



Star Charge®
星星充电

Charging Infrastructure Venus 30 **User manual**

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Legal Notices

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1 Important information

1.1 Safety warning

Meaning of related symbols





Symbol	Meaning
	<p>The "Warning" sign indicates danger.</p> <p>Pay attention to the operation steps, practice or improper execution that may cause personal injury or death. Only when the conditions referred to are fully understood and satisfied, can the operation after the "warning" mark be performed.</p>
	<p>"Caution" sign indicates danger.</p> <p>Pay attention to the damage or destruction of the product that may be caused by operating procedures, experiments or improper implementation. Only when you fully understand and meet the conditions referred to, can you perform operations after the "Caution" mark.</p>
	<p>The "hint" sign indicates tips or useful information.</p> <p>Use tips and useful information are marked with "hints". It does not contain information that warns of dangerous or harmful functions.</p>
	<p>The logo is located on the product, in the instruction manual or on the packaging, indicating that electrical and electronic equipment and accessories should be disposed of separately from ordinary household waste.</p> <p>The material can be reused according to its mark. You can make a great contribution to environmental protection through the reuse of old equipment, material reuse or other forms of reuse.</p>

Table 1 Related symbols and meanings

1.2 Specified use

- This product is a DC integrated charging device that can charge electric vehicles in indoor and outdoor areas.
- When installing and connecting DC integrated charging equipment, you should comply with the regulations of each country.
- The specified use of the equipment includes compliance with the environmental conditions established for the equipment under all circumstances.
- The storage of charging equipment should meet the following requirements:
Before the equipment is received and installed, the charging equipment and its supporting

components need to be stored in a dry and ventilated place indoors, at a temperature of $-40^{\circ}\text{C} \sim +70^{\circ}\text{C}$, the monthly average relative humidity is not more than 90%, and there is no corrosive and explosive gas. , Avoid rain, sun exposure, condensation and frost during storage.

After the equipment is installed, keep the door of the charging equipment normally closed to avoid rain and other immersion.

- The equipment is developed, produced, inspected and filed in accordance with relevant safety standards. Therefore, if you follow the instructions and safety technical tips for the specified use, the product will not cause property damage or endanger human health under normal circumstances.
- The instructions contained in this manual must be strictly followed, otherwise potential safety hazards or safety devices may fail. Although the relevant safety tips are described in this manual, attention must be paid to the safety regulations and accident prevention regulations of the corresponding application.

1.3 About this manual

This manual applies to equipment type: DC integrated charging equipment

This manual is suitable for the following people:

- End customer.
- Technical personnel in commissioning and service teams.

2 Product description

2.1 Appearance overview



Figure 2-1 Appearance of wall-mounted charging equipment

- [A] — 7-inch touch screen
- [B] — LED status indicator and card reader
- [C] — DC meter window
- [D] — Air outlet
- [E] — Operation door lock
- [F] — Emergency button
- [G] — Charging connector placement and cable bracket



- The picture is for reference only, please refer to the actual product.
- When not performing charging operations, roll up the charging cable and put it back on the bracket, and insert the charging connector into the designated position for safe storage.

2.2 Specifications

	Product name	Venus 30
	Product number	DH-DC0300HG57
Input parameters	Rated input	400Vac±10%, 3-Phase, 50/60 Hz, L1+L2+L3+N+PE
	Power factor	≥98% @ nominal output power
	Total harmonic current	≤5% @ nominal output power
	Rectification efficiency	≥94% @ nominal output power
Output parameters	Output Interface	DC CCS2*1
	Output voltage	200-1000Vdc
	Output current	60A max
	Output Power	30kW
User interface & control	Display	7-inch touch screen
	Language support	Simplified Chinese/English/Other language versions required by customers
	Mechanical button	Emergency button
	RFID reader	ISO/IEC 14443 A/B Mifare RFID reader
	Start methods	QR code / RFID card
Communication	Network Interface	4G/Wifi/Ethernet
	Protocol	OCPP1.6J
Environment	Operating temperature	-30°C ~ + 50°C
	Storage temperature	-40°C ~ + 70°C
	Working humidity	5%-95%
	Working altitude	≤2000m
Mechanical	Protection level	IP55/IK08
	Cooling method	Forced air cooling
	Dimensions (WxHxD) / Weight	680*440*280mm / approx. 45kg (including power module)
	Installation method	Wall mounting / Column mounting
Regulation	Certificate	CE Ready, CB Ready, TR25 Ready

Table 2 Parameter specification table

2.3 LED status indicator description

LED status indicator	Status meaning
Steady green	Free
Flashing green	RFID card detected
Yellow stays on	Fault but could use
Blue stays on	Charging
Red stays on	Fault
Flashing red	RFID card verification failed

Table 3 LED status indicator description table

3 Instructions

The charger operation is divided into two parts, charging connection operation and starting charging operation. The user must first connect the charging device to the vehicle, and then start the charging operation through the touch screen interface after the connection is completed.

