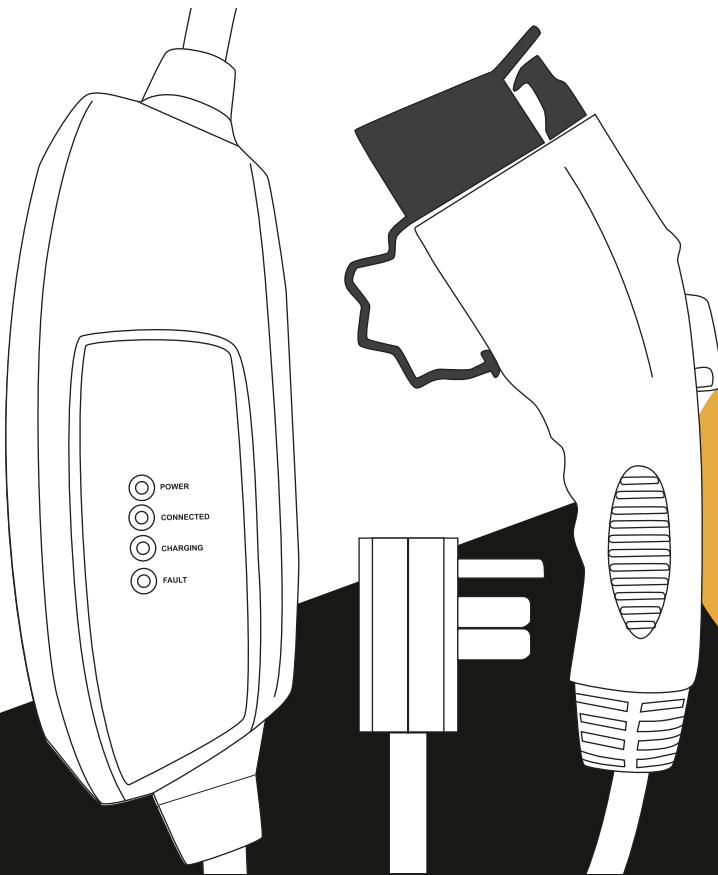


**BougeRV**

# User Manual

## 16A Level 2 EV Charger



- POWER
- CONNECTED
- CHARGING
- FAULT



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# Warranty

## Limited Warranty

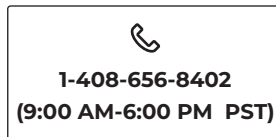
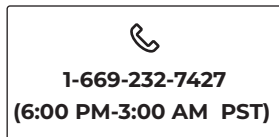
BougeRV provides a **three-year** warranty for customers who purchase on Amazon and BougeRV's official website only. The warranty is measured from the date of purchase by the original buyer. During the warranty period, if your charger stops working, we will stand behind our warranty.

## Local Technical Support

We have a local maintenance station in US, providing much faster solution to your technical problem. We will repair your charger and send it back to you in 10 days. If your charger can't be repaired, we will send you a replacement.

## Please follow the below steps to obtain the warranty service:

1. Reach out to us at



2. Provide the following information for confirmation:

- A description of the product problem.
- A video of the screen of your charger to show the problem.
- The serial number (Next to the QR code on the charging plug).
- The order ID.
- Your shipping information.



# Exclusions

## **BougeRV's warranty does not apply to:**

- Product damage caused by the consumer not following the safety instructions.
- Damaged by disassembling the machine without authorization by BougeRV or going to a non-designated maintenance spot for maintenance.
- Products purchased neither on Amazon nor on BougeRV's official website.
- Modify or DIY privately without guidance by a licensed electrician.
- Any other causes beyond BougeRV's Control.

