FAQ
EV Charger

V01.25

1.What should I do or know before installing the EV Charger?

The installation must be carried out by a certified professional. Before installing the EVSE, carefully read the installation manual and ensure you are familiar with all relevant local electrical regulations to guarantee a safe and compliant commissioning process.

2.What should I do right after installing and powering up the EVSE?

Once powered on, our chargers are ready to begin charging. If additional setup is required, download one of the available FOX Apps (FoxCloud 2.0, FoxSwitchAPP or Elite Charger). Start by creating a user account, then link the charger to the app. Once linked, you can proceed with further setup and configurations. Be sure to enable Bluetooth on your smartphone and grant the necessary permissions for a smooth connection.

3.How can I connect my EV charger to WiFi?

To connect the EV charger to WiFi, first link the charger to the FOX app. Once connected, you can search for and select an available 2.4GHz WiFi network directly through the app. To ensure optimal performance, ensure you have a stable WiFi connection. The EV charger should be located with minimal interference no more than 10 meters from the router.

4.Do FOX EV chargers support Load Balancing?

Yes, our chargers support both local and dynamic load balancing. Both features can be set up through the FOX app. For dynamic load balancing, an additional, compatible Smart Meter must be installed.

5.Which APP do I need to control/commission the EV Charger for the first time?

The app you choose depends on the level of control and functionality you need for your EV charger:

FoxCloud 2.0: Provides full control of the EV charger and is recommended for integrations with FOX ecosystems. Available in multiple languages.

FoxSwitch: Offers full control of the FOX EV charger only. Available in English,German and Italian.
Elite Charger APP: Designed specifically for FOX chargers sold under other brands. It is available in multiple languages

6.What are the differences between the 3 operating modes?

Green Mode: This mode uses only surplus energy from the PV (Photovoltaic) system to charge the electric vehicle (EV). Energy generated by the PV system is first directed to meet household consumption, and any excess energy (minimum 6A) is then used for EV charging. It is best suited for larger PV systems to ensure a steady energy surplus.

Eco Mode: Similar to Green Mode, this mode prioritizes surplus solar (PV) energy for EV charging. If the solar energy isn't enough, the system will draw up to 6A from the grid to ensure the charging process remains steady and uninterrupted.

Fast Mode: This mode delivers maximum charging performance by combining energy from both the PV system and the grid. It is ideal for situations requiring rapid EV charging.

Important Note on Home Battery Systems:

For PV systems with battery storage, manually set the battery's State of Charge (SOC) to 90%-100% during EV charging. This prevents the battery from discharging energy to the EV.

7.No protection class is specified in the technical data, is it I or II?

The EMC classification is either Class 2 or Class B.

8.Is separate grounding required?

No, works via normal connection L1, L2, L3, N, PE

9.Do I need an external FI type A or type B?

An FI type A 30mA is recommended. Please check your local electrical regulations to ensure a safe and compliant installation.

10.Can I control the EV Charger via Bluetooth?

Yes. The charger can be controlled via Bluetooth, and the first linking to the APP must be made through Bluetooth. Once the initial connection is established, you can choose to connect to a WiFi network through the APP.

Important Note on Bluetooth Connectivity:

Before using Bluetooth to control the EV charger, please ensure that the "Location" feature is enabled on your mobile device.

11.Can I control the EV Charger via Modbus RTU?

Modbus RTU is only available on A-E-B versions.

12.Can I control the EV Charger via Modbus TCP?

Modbus TCP is supported only for products with a LAN communication port, such as the A-E-A and A-E-B versions. It is not available for products without a LAN port, such as the L Series and A-E-2, which are not compatible with Modbus TCP.

13.Do FOX EV Chargers support phase switching?

Yes, most of our 3-phase EV chargers support phase switching, allowing the charger to switch to single-phase operation if three-phase power is insufficient to start charging. Please check with your distributor to confirm if your specific EV charger model supports this function.

The E-2 does not have a phase single three-phase switching function.

14.Can the 22kW EV Charger be throttled down to 11kW?

Yes, the 22kW EV Charger can be throttled to 11kW using the APP by adjusting the current from 32A to 16A.

15.Are FOX EV Charger available for public or semi-public areas?

FOX provides different charger models designed for various applications. For example, the L Series chargers are intended for domestic use, while the A Series models are suitable for both domestic and semi-public areas. Please consult with your distributor to confirm the appropriate model for your specific needs before commissioning.

16.Does the EV Charger gen2 already have a MID installed?

Our domestic chargers do not include MID meters and are not MID certified.

17.Can the charger also be operated in IT networks and TT networks?

IT network: No (need to close the “ground faulty” in APP)

TT network: Yes

18.What is the recommended cable diameter for AC EV chargers?

We recommend using cables with a diameter of 4mm² or 6mm², up to a maximum of 10mm². The distance between the EV charger and the main power supply should not exceed 30 meters. Please ensure your installer selects the appropriate cable diameter based on the power requirements and the distance from the main power supply, while complying with local regulations.

19.What IP protection class does the EV Charger have?

i.L Series: IP55 / IK08
ii.A Series w/T2 plug: IP55 / IK08
iii.A Series socket: IP54 / IK08 IP55 / IK08

20.How many chargers can be mounted on the mounting pole?

Our mounting pole can support up to 2 chargers (A series). Newer versions are compatible with both A and L series chargers. Please confirm with your supplier to ensure the mounting pole meets your specific requirements.

21.How does the EV Charger operate in Master/Slave mode, and how can I set it up?

To enable Master/Slave mode, all chargers must be connected to the same WLAN network. Only one charger (the Master) needs to be connected to the Smart Meter, while the other chargers will function as Slaves. The configuration must be completed using the Fox Switch app.

Master-slave mode is not currently supported.When managing multiple chargers, one charger needs to be connected to the SmartMeter, and then all chargers are connected to the FOX cloud platform, which can realise load balanced management of multiple chargers.
Please refer to our DLB&SLB user manual, Chapter 2 Load Balance (Multiple Units).

22.Can I use charging programs for multiple EV Chargers, such as “first come, first served”?

Our EV chargers do not differentiate between users. The available power will be distributed equally among all connected chargers.

23.Will my charger lock the plug during charging, or can I simply unplug it?

Yes, FOX EV chargers lock the plug during the charging session. To unplug, you must first end the charging session, after which the plug will be automatically unlocked. You can end the session by pressing the side button on the EV charger, using the Fox app, or through your vehicle by starting it after ending the charging session.

24.Is Fox-ESS working on a bidirectional charging solution?

Yes, FOX is actively investing in bidirectional charging technology. However, the implementation of bidirectional charging involves numerous external factors beyond the control of FOX and other EV charging manufacturers.

25.What is the warranty for FOX EV chargers, and how can I extend it?

FOX EV chargers come with a 3-year warranty. For information on extending the warranty, please contact your distributor or reseller.