3.1 Charging connection operation

Step 1: Confirm that the charging device is normal, and the status indicator light is steady green.

Step 2 Confirm that the vehicle meets the charging conditions, remove the charging gun from the connector base, and insert it into the corresponding charging port of the vehicle.

Step 3 Confirm that the above connection is intact and start the next step.

3.2 Start charging operation

3.2.1 Swipe to start

Step 1 Click anywhere on the main interface of the touch screen to enter the next step, as shown in Figure 3-1.

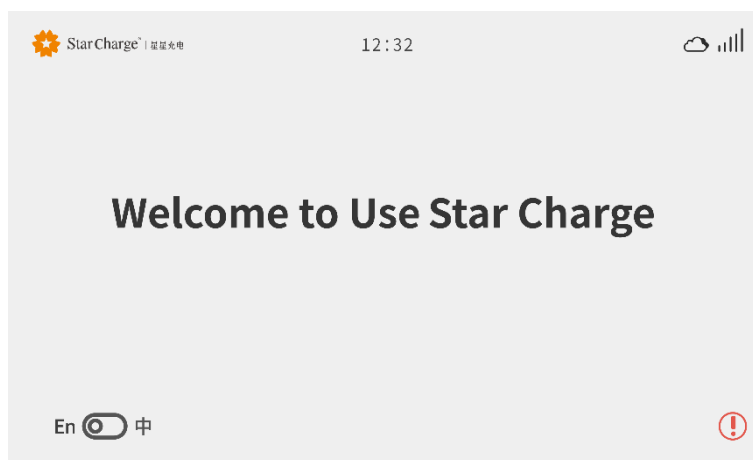


Figure 3-1 Main charging interface

Step 2 Enter the charging mode selection interface, please select the card swiping mode, as shown in Figure 3-2.

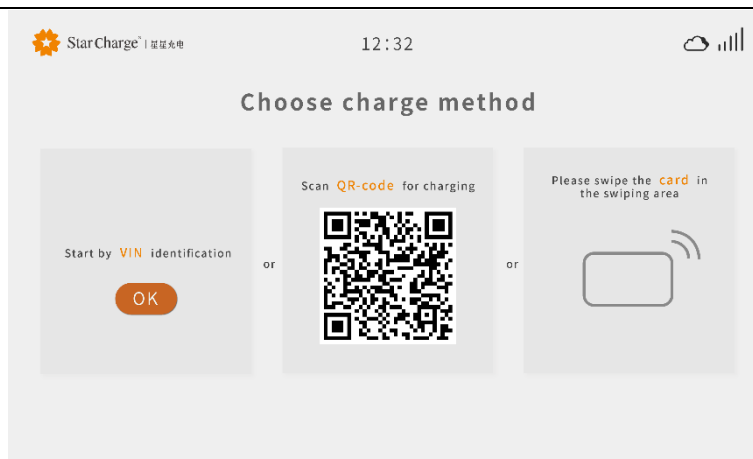


Figure 3-2 Charging method selection

Step 3 Swipe to start charging: place the card in the swipe area to start charging.

Step 4 During the charging process, the charging device screen displays the charging status interface, click "Charging Details", as shown in Figure 3-3, 3-4, you can view the charging details.