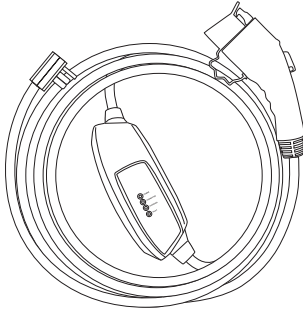
# Safety Instructions

## **Warning**

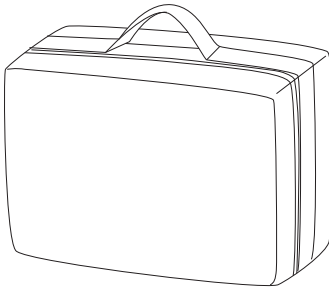
1. Read and follow the instructions before installation.
2. Please use a licensed and qualified electrician to install your EV charger and must comply with the National Electric Code(NEC) and all local codes.
3. Please install a breaker above 20A.
4. Do not use the charger outdoors under severe weather conditions.
5. Do not touch metal conductors to prevent electric shock accidents.
6. Do not hit the exterior of the product since it's made of thermoplastic.
7. Do not operate it outside its temperature range. The temperature range is -22°F--+122°F.

# Package List

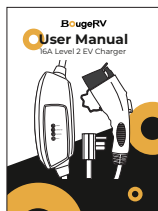
Check the package and make sure you receive all accessories.  
If any of these are missing, please feel free to contact us via  
[service@bougeRV.com](mailto:service@bougeRV.com)



16A EV Charger\*1



Carrying Case\*1



User Manual\*1

# Specifications

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Charging Cord:	<b>25Feet ( 7.62meters )</b>
Connector Type:	<b>SAE J1772</b>
Plug Type:	<b>NEMA 10-30 Plug</b>
Input:	<b>240V, 16A 60Hz</b>
Output:	<b>240V, 16A 60Hz</b>
Output Power:	<b>Up to 3.84kW/h Max</b>
Waterproof Rating:	<b>Charging Box - IP55</b> <b>Charging Plug - IP44</b>
Insulation Resistance:	<b>&gt;1000M<math>\Omega</math> (DC500V)</b>
Housing Fire Rating:	<b>UL94 V-0</b>
Operating Ambient Temperature:	<b>-30°C to +50°C / -22°F to +122°F</b>
Certification:	<b>CE Certified</b> <b>UL Certified</b> (#E364477 for plug; #E344326 for cable)

# Charging Box LED Indicator

Condition	Power	Connected	Charging	Fault	Explanation
①	On ●	Off ○	Off ○	Off ○	<b>Have Power, No Connection</b>
②	On ●	On ●	Off ○	Off ○	<b>Connection, No Charging</b>
③	On ●	On ●	Flicker ●	Off ○	<b>Charging</b>
④	On ●	On ●	On ●	Off ○	<b>Finished Charging</b>
⑤	On ●	On ●	Off ○	On ●	<b>Communication Fault</b>
⑥	On ●	Flicker ●	Flicker ●	Off ○	<b>Overload Protection</b>
⑦	On ●	On ●	Flicker ●	On ●	<b>Abnormal Current (SCP)</b>
⑧	On ●	Flicker ●	Flicker ●	On ●	<b>Leakage Protection</b>
⑨	On ●	Off ○	Off ○	Flicker ●	<b>Overload or Undervoltage Protection</b>
⑩	On ●	On ●	On ●	On ●	<b>Unit Overheating Protection</b>

## Troubleshooting

Reach out to us at [service@bougerv.com](mailto:service@bougerv.com) for assistance if you fail to try the following methods.

### ① - Have Power, No Connection

1. Remove the charge coupler from the vehicle, then reinsert it into the vehicle receptacle until it clicks.
2. Check whether it needs to be manually connected through the vehicle system.

### ② - Connection, No Charging

1. When you plug into the car, the car will automatically recognize the communication signal and start charging.
2. Verify that the vehicle charge timer is set to permit charging. Refer to the vehicle owner's manual for charge timer instructions.

### ③ - Charging

Charging

### ④ - Finished Charging

If the battery is still not fully charged, please check whether the upper limit value of the car battery has been manually set.

### ⑤ - Communication Fault

Please try to plug the car several times, if it still can't charge, please contact customer service for repair.

### ⑥ - Overload Protection

Restore factory settings or re-plug the power outlet.

### ⑦ - Abnormal Current (SCP)

Restore factory settings or re-plug the power outlet.

### ⑧ - Leakage Protection

Turn off the power and the circuit breaker in time, and contact a professional electrician for on-site inspection.

### ⑨ - Overload or Undervoltage Protection

Restore factory settings or re-plug the power outlet.

