the limits for a Class B digital device. 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/television technician for help.

Compliance with safety standards
- CSA C22.2 No. 0-10 General Requirements – Canadian Electrical code, part II.
- CSA C22.2 No. 281.1-12/UL2231-1 Standard for safety for personnel protection systems for electrical vehicle (EV) supply circuits: General requirements.
- CSA C22.2 No. 281.2-12/UL2231-2 Standard for safety for personnel protection systems for electric vehicle (EV) supply circuits: Particular requirements for protection devices for use in charging systems.
- CSA C22.2 No. 280-13/UL2594 (1st edition) Electric vehicle supply equipment (EVSE).
- CSA C22.2 No. 0.8-12 Safety functions incorporating electronic technology.
- UL1998 Standard for software in programmable components.
- UL991 Standard for Tests for Safety-Related Controls Employing Solid-State Devices.
- NEC 2014 section 625.

FLO Home[MC]
Limited product warranty

1.Products. The products covered by this warranty are the FLO Home[TM] G5 Model and the FLO Home[TM] X5 Model (hereinafter referred to as the "Products").
2.Limited Product Warranty. Products manufactured by FLO are warranted to (i) be free from defects in material and workmanship and (ii) function in accordance with the User Manual, when operated under normal use. This Limited Product Warranty only applies to the end user holding an original purchase invoice for a Product (the "Purchaser") and may not be transferred.
3.Warranty Period. The terms and conditions of this Limited Product Warranty is valid for a period of three (3) years (the "Warranty Period") from date of purchase by the Purchaser of the Product.
4.Limited Remedies. FLO's obligations under this Limited Product Warranty are limited to repairing or replacing or reimbursing the purchase price, at FLO's sole discretion, any Product which is found to be defective by FLO after proper inspection. All replacement or repaired Products are warranted only for the remainder of the original Warranty Period, prolonged only by the period during which the Product was repaired or replaced.
5.Limited Product Warranty Claim Procedure. Any claim under this Limited Product Warranty must be made through FLO Customer Service to obtain a «Return Material Authorization» (RMA) number. FLO shall be responsible for and pay for all costs related to the transportation of the returned Product. Please visit www.FLO.ca to find customer service contact information.
6.Exclusion of Warranty. FLO's Limited Product Warranty does not apply to any Product that has been altered or repaired by any person other than a service provider authorized by FLO, or where the Product serial number has been removed or degraded. FLO's Limited Product Warranty also does not apply to any damage to a Product resulting from: (i) improper installation, neglect, abusive or improper use of the Product, not in accordance with the Product's Standard Specifications; or (ii) normal wear and tear or other damage out of the control of FLO; or (iii) accident, fire or other hazard. ALL REPRESENTATIONS AND WARRANTIES NOT SPECIFICALLY PROVIDED FOR IN THIS LIMITED PRODUCT WARRANTY, EXPRESS OR IMPLIED, ARE EXCLUDED AND DISCLAIMED TO THE FULLEST EXTENT PERMITTED BY LAW. IN NO EVENT SHALL FLO BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, OR ANY CAUSE OF ACTION IN CONNECTION WITH PRODUCT MALFUNCTION OR IN COCONNECTION WITH THE INSTALLATION OR HANDLING OF THE PRODUCTS BY THE PURCHASER AND/OR ANY PERSON AUTHORIZED BY THE PURCHASER.

Services FLO Inc.
2327, Versant Nord Boulevard
Office 120, Québec (Québec)
G1N 4C2 CANADA

Assistance

You have questions about your FLO Home or need assistance?

A technical support representative can assist you!

On-the-road support

For EV drivers seeking immediate assistance at a charging station on the FLO public network.

24/7

1-888-356-8911

Customer support

For any questions regarding FLO charging stations or your FLO account.

8 AM - 5 PM (ET), Monday to Friday

1-855-543-8356

Technical support

For any questions regarding charging station installation, configuration or any technical problem.

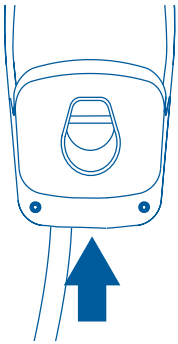
8 AM - 5 PM (ET), Monday to Friday

1-844-825-3356

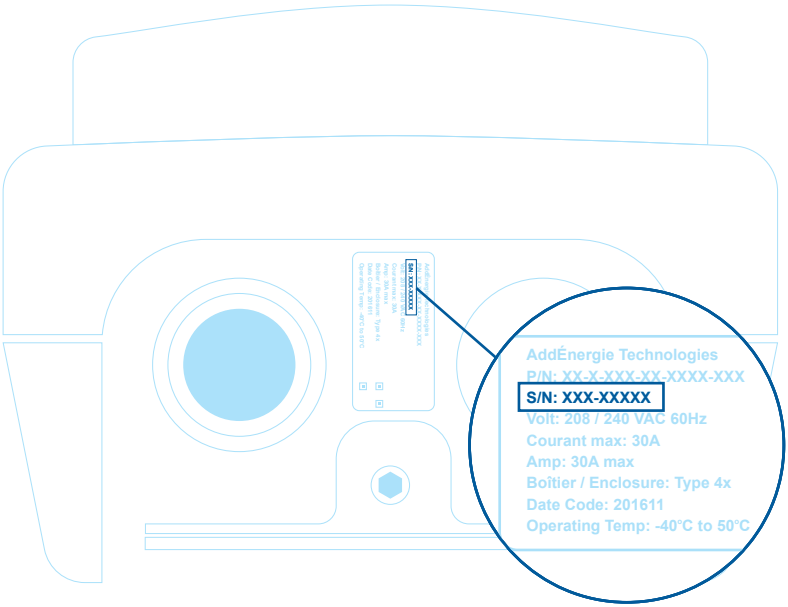
flo.ca

Charging station serial number

When contacting the customer or technical support, you may be required to provide your charging station serial number. If you do not know your charging station serial number, you can find it at the bottom of the charging station right beside the connector cable.



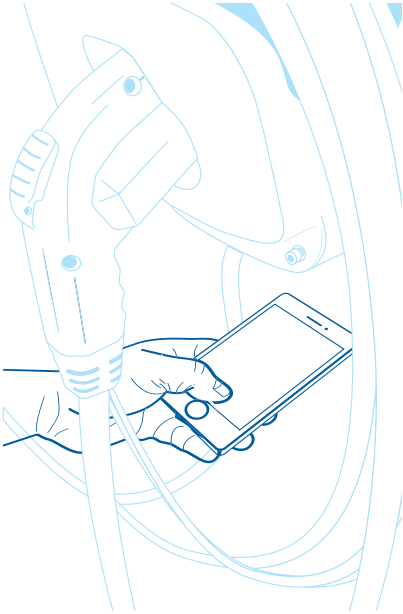
If you have any problems locating the serial number, follow the procedure on **page 21**.



FLO Home charging station bottom view

If you have a smart phone

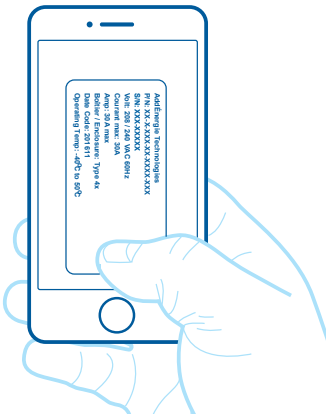
1 Open the camera app and press the “reverse camera” icon



2 Hold your smart phone at a 20° angle under the charging station.

3 Line up the phone screen with the serial number sticker

4 When you see the sticker take the picture.



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