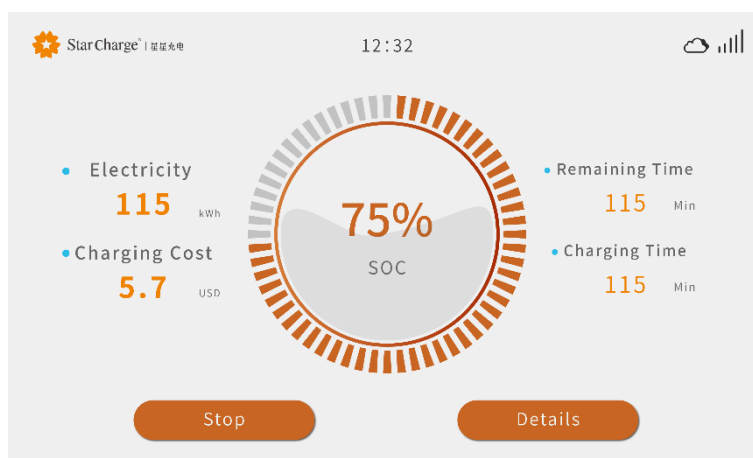


Figure 3-3 Charging interface

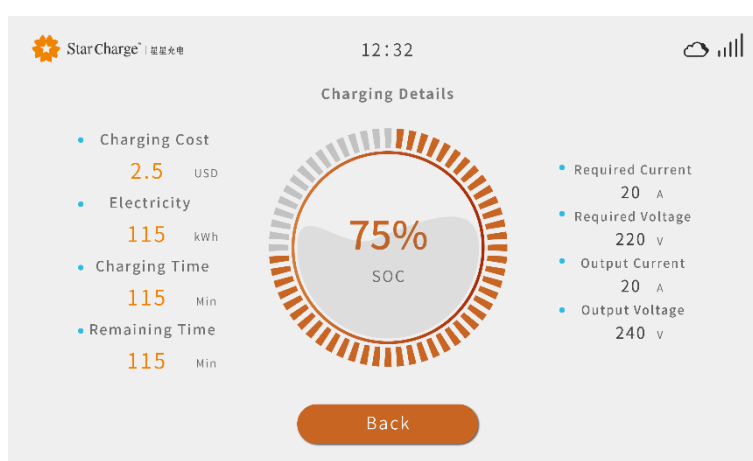


Figure 3-4 Charge details interface

Step 5 Swipe the card to stop charging: Click the "Stop" button as shown in Figure 3-3, enter the stop charging interface and select the card swiping mode, and swipe the card again to stop charging, as shown in Figure 3-5.

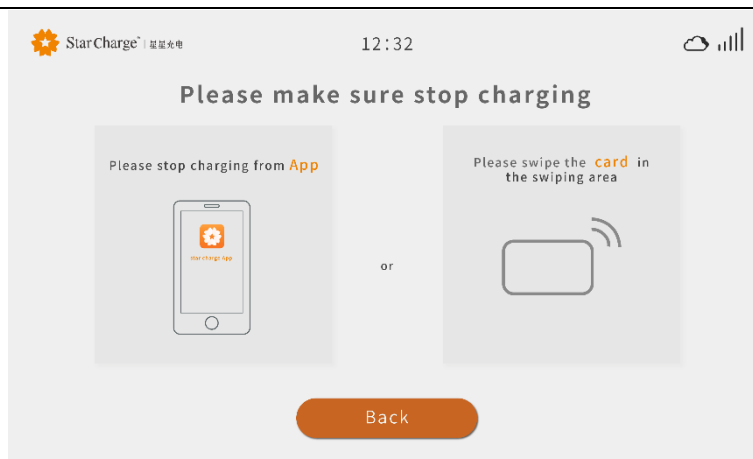


Figure 3-5 Charging by card

Step 6 After fully charging and stopping charging, the screen displays the charging result, as shown in Figure 3-6.



Figure 3-6 Charging details

Step 7 Pull out the charging connector on the vehicle, put away the charging cable and reposition it in the equipment bracket.

Step 8 When the LED status indicator of the charging device is red, it means that the charging device is malfunctioning, and an exclamation mark will appear in the lower right corner of the charging main interface, as shown in Figure 3-7.

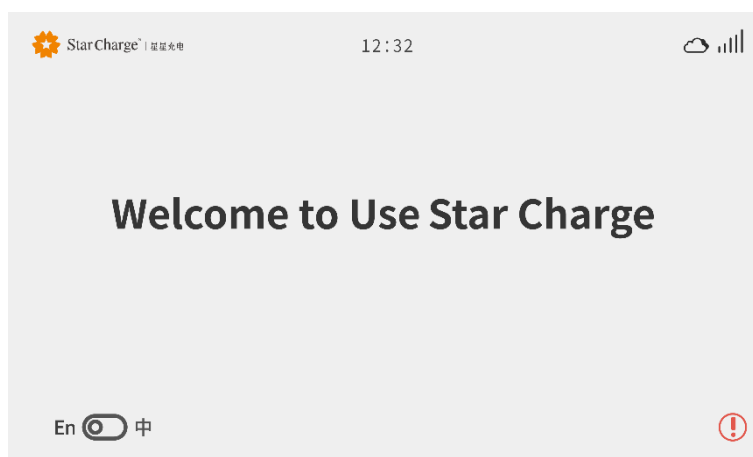


Figure 3-7 Abnormal charging interface

Step 9 Click the exclamation mark to view the fault information, please contact the after-sales technical service for repair, as shown in Figure 3-8.