### ⑩ - Unit Overheating Protection

1. Inspect the charger module for overheating.
  - a. Carefully unplug the charger module from the wall outlet and allow to cool.
  - b. If the situation still occurs, please contact customer service for assistance.
2. Have a qualified electrician inspect the wall outlet.

# Protection Feature



## **Leakage Protection:**

The effective value of leakage current exceeds 22mA, and the power supply will be cut off within 100ms without self-recovery. Manually plug and unplug the three-pin plug of the power supply to restart.



## **Overload Protection:**

When the effective value of the current exceeds the overload protection current for 10 seconds, the overload protection will be carried out, and the recovery will be carried out in 5 minutes. The number of self-recovery times is 3 times. The power supply will not be restored after the 4th overload protection. You need to manually plug and unplug the power three-pin plug to restart.



## **Short Circuit Protection:**

When the voltage exceeds 275V, it will be protected and return difference 10V, and will recover automatically after the grid voltage is stable for 5s.



## **Under-Voltage Protection:**

When the voltage is below 85V, it will be protected and return difference 10V, and will recover automatically after the grid voltage is stable for 5s.



### **Overheat Protection:**

When the temperature of the power plug or the internal temperature of the control box exceeds 185°F, it will enter the over-temperature protection, and it will recover when the temperature of the power plug and the internal temperature of the control box are lower than 149°F.



### **Over current Protection:**

When the effective value of the current exceeds 2 times the rated current, the control box will be judged as a short circuit and will be protected within 500ms. It is necessary to manually plug and unplug the three-pin plug of the power supply to restart.



### **Lightning Protection:**

Under thunderstorm weather, it can carry a  $\pm 2000V$  surge voltage to prevent high voltage from damaging internal components. ( Comply with IEC62752 standard )

# Frequently Asked Questions

## **Q1: Why does it take so long to charge my EV?**

A: There are 5 main factors that affect the charging time of electric vehicles.

**1.The size of the battery.** The larger your vehicle's battery capacity (kWh), the longer it will take to charge.

**2.The state of the battery.** If you start charging from an empty battery, it will take longer than if you start charging from 60%.

**3.The maximum charge rate of the vehicle.** You can only charge your vehicle's battery at the maximum charge rate that your vehicle will accept. For example, if your vehicle's maximum charge rate is 3 kW, you will not charge faster with a 3.84 kW charger.

**4.The maximum charge rate of the charger.** The time it takes to charge will also be limited by the maximum charge rate of the ev charger you are using. For example, even if your vehicle can charge at 7 kW, it will only charge at 3.84 kW on a 3.84 kW charger.

**5. Environmental factors.** Lower ambient temperatures can make charging take slightly longer, especially when using a fast charger. Lower temperatures also mean that the vehicle is less efficient and therefore adds less mileage per charge.

**Q2: Why did the charging speed become slow when the car is charged to about 80%?**

A: This is because of the charging characteristics of lithium batteries. When the energy of the battery reaches 80%, it will enter the tiny current charge state, and the current entering the battery will be limited which will protect the battery and extend its service life.

**Q3: Will this product work for my EV?**

A: As long as the charging port of your electric/hybrid vehicle is J1772, this level 2 charger will work for your car. We will help you confirm if you're not sure.

**Q4: If the EV charger fails to charge or the indicator or display is abnormal, what after-sales service can I enjoy?**

A: Please send some pictures and videos to our official email. If there are quality problems with our charger, we will provide free maintenance service for you. All shipping and maintenance fees will be paid by BougeRV. Our technical team will repair the charger in 10 days.

**Q5: Does the charger have the function of delayed charging or scheduled time charging?**

A: No, this charger does not have the above functions.

**Q6: Is the charger waterproof? Can I use it outdoor?**

A: Yes, it can be used outdoor. The waterproof rating of the charging box is IP55 and the charging plug is IP44. But for safety and extending the life of the charger, we do not recommend using the charger outdoor under severe weather conditions.



# BougeRV



[service@bougerv.com](mailto:service@bougerv.com)



[www.bougerv.com](http://www.bougerv.com)



**1-669-232-7427**  
**(6:00 PM-3:00 AM PST)**



**1-408-656-8402**  
**(9:00 AM-6:00 PM PST)**