

Installation

eoGenius units are designed for installation in both open air or protected environments. The product should be installed by a certified electrician and uses industry-standard mechanical fittings and electrical connections. EO Charging can, in some territories, provide a turn-key service for the installation and commissioning of charge points. Note that to validate the product warranty, installation shall be done in accordance with EO Charging's guidance and all relevant legislation.

Compatibility

eoGenius units are compatible with the Mode 3 charging standard and suitable for charging all electric cars currently on the market.



eoGenius

Three Phase

Electrical Specification

Rated Voltage	400 VAC 3-Phase
Over Current Protection	To be Fitted at Source
Earth Leakage Protection	16amp units to have 20A Type A RCD fitted at Source 32amp units to have 40A Type A RCD fitted at Source
Standby Power Consumption	3W
Standards Compliance	LVD 2014/35/EU EMC Directive 2014/30/EU CE Certified

Connectors and Power Ratings

eoGenius units are available with a universal (Type 2) Socket with the Mode 3 charging standard.

Status Lights

The status of the charge point is shown by coloured status light.

Physical Properties

Dimensions (H x W x D)	360mm x 165mm x 155mm
Colour	White
Shipping Weight	<5kg
Operating Temp	-10°C to +45°C
Operating Humidity	95% Non Condensing
Enclosure Rating	IP 54

Variants		
Model	Genius Universal Socket	
SKU	EG003	EG004
Socket		
Electrical Compliance	IEC 62196-2	
Rated Output	11kW	22kW
Rated Current	16 Amp 3-phase	32 Amp 3-Phase
Charge Protocol	Mode 3	
Intelligence / Comms	Yes - when connected to eoHUB	

Warranty

All correctly installed EO Charging hardware is covered by our thirty-six month limited warranty. Any hardware failure should be promptly reported to us, ideally by email to support@eocharging.com, or by calling our support team on 0333 77 20383 quoting the serial number, location of the product, and giving a brief description of the failure.

Our support team will then investigate, and attempt to remotely resolve the issue. They may ask you to provide additional information to assist in this.

If the issue cannot be resolved remotely, and the product is in warranty, we will make arrangements for one of our team to visit the location and, if the issue is a result of any shortcoming in design or manufacture it will be made good free of charge or, at our option, exchanged for a replacement product.

For more information, please get in touch.

E: hello@eocharging.com
T: +44 (0) 333 77 20383
www.eocharging.com

EO Charging
Grove Farm, Creting St. Peter,
Ipswich, Suffolk, IP6 8QG

If we attend site, and the fault is not a result of a shortcoming in design or manufacture of our product, we will make reasonable attempts to suggest what the issue is, and propose a resolution which may have a fee associated with it. A call out fee will be applicable where our product is not at fault.

Access Control

When a Genius is connected to an eoHUB and the host restricts charge point access, users will begin charging by plugging in and using the EO mobile phone app to authenticate the charge. For safety, power is only supplied to compatible connectors.

Pay As You Go Compatible

eoGenius chargers (when connected to an eoHUB) are compatible with our Pay-As-You-Go system, providing a revenue to the host.

User instructions

Instructions are displayed on signage next to the charger as well as the mobile app. This will guide drivers through the process.

Connected

eoGenius charging stations are connected to the internet via the eoHUB. The eoHUB connects to the internet by a hardwire ethernet connection or a 4G router

eoHUB



Intelligence Fees

To enable communication with EO's software platform, the host must pay EO an annual 'Intelligence' fee. The Intelligence fee includes data costs, cloud-hosting, access to EO's software and revenue generation ability.

Limitation of liability

In no event will we accept any liability for any loss, costs or damage consequential on the use and/or misuse of our hardware products except and only to the extent that this is caused by our negligence.

Call or email us today

hello@eocharging.com // +44 (0) 333 77 20383 // www.eocharging.com