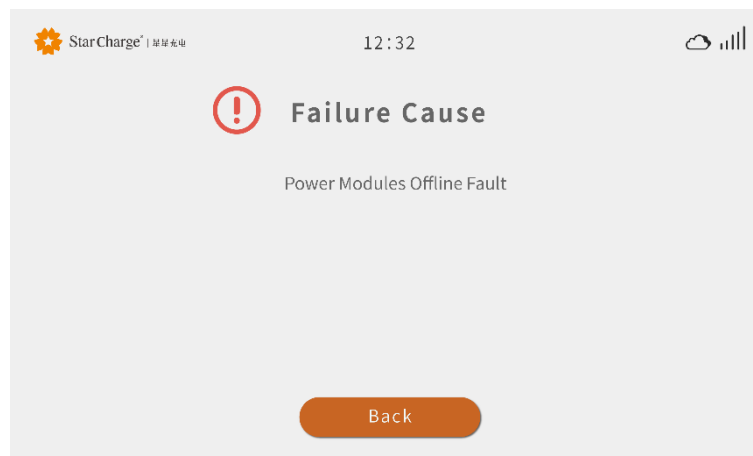


Figure 3-8 Fault details interface

Step 10 Charging stops due to abnormalities on the charging device or vehicle. The system displays the following figure 3-9. Please contact the after-sales technical service for repair.

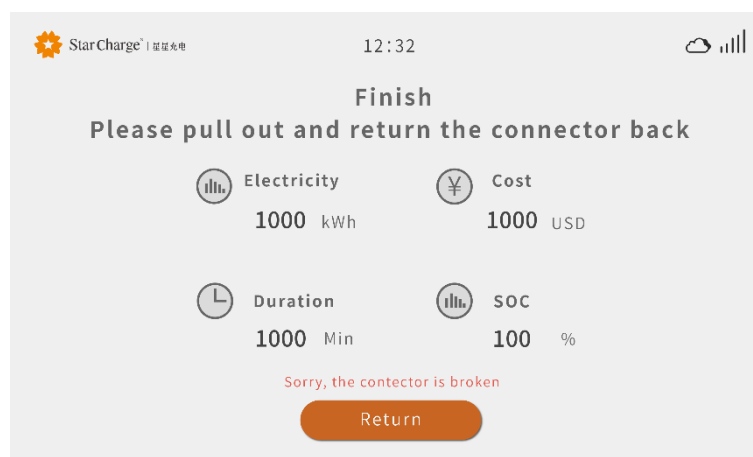


Figure 3-9 Abnormal charging interface

3.2.2 Scan code to start

Step 1 Click anywhere on the main interface of the touch screen to enter the next step, as shown in Figure 3-10.

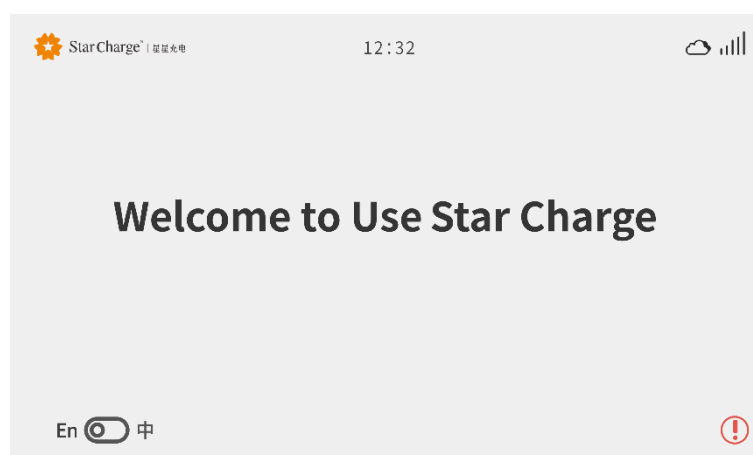


Figure 3-10 Main charging interface

Step 2 Enter the charging mode selection interface, please select the scan code mode, as shown in Figure 3-11.

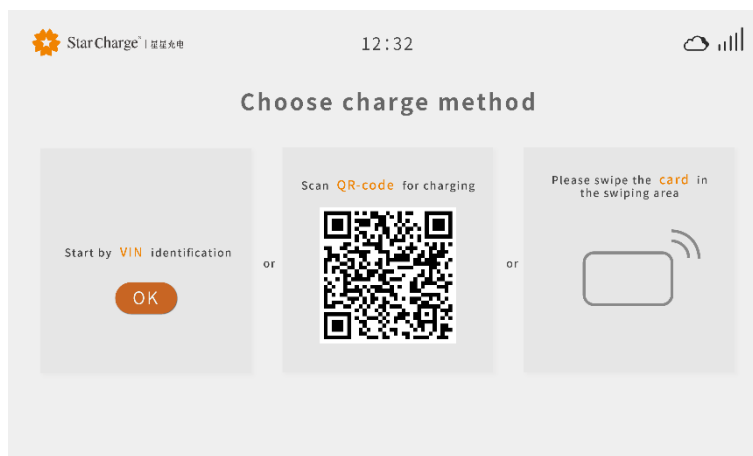


Figure 3-11 Charging method selection

Step 3 Open "Star Charging" or other mobile clients, click the button in the red box as shown in Figure 3-12 to scan the QR code on the charging device interface.

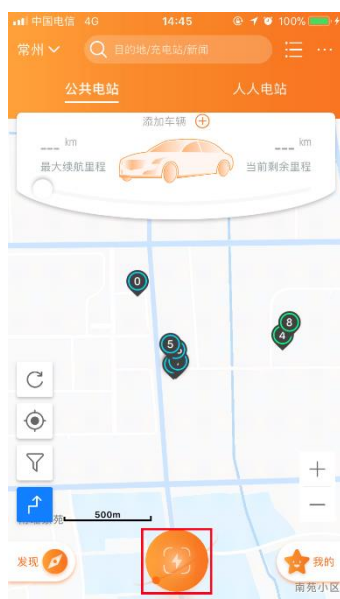


Figure 3-12 Mobile phone client interface (take the Star Charge interface as an example)

Step 4 During the charging process, the charging device screen displays the charging status interface. Click "Charging Details" to view the charging details of the device. At the same time, you can also view the charging details in the mobile APP, as shown in Figure 3-13 and 3-14.

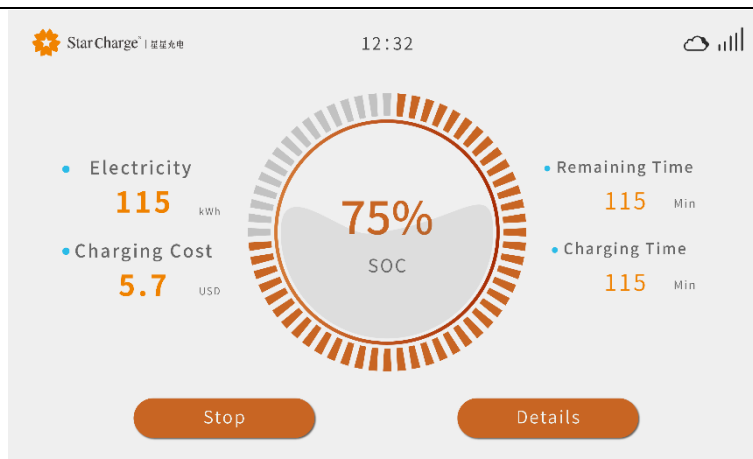


Figure 3-13 Charging interface

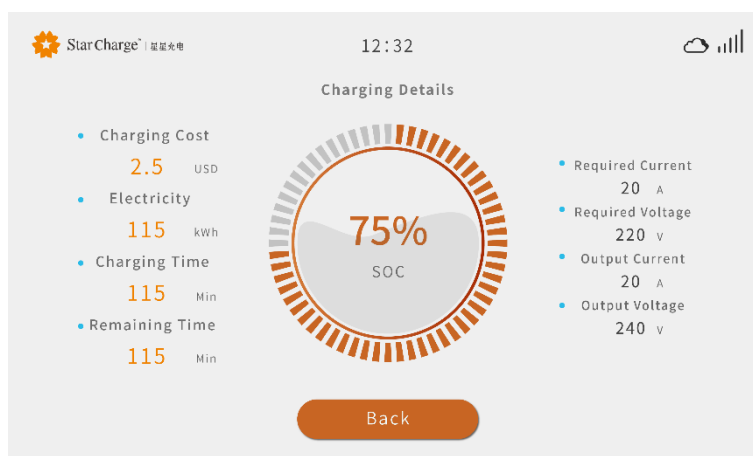


Figure 3-14 Charge details interface

Step 5 If you need to stop charging during the charging process, click the "Stop" button to enter the stop charging interface and select the scan code mode, as shown in Figure 3-16, and click the stop button on the mobile phone interactive interface to stop charging, as shown in Figure 3-15.

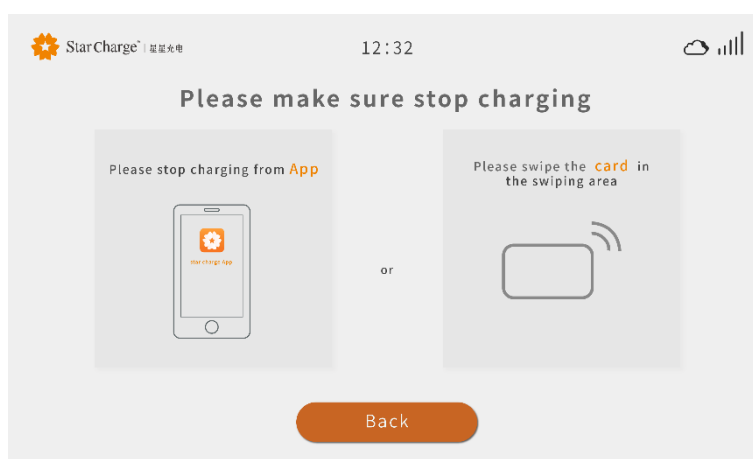


Figure 3-15 Swipe to charge

Step 6 After fully charging and stopping charging, the screen displays the charging result, as shown in Figure 3-16.



Figure 3-16 Charging details

Step 7 Pull out the charging connector from the vehicle, put away the charging cable and reposition it in the equipment bracket.

Step 8 When the LED status indicator of the charging device is red, it means that the device is malfunctioning, and an exclamation mark will appear in the upper right corner of the charging main interface, as shown in Figure 3-17.

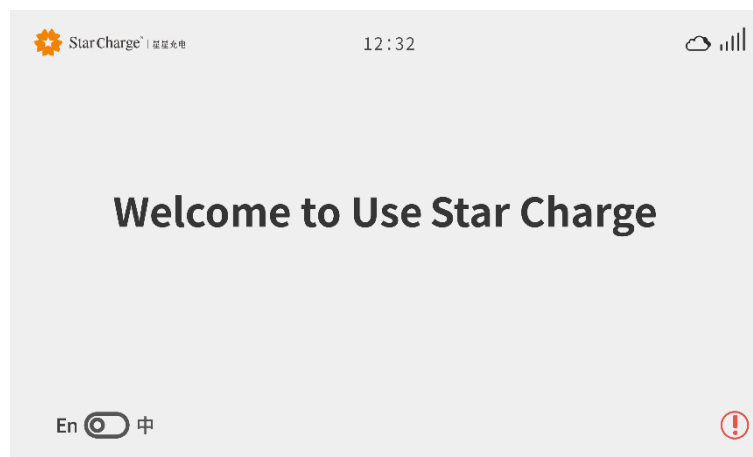


Figure 3-17 Abnormal charging interface

Step 9 Click the exclamation mark to view the fault information, please contact the after-sales technical service for repair, as shown in Figure 3-18.

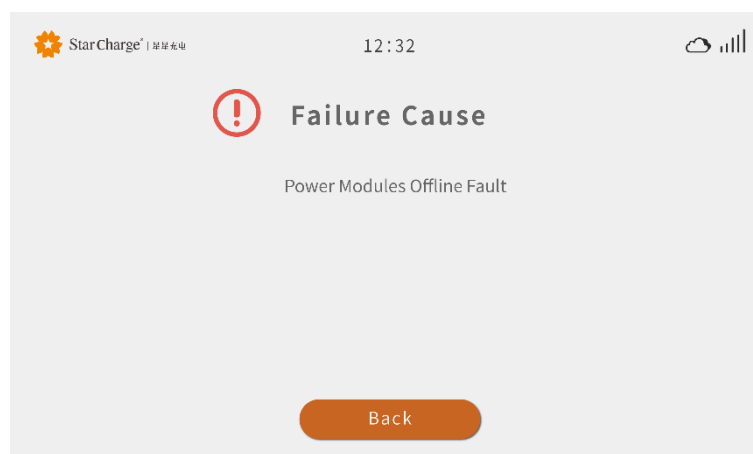


Figure 3-18 Fault details interface

Step 10 Charging stops due to abnormalities at the charging equipment or vehicle, and the system will pop up as shown in Figure 3-19. Please contact the after-sales technical service for repairs.

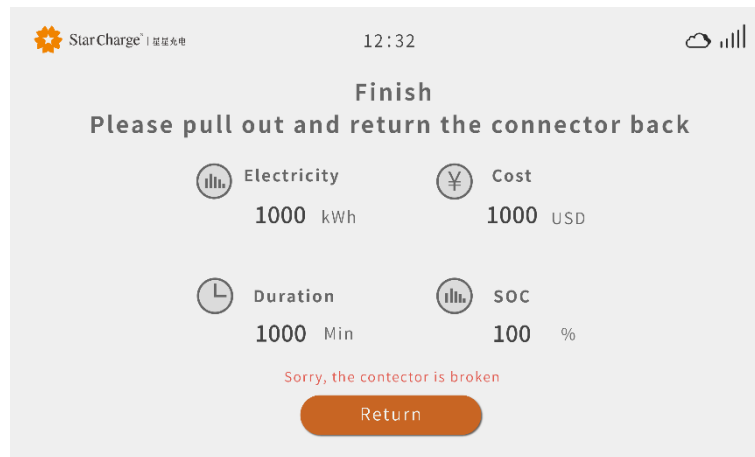


Figure 3-19 Abnormal charging interface

4 Troubleshooting

When the charging equipment is abnormal, please troubleshoot according to the following tips. If the fault cannot be eliminated, please contact your local service partner or contact the product manufacturer by referring to the <Customer Service> section.

Abnormal performance	Possible causes and troubleshooting methods
LED status light does not light up	<ul style="list-style-type: none"> ➤ No power supply Please check whether the upper switch of the charging device is closed, if not, please close Please contact the installation or operation and maintenance personnel.
The status LED lights up red	<ul style="list-style-type: none"> ➤ Failure of charging equipment Please check if the emergency stop button is pressed, if it is pressed, please rotate it to pop up according to the prompt. Please check if the operating door is closed correctly, if it is not closed, please close it. Please contact the operation and maintenance personnel.
The screen shows that the charging cable is not connected	<ul style="list-style-type: none"> ➤ The charging connector is not inserted correctly Please reinsert the connector ➤ There are foreign objects in the charging connector Please clean up after power off and try again. ➤ Communication failure Please contact the operation and maintenance personnel.
The screen shows that the device is offline	<ul style="list-style-type: none"> ➤ Communication failure Please confirm the signal status of the venue. If the signal is not good, please optimize the signal environment. Please contact the operation and maintenance personnel.

Table 4 Troubleshooting table

5 Routine maintenance

The following table is the recommended maintenance cycle. According to the environment of the country where the charging equipment is located and relevant laws and regulations, the cycle needs to be changed. For details, please refer to the "30kW European Standard DC Integrated Charging Equipment Maintenance Manual".

Check item	Cycle	Handling method
Fan	Every month	Clean
Dustproof cotton	Every season	Change
Charging connector	Every month	Clean
Module	Every month	Clean
Line check	Every season	Fasten
Emergency stop	Every month	Test
Motherboard	Every month	Fasten

Table 5 Maintenance schedule

6 Customer service

6.1 Preparation work

If you have any questions or problems, please contact the customer service department of the installer or equipment manufacturer.

Before contacting the customer service department of the equipment manufacturer:

- Please check the troubleshooting measures in the "Troubleshooting" chapter.
- Please check the troubleshooting measures in the vehicle manufacturer's manual.
- Please record the model and serial number of the device (the nameplate of the device).

6.2 Contact information of equipment manufacturer

Company Address: No. 39, Longhui Road, Wujin High-tech Zone, Changzhou City, Jiangsu Province, China

Company website: <http://www.starcharge.com>

Enterprise mailbox: starcharge@wanbangauto.com

Tel: +86 400 828 0768